

A Study on the Effectiveness of Recruitment and Selection

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Abstract

Recruitment and selection are key functions of human resource management that play an important role in organizational success. In the healthcare sector, the recruitment of skilled professionals is crucial because the quality of medical services depends heavily on employee competence and efficiency. This study examines the effectiveness of the recruitment and selection process at Healthcare, Chennai. The research focuses on identifying the methods used by the hospital to attract and select suitable candidates and evaluates their impact on organizational performance. The study highlights how structured recruitment policies and systematic selection procedures help hospitals maintain a qualified workforce, improve service quality, and enhance operational efficiency.

Keywords

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

Introduction

Human Resource Management (HRM) is an essential function in every organization, especially in the healthcare sector where skilled professionals are required to deliver high-quality services. Recruitment is the process of identifying and attracting potential candidates for job vacancies, while selection involves choosing the most suitable candidate from the applicant pool.

An effective recruitment and selection system ensures that organizations hire competent employees who can contribute to their goals. In hospitals, this process is even more critical because patient care and treatment outcomes depend on the skills and efficiency of healthcare staff. Therefore, hospitals must adopt structured recruitment strategies and reliable selection procedures to maintain a strong workforce.

Objectives of the Study

The main objectives of this study are:

- To understand the recruitment process followed at Healthcare.
- To analyze the effectiveness of the selection procedures used in the hospital.
- To evaluate the role of recruitment in improving employee performance and organizational efficiency.
- To identify possible improvements in the recruitment and selection process.

REVIEW OF LITERATURE

Sneha Mankikar, S. – 2021 - The outcomes of things affecting recruitment and selection. The strategic intervention in recruitment has delivered approximately sea adjustments within the technique of recruitment. As a top contributor to skills acquisition, HR consulting firms have signified their importance to this organization.

Namrata S. Agrol and Himankush S. Agrol – 2022 - Human Resource Management is in charge of supplying labour to all organisations in the globe. HR serves as a proactive source for identifying and choosing qualified candidates for certain organisational jobs.

Srimannarayana, M. - 2022 - It was found that company has used internal search for recruiting the employees into higher or the positions in different departments who can fit into the job. It was found that the company has done it by considering it as the most cost-effective way of filling the vacancies.

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.

Methodology

This study is based on a descriptive research approach to analyze the recruitment and selection practices at Healthcare. Both primary and secondary data sources were used.

1. Primary Data:

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

2. Secondary Data:

Secondary data were collected from company records, HR manuals, websites, and previous research studies related to recruitment and selection in healthcare organizations.

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

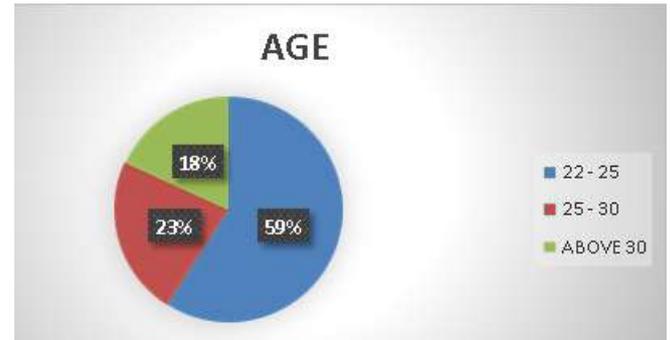
ANALYSIS

4.1 FREQUENCY TEST

TABLE NO :4.1.1 FREQUENCY ANALYSIS OF RESPONDENTS'S AGE GROUP

Gender	Frequency	Percent%
Female	62	56 %
Male	48	44 %
Total	110	100 %

CHART 4.1.1 FIGURE OF RESPONDENTS'S AGE GROUP

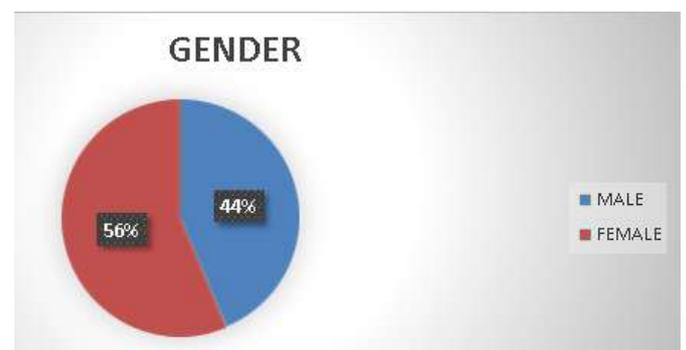


The above table shows the age of the respondents with of population are age 59% group of 22 to 25. Respondents 23% of population are age group of 25 to 30. Respondents 18 % of population are age group of above 30. Age 22 to 25 population highest in the respondents, age of above 30 population lowest in the respondents.

TABLE NO :4.1.2 FREQUENCY ANALYSIS OF RESPONDENTS'S GENDER

Age	Frequency	Percent
20-25	65	59%
26-30	25	23 %
ABOVE 30	20	18 %
Total	110	100%

CHART 4.1.2 FIGURE OF RESPONDENTS'S GENDER



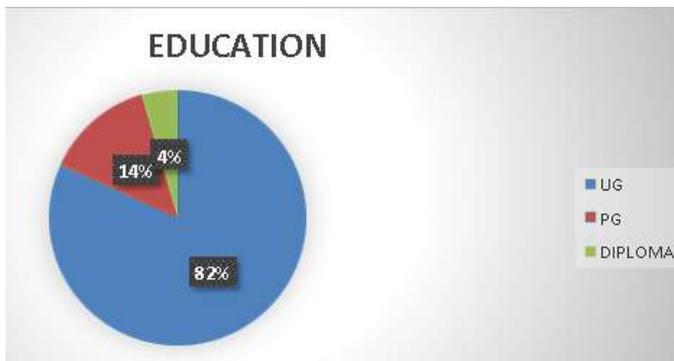
The above table shows the gender of the respondents with 56 % of respondents are female. 44 % of the

respondents are male. female respondents high of the population, male respondents lowest of the population.

TABLE NO :4.1.3 FREQUENCY ANALYSIS OF RESPONDENTS’S EDUCATION

Education	Frequency	percentage
Ug	90	82 %
Pg	15	14 %
Diploma	5	4 %
Total	110	100 %

CHART 4.1.3 FIGURE OF RESPONDENTS’S EDUCATION



The above table shows the respondents with 82population are qualification of UG, 14% of population are qualification of PG, 4 % of population are qualification of DIPLOMA.

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 recruitment
- Employee referrals
- Online job portals
- Campus recruitment
- Advertisements

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

Selection Process

The selection process at Healthcare involves several stages to ensure that the most suitable candidates are hired. These stages include:

- 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.
- Reference Verification – Checking the candidate’s previous work experience and credentials.
- Medical Examination – Assessing the candidate’s health condition for the job role.
- Final Selection and Appointment – Issuing an appointment letter to the selected candidate

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

Company Profile: Healthcare :

Healthcare is a leading multi-specialty hospital located in Chennai. Established on 21 September 2016, the hospital provides advanced healthcare services across multiple specialties.

Key features of the hospital include:

- 400-bed multi-specialty facility
- 100 ICU beds
- Over 250 experienced doctors
- 30+ medical departments
- 12 operation theatres
- 24-hour emergency services

The hospital is accredited by NABL, NABH, and JCI, which ensures that it follows high-quality healthcare standards.

Results and Discussion :

The findings of the study indicate that Healthcare follows a systematic recruitment and selection process. The HR department uses multiple recruitment sources to attract qualified candidates, which helps create a diverse talent pool.

Employees reported that the selection process is transparent and well-structured. Interviews and skill assessments are commonly used to evaluate candidates. However, some improvements can be made in areas such as faster hiring decisions and better communication with applicants during the recruitment process.

Overall, the recruitment and selection system at Healthcare contributes positively to employee performance and organizational efficiency.

Conclusion :

Recruitment and selection are crucial processes that determine the quality of human resources in any organization. In the healthcare sector, these processes are especially important because the competence of employees directly affects patient care and service quality.

The study concludes that Healthcare follows an effective recruitment and selection system that helps the hospital attract and hire qualified professionals. By continuously improving recruitment strategies and adopting modern HR practices, healthcare organizations can strengthen their workforce and enhance overall service delivery.