

Recruitment & Selection Process of Square Hospitals' Ltd

Arpa Florence Purification¹ and .²

¹ Square Hospitals Ltd.

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Abstract

The report titled as "Recruitment and Selection Process of Square Hospitals' Ltd. where I discussed about the Human Resource functions especially the Recruitment and Selection Process of Square Hospitals' Ltd. For easily understanding I described training process, Performance Appraisal process, promotion and transfer regulations and the ID card management procedure. In the second part I described the Job analysis schedule of Square Hospital and give a summary of my Job description as a HR employee. In the last part I just try to SWOT (Strength, Weakness, Opportunity, and Threat) analysis the Square Hospitals' basic functions. Finally I have provide my summary of the findings part and try to give suggestions about how to improve the condition of the recent scenario.

Index terms—

Recruitment & Selection Process of Square Hospitals' Ltd Summary-The report titled as "Recruitment and Selection Process of Square Hospitals" Ltd. where I discussed about the Human Resource functions especially the Recruitment and Selection Process of Square Hospitals' Ltd. For easily understanding I described training process, Performance Appraisal process, promotion and transfer regulations and the ID card management procedure. In the second part I described the Job analysis schedule of Square Hospital and give a summary of my Job description as a HR employee. In the last part I just try to SWOT (Strength, Weakness, Opportunity, and Threat) analysis the Square Hospitals' basic functions. Finally I have provide my summary of the findings part and try to give suggestions about how to improve the condition of the recent scenario.

I.

Introduction to the Study n this report the main focus point is on health care Organization, its practice and policy. Healthcare sector mainly emphasizes on health, science and society.

Square Hospitals Ltd., a concern of Square Group is a 400 bed tertiary care hospital. The hospital is an affiliate partner of Methodist Healthcare, Memphis, Tennessee, USA, Singhealth, Singapore, Bangkok Hospital Medical Centre, Thailand and Christian Medical College, Vellore, India.

A lot of Physicians have joined from CMC-Vellore, India. Bangladeshi physicians with impeccable reputation are also part of the medical team. Huge emphasis has been made on quality nursing services, as we have trained over a hundred nurses for over a year. We have nurse educators from Australia, UK, India and the Philippines. Nurses and technicians have already received training from CMC-Vellore which continues to be an ongoing process.

Square Hospital is located in the heart of Dhaka and aims to serve greater portion of the capital city. At present it comprises of two buildings on either side of panthapath connected by over bridge. The main hospital building is 18 stories and is approximately 450,000 sq.ft. The second building (ASTRAS) is located across the street and is 16 stories with 136,000 sq.ft. The second building is expected to be operational by 2011. Both facilities are constructed in accordance with US Fire and Building safety standards.

The outpatient department of this hospital can serve up to 1200 patients daily, through 60 examination rooms. To ensure optimum healthcare-hospitality, the patients are closely monitored in their waiting times in outpatient clinics, emergency and admissions.

1 II.

2 Objective of the Study

The main objective of this study is to study from the different department of the Organization, the origin, the growth, the development status of the industry, the present scenario of the industry and the future scenario of the Organization.

The study also helps to recognize the problems of the company and to become manifest with the possible solutions and recommendations. III.

3 Scopes of the Report

The report deals with the HRM practice including HRP, recruitment and selection process, training and development process, Compensation management, employee relation and separation etc. the study will allow learning about the HRM issues, importance, modern techniques and models used to make it more efficient. The study will help to differentiate between the practice and the theories that direct to realize how the organization can improve their HRM practice and process.

IV.

4 Limitations of the Report

In performing this report I have faced some limitations like: ? Time is a major limitation that would mostly with stands a comprehensive study on the topic selected. ? Various confidential matters, forms, reports were not disclosed to me from HRD.

? Some strategies of business and operation were restricted to handover. ? Improper combination among various departments. ? Other departments are busy and did not get their departments information.

V.

5 Company Profile

Square Group of companies SQUARE Group of Companies is one of the leading business enterprises of Bangladesh. After a 54 year long journey, it is a symbol in the business world of Bangladesh. But the journey was not easy. The company met its downfall in more than one occasion. But because of the great leadership skill of Mr. Samson H Chowdhury, the company overcame all its hindrance and finally became what it is today. What started as a small pharmaceutical company expanded its branches and became a huge group of company. Here is a brief timeline of the journey of the extraordinary company:

Back in 1958, Samson H Chowdhury and three of his friends started SQUARE Pharma as a Partnership Firm. They named it 'SQUARE' because of having four founders and to symbolize their equal contribution. After 10 years of hardship, they finally transformed into a Private Limited Company. In 1974, they made a partnership deal with Janssen Pharmaceutica, a company from Belgium which was basically a subsidiary of Johnson and Johnson International, USA. This partnership turned SQUARE Pharma into a modern company with latest technologies.

8 years after the Janssen Pharmaceutica agreement, SQUARE made their company further advanced by signing a Licensing Agreement with F. Hoffman-La Roche Limited. 1985 was a great year for SQUARE Pharma because they got the first position in the pharmaceutical marketing sector of Bangladesh, beating all other national and multinational pharmaceutical companies. In 1987, SQUARE created history by becoming the first Bangladeshi company to export pharmaceutical products.

In 1988, SQUARE expanded their business by introducing SQUARE Toiletries Limited. This new company became a private limited company in 1994. In the same year, SQUARE Pharmaceuticals offered their shares to the general mass. With a slow but strong progress, SQUARE Group of Companies became a legend in the business world of Bangladesh. It is one of the most revenue generating company of Bangladesh. Currently they have over 3500 employees working in the company. Providing best quality product and customer satisfaction is their primary motto.

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? Endocrine ? ENT ? ER ? Executive/ well child ? Extension Wing ? GE ? General Surgery ? Haematology ? HDU ? ICU ? Infection Control ? Internal medicine ? Interventional cardiology ? IVF ? Medicine ? Microbiology ? Nephrology ? Neuro-ICU ? Neuromedicine ? Neurosurgery ? NICU/PICU ? Nursery ? OBGYN ? Oncology ? Medicine ? Ophthalmology ? Orthopaedics ? Paediatric Surgery ? Paediatrics ? Pathology (Histopath) ? Pathology general ? Physical Medicine ? Psychiatry ? Radiology ? Respiratory Medicine ? SFU ? Sonology ? Surgery ? Urology ? Vaccination Accounts & Finance Services ? Accounts & Finance ? Business Office ? ICT Services

7 Departmental Study

Every organization needs functional departments to run the Organization efficiently and effectively. If the departments are divided into units then the workflow problems will be easier to solve easily. Such type of division of work is helping an Organization to put the right person on the right job which can be only be done by selecting people for various departments according to their skills, qualifications and work knowledge. Departmental segregation helps an employee to clarify his/her role efficiently. Square Hospital has the following departments: ? Accounts & Finance Department ? Human Resource Department ? Marketing Department ? ICT Department ? Medical Department ? Nursing Department ? Engineering Department ? Material Management Support ? Management Support Services ? Pharmacy Department ? Administration Department

8 Human Resources Department

Human Resource is the department that is related with organizing, directing, controlling of the compensation, integration, procurement and development of the overall company. Human Resource department's main function is to manage, recruit, select, train up and develop an employee for an organization.

Square Hospital is the Company with more than 2500 employees including doctors, nurse, PCA, Accounts graduated, marketing graduated as well as HR graduated people.

9 Recruitment & Selection Process a) Requisition

At first HR personnel need to identify the vacant position, job description of the vacant position and then employee specifications is prepared by the concerned department and have to send to HR department.

Year 2019() G c) Interview

Square Hospital takes oral interview for all sorts of positions including doctors, nurses; executives etc and give evaluation through their own evaluation form.

10 Pic: Interview Evaluation Form d) Training

After taking oral interview, they finally take employees who have better experience, better English skills and then provide them training by identifying their needs.

11 e) Placement

Finally, Human Resource department prepares the necessary documents and then send the selected candidates to his respective department for placement.

12 Performance Appraisal

The performance appraisal process is an opportunity to recognize performance against the objectives and behaviors (performance attributes) required for success. Performance appraisals allow managers to provide staff coaching and support in a structured way.

The management team of Square Hospital appraises and maintains performance record of employees periodically and when required.

13 Probation period

? 6 months ? Extendable to 12 months Resignation from service ? Any time on probation ? One month notice period for permanent employees

14 Termination of service

? Any time on probation ? 1 month notice period / basic pay in lieu of notice period

15 Promotion & Transfer

According to Pigours and Myers, "Promotion is advancement of an employee to a better job -better in terms of greater responsibility, more prestige or status, greater skill and especially increased rate of pay or salary".

Square Hospital provides promotion on the basis of merits, vacancy and capacity of the employee. They give promotion by evaluating an employee's previous working history and work performance.

If an employee get promotion, then the Hospitals HR provide promotion letter to that employee, change the designation status and also increase the salary.

Promotion: Depending on performance & vacancy. Increment: Based on performance once a year.

Transfer: At discretion of Hospital, transfer and may change the department.

16 Retirement age: 57 Years

Working Hours: 8 hours shifts (May be required to work alternating shifts)

Confidentiality: Company's information, Business strategy/Policy/Documents are highly confidential. So, all the employees are requested to not to disclose his/her salary to anyone.

17 Leave Management

For any organization, especially for startups and small businesses, employee leave management is a crucial aspect. Such records of employees help you keep track of their diligence. It also indicates the interest your employee has in his/her work. Leave application should be submitted to HR leave management coordinator at least a day before in case of casual and earn with their departmental Head's approval.

18 Types of

Sick leave applications have to be submitted with Doctors advice paper after observing the leave.

19 traininG in HouSe local foreiGn

Termination: At first the HR team did the Primary investigation, then sends Show-cause notice to the employee and asks to give explanation for such incident.

Finally HR teams did the Formal investigation and decide whether to terminate that employee or not. Every employee got an Identity Card when they joined. In order to get the Identity Card they have to fill up a form requiring some information, e.g. their name, designation, department name, present as well as permanent address, blood group, emergency contact person's name and details etc.

20 Global

If the employee lost his/her ID card then he/she has to submit Police GD copy and a fine of BDT.250.

Square Hospitals' HR department has its own Identity Card machine and specific departments ID card is provided by the designated HR employee.

Pic: ID card XI.

21 Job Analysis

Job Analysis is a primary process which helps to collect data. The process includes job description and jobspecification related data. The Job vacancy only can be fulfilled when the Hr manager collects these two sets of data.

Job analysis helps in order to accurately place the right person in thye right place and also at the right time. This analysis helps both employer and employee to understand about what to deliver and the processes to deliver.

Writing down both the job description and job specification helps the employees to cope up with the new challenges that the company will meet.

qualities and characteristics should be needed for the job position. ? It also helps to select the most appropriate candidate for the particular job.

22 XIV. Swot Analysis

Recruitment & Selection Process of Square Hospitals' Ltd

In SWOT analysis, Strengths and Weaknesses considered as an internal factor and it can be controlled and on the other hand Opportunities and Threats are considered as external factor and cannot be controlled.

23 Strengths

Square Hospital is a well known hospital for its provision of quality management and it well behaved medical care. The hospital attracts more and more staffs by providing lots of facilities. ? Square Hospital has a good Brand Name and it is a renowned and familiar hospital in Dhaka City as well as in Sylhet City. ? Square Hospital has well known and efficient surgeons and Doctors which is the biggest strength of the hospital. ? The hospital is also popular for its good infrastructure and world class services. ? Square hospital is located in Panthapath, Farmgate, which is in the heart of Dhaka City and most residential area. ? The hospital is popular for its new preventive medical services, telemedicine and more than 50 specialties. ? Well equipped pharmacy of the hospital also attracts its patients. Weaknesses

The weakness of the hospital is very few to detract its ability to attain the core goal. XV.

24 Findings, Suggestions and Conclusions

Findings ? Square Hospital maintain hygienic and clean environment to its premises. ? Square Hospital has AEGIS cleaner who cleans the hospital daily basis.

? Square Hospital provides 24x7 hours emergency service to its patients. ? All the employees of the hospital work as a team and always remain active especially at the night shifts. ? Some Organization like World Vision, British Council is the corporate client of Square Hospital and the Hospital authority maintains a good relationship with its corporate clients. ? Square Hospital provides newly invented medical facilities, use fully automated machine and innovative technologies which attracts the patients. ? Square Hospital provides 24x7 hours ambulance and helicopter facility. ? The employees of the hospital are the essence part, so they are treated

201 with special facilities. Example: One employee parents, spouse and children get 50% discount incase of OPD and
202 IPD service.

203 **25 Suggestions**

204 o Square Hospital has high customer demand, so the hospital authority needs to increase its bed numbers. o
205 Square Hospital should provide facilities to the poor people, so that they can get better treatment from the best
206 place.

207 **26 Conclusion**

208 Square Hospitals' slogan is "At Square We Care" and the hospital authority tries to maintain this Moto to all of its
209 patients and the Doctors, Nurses, Administration staffs try to provide their level best quality services to its OPD
210 and IPD clients. Square Hospital is one of the leading Hospital in Dhaka city and people from outside Dhaka come
211 here to get the best treatment. The Hospital management teams are always there to provide satisfied treatment
212 to its clients. Hospital is always upgraded with newly invented technologies and medical cares. Government also
213 takes treatment from Square Hospital and always gives support for the betterment of this hospital.

214 **27 Acknowledgement**

215 First of all I would like to thank to almighty God as finally I am able to submit my observation report on
216 "Recruitment and Selection Process of Square Hospitals". I choose this company as I am working here as a
217 Human Resource Officer from October, 2015 and I have some practical knowledge about this company. I would
218 like to thank my honorable General Manager (HR) who give us support and provide me some information about
219 Square Hospitals' Ltd. He also suggested me about what I can include in the report. My honorable faculty
220 member Dr. Md. Shahidul Islam also help me in this regard my providing me an opportunity to work with my
221 current job employment condition.

222 **28 Bibliography**



Figure 1: Volume



Figure 2:



Figure 3: I



Figure 4:



Figure 5:



Figure 6: G



Figure 7:



Figure 8: ?



Figure 9:



Figure 10:



Figure 11:



Figure 12:

Figure 13:

The 90's was exceptionally good for SQUARE Group of Companies. They started bulk production of pharmaceuticals during this decade, they won the National Export Trophy, they established a new industry and named it 'SQUARE Textile Limited" and they started manufacturing agro-chemicals and veterinary medicines.

The new century has been remarkable for SQUARE group as well. They started SQUARE Spinning Limited in the year 2000, SQUARE Knit Fabrics Limited and SQUARE Fashions

Figure 14:

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Mission

? Deliver Quality health care within 5 CORE standards:

? ? Providing quality health care service in all processes.

? Delivering customer satisfaction through quality services.

Vision

Our vision is that Square Hospital will become the location of choice for Bangladeshis and people of South and Southeast Asia for quality healthcare and an integrated centre for clinical services, medical and nursing education and research.

Objective

Our objectives are to conduct transparent business operation based on market mechanism within the legal & social frame work with aims to attain the mission reflected by our vision.

Departments of Square Hospitals' Ltd

VI.Company
Profile

Medical Services

? Anesthesia

? Cardiac and Vascular surgery

? Cardiac Anesthesia

? Cardiology & CCU

? Day Care

? Dentistry

? Dermatology

KEY PEOPLE

FOUNDER
CHAIR-
MAN:
Samson H
Chowdhury
MAN-
AGING
DIRECTOR
: Tapan
Chowdhury
DIRECTOR
: K.M.Saiful
Islam
330 crore +
2500+
www.squarehospitals.com

REVENUE**EMPLOYEES****WEBSITES**

Figure 15: TYPE OF BUSINESS ENTITY PRIVATE INDUSTRY HEALTHCARE
FOUNDED 2006 HEAD QUARTERS PANTHAPATH, DHAKA

Figure 16:

224 Recruitment & Selection Process of Square Hospitals' Ltd XII.

225 **.1 Job Description**

226 Job description of any company includes ? Job related basic data ? Job related information like job title, job
227 location, whom to report, summary of the job, nature of the job, objectives of the job, duties as well as tasks to
228 be performed, working condition, tools and equipments to be used by the employee and hazards that is involved
229 in the job.

230 **.2 Job Specification**

231 A written statement of the educational qualifications, qualities that is required for the job, experience level,
232 technical, physical and communication skills that is required for the job is known as Job Specification.

233 Job specification also includes intelligence level, mental health condition, leadership skill, emotional ability,
234 creativity, flexibility and adaptability etc.

235 **.3 Purpose of Job Specification**