

e-ISSN:2582-7219



INTERNATIONAL JOURNAL OF MULTIDISCIPLINARY RESEARCH IN SCIENCE, ENGINEERING AND TECHNOLOGY

Volume 7, Issue 6, June 2024



INTERNATIONAL
STANDARD
SERIAL
NUMBER
INDIA

Impact Factor: 7.521



6381 907 438



6381 907 438



ijmrset@gmail.com



www.ijmrset.com



A Study on Hr. Policies and Its Implementation with Special Reference to Sarvesh Hospital, Hisar

Jyoti, Dr. Harshit Sinha

MBA STUDENT, NIMS University, Jaipur, India

Principal & Professor, NIMS University, Jaipur, India

ABSTRACT: This study investigates the HR policies and their implementation at Sarvesh Hospital, Hisar, with a focus on understanding their development, execution, and impact on employee satisfaction and organizational culture. Through a detailed analysis of policy formulation processes, communication strategies, and employee feedback, the research aims to identify best practices and areas for improvement. The findings reveal the critical role of HR policies in shaping the work environment and enhancing overall hospital performance. Recommendations are provided to optimize HR practices, ensuring they effectively support the hospital's mission and workforce needs.

KEYWORDS: HR Policies, Implementation, Employee Satisfaction, Organizational Culture Sarvesh Hospital

I. INTRODUCTION

Human Resource (HR) policies are the cornerstone of an organization's framework, guiding the behavior, expectations, and practices within a workplace. These policies encompass a broad range of aspects, from recruitment and training to employee relations and performance management. Effective HR policies ensure compliance with legal standards, promote a positive work culture, and enhance organizational efficiency.

Sarvesh Hospital in Hisar, a prominent healthcare institution, offers a compelling case study for examining the development, implementation, and impact of HR policies. As a healthcare provider, Sarvesh Hospital faces unique challenges and opportunities in managing its workforce. The hospital's HR policies must address the diverse needs of its employees, ranging from doctors and nurses to administrative and support staff, ensuring that all employees can deliver high-quality patient care in a supportive and efficient environment.

This study aims to explore the HR policies at Sarvesh Hospital, focusing on their formulation, implementation, and the resultant impact on the hospital's operations and employee satisfaction. Through this analysis, we seek to identify best practices, potential areas for improvement, and the overall effectiveness of the hospital's HR strategies in fostering a productive and harmonious workplace.

Recruitment and selection:- Recruitment involves attracting and obtaining as many applications as possible from eligible job seekers. It is a process of searching for and obtaining applicants for jobs, from among whom the right people can be selected. The general purpose of recruitment is to provide a pool of potentially qualified job candidates. In order to achieve the goals and perform the activities of an organization, therefore we need to recruit people with requisite, skills, qualification and experience.

Selection is the process of picking the individuals (out of the pool of job applicants) with requisite qualifications and competence to fill jobs in the organization. Selection is negative in nature as it seeks to eliminate unqualified applicants in order to select the suitable job candidates.

Training and Development :- Training is the systematic modification of behavior through learning which occurs as a result of education, instruction, development and planned experience. Training was defined in grater detail by the Manpower Services Commission (1981) as follows:- "A planned process to modify attitude, knowledge or skill behavior through learning experience to achieve effective performance in an activity or range of activities." Its purpose, in the work situation, is to develop the abilities of the individual and to satisfy the current and future manpower needs of the organization. In short, training is the process of imparting specific skills.



Performance Appraisal :- Performance and appraisal is the process of evaluating the performance and qualification of the employees in the terms of the requirements of job for which he is employed, for purpose providing financial rewards and other actions. It is a method of evaluating the behavior of employees in the work spot, normally including both the quantitative and qualitative aspects of job performance. Performance Appraisal is the process of deciding how employees do their jobs and it indicate how well an individual is fulfilling the job requirements.

Comprehensive Definition:-

“Performance Appraisal is a formal, structured system of measuring and evaluating an employee’s performance job related out comes and behavior to discover how and why employee is presently on the job and how employee canperform more effectively in the future so that employee, organization and society all are benefited.

Employee Welfare Measures :- “Employee welfare measures refers to all those efforts of employers, trade unions, voluntary organizations and governmental agencies which help employees feel better and perform better.”

It includes all those activities which are directed towards providing the employees with certain facilities and services in addition to wages or salaries that act as a motivator for the employees. Welfare measures need not necessarily be in monetary terms. These are provided to give better life, efficiency, health, standard of living and economic betterment to the workers so that they feel happy and satisfied. Such welfare measures are available due to legal provisions, collective bargaining and also due employer’s willingness.

The employee welfare measures are related to safety, conveniences, comfort, recreation, children education, accommodation, insurance, compensations, working hours, canteen & library facilities etc.

Feedback Mechanism :- Feedback is knowing the response and satisfaction level of employees regarding their job and working environment. It is a system of knowing and understanding the employees’ opinion regarding the job assigned, colleagues, seniors, facilities provided etc. so that required actions are taken in time to make the employees feel more satisfied and happy. For this purpose interactive sessions can be held and getting the feedback forms filled are also a good way to get the feedback. Now a days feedback of the employees proves to be very helpful in the success of an organization. Feedback makes useful information available to the management and also on the other hand it motivates the employee.

RECRUITMENT SOURCES

The sources of recruitment may be broadly divided into two categories: internal sources and external sources. On receipt of the Manpower Requisition (MPR) form HR department will initiate action of sourcing the candidates as under:

INTERNAL SOURCES:

As a matter of policy, the organization will encourage to fill up the vacancies from within the existing people by transfers and promotions if they are fulfilling the criteria and found suitable.

In order to invite application from internal sources, notice/circular for all such vacancies will be put up on the notice board.

In case any permanent employee dies in harness due to accident or any other reason, one depend son of deceased employee may be given preference inemployment with the organization subject to his fulfilling the eligibility criteria based on qualification and experience

External Sources:

Other sources can be tapped for recruitment only when suitable candidates are not available internally. Other sources may include the following:

- local employment exchange
- advertisement through newspaper
- Placement agencies.
- Univesities and Colleges

SELECTION PROCEDURE AT SARVESH HOSPITAL

Screening of Application : All application received from various sources will be screened by the concerned department



and HR based on the job description and specification and the applicant profile.

Shorting of prima facie suitable candidates who should be called for test/interview shall be prepared. The ratio between the number of vacancy and the number of candidate to be called for test/interview should normally be 1:5.

TEST:

Depending on the requirement of the job if required, management may conduct written/ aptitude/ psychometric/ physical or any other test as deem fit.

Short listed application will be send formal letter for appearing test at least 15 days in advance.

Qualifying criteria for the test will be determined by the management depending on the nature and requirement of the job.

FINAL SELECTION AND APPOINTMENT:

Recommendation of the interview panel will be put up before the MD by the HR Department for his approval.

Candidates for the officer and above after interviewed by the panel will be finally interview by the MD.

Selection of candidates will be strictly on the basis of merit. Other things being equal local candidate from state of Bihar will be given preference.

Appointment letter will be issued to the finally selected candidates after duly approved by MD. However, in case appointment letter can initially be issued to the candidates and the detailed formal appointment letter can be issued at the time of joining.

Before letter of appointment is issued to candidates HR department will ensure the following:

- Check and verify all the personal details furnished by the candidates.
- Verify the certificates and other credentials.
- Make necessary reference/antecedents verifications whenever required.

II. OBJECTIVES

1. To analyze the formulation and development of HR policies at Sarvesh Hospital.
2. To evaluate the implementation and effectiveness of these HR policies in the hospital setting.
3. To assess the impact of HR policies on employee satisfaction and performance.
4. To identify best practices and areas for improvement in HR policies and their implementation.
5. To explore the influence of HR policies on the organizational culture and work environment at Sarvesh Hospital.

III. REVIEW OF LITERATURE

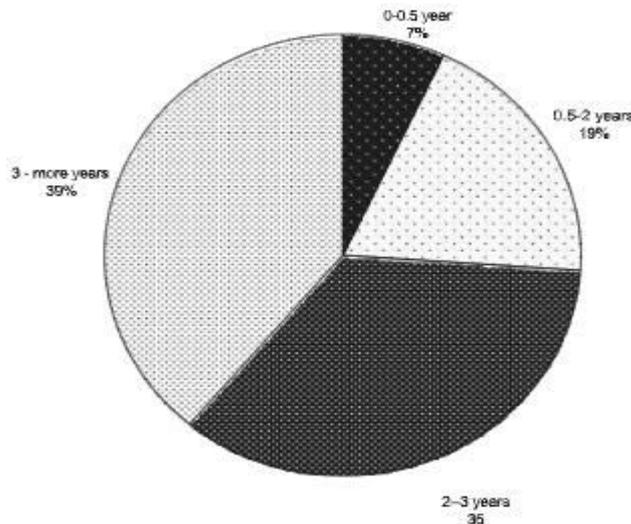
- **Mr. Tahir Masood Qureshi (2006)**, a research was conducted by regarding Impact of HR practices on organizational performance in Pakistan. His findings were supportive of our assumption that HR practice system effect Organizational Performance through employee outcomes. number of researchers have reported that HR practices are positively linked with organizational and employee performance (e.g. **Guest, 2002; Harley, 2002; Gould-Williams, 2003; Park et al., 2003;**
- **Wright et al., 2003; Tessema and Soeters, 2006**). The focus and thrust of these studies have been towards developed countries. Little research has been done to test the HR-performance link in developing countries like Pakistan. **Aycan et al. (2000)** termed Pakistan as ‘under- researched’ country in the field of HRM practices.
- **Teseema & Soeters (2006)** have studied eight HR practices and their relationship with perceived employee performance. These eight practices include recruitment and selection practices, placement practices, training practices, compensation practices, employee performance evaluation practices, promotion practices, grievance procedure and pension or social security. According to them a significantly positive correlation has been reported between compensation practices and perceived employee performance by On the basis of above mentioned literature and arguments it can be safely assumed that compensation, incentive and increment practices are correlated with the performance of employees.
- **Rahman,(2006)** has stated that commitment to teaching is a function of teacher’s attitude towards performance appraisal system.. Possibility of performance appraisal is enhanced by complementary human resource management practices like formal training and incentive pay.
- **Collins (2005)** in a research of similar nature targeting small business have found that effective HR practices impact employee outcomes significantly



IV. DATA ANALYSIS

For how long you are working in the organization?

Options	Respondents
0-0.5 years	7
0.5 years to 2 years	19
2-3 years	35
more than 3 years	39



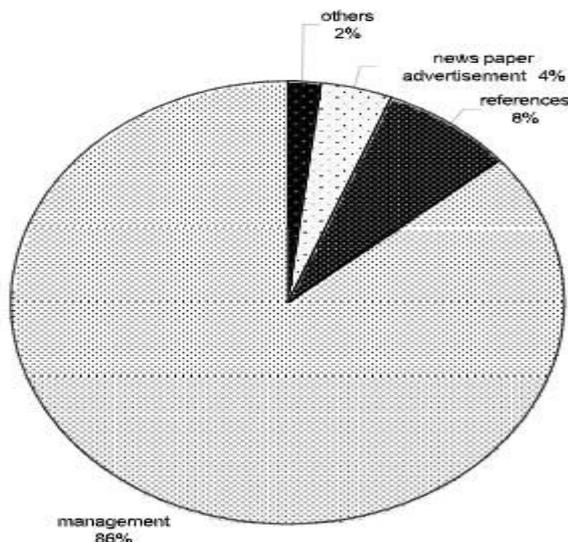
Interpretation:-

The responses from the employees indicate that most of the employees are working at Sarvesh Hospital for more than 2yrs. or 3 yrs. and there are less number of freshers.

CRUITMENT AND SELECTION

Q2.What are the various sources of recruitment in your Organization ?

Options	Respondents
Newspaper	4
references	8
management	86
others	2

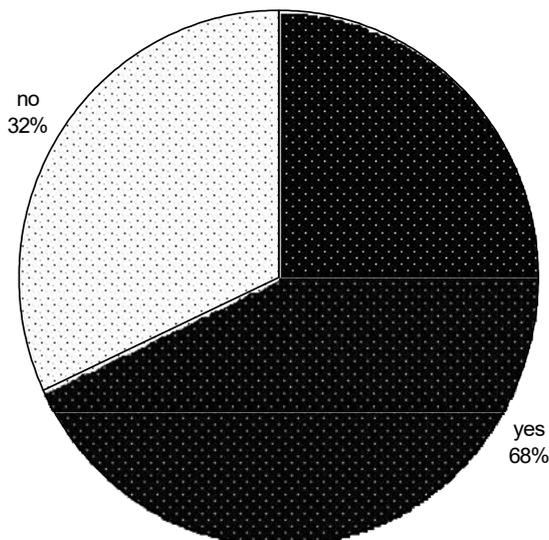


Interpretation:-

This analysis shows that SARVESH HOSPITAL relies more upon the internal sources of recruitment as compared to the external sources such as advertisement etc. 86% of the recruitment is done from internal sources. This also indicates that SARVESH HOSPITAL considers that the existing employees will prove to be more suitable for filling the vacant posts.

Q3. Are you satisfied with the recruitment process of your organization?

Options	Respondents
Satisfaction	68
Not satisfied	32



Interpretation:-

This analysis shows that majority of the employees are satisfied with the recruitment process of the organization. But

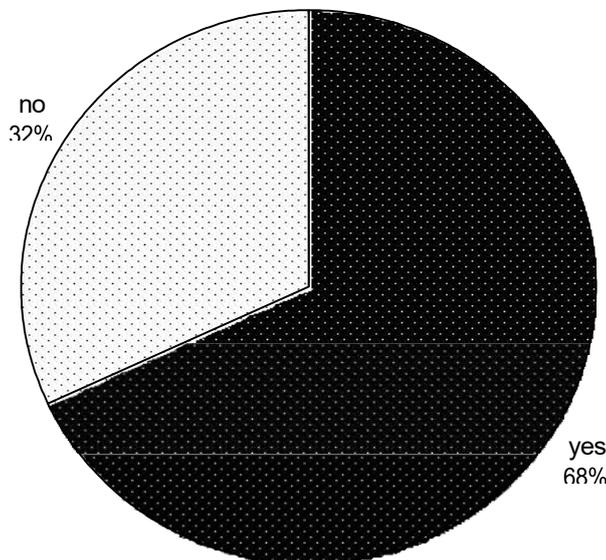


32% of the employees are also dissatisfied which means that they don't consider that the internal source of recruitment should be adopted as a major source of recruitment.

FOR TRAINING AND DEVELOPMENT

Q4. Are you getting regular training in your organization ?

Options	Respondents
Not	68
yes	32



Interpretation:-

In the response to this question 68% employees said that they are getting regular training in the organization, it means that SARVESH HOSPITAL is having a regular training program for its employees. The training needs of such employees are duly met. But 32% of them responded in negative to this question. This shows that SARVESH HOSPITAL is somewhere lacking also in its training program.

REFERENCES

1. Arun Monappa and Mirza Saiyadin, Human Resource Management, Tata Me Graw Hill Publishing Co. 1985
2. C. S. Ventataraman and B. K. Srivastave, Tata Me. Graw Hill, Personnel Management and Human Resources, New Delhi - 1991.
3. David A. Decenzo and Stephen P. Robbins, Human Resource Management, John Wiley & Son. Inc, New York, 1994
4. Dunn, J.D and Stephens, EC Management of people, Me Graw Hill Book Organization, New York, 1972, P. 10.
5. Edwin B. Flippo, Principles of Personnel Management, Me Graw Hill Publication
6. Mamoria,C.B and Gankar,S.V(2002) "Personnel Management" Published by Himalaya Publishing House.
7. Virmani, B.R. And Seth Premila (1985) "Evaluating Management Training and Development" Published By Vision Book Pvt Ltd
8. Training and Development - a perspective Harward Business Review 2000

WEBSITES

9. <https://www.toyotabharat.com/>
10. http://shodhganga.inflibnet.ac.in/bitstream/10603/76404/19/19_bibliography.p df
11. www.wikipedia.com
12. <https://en.wikipedia.org/wiki/Toyota>



INTERNATIONAL
STANDARD
SERIAL
NUMBER
INDIA



INTERNATIONAL JOURNAL OF MULTIDISCIPLINARY RESEARCH IN SCIENCE, ENGINEERING AND TECHNOLOGY

| Mobile No: +91-6381907438 | Whatsapp: +91-6381907438 | ijmrset@gmail.com |

www.ijmrset.com