

A Study on Effectiveness of Recruitment and Selection Process

Mr.SUKANTH.K,Mr.DINESH RAJ.N

¹Assistant Professor of the department, Department of Hospital Administration, Dr.N.G.P Arts and science college

²Student, Department of Hospital Administration, Dr.N.G.P Arts and science college

Abstract

Recruitment and selection are essential functions of Human Resource Management that determine the quality of employees in an organization. In the healthcare sector, the effectiveness of these processes directly influences service quality, patient satisfaction, and organizational performance. This study examines the effectiveness of the recruitment and selection process in a hospital in Bangalore. The research focuses on identifying the recruitment methods, selection procedures, and employee perceptions regarding the hiring system. Primary data were collected through questionnaires from hospital employees. The findings reveal that the hospital follows structured recruitment and selection procedures including interviews, credential verification, and medical fitness tests. The study concludes that an effective recruitment system helps hospitals attract skilled professionals and improve healthcare service delivery.

KEYWORDS

Recruitment, Selection Process, Human Resource Management, Healthcare Administration, Hospital Management

Introduction

Human Resource Management plays a significant role in the success of healthcare organizations. Hospitals require skilled doctors, nurses, and administrative staff to provide high-quality healthcare services. Recruitment refers to the process of attracting potential candidates for job vacancies, while selection involves choosing the most suitable candidate from the pool of applicants.

An effective recruitment and selection process ensures that the right person is placed in the right job at the right time. In the healthcare sector, improper recruitment can lead to poor patient care, employee dissatisfaction, and

high turnover rates. Therefore, hospitals must adopt systematic recruitment strategies and structured selection methods to ensure that competent professionals are hired.

OBJECTIVES OF THE STUDY

The main objectives of this study are:

- To study the recruitment and selection process at hospital.
- To measure the effectiveness of recruitment and selection process .
- To study the selection methods adopted, such as interviews, credentials verification, and medical fitness tests.
- To suggest measure to improve the recruitment and selection process.

REVIEW OF LITERATURE

Rahul Sharma (2025) analysed modern recruitment strategies and found that digital recruitment platforms and AI-based screening help improve hiring efficiency and reduce recruitment time.

Anitha Raj- (2024)- studied the relationship between recruitment practices and employee performance and concluded that structured interviews and proper job descriptions improve hiring quality and organizational productivity.

Deepika L.G (2023) emphasized that systematic recruitment strategies and structured selection methods play a crucial role in selecting competent employees and improving organizational performance

Dr. S.V. Kaavya, Anthony Gerard Reeves – 2023 - The aim of this study is to pinpoint the many sources used in a multispecialty hospital's hiring and selecting procedures. The foundations for success in every organisation are the recruiting and selection procedures

.K.Aswathappa–(2022) K. Aswathappa examined recruitment and selection as critical functions of human resource management. The study emphasized that proper recruitment planning, job analysis, and candidate screening are essential to ensure the right person is selected for the right job.

Methodology

This study is based on a descriptive research approach to analyse the recruitment and selection practices at Healthcare.

Primary data sources were used.

Primary Data:

Primary data were collected through questionnaires and interactions with employees to understand their opinions about the recruitment and selection process

The collected data were analysed to evaluate the efficiency and transparency of the recruitment process.

ANALYSIS

4.1 PERCENTAGE ANALYSIS

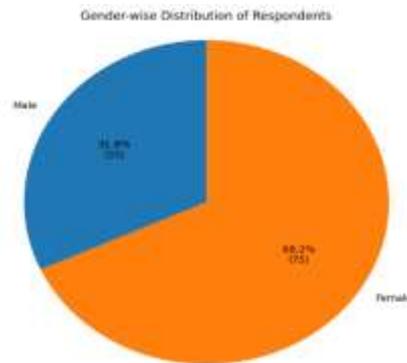
TABLE NO :4.1.1 SHOWING THE GENDER

RESPONDENTS'S

Particulars	Respondents	Percentage%
Diploma	9	8.1%
Graduate	101	91.9%
Total	110	100 %

CHART 4.1.1 FIGURE OF RESPONDENTS

GENDER

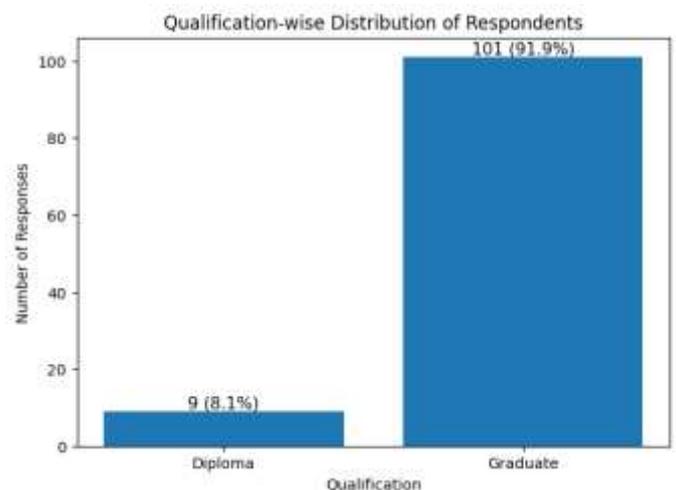


The table shows that out of 110 respondents, 75 respondents (68.1%) are female and 35 respondents (31.9%) are male. This indicates that the majority of respondents participating in the study are female

TABLE NO :4.1.2 PERCENTAGE ANALYSIS OF RESPONDENTS'S EDUCATION

Particulars	Respondents	Percentage
MALE	35	31.9%
FEMALE	75	68.1%
Total	110	100%

CHART 4.1.2 FIGURE OF RESPONDENTS'S EDUCATION



The table reveals that 101 respondents (91.9%) are graduates, while only 9 respondents (8.1%) possess

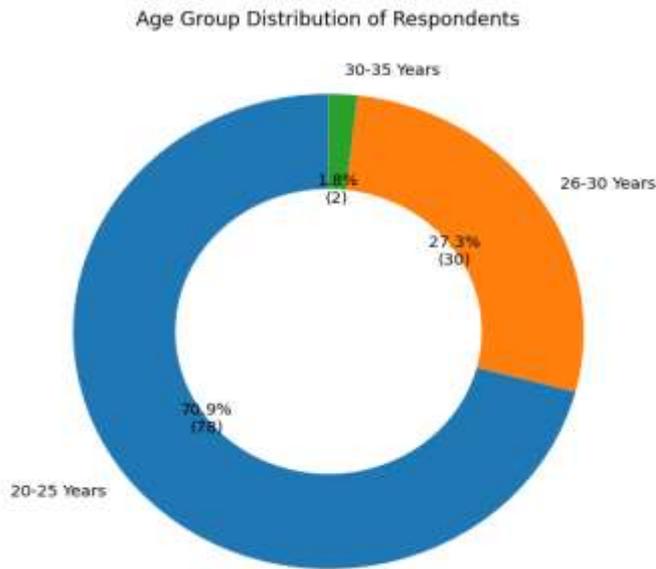
diploma qualifications.

This indicates that the majority of employees involved in the recruitment process possess graduate-level education, suggesting that the hospital prefers qualified and professionally educated staff.

TABLE NO :4.1.3 PERCENTAGEANALYSIS OF RESPONDENTS BASED ON AGE

Age Group	Respondents	Percentage
20-25	78	71.9%
26-30	30	27.2%
30-35	2	1.8%
Total	110	100%

CHART 4.1.3 FIGURE OF RESPONDENTS’S BASED ON AGE



The table indicates that most respondents (71%) belong to the age group of 20–25 years, followed by 27.2% in the age group of 26–30 years, and only 1.8% are between 30–35 years.

Recruitment Process at Healthcare

Recruitment at Healthcare begins when a vacancy arises within the organization. The HR department identifies the job requirements and prepares job descriptions and specifications. The hospital uses several recruitment sources such as:

- Internal Source
- External Source

INTERNAL SOURCE

The internal sources is means the sourcing of candidates from organisations.

- Transfers
- Promotion
- Employee Referrals.

EXTERNAL SOURCE

The External sources is means the sourcing of candidates from

- Walk ins
- Hospital Website
- Online Job Portals
- Campus Interview

These methods help attract a large number of qualified candidates and create a strong applicant pool.

SELECTION PROCESS

Application Screening – Reviewing candidate applications to shortlist qualified applicants.

Preliminary Interview – Conducting an initial interview to assess basic eligibility and communication skills.

Selection Tests – Evaluating candidate skills, knowledge, and personality traits.

Final Interview – Detailed interview with HR managers or department heads.

Background Verification – Checking the candidate’s previous work experience and credentials.

Medical Fitness Test – Assessing the candidate’s health condition for the job role.

Job Offer – After Completing the Selection Process to provide Offer Letter, In that detailly mentioned the roles and responsibility, date of joining and Salary details.

This structured process helps ensure fairness and accuracy in hiring decisions.

FINDINGS :

- The hospital follows a structured recruitment and selection process.
- Both internal and external recruitment sources are used for hiring employees.

- Interviews, credential verification, and medical fitness tests are common selection methods.
- Most employees perceive the recruitment process as fair and systematic.
- However, improvements are needed in communication with applicants and reducing hiring time.

SUGGESTIONS :

The hospital should clearly communicate job roles, responsibilities, and expectations to candidates before the interview to avoid confusion during the recruitment process.

The hospital can introduce more practical skill assessments for nurses and clinical staff to ensure that candidates possess the required competencies.

Structured Interview Techniques
Implementing structured interviews with standardized evaluation criteria can help in selecting candidates more objectively and fairly.

CONCLUSION :

Recruitment and selection are critical functions that determine the quality of human resources in healthcare organizations. The study reveals that the hospital follows a systematic recruitment and selection process to attract and hire qualified professionals. Effective recruitment strategies help hospitals maintain a skilled workforce, improve service quality, and enhance organizational efficiency. Continuous improvements in recruitment practices and adoption of modern HR techniques will further strengthen the hospital's human resource management system.