

An Internship Report on
The Recruitment and Selection Process of
Eli Nursing Home



Submitted To

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Submission date: 29 November 2018



Inspiring Excellence

THE RECRUITMENT AND SELECTION PROCESS OF ELI NURSING HOME

An Internship Report on The Recruitment and Selection Process of Eli Nursing Home





Letter of Transmittal

November 29, 2018

Mahreen Mamoon

Asst. Professor

BRAC Business School,

BRAC University

Subject: Submission of Internship Report on Eli Nursing Home

Dear Madam,

You would be glad to know that, I have recently completed my internship from Eli Nursing home. During my internship, I also concentrated on creating my internship report on **‘The Recruitment and Selection Process of Eli Nursing Home’**.

I have learnt a lot of practical lessons and real life situations, while working inside of the Eli Nursing home. All that lessons has enriched my knowledge and now I can relate to all the process of recruitment and selection that I had read during my MBA program.

I greatly appreciate all the efforts that you provided me to create the report. It would not possible for me to create the report without your help and guidance. The steps that you provide how to create an internship report helped me to get release from a lot of misperceptions and fear.

I want to assure you that I have followed all the advices, steps, and guidelines of report writing what you had provided me during the period.

I, therefore, pray and hope that your honour would be kind enough to accept my internship report and oblige thereby.

Yours sincerely

.....

Naureen Huq

ID: 14164075

Masters of Business Administration

BRAC University



Letter of Endorsement

The Internship report entitled “The Recruitment and Selection Process of Eli Nursing Home” has been submitted to the office placement & Alumni, in partial fulfilment of the requirements for the degree of Masters of Business Administration, Major in Human Resource Management, and Faculty of Business Administration on November, 2018 by **Naureen Huq, ID: 14164075**. The report has been accepted and maybe presented to the Internship Defence Committee for evaluation.

(Any opinions, suggestions made in this report are entirely that of the author of the report. The University does not condone nor reject any of these opinions or suggestions.)

.....

Mahreen Mamoon

Internship Supervisor



Acknowledgment

First of all, I would love to give a great thanks to the ALMIGHTY ALLAH, because of always being with me and helped me make myself able to complete the internship program as well as my MBA program.

Most importantly, I would like to take the opportunity and express my thankfulness towards my honourable supervisor, **Mahreen Mamoon, Asst. Professor, BRAC Business School, BRAC University** for helping me all the time relentlessly whenever I need any supports and providing a lot of useful materials that were so valuable to me to understand how an internship report should be. A great thanks goes to you madam.

I got a great opportunity to work in Eli nursing home. The **HR Manager, MR. Asgor Ali Bhuiya**, a very influential personality of Eli Nursing Home, helped me with lot of information that are related to Eli Nursing Home. All other employees and interns were so supporting and communicative to me and provided a great amount of time from their busy work schedule.

THANK YOU FOR ALL YOUR VALUABLE SUPPORT.



Executive Summary

Eli Nursing home is mainly to serve the proletariat people of Bangladesh. For the last 20 years we are giving service to these people. It is a health care centre who had taken me as an HR intern.

I had performed various important duties in this nursing home; most of them are related to Management of human resource related activities. As an HR major student, these experiences are valuable that I have earned directly from an institution.

The in-depth analysis of Recruitment and selection process that I have worked for is stated as first overview of the industry and then, I had set objectives from my personal working experience and knowledge I have gathered from the Nursing Home.

Moreover, I have presented literature view of Human Resource management to get a clear idea of what recruitment and selection are. With the company current information, I have promptly presented the actual recruitment and selection process of Eli Nursing Home.

Finally, I have presented some specific significant findings of the study after the interpretation of 'the recruitment and selection process of Eli Nursing Home' and based on the findings of the study I will provide if there is any necessary change or improvement is essential for betterment or sustainability of the Eli Nursing Home.



THE RECRUITMENT AND SELECTION PROCESS OF ELI NURSING HOME

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Chapter 1

Organizational Overview





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1.1 Organizational Overview

Eli Nursing home founded in 1998 by Dr. Delwar Hossain, An OBS and gynaecologist from Vienna. The nursing home is located in Taltola Market Road, Dhaka-1219, in Bangladesh. It basically serves the mass proletariat people of Bangladesh for last 20 years. Eli Nursing Home is a network of Family Health Centres that offer consultations with family doctors and a full range of diagnostics services including lab and imaging. Daily a lot of poor families come here to get treatment. The nursing home charges a very little payment to them as it wants to build a good relation and to create a place of reliance into their mind. Currently, ELI nursing Home also wants to build a positive image around the Taltola Market road by providing better experience to their patient through a lot of new technological advancement in the nursing home.

1.2 Vision

ELI Nursing home wants to build an image as a health care system that serves proletariat patients first.

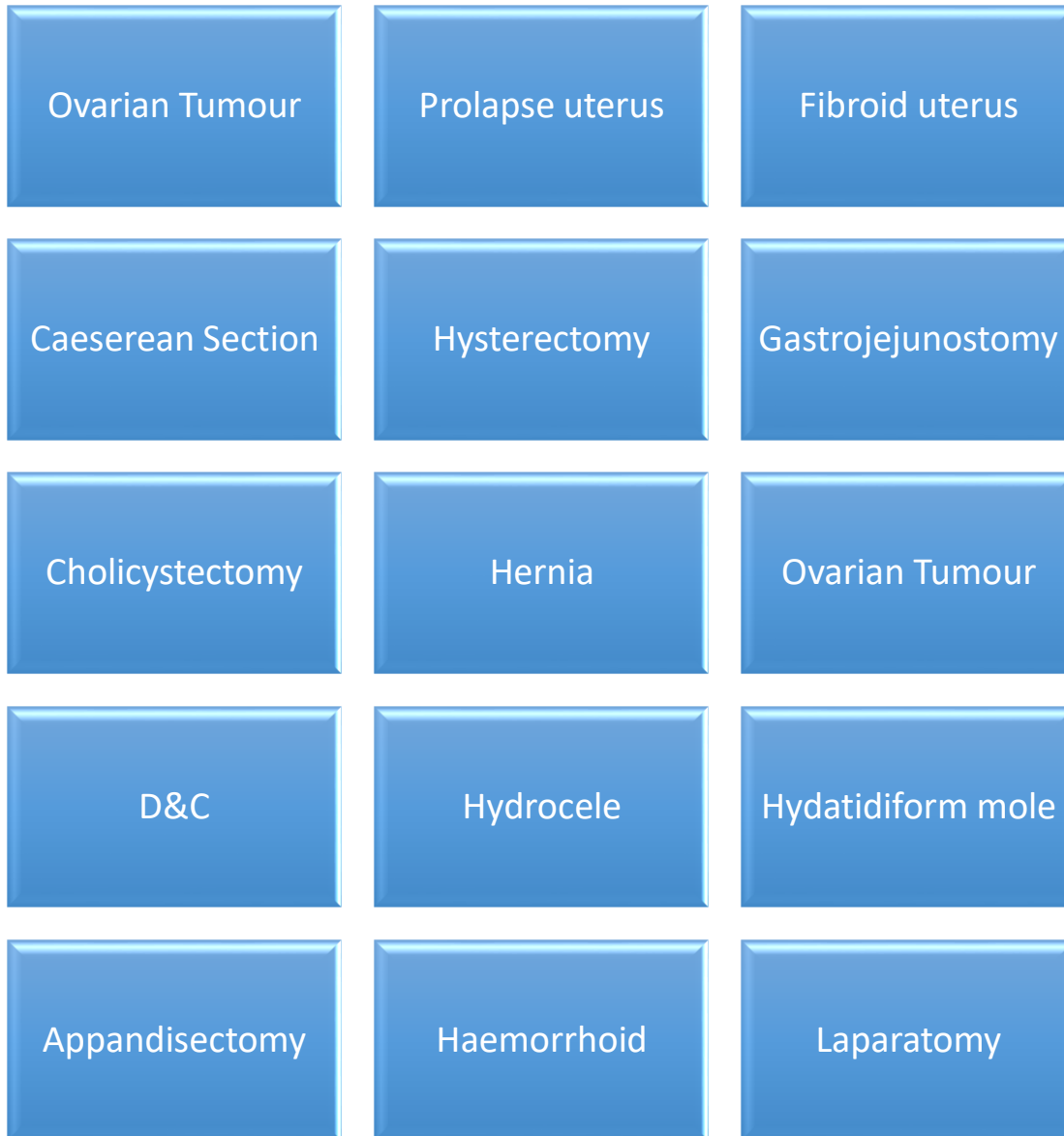
1.3 Mission

ELI Nursing home thrives to be its patients trusted partner in health, empowering them to manage their health in a manner that is aligned with their values.

1.4 Treatments provide by ELI Nursing home

There are a lot of full time highly experienced doctors who daily serves a huge crowd of patients in the hospital. Most of the patients visited here medical assistance are from poor background. ELI Nursing home managed 10 bed facilities for the critical patient who need doctors observation, but these bed often seems very fewer than the patients admit here. Anyways, it does the following operations to this clinic –

THE RECRUITMENT AND SELECTION PROCESS OF ELI NURSING HOME



Graph 1: Operations of ELI Nursing Home

1.5 Doctors Chambers at Eli Nursing Home

The doctors of ELI Nursing Home will remain with a patient for minimum 20 minutes & positively influence patients' health conditions by closely monitoring them over a period. Doctor's annual membership plans address specific health needs such as diabetes, pregnancy, paediatrics that will include routine diagnostics and consultations with doctors. Their aim is to treat patients with utmost empathy, compassion and hospitality. A patient's experience at Eli Nursing Home should be comfortable with minimal waiting times and efficiency at every step of the journey. We offers & allows patients to store and view all their medical records in one place through electronic medical records system.

1.6 Organizational Structure of ELI Nursing Home

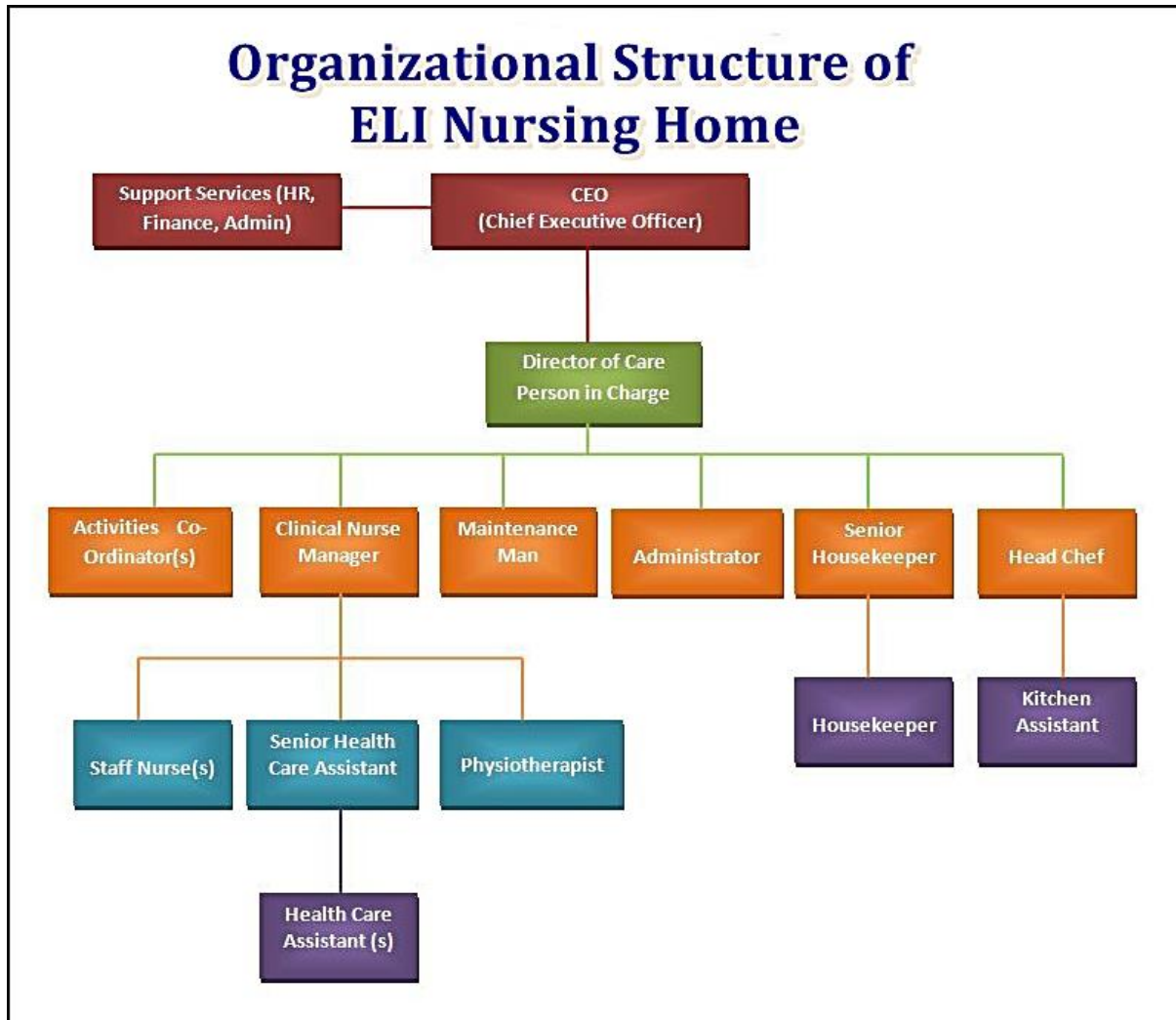


Chart 1: Organizational Structure

Chapter 2

Introduction to the Report



2.1 Rationale of the study

Internship Program of BRAC University is a Post-Graduation prerequisite for the MBA Students. This report is a part of the Internship program of the MBA curriculum at the BRAC University. The fundamental reason for the internship is to get the real-life experience of the business world. Being an intern the fundamental test was to make an interpretation of the hypothetical ideas into the genuine experience.

The internship program and the making of this report have the accompanying purposes:

- I. To satisfy the prerequisite of MBA Program of BRACU.
- II. To learn practical job responsibilities by working in a practical organization.
- III. To see the genuine business world.
- IV. To compare the real situations and the book learning from BRAC University.

This internship report was prepared as an academic requirement of my MBA program of BRAC University where I had guided my honourable Faculty **Mahreen Mamoon, Asst. Professor, BRAC Business School; BRAC University** who guided me from the first day. I got opportunity to work as an intern in ELI Nursing Home, so I expressed to my Supervisor to permit me to work on the recruitment and selection process of ELI Nursing Home. She approved my report topic, as it is directly related to my major areas.

2.2 Statement of the problems

The report is created into two parts. First one is the overview of Eli Nursing Home and the second part is focused on my topic 'the analysis of recruitment and selection of the Eli Nursing Home'. Finally, I have added all the findings on the basis of my analysis and then I have shared some recommendations for the betterment of ELI Nursing Home.

2.3 Scope of the study

The internship opportunity in nursing home is rare for business graduates till now. So this report will help the other nursing homes in Bangladesh to know the recruitment and selection systems. University faculties and students can also get to know my real working experience and can compare both of them from the theoretical study to practical learning experience.

2.4 Limitations of the study

While working in the ELI Nursing Home as an intern, I have seen the work pressure of a nursing home is too much. I had to perform my daily works there and also I had to be aware of the chances when I could collect data for my internship report. Between these two situations, I have faced various limitations. All of these limitations are enlisted below:

1. Because of poor maintenance and lack of their educated IT experts, the Website of ELI Nursing Home crashed about 3 months ago. I could not get any annual report because they only used to upload them in their websites.
2. I had got hardly 10-15 sentences from all over the internet on ELI Nursing Home.
3. As it is a nursing home, all the employees were so busy with their patient and job responsibilities that they couldn't share much information to me, except fewer of them who hardly manages time during launch time and share some information orally.
4. Collecting all the information within this short 3 month program had proved very tough for me.

2.5 Objectives of the report

While creating a report, there must be some objectives or goals that need to find through the study. I had thought to find some major objectives, for what I had chosen this topic. I want to show these objectives into two parts.

1. **General objectives:** The general purpose of the creation of all internship and project report is to achieve the MBA degree by the fulfillment of the university's given requirement.
2. **Specific objectives:** The creation of this report was more important to me and it was not just to complete the MBA requirement, I had chosen some specific point to analysis while taking the topic. They are:
 - I. To share an overview of ELI Nursing Home.
 - II. To analysis of the recruitment and selection procedures of it.
 - III. To conduct a short survey on the recruitment and selection process, and interpret them using graphical presentation.
 - IV. To provide some recommendation improve few conditions of Eli Nursing Home in the end.

Chapter 3

Literature Review



Literature Review

Before starting of the recruitment and selection process of ELI Nursing Home, I would like to clear the concept of Recruitment and Selection process. These both are part of Human resource management (HRM). HR manager plays a very important role in every organization to acquire an efficient and effective workforce for any organization. To hire great workforce the HR always analyses and plans and this is known as HR Planning.

Human resource planning is "a process by which an association should move from its current workforce to its desired workforce position. Through planning, administration endeavours to have the correct number and right sort of individuals at the correct spots at the ideal time, doing things which result in both the association and the individual accepting the most extreme long-run advantage".

Human Resource Planning is the effective use of hierarchical resources-Human, capital, and innovation with the constant estimation of future necessities and the advancement of methodical systems structured toward objective achievement.

"The process of deciding labor necessities and the methods for meeting those prerequisites with the end goal to do the incorporated arrangement of the associations"

---- *Coleman*

"Human resource planning is an incorporated way to deal with playing out the planning parts of the faculty function with the end goal to have an adequate supply of satisfactorily created and inspirational individuals to perform obligations and errands required to meet authoritative objectives and fulfil the individual needs and objectives of association individuals".

--- *Leon C. Megginson*

OBJECTIVES:

The vital objectives of human resource planning in an association are:-

1. To recruit and retain the human resource required amount and quality.
2. To anticipate the representative turnover and influence the courses of action for limiting turnover and topping off of resulting vacancies.
3. To address the issues of the projects of development, enhancement and so forth.

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4. To predict the effect of innovation on work, existing representatives and future human resource necessities.
5. To enhance the benchmarks, expertise, information, capacity, discipline, and so forth.
6. To survey the lack of human resources and take measures in like manner.
7. To keep up harmonious modern relations by keeping up the ideal level and structure of human resources
8. To limit uneven characters caused due to non-accessibility of human resources of the correct kind, the correct number in perfect time and at the opportune place.
9. To make the best utilization of its human resources
10. To gauge the expense of human resources

RECRUITMENT AND SELECTION

Recruitment has been viewed as the most essential function of workforce organization in light of the fact that except if the correct kind of individuals is enlisted, even the best designs, association diagrams, and control frameworks would not do much.

A man obscure, living someplace goes to a working unit through this recruitment and selection process given he is keen on working. Where recruitment diminishes the number of people connected for the post because of restricted vacancies, selection gives an approach to be into the association and training the after glass taste. When the individual gets into it he gets a "brilliant goose" i.e., a lifetime security. Notwithstanding, the applicant state of mind pays him a great deal. Stringent guidelines and controls are material to this process of recruitment and selection.

"Recruitment is a process to find the wellsprings of employee to meet the necessities of the staffing plan and to utilize viable measures for pulling in the employee in satisfactory numbers to encourage the successful selection of a proficient workforce"

--- *Yoder*

"The process of looking for imminent representatives and invigorating them to apply for employment in the association",



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--- Edwin B. Flippo

I have surveyed to include the actual scenario of recruitment and selection procedures of Eli Nursing Home. I will include them in the analysis and interpretation chapter. I also share my findings of the survey and provide some suggestions at the end.

Chapter 4

Methodology of the Study



Methodology of the report

As I have mentioned in the limitations of the report, that the website of ELI Nursing Home were crashed (www.elinursinghome.com) in several months ago, it was too hard for me and to the ELI nursing Home to provide me annual report, so that I can sense the whole idea of the recruitment and selection process of it. However, I have collected my information from two sources.

I. Primary information:

- I. By formal communication with the employees of support department of HR, Finance executives, doctors and staff of the nursing home.
- II. By studying some leaflets, documents of previous years and so on
- III. From practical internship experience from the Eli nursing home.

II. Secondary information:

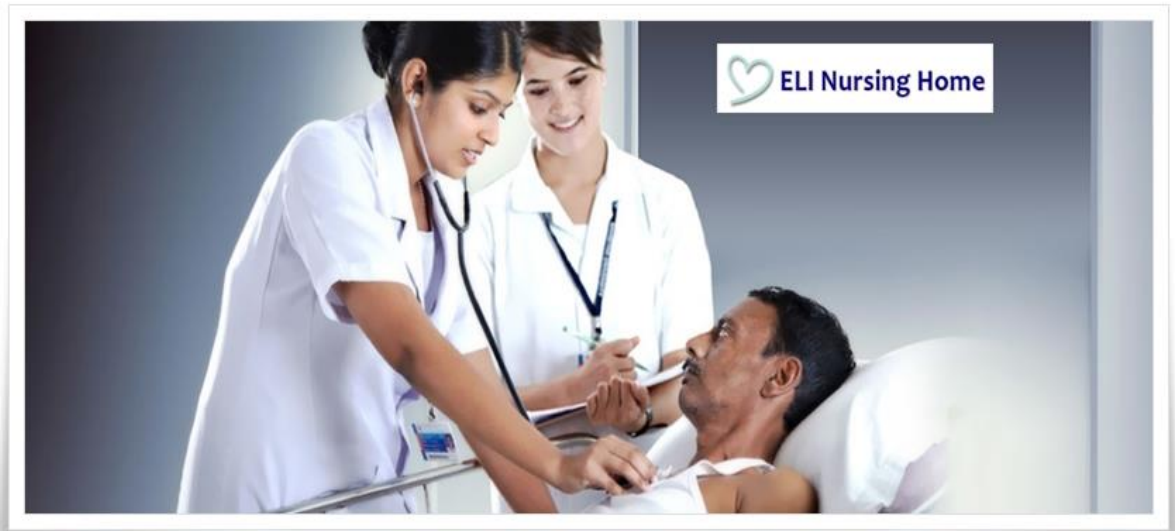
- I. From local candidates those who are trying to join here.
- II. From Official documents.
- III. From several books related to hospital recruitment and selection process.

I. Survey participants:

I surveyed a total of 20 persons who are currently working in the ELI Nursing Home. All of them were so supported and answered my survey question during their free time. This person includes Doctors, nurse, staffs, HR manager, Finance manager etc.

Chapter 5

Descriptive View of the Recruitment and Selection Process of Eli Nursing Home



HR Department at Eli Nursing Home

The HR office at Eli Nursing Home is additionally isolated into 4 divisions.

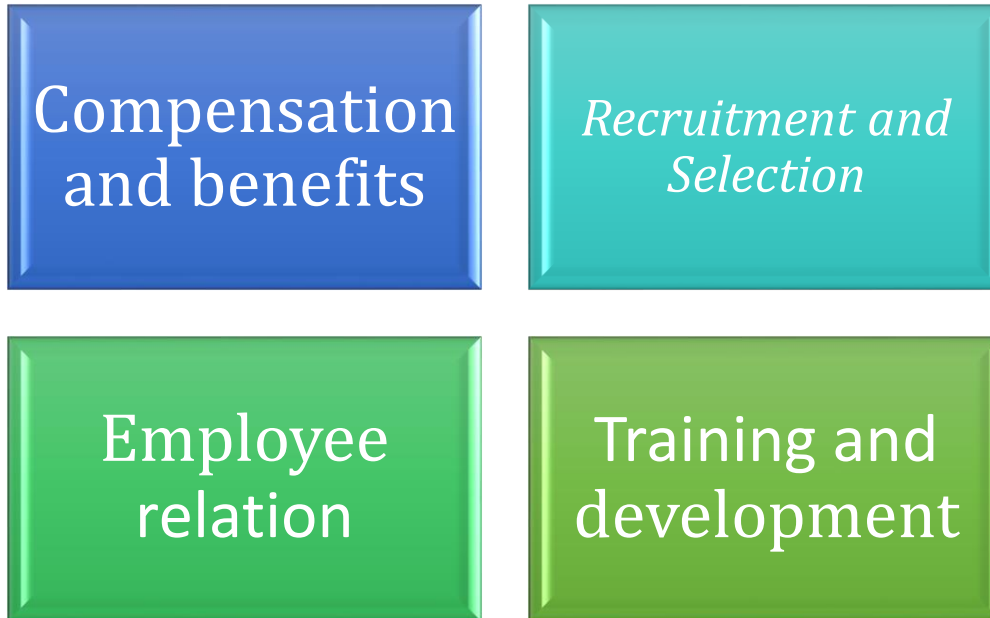


Chart 2: Four Division of HR Department of Eli Nursing Home

5.1 Recruitment Process

I have witnessed a recruitment process recently performed by the recruitment and selection division of Eli Nursing Home. Recruitment was conducted for an IT specialist.

The IT master selection process is additionally partitioned into voice process and non voice process.

5.1.1 GENERAL POLICY

1. Recruitment will be conducted just in such situations where appropriate individuals are not available in the nursing home to fill an opportunity/new position.
2. Recruitment will be through advertisements in media/recruitment agencies/campus recruitment/Employee Reference/job sites or web/walk-in
3. The individuals who have not crossed 18 years old will not be considered for training or employment in any situation.

5.1.2 AREAS OF RECRUITMENT

The distinctive areas of recruitment at Eli Nursing Home are:

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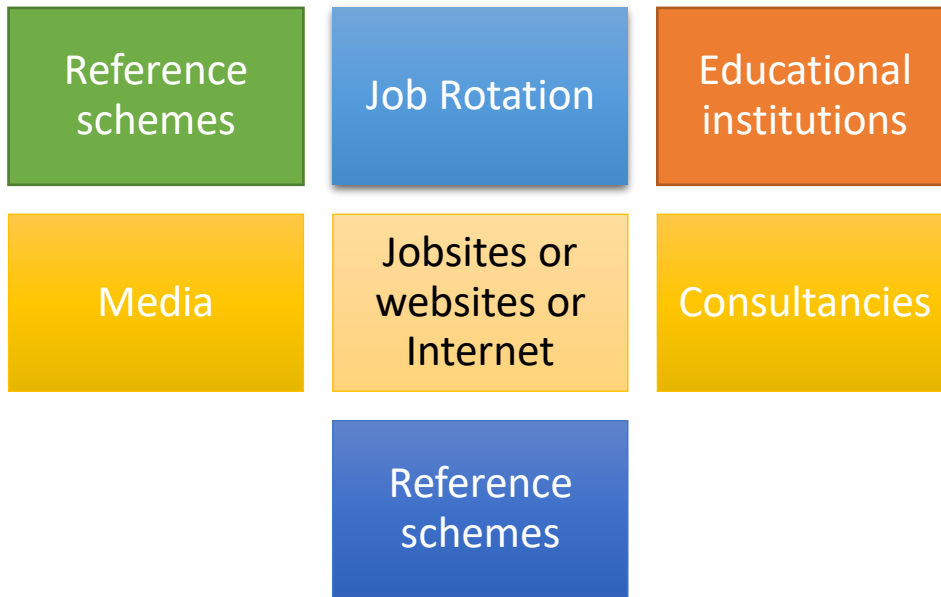


Chart 3: Areas of recruitment

- a) **Job Rotation**- The nursing home search for a proficient individual for a specific position from inside of ELI Nursing Home. For the employee, it is just an adjustment in the job or job rotation.
- b) **Consultancies**- Consultancies are the primary source of recruitment. Eli Nursing Home enlisted consultancies like BASIS, S-Solid shape, Inforika, BDjobs and so forth as the required gigantic number of applicants for the voice and non voice process.
- c) **Educational/ Medical Institutions**- Eli Nursing Home goes for campus recruitments i.e., wherein understudies are chosen on a mass and are prepared according to the different positions. A portion of the Medical and Educational institutions that they visited are Dhaka medical college, Popular Medical center, University of Dhaka and so on.
- d) **Employee reference**- Employee reference is prescribed as outstanding amongst other wellsprings of recruitment. Eli Nursing Home has presented another plan called FRIENDZ where employees get a measure of 10000 if the competitor alluded by him/her is chosen. The plan existed for a time of multi-month from September 18 to October 18. Other than that employees get a measure of 1500 for every competitor alluded.
- e) **MEDIA**- Eli Nursing Home additionally gives publicists the vacancies through daily papers which is a piece of media. The daily paper encourages the possibility to walk-in straightforwardly with no reference.

- f) **Job-sites, Websites or internet**- job-sites like BDjobs.com, Chakri.com give a decent help to the nursing home to get an enormous amount of applicants who are eligible for the empty post. Eli Nursing Home has its very own site where the intrigued competitors can present their resume on the web. Despite the fact that the websites had pulverized a couple of months prior.

5.2 SELECTION PROCESS

The meeting process at Eli Nursing Home for the voice process and non voice process were somewhat extraordinary.

5.2.1 VOICE PROCESS

The division for which competitors were picked dependent on voice are –

- 1) DCAV
- 2) MYSIS
- 3) AR Billing

The selection process Includes:



Chart 3: Selection Process

- I. **PIR**-Personnel introduction round at Eli Nursing Home is led as a face to face and balanced meeting where the applicants are requested to give their presentation and are tested on different parameters.
- II. **VANC** (Voice and Accent Round) - This round is led by any of the voice and complement mentor at Eli Nursing Home. In this round, the questioner will test the voice and familiarity of the hopeful.

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- III. **Customer Round**- Once the hopeful is through the OPS round he/she will be arranged for a customer round which will be tedious as the customer isn't accessible consistently.
- IV. **OPS Round**-The Operations Manager will direct the meeting once the applicant is through the VANC Round.
- V. **HR Round**-The last round is the HR round where one of the HR will lead the meeting.

5.2.2 NON-VOICE

The office for which Recruitment for Semi-Voice hopefuls was done was-

- 1) Contract Loading
- 2) Big Five

The selection process incorporates:

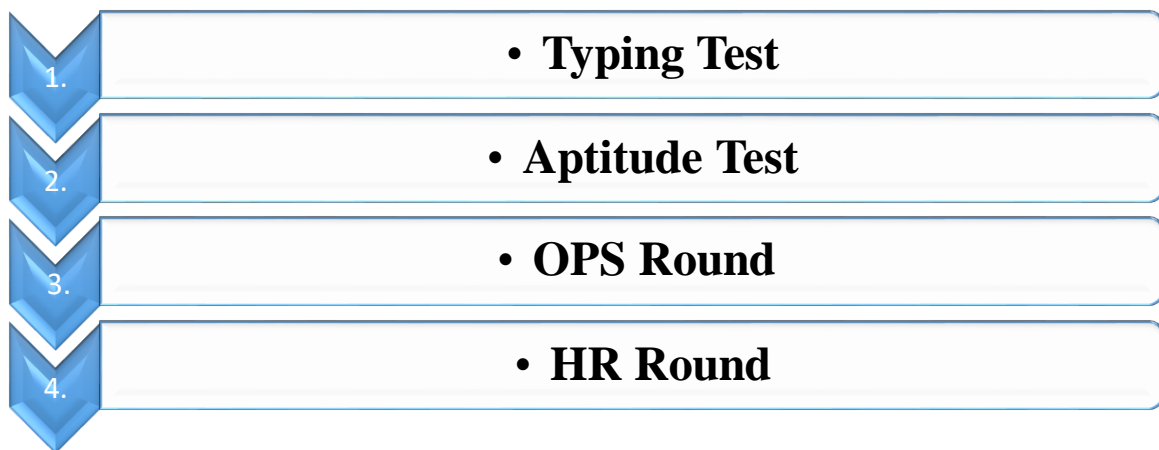


Chart 4: Non-Voice Test

- I. **Typing Test**– At Eli Nursing Home the first round for non-voice process was the typing test. The applicants need to have at least 30 words for every moment and the base rate may increment up to 45 wpm dependent on the process with an exactness of 95%.
- II. **Aptitude Test**– The following round is the Aptitude test where the competitor will be tested on the scientific abilities.
- III. **OPS Round**– The operations Manager will direct the meeting once the competitor is through the Aptitude test.



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- IV. ***HR Round***– The last round is the HR round where one of the HR will direct the meeting.

Chapter 6

Analysis and Interpretation of the Data

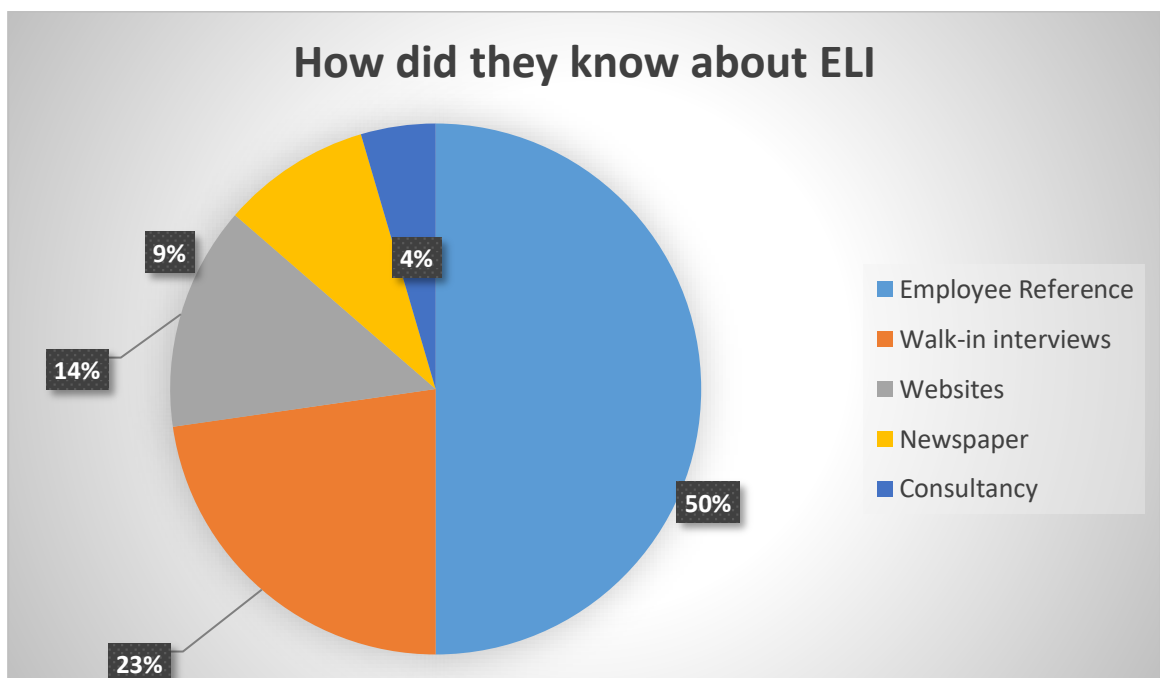


6.1 Analysis and Interpretation of the Data

To enrich my internship report with factual based data, I had carried away a simple but valuable survey, where 20 persons of current working employee answered the questionnaire in their free time. I am going to share the analysis using pie charts & Bar charts and providing interpretations below:

Q1. How did you come to know about Eli nursing Home?

- a. Employee Reference
- b. Walk-in interviews
- c. Websites
- d. Newspaper
- e. Consultancy



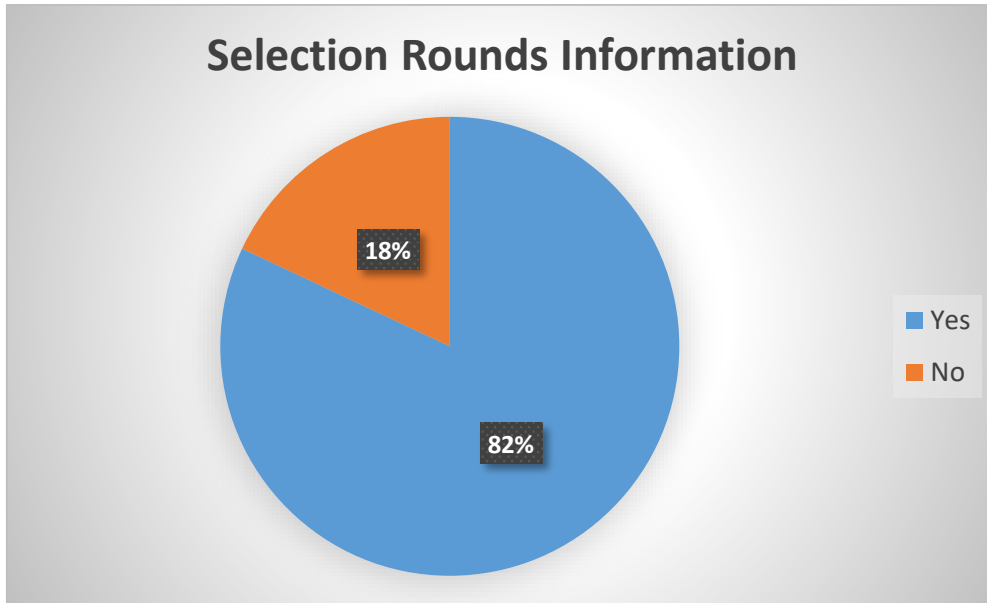
Interpretations:

The pie chart shows 50% of the job holders were known about ELI through their relatives or reference. 23% were got selected from walk-in interviews. There are less chance to get selected through a consultancy firm.

Q2. Were you explained about the number of rounds to be conducted in the selection process?

- 1) yes

2) no

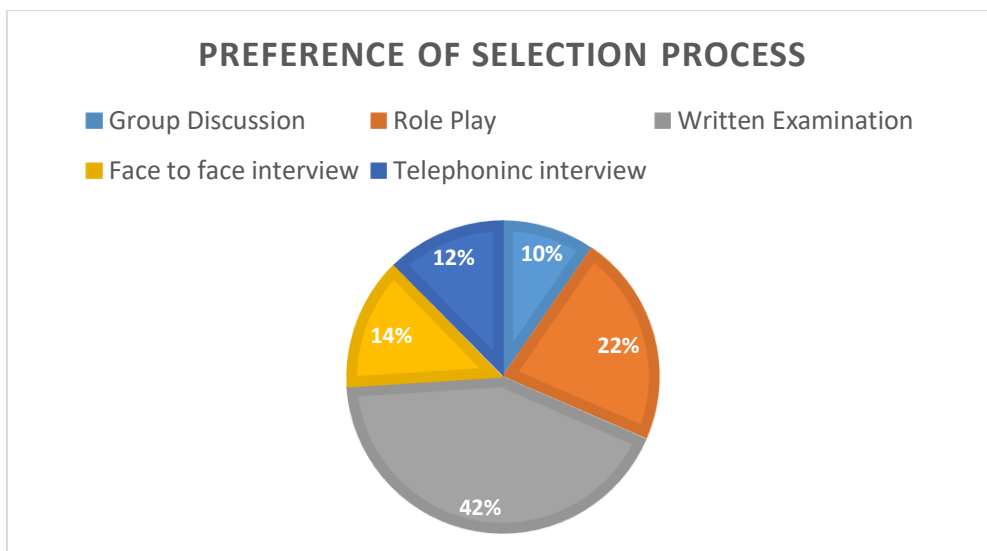


Interpretations:

82% employees knew about the rounds of selection process and 18% of employees didn't know about the rounds. However, they got selected luckily.

Q3. What do you prefer in the selection process?

- a. **Group discussion**
- b. **Role play**
- c. **Written examination**
- d. **Face to face interview**
- e. **Telephonic interview**



Interpretations:

From all the interviewer, 42% suggested that selection process should be based on written examination, 22% suggested role play should be the main part in selection process, while telephone interview gets the less preference because just talking over a phone call, no one determine anyone’s ability properly.

4. How much time is taken for the interview process?

- 1) Less than 2 hours
- 2) 2-6 hours
- 3) 6-8 hours
- 4) More than a day

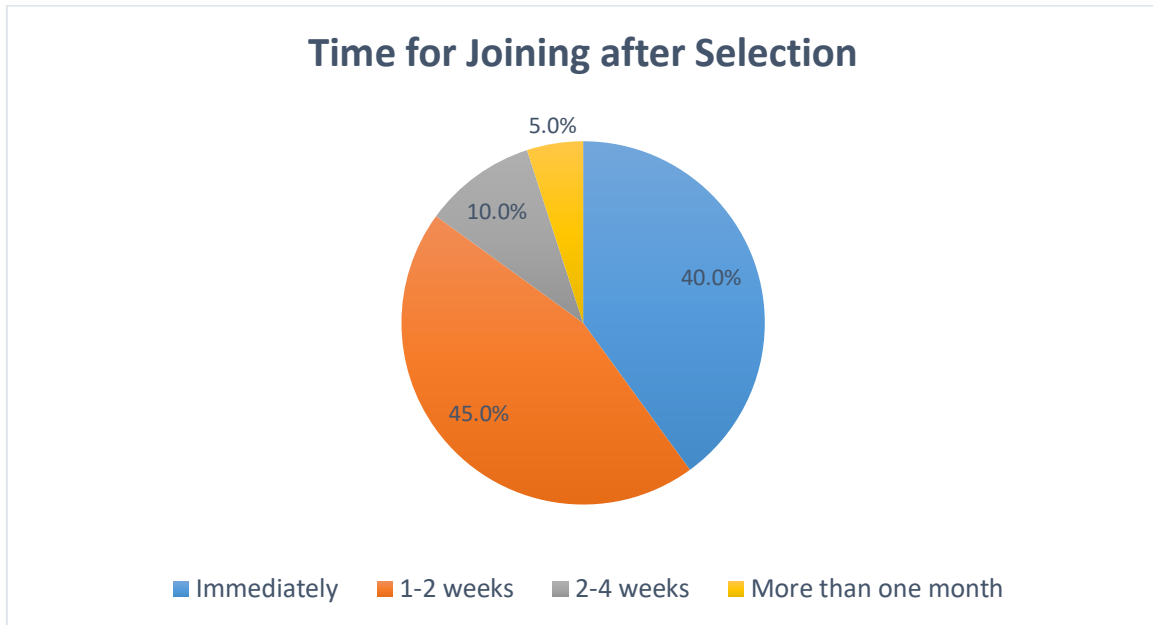


Interpretations:

87% of the employee replied that ELI Nursing home had taken more than a day to complete the Interview process.

Q5. How much time is given to you to join the organization?

- 1) Immediately
- 2) 1-2 weeks
- 3) 2-4 weeks
- 4) more than one month

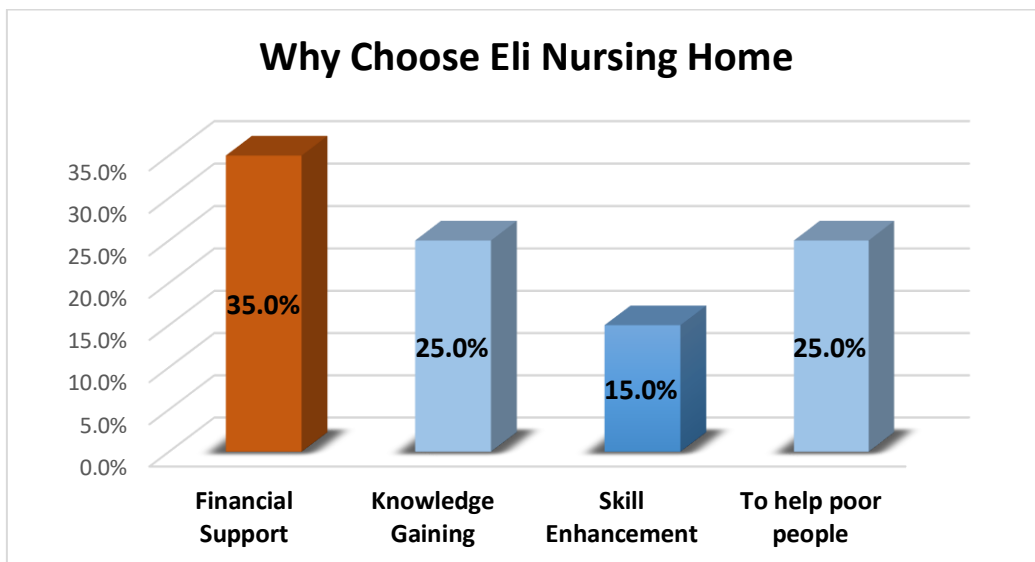


Interpretations:

45% of the employees had to join within 1-2 weeks but some also had to join immediately just after they got selected in ELI Nursing Home. Some had shown valid reasons or issues to join after some weeks.

Q6. What is the motive behind choosing the job at ELI Nursing Home?

- 1) Financial support
- 3) Skill enhancement
- 2) Knowledge gaining
- 4) To help poor people

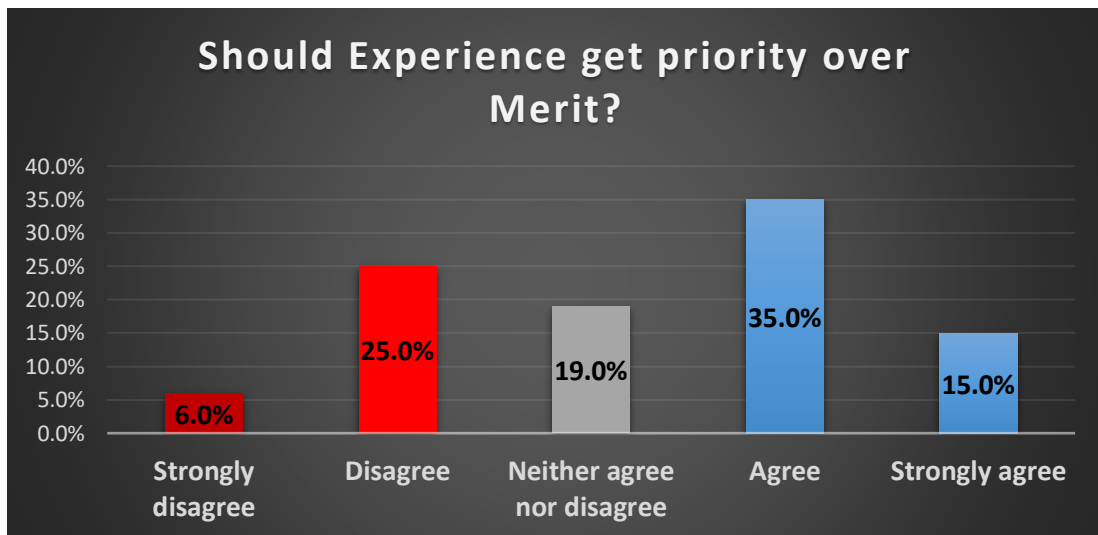


Interpretations:

35% of the employee answered that they choose ELI Nursing Home for their financial support. 25% of also replied that they are working for knowledge gaining and 25% wants to help poor people of Bangladesh.

Q7. Do you agree candidates with more experience should be given preference regardless to merit level?

- a. strongly disagree
- b. disagree
- c. neither agree nor disagree
- d. Agree
- e. strongly agree



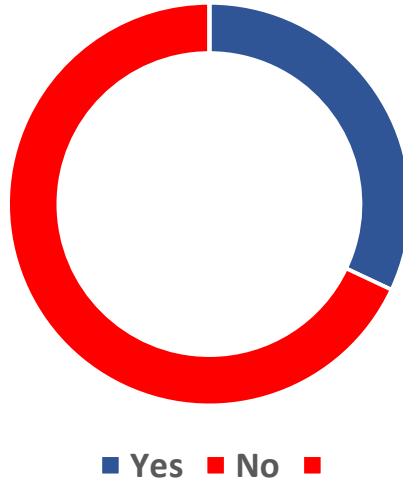
Interpretations:

35% agrees that professional experience should get more priority over Merit. 25% also disagree on the point and suggest giving priority of merit while selecting employees in the selection process of ELI Nursing home.

Q8.Are you satisfied by the way the vacancies are advertised by the HR department?

- 1) Yes
- 2) No

Satisfaction level of Advertisement of ELI Nursing Home

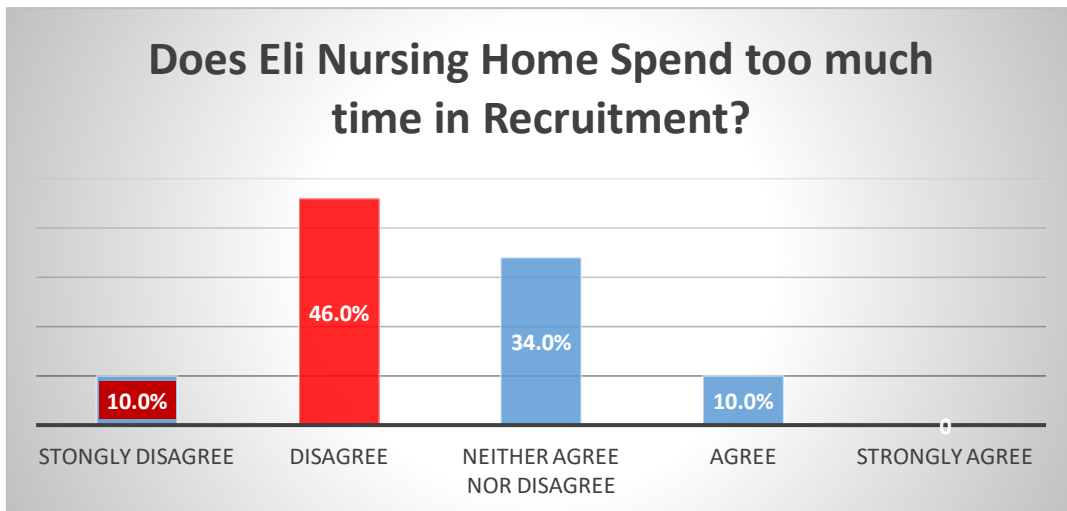


Interpretation:

68% employees have shown dissatisfaction with the advertisement that are promoted by the Eli Nursing Home.

Q9. Do you think ELI Nursing Home spends too much in term of time and costfor the recruitment process?

- 1) Strongly disagree
- 2) Disagree
- 3) Neither agree nor disagree
- 4) Agree
- 5) Strongly agree



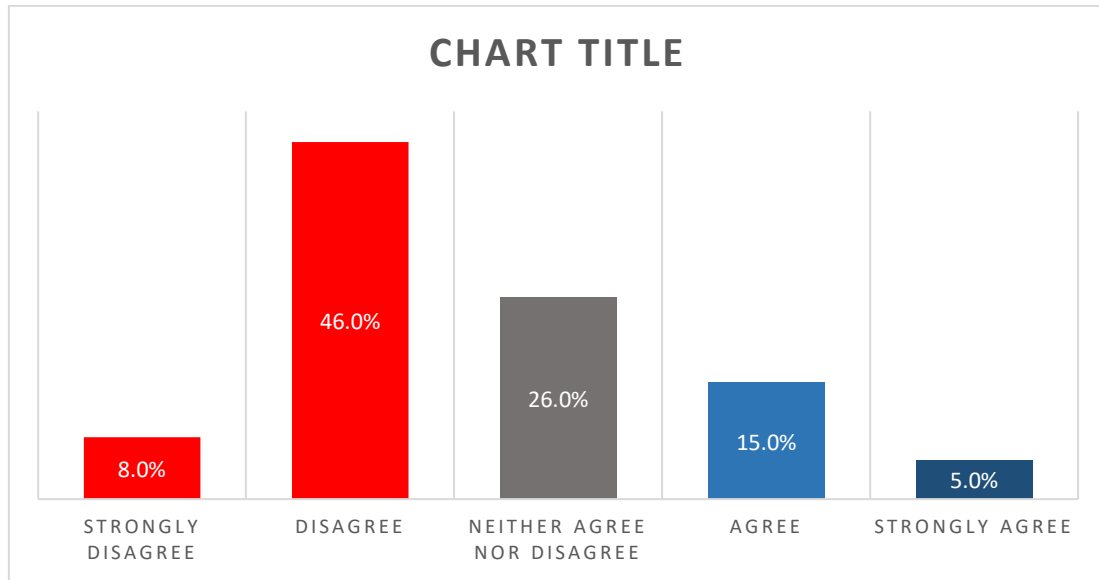
Interpretations:

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Eli nursing Home doesn't spend much time on recruitment process replied by 46% of employee. 34% did not answer the question.

Q10. Does the selection process at ELI Nursing Home bring in the right candidate for the right job?

- 1) Strongly disagree
- 2) Disagree
- 3) Neither agree nor disagree
- 4) Agree
- 5) Strongly Agree



Interpretation:

46% had showed dissatisfaction of the selection process of the nursing home that it doesn't bring right candidate for the right job.

Chapter 7

Findings of Study



Child Care in Dhaka Bangladesh
বাচ্চা আপনাদের হাসি খুশি
রাখার দায়িত্ব আমাদের

আপনার বাচ্চার অর্বাঙ্গনিক দেখাশোনার জন্য আমরা দক্ষ নার্স দিয়ে থাকি।

- অতিরিক্ত অময়ে খাবার খাওয়ানো
- ডায়ালপার চেইঞ্জ করানো
- বাচ্চার সাথে খেলাধুলা করানো
- গোম্বন করানো
- ভূম পড়ানো
- মেখা পড়া করতে সাহায্য করা

অটিজম বাচ্চাদের জন্য রয়েছে অভিজ্ঞ ফিজিও থেরাপিস্ট



Findings of the Report

At this point, I want to show the findings, I have got from this whole 3 months long process of the internship program. I want to declare that all the Objectives of the report are met. And all the guidelines of the report are followed properly. Moreover, I would like to share here the occupying findings after completing the analysis and interpretations chapter.

1. Most of the employees recruited by ELI Nursing home are from internal reference. There fewer got selected through advertisement, Media or from any consultancy firm.
2. All the employees, whether from reference or walk-in interviews, have to pass selection rounds.
3. Eli Nursing Home always uses some common techniques in the selection process. So, it is difficult for some outside candidate to get selected that an inside candidate.
4. ELI Nursing Home usually takes a long time in the recruitment and selection process.
5. It usually calls the selected candidate to join immediately. Often they grant 1-2 weeks to join.
6. Eli nursing home gives priority to professional skills and less priority to merit knowledge.
7. HR department of Eli Nursing Home is not well enough to promote the nursing home by advertisement. In fact, very few poor people know the nursing home because of the poor promotion of the HR department.
8. ELI Nursing Home usually spend too many costs and time for recruitment and selection, but still, they cannot get right employee for the right job.

Chapter 8

Recommendations and Conclusions



Recommendations

I want to share some suggestions based on my findings and previous analysis to ELI Nursing Home for the betterment, as I have felt and seen the nursing home so closely by last three months of my internship period.

1. HR department of ELI Nursing Home should reduce the time of choosing a personnel in the recruitment and selection process as it loses candidate's interest.
2. It is suggested to ELI Nursing Home to increase HR personnel in the recruitment and selection process.
3. HR department should give priority to both professional skills and merit candidates equally.
4. Avoid selecting candidates through reference as it creates an opportunity to enter unskilled people into a sensitive organization.
5. The advertisement should be frequently increased so that the poor people, as well as all kind of patients, can take medical facilities
6. It has only 10 bedding facilities that are so little for the everyday crowd.
7. Databases of passed out Intern can be considered as a source of effective recruitment strategy for an immediate requirement.
8. Its Website should be restored immediately.



THE RECRUITMENT AND SELECTION PROCESS OF ELI NURSING HOME

Conclusion

The majority of the recruitment of Eli Nursing Home is done through references to diminish HR cost and workers possess advantage yet it is decreasing the nursing home's reputation day by day. A nursing home is a sensitive place where the absence of gifted individuals can reason for somebody's demise. Nonetheless, Candidates are fulfilled by the manner in which the present selection process is led a large portion of the candidates decide for personal interview which is the present selection process at Eli Nursing Home and the postponement in the interview process is for the most part because of the customer round where the HR of Eli Nursing Home needs to line the possibility for an interview based on the customer's availability.

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THE RECRUITMENT AND SELECTION PROCESS OF ELI NURSING HOME

Appendix Survey Questionnaires

QUESTIONNAIRE OF ELI NURSING HOME BRAC UNIVERSITY

Name:

Designation:

1. How did you come to know about ELI Nursing Home?

- | | |
|-----------------------|-----------------|
| 1) Employee reference | 4) newspaper |
| 2) walk-in interview | 5) Consultancy. |
| 3) website | |

2. Were you explained about the number of rounds to be conducted in the selection process?

- | | |
|--------|-------|
| 1) Yes | 2) No |
|--------|-------|

3. What do you prefer in the selection process?

- | | |
|------------------------|---------------------------|
| 1) Group discussion | 4) Face to face interview |
| 2) Role play | 5) Telephonic interview |
| 3) Written examination | |

4. How much time is taken for the interview process?

- | | |
|----------------------|--------------------|
| 1) Less than 2 hours | 3) 6-8 hours |
| 2) 2-6 hours | 4) More than a day |

5. How much time is given to you to join the organization?

- | | |
|------------------------------|------------------------|
| a. Immediate spot interviews | c. 2-4 week |
| b. 1-2 weeks | d. more than one month |

6. What is the motive behind choosing the job at ELI Nursing Home?

- | | |
|----------------------|----------------------|
| a. Financial support | c. Skill enhancement |
| b. Knowledge gaining | d. Help poor people |

7. Do you agree candidates with more experience should be given preference regardless to merit level?

- | | |
|--------------------------------|-------------------|
| a. Strongly disagree | d. Agree |
| b. Disagree | e. Strongly agree |
| c. Neither agrees nor disagree | |

8. Are you satisfied by the way the vacancies are advertised by the HR DEPARTMENT?

- | | |
|--------|-------|
| 1) Yes | 2) No |
|--------|-------|

9. Do you think ELI Nursing Home spends too much in term of time and cost for the recruitment process?

- | | |
|-------------------------------|-------------------|
| 1) Strongly disagree | 4) Agree |
| 2) Disagree | 5) Strongly agree |
| 3) Neither agree nor disagree | |

10. Does the selection process at ELI Nursing Home bring in the right candidate for the right job?

- | | |
|-------------------------------|-------------------|
| 1) Strongly disagree | 5) Strongly agree |
| 2) Disagree | |
| 3) Neither agree nor disagree | |
| 4) Agree | |

11. How did you feel when you were facing the interview at ELI Nursing Home?

- | |
|--------------|
| 1) Confident |
| 2) Tensed |
| 3) Stress |
| 4) Relaxed |

12. Any suggestions for improving the current recruitment and selection process?