

**FORTIS
MEMORIAL
RESEARCH
INSTITUTE**



UNDERSTANDING THE PROCESS OF RECRUITMENT IN FMRI

PRESENTED BY:-
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Slide-2

SCREENSHOT OF APPROVAL

CERTIFICATE OF APPROVAL

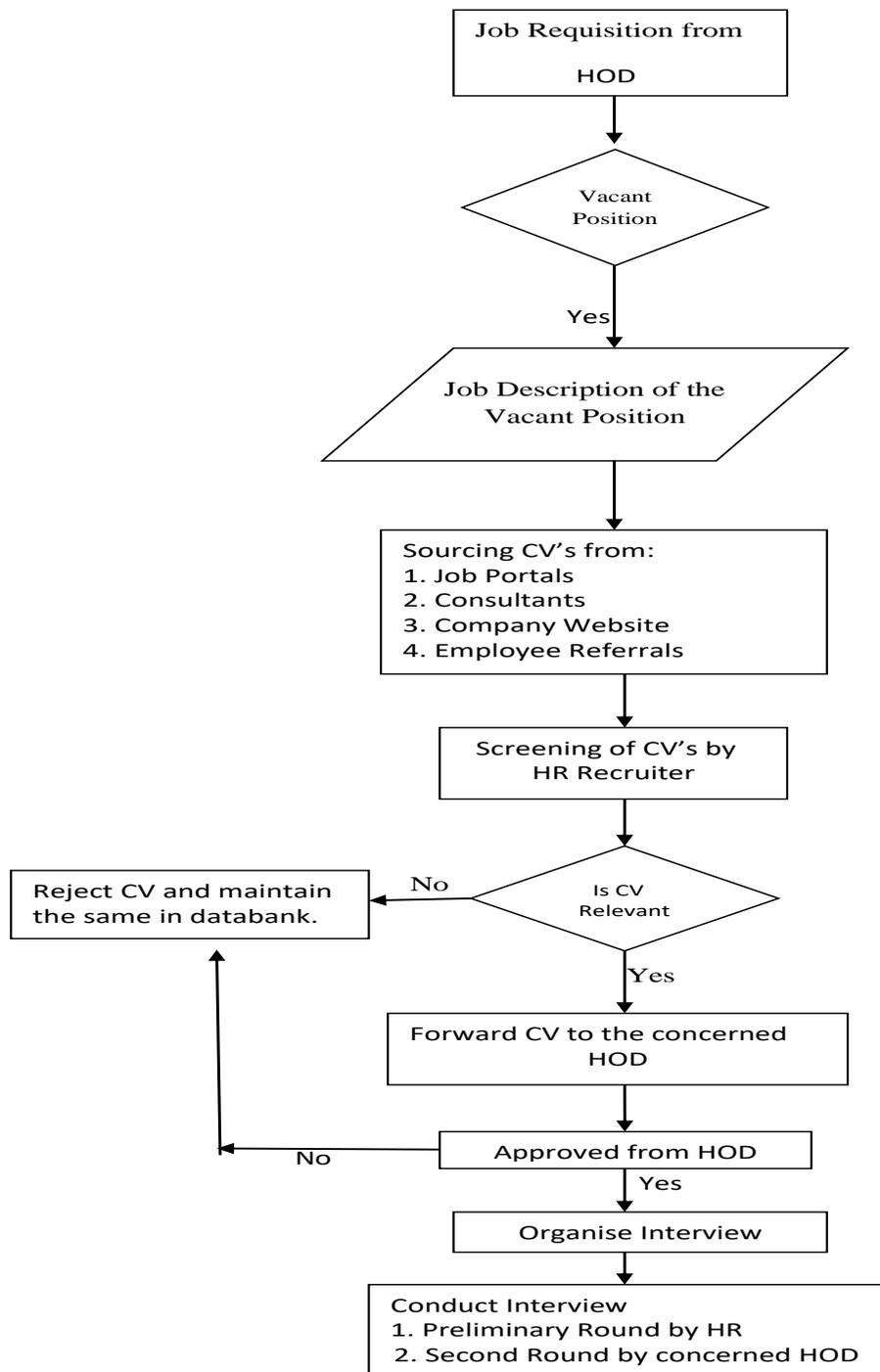
The Summer Internship Project titled “**Recruitment and Selection Process of FMRI in the Department of Human Resource**” at “**Fortis Memorial and Research institute.**” is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed, or conclusion drawn there in but approve the report only for the purpose it is submitted.



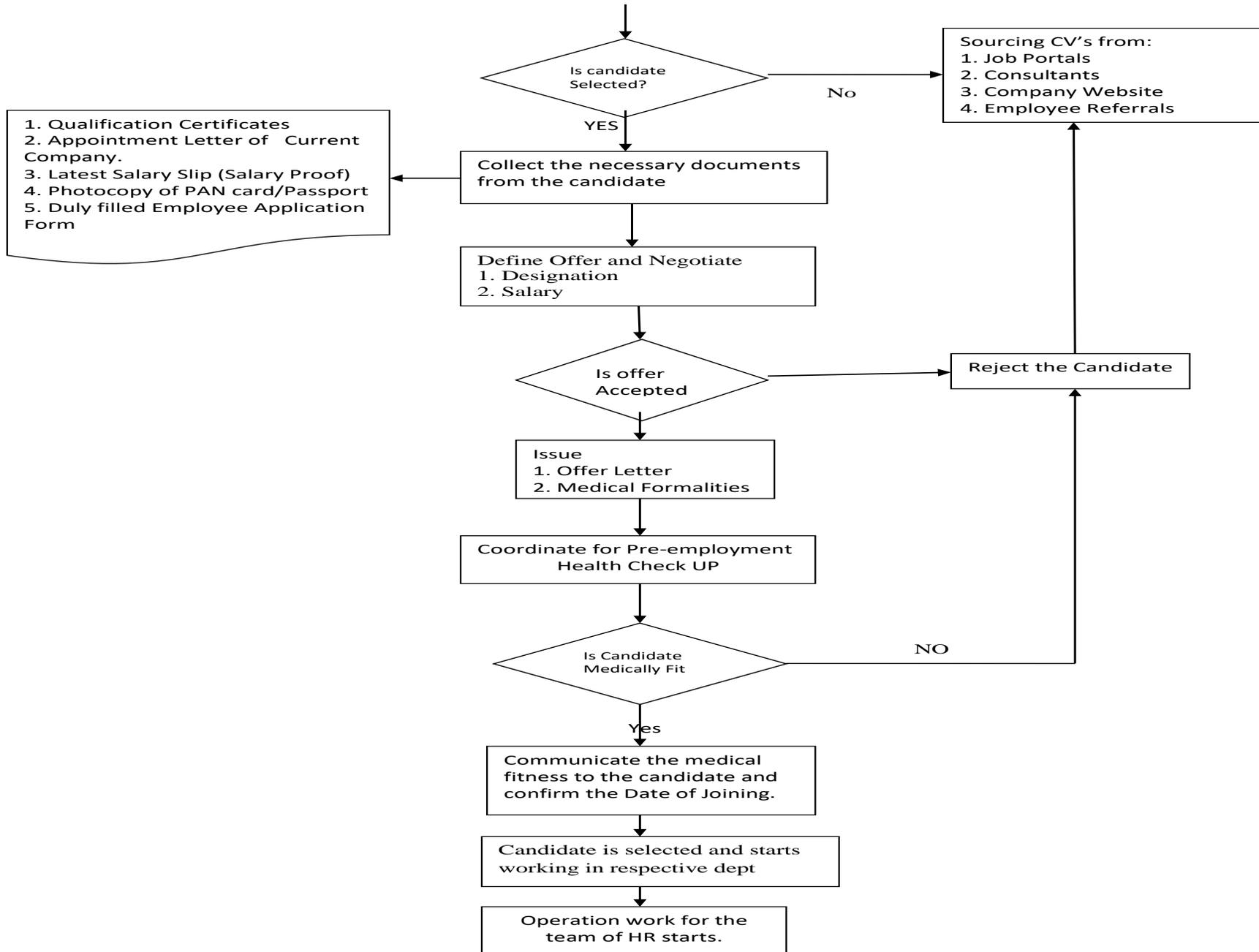
Ms. Divya Agarwal
Associate Dean- Admissions & Accreditation's
IIHMR- Delhi

INTRODUCTION

RECRUITMENT PROCESS FLOW CHART



INTRODUCTION



OBJECTIVES OF THE STUDY

- TO ANALYZE THE CHALLENGES FACED DURING RECRUITMENT PROCESS BY THE CANDIDATES
- TO ESTIMATE THE LEVEL OF SATISFACTION AMONG THE SELECTED CANDIDATES DURING THE RECRUITMENT PROCESS.

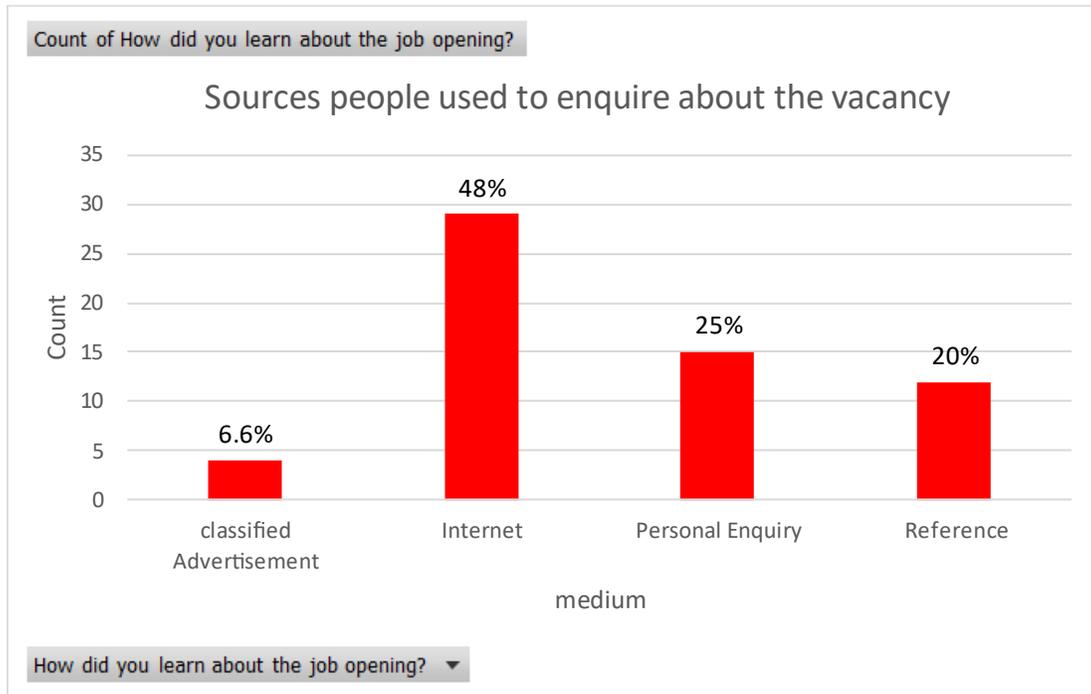


METHODOLOGY

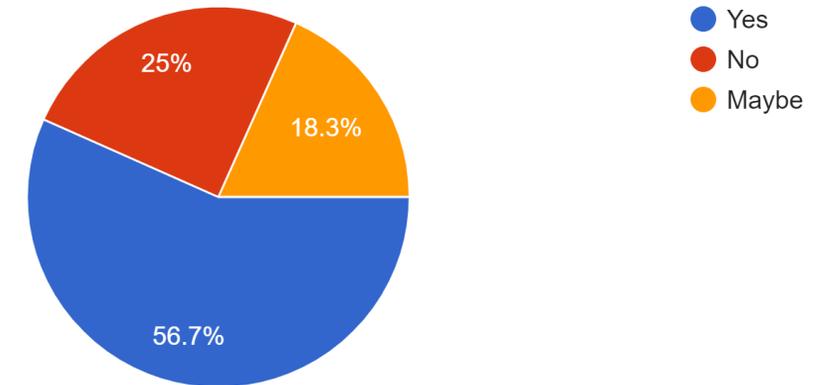
- **STUDY DESIGN-** CROSS SECTIONAL STUDY
- **SELECTION CRITERIA-** (INCLUSIVE) SHOULD BE A RECRUITED CANDIDATE OF FORTIS
- **STUDY SETTING-** FORTIS HOSPITAL
- **SAMPLING METHOD-** PURPOSIVE SAMPLING (CONVENIENCE SAMPLING), USED DUE TO AVAILABILITY OF STUDY POPULATION.
- **SAMPLING SIZE-** 60
- **METHOD OF DATA COLLECTION-** QUESTIONNAIRE
- **DURATION OF STUDY-** 2 MONTHS



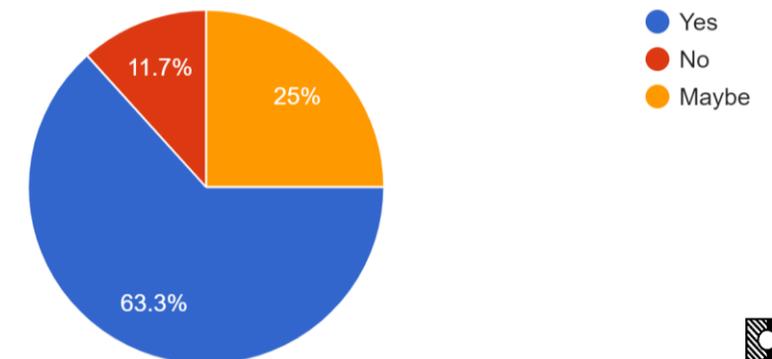
DATA ANALYSIS



Was it easy to find out about the position you wanted in this organisation
60 responses



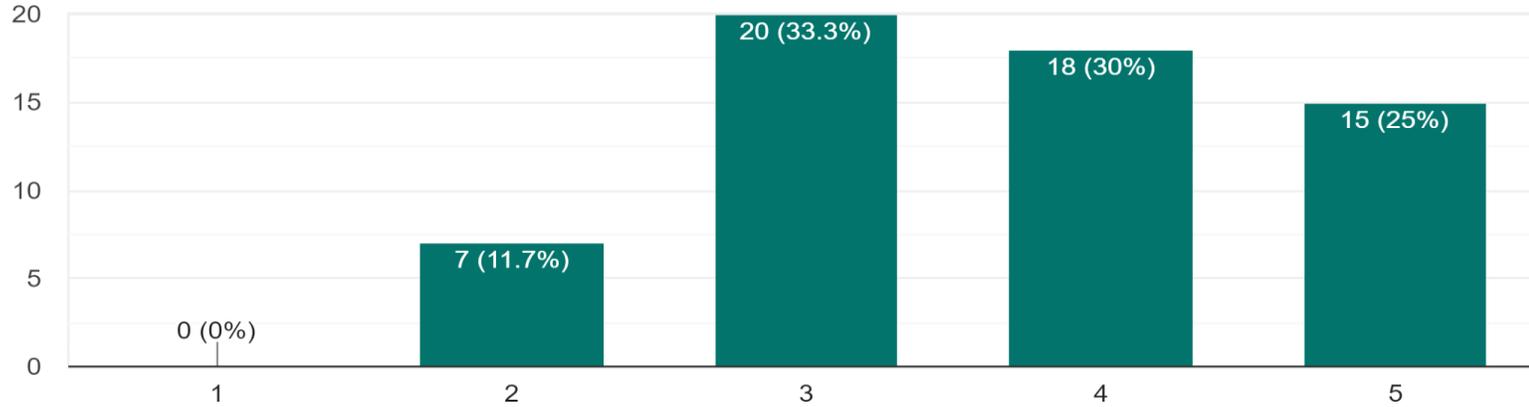
Was the recruitment process effective?
60 responses



DATA ANALYSIS

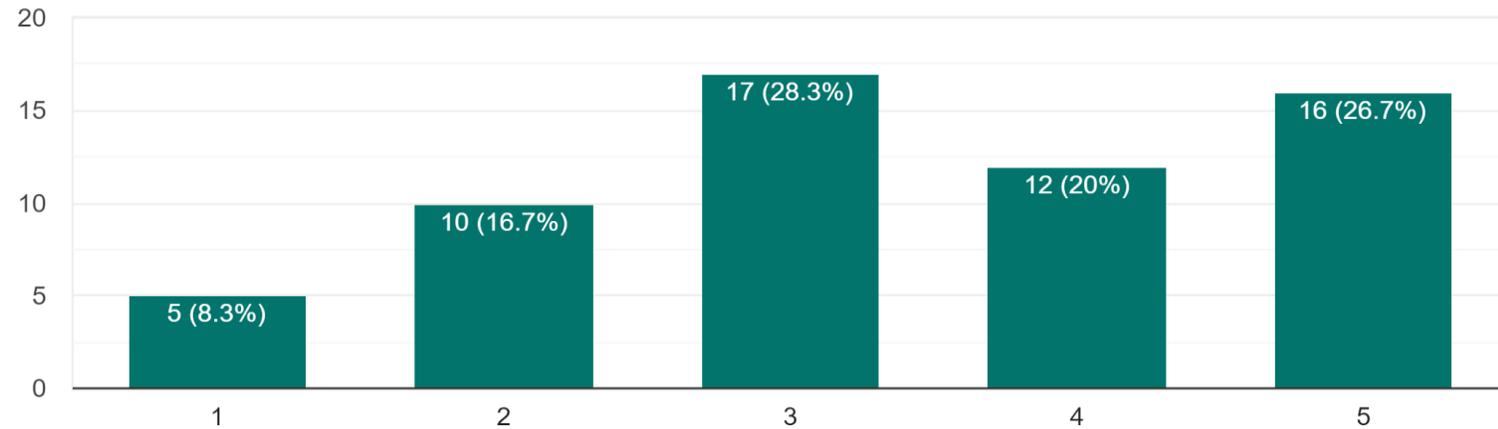
On a scale of 1-5 (1- strongly disagree, 5- strongly agree) The atmosphere of the workplace gave me a feeling of being welcomed when I came here for the interview

60 responses



On a scale of 1-5 (1- strongly disagree, 5- strongly agree) were you happy with the time between the interview and the feedback

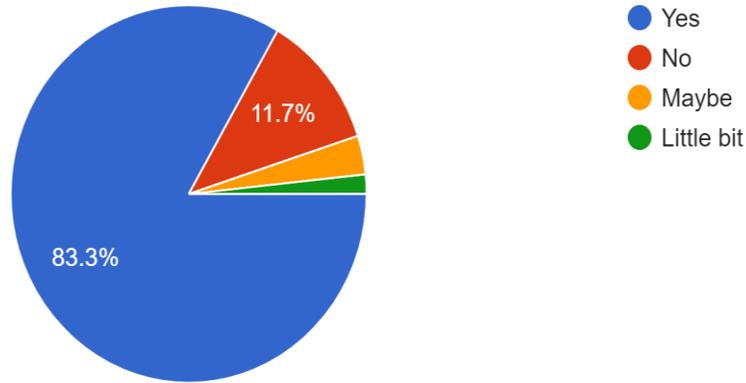
60 responses



DATA ANALYSIS

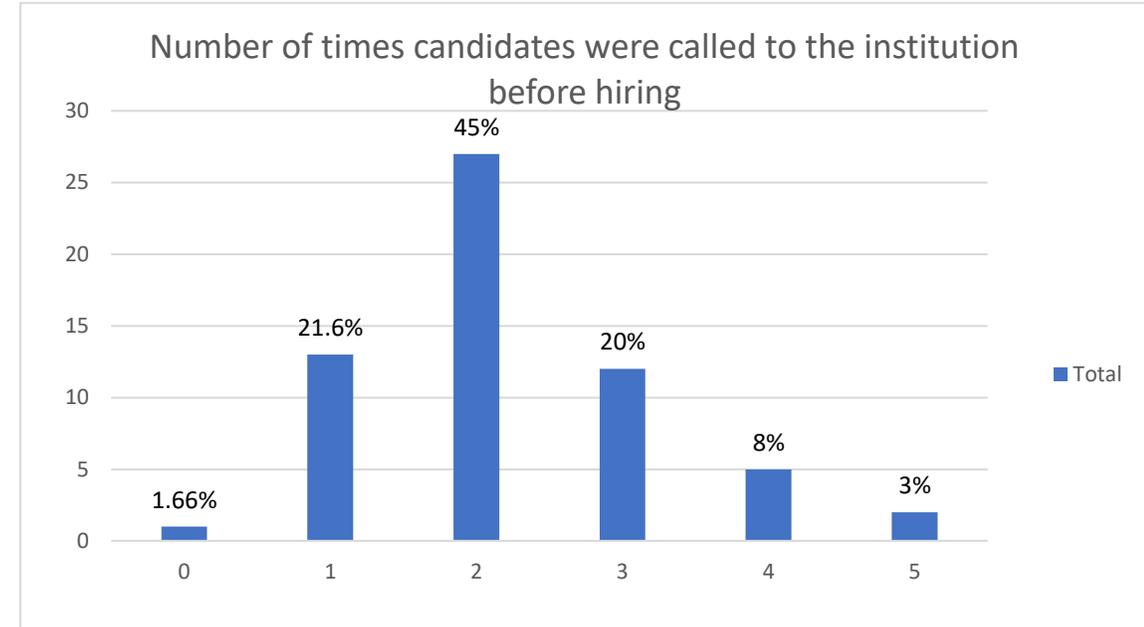
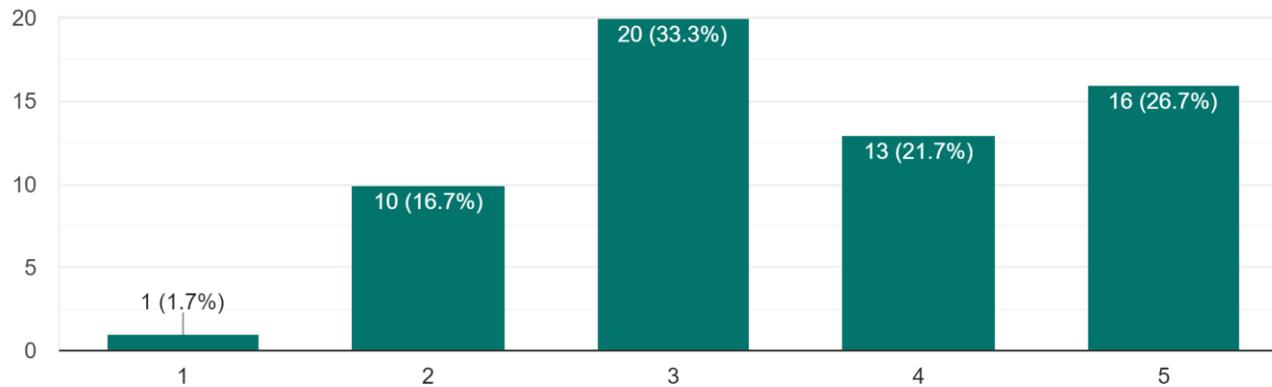
Was the paperwork process followed over here for recruitment tiring according to you?

60 responses



On a scale of 1-5 (1- strongly disagree, 5- strongly agree) Was the recruitment process properly managed?

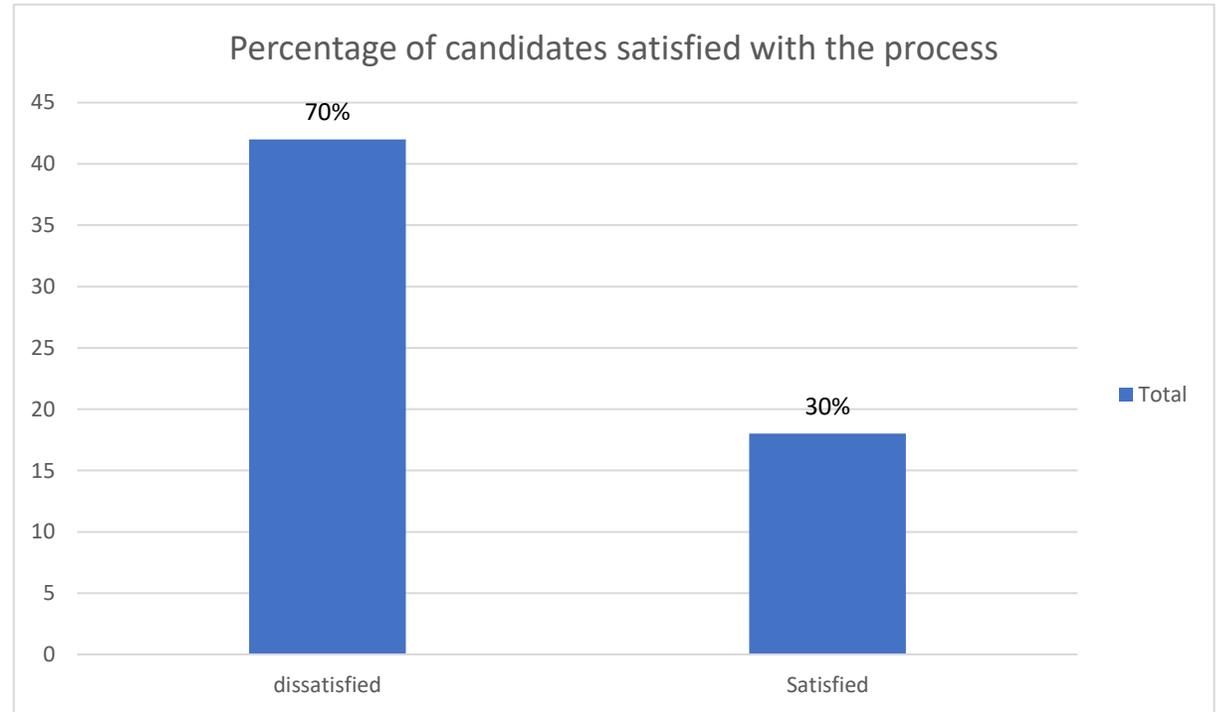
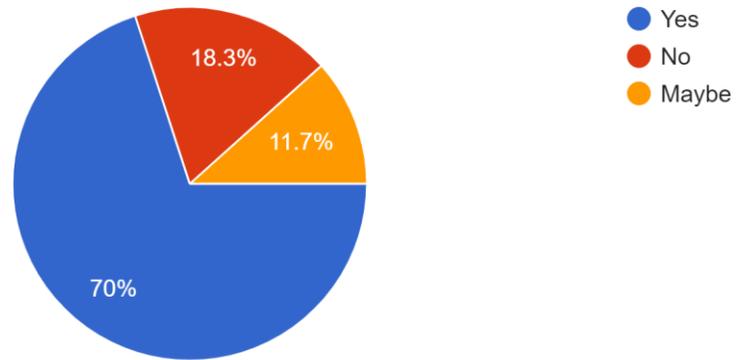
60 responses



DATA ANALYSIS

Were you given any assistance or provided with help through a person throughout the entire process of paperwork?

60 responses



RESULTS

MAJORITY OF THE CANDIDATES GOT INFORMATION ABOUT THEIR DESIRED POSITIONS FOR A JOB OPENING THROUGH THE MEANS OF INTERNET

17.9% OF THE CANDIDATES STILL FOUND IT DIFFICULT TO FIND A POSITION THEY DESIRED WHICH IS A DRAWBACK FOR AN INSTITUTION OF THIS BUG STATURE

ON A SCALE OF 1-5 MOST OF THE CANDIDATES GAVE A SCORE OF 3 SUGGESTING MODERATE FEEDBACK REGARDING THE ENVIRONMENT FOR RECRUITMENT BEING POSITIVE AND WELCOMING

DOCUMENTATION OF THESES INTERVIEWS WERE FOLLOWED UP BY THE RECRUITER DOING THE PAPERWORK MANUALLY, AND MAJORITY OF THE CANDIDATES EXHIBITED FRUSTRATION BECAUSE OF THE TIME TAKEN DUE TO THIS MANUAL PROCESS.

26.7 % OF THE CANDIDATES STRONGLY AGREED THAT THE RECRUITMENT PROCESS WAS MANAGED PROPERLY

18.3 % PERCENT OF THE TOTAL CANDIDATES INDICATED THAT THEY HAD NO HELP DURING THE PAPERWORK PROCESS AT THE TIME OF HIRING.

DISCUSSIONS

- Recruiters have adopted the means of internet for the recruitment process
- Though majority of the candidates found it easy to find their desired positions, there were still candidates who found it difficult
- Most of the candidates were not sure if they had chosen the right place
- Absence of HRIS and digitization makes the task gruesome
- Majority of the candidates were not satisfied with the recruitment process
- Certain candidates did not appreciate the paperwork process
- Candidates were called to the institution multiple times before hiring

LIMITATIONS

- Time Constraint
- Approval
- Sample size
- Measure used to collect the data



CONCLUSION

- Manual means of documentation does disturb the process because of the time taken.
- Majority of the candidates joined the institute because of the brand value, career growth opportunity and exposure. Hence the recruitment team should understand the depth of how the image of such a renowned institution should resonate with the candidates.
- Digital documentation is a dire need because of the advancements that are happening in the healthcare field





Vision – To be the ultimate healthcare destination - "Mecca of Medicine"

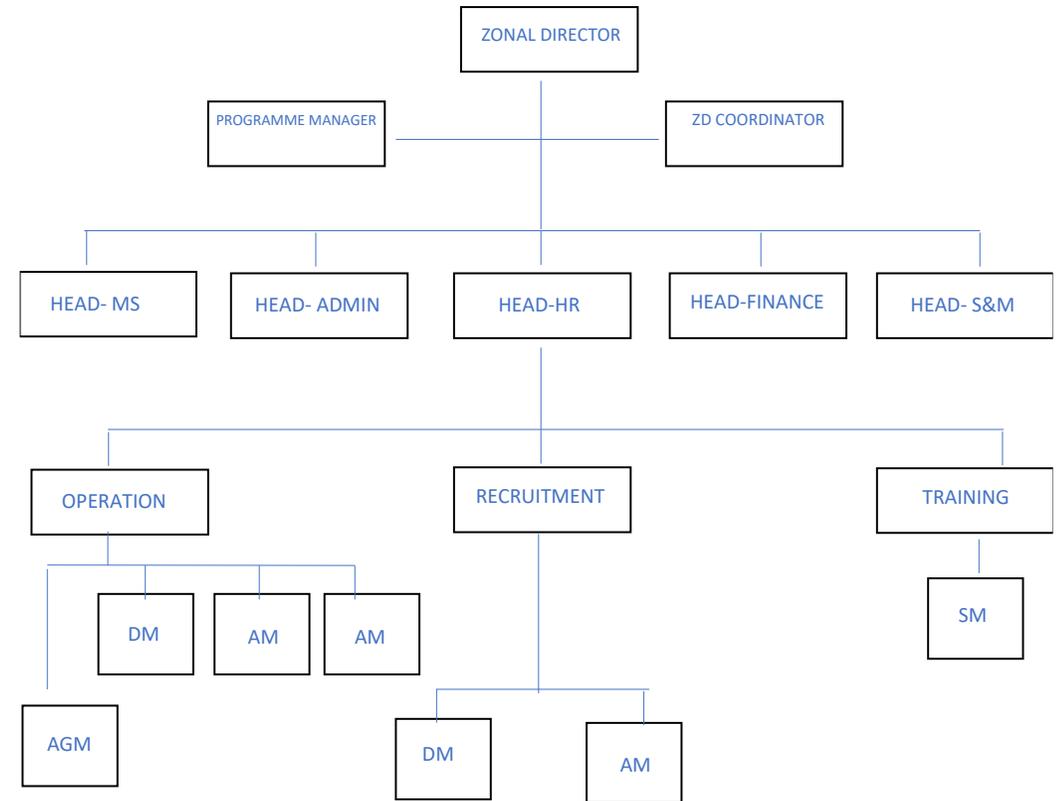
Mission – To provide tertiary/quaternary care to the community in a compassionate, dignified and instinctive manner

RECRUITMENT

Brief History about FMRI

- Fortis started its health care operations from **Mohali (2001)** where first Fortis hospital was started.
- The Fortis Memorial research Institute (FMRI) hospital at Gurgaon is the headquarter and flagship hospital of Fortis healthcare with all the major facilities at the hospital. It was named as **23rd smart hospital** in the world for the year 2021
- Fortis Memorial Research Institute (FMRI) is a multi-super-speciality
- 11-acre campus with 1000 bed**
- Hospital is built on the four strong pillars **Talent, Technology, Service and Infrastructure**

- Recruitment is an essential process for an organisation and plays a vital role in a healthcare setup. The process of recruitment is never constant because it is a dynamic field which keeps changing because of the various factors which brings in effects
- The Covid pandemic had disrupted many talent acquisition teams in various organisations leading them to adopt various methods for recruitment.
- During the first wave of COVID in 2020 organisations tackled recruitment complications by providing a choice of work from home at administration levels, after two years the issues shifted on managing complications relating to employee experience issues hence, this led to the discovery of several different prisms through which the recruitment process can be tackled the major one being ensuring the brand voice resonating with the candidates.
- Opportunities and openings for jobs has witnessed a steep rise in the recent months and at this uncertain period the most important process is hiring the right workforce.



Learning and Value addition

- Improved knowledge, skill and experience level.
- Boost in job performance through learning and development.
- Regularly updated with current skills

Usefulness of internship

- Explored many career path
- Broaden my horizon
- Gain work related experience
- Learn new practical skills
- Growth in my professional network

Challenges faced during internship -

- Finding right fit for talent during recruitment.
- Making everyone available for induction process and training.
- Limited technology resources.
- Competition for unique talent/skill we need.

INTERNSHIP EXPERIENCES

- COMMUNICATION SKILLS
- TEAM WORK
- MANAGEMENT SKILLS
- PROFESSIONALISM
- ORACLE
- TIME MANAGEMENT

SUGGESTIONS

- MORE DIGITIZED WORK
- NEED OF MANPOWER
- MORE ADVANCED DESKTOPS AND TECHNOLOGY
- TIME MANAGEMENT
- LESS FILE WORK



PICTORIAL JOURNEY



