

SUMMER INTERNSHIP REPORT

AT

Max Super Speciality Hospital, Saket, New Delhi



(April 22nd to June 21st, 2024)

A Report

By

MAN SINGH

(PG/23/056)

PGDM (Hospital and Healthcare management)

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International Institute of Health Management Research, New Delhi

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Thank you all once again

MAN SINGH

(PG/023/056)

IIHMR, Delhi

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ACRONYMS/ABBREVIATIONS

S.NO	ABBREVIATION	FULL FORM
1.	JCI	JOINT COMMISSION INTERNATIONAL
2.	OSVE	OUTSOURCED VENDOR EMPLOYEE
3.	NABL	NATIONAL ACCREDITATION BOARD OF TESTING AND CALIBRATION LABORATORY
4.	NABH	NATIONAL ACCREDITATION BOARD FOR HOSPITALS
5.	BMT	BONE MARROW TRANSPLANT
6.	ENT	EAR, NOSE, THROAT
7.	FLP	FUNTIONAL LEARNING PATH
8.	OPD	OUT-PATIENT DEPARTMENT
9.	TNI	TRAINING NEEDS INDENTIFICATION
10.	CNO	CHIEF NURSING OFFICER

OBSERVATIONAL LEARNING

SECTION-1

1.1 INTRODUCTION ABOUT THE ORGANISATION

Max Super Specialty hospital:

A pillar of Max Healthcare, a top supplier of all-inclusive medical services in India, is Max Super Specialty Hospital in Saket. One of the most famous hospitals in the nation, this 530+ bed facility is tucked away in the center of South Delhi. With over 34 lakh patients served across 35 specialties since its founding in 2006, it has cemented its reputation as a provider of top-notch healthcare.



A Legacy of Innovation and Expertise:

Max Super Specialty Hospital, Saket, is distinguished by its commitment to innovative technology and a team of highly qualified medical professionals. It boasts several "firsts in India and Asia" regarding diagnostic and therapeutic technologies, ensuring patients have access to the most advanced treatment options available. The faculty comprises renowned doctors, nurses, and specialists across various disciplines, offering patients a wealth of experience and expertise.

A Spectrum of Specialties:

The hospital offers a comprehensive range of medical and surgical services, catering to diverse patient needs. Some of its key specialties include:

- Cardiology
- Oncology
- Neurology
- Orthopedics
- Kidney Transplant
- Obstetrics & Gynecology
- Liver and Biliary Sciences

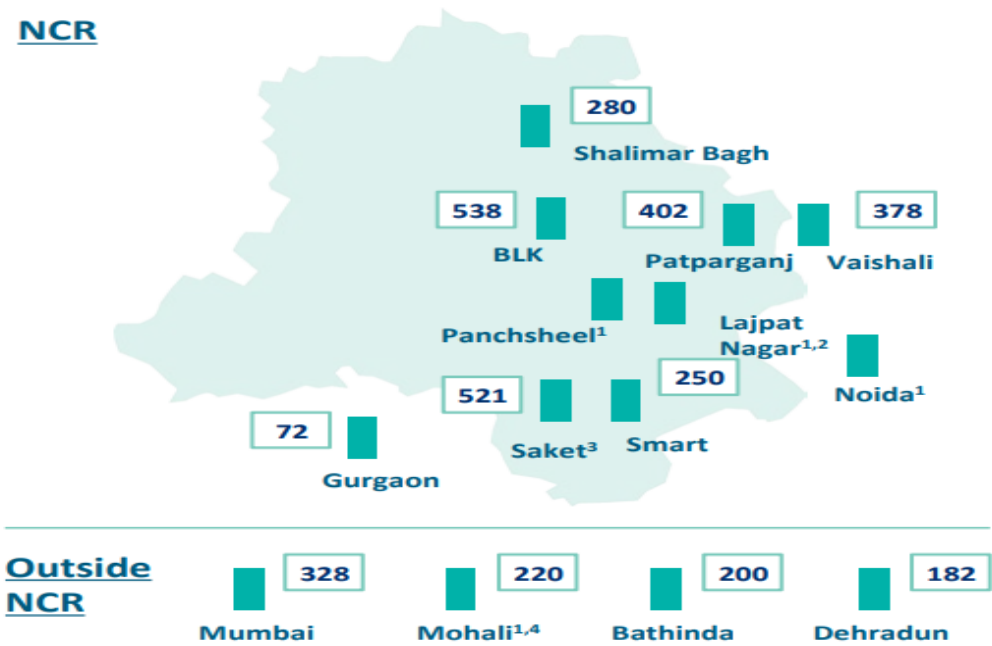
A Focus on Patient-Centric Care:

Max Super Specialty Hospital, Saket, prioritizes patient well-being and comfort. The hospital fosters a patient-centric environment, ensuring everyone receives personalized care and attention. The facility is equipped with state-of-the-art amenities and infrastructure to provide a comfortable and healing environment for patients.

A Pioneering Force in Healthcare:

Max Super Specialty Hospital, Saket, is not merely a healthcare provider; it's a driving force in the advancement of medical care. The hospital actively participates in research and development initiatives, contributing to innovative treatments and improved patient outcomes. Its dedication to excellence extends beyond its walls, collaborating with other institutions to elevate the overall healthcare landscape in India.

MAX HEALTHCARE BRANCHES IN INDIA WITH BED OCCUPANCY



VISION

To be the most well regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care, supported by latest technology and cutting edge research

Purpose of the brand:- TO SERVE. TO EXCEL.

Our values



MAX OVERVIEW

Attribute	Description
Location	Situated in South Delhi, the hospital comprises the East Block (a unit of Devki Foundation) and West Block (a unit of MHIL, Max Healthcare Institute Limited)
Bed capacity	Over 530 beds
Specialties	Cardiac, Oncology (Medical, Surgical and Radiotherapy), Transplant (Heart, Lung, Kidney, Liver, Bone Marrow), General surgery, Nephrology, Urology, Neurology, ENT, Rheumatology, Dialysis, Orthopedics, Pediatric and more
Technology	Offers a complete spectrum of diagnostics and therapeutic technologies, including several state-of-the-art technologies that are the first in Asia and India.
Accreditations and certifications	JCI, NABH, NABL, GREAT PLACE TO WORK and NURSING EXCELLENCE accreditations for providing the highest quality of patient safety and care
Integrated medical care	Integrated medical care in a multidisciplinary setting provided by a faculty of highly qualified Doctors, Nurses, and Healthcare professionals
Regional Hub for complex procedures	Regional Hub for complex procedures such as neurovascular interventions, targeted cancer treatments, heart surgeries, orthopedics surgeries, liver and kidney transplant and fertility treatments
Physicians/ Nurses	525/1085
OSVE	1124 Outsourced employee

SECTION- 2

1.2 MODE OF DATA COLLECTION

As an HR intern, I have been involved in various tasks that require gathering information. Here are some common data collection methods which I have encountered.

- **Employee Files:** Reviewing employee files for data like demographics, work experience, performance reviews, and training records.
- **Exit Interview Transcripts:** Reading transcripts from exit interviews to understand reasons for employee turnover.
- **Employee Satisfaction Surveys:** Developing or administering surveys to assess employee satisfaction with work environment, benefits, or leadership.
- **Candidate Experience Surveys:** Creating or distributing surveys to gather feedback from job applicants about the interview process.
- **Focus Groups:** Facilitating focus group discussions with employees to understand their perspectives on certain HR initiatives or company culture.
- **Meeting Observation:** Attending departmental or committee meetings to understand HR discussions and decision-making processes.
- **Job Shadowing:** Observing HR professionals in their daily tasks to learn about their processes and decision-making.
- **Training Evaluation Surveys:** Devising or facilitating surveys to evaluate the effectiveness of training programs for employees.

SECTION 3

1.3 OVERVIEW OF HR DEPARTMENT AT MAX HOSPITAL, SAKET

Max Healthcare's human resources department is set up to provide complete assistance and professional growth for its employees. An outline of the main HR projects is provided below:

1. Recruitment, Induction, and Orientation:

- Max Healthcare employs best-in-class hiring practices to identify and recruit top talent.
- New joiners undergo a structured HR and Functional induction plan.
- Functional Learning Path (FLP) and a buddy program facilitate seamless integration.
- Vaarta sessions engage new joiners post three months, fostering interaction and feedback.
- Easy-to-use online self-service tools streamline administrative processes.

2. Health, Safety, and Wellbeing:

- Pre-engagement medical checkups and vaccinations prioritize employee wellbeing.
- Sensitization on occupational health hazards and ergonomics promotes a safe work environment.
- On-site staff clinics and an Employee Assistance Helpdesk offer healthcare support.
- Policies addressing workplace violence, grievances, and prevention of sexual harassment ensure a secure workplace.
- Benefits for employees include discounted prescription drugs and diagnostics, free on-site physical examinations, discounted pharmacy and health insurance, free meals, and accommodations for nurses to stay in hostels.
- Discounts in food outlets and educational partnerships for staff families

further enhance benefits.

3. Employee Benefits:

- Full-scope benefits for employees include discounts on prescription drugs and diagnostics, free OPD consultations, and personal accident and medical insurance.
- Special provisions like hostel facilities for nurses and subsidized food contribute to employee wellbeing.
- Educational partnerships offer training to family members on para-clinical courses, promoting holistic development.

4. Performance Feedback:

- Max Healthcare follows a structured performance feedback system, including annual goal setting, mid-year reviews, and annual assessments and appraisals.
- Opportunities for lateral and horizontal movements are encouraged through mandatory internal job postings.

5. Learning and Development:

- Training Needs Identification (TNI) at the beginning of the year guides learning initiatives.
- Various training programs cater to frontline customer service, supervisor capability, managerial skills, and leadership development.
- Specialized programs and simulation labs address unit-specific needs based on customer feedback and planned growth.

6. Employee Engagement:

- Connect forums, open houses, and focus group discussions facilitate engagement across different staff categories.
- Tailored programs like Mingle for doctors, GBM for nursing staff, and Manch for contractual staff enhance engagement.
- Regular employee satisfaction surveys and cultural events like Max Got Talent

and festival celebrations promote a vibrant work culture.

7. Rewards and Recognition:

- A defined framework ensures fair and transparent recognition practices.
- Umang, an online platform, facilitates on-the-spot recognition and appreciation.
- Annual group-level awards recognize excellence and long service milestones.



SECTION-4

1.4.1 CONCLUSIVE LEARNING DURING INTERNSHIP

1. CANDIDATE SOURCING:

For Nurses: During the initial days of the summer internship at Max Hospital, my primary responsibility was handling recruitment coordination, which involved making a total of approximately 400 cold calls to potential candidates for nurse vacancies. These initial cold calls were crucial in identifying and engaging suitable candidates for open roles and set the foundation for the recruitment process.

For Physicians: Extensive calling efforts targeted various potential doctors sourced from Naukri.com for vacancies in specialties such as MAMBS (Max Institute of Laparoscopy, endoscopy, and bariatric surgery), specifically Anesthesiologists, cardiology department, and emergency medicine. These calls were crucial in reaching out to qualified medical professionals, ensuring that the company's staffing needs were met with highly capable doctors.

2. INTERVIEW SCHEDULING AND COORDINATION:

For Nursing: Throughout my two-month internship at Max Hospital Saket, I played a significant role in the hospital's robust nurse recruitment process. Recognizing the critical nature of this position, Max conducts interviews five days a week.

In-online interviews are held on Tuesdays and Thursdays, while walk-in interviews occur on Mondays, Wednesdays, and Fridays.

The process begins with candidates completing an **application form** and a **25-question multiple-choice screening test**.

Successful candidates then progress to an interview with the CNO Office team. Shortlisted candidates are invited to a subsequent HR round, where compensation packages, joining dates, and documentation are finalized.

Notably, unsuccessful applicants are welcome to re-apply after a three-month period. This experience exposed me to various HR functions, from initial screening to successful onboarding.

Coordinated interviews for HR Manager-

During the internship at, the resignation of two managers from the Learning & Development (L&D) department created an urgent need for replacements. To address this, a significant role was played in recruitment by calling multiple candidates shortlisted from Naukri.com, referencing already working HRs, and scheduling online and offline interviews. Approximately 4-5 rounds of interviews were coordinated for each candidate. This thorough selection process resulted in the successful hiring of two new L&D HR managers.

Coordinated interviews for the front office, Pharmacy, and other support staff –

Played a key role in the HR department by coordinating interviews for various positions, including **Front Office, Pharmacist, Floor Executives, Medical Transcriptionists, Patient Care Coordinator, ANS/DNS, Managers On Duty (MOD)** and many others. This experience allowed me to demonstrate initiative and strong organizational skills as I managed the scheduling process and ensured smooth communication between candidates and interviewers. These vacancies were filled to replace an employee if they resigned.

Scheduling and coordinating online interviews for Accounts and Finance and Sales and Marketing Departments Manager post-

Scheduled and coordinated online interviews for managerial positions in the Accounts and Finance, and Sales and Marketing departments at Max Healthcare. I focused on upcountry locations like Kanpur and Guwahati, where sales and marketing manager positions were vacant. Contacted potential candidates, checked their experience and compensation, and arranged their interviews, helping to fill these key roles successfully.

3. Onboarding and Documentation:

At Max Hospital, Saket, onboarding occurs only on Mondays and Thursdays. New joiners are asked to arrive in the Training Room, HR Department. The day starts with candidates receiving a joining form with their basic details, previous employment information, employer details, code of conduct form, and other necessary information.

After filling out the forms, the onboarding continues online. Candidates are given credentials to log into DISHA (mobile application), the common online portal used by Max Healthcare, where they upload their important details and are guided on how to track their attendance and leaves.

Lunch is provided, followed by a half-day induction session led by the Learning and Development team of Human Resources.

1.4.2 LIMITATIONS FACED DURING INTERNSHIP:

- i. **Limited Time for Training:** In a busy hospital environment, staff members may have limited availability for training sessions due to their demanding schedules. This constraint may affect the frequency and duration of training sessions that can be conducted for interns.
- ii. **High Staff Turnover:** Busy hospitals often experience high turnover rates among employees, which can pose challenges for continuity in the internship process. Frequent changes in personnel may require interns to adapt to new trainers or mentors, impacting the consistency of their learning experience.
- iii. **Limited Access to Resources:** The fast-paced nature of a busy hospital may result in limited access to resources, such as training materials, equipment, or dedicated training spaces. This constraint can hinder the effectiveness of training sessions and limit hands-on learning opportunities for interns.
- iv. **Increased Workload:** Interns working in a busy hospital may face a heavier workload due to the high volume of patients and clinical demands. Balancing internship responsibilities with day-to-day tasks may be challenging, potentially impacting the time and energy available for learning and development activities.
- v. **Limited Mentorship Opportunities:** In a hectic hospital environment, experienced staff members may have limited availability to serve as mentors or provide guidance to interns. This limitation can impede the interns' ability to receive personalized feedback, coaching, and mentorship to support their professional growth.
- vi. **Potential for Stress and Burnout:** Working in a fast-paced and demanding hospital setting can be stressful and overwhelming for interns, especially if they are not adequately supported or prepared for the challenges they may encounter. The pressure to perform under time constraints and handle critical situations may contribute to feelings of burnout or fatigue.
- vii. **Difficulty in Scheduling and Coordination:** Coordinating training sessions, assessments, and follow-up activities for interns in a busy hospital environment can

be challenging due to competing priorities and logistical constraints. Scheduling conflicts and last-minute changes may disrupt the internship process and impact the interns' learning experience.

- viii. **Limited Exposure to Diverse Cases:** While busy hospitals offer a wide range of patient cases and clinical experiences, interns may face limitations in their exposure to diverse specialties or conditions. The focus on managing high patient volumes may restrict opportunities for interns to explore specialized areas of interest or gain comprehensive experience across different medical disciplines.

PROJECT REPORT

SECTION-1

Study On the Candidate Feedback of Recruitment and Selection Process at Max Super Specialty Hospital, Saket.

Abstract

A well-executed interviewing procedure can significantly improve organizational performance and guarantee candidate happiness. This study's goal is to look into the interview process used by Max Super Speciality hospital, Saket. It is titled Candidate Satisfaction Experience for Interview Process. The main objective is to compile and evaluate candidate comments regarding their interview experiences. The appropriateness and accuracy of a research methodology are crucial to its success, and this study takes a qualitative approach in doing so. A carefully thought-out questionnaire was used to collect data. Candidates who had interviewed for nursing positions at Max hospital, Saket, made up the study's target group; the sample size was 68. The findings show that the most important components of a successful interview experience for candidates are timely feedback and clear communication. Moreover, the professionalism of the interviewers was found to significantly affect candidates' overall satisfaction.

Keywords: Interview Process, Candidate Satisfaction, Feedback, Communication, Professionalism.

1.1 Introduction

Recruitment and selection

A successful human resources department will first determine the organization's needs for human resources. Then, it will identify opportunities for acquisition or recruitment within the company. Once potential candidates are identified for actual organizational openings, it serves as a connecting activity that brings job seekers and employers together. A well-

executed recruitment strategy will draw in a big pool of eligible candidates who will accept an offer of employment. To help unqualified candidates exclude themselves from consideration for jobs, it should also include information. The right candidates should be drawn to a good recruiting program, not the unqualified. The expense of processing unqualified candidates will be reduced because of this dual goal.

There are various methods of recruitment, but they have been categorized under two types.

- Internal Recruitment
- External Recruitment

The Process Of Recruitment And Selection

1. The Head of Department provides information about the open post (HOD). If the position is new, the HR head and the head of the department properly fill out the personnel request form.
2. Fresh resumes are obtained from different job portal websites if the post is not filled. Additionally, consultants are referred in cases of emergency
3. After the HR has reviewed the applicant resumes, the relevant resumes are forwarded to the relevant HOD for approval. The interview is scheduled if the resume is deemed appropriate.
4. The candidate receives phone or email notification of the first round of interviews. During the preliminary interview, the HR evaluates the applicant based on their ability to communicate.
5. The candidate's résumé has an assessment sheet attached by HR. The evaluation form serves as a guide for the upcoming interview session.
6. The HR department at hospitals creates suggested wage packages that are subsequently negotiated and completed based on the outcome of the second round.
7. The candidates are also invited for a medical examination to ascertain whether they are physically qualified for the position being offered.
8. The offer letter with the confirmed start date is sent to the candidate when it is determined that they are medically fit to join the hospital.

RECRUITMENT AND SELECTION PROCESS



1.2 RESEARCH QUESTION

How do nurses perceive their interview experience at Max Super Specialty Hospital, Saket, and what areas for improvement can be identified based on their feedback?

1.3 RATIONALE OF THE STUDY

Max Super Specialty Hospital will be able to learn a great deal about how nurses regard their interview experience by carrying out this study. This data can be utilized to: •

- 1. Develop a hiring procedure that is more focused on the candidate.**
- 2. Enhance the efficacy and efficiency of conducting interviews.**
- 3. Determine which healthcare experts are the best qualified and draw them in.**
- 4. Raise candidate contentment and maybe lower attrition rates.**

1.4 OBJECTIVES OF THE STUDY

1. To assess the effectiveness of the current recruitment and selection process for selecting nursing candidates.
2. To utilize candidate feedback to identify areas for improvement in the interview process.
3. To evaluate the candidate's perspective on the interview process.

1.2 METHODOLOGY

- Research Design: Descriptive research design
- Research Location: Max Super Speciality hospital, Saket
- Study Population: Nursing candidate came for interview
- Sampling Method: Convenience sampling method
- Sample size: 120 candidates selected but only 68 candidate responded.
- Data Collection Method: Through well-structured questionnaire via online Google forms
- Period Of Study: 22nd April 2024 to 21st JUNE 2024

INCLUSION	EXCLUSION
Registered nurse with state council.	Student nurses
Ready to change parent registration to DNC	Nurses age above 40 years
Ready for 3 shifts(morning , evening, night)	Nurses not medically fit

Ethical consideration-

Ethical approval was obtained from the HR department to conduct the study. Consent was obtained verbally from the respondent and confidentiality of their information was assured to them. The data was maintained and used for research purposes only.

SECTION-3

1.3 DATA COLLECTION AND INTERPRETATION

For the primary, descriptive, and qualitative research a well-structured questionnaire is prepared to collect data via Google forms, whether the candidate has cleared or failed in the interview.

Questions asked in the questionnaire.

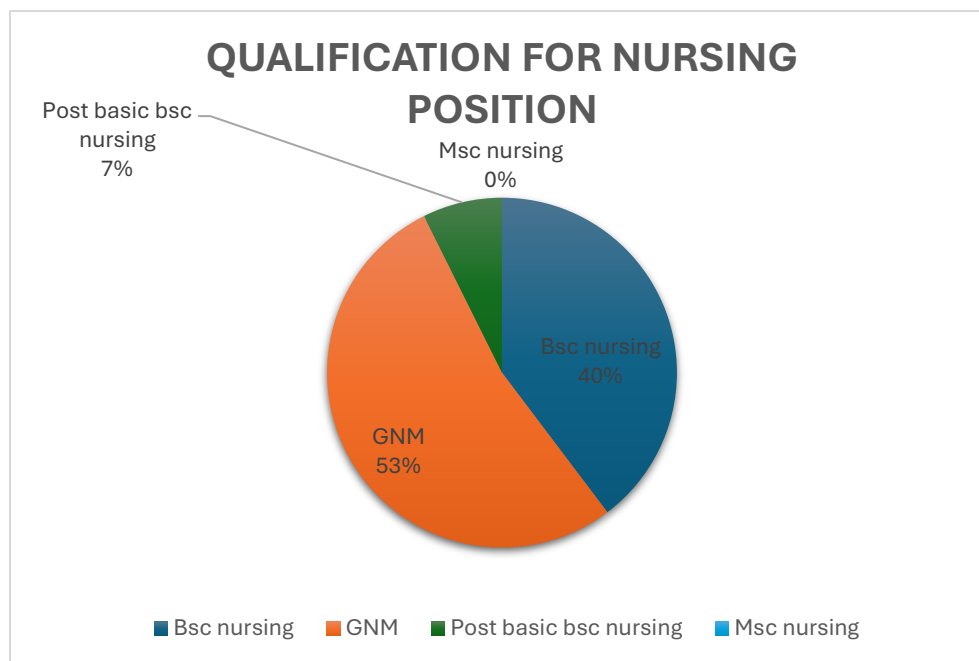
- A) The job description for the Nursing position was clear and informative.
- B) The application process was easy to follow and complete.
- C) I received timely communication regarding the interview process.
- D) The interview process was well-organized and engaging.
- E) The interview location was easy to find and accessible.
- F) The interview questions were relevant to the nursing position and assessed the required skills.
- G) The interview panel was well-prepared and professional.
- H) I felt comfortable expressing my opinion during the interview process.
- I) I would recommend Max HealthCare, Saket to my friend and colleagues.
- J) Will you reapply for the same position if you are not selected.
- K) The interview process and formalities matched my expectation.

RESPONSE TABLE FOR ALL THE QUESTIONS.

Response	1	2	3	4	5	6	7	8	9	10	11
Strongly agree	35	36	35	37	41	46	44	39	38	28	34
agree	29	30	30	30	24	22	23	28	27	31	31
neutral	4	2	2	1	3	0	1	1	2	4	3
disagree	0	0	1	0	0	0	0	0	0	4	0
strongly disagree	0	0	0	0	0	0	0	0	1	1	0
Total	68	68	68	68	68	68	68	68	68	68	68

RESPONSES CONVERTED INTO PERCENTAGE.

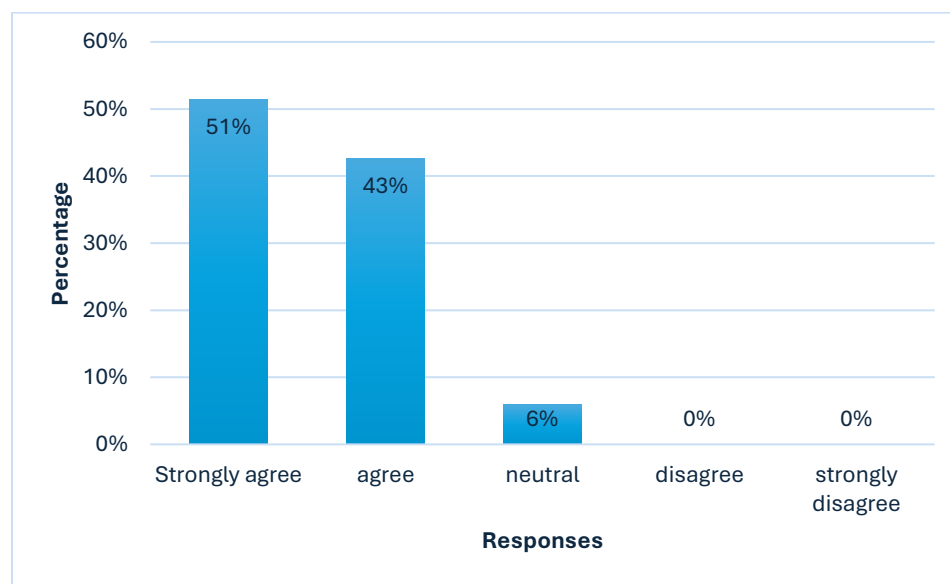
Response	1	2	3	4	5	6	7	8	9	10	11
Strongly agree	51%	53%	51%	54%	60%	68%	65%	57%	56%	41%	50%
agree	43%	44%	44%	44%	35%	32%	34%	41%	40%	46%	46%
neutral	6%	3%	3%	1%	4%	0%	1%	1%	3%	6%	4%
disagree	0%	0%	1%	0%	0%	0%	0%	0%	0%	6%	0%
strongly disagree	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



INTERPRETATION:

Out of the 68 candidates, over half hold a General Nursing and Midwifery (GNM) diploma, a 3.5-year program. Approximately 40% have a Bachelor of Science in Nursing (B.Sc. Nursing) degree, a 4-year program. The remaining 7% possess a Post-Basic Nursing qualification, a 2-year course completed after obtaining a GNM diploma.

A) The job description for the Nursing position was clear and informative.

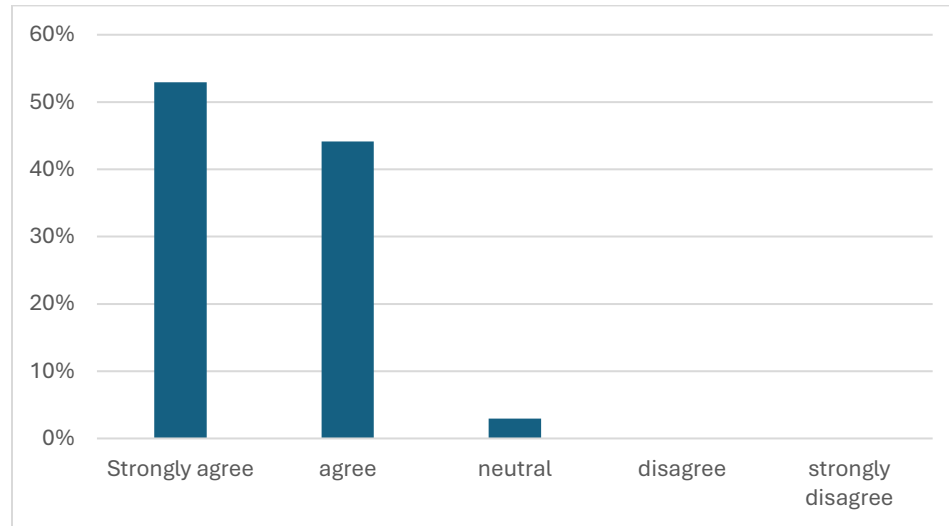


Response	Remark	Percentage
Strongly Agree	35	51%
Agree	29	43%
Neutral	4	6%
Disagree	0	0
Strongly disagree	0	0

INTERPRETATION:

The question assesses the clarity and informativeness of the job description for a nursing position. The data shows a strong positive response from the candidates. Almost all candidates (94.12%) either strongly agreed or agreed that the job description was clear and informative. There were no candidates who disagreed or strongly disagreed with the clarity of the job description.

B. The application process was easy to follow and complete.

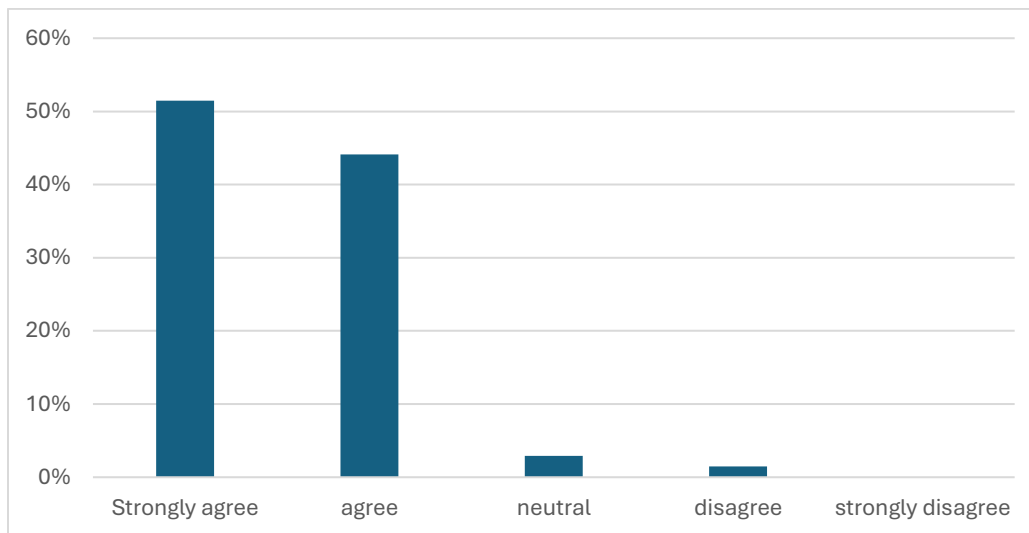


Response	Remark	Percentage
Strongly Agree	36	53
Agree	30	44
Neutral	2	3
Disagree	0	0
Strongly disagree	0	0

INTERPRETATION:

Over two-thirds of the candidates found the application process easy to follow and complete. The remaining candidates were neutral about the process, with no one indicating that it was difficult. Overall, the results indicate a positive candidate experience in terms of application process ease.

C. I received timely communication regarding the interview process.

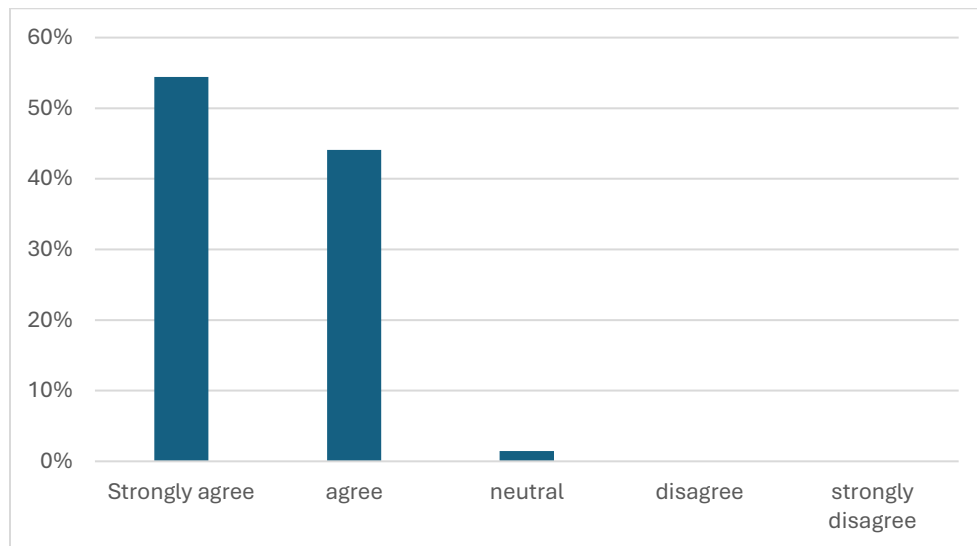


Response	Remark	Percentage
Strongly Agree	35	51
Agree	30	44
Neutral	2	3
Disagree	1	1
Strongly disagree	0	0

INTERPRETATION:

Based on the data, most candidates (95.59% combined 'Strongly Agree' and 'Agree') reported that they received timely communication throughout the interview process. This indicates a positive perception of the organization's communication efforts. The small number of neutral and disagreeable responses suggests that there might be room for improvement in communication with a minority of candidates.

D. The interview process was well-organized and engaging.

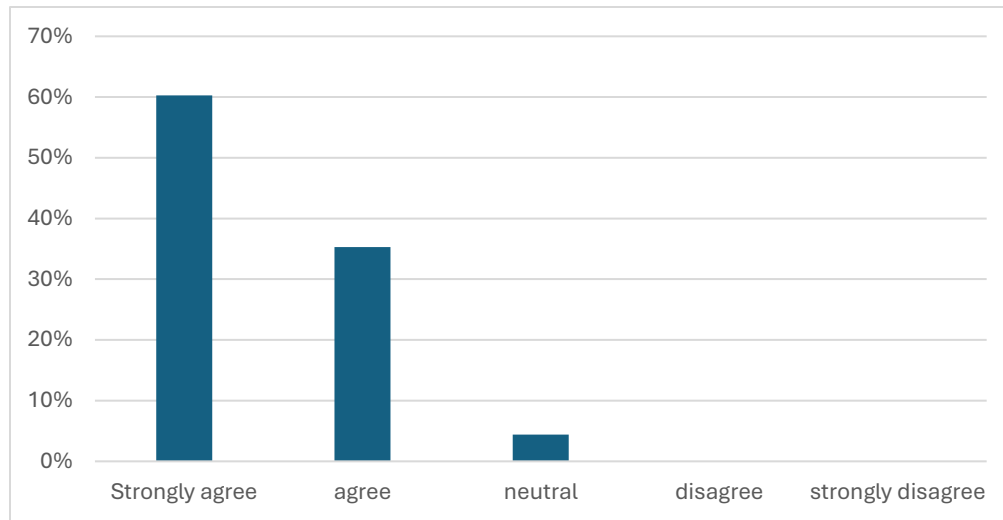


Response	Remark	Percentage
Strongly Agree	37	54
Agree	30	44
Neutral	1	1
Disagree	0	0
Strongly disagree	0	0

INTERPRETATION:

The overwhelming majority of candidates (98.53%) responded positively to the question about the interview process being well-organized and engaging. With 54.41% strongly agreeing and 44.12% agreeing, it indicates a high level of satisfaction with the structure and conduct of the interview process.

E. The interview location was easy to find and accessible.

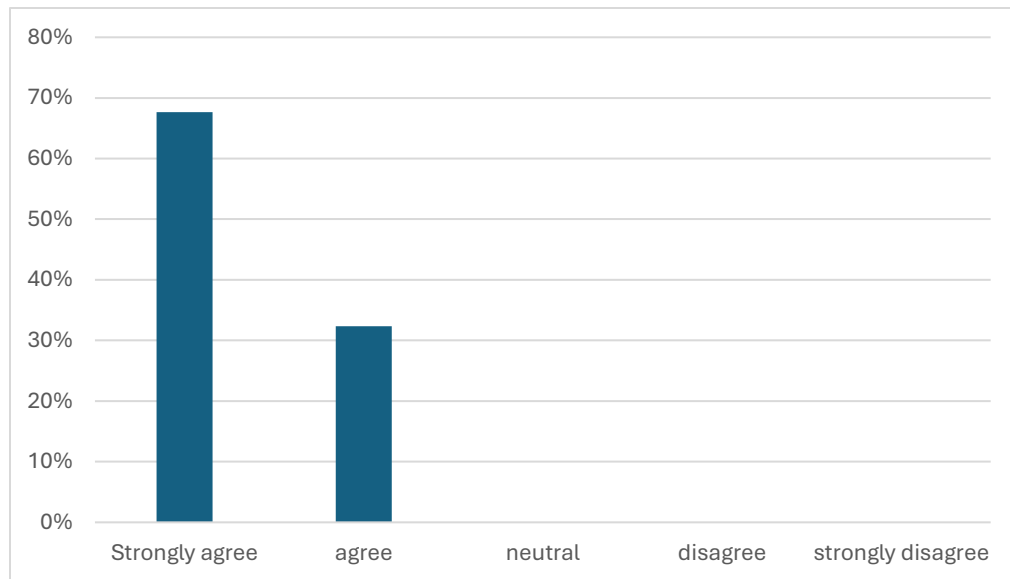


Response	Remark	Percentage
Strongly Agree	41	60
Agree	24	35
Neutral	3	4
Disagree	0	0
Strongly disagree	0	0

INTERPRETATION:

The data indicates a high level of satisfaction among candidates regarding the accessibility of the interview location. The percentage of candidates who strongly agreed or agreed is significantly higher than those who were neutral. This suggests that the interview location was generally convenient and easy to reach for most candidates. The positive feedback on location accessibility can contribute to a positive overall candidate experience. The organization can maintain or improve the accessibility of future interview locations.

F. The interview questions were relevant to the nursing position and assessed the required skills.

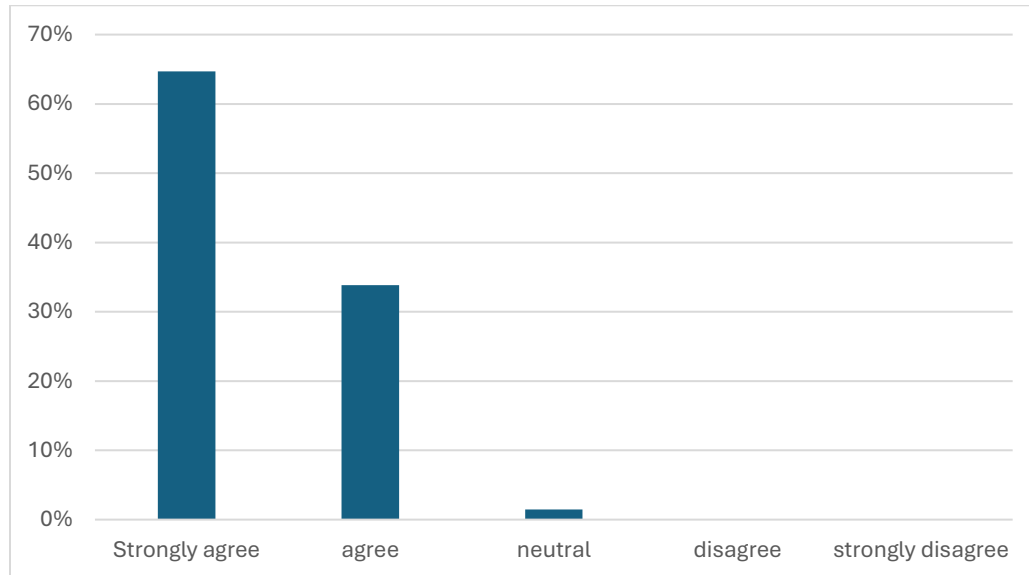


Response	Remark	Percentage
Strongly Agree	46	68
Agree	22	32
Neutral	0	0
Disagree	0	0
Strongly disagree	0	0

INTERPRETATION:

An impressive 100% of respondents (46 out of 46) strongly agreed or agreed that the interview questions were relevant to the nursing position and assessed the required skills. This indicates a high level of satisfaction among candidates regarding the alignment of the interview process with the job requirements. The absence of responses in the neutral, disagree, and strongly disagree categories suggests that the interview questions were perceived as effective and appropriate by all candidates.

G. The interview panel was well-prepared and professional.

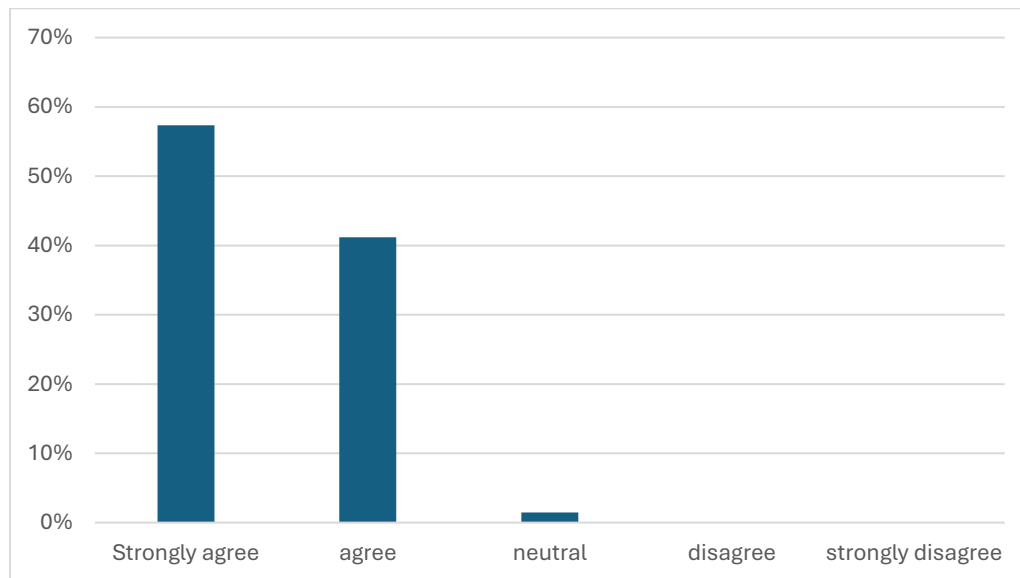


Response	Remark	Percentage
Strongly Agree	44	65
Agree	23	34
Neutral	1	1
Disagree	0	0
Strongly disagree	0	0

INTERPRETATION:

The overwhelming majority of candidates (98.5%) rated the interview panel as either "strongly agree" or "agree" regarding their preparedness and professionalism. This indicates a high level of satisfaction with the interview panel's performance.

H. I felt comfortable expressing my opinion during the interview process.

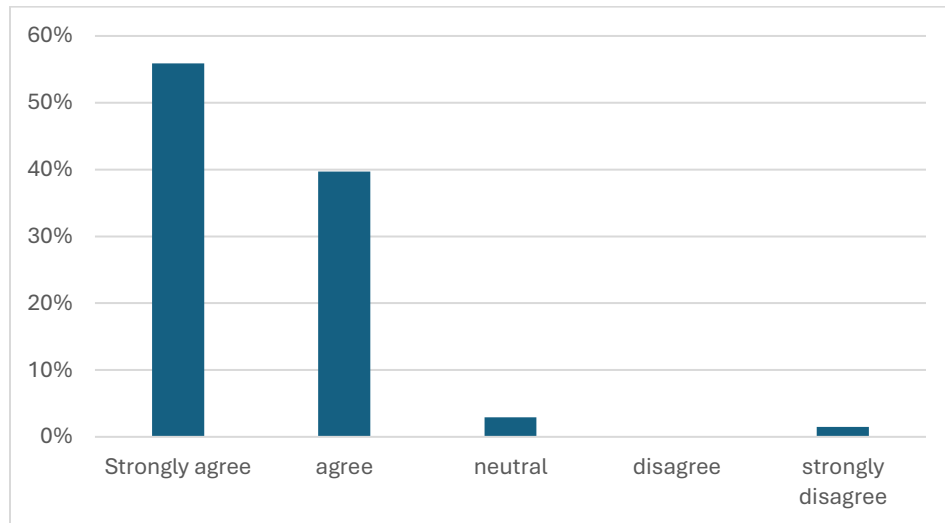


Response	Remark	Percentage
Strongly Agree	39	57
Agree	28	41
Neutral	1	1
Disagree	0	0
Strongly disagree	0	0

INTERPRETATION:

Based on the data, a significant majority of candidates (98.53%) reported feeling either "strongly agree" or "agree" with the statement, indicating a high level of comfort in expressing their opinions during the interview process. The overwhelming positive response suggests a positive interview experience and a conducive environment for open communication.

I. I would recommend Max HealthCare, Saket to my friend and colleagues.

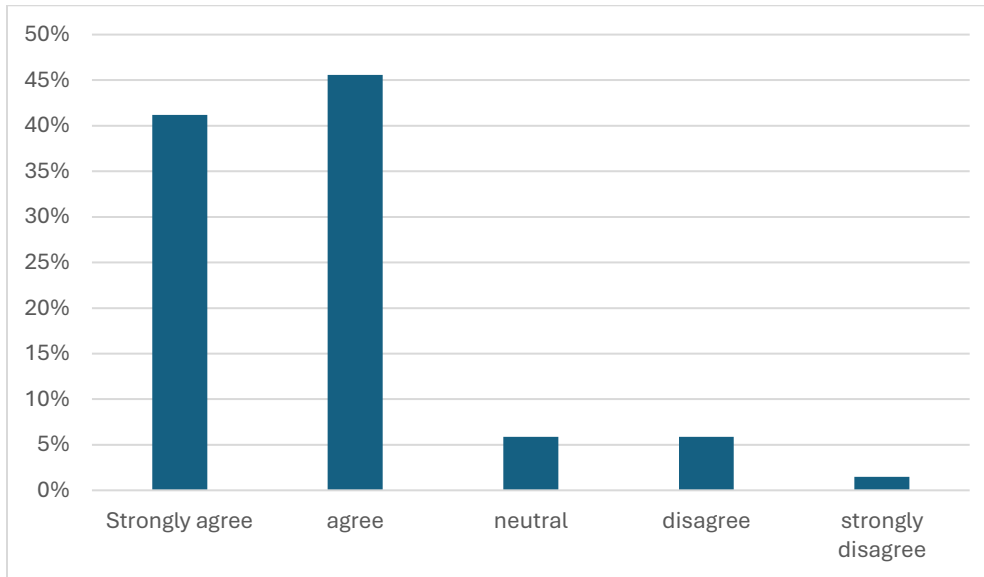


Response	Remark	Percentage
Strongly Agree	38	56
Agree	27	40
Neutral	2	3
Disagree	0	0
Strongly disagree	1	1

INTERPRETATION:

The overwhelming majority (95.6%) of candidates expressed a positive sentiment towards recommending Max Healthcare, Saket to friends and colleagues. A significant portion (55.9%) strongly agreed, while another 39.7% agreed. Only a negligible percentage (2.9%) expressed neutrality, and a single candidate (1.5%) disagreed. This data strongly indicates a high level of candidate satisfaction with the overall experience at Max Healthcare, Saket.

J. Will you reapply for the same position if you are not selected.

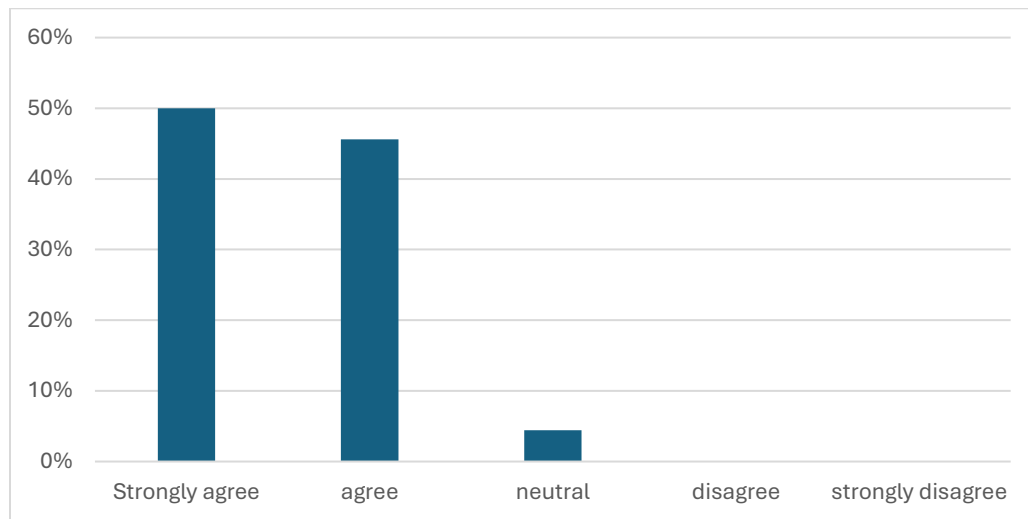


Response	Remark	Percentage
Strongly Agree	28	41
Agree	31	46
Neutral	4	6
Disagree	4	6
Strongly disagree	1	1

INTERPRETATION:

The majority of candidates (86.8%) expressed a willingness to reapply for the same position if not selected initially. This indicates a positive outlook and interest in the organization. However, a small percentage (7.4%) expressed neutrality or disagreement, suggesting potential areas for improvement in the candidate experience or the attractiveness of the position. Overall, the data suggests a high level of interest in the position and a willingness to reapply, but further exploration is needed to understand the reasons behind the neutral and disagree responses.

K. The interview process and formalities matched my expectation.



Response	Remark	Percentage
Strongly Agree	34	50
Agree	31	46
Neutral	3	4
Disagree	0	0
Strongly disagree	0	0

INTERPRETATION:

A significant majority (97%) of the 68 candidates expressed satisfaction with the interview process and formalities, with 50% strongly agreeing and 47% agreeing. No candidates indicated disagreement or strong disagreement. This suggests a high level of satisfaction among candidates regarding the interview experience

SECTION 4

RECOMMENDATION

- By reducing the possibility of leaks, using online platforms for nursing applicant screening can improve question security.
- Pre-screening, video interviews, quick panel judgments, and digital tools can be used to shorten recruiting delays and speed up the hiring of nurses.
- Consider delaying interviews until start dates are confirmed in order to maximize recruitment and avoid losing candidates due to delayed joining dates.
- Establish an internet gateway for recruitment. Candidates will be able to see job descriptions, apply straight through this method, and get pre-screened. It draws great talent more quickly and saves time for everyone.

CONCLUSION

- Max Hospital has determined, through analysis of questionnaire feedback, that it is, to the greatest extent possible, adhering to an efficient recruitment and selection procedure.
- Planning for human resources is crucial for any healthcare business because human resources are an extremely flexible management tool.
- To recruit talent, a hospital must have HR requirements that are sufficiently high.
- Unlike other businesses, hospitals have a different approach when it comes to employing candidates. This department's function is crucial to the screening process, which is predicated on the job description provided by the department head.

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ANNEXURE

MAX HOSPITAL - INTERVIEW FEEDBACK SURVEY (NURSING VACANCY)

Candidate satisfaction: I am Man singh, a student of IIHMR-DELHI, as part of the curriculum a survey on nursing candidate satisfaction at the facility is being carried out at Max hospital, Saket, New Delhi. The rational to assess the candidate satisfaction is to improve the interview process. This will help to identify the areas which have gaps and need specific improvement that are required in those areas leading to better outcomes of the organization.

Informed consent: Participation in the study is voluntary. You may choose not to participate and if at any point you decide to withdraw and discontinue, you can. There are no right or wrong answers. This study is an internal part of PGDM (hospital and healthcare). The purpose of the survey has been verbally explained to the respondent. All the information collected will be kept confidential and shall be utilized for academic research and service improvement. The respondent is free to abstain from answering any question if he/she so desires.

(approximate time required to fill is 10 minutes)

Thank you for taking the time to complete the survey. Your feedback is valuable in helping us to improve our recruitment process.

*** Indicates required question**

1. Name of the candidate *

2. Age *

3. Gender *

Mark only one oval.

☐

Male

☐

Female

4. Qualification *

Mark only one oval.

☐

GNM

☐

BSc Nursing

☐

Post basic BSc nursing

☐

MSc nursing

Part 1: Application process (Pre-interview process)

(please rate on a scale of 1-5, where 1= strongly agree and 5 = strongly disagree)

5. A) The job description for the Nursing position was clear and informative. *

Mark only one oval per row.

	strongly agree	agree	Neutral	disagree	strongly disagree
Graph 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. B) The application process was easy to follow and complete. *

Mark only one oval per row.

	strongly agree	agree	neutral	disagree	strongly disagree
Graph 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. C) I received timely communication regarding the interview process. *

Mark only one oval per row.

	strongly agree	agree	Neutral	disagree	strongly disagree
Graph 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part 2: Interview Process

(Please rate on a scale of 1-5 where 1= strongly agree and 5= strongly disagree)

8. A) The interview process was well-organized and engaging. *

Mark only one oval per row.

	strongly agree	agree	neutral	disagree	strongly disagree
Graph 4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. B) The interview location was easy to find and accessible. *

Mark only one oval per row.

	strongly agree	agree	neutral	disagree	strongly disagree
Graph 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. C) The interview questions were relevant to the nursing position and assessed the required skills. *

Mark only one oval per row.

	strongly agree	agree	neutral	disagree	strongly disagree
Graph 6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. D) The interview panel was well-prepared and professional. *

Mark only one oval per row.

	strongly agree	agree	neutral	disagree	strongly disagree
Graph 7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. E) I felt comfortable expressing my opinion during the interview process. *

Mark only one oval per row.

	strongly agree	agree	neutral	disagree	strongly disagree
Graph 8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. F) I would recommend Max healthcare, Saket to my friend and colleagues . *

Mark only one oval per row.

	strongly agree	agree	Neutral	disagree	strongly disagree
Graph 9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. G) Will you reapply for the same position if you are not selected? *

Mark only one oval per row.

	strongly agree	agree	neutral	disagree	strongly disagree
Graph 10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. H) The interview process and formalities match my expectation. *

Mark only one oval per row.

	strongly agree	agree	neutral	disagree	strongly disagree
Graph 11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Any suggestions or recommendations you would like to share about your interview process at Max healthcare, Saket?

(Completion of Summer Internship from Max Super Speciality
Hospital, Saket, New Delhi)

The certificate is awarded to

Mr. Man Singh

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

Human Resource

and has successfully completed her Project on

A qualitative approach to evaluate the effectiveness of current nursing interview process at Max Super Speciality
Hospital, Saket.

From 22nd April 2024 to 21st June 2024

Max Super Speciality Hospital, Saket, New Delhi

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

We wish him all the best for future endeavors



Organization Supervisor



Head-HR/Department Head

**Max Super Speciality Hospital-West Block
1, Press Enclave Road, Saket,
New Delhi-110 017**

Certificate of Approval

The Summer Internship Project of titled "**A qualitative approach to evaluate the effectiveness of current nursing interview process**" at **Max Super Speciality Hospital, Saket** 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
IHHMR, Delhi

FEEDBACK FORM

(IHMR MENTOR)

Name of the Student: MAN SINGH

Summer Internship Institution: Max Superspeciality hospital, Saket,
New Delhi

Area of Summer Internship: HUMAN Resource Department.

Attendance: 100%

Objectives met: Yes

Deliverables: Yes.

Strengths: Hardworking & obedient.

Suggestions for Improvement: Need to work on Analytical Skills.



Signature of the Officer-in-Charge (Internship)

Date: 19/12/24

Place: New Delhi



June 21, 2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Man Singh** has completed his Training from Max Super Speciality Hospital, Saket in the department of **Human Resources** from April 22, 2024 till June 21, 2024.

During his tenure he was found industrious, & honest towards his assignment.

We wish him all the best in his future endeavours.

for, **Max Super Speciality Hospital, Saket**


Nagendra Kumar
Unit HR Head

Max Super Speciality Hospital-West Block
1, Press Enclave Road, Saket,
New Delhi-110 017

Man singh ST

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