

Summer Internship Report

At

**Sitaram Bhartia Institute of Science &
Research**

(April 22nd to June 21st, 2024)

A Report

By

Dr. Shalini Jha

PGDM (Hospital and Health Management)
(2023-2025)



International Institute of Health Management
Research, New Delhi

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Acknowledgement

This report is an outstanding prospect to convey my gratefulness to those many people whose timely help and guidance went a long way in finishing this project.

I would like to express my sincere thanks to the Sitaram Bhartia Institute of Science and Research for giving me an opportunity to explore the practical knowledge practised by the institute.

This project could not have been completed without the guidance and support of my mentor **Dr. Altaf Yousuf Mir**, Associate Professor, IIHMR Delhi.

I am very glad to work with the institute as an intern. I am grateful to **Mrs. Anitha Manoharan**, Head of the HR Department of Sitaram Bhartia Institute of Science and Research for helping me to get the information and an invaluable experience.

Last but not least, I would like to thank my friends, family members and all those people who helped me with the completion of my project.

Working on this project has proved to be an enlightening experience for me.

OBSERVATIONAL LEARNINGS

INTRODUCTION:

ABOUT THE ORGANIZATION:

Sitaram Bhartia Institute of Science & Research is a 70-bed multi-speciality hospital located in New Delhi's Qutub Institutional Area.

The institute has a strong emphasis on ethical medical practice that always puts the interest of the patient first.

Core Purpose:

To serve society as a well-spring of excellence in healthcare delivery, research and education.

Core Ideology:

- Putting the interest of the patient first.
- Treating others as you would want to be treated yourself.
- Continuous learning and improvement.
- Institution building

Envisioned Future:

We will be a prolific medical centre that will be known for its commitment to practising evidence-based medicine and providing world-class care.

We will have well-established research programs that will focus on gaining a better understanding of the healthcare needs in our communities and developing practical solutions for addressing those needs.

We will be seen as pioneers who have successfully taken up those healthcare challenges that may otherwise have remained poorly addressed.

We will have collaborative arrangements with leading institutions from around the world and be at the forefront of providing training to health professionals.

Donor agencies and individual philanthropists will recognize our work by generously supporting our initiatives.

We will be widely acknowledged as an institution that serves as a symbol of excellence in our society.

Featured specialties:

- Obstetrics and Gynaecology
- Paediatrics
- Internal Medicine

Services provided by the hospital:

- Inpatient services
- Outpatient services
- Daycare services
- Endoscopy
- Diagnostic services
- Laboratory services
- Emergency services
- Radiology

Departments in the hospital:

- | | |
|------------------------------|-----------------------------|
| • Anesthesiology | • Ophthalmology |
| • Childcare | • Orthopedics |
| • Dental | • Pediatrics |
| • Dermatology | • Psychiatry and psychology |
| • Diabetes and endocrinology | • Radiology |
| • ENT | • Urology |
| • Fertility services | |
| • General surgery | |
| • Gastroenterology | |
| • Internal medicine | |
| • Laboratory | |
| • Nephrology | |
| • Obstetrics and gynecology | |

WORK DONE DURING INTERNSHIP

AUDIT REPORT.

Start date- 27th April 2024

End date: 18th May 2024

The audit was performed on different days between the dates mentioned above.

It was done in all three OPDs and the Diagnostic Center of the organization.

The audit was done concerning the dress code of the doctors, administrative and other staff of the organization.

It also included observing the staff-patient interaction.

OBSERVATION:

It was observed that most of the doctors followed the dress code policy which included wearing Aprons & stethoscopes during OPD timings, whereas few of them were not wearing Aprons as they were either pediatricians or psychiatrists and were exempted from the policy, but carrying stethoscopes is mandatory which they did.

The front desk staff, patient service staff, nurses and other administrative staff were also following their dress code policy properly including carrying their IDs and nameplates.

The interaction between the patient and the staff was also satisfactory overall. One case was observed where the staff was a bit rude towards his patient while the patient was asking about the doctor.

The patient service staff were attentive towards their patients' needs and were active towards resolving their queries.

SUGGESTIONS:

The overall functioning of the organization is good.

The interaction of the staff with the patient must be very soft and kind. The staff must deal with the patient with utmost patience no matter how the patient behaves.

For this, Communication skills sessions can be organized for the same.

PROJECT REPORT

**STUDY ON EMPLOYEES' AWARENESS OF VARIOUS HR
POLICIES AND OFFICE CULTURE**

SECTION-1

INTRODUCTION ABOUT THE TOPIC:

HR Policies:

Human resource policies are guidelines that outline employee expectations, organizational obligations, disciplinary procedures and behaviour standards. Each policy helps companies/institutions with a structure where teams can work positively and productively.

Functions of HR Policies:

- Outlining the organization's opportunities for career growth.
- Fostering a healthy work environment.
- Aligning organizational policies with legal requirements.
- Establishing the proper application of policies at all levels of the company.
- Providing context of various organizational programs, like orientation, onboarding and training programs.
- Establishing the conditions of employment.
- Providing guidelines for employees and supervisors.

Importance of HR Policies:

- Showing respect for the requirements of workers.
- Furnishing guidance for conflict resolution and how to solve problems.
- Furnishing Guidance for training and development opportunities.
- Creating clear guidance for fair compensation
- Outlining benefits and additional compensation requirements.

RATIONALE:

The rationale behind this study is to find out, analyse and assess whether the workers of the organization are aware of the various HR policies and office culture.

OBJECTIVES:

- To study the HR policies of the institution.
- To study the mindfulness of the HR policies and office culture among employees of the institution.

SECTION-2

STUDY DESIGN:

Descriptive cross-sectional study

STUDY AREA:

Sitaram Bhartia Institute of Science & Research

STUDY POPULATION:

Employees of the organization

TYPE OF SAMPLING:

Convenience Sampling

SAMPLE SIZE:

TOTAL- 130

NURSES- 50

ADMINISTRATIVE STAFF- 50

PARAMEDICAL STAFF- 30

MODE OF DATA COLLECTION:

Questionnaire

About the Questionnaire:

- The questionnaire consists of 20 questions.
- It is an open-ended question with close-ended answers.
- **Example:** Are you aware of the dress code policy of your organization? (Yes/No)

PROJECT TIMELINE:

Start Date; 22nd April, 2024

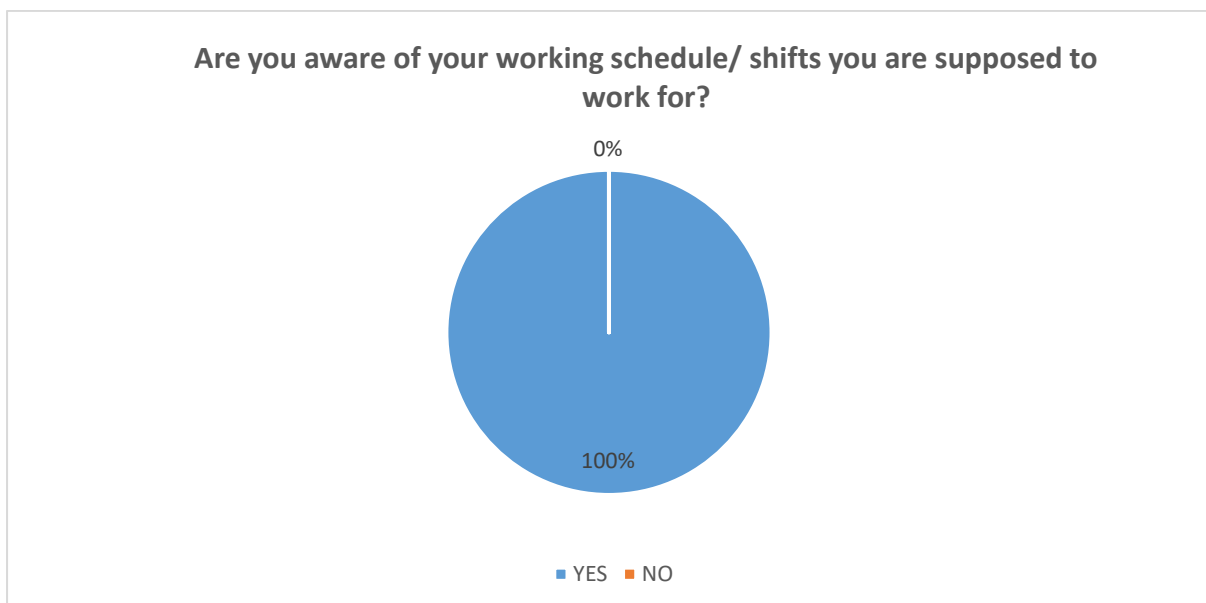
End Date: 21st April, 2024

SECTION-3

DATA ANALYSIS AND INTERPRETATION:

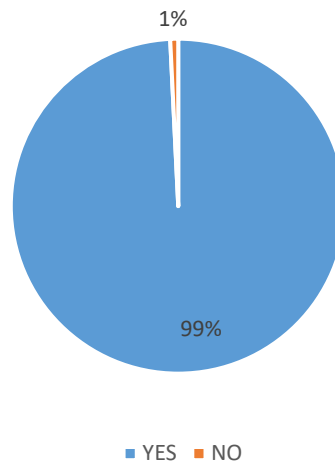


Interpretation: Regarding the reporting time of the organization, 100% of the employees are well versed with it.



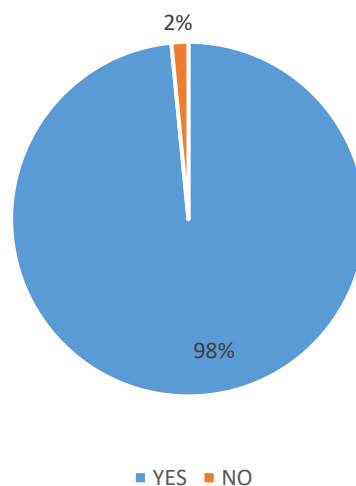
Interpretation: Regarding the working schedule, 100% of the employees are aware of their working hours.

Are you aware of the procedures you need to follow in case of you being unexpectedly absent/ late arrival?



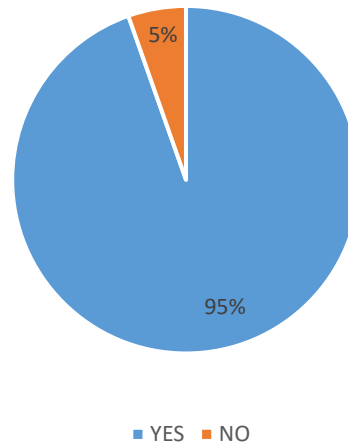
Interpretation: 99% of the employees know the procedures whereas 1% doesn't know about the procedures they need to follow in case of unexpected absentism or late arrival.

Are you aware of the steps that you need to take in case of any workplace injury?



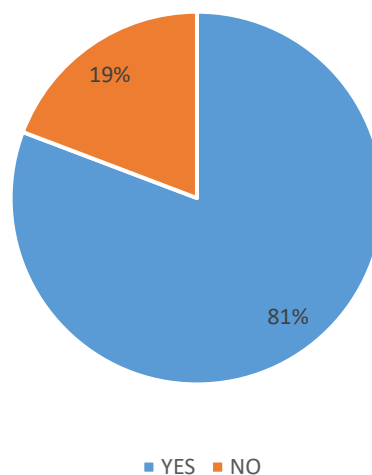
Interpretation: Regarding the workplace injury, 98% employees are aware of the steps needed to be taken in case of workplace injury whereas 2% of it aren't.

Are you aware of the emergency & safety procedures to be followed in response to the workplace hazard occurred?



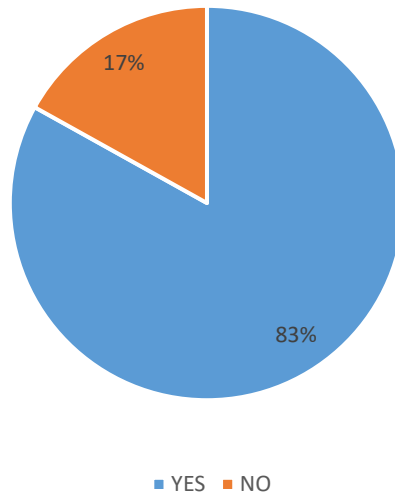
Interpretation: 95% of the employees are aware of the emergency & safety procedures to be followed in case of workplace hazard whereas 5% of them aren't.

Are you aware of the number of breaks you are allowed to take between your shifts?



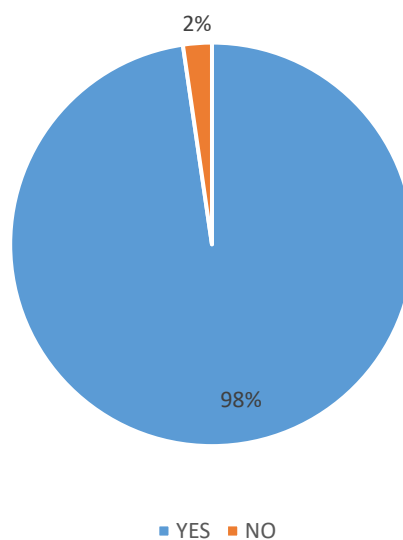
Interpretation: 81% of the employees are aware of the number of breaks they can take during their shifts whereas 19% of them aren't.

Are you aware of the snacks and meal policy of your organization?



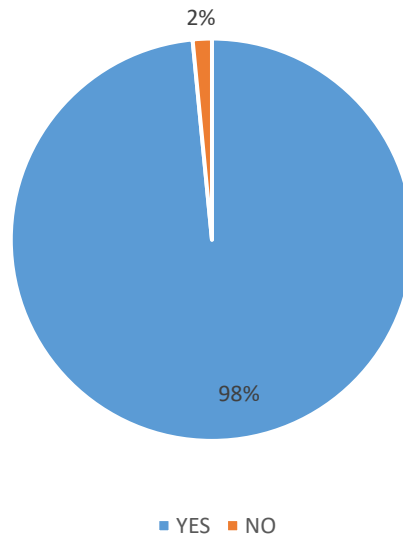
Interpretation: 83% of the employees are aware of the meal policy whereas 17% of them aren't.

Are you aware of the leave policy of your organization, the number of leaves allowed to you in a year?



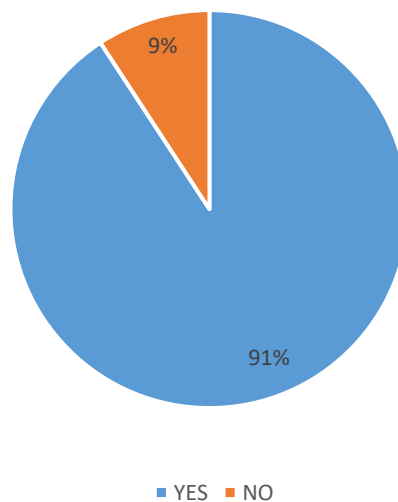
Interpretation: 98% of the employees are aware of the leave policy of their organization whereas 2% of them aren't.

Are you aware of the types of leaves provided to you at your organization?



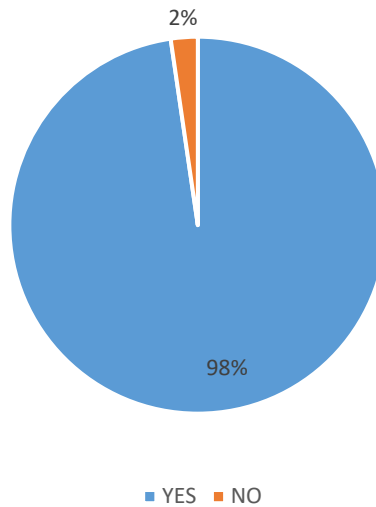
Interpretation: Regarding the types of leave provided, 98% are aware of it whereas 2% aren't.

Are you aware of the Internal complaint committee/ POSH policy of your organization?



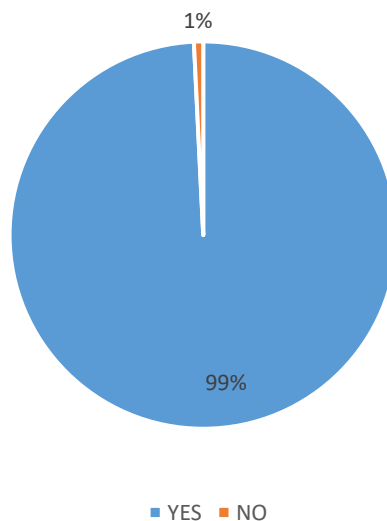
Interpretation: Regarding the ICC/ POSH policy, 91% are aware of it whereas 9% of them aren't.

Are you aware of the smoking policy of your organization and the disciplinary action that can be taken against you if you violate it?



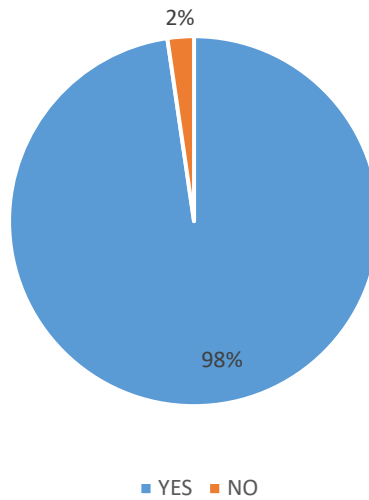
Interpretations: Regarding the smoking policy, 98% of the employees are aware of it whereas 2% of them aren't.

Are you aware of the dress code policy of your organization?



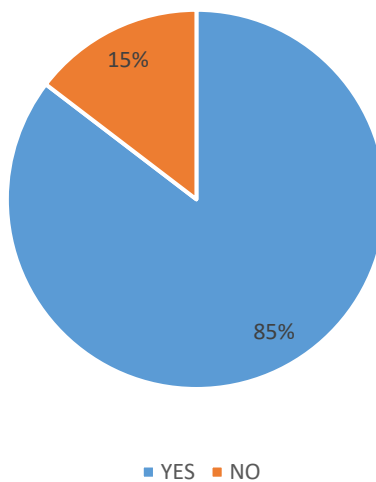
Interpretation: Regarding the dress code policy, 99% of the employees are aware whereas 1% of them aren't.

Are you aware of the confidentiality policy of your organization and the disciplinary action that can be taken against you if you violate it?



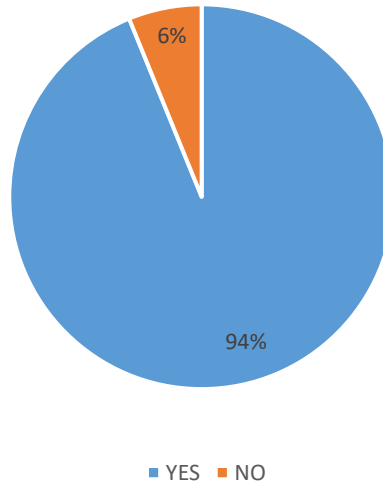
Interpretation: 98% of the employees are aware of the confidentiality policy of the organization whereas 2% of them aren't.

Are you aware about what personal devices are you allowed to use, how the monitoring of your devices are done and the security requirements?



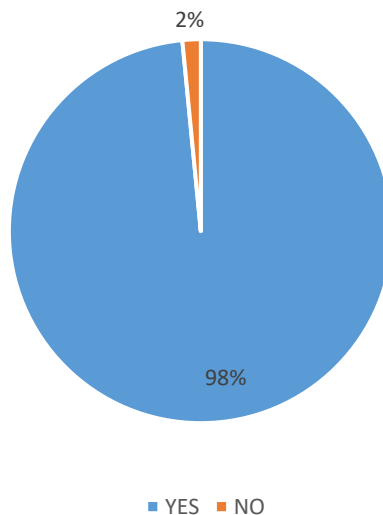
Interpretation: Regarding personal device usage and their monitoring, 85% of the employees are aware of it whereas 15% of them aren't.

Are you aware of the grievance redressal policy of your organization?
What are the steps taken to solve a conflict or grievances by the
organization and the other necessary actions?



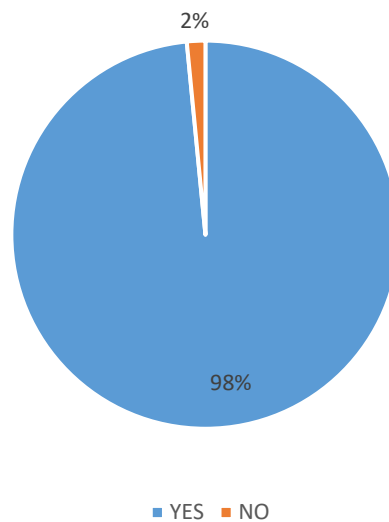
Interpretation: Regarding the grievance redressal policy, 94% of the employees are aware of it whereas 6% of them aren't.

Are you aware of the performance appraisal policy of your organization ?



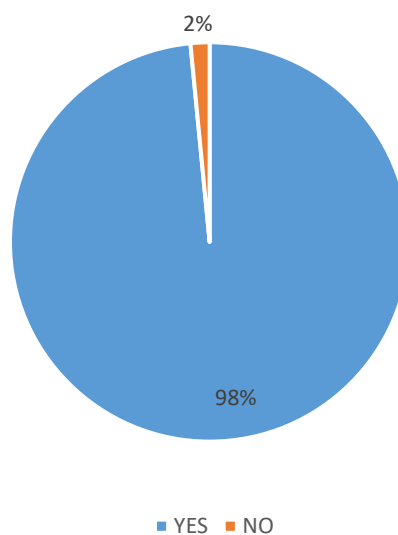
Interpretation: Regarding the performance appraisal policy, 98% of the employees are aware of it whereas 2% of them aren't.

Were you well inducted about your company policies during your induction?



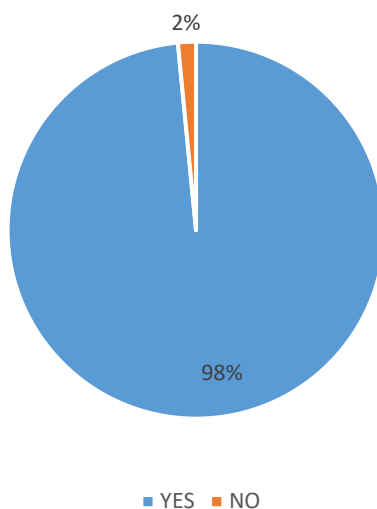
Interpretation: 98% of the employees were well inducted about the policies during their induction period whereas 2% of them weren't.

Are you aware about the staff and family discount policies of your organization?



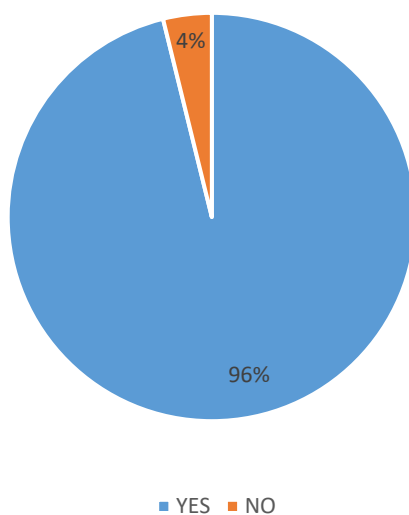
Interpretation: 98% of the employees are aware of the staff and family discount policy whereas 2% of them aren't.

Are you aware of the "Disaster Code" escalation mobile number of your organization?



Interpretation: 98% of the employees are well versed with disaster escalation mobile number whereas 2% of them aren't.

Are you aware of your rights & responsibilities?



Interpretation: 96% of the employees are aware of their rights & responsibilities whereas 4% of them aren't.

SECTION-4

SUGGESTIONS:

- I. 19% of the employees are not aware of the number of breaks they are allowed to take during their working hours, for which a meeting can be called where they are properly informed about the breaks policy, its timings and T&C, if any.
- II. 17% of the employees are not aware of the snacks and meal policy and the same can be addressed in the meeting.
- III. 15% of the employees are not aware of the personal device usage like personal laptops or mobile phones.
This can be addressed by informing the employees about the T&C regarding the use of such devices and the exact reason for the restriction of use of personal devices, if any.
- IV. 6% of the employees are not aware of the Grievance redressal policy of the organization for which a session can be kept where they are informed about what grievance redressal policy is and how it is carried out.
- V. 4% of the employees are not aware of their rights and responsibilities which can be taught to them and provide training for the same if needed.
- VI. 2% of the employees are not aware of following things-
 - Steps to be taken in case of workplace injury for which trainings can be given.
 - Leave policy and the number of leaves allowed, smoking and confidentiality policy, performance appraisal policy, staff and family discount policy, which can be informed via a meeting.
 - The disaster code escalation mobile number can be distributed to all the employees and frequent surprise tests can be taken to ensure that they are aware of the mobile number.

CONCLUSION:

The employees of the Sitaram Bhartia Institute of Science & Research are well versed with the different policies of the organization.

Few of the employee needs training on certain aspects of the policies which can be taken through meetings or trainings or a small HR policy booklet can be provided to them to keep them informed and up to date with the policies.

REFERENCES

- <https://www.sitarambhartia.org>
- <https://www.indeed.com>

ANNEXURES

INFORMED CONSENT FORM

This study has been approved by the University Ethics Committee *[provide application number]*

1. **TITLE OF STUDY:** Awareness of employees' on HR policies and office culture
2. **INVESTIGATOR:** *Dr. Shalini Jha*
3. **For this study, you will be completing a short questionnaire.**
4. **If you have any questions before you complete this survey, please contact me on 8340570121**
5. **All responses you provide for this study will be completely confidential. When the results of the study are reported, you will not be identified by name or any other information that could be used to infer your identity.**
6. **By clicking "Yes" below, you acknowledge that you have read and understood that:**
 - Your participation in this survey is voluntary. You may withdraw your consent and discontinue participation in the project at any time. Your refusal to participate will not in any way adversely impact upon you.
 - You have given consent to be a subject of this study and respond to the survey / questionnaire(s) as truly as possible
 - You do not waive any legal rights or release the investigator from liability for negligence or misconduct.
7. **Do you wish to participate in this study?**
 - ☐ **Yes, I am consenting to participate**
 - ☐ **No, I am NOT consenting to participate**

.....

.....

Signature

Name

Date

QUESTIONNAIRE

1. Are you aware of the reporting time of your organization?
 - Yes
 - No
2. Are you aware of your working schedule/ shifts you are supposed to work for?
 - Yes
 - No
3. Are you aware of the procedures you need to follow in case of you being unexpectedly absent or late arrival?
 - Yes
 - No
4. Are you aware of the steps that you need to take in case of any workplace injury?
 - Yes
 - No
5. Are you aware of the emergency and safety procedures to be followed in response to the workplace hazard occurred?
 - Yes
 - No
6. Are you aware of the number of breaks you are allowed to take between your shifts?
 - Yes
 - No
7. Are you aware of the snacks and meal policy of your organization?
 - Yes
 - No
8. Are you aware of the leave policy of your organization, the number of leaves allowed to you in a year?
 - Yes
 - No
9. Are you aware of the types of leave provided to you at your organization?
 - Yes
 - No
10. Are you aware of the Internal Complaint Committee/ POSH policy of your organization?

- Yes
- No

11. Are you aware of the smoking policy of your organization and the disciplinary action that can be taken if you violate the policy?

- Yes
- No

12. Are you aware of the dress code policy of your organization?

- Yes
- No

13. Are you aware of the confidentiality policy of your organization and the disciplinary action that can be taken against you if you violate it?

- Yes
- No

14. Are you aware that what personal devices are you allowed to use, how the monitoring of your devices are done and the security requirements?

- Yes
- No

15. Are you aware of the grievance redressal policy of your organization? What are the steps taken to solve a conflict or grievances by the organization and the other necessary actions?

- Yes
- No

16. Are you aware of the performance appraisal policy of your organization?

- Yes
- No

17. Were you well inducted about your company policies during your induction?

- Yes
- No

18. Are you aware about the Staff and Family discount policies of your organization?

- Yes
- No

19. Are you aware of the “Disaster code” escalation mobile number of your organization?

- Yes
- No

20. Are you aware of your rights and responsibilities?

- Yes
- No

Signature:

Name:

LITERATURE REVIEW

1. **Anjali Kumari(2021)**, to study hand perception in Mahindra Chairman Motors company HR practices. The ideal was to study the workers ' perception and perpetration of the HR programs. It was a descriptive exploration and a simple arbitrary slice was used which comported of sample size of 70 workers. A questionnaire was distributed among them and the answers were analysed. It was set up that utmost of the workers were satisfied with the work culture and many of them were hysterical in participating with their opinion about the colourful HR practices. utmost of the workers explosively dissented on the perpetration of colourful HR programs and practices.

2. **Osinbanjo Omotayo Adewale(2020)**, Impact of Organizational Culture on Human Resource Practices A Study of Named Nigerian Private Universities. The idea of the study was to study the results of the impact of organizational culture on human resource practices in some named Nigerian private universities. The study consisted of colourful academics from different private universities in Nigeria. Cluster and arbitrary stratified slice were espoused for this study and a Structured questionnaire was used in collecting primary data for the study, which was divided into two sections. The first part requires a replier demography similar as gender, age, connubial status and work experience. While the alternate part contains sixteen(16) particulars structured around the hypothesised statements that were grounded on a five-point Likert scale(5 = explosively Agree; 4 = Agree; 3 = Undecided; 2 = Differ; and 1 = explosively Differ) in which repliers were anticipated to either agree or differ. The sixteen particulars correspond to statements measuring organizational culture and reclamation and selection; the degree to which organizational value and belief affect training and development; the impact of practices, value, and belief on performance operation; and also the effect of organizational practices and belief on compensation administration. The results of this study suggest that there's a close relationship between the reclamation process and organizational culture(belief, value, and practice). the association that exists between training programmes and organizational values, beliefs, and practices implies that operation or decision makers in institutions should endeavour to incorporate their beliefs, values and practices in the training and development programme designed for the workers. therefore, being familiar with the organizational culture(values, beliefs, and practices) will help workers understand organizational events, thereby helping them to get along with the task at hand rather than wasting time trying to figure out what's anticipated of them.

3. **Baber Ali**, The exploration was conducted over the content of HR practices of benefits and compensation on hand's satisfaction of Damcon Engineering Results Pvt Ltd. The main purpose of exploration is to find out that what's the impact of HR practices of benefits and compensation on worker satisfaction and find out the relationship between HR practice of benefits and compensation and workers' satisfaction. Data was collected from Damcon Engineering Results Pvt Ltd, through a

developed questionnaire. After collecting data from the workers of the association it was further do and analysis on SPSS. Each practice of benefits and compensation is analysed independently and achieves objectives by calculating mean, Correlation, retrogression, and analysis between overall HR practices of benefits and compensation and their impact on hand satisfaction. The finding confirmed that HR Practices have a great impact on hand satisfaction as workers are satisfied with TA/ DA, Group health & life insurance, And old age benefits and leaves. It's also set up that some workers weren't fully satisfied with HR Practice of benefits & compensation as workers aren't satisfied with perks and periodic proliferation programs which need to be refurbished. Overall workers were happy and satisfied with HR Practices. still, it was set up that some programs are needed to ameliorate HR Practice for maximum hand satisfaction.

4. **Vidit Jain(2020)**, HR programs and their perpetration at Cosco, India. The end of this exploration is to help the workers fete their colourful rights. This may help them to realize their true eventuality and boost their morale which might help them to push themselves to work to their maximum capability and deliver the society the stylish possible goods and services. An online check was conducted through Dispatch where a series of questions was asked about their professional life, gests and development so far. The company has its plant set up in Gurugram(Haryana) the head office in Delhi and colourful small services in other countries. So, the sample population was named on the base where there is diversified conditioning. So, the sample population consisted of the workers working at the head office in Delhi. It was set up so that most of the workers were familiar with their introductory rights and could identify their most likeable programs. Several workers were relating introductory programs like regular stipends, subventions on leaves, etc. as their favourite programs, and flexible working hours were the main concern among the maturity. Only a portion of them explained the significance and their likeability of ultramodern programs like gender equivalency, equal pay for equal work at the establishment, anti-discriminatory programs, explaining their enterprises regarding further meetings with workers, career development enterprise, acknowledgement and recognition of accomplishments, etc.

REFERENCES:

1. <https://www.ijert.org/papers/IJCRT2104469.pdf>
2. <https://www.cjournal.cz/files/154.pdf>
3. [https://www.academia.edu/63942133/Impact of HR Policies on Employee satisfaction](https://www.academia.edu/63942133/Impact_of_HR_Policies_on_Employee_satisfaction)
4. [https://www.academia.edu/115387039/HR Policies and Their Implementation at Cosco India](https://www.academia.edu/115387039/HR_Policies_and_Their_Implementation_at_Cosco_India)

**(Completion of Summer Internship from Sitaram Bhartia Institute
of Sciences & Research)**

The certificate is awarded to

Dr. Shalini Jha

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

Human Resources

and has successfully completed her Project on

Study on employees awareness of various HR policies and office culture

06th June, 2024


Sitaram Bhartia Institute of Sciences & Research

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

We wish him/her all the best for future endeavours

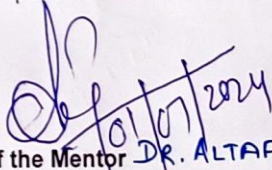

Organization Supervisor




Head-HR/Department Head
Anitha Manoharan

Certificate of Approval

The Summer Internship Project of titled "Study on Employees' awareness of various HR policies and office culture " at "SITARAM BHARTIA INSTITUTE OF SCIENCE AND RESEARCH, NEW DELHI 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. ALTAF YOUSUF MIR**
Designation **ASSOCIATE PROFESSOR**
IIHMR, Delhi

FEEDBACK FORM
(Organization Supervisor)

Name of the Student: Ms. Shalini Jha

Summer Internship Institution: IIMR, Delhi

Area of Summer Internship: Human Resources

Attendance: Good

Objectives met: Yes

Deliverables: Done a project on "Employees awareness study on various HR policies and office culture". Audit on dress code policy. Helped in other HR activities.

Strengths: Sincere, Hard working. A person with "right attitude".

Suggestions for Improvement:

Good as a beginner. | Way forward: HR compliances and Analytics.
Conceptual understanding | HR - Key performance indicators.

Signature of the Officer-in-Charge (Internship)

Anitha Manoharan

Date: 21-June-2024

Place: New Delhi



FEEDBACK FORM (IIHMR MENTOR)

Name of the Student: DR. SHALINI JHA

Summer Internship Institution: SITARAM BHARTIA INSTITUTE OF SCIENCE
AND RESEARCH

Area of Summer Internship: HUMAN RESOURCES

Attendance:

Objectives met:

Yes

Deliverables:

Met

Strengths:

focused, sincere, hardworking,

Suggestions for Improvement:

Keep learning
Signature of the Officer-in-Charge (Internship)

Date:

01/07/2024

Place:

. Shalini Jha ST report

ORIGINALITY REPORT

1 %	1 %	0 %	1 %
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	Submitted to IIHMR Delhi Student Paper	1 %
2	biomedres.us Internet Source	1 %

Exclude quotes On
Exclude bibliography On

Exclude matches Off