

# Summer Internship Report

at



APOLLO HOSPITALS, BHUBANESWAR

(April 22<sup>nd</sup> to June 21<sup>st</sup> ,2024)

A Report By-

DR. JASLINE JENA

PGDM (Hospital and Health Management)

2023-2025



International Institute of Health Management Research, New Delhi

## ACKNOWLEDGEMENTS

I would like to extend my heartfelt gratitude to my institute, INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH, NEW DELHI to have provided me with the opportunity of Summer Training Program, which has fostered my learning process and encouraged me to refine my skills.

I consider myself fortunate for having the opportunity to undergo my Summer Training Program at Apollo Hospitals, Bhubaneswar and experience an enriching journey of acquiring knowledge.

I would like to extend my gratitude to Mr. SUBHRANSHU SEKHAR ROUT (UNIT HEAD HUMAN RESOURCE-DGM HR), my organizational mentor for welcoming me into the HUMAN RESOURCES DEPARTMENT and guiding me throughout my learning process and supporting me with my project work.

I would like to thank Ms. Dipti Lata Muni Madam and Mr. V Shankar Rao Sir for always extending their help to me not just for the project but throughout my learning experience.

I would like to extend my gratitude to my MENTOR at IIHMR, DELHI - DR. PANKAJ TALREJA Sir for his constant support, guidance and encouragement which he generously provided me with during my summer internship journey.

RefNo: AHEL/BBSR/HR/Observership/552



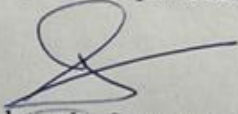
Date: 21-June-2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Jasline Jena** has undergone an observership at Apollo Hospitals Enterprise Ltd. Bhubaneswar in the department of **Human Resources**. The duration of the observership was from 22-April-2024 to 21-June-2024. During the observership her performance was good.

We wish her good luck in all her future endeavors.

*For Apollo Hospitals Enterprise Ltd.*

  
Subhranshu Sekhar Rout  
DGM-Human Resources



**Apollo Hospitals Enterprise Limited**

**Registered Office :** No. 19 Bishop Gardens, Raja Annamalaipuram, Chennai - 600 028  
**Corporate Identity Number (CIN) :** L85110TN1979PLC008035

**Bhubaneswar Office :** Plot No. 251, Sainik School Road, Unit-15, Bhubaneswar - 751 005, India

**Tel:** +91 674 6661016 / 6661066, **Fax:** +91 674 6660408, **E-mail :** apollo\_bbsr@apollohospitals.com, **Web:** www.apollohospitals.com

## Approval of the Presentation and Poster of Summer Training Program.



SUMMER ...ATION.pptx

SUMMER...POSTER.pptx



Dr. Pankaj Talreja

To: Jasline Jena



Reply

Reply all

Forward



Fri 2024-06-21 20:55

APPROVED.

Best,  
Dr. Pankaj Talreja

...

Great, thanks!

Thank you for the approval.

Thank you!

Reply

Forward

### Certificate of Approval

The Summer Internship Project of titled “RECRUITMENT PROCESS AT APOLLO HOSPITAL, BHUBANESWAR” 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 therein but approve the report only for the purpose it is submitted.

**Name of the Mentor- Dr. Pankaj Talreja**

**Designation**

**IIHMR, Delhi**

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- PROJECT REPORT (SPECIFIC FINDINGS)-

- I. Introduction
- II. Rationale
- III. Specific Objectives
- IV. Analysis and Interpretation
- V. Conclusion



## END-TO-END RECRUITMENT CYCLE





(Completion of Summer Internship from Apollo Hospitals,  
Bhubaneswar.)

The certificate is awarded to

Name Dr. JASLINE JENA

In recognition of having successfully completed his/her Internship in the department of

Title HUMAN RESOURCE (HR)

And has successfully completed her Project on

RECRUITMENT PROCESS AT APOLLO HOSPITALS, BHUBANESWAR

Date 21<sup>st</sup> June '24


Organisation APOLLO HOSPITALS, BHUBANESWAR

She comes across as a committed, sincere & diligent person who has a strong drive  
& zeal for learning.

We wish her all the best for future endeavours.

Organization Supervisor

Head-HR/Department Head

  
Mr Subhramshu Sekhar Rout  
DGM-Human Resources  
Apollo Hospitals Enterprise Ltd.  
25/1 Sainik School Road, Unit -15  
2 Bhubaneswar-751005, Odisha

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# OBSERVATIONAL LEARNING

## I. INTRODUCTION-

The Summer Training Program here has helped me in developing an in-depth understanding about the structure, operations and management, programmes and policies involved in the running of a hospital.

This experience has helped me in developing critical thinking and integrate the analytical skills and apply them in work life situations.

| APOLLO HOSPITALS BHUBANESWAR   |   |
|--|---|
| SCOPE OF SERVICES  |   |
| <ul style="list-style-type: none"> <li>1.1 SPECIALITIES:</li> <li>1.1.1 Anaesthesiology</li> <li>1.1.2 Apollo Health Check</li> <li>1.1.3 Audiology &amp; Speech Therapy</li> <li>1.1.4 Bariatric Surgery</li> <li>1.1.5 Cardiology (Clinical &amp; Interventional)</li> <li>1.1.6 Cardio-Thoracic &amp; Vascular Surgery</li> <li>1.1.7 Clinical Laboratory</li> <li>1.1.8 Clinical Psychology</li> <li>1.1.9 Critical Care Medicine</li> <li>1.1.10 Dermatology</li> <li>1.1.11 Dentistry, Maxillofacial Surgery &amp; Orthodontistry</li> <li>1.1.12 Diabetology</li> <li>1.1.13 Dietetics</li> <li>1.1.14 Ear, Nose and Throat</li> <li>1.1.15 Emergency Medicine &amp; Trauma</li> <li>1.1.16 Endocrinology</li> <li>1.1.17 General Medicine</li> <li>1.1.18 General Surgery</li> <li>1.1.19 Haematology</li> <li>1.1.20 Medical Gastroenterology</li> <li>1.1.21 Minimal Access Surgery</li> <li>1.1.22 Minimal Invasive, Laparoscopic Surgery</li> <li>1.1.23 Nephrology &amp; Renal Transplant</li> <li>1.1.24 Neurology</li> <li>1.1.25 Neurosurgery</li> <li>1.1.26 Obstetrics &amp; Gynaecology</li> <li>1.1.27 Medical Oncology</li> <li>1.1.28 Surgical Oncology</li> <li>1.1.29 Radiation Oncology</li> <li>1.1.30 Nuclear Medicine</li> <li>1.1.31 Ophthalmology</li> <li>1.1.32 Orthopedic &amp; Joint Replacement</li> <li>1.1.33 Paediatric &amp; Neonatology</li> <li>1.1.34 Paediatric Surgery</li> <li>1.1.35 Paediatric Cardiology</li> <li>1.1.36 Pathology</li> <li>1.1.37 Physiotherapy</li> <li>1.1.38 Plastic and reconstructive surgery</li> <li>1.1.39 Psychiatry</li> <li>1.1.40 Pulmonary Medicine</li> <li>1.1.41 Radiodiagnosis</li> <li>1.1.42 Interventional Radiology</li> <li>1.1.43 Rheumatology</li> <li>1.1.44 Surgical Gastroenterology &amp; Liver Transplant</li> <li>1.1.45 Urology</li> <li>1.2 FACILITIES &amp; SERVICES :</li> <li>1.2.1 CARDIOLOGY :</li> <li>Electrocardiograph (ECG)</li> <li>Echocardiogram</li> <li>Ti Table test</li> <li>Treadmill Test (TMT) / Stress Test</li> <li>Digital Cath Lab</li> <li>Hotter</li> <li>1.2.2 ENT</li> <li>Sleep Lab</li> </ul> | <ul style="list-style-type: none"> <li>1.2.3 GASTROENTEROLOGY:</li> <li>Endoscopy</li> <li>Colonoscopy</li> <li>ERCP suite</li> <li>Third Space Intervention</li> <li>1.2.4 RESPIRATORY (CHEST) MEDICINE</li> <li>Bronchoscopy</li> <li>Pulmonary Function Test (PFT)</li> <li>1.2.5 RADIOLOGY :</li> <li>X-Ray</li> <li>MRI (Magnetic Resonance Imaging -1.5 Tesla)</li> <li>Ultrasound Scan</li> <li>Colour Doppler</li> <li>64 Slice CT Scan (Computed Tomography)</li> <li>Mammogram</li> <li>Deep Scan (Bone Densitometer)</li> <li>1.2.6 NEUROLOGY :</li> <li>Electro Encephalo Gram (EEG)</li> <li>Electro Myo Gram (EMG)</li> <li>Nerve Conduction Velocity Test (NCV)</li> <li>1.2.7 CLINICAL BIOCHEMISTRY</li> <li>Clinical pathology</li> <li>Hematology</li> <li>Immunology</li> <li>Histopathology</li> <li>Microbiology</li> <li>Flow Cytometry</li> <li>1.2.8 UROLOGY :</li> <li>Dialysis</li> <li>Haemodialysis</li> <li>Continuous Ambulatory Peritoneal Dialysis (CAPD)</li> <li>1.2.9 NEPHROLOGY :</li> <li>Dialysis</li> <li>Haemodialysis</li> <li>Continuous Ambulatory Peritoneal Dialysis (CAPD)</li> <li>1.2.10 NUCLEAR MEDICINE :</li> <li>PET CT</li> <li>1.2.11 SUPPORT SERVICES :</li> <li>Audiometry</li> <li>Speech Therapy</li> <li>Physiotherapy</li> <li>Psychiatry Counseling</li> <li>Dietetics</li> <li>Blood Bank</li> <li>Preventive Health Check</li> <li>Emergency Ambulance Services (24 x 7)</li> <li>Pharmacy (24 x 7)</li> <li>1.2.12 INSTITUTIONAL ETHICS COMMITTEE FOR CLINICAL STUDIES</li> <li>2.0 SERVICES NOT OFFERED AT APOLLO HOSPITALS BHUBANESWAR</li> <li>2.1 Bone Marrow Transplant</li> <li>2.2 Burn Unit</li> <li>2.3 Hyperbaric Oxygen Therapy</li> <li>2.4 Inpatient Care in Psychiatry</li> <li>2.5 IVF (In Vitro Fertilization)</li> <li>2.6 Molecular Medicine</li> </ul> |

| APOLLO HOSPITALS BHUBANESWAR   |  |
|--|--|
| PATIENT & FAMILY RIGHTS  |  |
| <p>As a patient you have the following rights:</p> <ol style="list-style-type: none"> <li><b>Right for any special preferences, spiritual and cultural needs:</b><br/>This includes respect for any special preferences such as spiritual and cultural needs, dietary preferences, worship requirement or any specific requirement pertaining to spiritual and cultural needs.</li> <li><b>Right to respect and dignity:</b><br/>This includes respect for personal dignity and privacy during examination, procedures and tests. Any procedure that entails photographic evidences or recording shall be done with the informed consent of the patient and patient identity shall remain classified.</li> <li><b>Right to protection from physical abuse or neglect:</b><br/>This includes protection from fall, negligence, assault, mistreatment, repeated unwarranted internal examinations etc. Special precautions shall be taken especially with respect to vulnerable patients such as elderly, neonates, physically and mentally challenged patients, comatose patients, patients with severe disabilities.</li> <li><b>Right to privacy and confidentiality:</b><br/>This addresses the right to every consideration of your privacy concerning your medical care and you also have right to expect that all the communications and records pertaining to your care be treated as confidential. However, reasonable details solicited by court of law will be furnished without written approval of the patient.</li> <li><b>Right to Refusal to Treatment:</b><br/>This includes right to refuse treatment. However this decision will have to be taken by you at your own risk, hospital cannot be held responsible for any consequences, medical or otherwise, arising out of your refusal to be treated as per the advice of our medical professional(s). The treating doctor shall discuss all the available options and the patient shall be allowed to make an informed choice. In case of refusal, the treating doctor shall explain the consequences of the refusal of treatment and document the same.</li> <li><b>Right to seek an additional opinion regarding clinical care:</b><br/>This includes your right to seek a second opinion if you wish, from within or outside the hospital and has the approval of Medical Superintendent. Hospital shall respect the decision and shall allow access to all relevant information or data requested only when the chosen consultant confirms on our visiting consultant's parishes equivalent qualifications as per the C&amp;P committee or the committee belonging to any other Apollo Group Hospitals.</li> <li><b>Right to informed consent:</b><br/>This includes informed consent before anaesthesia, blood transfusions and any invasive/ high risk procedures/ treatment. This address the patient shall be given an opportunity to be an informed participant in his/her health decisions.</li> <li><b>Right to information and consent before any research protocol is initiated:</b><br/>This includes that the patient has the right to consent or decline to participate in any proposed research studies or human experimentation requiring direct patient involvement and those studies have to be fully explained prior to consent.</li> <li><b>Right to Voice a Complaint:</b><br/>You have the right to voice complaints, register grievance or give valuable suggestion and feedback about the hospital and the patient care we provide. Feedback boxes are placed at every patient care area in each floor at accessible locations or else you can speak to our VOC staff in the Grievance Redressal Cell at Ground floor lobby. The methodology to voice the complaint is displayed at every strategic location. Complaint mechanism shall be accessible and Redressal of complaint shall be fair and transparent.</li> <li><b>Right to information on the Expected Cost of the Treatment:-</b><br/>This information addresses that the patient/patient after-... all be communicated about the expected cost to be incurred during the treatment procedure by the treating consultant. Patient is also informed about additional cost (that might be incurred) due to sudden changes in the clinical condition of the patient.</li> <li><b>Right to Access to his/her Clinical Records:</b><br/>This addresses that the patient has the right to access / review his/her medical records pertaining to his/her medical care and in consonance with the code of medical ethics and statutory requirements. This right can be exercised after seeking necessary approval from MS Office and within the ambit of the laid down Policies &amp; Procedures of the hospital.</li> <li><b>Right to information on the name of the treating doctor, care plan, progress and information on their health care needs.</b><br/>You have the right to request for to consult with any of our doctors at any point of time during the course of medical care. You have the right about all the information of your care plan, progress in the treatment and other health-care needs.</li> <li><b>Right to receive complete &amp; current information regarding the case.</b><br/>This information addresses that the patient has the right to have complete &amp; information of his / her treatment.</li> <li><b>Right to an explanation in terms that earn benefits, risks, drawbacks, which are known, potential costs, problem related to recovery, the likelihood of success and alternative care.</b><br/>This information addresses that the patient has to be explained about all the expected risks, complication and benefits during undergoing any procedure/ surgery. Also the patient shall be possibility of recovery along with alternative method.</li> <li><b>Right to determining what information regarding their care would be provided to self &amp; family.</b><br/>The patient and his/her family members shall be provided each &amp; every information about the patient's treatment and condition. This also includes any confidential information related to the treatment.</li> </ol> |  |

## SCOPE OF SERVICES

## PATIENT AND FAMILY RIGHTS

❖ The CHIEF OPERATIONS OFFICER (COO) AND DIRECTOR MEDICAL SERVICES (DMS) of this hospital is DR. ALOK SRIVASTAVA.

## DEPARTMENT-

At Apollo Hospitals, Bhubaneswar my posting was in the HUMAN RESOURCES DEPARTMENT, where I reported to the DGM HR (UNIT HEAD) -Mr. Subhranshu Sekhar Rout.

The other employees of the HR department included-

Ms Dipti Lata Muni, Mr. V Shankar Rao, Mr. Shiva, Mr. Prashant Sahoo, Mr. Tushar Mohapatra and Mr. Bikash.

The HR department of this hospital caters to the functioning of 2063 employees split into various departments including Physicians, Nursing staff, house-keeping staff, support staff, security personnels, paramedical staff etc.

## II. SPECIFICATIONS

Apollo Hospital is a NABH accredited world class medical facility catering to the healthcare needs of the Capital region. Featuring experienced medical professionals and the latest in medical infrastructure, the hospital represents Apollo Health's commitment to quality medical care and patient service.



## III. FUNCTIONING OF THE HUMAN RESOURCE DEPARTMENT

### ESSENTIAL COMPONENTS OF THE HUMAN RESOURCE PROCESSES-

1. RECRUITMENT
2. INDUCTION /ORIENTATION
3. PERFORMANCE MANAGEMENT
4. TRAINING
5. PAYROLL (COMPENSATION AND BENEFITS)

## 6. HR ADMINISTRATION (UNIFORM, HOSTEL, OTHER FACILITIES)

## 7. F&F STAFF (FULL AND FINAL SETTLEMENT)

### Roles and duties as Intern in the HR department-

- Organizing Joining documents for New Employees-

Application for Employment form from Apollo Hospitals. The form includes sections for Personal Details (Name, DOB, Gender, Date of Birth, Country of Birth, Religion, Blood Group, Physically Handicapped, Identification Mark 1 & 2, Marital Status, Spouse Name, Spouse Date of Birth), Family / Dependent Details (Name, Relationship with Employee, Date of Birth, Age, Gender, Occupation, Monthly Income), and a section for the Applicant's Signature and Date. The Apollo Hospitals logo is at the top left.

Post-Test-BLS QUESTIONNAIRE form. The form includes sections for Name, Emp ID, DOB, Department, and Date. It contains four multiple-choice questions related to Basic Life Support (BLS) training. The Apollo Hospitals logo is at the top right.

Application for Employment

Question paper for BLS Training

- Co-ordinating Basic Life Support (BLS) Training Program-

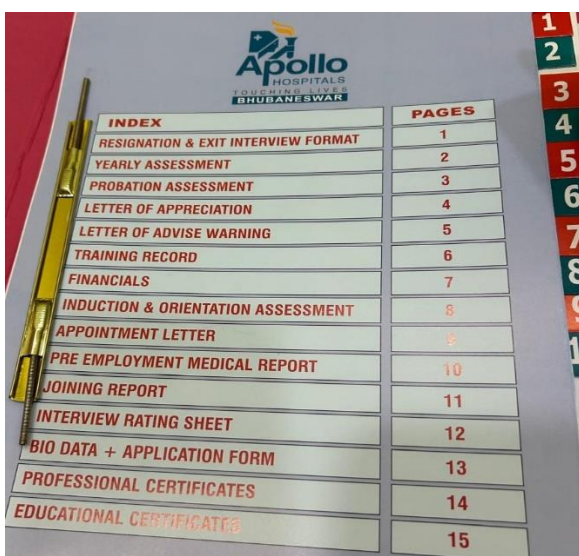
- Use of the Oracle software for maintaining Employment details of the Employees- Updating essential details pertaining to each employee's employment, personal and compensation details. At Apollo Hospitals, Bhubaneswar the Oracle software is used as the

## HRIS (Human Resource Information System) for the purpose of Human Capital Management (HCM).

The software helps the HR department in conducting the Internal HR Functions like-

1. Employee data management
2. Payroll
3. Recruitment
4. Benefits
5. Training
6. Talent management
7. Employee Engagement
8. Employee Attendance

- Filing of Employee Documents -Consisting of Joining reports, certificates of qualification, Resume, Pre employment medical tests, Interview rating sheets etc. The sequence of filing is below-



| INDEX                               | PAGES |
|-------------------------------------|-------|
| RESIGNATION & EXIT INTERVIEW FORMAT | 1     |
| YEARLY ASSESSMENT                   | 2     |
| PROBATION ASSESSMENT                | 3     |
| LETTER OF APPRECIATION              | 4     |
| LETTER OF ADVISE WARNING            | 5     |
| TRAINING RECORD                     | 6     |
| FINANCIALS                          | 7     |
| INDUCTION & ORIENTATION ASSESSMENT  | 8     |
| APPOINTMENT LETTER                  | 9     |
| PRE EMPLOYMENT MEDICAL REPORT       | 10    |
| JOINING REPORT                      | 11    |
| INTERVIEW RATING SHEET              | 12    |
| BIO DATA + APPLICATION FORM         | 13    |
| PROFESSIONAL CERTIFICATES           | 14    |
| EDUCATIONAL CERTIFICATES            | 15    |

Sequence for filing the documents of Employees



- Helping the New employees in Filling up the Joining Application Forms- Guiding the new employees while filling up the joining forms, submitting documents of qualification, filling up forms for Payment of Gratuity, Employee Provident fund, Pre-employment prophylaxis, declarations etc.

The image shows two forms. The left form is 'Payment of Gratuity (Central) Rules FORM 'F'' for nomination. It includes fields for nominee details, a declaration by the employee, and a table for multiple nominees. The right form is 'Composite Declaration Form - II' for the Employee Provident Fund, containing sections for personal details, previous employment, and international worker status.

**Payment of Gratuity (Central) Rules FORM 'F'**

**Nomination**

To, (Give here name or description of the establishment with full address)

I, Shri/Shrimati/Kumari, (Name in full here)

whose particulars are given in the statement below, hereby nominate the person(s) mentioned below to receive the gratuity payable after my death as also the gratuity standing to my credit in the event of my death before that amount has become payable, or having become payable has not been paid and direct that the said amount of gratuity shall be paid in proportion indicated against the name(s) of the nominee(s).

2. I hereby certify that the person(s) mentioned is/are a member(s) of my family within the meaning of clause (h) of Section 2 of the Payment of Gratuity Act, 1972.

3. I hereby declare that I have no family within the meaning of clause (h) of Section 2 of the said Act.

4. (a) My father/mother/parents is/are not dependent on me.  
(b) My husband's father/mother/parents is/are not dependent on my husband.

5. I have excluded my husband from my family by a notice dated the \_\_\_\_\_ to the controlling authority in terms of the proviso to clause (h) of Section 2 of the said Act.

6. Nomination made herein invalidates my previous nomination.

| Name in full with full address of nominee(s) | Relationship with the employee | Age of nominee | Proportion by which the gratuity will be shared |
|--|--------------------------------|----------------|---|
| (1)  | (2)                            | (3)            | (4)   |
| 1.   |                                |                |   |
| 2.   |                                |                |   |
| 3.   |                                |                |   |
| So on.                                       |                                |                |   |

**Composite Declaration Form - II**

(To be submitted to the employer for future reference)

**EMPLOYEE'S PROVIDENT FUND ORGANISATION**

Employee's Provident Scheme, 1952 (Paragraph 14 & 15) & Employee's Provident Scheme, 1996 (Paragraph 14)

(Declaration by a person taking up employment in any establishment in which EPF Scheme, 1952 and/or EPF Scheme, 1996 is applicable)

1. Name of the member

2. Father's Name

3. Date of Birth (DD/MM/YYYY)

4. Gender (Male/Female/Transgender)

5. Marital Status (Married/Unmarried/Widow/Widower/Divorced)

6. (a) Email ID  
(b) Mobile No.

7. Present employment details  
Date of joining in the current establishment (DD/MM/YYYY)

**KYC Details:** (attach self attested copies of following KYCs)

a) Bank Account No.  
b) PAN Code of the branch  
c) Aadhaar Number  
d) Permanent Account Number (PAN), if available

9. Whether earlier a member of Employees' Provident Fund Scheme, 1952 Yes / No

10. Previous employment details: [If Yes to 9 AND/OR 10 above] – Un-exempted

| Establishment Name & Address | Universal Account Number | PF Account Number | Date of joining (DD/MM/YYYY) | Date of exit (DD/MM/YYYY) | Scheme Certificate No. (if issued) | EPF Number (if issued) | Non-Contributory Period (NCP) Days |
|------------------------------|--------------------------|-------------------|------------------------------|---------------------------|------------------------------------|------------------------|------------------------------------|
| 11                           |                          |                   |                              |                           |                                    |                        |                                    |

**Previous employment details: [If Yes to 9 AND/OR 10 above] – For Exempted Trusts**

| Name & Address of the Trust | UAN | Member EPS Ac Number | Date of joining (DD/MM/YYYY) | Date of exit (DD/MM/YYYY) | Scheme Certificate No. (if issued) | Non-Contributory Period (NCP) Days |
|-----------------------------|-----|----------------------|------------------------------|---------------------------|------------------------------------|------------------------------------|
| 12                          |     |                      |                              |                           |                                    |                                    |

13. a) International Worker: Yes / No

b) If yes, state country of origin (India/Name of other country)

c) Passport No.

d) Validity of passport [(DD/MM/YYYY) to (DD/MM/YYYY)]

#### IV. CONCLUSIVE LEARNING

The Human Resource Department caters to the needs of all the employees of the organization, either big or small

-The department of Human Resource address to the grievance redressal of the employees, like for instance during my internship there was an unrest among the housekeeping staff regarding the appointment of a certain

employee and this issue was dealt with a lot of patience by the Head of HR, within a few days.

-The roles and responsibilities of the junior HR professionals are well defined pertaining to Recruitment, Compensation, Full and Final Statement, Generating Employee IDs, Providing and keeping an account of Uniforms, Aprons, Shoes etc.

-The onboarding process for all the new joining employees was made smooth and efficient in the HR department itself.

## PROJECT WORK (SPECIFIC FINDINGS)

### 7 stages of Recruitment-

- Pre-recruitment planning
- Crafting job descriptions
- Talent sourcing
- Applicant screening



- Interview and selection
- Hiring an ideal employee
- Smooth onboarding

Recruitment of healthcare professionals such as doctors, nurses, pharmacists, administrators, technicians, therapists etc.

## I. RATIONALE

This study focusses on highlighting the process of Recruitment .

This hospital is a 350 bedded tertiary care hospital with 2063 employees at large including Physicians, Nursing Staff, Paramedical Staff, Housekeeping Staff, Support Staff, Security Staff etc.

There are various departments run by the Head of Departments (HODs).

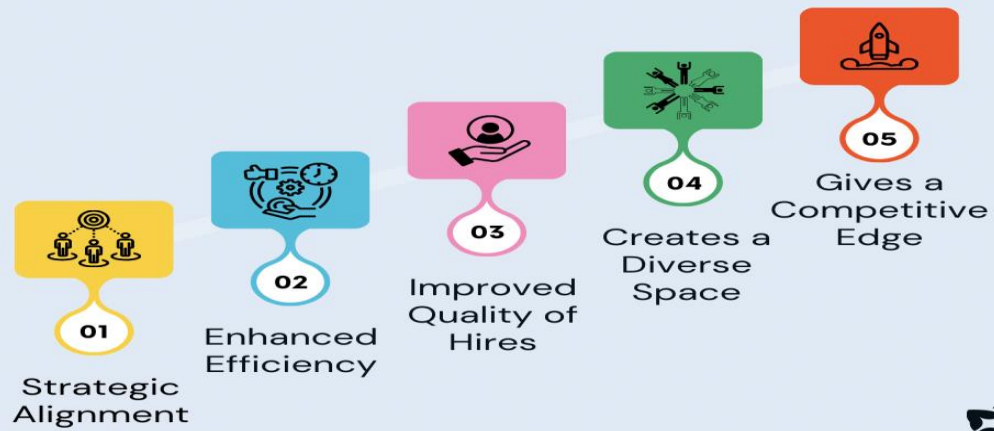
The HODs further report to the Unit Heads.

All the unit heads report to the Chief Operations Officer and Director Medical Services.

Through this study, I aim to establish the sources of Recruitment and make an attempt to emphasize on the process of Recruitment.

5 Important Reasons  
to have

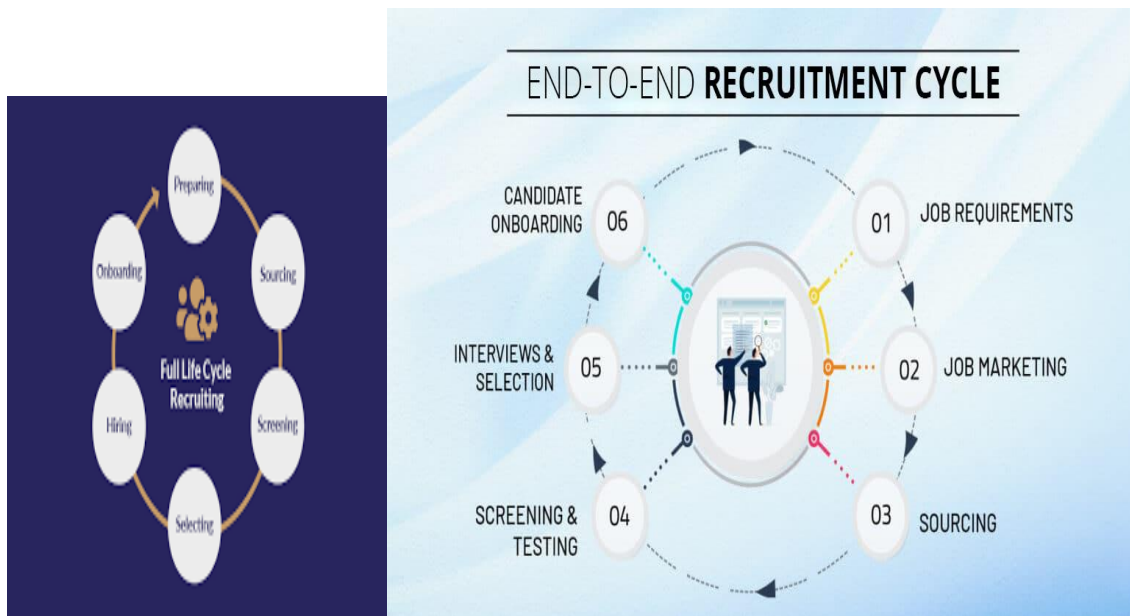
## Recruitment Objectives



## II. SPECIFIC OBJECTIVES-

- ❖ To establish detailed process of Recruitment.

- ❖ Highlight on the Sources of Recruitment at Apollo Hospitals, Bhubaneswar.
- ❖ Emphasize on the role of HODs of Different departments, Unit Heads, HR Head and Recruiter in the process of Recruitment.
- ❖ Description of the Apollo Career Site.
- ❖ Highlighting the Induction Process.



## RECRUITMENT CYCLE

### • PROCESS OF RECRUITMENT-

- 1. VACANCIES IN THE VARIOUS POSTS ARE NOTIFIED BY THE HODs OF THE  
  
DIFFERENT DEPARTMENTS TO THE HUMAN RESOURCE DEPARTMENT.**
- 2. THE VACANT POSTS ARE SUPPOSED TO BE FILLED IN BY THE HUMAN  
  
RESOURCE DEPARTEMENT WITHIN 45 DAYS OF RECEIVING THE NOTIFICATION  
  
BY USING ORACLE HUMAN CAPITAL MANAGEMENT.**
- 3. ESTABLISHING THE MANPOWER REQUISITION FORM BY THE HODs.**
- 4. APPROVAL BY THE UNIT HEADS FOR HIRING NEW EMPLOYEES.**
- 5. INTIMATION TO THE HR HEAD REGARDING THE NECESSARY POSTS TO BE  
  
FILLED BY HIRING THE RIGHT KIND OF EMPLOYEES.**
- 6. WITHIN THE HR DEPARTEMENT, THE RECRUITER HAS THE PRIMARY  
  
RESPONSIBILITY FOR PUBLISHING THE POSTS PUBLICLY TO THE SUITABLE  
  
CANDIDATES FOR THE VACANT POSTS.**
- 7. HERE THE JOB POSTINGS ARE THE INTERNAL JOB POSTINGS(IJBs) AND ON  
  
APOLLO CAREER SITE.**
- 8. THE SUITABLE CANDIDATE WHO APPLIES FOR THE JOB IS THEN CALLED FOR  
  
INTERVIEW WHERE PROPER VERIFICATION OF HIS RESUME, QUALIFICATION  
  
DOCUMENTS, RELEVANT EXPERIENCE IN THE CONCERNED FIELD IS**

**CONDUCTED BY THE HR DEPARTMENT AND THE CONCERNED DEPARTMENT**

**HEADS.**

**9. IF THE CANDIDATE IS SELECTED, HE/SHE IS CALLED FOR FILLING UP THE**

**JOINING FORMS IN THE HR DEPARTMENT AND PROVIDE THE NECESSARY**

**DOCUMENTS FOR VERIFICATION AND FILING AND THE EMPLOYEE**

**COMPLETES THE TASKS ASSIGNED ON THE JOINING LINK.**

**10. THE INDUCTION PROCESS COMMENCES AFTER THE NEW EMPLOYEE JOINS.**

**VACANCY→MANPOWER REQUISITION FORM→ORACLE HUMAN CAPITAL  
MANAGEMENT→UNIT HEAD→HR HEAD→RECRUITER→JOB  
POSTINGS→APOLLO CAREER SITE→INTERVIEW AND SELECTION→JOINING  
AT HR DEPARTMENT→INDUCTION PROCESS**

**FLOW CHART**

## MANPOWER REQUISITION FORM

|                              |  |  |            |
|------------------------------|--|--|------------|
| Initiated by :               |  | Date:  |            |
| Department                   |  | :  |            |
| Requirement                  |  | <input type="checkbox"/> NEW POSITION <input type="checkbox"/> REPLACEMENT |            |
| Requisition details-         |  |  |            |
| Parameters                   |  | Position 1   | Position 2 |
| Designation                  |  |  |            |
| Qualification                |  |  |            |
| (i) Essential                |  |  |            |
| (ii) Desirable               |  |  |            |
| Skill set                    |  |  |            |
| Job Description              |  |  |            |
| No. of positions             |  |  |            |
| Required by date             |  |  |            |
| Specify name, if replacement |  |  |            |
| Age /Sex                     |  |  |            |
| Cost to Company              |  |  |            |
| Experience range             |  |  |            |
| Location                     |  |  |            |

Page 1 of 3

- Oracle Human Capital Management-

Oracle HCM (Human Capital Management) cloud enables HR leaders by delivering an end-to-end solution to manage every stage of the employee lifecycle, from attracting talent, screening, hiring, onboarding, managing time and absence, managing payroll, compensation and benefits, managing performance and developing talent reviewing talent and optimizing workflow.

- Role of the Unit Heads-

To provide approval for the process of hiring and recruitment to commence for the posts which are notified as vacant by the HODs of the concerned departments.

- Role of HR Head-

Designing Recruitment plans, making the budget for the process, conducting interviews, applying company policies and managing internal HR systems.

- Role of the Recruiter-

Advertising for vacant positions which need to be filled, facilitate the joining process of the newly recruited employees, They are responsible for the Internal Job Postings for vacant positions as well as other means of communicating the need for suitable candidates, sourcing candidates online, updating job ads and conducting background checks. Features of a recruiter-

- ✓ **Scope:** Concerned with Finding and hiring the right candidates.
- ✓ **Focus:** Recruiters are more focused on the external talent market.
- ✓ **Skills:** Skills such as sourcing, screening, interviewing, and negotiating
- ✓ **Tools:** Tools such as ATS, recruitment software, and social media
- ✓ **Metrics:** Metrics such as time to hire, cost per hire, quality of hire, and candidate satisfaction.

### III. ANALYSIS AND INTERPRETATION

#### ❖ SOURCES OF RECRUITMENT

Recruitment are used-



1. Walk -In Interviews: The HR department welcomes the aspiring candidates for the posts of residents, nursing staff, front office staff, laboratory technicians etc. to drop their Resumes in a specific 'RESUME DROP BOX'. Walk -In interviews are entertained as well.
2. Internal Job Postings- The notification of a job vacancy is communicated to all the employees working in the Enterprise, throughout the country and applications are accepted for the same.
3. Apollo Career Site- Official Website by Enterprise which helps in providing a common platform for all the eligible candidates to apply for job opportunities which are made available.
4. Naukri.com- Advertisements are put for hiring, mostly in the local language and English Language.
5. Social media Hiring example- LinkedIn: Official LinkedIn page of Apollo Hospitals, Bhubaneswar fosters the recruitment of eligible candidates after proper scrutiny and background check.

## 6. Hiring agency only for recruitment of senior Consultants –

Apollo Hospitals, Bhubaneswar does not resort to External recruitment through any hiring agencies for filling up the vacant posts. Occasionally, the agencies maybe contacted for hiring the senior consultants if there are any vacant positions.

- APOLLO CAREER SITE



- The site notifies about the Vacancies within the different hospitals throughout the Enterprise.
- Provides career guidance to aspiring candidates.
- Gives relevant information about the present workforce.
- Makes it easier to apply for jobs.

- Integrates the recruitment process for all the hospitals within the enterprise.

## ***HR Vision & Mission***

### **To be the globally preferred Employer of choice**

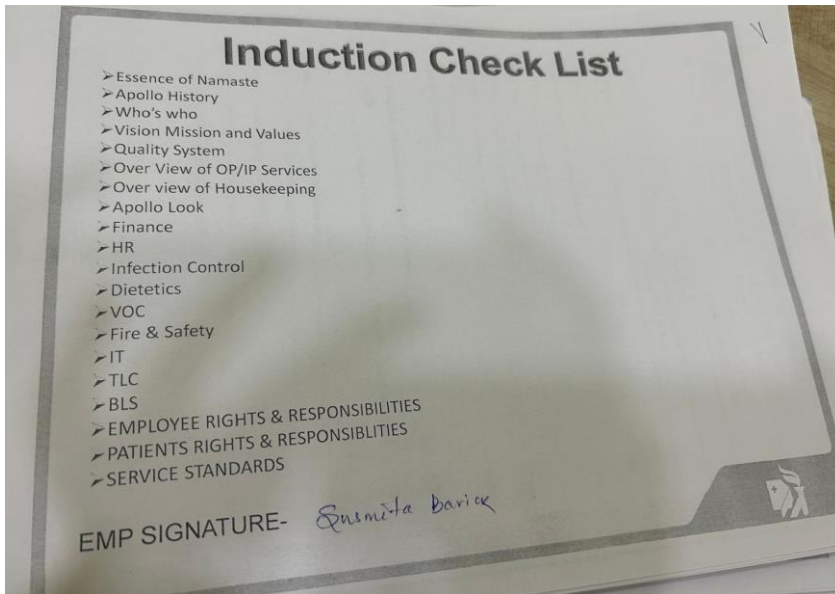
Our mission is to ensure a value based culture that will drive the much needed change towards creating employee champions for achieving better business results and delivering healthcare of international standards within the reach of every individual. We are committed to being the preferred Employer of choice who creates brand pride in every employee by providing a work environment that motivates and invokes passion.

### **❖ AWARDS OF THE HUMAN RESOURCES DEPARTMENT:**

- Asian Leadership Award ,2011 – Best in Diversity and Impact Management.
- 2<sup>nd</sup> Asia's Best Employer Brand Awards ,2011- Innovation in Career development.

### **➤ INDUCTION PROCESS**

The Induction Process lasts for 3days for every newly joined employee and mostly undertaken by the HR department and the department heads of the concerned department in which the employee is recruited in.



The following are the elements of an INDUCTION CHECK LIST.

The formal INDUCTION PROGRAM for all newly recruited employees is conducted by the HR department where the Key Speaker introduces the employees to the organizational culture. The name of this program is –

**APOLLO ACCULURATION PROGRAM FOR IMBIBING EXCELLENCE**

This program is concluded by a brief test which is to be undertaken through a written examination, by all the newly recruited employees.

#### IV. CONCLUSION

This study focusses on highlighting the process of Recruitment.

This hospital is a 350 bedded tertiary care hospital with 2063 employees at large including Physicians, Nursing Staff, Paramedical Staff, Housekeeping Staff, Support Staff, Security Staff etc.

There are various departments run by the Head of Departments (HODs).

The process of recruitment, notification of vacancies, approval for hiring, Hand over -Take over process by the exiting employee and the newly recruited employee replacing him/her and all these data entered and preserved in the Oracle Human Capital Management software is very relevant towards the proper functioning and smooth running of the organization. Generating offer letters and employment IDs, conducting interviews, selecting candidates, facilitating the joining of the new employees is of utmost importance for the Human Resource Department

## Jasline Jena ST report

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