

The Recruitment and Selection process for Non-Technical Staffs In Shija Hospital and Research Institute, Manipur.

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Abstract

Through this paper an attempt is being made to discuss as to how the non- technical staffs are recruited in a Shija Hospital and Research Institute . With a view to systematizing the study, the attire paper is divided into three parts. The first part entitled, "Theoretical Approach" encloses an introduction, meaning of recruitment, selection process, human resource development, non-technical staffs, hospital, objectives, hypothesis and methodology of the study. The second part entitled, "Importance of non-technical staffs in Health care Sector" is a comprehensive study where it is discussed as how the non-technical staffs which contribute a lot to the human resource development. The third part entitled, "Conclusions" which includes some findings and recommendations in addition to the conclusions.

Key Words: Recruitment, Selection Process, Non-Technical Staffs, Human Resource Development, Health Care Center.

Part I

Introduction: The non-technical staffs play an important role on the progress and quality of hospital management. The quality hospital management is a immensely important for the overall development of the state. In Manipur it is seen that quality health services rendered by private hospital is likely better than government hospital. But there is a question of non-technical staffs whether their recruitment and selection process conducted by the hospital management can be reach up to their satisfactory level or not. The non-technical staffs of hospital in Manipur are not at all satisfactory level. Selecting of good non-technical staffs will help to develop the overall activities of the hospital. So, it is considered that keeping in view developing a health care sector the proper recruitment and selection process of non –technical staffs should be done systematically.

1.1 Meaning of Recruitment: Recruitment is a positive process of searching for prospective employees and stimulating them to apply for the jobs in the organization. When more persons apply for jobs then there will be a scope for recruiting better persons.¹

1.2 Meaning of Selection Process : The Selection is a process of picking the right candidate with prerequisite qualifications and capabilities to fill the jobs in the organization.²

The selection process is quite lengthy and complex as it involves a series of steps before making the final selection. The procedure of selection may vary from industry to industry, company to company and even from department to department. Every organization designs its selection process, keeping in mind the urgency of hiring people and the prerequisites for the job vacant.

1.3 Meaning of Non-Technical Staffs: The staffs who are not having or required specialized or technical knowledge.³

1.4 Meaning of Human Resource Development: Human Resource Development is the part of human resource management that specifically deals with training and development of the employees in the organization.⁴

Human resource development includes training a person after he or she is first hired, providing opportunities to learn new skills, distributing resources that are beneficial for the employee's tasks, and any other developmental activities.

1.5 Meaning of Health Care Center : Health care center are community-based and patient-directed organizations that deliver comprehensive, culturally competent, high-quality primary health care services. Health care center also often integrate access to pharmacy, mental health, substance use disorder, and oral health services in areas where economic, geographic, or cultural barriers limit access to affordable health care services. Health centers deliver care to the Nation's most vulnerable individuals and families, including people experiencing homelessness, agricultural workers, residents of public housing, and the Nation's veterans.⁵

It is different to delegation activity in a hospital or health center setting where supervision and interprofessional communication is immediately available. ⁶

1.6 Objectives: The basic objective of the study is to examine the recruitment and selection process of non-technical staffs of selected Manipur based hospital from human resource development point of view. To fulfill the basic objectives the following specific objectives has been taken.

1. To study the profile of Shija Hospital and Research Institute historical background with the help of references and organizational information.
2. To study the recruitment and selection process of non-technical staffs for Shija Hospital and Research Institute.

1.7 Hypothesis of the Study: In order to examine the above objectives the following hypothesis has been formulated using the necessary statistical tool.

Ho : It is assumed that existing recruitment and selection process of the hospital are not satisfactory.

1.8 Methodology of the Study: The study is based on primary and secondary data. The primary data are collected by the technique of field survey, personal interview and questionnaire. The secondary data are collected from internet and other sources. In Manipur, there are two Government and twenty-two private hospitals. Among of them Shija Hospital and Research Institute has been selected.

Various relevant questions related to the study are ask to these 160 respondents for eliciting their views, attitudes and experience towards the present recruitment and selection process of health care management system that prevailing in the state of Manipur. Both primary and secondary data are explained and analyzed by the help of statistical technique such as table, bar graph and pie diagram.

In find ,the study will identified some serious and major problems that exist in health care management system of Manipur and some suitable suggestions are put forwarded that should develop human resource of the state.

Part II

“Importance of Non-Technical Staffs in Health Care Sector”

The non-technical staffs are of increasing importance in Health Care Sector. A traditional focus on technical skills, acquisition and competence is no longer enough in the modern health care sector. This paper will discuss the importance of non-technical staffs and values that underpin successful modern health care sector.

Non-technical staffs play a vital role in health care access for patients by providing the required support round the clock. The non-technical staffs assure that everything is set to deliver the highest standards of patient care in a supportive environment.

It is a commitment of every non-technical staffs which keep running 24 hrs, 365 days a year. It is necessary a highly commitment to all inclusive development of the non-technical staff by providing growth-oriented environment in all aspects.

In Manipur there are 2 government and 22 private hospitals. Out of these total 24 hospitals ,one hospital namely Shija Hospital and Research Institute has been selected to discuss the recruitment and selection process of this hospital from the human resources development point of view.

2.1 An overview of the Hospital

Shija Hospital and Research Institute

Shija Hospitals and Research Institute (SHRI) is located at Langol outskirts of Imphal. It was established in the year 1985 and first ever ISO Certified hospital in Manipur.

It is a 250 bedded multispecialty hospital. It has 46 specialties including Super specialty facilities. It was recognized as a leading brand and premium health care sector in the year 2015. Shija Hospital and Research Institute have the Emergency and Trauma Care. It have 22 clinical departments and diagnostics services which is given immediate and adequate care for all the critical cases with 32 critical beds, trained staffs and 24x7 anesthesists. Shija Bio-Medical Waste Management is well known for their steps taken for safety of environment by public. The blood bank is licensed blood bank accredited by National Accreditation Board for Hospitals and Health Care (NABH).

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Dr.Palin Kh,Chairman cum Managing Director of Shija Hospital and Research Institute Pvt.Ltd has been selected as one of the 25 Health Care Influencers of India by Hosmac.The hospital have included in Guinness World Record for removal of largest neck tumour in the world in2003.

Manipur is becoming one of the Healthcare destinations of South East Asia.Shija Hospital have the plan the project of medical value tourism, infertility treatment, joint replacement surgery,kidney and cornea transplantation, cardiac science etc.that leads to bring a development of Human Resouces in Health Care Sector.

2.2 Designation Distribution of Shija Hospital and Research Institute

Table 1

Designation	No. of Staffs
Chief Operating Officer	1
Human Resource Executive	2
Human Resource Manager	5
Operation Manager	4
Public Relation Officer	10
Floor Manager	4
Marketing Manager	10
Accountant	10
Receptionist	20
Medical Transcriptionist	10
Medical Billing and Coders	8
IT Engineer	5
Store Supervisor	4
Housekeeping	30
Ward Boy	10
Canteen Boy	10
Driver	7
Security	10

Sources: Field survey, personal interview and relevant websites

From the above table , It is observed that the highest no.of non-technical staffs is housekeeping followed by receptionist.

2.3 Ages of non-technical staffs in Shija Hospital and Research Institute

Table 2

Age	No.of Staffs
20-30	40
30-40	60
40-50	40
50-60	20

Sources: Field survey, personal interview and relevant websites

From the above table, it is seen that maximum no.of staffs are in the age of 30-40 follow by age of 20-30 and 30-40.Lowest no.of staffs are found in the age of 50- 60.

2.4 Working experiences of existing staffs in Shija Hospital and Research Institute

Table 3

Experience	No. of Staffs
0-5 yrs	10
5-10 yrs	30
10-15 yrs	50
15-20 yrs	70

Sources: Field survey, personal interview and relevant websites

From the above table, it is seen that 70 no.of staffs have the highest experience and only 10 no.of staffs have the lowest experience.

2.5 Sources of Recruitment

Table 4

Sources of recruitment	Yes	No
Advertisement	✓	
E-recruitment	✓	
Campus recruitment	✓	
Through consultants		✓

Sources: Field survey, personal interview and relevant websites

From the above table , it is seen that the hospital have done the recruitment through the sources of advertisement, e-recruitment and campus recruitment.

2.6 Receiving of applicant mode

Table 5

Receiving Mode	Yes	No
Manually	✓	
Electronically	✓	
Post		✓

Sources: Field survey, personal interview and relevant websites

From the above table, it is seen that the hospital have receive the applicant by manually and electronically.

2.7 Rating of TeamWork

Table 6

Rating	No. of staffs
Excellent	20
Very good	50
Average	30
Poor	30
Good	30

Sources: Field survey, personal interview and relevant websites

From the above table, it is seen that very good rating are the highest followed by average, poor, good and excellent are the lowest.

2.8 Psychological test.

Table 7

Psychological test.	Yes	No
		✓

Sources: Field survey, personal interview and relevant websites

From the above table, it is seen that the hospital have no Psychological test in the recruitment process of the staff.

2.9 Gender Distribution in recruitment of non-technical staffs

Table 8

Gender	No.of Staffs
Male	100
Female	60

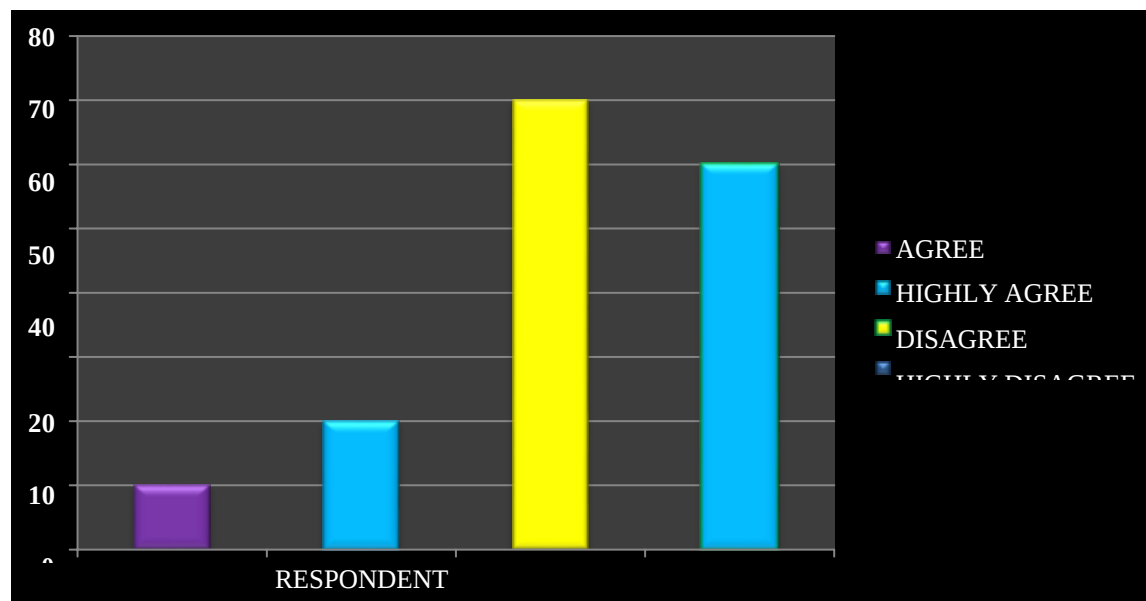
Sources: Field survey, personal interview and relevant websites

From the above table, it is seen that the hospital have recruit more no.of male non- technical staffs than female non-technical staffs.

2.10 Questionnaire Analysis: In addition to above analysis below some question analysis have been done. It is mentioned in the methodology that for the purpose of conducting question. A Group of 160 respondents have been selected with a view to eliciting views and attitudes of these respondents. The following questions have been put and accordingly explain.

1. Is this hospital prepares job description and person specification during recruitment?

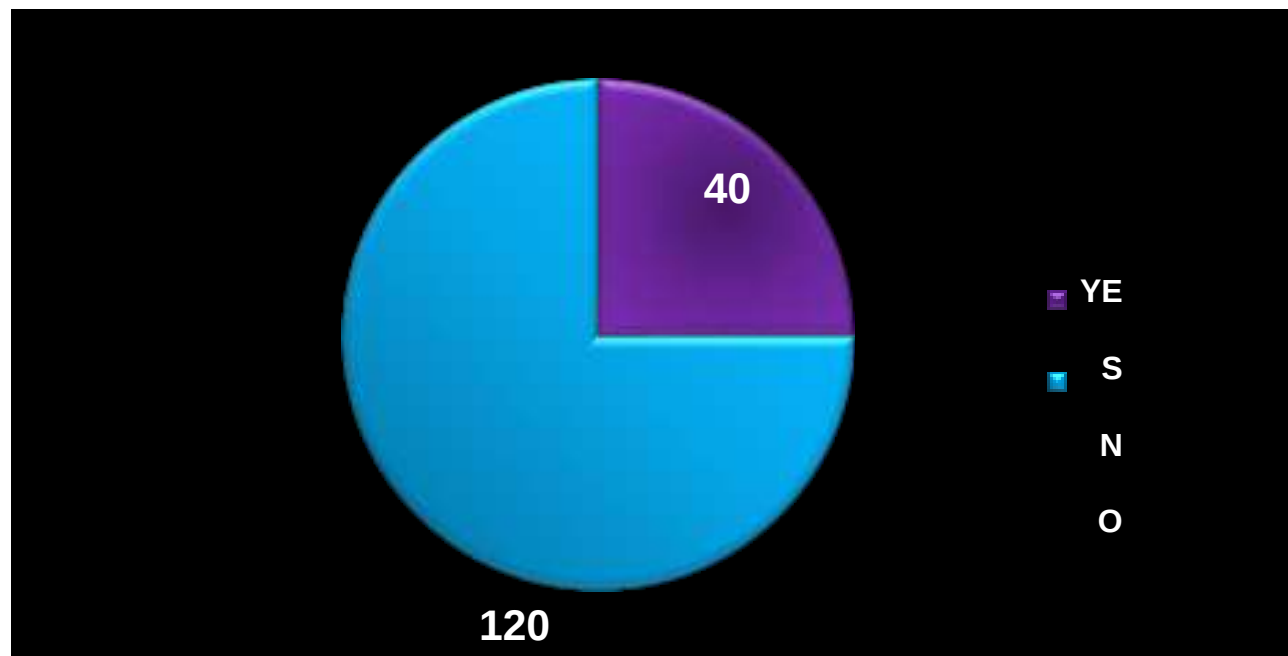
No.of Respondent	Agree	Highly Agree	Disagree	Highly Disagree
160	10	20	70	60



Explanation: Against this question,37.5% respondents are agree,43.5 % respondents are highly agree,12.5 % respondents are disagree and 6.25% are highly disagree.

2. Is this hospital having a selection panel or committee for interviewing candidate?

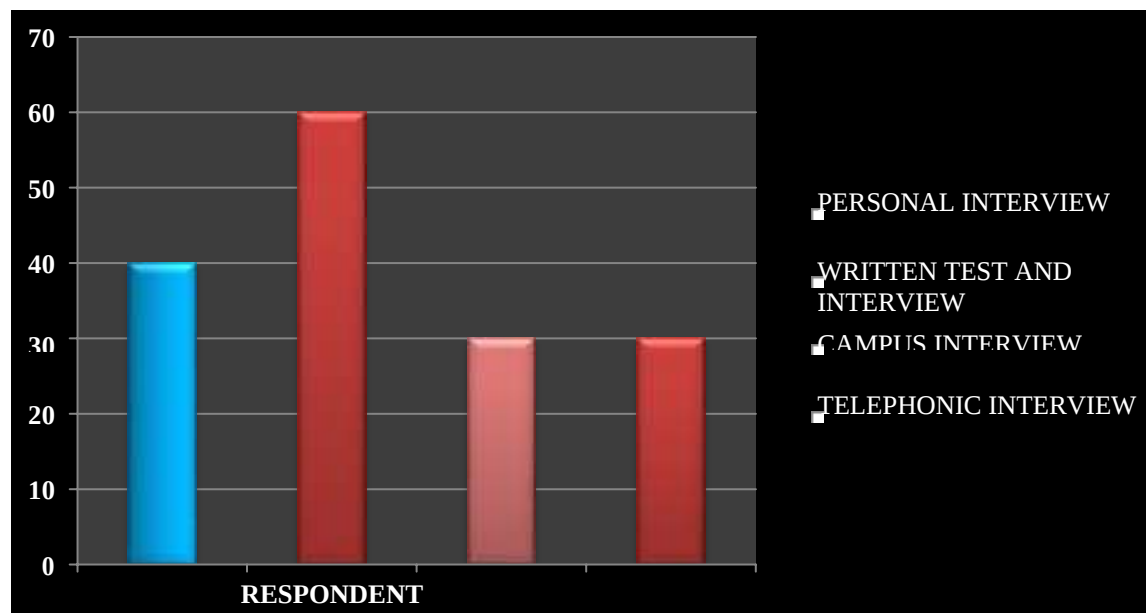
No. of respondent	Yes	No
160	40	120



Explanation: Against this question, 25% respondents are response positively and remaining 75% are response negatively.

3. What recruitment method is presently used in your hospital?

No. of respondent	Personnal Interview	Written test and interview	Campus Interview	Telephonic Interview
160	40	60	30	30

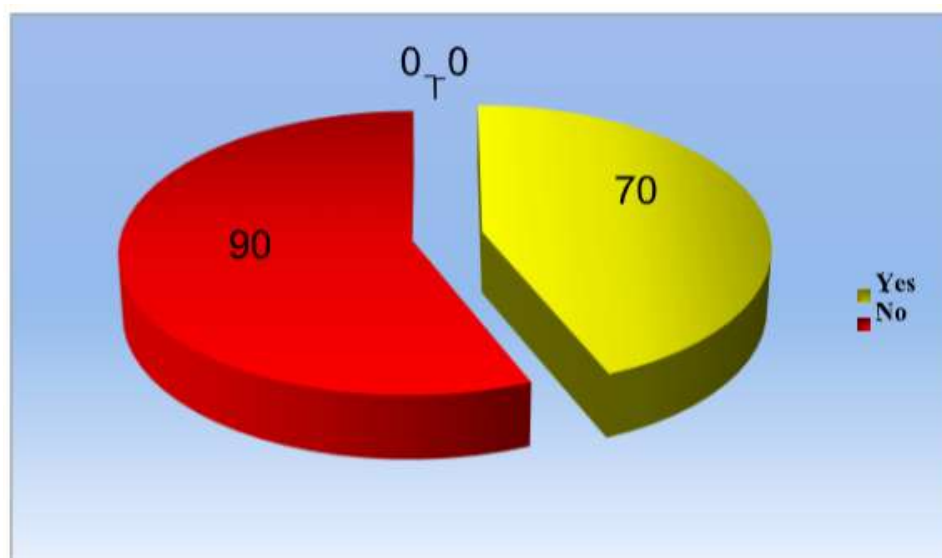


Explanation: Against this question, 25% are selected through personal interview, 37.5 % are selected through written test and interview, 18.75 % are selected through campus interview and remaining 18.75 % are selected through telephonic interview.

4. Is this hospital hire external agencies for recruitment?

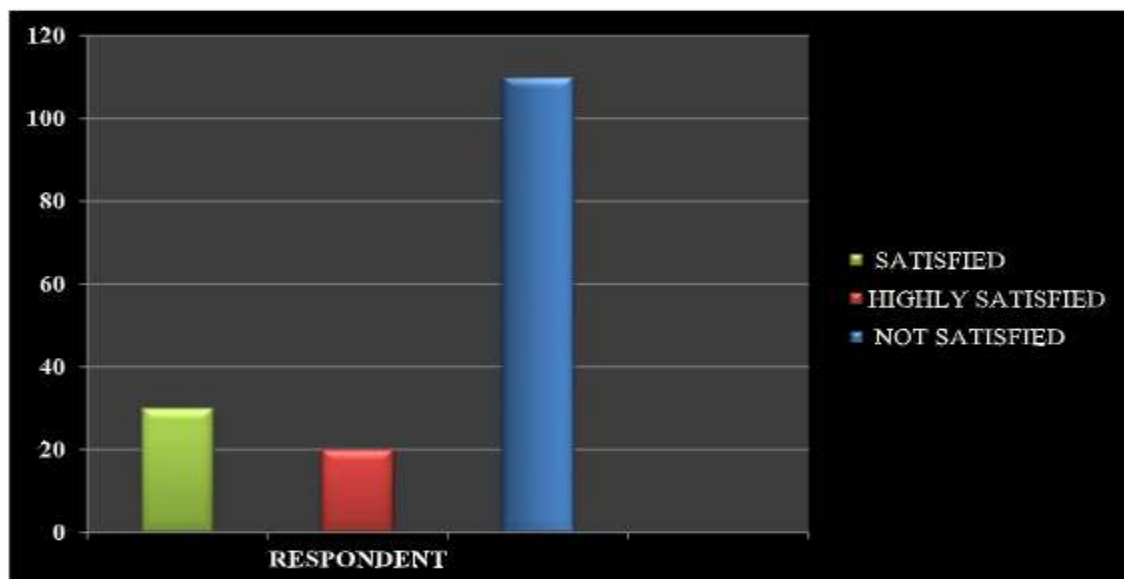
No. of respondent	Yes	No
160	70	90

Explanation: Against this question, 44% respondent response positively and 56 % respondent response negatively.



5.Are you satisfied with the recruitment process of thishospital?

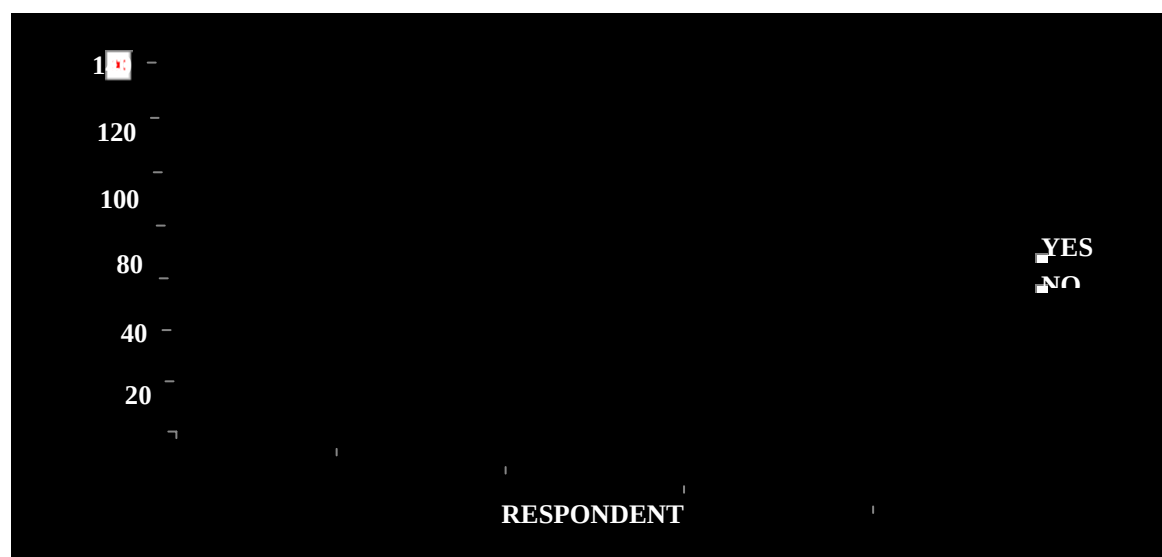
No. of respondent	Satisfied	Highly Satisfied	Not Satisfied
160	30	20	110



Explanation: Against this question,18.75% are satisfied,12.5% are highly satisfied and 68.75% are not satisfied.

6.To fill vacant positions hospital is giving first preferences to existing employees?

No.of respondent	Yes	No
160	130	30



Explanation: Against this question,81.25 % respondent response positively amd 18.75% respondent response negatively.

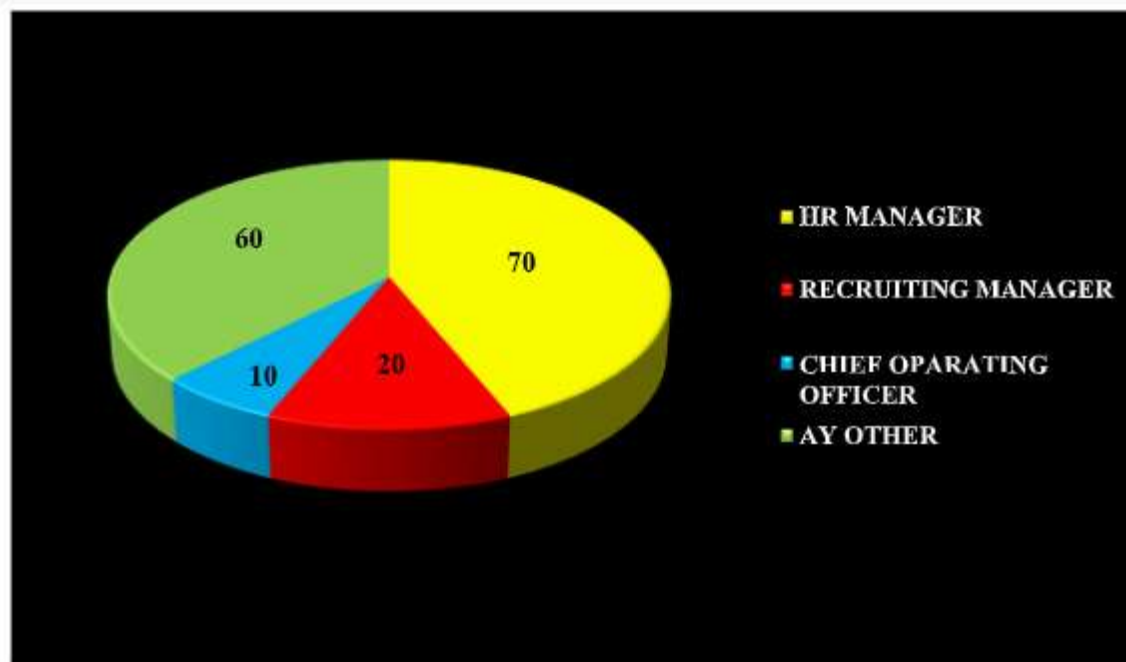
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7. Which among the following person takes final decision for selecting the Non-technical staffs?

No.of respondent	Chief Operating Officer	HR Manager	Recruiting Manager	Any Other
160	10	70	20	60



Explanation: Against this question, Chief operating Officer have 6.25%, HR Manager have 44%, Recruiting Manager have 12.5%, and any other have 37.55% to take final decision for selecting the non-technical staffs in the hospital.

Part III

3.1 Findings

1. It is seen that the highest number of non-technical staffs is housekeeping and followed by the receptionist.
2. It is seen that maximum number of staffs are in the age of 30-40 follow by age of 20-30 and 30-40. Lowest number of staffs are found in the age of 50- 60.
3. It is seen that 70 number of staffs have the highest experience and only10 number of staffs have the lowest experience.
4. It is seen that the hospital have done the recruitment through the sources of advertisement, e-recruitment and campus recruitment.
5. It is seen that the hospital have receive the applicant by manually and electronically.
6. It is seen that very good rating are the highest followed by average, poor, good and excellent are the lowest.
7. It is seen that the hospital have no Psychological test in the recruitment process of the staff.
8. It is seen that the hospital have recruit more no.of male non-technical staffs than female non-technical staffs.
9. Most of the staffs are agree regarding the preparing of job description and person specification during recruitment.
10. It is observed that most of the staffs response negatively regarding the having of selection panel or committee.
11. Most of the staffs are recruited through written test andinterview.
12. Most of the staffs response negatively for hiring external agencies for recruitment byhospital.
13. Maximum number of non-technical staffs are not satisfied withthe recruitment process of the hospital.
14. This hospital have given first preferences to the existing employeewhen there is a vacant tofill.
15. It is seen that HR Manager have fully takes the final decision forselecting the non-technicalstaffs.

3.2 Recommendations

1. This hospital should have a selection panel or committee for recruitments so that they can absorb good employee in the organization.
2. This hospital should done the recruitment steps personnel interview, written test, psychological test, group discussion etc. This will improve the recruitment method of the hospital and help in determining all the skills of the candidate.
3. Hiring a good external agencies for recruitment is a good source of recruitment and this will help the hospital to the matter of time consumption in the process of recruitment.
4. Resume screening should be done on daily basis for optimum relation of good employees.
5. Utilizing of all sources of recruitment i.e. advertisement, employee referrals, campus recruitment-recruitment etc. will help the hospital to solve the problems of short comings of talented professionals from the market.
6. Psychological test in recruitment test should be done as it completes the dimensions of HR recruitment system.
7. It is necessary for hospital to upgrade the recruitment method as per the global standards and local market.

Conclusions

In this hospital it is found that Shija hospital and Research Institute face stiff competition in the process of recruitment of non-technical staffs with other organisations. They do not come across much difficulties in the process of recruitment. This is due to the fact that the recruitment process is up to the expected level and service provided by the non-technical staffs is also very high. Well it is a matter of great pleasure and satisfaction to publish a journal of a well known health care organization Shija Hospital and Research Institute which is a part of our curriculum. (Ph.D Programme). The entire journal will brought into light many unknown, unseen and ignored aspect to Shija Hospital by knowing the recruitment system and procedures of the best hospital in Manipur. To improve the recruitment system and procedures, it is recommended that the following steps, method and sources should be followed and utilized Psychological test, Advertisement, E-Recruitment, Resume screening and organization should refer different types of Manpower personal during recruitment.

It is necessary to make and keep the recruitment system effective to fulfill the aims and objectives of the organization and also to get the best candidates for the service of the organization that leads to contribute a lot to the development of Human Resource.

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