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Recruitment & Selection Process of Square Hospitals' Ltd

By Arpa Florence Purification

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.

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I. INTRODUCTION TO THE STUDY

In 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

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patients are closely monitored in their waiting times in outpatient clinics, emergency and admissions.

II. 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.

The Overall Objective of the Study

- To study overall Organizational structure.
- To collect information about its products and service activities.
- To know different functions and services of the entire Human Resource department.
- To know the everyday jobs of top management and how to implement the responsibility in a competitive economy.
- Job Analysis with Job Description and Job Specification
- To analysis and justify the Organization using SWOT analysis.

III. 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. 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. 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. 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 Limited in 2001. They started SQUARE Consumer Products Limited, SQUARE Informatix Limited and the really popular SQUARE Hospitals Limited in the same year. So they made their biggest expansion within the first two years of the new century. In 2003, they made a management agreement with Bumrungrad Hospital International of Thailand and gave them the responsibility to supervise the operation of SQUARE Hospital.

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.

Square Concerns are

<u>Sl.</u>	<u>Name</u>	<u>Logo</u>
1	SQUARE PHARMACEUTICALS LTD	
2	SQUARE TEXTILES LTD.	
3	SQUARE TOILETRIES LTD.	
4	SQUARE CONSUMER PRODUCTS LTD.	
5	SQUARE FASHIONS LTD.	
6	SQUARE INFORMATIX LIMITED	
7	SQUARE AGRO DEVELOPMENT & PROCESSING LTD.	
8	SQUARE HERBAL & NUTRACEUTICALS LTD.	
9	SQUARE YARNS LTD.	
10	SQUARE HOSPITALS LTD.	
11	SQUARE SECURITIES MANAGEMENT LTD.	
12	SQUARE AIR LIMITED	
13	SQUARE TEXCOM LIMITED	
14	MEDIACOM LIMITED	

15	SQUARE FASHION YARNS LTD.	
16	MAASRANGA TELEVISION	
17	SEBAZPUR TEA COMPANY LTD.	
18	AEGIS SERVICES LIMITED	
19	SQUARE DENIMS LTD.	

VI. COMPANY PROFILE



TYPE OF BUSINESS ENTITY	PRIVATE
INDUSTRY	HEALTHCARE
FOUNDED	2006
HEAD QUARTERS	PANTHAPATH, DHAKA
KEY PEOPLE	FOUNDER CHAIRMAN: Samson H Chowdhury MANAGING DIRECTOR : Tapan Chowdhury DIRECTOR : K.M.Saiful Islam
REVENUE	330 crore +
EMPLOYEES	2500+
WEBSITES	www.squarehospitals.com

Mission

- Deliver Quality health care within 5 CORE standards:
- Adhering to high ethical and moral standards at all times.
- Making service quality top priority in all we do.
- Training staff to work within a quality care environment.
- 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

Medical Services

- ✓ Anesthesia
- ✓ Cardiac and Vascular surgery
- ✓ Cardiac Anesthesia
- ✓ Cardiology & CCU
- ✓ Day Care
- ✓ Dentistry
- ✓ Dermatology
- ✓ 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

Administration Services

- ✓ Administration

Ancillary Services

- ✓ Ancillary Services
- ✓ Blood Bank
- ✓ Central Sterilization Services Department
- ✓ Clinical pharmacy
- ✓ Diagnosis Services
- ✓ Health Information Management
- ✓ Laboratory & pathology
- ✓ Microbiology
- ✓ Patient Nutrition Services
- ✓ Physiotherapy
- ✓ Radiology & Imaging
- ✓ Radiotherapy/Oncology

Branch Office

- ✓ Sylhet Office

Emergency

- ✓ Emergency Services

Engineering Services

- ✓ Engineering
- ✓ Biomed Engineering

Human Resources

- ✓ Human Resources Department

Management Support Services

- ✓ Communication
- ✓ Food & Beverage
- ✓ Housekeeping & Laundry
- ✓ Management Support
- ✓ Safety & Security
- ✓ Transport

Marketing & Business Development

- ✓ Customer Services
- ✓ Marketing & Business Development Services

Material Management Services

- ✓ Inventory Management
- ✓ MMS
- ✓ Procurement

Nursing Services

- ✓ Nursing

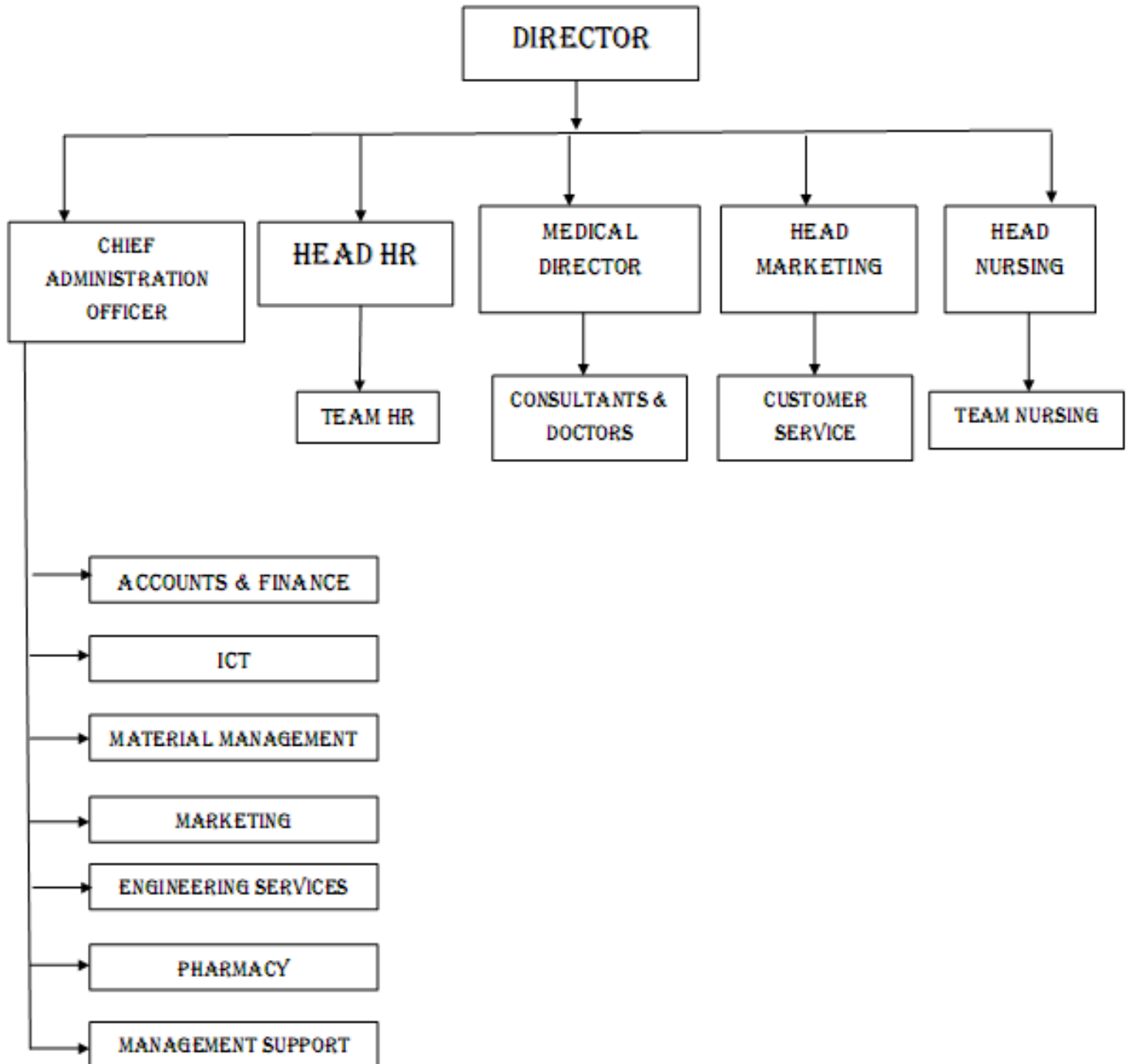
Square College of Nursing

- ✓ Square College of Nursing

About The Hospital

- 420 Bed multi-disciplinary hospital facility
- Out / Inpatient + Diagnostics all together
- 24 Hours Services in all major areas
- Fully Equipped Emergency Services
- State of Art ICU/ CCU/ NICU Services
- Built to international safety standards
- Many staff with "overseas" experience
- Infection Control and TQM Programs

VII. ORGANIZATION STRUCTURE



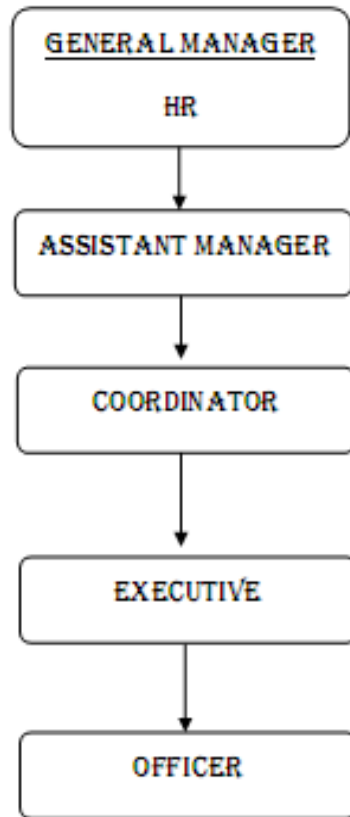
VIII. DEPARTMENTAL STUDY

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

Department Structure:



Square Hospital offers

Square Hospital is one of the best Hospitals in Dhaka City which offers –

- World's best medical service.
- Pay skill to employee if related to their performance.

- ☞ Material Management Support
- ☞ Management Support Services
- ☞ Pharmacy Department
- ☞ Administration Department

I worked in Square Hospitals' Human Resource department and look after the Recruitment and Selection process from October, 2015. Hereby I am summarizing the Human Resource departmental structure in a brief.

IX. 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.

- Structured oriented leadership for the good performers to enrich their career.
- Value added training is provided to all sort of staffs based on their needs.

Square Hospital Recruits mainly –

- All specialties Doctors (Consultant, Ass. Consultant, Specialist, RMO)
- Nurses (Junior Nurse, Staff Nurse)
- Patient care Assistants (PCA)
- Customer Care Officers
- IT Specialists
- Accounts & Finance Specialists
- Human Resources Specialists
- Engineers and Maintenance Staffs
- Drivers, Cleaners, Cooks etc.

1. Responsibilities Performed by HR

- ☞ We assist in developing HR rules
- ☞ We ensure that policy is communicated to all
- ☞ We develop new policies as required

- ☞ We ensure that staffs are advised about Rights, Wrongs, and Responsibilities
- ☞ We the HR assist employees in their work

Square Hospitals Basic HR functions are

Recruitment & Selection: Recruitment is the process through which the company selects the right employee for the right position.

Square Hospital's **Recruitment & Selection** process is as below-

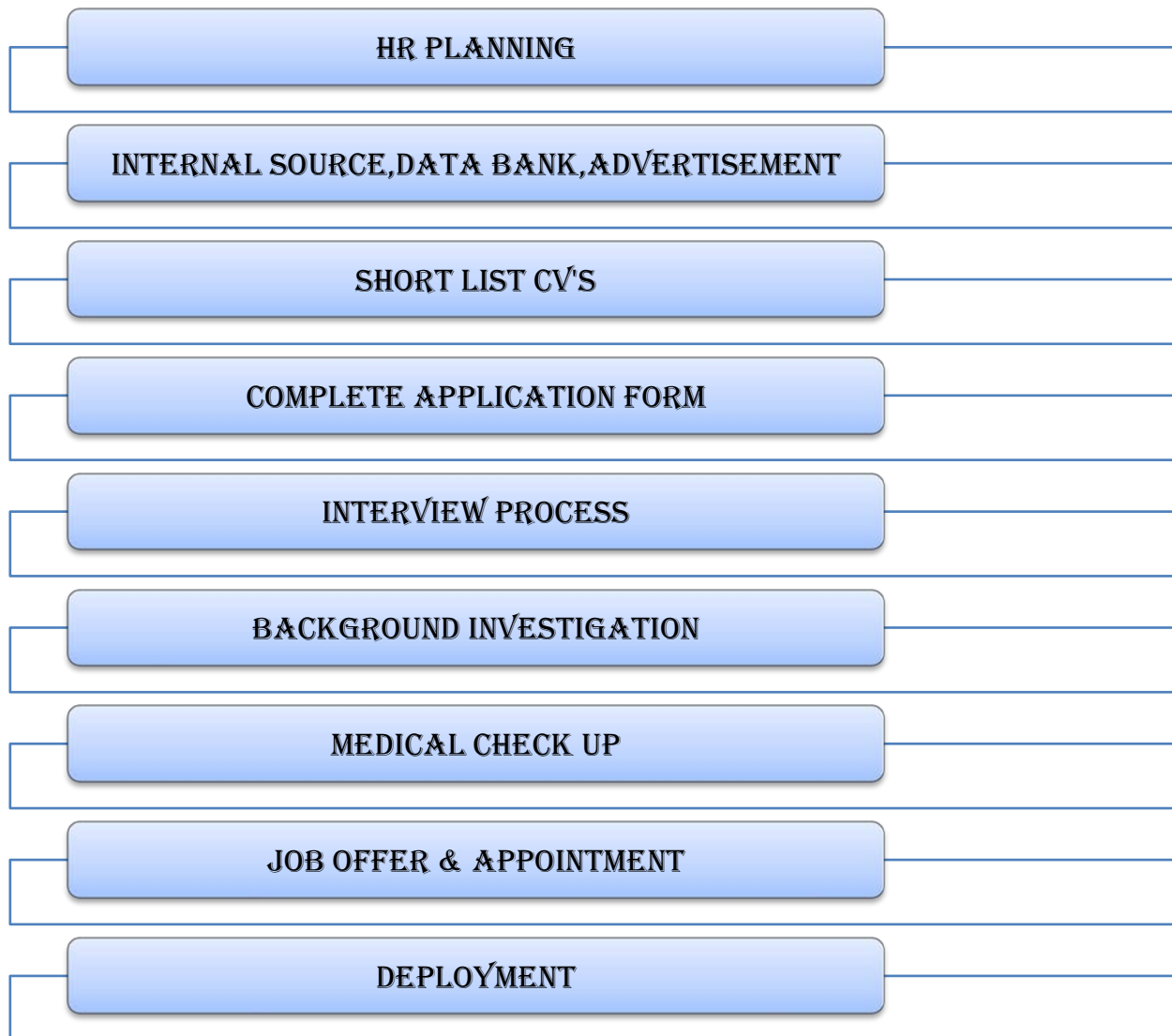



Fig. 1: Recruitment & Selection Process

X. 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.

		Requisition for New Employee Hire	
Requisition Detail <i>Please use separate form for separate requisition</i>			
1. Requisition Date:			
2. Department/ Division Name:			
3. Designation (position) for which request is made:			
4. Number of vacant positions:			
5. Type of Service <input type="checkbox"/> Permanent <input type="checkbox"/> Contractual <input type="checkbox"/> Daily Basis/ Temporary			
6. Type of the Post: <input type="checkbox"/> Created New Post (Job Description Required) <input type="checkbox"/> Existing post			
7. Nature of recruitment: <input type="checkbox"/> Replacement <input type="checkbox"/> New Instance			
8. Detail Job description (please fill up this section for Created New Post only):			
a. Designation of the reporting person/ superior:			
b. Detail of job description, extra sheet can be attached if required:			
c. Candidate's educational qualification required for eligibility:			
d. Candidate's experience required for eligibility:			
Comments [if any]:			
Requested by [Name & Designation]:			Signature
Approval			
Comment and Recommendation from HR		Comments and Approval of the Director	
HR Use Only			
Job/ Requisition ID: SHL/HR/RS/ <input type="text"/>			
SHL/ HR/ FORM-RS-0001		Revision No.: 00	
Page 1 of 1			

Pic: Requisition Form

b) Advertisement

Square Hospital provides advertisement only for few positions to newspapers, Online circular and other sources of CV's are collected from its internal sources.

SQUARE Hospitals Ltd.

Join The Leader

Ref: MED/May/2017 Share / Save

SQUARE Hospitals is all about making a difference. A difference in terms of qualitative standard of local health services, professional excellence and the overall health care culture of the country. The Hospital seeks quality professional for the following position.If you are driven by passion, join us to make the difference.

Specialist – Urology, Medical Services

Application Deadline: Saturday, June 10, 2017

Job Status : Full Time

Job Description:

Education/ Training:
-Appropriate Post-Graduate qualification, with at least One (1) year of experience after completion of Post Graduate certification.

Candidates are requested to apply with a CV, one recent photo and copies of all academic and experiential certificates and mention the position on top of the envelope. Application should be addressed to: General Manager Department of Human Resources SQUARE Hospitals Ltd. 18/F, Bir Uttam Qazi Nuruzzaman Sarak West Panthapath, Dhaka-1205.

Instruction to Apply

Applicants meeting the requirements of the position are requested to apply through the following link

[Apply Now](#)

Pic: Online Advertisement

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.

		CANDIDATE EVALUATION		Dept	
				Division	
A. GENERAL INFORMATION					
HR Ref. No.					
Applicant				Date & time	
Position				Place	
B. EVALUATION OF THE CANDIDATE					
INSTRUCTIONS and DIMENSION RATING SCALE					
Please put any number ranging from 1 to 5 (no decimal) in the Rating column for each Dimension to evaluate the candidate.					
1 - Much less than acceptable (Poor)			4 - More than acceptable (Above Average)		
2 - Less than acceptable (Below Average)			5 - Much more than acceptable (Outstanding)		
3 - Acceptable (Average)					
DIMENSION		RATING	COMMENTS		
PERSONAL ATTRIBUTE (Consider personal appearance, speech, manners etc.)					
REASONING SKILL (Consider organization of ideas, clarity of expression, logical and soundness of reasoning)					
KNOWLEDGE ADVANCEMENT (Is he/she aware of the technological advancement in his/her professional field)					
COMMUNICATION (How articulate is he/she in putting ideas across and also his/her ability to comprehend problems)					
IMPACT (How does he/she present himself/herself and create impression on others)					
MATURITY-ATTITUDE (Self-confidence, independence and flexibility)					
REMARKS/ RECOMMENDATIONS					
(Please put your comments indicating the suitability for the post)					
Overall Summary: <input type="checkbox"/> Very weak <input type="checkbox"/> Weak <input type="checkbox"/> Capable <input type="checkbox"/> Strong <input type="checkbox"/> Excellent					
Comments (if any):					
Recommendations: <input type="checkbox"/> Consider for employment <input type="checkbox"/> Reject					
Interviewer's Name:				Signature:	
SHL/ HR/ FORM-RS-0005		Revision No.: 00		Page 1 of 1	

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.

e) Placement

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

2. Training & Development: Human Resource management regards training and development as a function concerned with organizational activity aimed at bettering the job performance of individuals and groups in organizational settings.

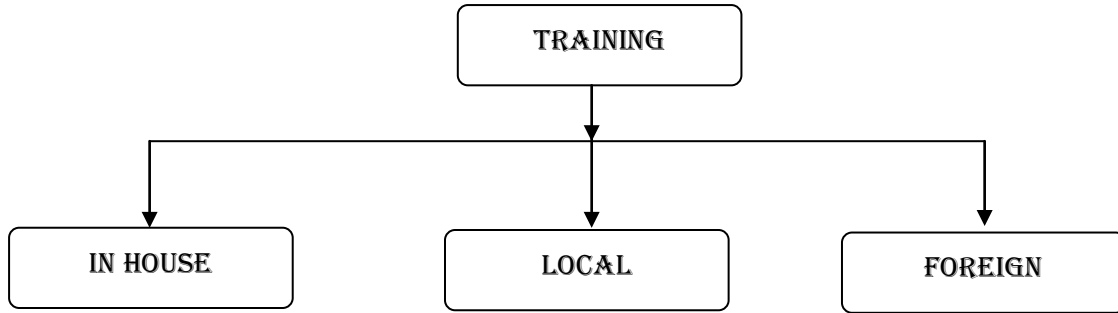
Square Hospitals arrange In-service educational programme for nurses and also arrange Continuous Medical Education (CME) for Doctors on every Wednesday.

Annual training plan is made depending on the initiative development priorities. Training needs is regularly reviewed by a specific HR coordinator and he set up the plans for training at the beginning of the year.

Training can be –

- On the Job method
- Off the job method
- Job rotation method
- Training provided by experienced persons
- Conference method
- Apprenticeship

Training in Square Hospital can be –



❖ Organize and Co-ordinate In-House & Local training which is provided by Experience Doctors or by Departmental Managers.

❖ We provide training to:

- ✘ High Potential Employees
- ✘ Higher Responsible person
- ✘ Committed Employees

3. 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.

Probation period

- ✘ 6 months
- ✘ Extendable to 12 months

Resignation from service

- ✘ Any time on probation
- ✘ One month notice period for permanent employees

Termination of service

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

4. 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.

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.

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.

5. 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.

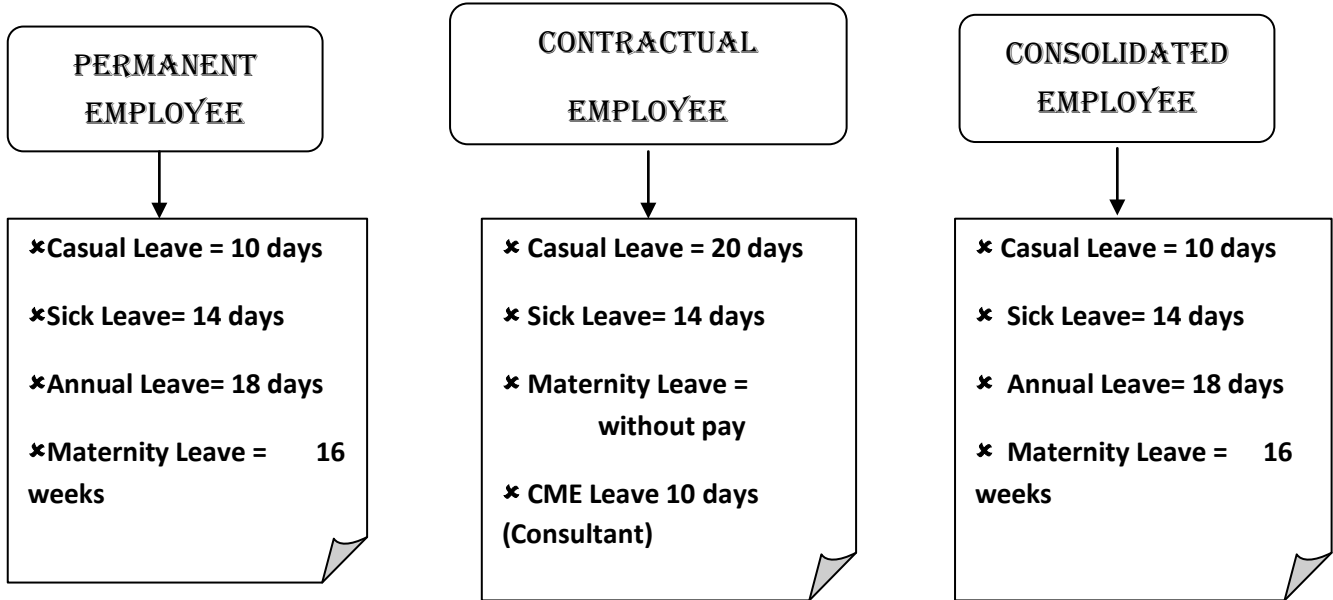
Types of Leaves

- o Casual Leave (10 days)
- o Sick Leave (14days)
- o Earn Leave (18 days)
- o Maternity leave (112days or 16 weeks)

Leave application should be submitted to HR leave management coordinator at least a day before incase of casual and earn with their departmental Head's approval.

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

Leave Entitlements



		LEAVE APPLICATION		HR-SR-020/V.4 AD 01-09-12	
A. INFORMATION OF EMPLOYEE					
Employee ID				Leave status (to be filled by HRD)	
Name				Leave Type	Entitled
Designation				CL	
Department				SL	
Division				EL	
Date of Joining				Other	
Date				Comments	
B. APPLICATION DETAIL					
Leave type: <input type="checkbox"/> Casual <input type="checkbox"/> Sick <input type="checkbox"/> Earned <input type="checkbox"/> Other: _____					
Leave Period : From _____ To _____ Total days _____					
Purpose/ Remarks : _____					
Contact Address : _____ Phone: _____					
Please mention details incase of Station leave: Place: _____ From _____ To _____					
Arrangement during leave (person responsible) : _____					
Signature of responsible person _____			Signature of the applicant: _____		
C. RECOMMENDATION AND APPROVAL OF CONCERNED DEPARTMENT					
Recommendation of immediate supervisor			Approval of the Department Head/ In-Charge		
Comments (if any): _____			Leave application: <input type="checkbox"/> Approved <input type="checkbox"/> Not approved		
Date: _____ Signature: _____			Condition (if approved): <input type="checkbox"/> With pay <input type="checkbox"/> Without pay		
Date: _____ Signature: _____			Comments (if any): _____		
Date: _____ Signature: _____			Date: _____ Signature: _____		
D. FOR HUMAN RESOURCE USE					
Leave application : <input type="checkbox"/> Approved (As granted in section C) <input type="checkbox"/> Not approved					
Comments (if any) : _____					
Date : _____ Authorized Signature: _____					
LEAVE ACKNOWLEDGEMENT					
Dear Mr/ Ms. _____				Updated leave status	
Employee ID _____ your leave application dated from _____				Leave Type	Entitled
to _____ has been approved/ not approved. Thank you.				CL	
Comments: _____				SL	
Date: _____ Signature: _____				EL	
				Other	

Pic: Leave Form

Salary Administration

Pay day: Salary is being transferred within 5th day of the following month.

Pay Review

- Review is made annually
- Considering salary survey
- In comparison with other Hospitals

ID card Management

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.

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.



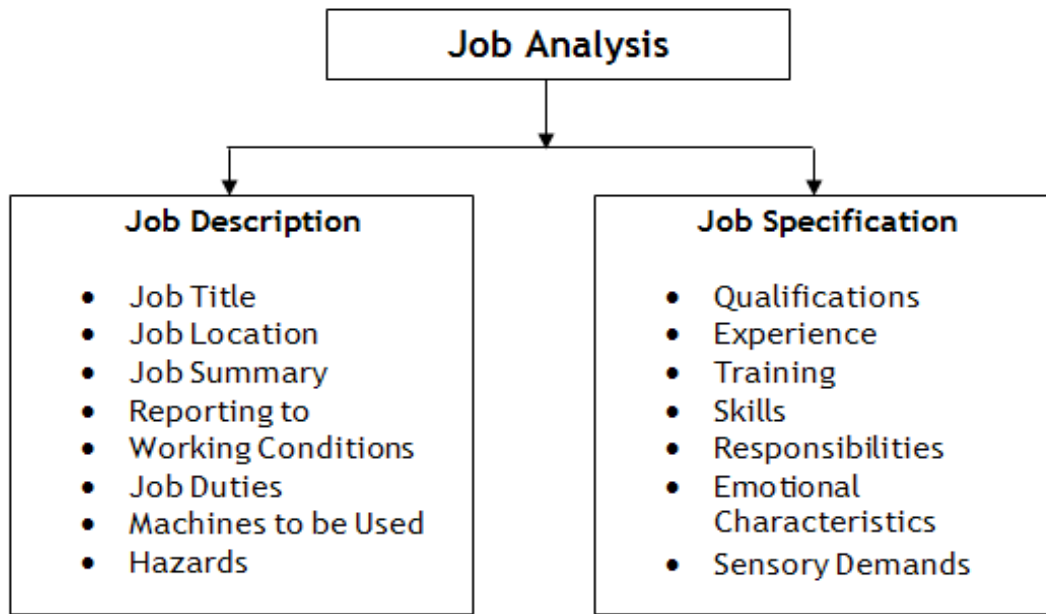
Pic: ID card

XI. JOB ANALYSIS

Job Analysis is a primary process which helps to collect data. The process includes job description and job specification 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.



XII. JOB DESCRIPTION

Job description of any company includes

- Job related basic data
- Job related information like job title, job location, whom to report, summary of the job, nature of the job, objectives of the job, duties as well as tasks to be performed, working condition, tools and equipments to be used by the employee and hazards that is involved in the job.

As a Human Resource employee my Job description is

Job Title	Human Resource Officer
Tasks and Responsibilities	-look after the Recruitment & Selection process -Give Orientation to new employees, provide them id cards, upload their names to HR matrix -Maintain good working condition, make good relations with employees, motivate them -Train them to develop their career & Train about their job description & specification. -Compensation management, Maintain rewards & Incentives. -Leave management - Maintain Compliance related issues -Maintain Internal Communications
Supervisor	Md. MahmudulHasan (Human Resource Coordinator)
Qualifications	BBA. MBA (Major in Human Resource)
Working Hours	8 hours (9am to 5 pm)

XIII. JOB SPECIFICATION

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

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

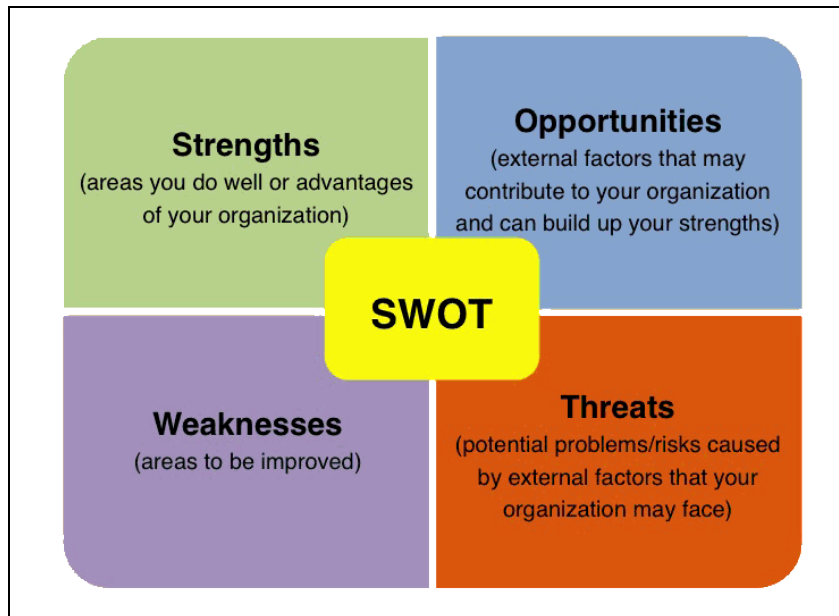
Purpose of Job Specification

- Job specification helps to identify a person's capability, whether he/she is eligible for the post or not.
- It provides detailed information about a job including job responsibilities, required technical and physical skills and abilities and much more.
- Job specification helps the recruiting team to identify what level and what kind of qualifications,

qualities and characteristics should be needed for the job position.

- It also helps to select the most appropriate candidate for the particular job.

XIV. SWOT ANALYSIS



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.

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.

- ✓ Cost of the services provided by the hospital is high as because the hospital focuses on a specific class

of people. Lower income people may not be able to afford the cost.

- ✓ High workload of the staffs especially for the nurses.
- ✓ Limitations of beds in Paediatrics and OBGYN sectors.

Opportunities

- ✓ Easy to recruit nurse from the Nursing College of SQUARE.
- ✓ Strong Collaboration with Governments.
- ✓ Increased demand for the healthcare services as the hospital is located in a potential area.
- ✓ Square Hospital has demands also for the people outside the Dhaka City.
- ✓ Easy ambulance and helicopter facility of the Hospital.

Threats

- ✓ Many more well structured and new preventive medical sectors are coming to the market.
- ✓ Unable to attract nurses as most of the nurses leave the job because getting Government posting.
- ✓ Many Foreign Doctors are leaving the countries because of not having social securities.

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

Suggestions

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

Conclusion

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

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