

Summer Internship Report at
FORTIS HOSPITAL, MANESAR
(April 22nd
to June 29st
, 2024)
A Report
By
Dr.AKANSHA SAINI
PGDM (Hospital and Health Management)
2023-2025



International Institute of Health Management
Research, New Delhi

ACKNOWLEDGEMENT

This report is a great opportunity for me to express my gratitude to all of the individuals whose prompt assistance and direction were crucial to completing this project.

I want to sincerely appreciate Fortis Hospital Manesar, Gurugram for providing me with the chance to learn about the company's practical knowledge practices.

Without the capable direction and assistance of my mentor, Dr. Pankaj Talreja, Controller of Examinations, IIMMR Delhi, this project would not have been able to be finished.

I'm thrilled to be an intern at the institution. I appreciate the assistance I received in obtaining information and the priceless expertise that the HR Department of Fortis Hospital Manesar, Gurugram, provided.

Finally, but just as importantly, I want to thank my family and friends.

Working on this project has been an enlightening experience for me.

ABBREVIATIONS

JD – JOB DESCRIPTION

BSE – BOMBAY STOCK EXCHANGE

NSE- NATIONAL STOCK EXCHANGE

UAE- UNITED ARAB EMIRATES

IMT- INDUSTRIAL MODEL TOWNSHIP

HR- HUMAN RESOURCES

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(Completion of Summer Internship from respective organization)

The certificate is awarded to

Name DR. AKANSHA SAINI

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

Title HUMAN RESOURCES

and has successfully completed her Project on

Title of the Project

Date 29/06/24

Organisation FORTIS HOSPITAL, MANESAR

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 endeavors


Organization Supervisor




Head-HR/Department Head



FEEDBACK FORM
(IIMR MENTOR)

Name of the Student: DR. AKANSHIA SAINI

Summer Internship Institution:
FORTIS HOSPITAL, MANESAR

Area of Summer Internship:
HUMAN RESOURCE DEPARTMENT

Attendance: 90%

Objectives met: Yes

Deliverables: Yes

Strengths:

Suggestions for Improvement:


Signature of the Officer-in-Charge (Internship)

Date: 11/12/24
Place: DELHI

Certificate of Approval

The Summer Internship Project of titled **"CANDIDATE EXPERIENCE DURING RECRUITMENT"** at **"FORTIS HOSPITALMANESAR"** 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
Designation
IIHMR, Delhi

FEEDBACK FORM

(Organization Supervisor)

Name of the Student: Dr. Arkasha Saini

Summer Internship Institution: Fortis Hospital, Manesar, Gurugram.

Area of Summer Internship: Human Resources

Attendance: Punctual, 100%.

Objectives met: To understand the process of Human Resource Management and their key contribution to Business growth.

Deliverables: HR SOP, Business Accoun. Recruitment,

Strengths: Attentive, Result orientation, Learning Attitude
Collaborative, Personality orientation/observational Skills

Suggestions for Improvement: Articulation Skills, Emotional Intelligence, Financial acumen, Business process Engineering Skills.

Signature of the Officer-in-Charge (Internship)



Date: 29/6/24.

Place: Manesar, Gurugram.

* She is a key performer during Internship, performs the tasks as per the needs of hours. Can be groomed to an asst. area of Improvements should be focused in next academic year.

INTRODUCTION

ABOUT THE ORGANIZATION:

Fortis Hospital Manesar, Gurugram will be a 350 - bedded multi-speciality hospital located in IMT, Sector-5, Manesar, Gurugram. **Fortis Healthcare Limited** – an IHH Healthcare Berhad Company – is a leading integrated healthcare services provider in India. It is one of the largest healthcare organizations in the country with 28 healthcare facilities, 4,500+ operational beds (including O&M facilities), and over 400 diagnostics centers (including JVs). Fortis is present in India, the United Arab Emirates (UAE), Nepal & Sri Lanka. The Company is listed on the BSE Ltd and National Stock Exchange (NSE) of India. It draws strength from its partnership with global major and parent company - IHH, to build upon its culture of world-class patient care and superlative clinical excellence. Fortis employs ~23,000 people (including Agilus Diagnostics Limited) who share its vision of becoming the world's most trusted healthcare network. Fortis offers a full spectrum of integrated healthcare services ranging from clinics to quaternary care facilities and a wide range of ancillary services.

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

VISION

To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

MISSION

To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient Care.

Featured specialties:

* Obstetrics and Gynecology

* Paediatrics

* Internal Medicine

Services provided by the hospital:

* Inpatient services

* Outpatient services

* Day care services

* Endoscopy

* Diagnostic services

* Laboratory services

* Emergency services

* Radiology

Departments in the hospital:

* Anesthesiology

* Child care

* Dental

* Dermatology

* Diabetes and endocrinology

* ENT

* Fertility services

* General surgery

* Gastroenterology

* Internal medicine

- * Laboratory
- * Nephrology
- * Obstetrics and gynecology
- * Ophthalmology
- * Orthopedics
- * Pediatrics
- * Psychiatry and psychology
- * Radiology
- * Urology

ANESTHESIOLOGY

They will have 24-hour onsite coverage by anesthesiologists. Besides their role in facilitating safe surgeries, they provide post-operative pain relief, supervise care in the intensive care unit and recovery room and provide epidural analgesia in the labor room.

DENTAL

They will provide high quality and safe oral care through a wide range of dental services. The common areas of treatment include dental implants, bone grafting surgeries, gum surgeries, smile make over procedures, cosmetic filling, diastema closure, teeth bleaching, sialolithotomy, painless RCTs, dental fillings, dental tattoos and studs, teeth extraction by surgical or non-surgical method, etc.

DIABETES AND ENDOCRINOLOGY

It will offer comprehensive care and emphasizes self-management by patients. They will help each person to identify their treatment goals, pick a treatment regime and obtain knowledge and skills necessary for their day to day management. They will provide clinical care by a diabetes specialist and a diabetes educator, computerized 72-hour blood sugar monitoring, diabetes education, nutrition counselling, foot care and ancillary services.

ENT

The ENT department will offer a wide range of outpatient and inpatient services related to disorders of the ear, nose and throat. They will have nasal endoscopy services, audiometry and tympanometry services, foreign body removal from ear, nose and throat and endoscopic laryngoscopy services. The wide range of surgical procedures offered encompasses adenoidectomy, tonsillectomy, tympanoplasty, mastoid surgery, surgery for sinus and polyps, septoplasty and cochlear implant surgery.

NEPHROLOGY

The hospital will have a dedicated nephrology OPD and they do a comprehensive evaluation of patients with kidney related problems such as diabetic kidney disease, infections, acute and chronic renal failure and renal hypertension. Their treatment includes dietary and lifestyle advice, medication if necessary and sometimes, dialysis. The hospital also provide 24 hours emergency as well as planned dialysis facilities, including hemodialysis and peritoneal dialysis.

OBSTETRICS AND GYNAECOLOGY

The obstetrics and gynecology department will provide care for women between the ages of adolescence to post-menopause. A major focus of the department is to de-medicalize childbirth and reduce the C-section rate to medically justifiable methods. Gynecological services include treatment for fibroids, endometriosis, ovarian cysts, infertility and uterine/ovarian cancer. The department is equipped to carry out laproscopic surgeries, hysterectomies and hysteroscopy and colposcopy procedures.

PSYCHIATRY AND PSYCHOLOGY

The department of psychiatry provides outpatient consultation services for adults and the elderly. On the other side, the department of psychology will provide psychological assessments for children, adults and corporate employees, psychological support services, special education and therapeutic programs for children and therapy sessions for children with special needs.

RADIOLOGY

The department of imaging services will be equipped with state-of-the-art imaging facilities to provide comprehensive care. There will be 24x7 emergency radiology services. It is planned and approved by the regulatory authority AERB for radiation safety and radiation surveillance. The staff is covered by a radiation monitoring facility to ensure radiation safety. An annual health checkup will be provided to the staff for occupational safety. It will be equipped with conventional X-ray units, a computerized radiographic system, a dedicated mammography unit, a dexta scan unit and

2 ultrasound scanners with color Doppler facility for vascular, cardiac, transvaginal, Trans rectal, and small parts studies.

UROLOGY

The department of urology will offer treatment options for prostate enlargement, stone diseases, male infertility, andrology, reconstructive urology and all forms of urologic cancer. It will also provide Gender Re-assignment Surgery (GRS), also called sex-change operation.

Introduction

The Candidate Experience in Recruitment?

Candidate experience is how the job seeker perceives and feels about your hiring process as a whole. • This counts every single touch point a candidate has with the company - from that first job application, all the way through to their last hiring decision and beyond.

A good candidate experience will help an organization build its reputation, but a poor one can deter future applicants and damage the employer brand.

Candidate- experience -recruitment-process-mappingOfString

1. Job Posting and Application

2. Initial Screening

3. Initial Communication

4. First Round of Interview

5. Assessment and Testing

6. Second round of Interview

7. Final Interview

8. Job offer and negotiation

9. Onboarding

Why Candidate Experience Matters

While this presents good news in terms of benefits, it also means that hiring is harder than ever while recruiters put more and more effort into refining the overall candidate experience.

The reasons for its rising popularity:

Raises candidates offering acceptance odds, drives employee referrals

– It changes your employer favorably

— Limited Talent Pool — You generate a long-term candidate pipeline.

It boosts your market credibility

— This makes you completely different from your competitors.

- provides better return on investment (ROI).

1. Job application

An Applicant first interaction to your recruitment firm is the job application.

Regardless of where you post a job posting, either on your careers website or social media accounts an excessively lengthy advert would ruin the candidate experience.

Keep it as flowing and short, direct. In addition, a well-prepared job description is linked to the application.

2. Communication

Top candidate goes silent on a big job you need to fill quickly for days. How annoying is that?

And the same is valid for candidates too. Who in their right mind would trust a hiring company that has won't even bother talking to you.

Time and time again, the call for better communication - plain, simple updates from recruiters on how their application process is progressing.

In a perfect world, you will have some type of messaging series (SMS or email) that notifies candidates automatically in the event any changes are made to their applications.

3. Interview process

Interviews help you to get to know more about your candidates and basically tell whether they are fit for the job role or a misfit. This is exactly why setting up a structured interview process has very real returns.

Have a conversation with the hiring manager and ensure your video interviewing process runs seamlessly. Stop doing same interviews again and again with different works of people. Respect candidate time and set expectations.

and share detailed feedback with candidates post-interview.

BEST PRACTICES FOR A POSITIVE CANDIDATE EXPERIENCE

1. Use a short, clear pitch.

When talking to potential candidates, prefabricate a short informed pitch.

Those of them who get offended with unnecessary keywords in a JD like "rockstar" or ninja. And if you are wondering why all the great ninjas have disappeared a part of it is because they just haven't been paying attention to your job description!

By sending an email, you can contact your candidates and get responses at any time they check their inboxes. These templates are versatile; they can be utilized as recruiting email to connect with prospective customers and candidates.

And to make a really good first impression, always be sure you present yourself professionally and have an adequate elevator pitch that is concise.

2. Notify applicants of their application status

Applied for Employment as a Candidate

3. Create appropriate job descriptions

If it actually works, the net effect will be fewer high quality candidates and so a badly worded job description is as far more worrying.

It turns out that it is not difficult to write a good JD if you follow the rules.

Insert an Informative Title

The job title is typically the area of your ad where a candidate will read first, so make sure that it says what exactly this person does. One obvious terrible example is Tech Lead. For example:
Technical Lead - iOS Development

Avoid typographical errors.

Spelling errors are simply embarrassing. These are things that occur when you type too fast or fail to proof read, and its fine. Free tools, such as Grammarly or Hemingway, can help you duck those spelling mistak.

Compose a succinct job description.

You may prepare a huge summary, but it is not needed. It would take the candidate only a few properly worded sentences to decide. Discuss Your Employment Duties These are a routine task to be performed daily by an employee. If you list the job description, candidates can easily apply Offer the needed training and knowledge

Identify the Job Skills that are Required in Order to Complete the Task. Clarify this at the beginning, in case a digital accreditation (like some kind of online marketing certification) is needed later on down the line to save us all from experiencing future angst.

4.PROVIDE PROPER FEEDBACK

Providing best Response is good, taking feedback also if important.

Positive criticism of a candidate is just as important even if the criticism...ries, in English Likewise, leverage any negative feedback in a constructive manner and just pay no attention to the tone.

Send a email to applicants with survey questions asking about their experience after the recruiting process. This way you'll get the most transparency on your hiring process that is possible.

MATERIALS AND METHODS:

OBJECTIVES

OBJECTIVE

- To understand the reasons of the attrition for the new hire and offer rejections and To provide recommendations for improving the recruitment process based on candidate feedback and also to assess the impact of candidate experience on employer branding and talent acquisition.

SUB OBJECTIVES

To assess candidate perceptions of the recruitment process.

To identify key factors contributing to positive and negative candidate experiences.

TYPE OF RESEARCH: Primary research (Quantitative)

TYPE OF STUDY:

Descriptive cross-sectional study to gather data at a single point of time.

TYPE OF SAMPLING:

Convenience Sampling

SAMPLE SIZE:

- n = Sample Size Determination: Utilizing a sample size formula, as shown below, to determine the required number of respondents for adequate statistical power, keeping error of 5% or Confidence Interval of 95%.

$$n = [Z^2 \cdot p \cdot (1-p)] / E^2$$

where,

n = required sample size

Z = Z-value (1.96 for 95% Confidence Interval)

p = estimated proportion (For this research, 50%, as it is the maximum variability)

E = margin of error (0.05 for 5%)

Therefore, Sample Size calculated for this study –

STEP 1

$$n = [(1.96)^2 \cdot 0.5 \cdot (1-0.5)] / (0.05)^2$$

$$n = 384.16$$

$$n \sim 385$$

STEP 2

since, we are calculating for a finite population,

the number of candidates applied for job during the study is approximately 1000

thus, applying the finite population correction factor-

$$n = n / 1 + n - 1 / N$$

where, n = initial sample size

N= total population size

$$n = 385 / 1 + 385 - 1 / 1000$$

$$= 277.65 = 280 \text{ (approx.)}$$

Thus, sample size = 280

SAMPLING FRAME :

Obtained the data from the candidates coming for interview at Fortis Hospital Manesar, Gurugram for various departments.

MODE OF DATA COLLECTION:

SURVEY

Developed a structured questionnaire through google forms to collect the data on candidate experience.

ABOUT THE QUESTIONNAIRE:

- The Questionnaire has 13 questions.
- It is an open ended questions with close ended answers.

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LITERATURE REVIEW

The report by Owais Shafique published in June 2012 looks at current hiring trends including how Generation X are moving up the career ladder, posts about Rank and Yank performance appraisals and online recruitments. This underscores the importance of aligning hiring goals with company objectives, and updating tactics to comply with Generation X demands. The system of Rank and Yank - or some variation that it has facilitated other organizations over the years is effective in terms of increasing employee performance, according to the paper. Technology has made it possible to do a very thorough assessment of someone online, especially for technical or coding positions (job board / employer said that on paper results trump in-person interview); but nothing replaces the face-to-face assess. At the end of the day, hiring smart is essential for keeping up with what today's workforce wants.

Analysis of the thesis by Lydia Palenius (2 Nov 2021) which considers Candidate Experience, their impression get through recruiting process. To enhance employer branding and hiring effects, this qualitative study emphasizes the importance of positive applicant experiences leading to common themes from semi-structured interviews with three employees at Deloitte, Accenture and ABB. The sample size is small, and the findings are limitation to this context alone; nevertheless it underscores as well how important human + technology has be in recruiting. The bottom line is: you have to keep candidate experience top-of-mind in order for your organization to remain competitive.

- July 19, 2023 — CareerPlug unveils the data-rich report on candidate experience in recruiting: The Candidate Experience Report for Leading Up to a Big Recruitment Year (AKA: The Future of Employee First!) The document demonstrates that 76% of the applicants who had good experiences accepted job offers, while drawn to negative experience rejected them in up to 52%. Improved communication, increased response times and higher transparency in pay/benefits all play a major part in candidate satisfaction. It was emphasized in the report that providing a positive applicant experience allows for the enhancement of both corporate branding and attracting top talent. Take advantage of automated communication systems and clear job postings to improve the hiring process.

- Marysol Villeda and Randy McCamey, in a study to be published July 19, 2023 (current year), examined the perceptions of student employees as applicants for hire at an established mid-sized rural university. The study also found that questionnaires at multiple stages in a recruiting process correlated positive candidate experiences with higher referrals and favorable social media postings. It is only through interaction that a candidate brought with an interview can have its experience rightly improved - most especially on professionalism and good communication. The one takeaway from the study is simple - maintaining a good candidate experience throughout the hiring process can go a long way toward enhancing your business branding and attracting top-funnel talent.

INCLUSION AND EXCLUSION CRITERIA

Qualifications for Inclusion:

- Point of Application: The application process must have been completed by the applicant to at least a scheduled interview stage.

Consent: Someone who can and does provide permission based on being adequately informed.

• Determination Criteria:

- Uncompleted Applicators: This is for the people that have applied but they did not complete their application meaning they either quit applying before being able to be interviewed or never even finished out.

- Non-capacity: Lack of capacity, or unwilling[to give informed consent]

OBSERVATIONAL LEARNING

CANDIDATE EXPERIENCE

The recruitment process is a crucial touchpoint in how candidates perceive an organization and in their decision-making to pursue employment. It remains imperative to assess and improve the candidate experience for purposes of appeal among top talent in today's competitive market, as well how employer-reputation is perceived overall by actively-engaged employees. This piece elaborates on the essential takeaways obtained by examining candidate perceptions at different junctures of their journey within recruitment.

1. The application procedure

It is provided the first time a candidate interacts with an organization through application. Here are a few of the key results: How user-friendly and accessible online application sites affect what candidates think. Common elements that receive positive feedback include intuitive, mobile-friendly user interfaces to help people move through and complete an application. Job postings should be clear and concise, explaining the job duties as well as what an employer is looking for in a future employee... so complete descriptions are equally important. Job Descriptions That are ill-defined or overly broad risk confusing potential candidates as well as lower application volumes

Additionally, how responsive firms are post application is pretty crucial. Promptly acknowledged applications, such as automated emails confirming receipt of the application are always welcomed by applicants. This initial information exchange sets the tone for hiring that your organization is efficient and that it respects everyone's time by creating a specific starting point (pullback) for job searches. As how the candidates react to these first impressions will inform on compatibility between communication tactics and recruitment portal in producing a fantastic applicant experience.

2. Interaction and Reactivity

In hiring, you need to be more responsive and good at communications. Observations suggest hiring managers and recruiters need to be clear in what they say to candidates. I often find that positive comments come from recruiters who make it clear what the next steps are, when you can expect them and what they hope to see. real time follow up after each stage of the process

On the flip side, lack of communication or too much silence leads to frustration and doubt among candidates. In assessing the emotions of a candidate participating in communication dynamics, it is possible for companies to understand their impact psychologically. Organizations that maintain respectful and two-way communications during the recruitment cycle, are likely to lead candidates with more involved in localities of strongest enjoyment.

3. Interview Experience

The interview stage is strategically important because this phase provides candidates with a lasting impression of organisational culture and helps them to measure job fit. These observational studies look at interviewer performance, including whether the interviewers are actually ready for the candidates and shows a high degree of professionalism looking into signals like tone inflections;

setting for an interview. Candidates feel positive, when interviewers appear knowledgeable about their resume and ask candid questions that explore the candidates background (experiences).

In addition, the positive or negative experience during their interviews speak greatly of candidate's opinions over organizational culture. The worlds of the interviews — from physical spaces to body language and voice intonation — hints at how comfortable (and uncomfortable) candidates are with interviewers. A professional and respectful interview process leaves a far more positive image of the potential employer when she or he wakes up on monday morning to new job offer.

Non-participatory: Observational studies show how candidates react to the situation and interview signs in real time, giving employers an opportunity to determine if a candidate is doing enough. When studying the emotional and psychological impacts on job seekers, researchers look for candidate nonverbal cues when answering voice questions or collecting impressions after interviews.

4. Organizational Culture & Employer Branding

Company Culture & Employer Branding Interactions during the recruitment process affect candidate experience and employer branding. Remarks emphasize the value of authenticity in presenting company values and culture. Candidates actively assess whether the values of the company are well aligned with their personal beliefs and career objectives. We can judge the employer branding strategies on this scale - how is a candidate having his/her first encounter face to face with company employee and who speaks aloud about corporate culture specially at outreach level for recruitment communication.

Whereas the places that indeed embody diversity, inclusivity and potential career development opportunities often do provide positive feedback. Openness in outlining principles and expectations to candidates cultivates trust between them. Example: Case-level observational study reveals positive effects for both learning that the employer has strong organizational culture and perceiving excellent communication of organizational culture, in terms of increasing candidates' likelihoods to apply to a job opening.

5. Factor in Decision-Making

Various employment variables appeal to the intricate decision-making considered by applicants throughout recruitment processes. As we observed, the decisions of candidates are strongly motivated by work fit and career advancement opportunities within a particular corporation besides their salary & benefit structure or brand name. Job tasks and expectations make it easier for candidates to evaluate how they can add value for the organization.

Applicants looking for long-term partnerships with companies will find opportunities for professional development and career advancement attractive. Observing the candidates evaluation of pay and benefits packages reminds us how important competitive offerings are to attracting and retaining top talent. Candidates desiring to step-up the equation of personal and professional aspirations are increased thus attracting organizations that smartly exhibit these traits through transparent and informative conversations.

Observations of candidates help manifest the thoughts and musings they go through while being hired giving a peep into what is going in their minds - leading to understanding what drives them, or bothers about hiring itself. When they do so, the researchers are able to see what characteristics there is (gcf of ways each get_resume will) [sic] associated with job applicants.

works reveals not only what affect these elements have on their decisions to accept jobs or continue job hunting, but also how prone they are to additional information in relation wo work roles/career paths/organizational options.

6. Feelings & How It Affects Our Psychology

Emotional reactions inform us about how satisfied and engaged the candidates have been with organisations, while there is a huge scope to look into just what psychological impact recruitment experiences can generate. If as a candidate you receive courteous, transparent and supportive interactions throughout your hiring process and interviews then it's also more likely that the candidates' will feel happy emotions such as excitement or confidence. These positive experiences with the employer will represent whether or not a candidate feels respect and appreciation from prospective employers.

Conversely, things like a lack of communication can result in feelings being hurt as expectations go unmet and people feel mistreated. The study is observational in na ture, matching off emotional reaction triggers and their implications for future de cision-making processes of candidates. Understanding these emotional dynamics may enable organizations to optimize their recruitment strategies and provide positive candidate experiences that will ultimately enhance an employer's brand, setting them apart from other workplaces in order to attract the best talents.

Observational studies that measure emotional expression, vocal replies and post-interaction comments are used to understand the emotional journeys of learners as they pinballed through their admissions process. To understand the emotional impact of recruiting experiences on

candidate perceptions and decisions, researchers observe how candidates feel at each stage of their journey from first contact to interview and post-offer.

7. Post Interview and Onboarding Experience

Observations During and Post Interview Process ex - What candidates go through after the interview, onboarding. Candidate Feedback Regardless of whether the outcome had been known, delivering feedback to candidates right after their interview is prompt and useful for them in order that they could hone on both positive points as well as those which need development. This leads to seeing how well the feedback system is at keeping candidates engaged and satisfied with upfront based upon candidate responses paired with follow-up communications.

The way how job seekers perceive companies as potential employers from the start also depends on the recruitment and recruiting process. Much like information gleaned from examining onboarding processes, the value of structured orientation programs and clear communication about company norms is revealed. Intuitively, candidates who are properly onboarded will have higher self-perceptions of belonging and readiness to contribute toward organizational goals.

Post-interview, onboarding and in general candidates journeys are captured through Observe research to identify surprises or expectations Vs Difficulties to get an overall satisfaction score of organization procedures. Researchers grade how well candidates engage with supervisors, co-workers and onboarding materials to see if onboarding procedures are effective at team integration and ensuring success as part of the organizational culture.

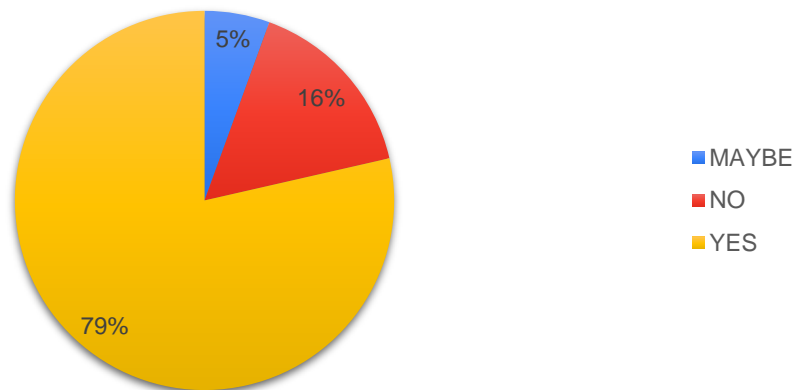
In summary

These measure the experiences of each candidate who interprets complex data to make these observations more systemic and valid, but they indicate that the infusion into a handful of recruitment variables is not affecting candidates' attitudes or behavior; it's in all three. By methodically monitoring candidates' interactions, emotional reactions and experiences during the entire recruitment process organizations can derive valuable insights to enhance their recruitment strategies, employer branding initiatives and cultivate a positive candidate experience that attracts & retains top talent.

Organizations can foster supportive and engaging recruitment processes that meet candidates' expectations and encourage long-term employee happiness and organizational success by continuously evaluating and adapting their practices based on observational findings. Through emphasizing openness, decency, and promptness in hiring processes, companies can set themselves apart as employers of choice.

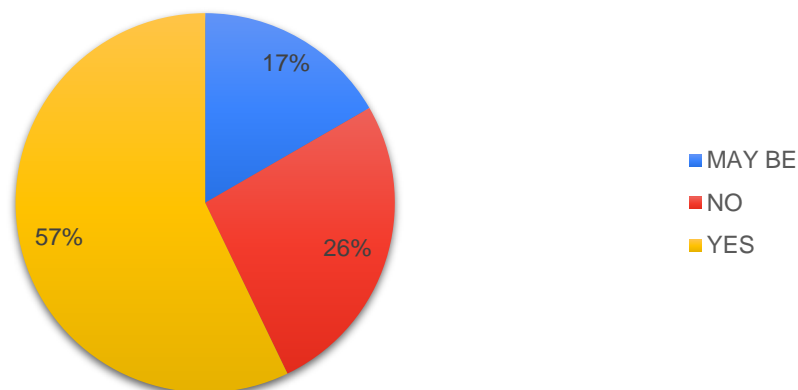
DATA ANALYSIS

Q 1. Was the job posting clear and informative?



- 79% CANDIDATES WERE CLEAR ABOUT THE JOB POSTING AND FELT IT WAS INFORMATIVE.
- 16% WERE NOT CLEAR
- 5% CANDIDATES WERE NOT SURE

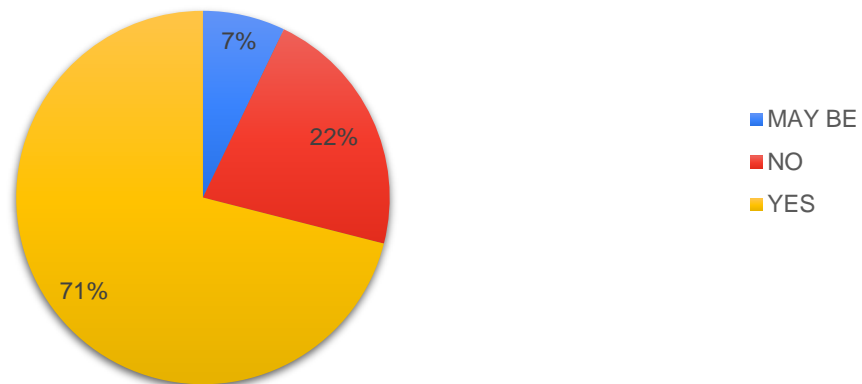
Q2.Was the application process straightforward and user-friendly?



- 57% CANDIDATES FELT THE APPLICATION PROCESS WAS STRAIGHTFORWARD AND USER FRIENDLY.
- 26% DIDN'T AGREE

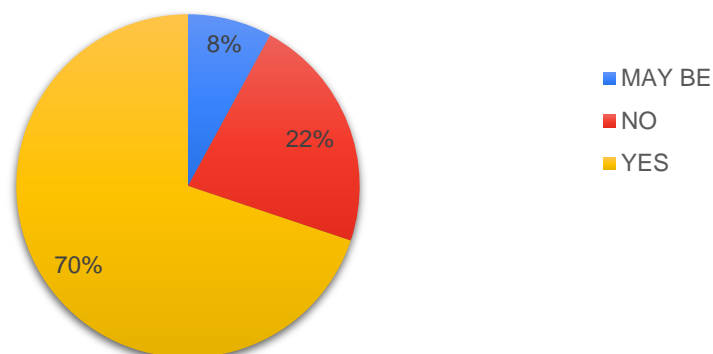
- 17% WERE NOT SURE

Q3. Did you receive timely communication from the organization during the recruitment process?



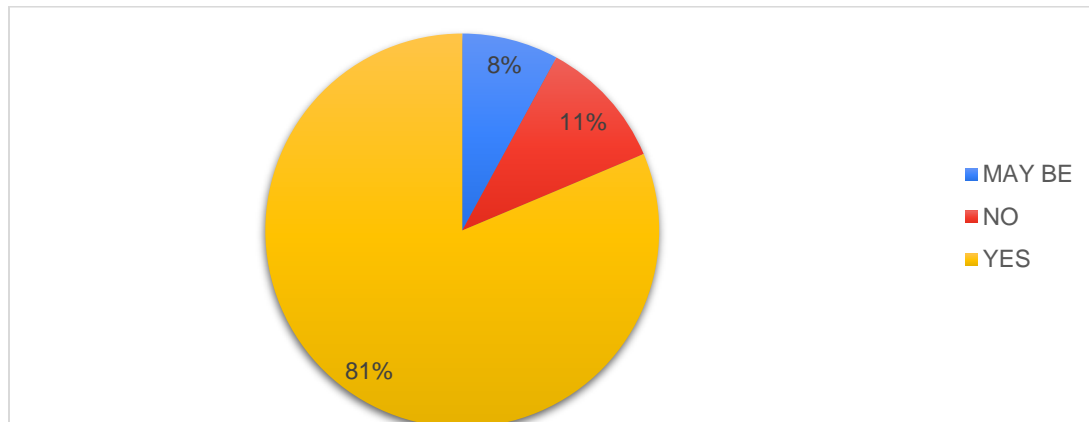
- 71% CANDIDATES RECEIVED TIMELY COMMUNICATION FROM THE ORGANISATION
- 22% DIDN'T AGREE
- 7% WERE NOT SURE

Q4. Were you informed about the next steps after submitting your application?



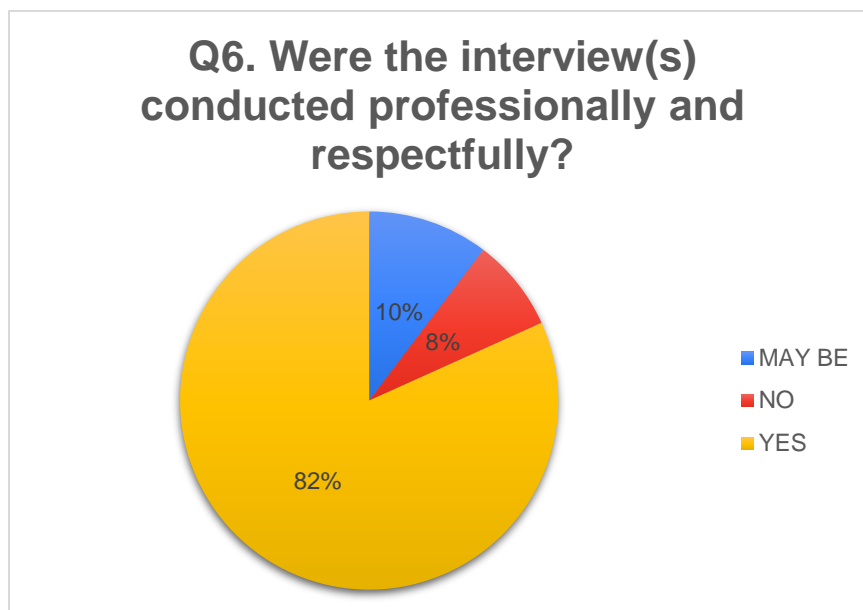
- 70% CANDIDATES FELT THEY WERE INFORMED ABOUT THE NEXT STEPS

- 22% DIDN'T AGREE 8% WERE NOT SURE
- **Q5.DID THE ORGANISATION PROVIDE A REALISTIC JOB PREVIEW DURING THE RECRUITMENT?**



81% CANDIDATES FELT THAT ORGANISATION WAS GIVING A REALISTIC JOB PREVIEW

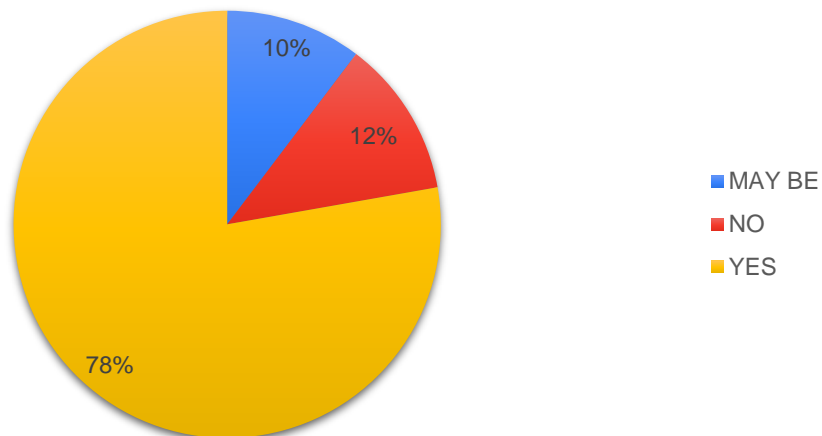
- 11% DIDN'T AGREE
- 8% WERE NOT SURE



82% CANDIDATES FELT THAT INTERVIEWS WERE TAKEN PROFESSIONALLY AND RESPECTFULLY

- 8% DIDN'T AGREE
- 10% WERE NOT SURE

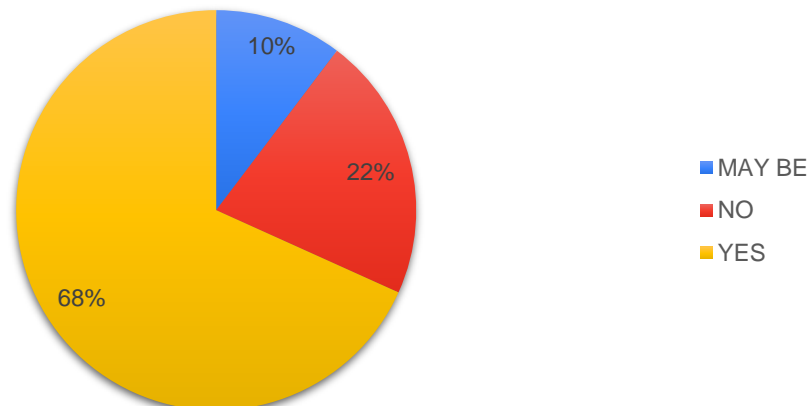
Q7. Did you feel that the interviewers were well-prepared?



78% CANDIDATES FELT THAT INTERVIEWERS WERE WELL- PREPARED.

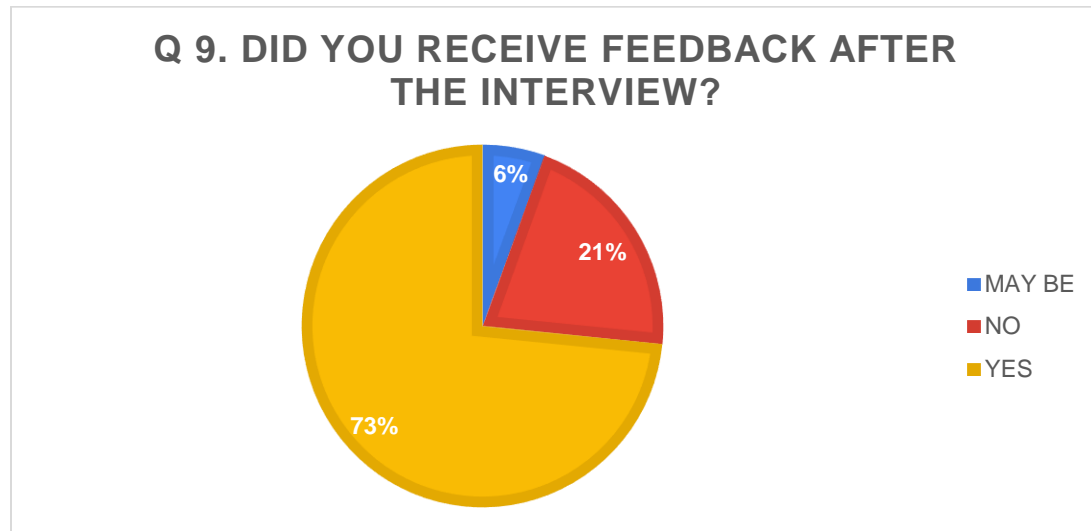
- 12% DIDN'T AGREE
- 10% WERE NOT SURE

Q8. Were you given an opportunity to ask questions during the interview?

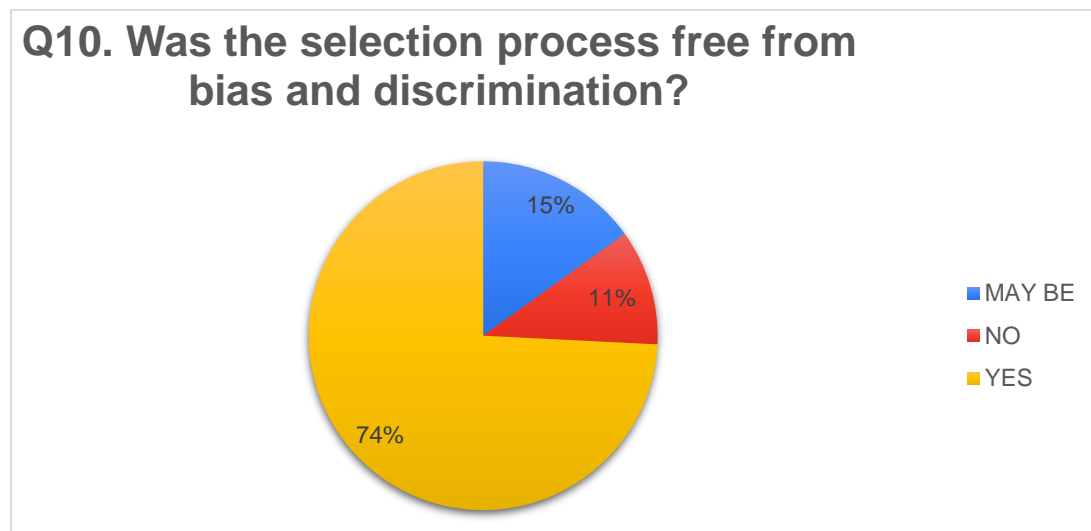


- 68% CANDIDATES WERE GIVEN AN OPPORTUNITY TO ASK QUESTIONS DURING INTERVIEW
- 22% DIDN'T AGREE

- 10% WERE NOT SURE

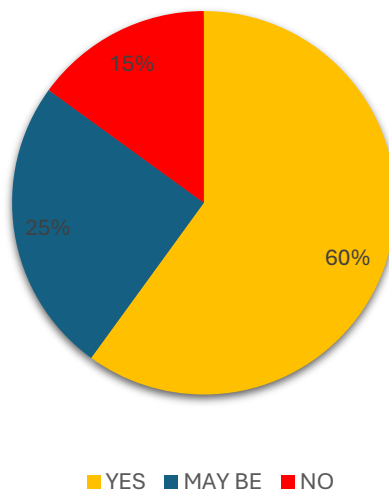


- 73% FELT THAT THEY RECEIVED THE FEEDBACK AFTER THE INTERVIEW
- 21% DIDN'T AGREE
- 6% NOT SURE



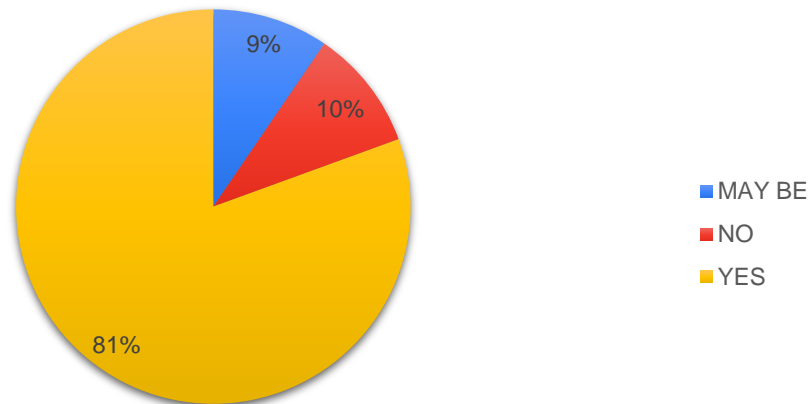
- 74% FELT THAT THE SELECTION PROCESS WAS FREE FROM BIAS AND DISCRIMINATION
- 11% DIDN'T AGREE
- 15% WERE NOT SURE

Q.11 Overall, were you satisfied with the recruitment process?



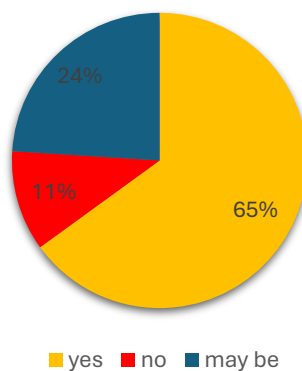
- 60% WERE OVERALL SATISFIED WITH THE RECRUITMENT PROCESS.
- 15% DIDN'T AGREE
- 25% WERE NOT SURE

Q12.Do you feel that the recruitment process was fair?



- 81% FELT THAT RECRUITMENT WAS FAIR
- 10% DIDN'T AGREE
- 9% WERE NOT SURE

Q13.Would you recommend the organisation to other job seekers based on your experience?



- 65% WOULD RECOMMEND THE ORGANISATION TO OTHER JOB SEEKERS.
- 24% WERE NOT SURE

- 11% WERE NOT SURE

RESULTS

1	Question	Satisfacti on Score
2	Was the job posting clear and informative?	0.75
3	Was the application process straightforward and user-friendly?	0.7
4	Did you receive timely communication from the organization during the recruitment process?	0.65
5	Were you informed about the next steps after submitting your application?	0.7
6	Did the organization provide a realistic job preview during the recruitment process?	0.75
7	Were the interview(s) conducted professionally and respectfully?	0.8
8	Did you feel that the interviewers were well-prepared?	0.75
9	Were you given an opportunity to ask questions during the interview?	0.7
10	Did you receive feedback after the interview?	0.6
11	Was the selection process free from bias and discrimination?	0.85
12	Overall, were you satisfied with the recruitment process?	0.6
13	Do you feel that the recruitment process was fair?	0.85
14	Would you recommend the organization to other job seekers based on your experience?	0.65



CONCLUSION

The results were generally around 0.65, which is fine.

But there is room for development in the following areas:

- Opportunities for Development: Feedback Provision: After the interview, getting feedback received the lowest satisfaction score (0.60). This suggests that there is room for improvement in terms of giving candidates timely and helpful feedback.
- Communication: Since prompt communication was given a lower score (0.65), there is potential for development in this area during the hiring process.
- General Satisfaction: The recruitment process's general satisfaction also scored poorly, at 0.60.
- Recommendation to Others: Based on their experience, candidates' readiness to suggest the company to other job seekers received a score of 0.65, indicating space for development.

RECCOMENDATIONS

- Improve Feedback Mechanisms

Follow-up: Introduce a methodical feedback process so every candidate can get detailed, timely and positive or negative references at the end of them taking interview.

- Appreciation: The benefit here is two-fold — one, candidates get to know how they performed and secondly it gives them a positive image of the organization even if they are not selected.

Better communication around what happens next.

Action: Create a written communications plan that clearly articulates what each step of the hiring process and how you will communicate with candidates at every stage

- Advantage: Reducing ambiguity and insecurity for candidates will lead them to perceive the organization better, enhancing candidate experience as well.

Give Thorough Job Previews:

- Practical Tip: Make sure that your job descriptions and interviews give candidates an insight into what the day-to-day is really like, as well as working conditions, organizational culture.

- Benefit: It will enable candidates to have an understanding of what they may expect, should they join and so reduce early attrition but also improve job satisfaction.

- Keep It Professional and Cordial:

Action: Further train interviewers about how to conduct interviews in a professional and respectful manner. Listen in to interviews and give interviewers feedback on a regular basis.

Benefit: Upholding a strong conduct of the interviewer will protect the reputation and attract new hires for organizations.

LIMITATIONS

- Time duration
- Limited resources

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ANNEXURE

ABOUT THE QUESTIONNAIRE:

- The Questionnaire has 13 questions.
- It is an open ended questions with close ended answers.

Section 1: Job Posting

1. Was the job posting clear and informative? (Yes/No)

Section 2: Application Process

2. Was the application process straightforward and user-friendly? (Yes/No)

Section 3: Communication

3. Did you receive timely communication from the organization during the recruitment process? (Yes/No)

4. Were you informed about the next steps after submitting your application? (Yes/No)

Section 4: Job Preview

5. Did the organization provide a realistic job preview during the recruitment process? (Yes/No)

Section 5: Interview Process

6. Were the interview(s) conducted professionally and respectfully? (Yes/No)

7. Did you feel that the interviewers were well-prepared? (Yes/No)

8. Were you given an opportunity to ask questions during the interview? (Yes/No)

9. Did you receive feedback after the interview? (Yes/No)

Section 6: Selection Process

10. Was the selection process free from bias and discrimination? (Yes/No)

Section 7: Overall Experience

11. Overall, were you satisfied with the recruitment process? (Yes/No)

12. Do you feel that the recruitment process was fair? (Yes/No)

Section 8: Recommendation

13. Would you recommend the organization to other job seekers based on your experience? (Yes/No)

