

# PERCEPTION OF THE EMPLOYEES ABOUT THE RECRUITMENT PRACTICES IN THE PRIVATE MULTI-SPECIALITY HOSPITAL IN TIRUCHIRAPPALLI CITY

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## ABSTRACT

Recruitment acts as a main component of the central activities of the human resource management and it helps to employ human talents as managers in the organizations. The objective of the study in multi - specialty hospital has been undertaken from the 150 sample respondents from the selected seven hospitals with 100 to 300 plus bed capacity. Primary data was collected by administering a prearranged questionnaire to gather data using “Convenience Sampling Technique” and by adopting survey method. Rensis Likert scale (5 point scale) has been adopted as a measure to collect primary data from the sample respondents comprising of Para and non para medical staff working in the hospital. Pearson Co-efficient Correlation has been adopted as a Statistical tool for analysis and interpretations of the study.

**Keywords: Perception, affective, behavioural and emotional**

## INTRODUCTION

Recruitment is a procedure of magnetizing efficient, knowledgeable resources from a pool of applicants to be finally selected as the needed hands for the organization. It helps to play a foremost function to get a smooth and cordial team to work for the betterment of the business activities. Thus human resources are with high caliber are identified to be well trained to gain more skill and to be retained for the future and developmental growth of the organization. Recruitments are regularly done to prune the human resources to the next level. Recruiting people in hospitals such as para and non-para medical staff are very important to fulfill the organization structure of the health care industries. In health care industries the intelligence, skill caliber and knowledge of the human personnel reflects the image of the organization. Thus Health care sector expect more innovative information technologies and updated experts and specialists in various field of medicine to face this competitive world.

## SIGNIFICANCE OF THE STUDY

The human resource requirements for any organizations are preferred or chosen through recruitment process, which is the perennial work carried out through the organizational process. Hospitals are service

centres for catering the need of the public, so as to get immediate treatment as and when required. No society can exist without the help of these hospitals from a new born baby to super senior citizens. Thus this article or paper gains more significance as hospital is the place for taking care of the patients for first aid, temporarily ill, permanently diseased, very sick as bed ridden, emergency treatment and injured and admitted as patients. Thus, Doctors nurses, technicians, housekeeping administrative staff and others work to treat patients' visit the hospitals. Keeping in view the need of the hospital service for the society this study has been carried out to explore research findings.

## SCOPE OF THE STUDY

Recruitment involves the interest group that associates the career seekers with employment/service providers. This study has been carried out to investigate the perception of the employees about the practices of the appointment made as recruitment practices in the private hospitals in the study area. Hence this research will help the academicians, research scholars, stakeholders, Government, society/the public, medical experts to understand the procedure of recruitment policies or strategies, through HRM practices, in the private multi-specialty hospital in Tiruchirappalli City

## REVIEW OF LITERATURE

**Brown and Medoff's study (1978)** highlighted his studies related to the association between employee turnover and organizational productivity. **French, (1982)** suggested that additionally, recruitment at hospitals probably do not accomplish the aim of sample depiction as the traits may vary between different types of hospitals (e.g., private vs. public). **Gould, (1984)** lists the spirit of the various factors such as candidates for job, filled in applicants, selection technique, job viability for right candidates, interviews, and selection, for better productivity. **Guzzo, Jette and Katzell's (1985)** meta analysis confirmed that training and target setting had significant and positive effects on productivity/firm's performance, so efficient strategic human resource practices are needed to contribute for a cordial understanding and harmonious industrial. **Geber (1992)** has recognized four major factors as a dissimilar clarification for a career, namely a career as advancement, a line of work, a all-time sequence of jobs, and a ultimate sequence of role related experiences. **Bailey (1993)** in his studies the recruiting practices provides a large team of competent applicants, consistency and the suitable selection schedule, will influence the excellence and the type of skills of what the employee possess. **Bartel (1994)** studied a link between the training programmes adopted and productivity, between high performance HRM practices and excellence strategy. **Boxall, (1995)** also supported the same facts in their studies. **Cran, (1995)** highlighted that firms need adaptable people who can adjust to rapidly changing customer needs and operational structures. He also argues that as technology increases and product life cycles curtail, the chief cause of competitive advantage will be the individual worker. **Huselid (1995)** suggests, after a study of over 900 organisations in the US, that HR practice grouped into two categories: those that improve skills, and those that enhance motivation. A refocus

on human resources management in health care and more research are needed to develop new policies. **Koch and McGrath (1996)** reported that firms using more sophisticated staffing practices recommended that high-involvement work practices can enhance employee retention. **Guest (1997)** suggested a range of types of human resource management can be segregated into two dimensions as internal fit as a perfect of practices, and external fit elucidate HRM as strategic permutation. **Phillips (1998)**, opines that the organization can determine the success of recruitment resources by scheming its costs by avoiding unnecessary total cost of each recruitment. **Johnston, (1999)** pointed in his study by productively accomplishing job analysis and aiming right prospective applicants to ensure a good match between applicants and the jobs **Burton, (2001)** in his research identified that recruitment and selection practice the formalized selection framework and norms of satisfactory prejudice may be seen as an attempt to enable managers to plot a route between efficiency, control and social justice. **Fajana (2002)** in his studies Human resource planning deals with the systematic and continuing process of analyzing a firm's human resource needs under mutating conditions and developing workforce policies suitable to the longer-term effectiveness. Rigorous HR planning translates business strategies into specific HRM policies and practices. **Kiger, P. J. (2007)** in his studies he found that the sizes adopted in the recruitment may be formal or informal and they found that both small and large scale of organizations adopts a realistic approach and the job previews during recruitment. It enhances the values and the systems of the firm. **Singh, A.K., Singh, S.,& Singh, A.P., (2014)**. Establishing an effective and efficient strategic hiring strategy provides benefit to business leaders by ensuring the requisite skills and talent needed to fill positions are targeted during the hiring process. **Lambert, (2015)**, Indeed, creating cultures of diversity and tolerance within an organization assist business leaders to better understand their target recruitment audience. **Rudman et al., (2016)**. Employees hired with increased emotional intelligence scores are less likely to consider leaving the organization based solely upon job dissatisfaction, while employees with lower scores increase their likelihood of quitting. **Asif Baig (2017)** with his study entitled human resource management practices in Reliance industry Ltd''; the aim of this study was to go through the various innovative practices of human resource management of Reliance Co Ltd.

## OBJECTIVES OF THE STUDY

For the purpose of this research work the sample respondents' (a) demographic profile was examined to obtain the findings, and (b) the perceptions of the respondents comprising of para and non-para medical staff from seven multi-specialty private hospitals were studied to find out the recruitment practices followed in the hospital in Tiruchirappalli..

## RESEARCH METHODOLOGY

Both primary and secondary data had been collected and compiled together to frame the research design from 150 sample respondents selected from seven private hospitals. Convenience sampling technique has

been used by floating questionnaire and data were congregated through survey method. Percentage analysis and Co-efficient correlation has been applied by using SPSS 20.0 version.

## LIMITATIONS OF THE STUDY

This study is confined to seven hospitals owned by the private employers who run the multispecialty hospitals in Tiruchirappalli City. The interrelations from the analysis drawn are based on the outlook of the sample respondents and may not be true. Thus the brand name of the organizations is completely not disclosed for the confidentiality and the reputation of the business.

## ANALYSIS AND INTERPRETATIONS

Following is the analysis and interpretations drawn for 150 sample respondents using five point scaling technique of Rensis Likert method with the score values. This analysis explores the the Perceptions of the employees about the recruitment practices followed in seven multi-specialty hospitals, in Tiruchirappalli City.

### Demographic profile of the sample respondents

The demographic factors such as age, gender, educational qualification, designation, No.of dependents, monthly income, marital status, Mode of recruitment etc, are the portrayed here as demographic profile of the selected 150 sample respondents for the study in seven hospitals.

- The seven private multi-specialty hospitals selected in Tiruchirappalli comprises of 30 sample respondents were selected form Hospital I, 20 sample respondents from Hospital II, 20 sample respondents from Hospital III, 20 sample respondents from Hospital IV, 20 sample respondents from Hospital V, 20 sample respondents from Hospital VI, and 20 sample respondents from Hospital VII. Thus for the purpose of the study 150 hospitals were selected as sample from Tiruchirappalli. Among 150 sample respondents such as Para medical staff were 98 (65.3%) and Non-para medical staff 52 (34.7%).
- The age of the majority of the sample respondents (51.3%) belong to the age group between 31-40 years .
- The designation of the sample respondents shows that the majority are the staff nurses with 37 (24.7%) as the sample respondents.
- The educational qualification of the majority of the sample respondents infers that 40 per cent of the respondents are qualified up to Under- graduate level.

- The marital status of the sample respondents shows that 58 percent of the respondents are male and it could be inferred that 42 percent are female. It was found that majority (58 percent) of the respondents are male.
- The total experience of the 68 sample respondents shows the majority with (45.3%) years of experience.
- The number of dependents of the sample respondents infers that 81(54%) have less than 3 dependents, 47 (31.3%) of the sample respondents have 3-5 dependents, 18(12%) of the sample respondents have 5-7 dependents, and 4 (2.7%) of the sample respondents have more than 7 dependents.
- The monthly income of the majority of the sample respondents shows that 107 (71.3%) of the sample respondents belong to the monthly income group below Rs. 50,000.
- The type of family of the majority of sample respondents infers that 76 (50.7%) of them belong to Joint family, and the remaining 74 (49.3%) of them belong to Nuclear family.
- The mode of the recruitment among the majority of the sample respondents infers that 99 (66%) were recruited by direct walk interview.

#### ANALYSIS ON THE PERCEPTION OF THE EMPLOYEES ABOUT THE RECRUITMENT PRACTICES – (Pearson correlation coefficient analysis)

##### Pearson Correlation Coefficient

Correlation Coefficient is calculated to ascertain the statistical relationships between two or more values in fundamental statistics. Pearson Correlation Coefficient determines the linear connection between two variables, that is defined as the (sample) covariance of the variables divided by the product of their (sample) standard deviations.

TABLE: 1

#### PEARSON CORRELATION COEFFICIENT BETWEEN VARIOUS DIMENSIONS ON THE PERCEPTIONS ABOUT RECRUITMENT PRACTICES

Pearson Correlation	Perception	Affective	Behavirol	Emotional
Perception	1.000	.870**	.784**	.892**
Affective	-	1.000	.451**	.667**
Behavirol	-	-	1.000	.644**
Emotional	-	-	-	1.000
N	150	150	150	150

Source: Primary Data- \*\* - Correlation is significant at the 0.01 level (2-tailed).

Note:                      \*\* denotes significant at 1% level.  
                                  \* denotes significant at 5% level.

The above table: 1, portrays the Pearson Correlation co-efficient used for studying the relationship between various dimensions such as attitude, opinion, effectiveness and obstacles on the Perceptions of the sample respondents about the recruitment practices followed in seven private multi-speciality hospitals in Tiruchirappalli city.

The correlation coefficient between level of perceptions about the recruitment practices followed in private hospitals and the affective of the sample respondents as one of the dimensions of the recruitment practices is 0.870, which indicates 87.0 percentage positive relationships of the level attitude, and it is significant at 1% level. The correlation coefficient between level of perceptions and the Behavioural of the sample respondents 0.784, which indicates 78.4 percentage positive relationships between the level of behavioural and is significant at 1% level. The correlation coefficient between the level of perception and the level of emotional about the recruitment practices is 0.892, which indicates 89.2 percentage positive relationships between the level of perception and the level of emotional faced in their recruitment practices is significant at 1% level and similarly all the other dimensions are positively correlated with each other.

Thus there is a close positive relationship between the level of Perceptions of the sample respondents about the recruitment practices with various dimensions of prevailing recruitment practices such as Perception, affective, behavioural and emotional of the sample respondents followed in the private hospitals in Tiruchirappalli city.

## CONCLUSION

The recruitment practices of an organization create a center of attention and support or persuade to select the right candidate among the applicants applied for jobs. The right job can be shaped for the appropriate candidates through the process of recruitment practices which has been an aim to position applicants as per the recruitment policies, through transparency, fair and diligence work. The employers of the private hospitals can follow recruitment policies as per their norms and also report the candidates about the selection or the rejection of the recruitment on time. Though the recruitment processes are quite different in private hospitals compared to Government hospitals they can also approach government to with needed support, and other facilities or tie ups. Hospitals are life saving organization, work for 24/7 for the need of the people, or society to safeguard the human life in this world. Both the central and state government must take few immediate steps to support, guide the private hospitals and to streamline the modus operandi of the policies. Though the employees of the private multi-specialty hospitals are highly satisfied with their present recruitment strategies there is a need of the intervention of the government to revamp certain rules and regulations for the growth of the organization, support the employees providing job security and protect their livelihood in the society with the help of the Government.

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