

A STUDY ON PORTEA MEDICALS's POLICIES AT HYDERABAD

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CHAPTER I: INTRODUCTION

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INTRODUCTION

1.1. INTRODUCTION OF THE STUDY

In this modern era an employee is considered as the top most asset in any organization as the success and constructive development of any company is directly linked with the efforts of its employees. Not only this, various theories of management have given us directions to derive optimum results by creating a holistic work life culture and productive work cycle.

The main challenge for any organization is to build a efficient work force and this challenge, to create and efficient and productive work force can be achieved by the process of recruitment. If the process of recruitment is executed in a right way then there is no doubt that an efficient, productive and talented work force can be obtained.

Along with right recruitment process, a firm is required to provide its employees some sort of security so that the employee can work in a stress free and secure environment. The employee's security is safeguarded by Employee's Provident Funds (EPF) & Miscellaneous Provision Act, 1952 and The Employees State Insurance (ESI) Act, 1948.

The main aim and objective of this project report is to research about the dynamic process of recruitment and also to know about how organizations implement The EPF and The ESI policy. The study of mentioned topics is done in accordance to Portea Medical Private Limited.

The study considers the perception of an employee upon the firm and the firm upon its employees. Along with perception, the 'Human Resource' aspects of management theories are also considered. The optimum satisfaction the employee generates while working in a particular company is directly proportional to the outcome that the firm derives.

The report gives a holistic view of the organization details and incorporates about recruitment process, The EPF and The ESI policy details.

1.2. RESEARCH METHODOLOGY

Research is defined as human activity based on intellectual application in the investigation of matter. The primary purpose for applied research is discovering, interpreting and development of methods and system for the advancement of human knowledge on a wide variety of scientific matters of our world and the universe. Research can use the scientific method, but need not so.

Research is the decision regarding what, where, when, how much, but what means concerning and inquiry or a research study constitute a research design. It can be defined as the arrangement of condition for collection and analysis of data in a manner that aims to combine the relevant to the research purpose to the economy procedure.

Research is needed because it facilitates the smooth sailing of the various research operations, thereby making research as efficient as possible yielding maximal information with minimal expenditure of effort, time and money. In fact, research design has a great bearing on the reliability of the result arrived at the end such constitutes the firm foundation of the entire edifice of the research work.

They are two types of data. Primary data are those which are collected a fresh and for the first time and thus happens to be original in character. Secondary data on the other hand, are those which have already been collected by someone else and which have already been passed through the statistical process. The methods of collecting primary and secondary data differs since; primary data are to be originally collected, while in the case of secondary data, the nature of data collection work is merely that of compilation.

A questionnaire is sent to the persons concerned with the request to answer the questions and return the questionnaire.

A questionnaire is mailed to respondents who are expected to read and understand the questions and select the best answer among the given options in the questionnaire itself. The respondents have to answer the questions on their own.

The sample size of the study is = 50

- **RESEARCH DESIGN:** A research design is the specification of methods and procedures for acquiring the information needed. **Descriptive research** is the type of research design that I have used in my project.
- **SOURCES OF DATA COLLECTION:** The primary as well as the secondary sources of data was used for collection of data.
- **PRIMARY DATA:** The primary data involves the collection of data that does not exist. This can be through numerous forms, including questionnaires and telephone interviews. The following mentioned are the primary sources of data collection:
 1. Interview schedule
 2. Questionnaire
 3. Discussion
 4. Present recruitment procedure
 5. Present EPF and ESI policy
- **SECONDARY DATA:** The secondary data involves the summary, collection and/or synthesis of existing research rather than primary research, where data are collected from, for example research subjects or experiments. The following mentioned are some secondary sources of data collection:
 1. Company LinkedIn profiles.
 2. Other existing records
 3. Available web pages, information links and magazines.
- **SAMPLING TECHNIQUE:** The sampling technique used to conduct the research process was “Random Sampling Technique”.

1.3. NEED FOR THE STUDY

The study on Portea Medical's policies in Hyderabad, with a specific focus on EPF, ESI, and recruitment policies, is of paramount importance for several reasons:

Compliance and Legal Requirements: Understanding how Portea Medical implements EPF and ESI policies is crucial for ensuring compliance with labor laws and regulations. This analysis will reveal the extent to which the company adheres to statutory requirements related to employee welfare and benefits, providing insights into its commitment to legal and ethical standards.

Employee Welfare and Benefits: Examining Portea Medical's EPF and ESI policies will provide valuable insights into the company's commitment to employee welfare. It will help assess the coverage and benefits provided to employees under these schemes, contributing to a better understanding of the overall welfare measures in place.

Impact on Employee Satisfaction and Retention: Analyzing these policies will also help in understanding their impact on employee satisfaction and retention. A comprehensive study can reveal how these policies influence employee morale, motivation, and loyalty, which are crucial factors in maintaining a skilled and committed workforce.

Recruitment Practices and Strategies: Studying Portea Medical's recruitment policy will offer insights into its hiring practices and strategies. This includes understanding the criteria used for selection, diversity and inclusion initiatives, and efforts to attract and retain top talent in the competitive healthcare sector.

Benchmarking and Best Practices: Comparing Portea Medical's policies with industry standards and best practices will help identify areas of improvement. By benchmarking against other organizations, Portea Medical can enhance its policies to align with current trends and practices, ensuring it remains competitive in the market.

Organizational Culture and Values: An analysis of these policies can provide insights into Portea Medical's organizational culture and values. For instance, a strong emphasis on employee welfare and benefits may indicate a culture that values its employees and prioritizes their well-being.

Decision-Making: The study can also inform strategic decision-making within Portea Medical. Insights gained from analyzing these policies can help the company make informed decisions regarding human resource management, employee engagement, and overall organizational development.

In conclusion, the study on Portea Medical's EPF, ESI, and recruitment policies in Hyderabad is essential for evaluating the company's commitment to legal compliance, employee welfare, and effective human resource management practices. It can provide valuable insights that can be used to enhance employee satisfaction, retention, and overall organizational performance.

1.4. NATURE OF THE STUDY

The study on Portea Medical's policies at Hyderabad regarding Employee Provident Fund (EPF), Employee State Insurance (ESI), and recruitment policies is comprehensive and multifaceted. The study aims to provide a thorough understanding of how these policies are formulated, implemented, and perceived within the organization.

- The study investigates the organization's adherence to EPF and ESI regulations.
- The study analyzes Portea Medical's recruitment policy in Hyderabad to understand how the organization attracts, selects, and retains talent.
- It examines the efficiency of these processes and the extent to which they meet the needs of employees.
- Additionally, the study explores the communication of these policies to employees and their understanding and satisfaction with the benefits provided.
- Based on the findings of the study, recommendations will be made to enhance the effectiveness of Portea Medical's policies. These recommendations may include changes to existing policies, improvements in communication and implementation processes, and suggestions for aligning policies with the organization's strategic objectives.

1.5. SCOPE OF THE STUDY

The scope of the study on Portea Medical's policies at Hyderabad regarding EPF, ESI, and recruitment encompasses several key aspects:

- The study will analyze the existing EPF, ESI, and recruitment policies of Portea Medical in Hyderabad, focusing on their design, implementation, and effectiveness.
- It will assess the organization's compliance with EPF, ESI, and other relevant labor laws and regulations applicable in Hyderabad.
- The study will investigate the perception and satisfaction levels of employees regarding EPF, ESI, and recruitment policies through surveys or interviews.
- It will examine the recruitment processes followed by Portea Medical in Hyderabad, including sourcing strategies, selection criteria, and onboarding procedures.
- Based on the findings, the study will provide recommendations to enhance the effectiveness of Portea Medical's policies in Hyderabad.

Overall, the scope of the study is to provide a comprehensive evaluation of Portea Medical's EPF, ESI, and recruitment policies in Hyderabad, with the aim of identifying areas for improvement and enhancing employee welfare and policy implementation.

CHAPTER II: LITERATURE REVIEW

CHAPTER-II LITERATURE REVIEW

LITERATURE REVIEW

A literature review is a document or section of a document that collects key sources on a topic and discusses those sources in conversation with each other also called synthesis. The literature review is an important genre in many disciplines. When we say “literature review” or refer to “the literature,” we are talking about the research in a given field. You will often see the terms “the research,” “the scholarship,” and “the literature” used mostly interchangeably.

Year 2010 - Dr. Smith: EPF is a government-mandated retirement savings scheme that requires both employers and employees to contribute a percentage of the employee's salary, providing financial security upon retirement.

Year 2012 - Dr. Patel: EPF is a social security initiative aimed at ensuring a stable income for employees' post-retirement, thereby reducing their reliance on government welfare programs.

Year 2015 - Prof. Chang: EPF is a long-term savings scheme that not only serves as a retirement benefit but also provides financial assistance in times of need, such as for housing, medical emergencies, or education.

Year 2017 - Dr. Garcia: EPF is a statutory scheme designed to promote financial discipline among employees by encouraging regular savings and providing tax benefits on contributions.

Year 2019 - Prof. Nguyen: EPF is a retirement-focused investment tool that helps employees build a corpus for their future, ensuring financial independence and security in old age.

Year 2021 - Dr. Khan: EPF is a contributory fund that aims to provide employees with a regular income after retirement, thereby reducing the burden on government pension schemes and promoting self-reliance.

Year 2023 - Prof. Lee: EPF is a crucial component of employee benefits, offering a combination of savings, investment, and insurance to ensure financial stability during and after the working years.

Year 2010 - Dr. Smith: ESI policy is a government-mandated social security scheme that provides medical and cash benefits to employees and their dependents in times of sickness, maternity, disablement, or death.

Year 2012 - Dr. Patel: ESI policy is a welfare measure aimed at ensuring the health and well-being of industrial workers by providing them with access to medical care and financial assistance during emergencies.

Year 1975 - Dr. Johnson: ESI policy is a government-mandated social security program designed to provide medical and cash benefits to eligible employees and their dependents in times of need, such as sickness, maternity, disablement, or death.

Year 1980 - Prof. Brown: ESI policy is a cornerstone of industrial welfare, aiming to ensure the health and well-being of industrial workers by providing them with access to medical care and financial assistance during emergencies.

Year 1985 - Dr. Anderson: ESI policy is a statutory scheme that seeks to protect the interests of workers by providing them with comprehensive healthcare benefits and income support during periods of incapacity.

Year 1990 - Prof. White: ESI policy is a regulatory requirement imposed on employers to provide employees with access to medical facilities and financial assistance in case of specified contingencies, thereby promoting social security.

Year 1995 - Dr. Clark: ESI policy is a form of social insurance that aims to reduce the financial burden on employees during times of illness or injury, ensuring that they receive timely and adequate medical care.

Year 2000 - Prof. Green: ESI policy is a contributory scheme that pools resources from both employers and employees to provide comprehensive healthcare coverage and income support to workers and their families.

Year 1980 - Dr. Johnson: Recruitment policy is a structured approach that organizations use to attract, select, and onboard candidates for various positions, ensuring a systematic and fair process.

Year 1990 - Prof. Brown: Recruitment policy is a set of guidelines that govern the recruitment process, including job postings, screening, interviewing, and hiring, to ensure the organization's staffing needs are met.

Year 2000 - Dr. Anderson: Recruitment policy is a strategic tool that aligns the organization's recruitment efforts with its overall goals and objectives, helping to attract and retain top talent.

Year 2010 - Prof. White: Recruitment policy is a dynamic framework that evolves with changing market conditions and organizational needs, ensuring that the recruitment process remains effective and efficient.

Year 2015 - Dr. Clark: Recruitment policy is a reflection of an organization's culture and values, guiding the recruitment process to ensure that candidates who fit well with the organization are selected.

Year 2020 - Prof. Green: Recruitment policy is a proactive approach taken by organizations to anticipate their future staffing needs and develop strategies to attract and retain top talent in the industry.

Year 2025 - Dr. Davis: Recruitment policy is a critical component of human resource management that aims to identify and attract qualified candidates who can contribute to the organization's success and growth.

CHAPTER III: COMPANY PROFILE

CHAPTER-III COMPANY PROFILE

COMPANY PROFILE

3.1. HOME HEALTH CARE

Health is defined as a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity

A resource for everyday life, not the objective of living. Health is a positive concept emphasizing social and personal resources, as well as physical capacities. It encompasses various aspects of an individual's overall condition, including physical fitness, mental stability, and social harmony. Maintaining good health involves a balance in lifestyle, proper nutrition, regular exercise, and attention to mental and emotional well-being. A proper health care results in holistic wellbeing and this can be provided by health homecare.

Health homecare sector refers to a branch of healthcare services that delivers medical and supportive care to individuals in their own residences.

It involves a range of professional services such as nursing care, rehabilitation, assistance with daily activities, and medical monitoring, aiming to promote health, facilitate recovery, and enhance the quality of life for patients in the comfort of their homes. This sector is vital for individuals who may have difficulty accessing traditional healthcare settings or prefer the personalized and familiar environment of their own homes.

Portea medical private limited is a service-based company that provides medical services at home with leading hospitals, experienced doctors, nurses, diagnostic centres, and others to improve health outcomes.

Portea Medical delivers quality care with compassion. **They bring world class medical care into their patients' homes and aim to make primary healthcare not only more accessible, but also more affordable and accountable to their patients' needs.**

Portea medical provides quality healthcare in the comfort of patient's home they also provide doctors, nurses, and physiotherapists for home visits who have passed our rigorous hiring standards and have had their backgrounds and medical knowledge verified by senior doctors. They facilitate lab tests at home and medical equipment rentals, making health care more accessible for their patients.

3.2. HISTORY

In a field where emphasis has always been laid on experts, Portea Medical decided to play by its own rules. The healthcare ecosystem, for years, has held professionals like doctors, nurses, technicians, as its focus. But when Portea launched in 2013, it came with the belief that the patient or customer is at the centre. This unique vision, along with courage and timely support, helped them become pioneers in the field.

Today, Portea Medical is India's largest consumer home healthcare provider.

Meena Ganesh, Co-founder, MD & CEO, Portea Medical, says, "This whole concept of keeping the patient at the centre is what has led us to create a comprehensive set of solutions, ranging from primary healthcare, chronic disease management, post operative care and caring for the elderly. It's a very solution-driven approach." This approach also lets the patient have a lot more control in their treatment. In the past eight years, demand has steadily increased, and as of 2021, Portea Medical has 4,000 employees and they conduct 1, 50,000 home visits every month.

But the Portea story came with its own set of challenges. For one, they had to build comfort and credibility for this kind of offering in the healthcare sector as new entrants. The second challenge was to make this a career option for medical experts, to prove to them that this exciting new platform can help them grow as professionals too.

Portea credits their success to a fearless team and supportive partners. Tiding over the challenges together, the team found a steady backing in Kotak Mahindra Bank. In the case of Portea, apart from regular banking work, Kotak Mahindra Bank provided Portea with a term loan, debt against a lot of medical equipment that was bought as well as a cash credit line.

In the year 2020, Portea include COVID-19 care among its services. As India edged towards the lockdown, the company realised that keeping all patients in a COVID-19 care facility may not be possible. So, the team went ahead to work with six state governments, and monitored nearly 4, 00,000 COVID-19 patients at their homes. Portea have focused on accelerating vaccinations across the country. But this journey boils down to the right financial assistance at the right time with Kotak Mahindra as a key partner right from the start. Portea feels that bottom-line, and can sense if they are able to reach profitability; so, keeping all of this in mind while building financial strategy becomes super important. Coming back to the Portea journey, Founder Meena Ganesh says, "I'm very

confident the next few years will see significant change in how the industry is growing and as a result of that, Portea is growing".

3.3. VISION

Portea Medical aims to deliver quality ‘out-of-hospital’ medical care, which is affordable and easily accessible to patients, thus improving the quality of life of patients and families.

3.4. MISSION

To provide the best care to every patient through a strong focus on service excellence and simplified processes guided by evidence-based medical care and technology in the following areas- Preventive Care | Pre/Post Natal Care | Post-operative Care | Critical Care | Chronic Disease Management | Palliative Care | & Elder Care.

3.5. COMPANY LOGO



Figure 3.1

3.6. BASIC INFORMATION

COMPANY NAME	Portea Medical private limited
WEBSITE	www.portea.com
COMPANY STATUS	Active & Functioning
HEADQUARTERS REGIONS	Asia- pacific (APAC)
LOCATION	Bangalore, Karnataka, India
DATE OF INCORPORATION	22- 03- 2012
FOUNDER	Meena Ganesh
CO-FOUNDER	Ganesh Krishnan
C.E.O	Vaibhav Tewari
NUMBER OF EMPLOYEES	4000+ as on 2023
CLASS OF COMPANY	Private
COMPANY CATEGORY	Home Health Care
CIN	U85100KA2012PTC102263
REGISTRATION NUMBER	102263
VALUATION	\$280 Million as on 2023
Last funding type	Venture type

Table 3.1

3.7. TARGET MARKET

(1) **B2B:** Portea Medical have indulged in business to business (B2B) model on a small scale-based order from the initial stages after its incorporation and have started to accept wide scale-based order between its 5th and 6th year of its incorporation.

Client segment: The client segment of Portea Medical in B2B model are Hospitals, Clinics, Health Care service providers, Insurance companies, Post operative care, Chronic issues management centers.

Target geography: India tier 1 cities.

(2) **B2C:** Portea Medical has a wide range of business to consumer (B2C) model. They have a record of 1, 50,000 Client visits per month.

Service segment: elder care, critical care, diabetic care, physiotherapy and lab tests.

Client care: Those people who are advised complete bed rest, intensive care or regular physiotherapy treatment are the client segment of B2C sector of Portea medical. Not only this the required samples for prescribed lab test are collected directly from home comfort.

Target geography: India tire 1 and India tire 2 cities.

3.8. TYPES OF SERVICES

Portea Medical is a leading healthcare service provider that offers a range of home care services, catering to diverse medical needs. These services encompass critical care, diabetic care, elder care, physiotherapy, medical care, lab tests at home, nursing care, mother and baby care, trained attendants, and counseling. Each of these services plays a crucial role in ensuring comprehensive and personalized healthcare delivery within the comfort of one's home.

Critical care at home involves the provision of intensive medical care for patients with severe illnesses or conditions. Portea Medical's critical care services extend beyond hospitals, allowing patients to receive specialized treatment and monitoring in the familiar surroundings of their homes. This service ensures continuity of care and helps in the faster recovery of patients who may otherwise be prone to hospital-acquired infections.

Diabetic care at home is designed for individuals managing diabetes, a chronic condition that requires regular monitoring and management. Portea Medical's diabetic care services include blood sugar monitoring, medication management, dietary guidance, and lifestyle counseling. By bringing these services to the patient's doorstep, Portea aims to enhance the quality of life for individuals with diabetes, promoting better adherence to treatment plans.

Elder care is a specialized service catering to the unique healthcare needs of the elderly. Portea Medical provides skilled caregivers who offer assistance with daily activities, medication management, and companionship. This service is designed to enhance the overall well-being of seniors, allowing them to age gracefully in the comfort of their homes while maintaining their independence.

Physiotherapy at home is a crucial aspect of rehabilitation for individuals recovering from injuries, surgeries, or chronic conditions. Portea Medical's physiotherapy services bring trained physiotherapists to the patient's home, facilitating a personalized and convenient rehabilitation process. This approach ensures that patients receive the necessary care without the need for frequent hospital visits.

Medical care at home covers a broad spectrum of healthcare services, including general medical consultations, medication administration, and wound care. Portea Medical's team of qualified medical professionals ensures that patients receive timely and appropriate medical attention within the comfort of their homes, minimizing the need for hospital visits for routine health concerns.

Lab tests at home comfort is a convenience-focused service that allows individuals to undergo necessary diagnostic tests without leaving their homes. Portea Medical arranges for certified technicians to collect samples at the patient's doorstep, ensuring a hassle-free and comfortable experience. This service is particularly beneficial for those with mobility issues, the elderly, or individuals with chronic illnesses.

Nursing care at home involves the provision of skilled nursing services for patients requiring ongoing medical attention. Portea Medical's nursing care services cover a wide range of healthcare needs, including wound care, injections, catheter care, and monitoring of vital signs. This service ensures that patients receive professional nursing care in the familiar and comforting environment of their homes.

Mother and baby care services by Portea Medical cater to the unique needs of pregnant women and new mothers. Trained professionals provide prenatal and postnatal care, including lactation support, baby care guidance, and postpartum recovery assistance. This comprehensive service aims to promote the health and well-being of both the mother and the newborn.

Trained attendant services offer assistance to individuals who require support with activities of daily living. Portea Medical's trained attendants are skilled in providing personalized care to patients recovering from surgery, managing chronic illnesses, or facing mobility challenges. This service enables individuals to maintain their independence while receiving the necessary assistance at home.

Counseling services provided by Portea Medical focus on addressing the mental and emotional well-being of patients and their families. Trained counselors offer support for individuals dealing with chronic illnesses, caregiving stress, or emotional challenges. This holistic approach recognizes the interconnectedness of mental and physical health, contributing to a more comprehensive home care experience.

In conclusion, Portea Medical's array of home care services reflects a commitment to delivering personalized and high-quality healthcare within the comfort of individuals' homes. From critical care to counseling, each service is tailored to meet specific healthcare needs, fostering a holistic approach to home-based healthcare. By combining medical expertise with convenience, Portea Medical strives to enhance the overall well-being of its patients and contribute to a more accessible and patient-centric healthcare system.

Portea Medical Private Limited, which was incorporated in the year 2012 and its main aim and objective is to provide quality medical care into their patients' homes and to make primary health care accessible and affordable.

The market segment is individual in itself but executed and depicted as a combination of a B2B and B2C model – working with hospital chains, insurance companies as well as directly with consumers to provide- geriatric care, palliative or chronic issues management, post-operative care, proactive medical intervention through personalized medical devices and health management through subscription packages.

The company is expected to rise between Rs 900 crores and Rs 1,000 crores through the IPO and plans to use the issue proceeds for funding the working capital requirements of Medybiz Pharma - a material subsidiary of the company.

CHAPTER IV: RECRUITMENT PROCESS

CHAPTER-IV RECRUITMENT PROCESS

RECRUITMENT PROCESS

In context of human resource management, the term recruitment is the process of finding and selecting the candidate who is well suitable for a job opening in a timely and cost-effective manner. Basically, it is the process of hiring a candidate which is most suitable for a particular job. Selecting a right candidate is extremely important for any organization because it is very difficult to go through the rigorous process again and again for the same job role, as it includes energy, time, cost, and resources. The process of hiring a candidate either internally or externally must be done in a perfect & professional manner.

In other words, recruitment refers to finding, screening, hiring and eventually onboarding qualified job candidates. The recruiting process can be relatively straightforward, but advances in technology, a tight labour market and a workforce pool that might span five generations can make the first step -- finding potential candidates -- particularly challenging. Recruitment is a key part of human resource (HR) management and supported by the hiring manager and others involved in the hiring process. Skilled recruitment efforts will make a company stand out and be more attractive to potential employees, a strategy that can directly impact a company's bottom line.

4.1. DEFINITIONS AND MEANINGS

Various management gurus have given different meanings and definitions for the process of recruitment and few definitions are mentioned below-

According to “Yoder”- “Recruitment is a process to discover the sources of manpower to meet the requirements of the staffing schedule & to employ effective measures for attracting that manpower in adequate number to facilitate effective selection of an efficient working force.”

“Edwin B. Flippo” defined recruitment as- “recruitment is the process of searching for prospective employees & stimulating them to apply for jobs in, the organization.”

The term ‘Recruitment’ is derived from French word ‘Recruiters’ that means to grow up again. In the terms of management studies recruitment is considered as the process of finding people to work for a company or become a new member of an organization is known as recruitment.

The meaning of the term recruitment can be understood as it is the process of actively seeking out, finding and hiring candidates for a specific position or job. The recruitment definition includes the entire hiring process, from inception to the individual recruit's integration into the company.

4.2. CONCEPT

The concept of recruitment primarily deals with identification of required talent, skill, and ability in order to provide the firm with an uninterrupted flow of workforce that considers right man for the right job.

The year 1940 is considered as a landmark period as this year is known for the Birth of Modern Recruitment Agency. From then, till date various preachers of management have shown a great interest in studying, analysing, and learning about recruitment. Not only this they are various theories, reports, and guidelines given by these preachers of management so that the process of recruitment can be implemented in a smooth and effective manner.

The concept of recruitment also includes various components that should be considered while the process of recruitment is done. They are as follows:

- Operational efficiency and effectiveness matter. Recruitment operations functions are growing in popularity as organizations strive to promote efficiency, effectiveness and success.
- Technology matters. From AI to mobile, recruiting technologies and analytics are evolving fast, helping to shape and redefine the future of work in hiring.
- Candidate experience matters. In a tight labour market, a positive candidate experience can mean the difference between winning and losing talent.
- Compliance matters. From data collection to equal pay to hiring practices and more, a recruiting checklist helps make sure your team is in compliance with the latest human resources legislation.

They are copious features of recruitment which are explained below as the concept of recruitment can't be fully justified without its features:

- (1) Recruitment is an important process of attracting applicants with certain capabilities, skills, attitudes etc., to job vacancies in an organisation.

- (2) Recruitment helps to develop and maintain adequate manpower resources.
- (3) it helps to create a pool of applicants from which new employees can be selected.
- (4) Recruitment is a matching process.
- (5) Recruitment lays foundation for selection of employees.
- (6) Recruitment is a two-way process. It helps both, a recruiter and a recruitee. A recruiter gets a choice as to whom to recruit from among the pool. While a recruitee also can decide whether he should apply for the job in the organisation considering his abilities, future prospects and his expectations.
- (7) Recruitment helps to identify, attract and hire the most qualified people for an organisation.

4.3. NATURE & SCOPE OF RECRUITMENT

The Nature and scope of Recruitment is very wide and it consists of a variety of operations. Resources are considered as most important asset to any organization. Hence, hiring right resources is the most important aspect of Recruitment. Every company has its own pattern of recruitment as per their recruitment policies and procedures.

The Nature and scope of Recruitment and Selection includes the following operations –

- Dealing with the excess or shortage of resources.
- Preparing the Recruitment policy for different categories of employees.
- Analysing the recruitment policies, processes, and procedures of the organization.
- Identifying the areas, where there could be a scope of improvement.
- Streamlining the hiring process with suitable recommendations.

- Choosing the best suitable process of recruitment for effective hiring of resources.

4.4. BACKGROUND OF RECRUITMENT STUDY

It is not an unknown fact that recruitment is a challenging and time-consuming process and instead of many hindrances the result derived is fruitful for any organization which implements it.

An effective recruitment and selection process allows companies to source, attract and identify the best candidates for every open role. This can help to reduce attrition, increase productivity and even improve the company's bottom line

The study of recruitment process is also important because “the wright you implement it, the lesser you spend.” In general words, as recruitment is an expensive process the urge to study it and then implement the whole process in a professional way becomes important.

In **Portea medical**, the process of recruitment becomes most important aspect of management as because the company majorly recruits Staff Nurses, Nursing Aide, Physiotherapist, Doctors and various people related to healthcare sector. Thus, the selection, verification of expertise and ability to practice, need to be scrutinized with complete knowledge and this can be done if the concerned individual have studied about the process of recruitment.

4.5. NATURE OF RECRUITMENT

The nature of recruitment changes along with the requirements and economic factors of an organization but the central idea and holistic approach stays unified in every condition. The following points are combined to explain the nature of the study in accordance to Portea medical.

- Determine the present and future of the organization on conjunction with its personnel planning and job analysis activities.
- Increase the pool of job candidates at minimum cost.
- Helps increasing the success rate of the selection process by reducing the number of visibly under qualified or overqualified job applicants.

- Helps reducing the probability that the job applicant, once recruited and selected, will leave only after a short period of time.
- Meet the organization's legal and social obligations regarding the composition of its work force.

4.6. SCOPE OF RECRUITMENT

The scope of recruitment is very wide and this concept is not only applicable to Portea medical company but also in different types of organizations. It is applicable in all those types of organizations where the inflow of employees is done on the basis of different methods of recruitment process.

Following are the scope of the study:

- The study covers the reviews given by employers, employees and interns of Portea Medical Private Limited.
- A survey was conducted in order to collect the information about the recruitment process i.e. how the employers, employees and interns give the review.
- The study mainly focuses on the attitude and perception of the employers, employees, and intern towards the organization.
- It also guides and aims to help the management to plan future development and growth.

4.7. PROCESS OF RECRUITMENT

A good recruitment process follows a step-by-step system for identifying and hiring qualified candidates who can help the business grow. Here are the main eight steps that are followed in Portea Medical during recruiting process:

STEP 1- RECRUITMENT PLANING PHASE:

In the recruitment planning phase, you need within the organisation and create a job description for each vacant position. The job description lists the qualifications and experience required for the job and outlines the primary job responsibilities an employee needs to accomplish at the workplace. In the job description, you should also mention the job location, compensation, other benefits and it should clearly kind of candidate you are looking to recruit.

STEP 2- STRATEGY DEVELOPMENT PHASE:

The next step involves devising a strategy for recruiting the most qualified candidate for the vacant position. In this phase the team determines the source of recruitment. It could be campus hiring, job fairs, online posting and recruitment agencies. Each type of source requires different resources. In this phase, the recruiter also determines and selects the different places to advertise the job. Some organisations prefer giving advertisements in the newspaper, while others may upload the job advertisement on online hiring or job search portals.

STEP 3- SEARCHING PHASE:

The searching phase involves actively seeking new candidates to fill vacant positions. Often, organisations use both internal and external sources to recruit the best-fit candidate. Internal recruitments may happen through promotions from within the organisation and by contacting retired or former employees. Many organisations use an employee referral system for internal hiring. Some may even get in touch with previous candidates. External recruitment sources may include campus recruiting, advertisement on recruitment agencies and direct recruiting.

STEP 4- SCREENING PHASE:

The screening phase involves short listing candidates from a pool of applications. For screening candidates, you may have to review the resume and profile summaries to separate the qualified candidates from the unqualified ones.

STEP 5- INTERVIEWING AND SELECTION PHASE:

This phase is considered very crucial and important in the whole recruitment process. The recruiter now conducts interviews with the shortlisted candidates. The interview may be a walk-in interview or an online interview according to the willingness of the recruiter. There can be various stages of interviews conducted by various levels of employers. After making the final decision, a background check and verification of the candidate is done.

STEP 6- JOB OFFER PHASE

The next step is officially making a job offer to the selected candidate. The offer letter should provide details like the start date, performance expectations, compensation, perks and benefits, working hours and work-related policies.

STEP 7- ONBOARDING PHASE

When the candidate accepts the job offer, we can start the onboarding process and welcome the new member to the organisation. The onboarding process can help the new employee

learn about the organisation's culture, understand their work policies, meet with their team members and understand workplace expectations.

STEP 8-EVALUATION PHASE

The last step in the recruitment process is analysing the effectiveness of your recruiting method. In this stage, you should determine if you are satisfied with the candidates you have hired. Also, consider the cost-effectiveness of your current recruiting process and if there are any ways to improve your current recruitment process.

The above-mentioned steps are not only applied in the recruitment process of Portea Medical but also can be accepted by other organizations in order to carry a successful and effective recruitment process. By carrying out the recruitment process as guided in the above steps we can select the best employees and best employees make best companies.

4.8. SOURCES OF RECRUITMENT

They are many sources of recruitment and they can vary from company to company or industry to industry. Basically, the sources of recruitment are classified into two major categories and those categories are Internal sources of recruitment and External sources of recruitment. Following points explain about the various types of Internal and External recruitments.

4.8.1. INTERNAL SOURCES

Internal sources of recruitment refer to the recruitment of employees who are already a part of the existing payroll of the organisation. The vacancy for the position can be informed to the employee through internal communication. There are different types of internal hiring in the organisation and they are as follows:

1. **Promotion:** Promotion is referred to as the change of designation of the employee. It involves shifting of the existing employee to a higher position within the organisation and providing that employee with more

responsibility and a raise in pay. Promotion helps in motivating the other employees of the organisation to work hard so that they also become eligible for promotion.

2. **Transfer:** Transfer refers to the shifting of an existing employee from one department to another department in an organisation.
3. **Employee Referrals:** It can happen that the organisation in an effort to cut down costs on hiring is looking for employee referral. The employees are well aware of the job roles in the organisation for which manpower is required. These employees will refer potential candidates by screening them based on their suitability to the position.
4. **Former employees:** Some organisations have the provision of hiring retired employees willing to work part time/full time for the organisation.

4.8.1. EXTERNAL SOURCES

External sources of recruitment seek to employ candidates that have not been recruited any time before in the organisation. Introduction of fresh talent among the workforce leads to growth and development of the business. Following are the some of the external sources of recruitment:

Advertisements: The organisation advertises available job positions on its website, social media platforms, professional networking sites, job sites and newspapers. The job advertisements may look for fresher's, mid-level or senior-level employees.

Employment agencies: Private sector and government employment agencies often provide in-person and online job search services to qualified candidates. In addition to informing candidates of available positions that match their qualifications and work experience, these agencies may offer resume and interview tips.

Employment sites: Many online employment sites list available jobs from companies across industries. People can create personal profiles on these sites, upload their resumes, select the types of jobs they want, get job notifications and send applications.

Campus selections: Organisations conduct campus selection drives at various educational institutions to recruit final-year students for available positions.

They may offer the students internships before graduation and jobs afterwards.

Employee recommendations: Existing employees may recommend the organisation to qualified family members, friends and acquaintances by informing them of open positions and encouraging them to apply.

Walk-in interviews: Some organisations might have walk-in interview policies that enable talented candidates to apply without a formal interview appointment.

Indirect sources: Articles, books and documentaries about an organisation's achievements can work as indirect recruitment sources by showing interested candidates that an organisation is successful and a great place for career advancement.

In this chapter we have seen the details about recruitment process and have analyzed various sources of recruitment. The study is based on the functioning of the recruitment process done in Portea medical private limited but also directs other organizations to follow as the view of the study is holistic in nature. They are many sources of recruitment mentioned above but they are five major sources of recruitment adopted to recruit Staff Nurses, Nursing Aide, Physiotherapist and Doctors in Portea medical which include Promotion, employee referrals, former employees, employment agency, employee recommendation

CHAPTER V: EPF AND ESI

CHAPTER-V EPF AND ESI POLICY

EPF AND ESI POLICY

The Employees' Provident Fund Scheme (EPF), 1952 and The Employees' State Insurance Act (ESI), 1948 are two social security schemes that are available to the working class in India. Both of these schemes were introduced to improve the living conditions of the working class. The Ministry of labour and Employment is in charge of both of them. In both schemes, the employer contributes an amount in proportion to the employee's salary, and the total is then deposited into the employee's account. However, there is a difference between the ESI & EPF scheme and they serve different purposes which will be discussed further in this chapter.

5.1. CONCEPT OF EPF

The Employees' Provident Fund and Miscellaneous Act of 1952, established the Employees' Provident Fund (EPF), which is a savings scheme in which government, employer, and employee representatives make up the central board of trustees, which is assisted by the **Employees' Provident Fund Organization**. The Ministry of Labour and Employment is responsible for managing EPFO, which operates directly under governmental control.

EPF, also known as PF in India, is a scheme that allows employees to set aside a percentage of their income for use after retirement or in case of necessity. Each month, a set amount is contributed to PF by both the business and the employees.

5.2. ELIGIBILITY CRITERIA

The act implies certain criteria upon which the company and its employees can avail the EPF scheme which are mentioned as following:

- According to EPF scheme any factory or organization with at least 20 employees should compulsorily register with the EPF scheme.
- An organization with who have less than 20 employees can voluntarily register for the benefit of their employees.

- All employees who get a monthly salary of less than ₹15,000 are obligated to deduct and deposit EPF.
- Employees of a company who have already registered for the EPF Scheme are automatically entitled to have their Provident Fund account opened as of the date of their hiring.

5.3. BENEFITS OF EPF

There are many benefits of registering for the EPF scheme which aims to provide the employees retirement benefit and future security. The various benefits as mentioned below:

- The savings made in an EPF account can be withdrawn at any time for any reason, such as education, marriage, or a medical emergency, or it can be obtained after retirement.
- The entire amount will be exempted from income tax if you remove the PF amount and interest at maturity or after 5 years of completion of continuous employment
- EPF accounts are now entirely created and maintained online, and employees can access their EPF funds from anywhere in the world using their UAN
- The nominee will get the employee's PF balance and any interest that has accrued during that time in the event of their death.

The main purpose of this EPF policy initiated by the government is to provide various benefits mentioned above and every organization should aim to provide this benefit to its employees as if the employee feels economically secure then the employee can work in a stress-free environment which will help in creating a good work life culture and derive optimum result.

The EPF registration can be done by producing any proof of identity and submission of PAN number is compulsory.

5.4. CALCULATION OF EPF

The employer contribution is 12% out of the minimum salary of ₹15,000 which is ₹1800 per month. The EPF will receive ₹1800 from both the employer and the employees. EPF contributions are deposited on a monthly basis, and the interest earned on those contributions is computed annually based on established rates and placed into the EPF account.

CONCEPT OF ESI

The Employees' State Insurance Act of 1948 incorporates the Employee State Insurance scheme regulated by the Employee State Insurance Corporation (ESIC) which is a legally autonomous body that reports to the Indian Government's Ministry of Labour and Employment. The ESI scheme was created to meet the health and insurance needs of the employees. The employee state insurance scheme is also known as ESI policy in India.

5.5. ELIGIBILITY CRITERIA

The ESI act considers certain criteria upon which the company and its employees can avail the ESI scheme which are mentioned as following:

- According to the act All organizations those are listed under the Shops and Establishments Act and the Factories Act are eligible.
- Various factories, firms and other businesses are required to register with the ESI schemes if they have ten or more than ten employees.
- Those employees who are earning wages not exceeding 21000/- per month will be covered to check the requirements of ESIC registration.

5.6. BENEFITS OF THE ESI SCHEME

Registered employees and their dependents are guaranteed several benefits under the ESIC Scheme such as:

- **Medical benefits:** Under the scheme an employee is assured reasonable medical care and clinical investigation which is covered for individuals

and their families.

- **Medical Care:** Within ESI, medical facilities for the insured person and his spouse. This enables the financial support at the times of medical emergency
- **Sickness Benefits:** The beneficiary gets increased and extended sick leave benefits.
- **Disability benefits:** For as long as the employee's disability prevails the policy compensation is provided.
- **Dependent Benefits:** The dependents of the insured -individual that passes away as a result of a work injury receive a certain amount.
- **Maternity benefits:** This benefit the women as it grants maternity leave for 26 weeks, and those maternity leaves are paid. In the event of a miscarriage, six weeks are granted.
- **Unemployment Assistance:** Under Rajiv Gandhi Sharmik Kalyan Yojana unemployment assistance is also provided to the employee.
- **Vocational rehabilitation:** Allowance for vocational rehabilitation is also provided.

5.7. DOCUMENTATION REQUIRED FOR ESIC REGISTRATION

Following are the details of the document those are required to registration for the ESIC policy:

- In the case of a private limited company, the firm is required to produce business's certificate of incorporation and under the Factories Act or the Shops and Establishments Act, a license or a registration certificate.
- Certificate of Registration for each entity and detailed information about each employee, including their monthly salary.
- Detailed information about the partners, shareholders, and directors of the business or organization along with the company's bank statements and enough documentation on the start of operations
- The last requirement is most recent electricity bill and proof of address from the business or organization's PAN card.

The above-mentioned documents are to be submitted by the organization as the

registration of ESI can be done by the organization itself. The company acts as the link between ESIC and employees in order to provide the services.

5.8. CALCULATION OF ESI

The ESI is calculated on the gross salary paid to the employees. As per the ESI Act, the employer contributes 3.25% of the wages, and the employee contributes 0.75% of the wages to the contributory fund, which is then used to provide insurance cover to the employees in difficult times.

5.9. BACKGROUND OF EPF AND ESI

When we discuss about Human Resource Management the mindset of an employee is also considered and many researchers have concluded that if an employee is given security he/she can work under a free and relaxed environment which will boost work productivity but it was noted that the firms were not providing the required securities so the government of India made it compulsory for the company to provide EPF and ESI by introducing The Employees' Provident Fund Scheme (EPF), 1952 and The Employees' State Insurance Act (ESI), 1948.

The study of EPF and ESI is important as the implementation of the whole process should be done in a professional way as if the process is not correct, then it can cause complete chaos.

In **Portea medical**, the implementation of the process of EPF and ESI is done by following the above subjective knowledge for all those employees who are eligible according to the policy, which majorly includes Staff Nurses, Nursing Aide, and Physiotherapist, Doctors, Management Staff and Staff members. By providing these government supported Schemes the company is motivating a secure work life culture.

5.10. NATURE OF EPF AND ESI

The nature of EPF and ESI do not change as these policies are regulated by government organizations and laws which makes it compulsory for every organization to abide by it. But the main challenge for every organization is to build a successful process to implement it. The study done in accordance with the implementation process of Portea Medical.

Meet the organization's legal and social obligations regarding the composition of its work force is the main nature of the study.

5.11. SCOPE OF EPF AND ESI POLICY STUDY

The ESI Scheme is applicable to various types of establishments, including factories, road transport, hotels, restaurants, cinemas, newspapers, shops, and educational/medical institutions, where a minimum of 10 or more persons are employed and EPF Scheme is implemented to help the government, public or private sector employees financially by providing a lump sum amount on their retirement or separation from their job by managing provident fund of them. It helps in providing social security to the members of the scheme.

Following are the scope of the study:

- The study covers the reviews given by employers, employees and interns of Portea Medical Private Limited.
- A survey was conducted in order to collect the information about the ESI and EPF processing Portea Medical and how the employers, employees and interns give the review.
- The study mainly focuses on the attitude and perception of the employers, employees, and intern towards the ESI and EPF process in the organization.
- It also guides and aims to help the management to plan future development and growth.

After discussing about ESI and EPF, it is clear that ESI scheme was established to provide workers with medical, financial & other benefits. Whereas EPF is a social security scheme that enables employees to set aside a small amount of their wages for future benefits.

CHAPTER VI: DATA INTERPRETATION AND ANALYSIS

CHAPTER-VI DATA INTERPRETATION AND ANALYSIS

DATA INTERPRETATION AND ANALYSIS

Data analysis is the process of cleaning, changing, and processing raw data and extracting actionable, relevant information that helps businesses make informed decisions. The procedure helps reduce the risks inherent in decision-making by providing useful insights and statistics, often presented in charts, images, tables, and graphs.

Data interpretation refers to the process of using diverse analytical methods to review data and arrive at relevant conclusions. The interpretation of data helps researchers to categorize, manipulate, and summarize the information in order to answer critical questions. The importance of data interpretation is evident and this is why it needs to be done properly.

Data interpretation and analysis play a pivotal role in the research process, serving as the bedrock for informed decision-making and drawing meaningful conclusions. In essence, data interpretation involves making sense of raw data by extracting patterns, trends, and relationships within the information collected. On the other hand, data analysis encompasses the systematic examination of data to uncover insights, validate hypotheses, and support or refute research objectives. Both components are intertwined and are crucial steps in transforming data into valuable knowledge.

The significance of data interpretation and analysis in research cannot be overstated. As researchers collect vast amounts of data through various methods such as surveys, experiments, or observations, the information is often complex and unstructured. Through effective data interpretation, researchers can distil this complexity into comprehensible findings, revealing the underlying story within the data. This process allows for a deeper understanding of the phenomena under investigation, enabling researchers to discern meaningful patterns that might have otherwise gone unnoticed.

The present chapter analysis the research work entitled, **“A study on Portea Medical’s policies at Hyderabad”**. It shows the facts and figures which are unknown. Hence, the data is collected with the help of questionnaire tabulated and interpreted by using the percentile method.

Q1. Which of the following sources of recruitment is most used to recruit employees in Portea medical?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Promotion	06	14.3%
2.	Employee referrals	09	21.4%
3.	Former employees	27	64.3%
4.	Employment agency	00	0%
	Total	42	100%

Table 4.1

INTERPRETATION

64.3% of the respondents feel that ‘former employees’ are the most used source of recruitment where as 21.4% of the respondents are considering ‘employee referrals’ as the most used source of recruitment. The remaining 14.3% consider ‘promotion’ as the most used source of recruitment.

ANALYSIS

The most used source of recruitment is through former employees followed by employee referrals and then process of promotion. Portea medical do not hire any employment agency to fulfill recruitment needs.

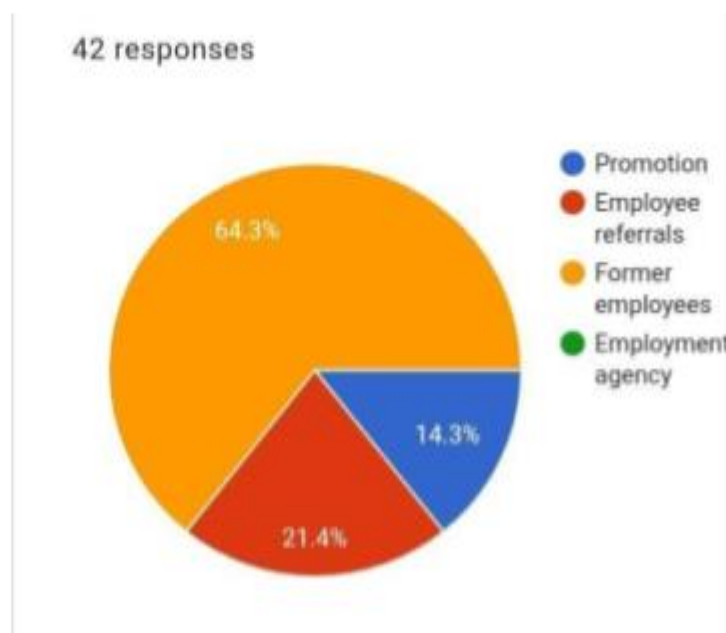


Figure 4.1

Q2. How often is the process of recruitment done in Portea medical?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Requirement based	13	31%
2.	Yearly	2	4.7%
3.	Quarterly	05	11.9%
4.	Monthly	22	52.4%
	Total	42	100%

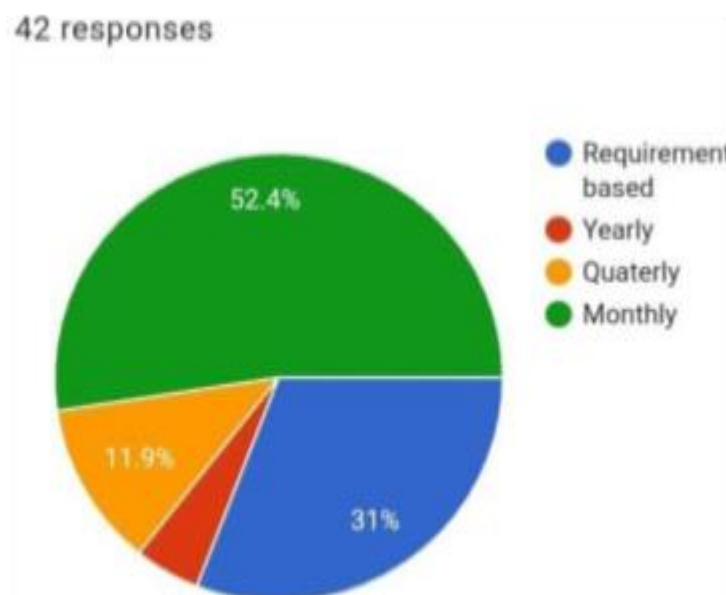
Table 4.2

INTERPRETATION

According to 52.4% of the respondents the process of recruitment is done on a monthly bases where as 31% feels that it is done on requirement bases, 11.9% of the respondents says that it is done quarterly and the remaining 4.7% consider the process to be done on a yearly based.

ANALYSIS

The process of recruitment in Portea medical is majorly done on monthly basis and in some areas, it is executed on quarterly bases.



Q3. How is the work life culture in the company?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Outstanding	14	33.4%
2.	Meets expectations	24	57.1%
3.	Needs improvement	04	9.5%
4.	Unsatisfactory	00	0%
	Total	42	100%

Table 4.3

INTERPRETATION

57.1% of the respondents feel that the work life culture in the organization meets expectations where as 33.4% and 9.5% considers the culture as outstanding and needs improvement.

ANALYSIS

The work life culture in Portea medical meets expectations.

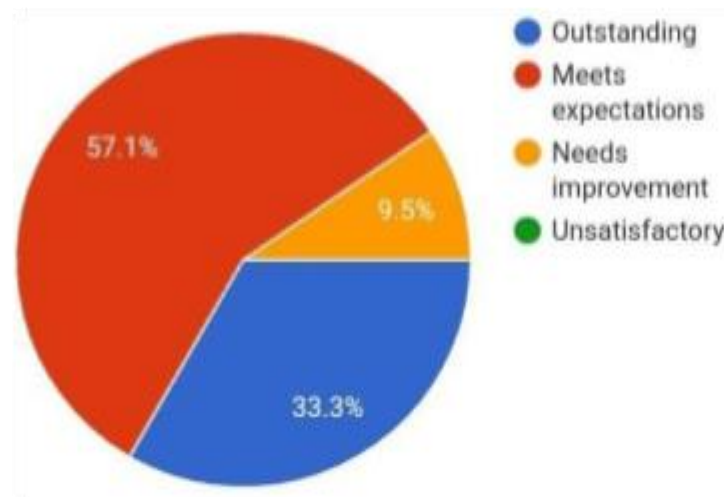


Figure 4.3

Q4. What is your view on job safety?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Outstanding	21	50%
2.	Meets expectations	19	45.2%
3.	Needs improvement	02	4.8%
4.	Unsatisfactory	00	0%
	Total	42	100%

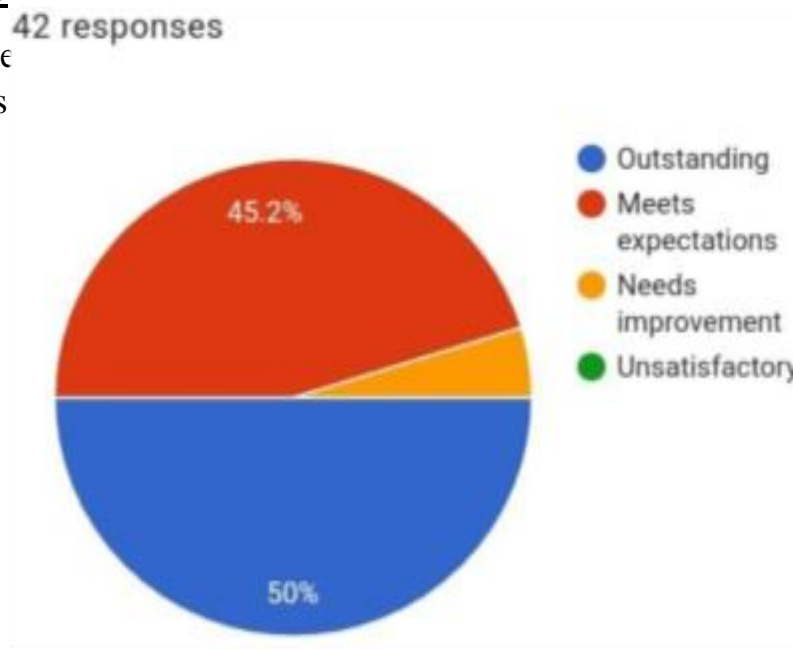
Table 4.4

INTERPRETATION

50% of the respondents have given a view on job safety as outstanding where as 45.2% and 4.8% considers the job safety to be as meets expectation and needs improvement.

ANALYSIS

The employee expectations



ng to there

Figure 4.4

Q5. Are you satisfied with the recruitment process in your organization?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Yes	35	83.3%
2.	Meets expectations	04	9.5%
3.	No	02	4.8%
4.	Maybe	01	2.4%
	Total	42	100%

Table 4.5

INTERPRETATION

Out of 100% of the respondents 83.3%, 9.5%, 4.8% and 2.4% feels that recruitment process in the term of satisfaction is yes, meets expectation, no and maybe.

ANALYSIS

The process of recruitment in Portea medical is optimally implemented as the employees are satisfied with the process thus the employee demand and employee h 42 responses

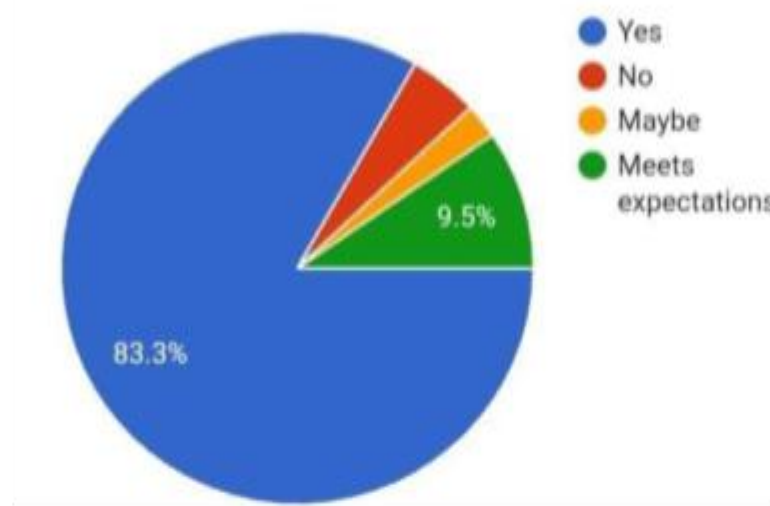


Figure 4.5

Q6. How is the implementation of the EPF and ESI policy in Portea medical?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Outstanding	06	14.3%
2.	Meets expectations	22	52.4%
3.	Needs improvement	14	33.3%
4.	Unsatisfactory	00	0%
	Total	42	100%

Table 4.6

INTERPRETATION

52.4% of the respondents feel that the implementation of EPF and ESI policy is meeting expectation. 33.3% and 14.3% considers it to be as needs improvement and outstanding.

ANALYSIS

The implementation of EPF and ESI in Portea medical needs improvement as not all the employees are satisfied with the process of policy implementation.

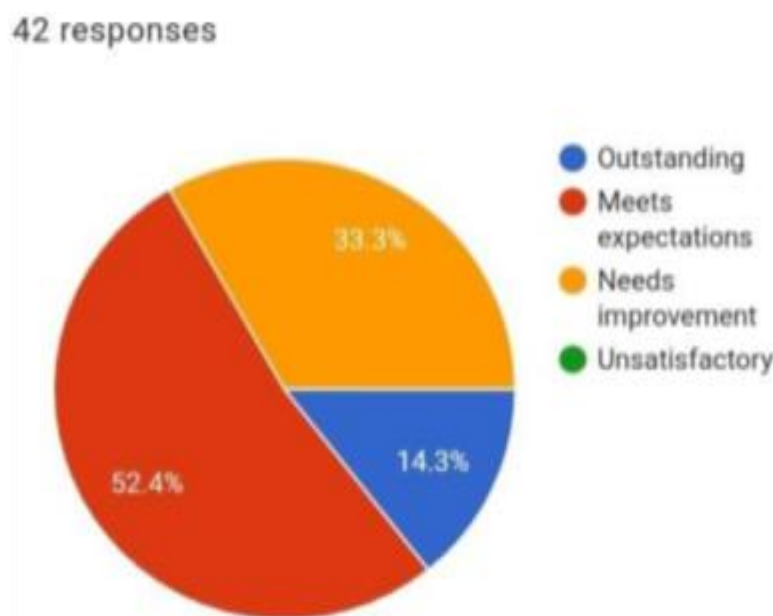


Figure 4.6

Q7. Are the HR practices good to motivate and Handle conflict?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Outstanding	18	42.9%
2.	Meets expectations	22	52.4%
3.	Needs improvement	02	4.7%
4.	Unsatisfactory	00	0%
	Total	42	100%

Table 4.7

INTERPRETATION

52.4% of the respondents consider the HR practices in the company to meet expectations where as 42.9% and 4.7% agree that the HR practices are outstanding and needs improvements.

ANALYSIS

The majority of employees feels that the HR practices in Portea Medical are good to motivate and Handle conflict

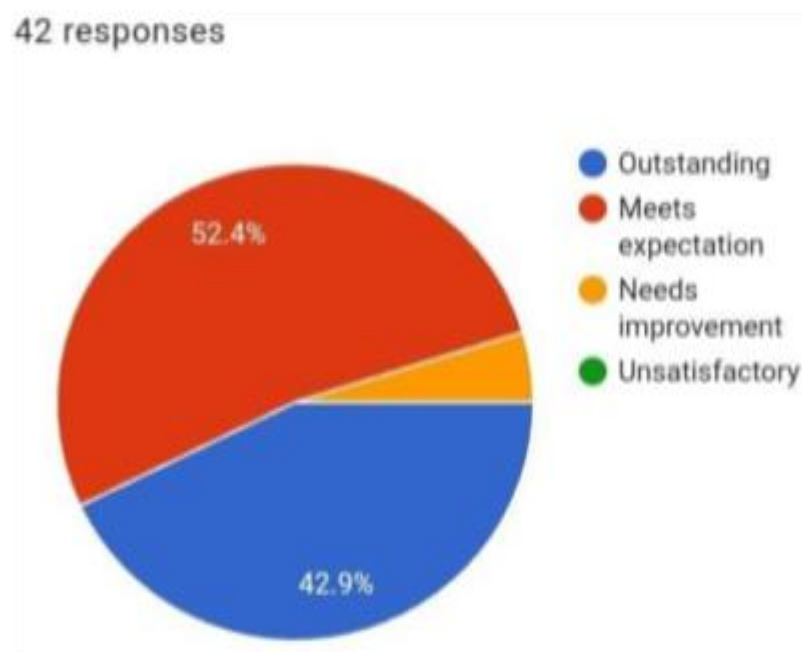


Figure 4.7

Q8. Are you satisfied with your position in the company?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Yes	39	92.9%
2.	Meets expectations	02	5.1%
3.	No	01	2%
4.	Maybe	00	0%
	Total	42	100%

Table 4.8

INTERPRETATION

92.9% of the respondents are satisfied with their position in the company where as 5.1% and 2% feels that their position meets expectation and no.

ANALYSIS

The majority of employees are satisfied with there positions in Portea Medical.

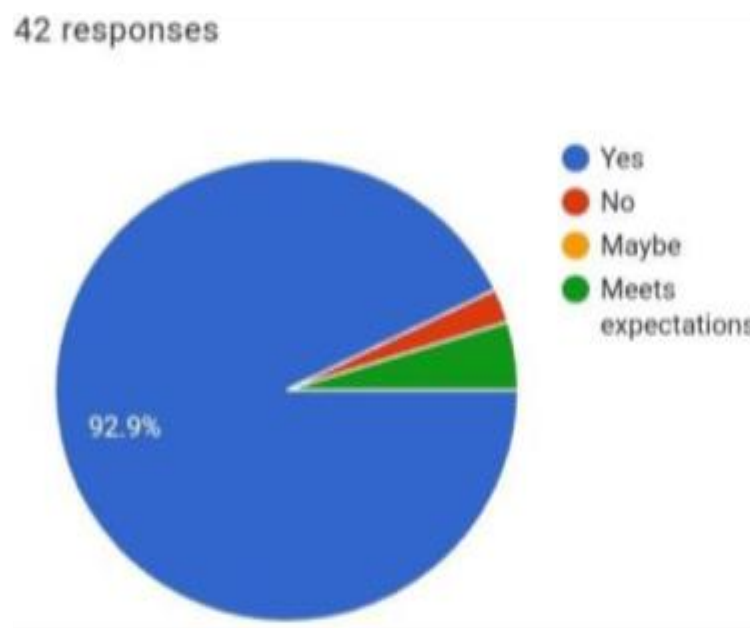


Figure 4.8

Q9. How would you rate the overall management?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Outstanding	08	19%
2.	Meets expectations	30	71.4%
3.	Needs improvement	04	9.5%
4.	Unsatisfactory	00	0%
	Total	42	100%

Table 4.9

INTERPRETATION

71.4% of the respondents feel that the overall management in Portea Medical meets expectations and 19%, 9.5% of the respondents consider it as outstanding, needs improvement.

ANALYSIS

The overall management in Portea Medical is good and promotes smooth functioning of the company.

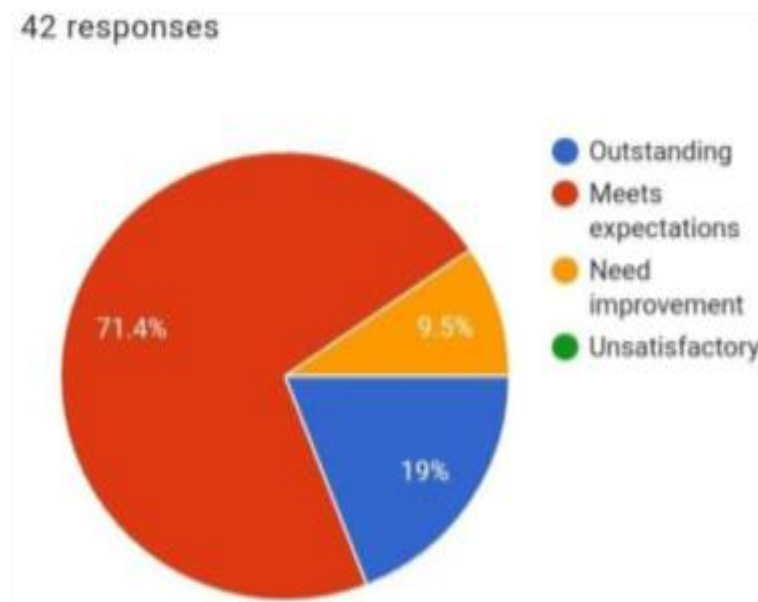


Figure 4.9

Q10. Do you know about the EPF and ESI Policy?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Yes	42	100%
2.	Meets expectations	00	0%
3.	No	00	0%
4.	Maybe	00	0%
	Total	42	100%

Table 4.10

INTERPRETATION

100% of the respondents know about EPF and ESI policy.

ANALYSIS

All the employees in Portea Medical are aware about the ESI and EPF policy.

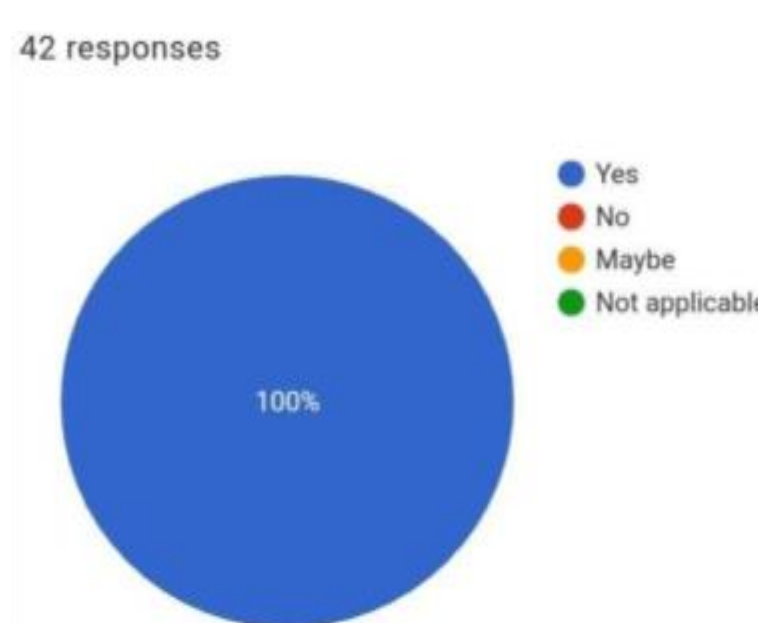


Figure 4.10

Q11. What is your view on attendance policy?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Outstanding	10	23.9%
2.	Meets expectations	29	69%
3.	Needs improvement	03	7.1%
4.	Unsatisfactory	00	0%
	Total	42	100%

Table 4.11

INTERPRETATION

69% of the respondents meets expectation where as 23.9%, 7.1% consider the attendance policy to be outstanding and needs improvements.

ANALYSIS

The majority of employees feels that the attendance policy in Portea Medical is good.

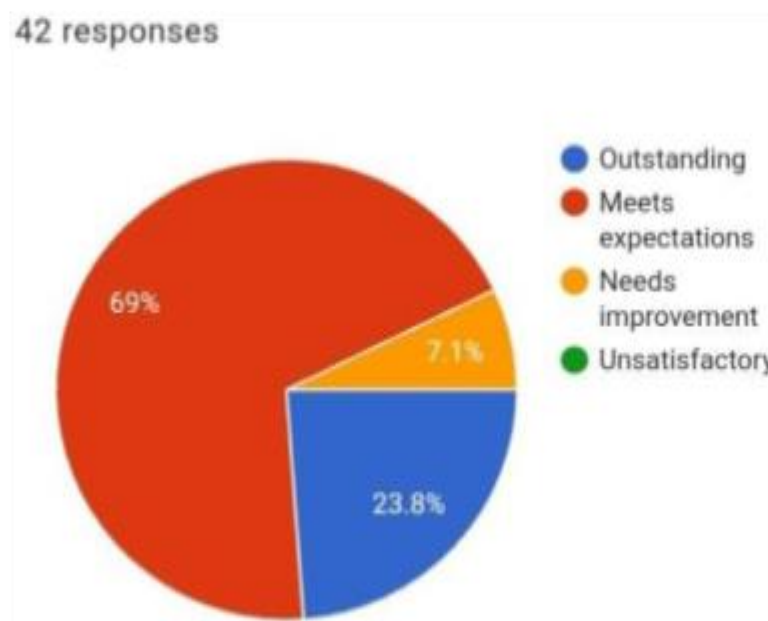


Figure 4.11

Q12.Select the best below mentioned employee scheme according to you?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	EPF	22	23.9%
2.	Gratuity	08	69%
3.	ESI	12	7.1%
4.	Others	00	0%
	Total	42	100%

Table 4.12

INTERPRETATION

52.4% of the respondents conclude that the best scheme according to them is employee provident fund where as 28.6% people consider employee state insurance to be the best and the rest 19% feels that gratuity is the best scheme.

ANALYSIS

The employees feel that the best employee scheme is gratuity followed by EPF then ESI.

42 responses

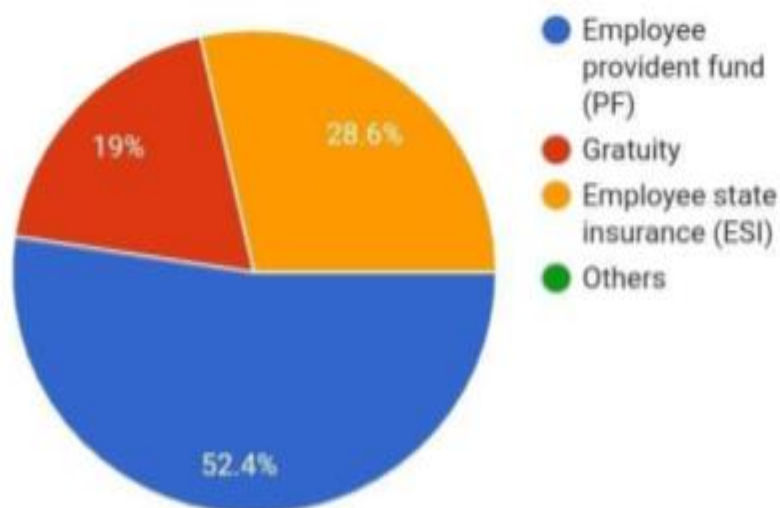


Figure 4.12

Q13. Are you satisfied with the check-in and check-out timings?

S.NO	OPTIONS	NO.OF RESPONDENTS	PERCENTAGES
1.	Yes	41	97.6%
2.	Meets expectations	00	0%
3.	No	01	2.4%
4.	Maybe	00	0%
	Total	42	100%

Table 4.13

INTERPRETATION

97.6% of the respondents are satisfied with the check-in and check-out timings and 2.4% of the respondents consider that they are not satisfied with the check-in and check-out timings.

ANALYSIS

The majority of employees are satisfied with the check-in and check-out timings. The check-in and check-out timings in Portea Medical is good.

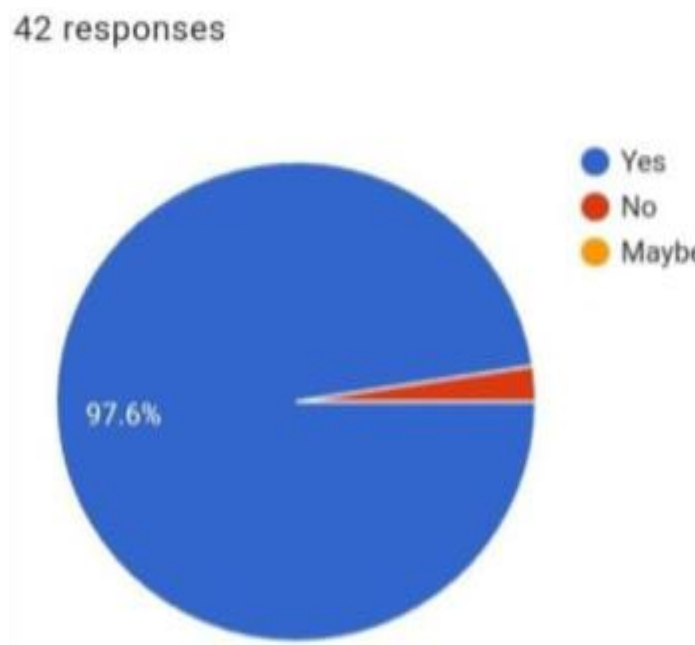


Figure 4.13

FINDINGS

FINDINGS

- 64.3% of the respondents feel that ‘former employees’ are the most used source of recruitment where as 21.4% of the respondents are considering ‘employee referrals’ as the most used source of recruitment. The remaining 14.3% consider ‘promotion’ as the most used source of recruitment.
- According to 52.4% of the respondents the process of recruitment is done on a monthly bases where as 31% feels that it is done on requirement bases, 11.9% of the respondents says that it is done quarterly and the remaining 4.7% consider the process to be done on a yearly based.
- 57.1% of the respondents feel that the work life culture in the organization meets expectations where as 33.4% and 9.5% considers the culture as outstanding and needs improvement.
- 50% of the respondents has given a view on job safety as outstanding where as 45.2% and 4.8% considers the job safety to be as meets expectation and needs improvement
- Out of 100% of the respondents 83.3%, 9.5%, 4.8% and 2.4% feels that recruitment process in the term of satisfaction is yes, meets expectation, no and maybe.
- 52.4% of the respondents feel that the implementation of EPF and ESI policy is meeting expectation. 33.3% and 14.3% considers it to be as needs improvement and outstanding.
- 52.4% of the respondents consider the HR practices in the company to meet expectations where as 42.9% and 4.7% agree that the HR practices are outstanding and needs improvements.
- 92.9% of the respondents are satisfied with their position in the company where as 5.1% and 2% feels that their position meets expectation and no.
- 71.4% of the respondents feel that the overall management in Portea Medical meets expectations and 19%, 9.5% of the respondents consider it as outstanding, needs improvement.
- 100% of the respondents know about EPF and ESI policy.
- Coming to the attendance policy 69% of the respondents meets expectation where as 23.9%, 7.1% consider the attendance policy to be outstanding and needs improvements.

- 52.4% of the respondents conclude that the best scheme according to them is employee provident fund where as 28.6% people consider employee state insurance to be the best and the rest 19% feels that gratuity is the best scheme.
- 97.6% of the respondents are satisfied with the check-in and check-out timings and 2.4% of the respondents consider that they are not satisfied with the check-in and check-out timings.

CHAPTER VII: SUGGESTIONS AND CONCLUSION

CHAPTER-XII SUGGESTIONS AND CONCLUSION

SUGGESTIONS AND CONCLUSION

7.1. SUGGESTIONS

- **Portea medical** should keenly concentrate upon the methods used to implement the Employee Provident Fund (EPF) and Employee State Insurance (ESI) policy as many employees feel that the process is not outstandingly or optimally being executed.
- The company needs to focus on the upliftment of the present work life culture in the company to make it outstanding.
- It is also suggested that the firm should develop the overall management so that the employees can have an outstanding work life culture.
- The attendance policy of the company should also be restructured in order to make it an outstanding outcome.
- The **Portea Medical** is also expected to work on providing a better job safety to the present employees as because some employees in the firm are concerned about the job safety and are not totally satisfied

7.2. CONCLUSIONS

The following conclusion is drawn upon the feedback taken from the employees, subordinates, colleagues, supervisors and interns working in **Portea Medical Private Limited** by circulating a self-evaluation feedback form to be filled by the employees themselves.

This feedback method is considered one of the most efficient and modern method in order to receive overall feedback.

Portea medical private limited has been conducting the recruitment process as well as the implementation of Employment Provident fund (EPF) and Employee State Insurance (ESI) policy from the past ten years right after the formation of the company.

It was found that 'The Employee Referrals' is considered as the most used external source of recruitment and the internal source of recruitment that is most used is 'Promotion' in the company and the recruitment is done majorly on monthly basis.

The employees are completely satisfied with the recruitment process taken up by the company, whether it may be internal sources or external sources of recruitment.

In the case of EPF and ESI it was found that the employees have a different outcome on the implementation part of the policy. Majority feels that the execution of the policy meets expectation and rest feels either it needs improvement or it is outstandingly being implemented thus the company should conduct a joint session and find a proper method to implement the policy in order to satisfy the employees.

All the employees have awareness about PF and ESI policy. Provident Fund that is PF is considered as the best scheme among others. The employees are satisfied with the check-in and check-out time.

As even I have worked as a HR intern in Portea Medical, I can say that the managers and the seniors were really interactive, supportive and welcoming. I was able to discuss various work implementing methods with them openly and also the implementation of PF and ESI from HR objective is apt for the type of industry.

ANNEXURE

ANNEXURE

QUESTIONNAIRE

Q1. Which of the following sources of recruitment is most used to recruit employees in Portea medical?

- (a) Promotion (b) Employee referrals
(c) Former employees (d) Employment agency

Q2. How often is the process of recruitment done in Portea medical?

- (a) Requirement based (b) Yearly
(c) Quarterly (d) Monthly

Q3. How is the work life culture in the company?

- (a) Outstanding (b) Meets expectation
(c) Needs improvement (d) Unsatisfactory

Q4. What is your view on job safety?

- (a) Outstanding (b) Meets expectation
(c) Needs improvement (d) Unsatisfactory

Q5. Are you satisfied with the recruitment process in your organization?

- (a) Yes (b) Meets expectation
(c) No (d) Maybe

Q6. How is the implementation of the EPF and ESI policy in Portea medical?

- (a) Outstanding (b) Meets expectation
(c) Needs improvement (d) Unsatisfactory

Q7. Are the HR practices good to motivate and Handle conflict?

- (a) Outstanding (b) Meets expectation
(c) Needs improvement (d) Unsatisfactory

Q8. Are you satisfied with your position in the company?

- (a) Yes (b) Meets expectation
(c) Maybe (d) No

Q9. How would you rate the overall management?

- (a) Outstanding (b) Meets expectation
(c) Needs improvement (d) Unsatisfactory

Q10. Do you know about the EPF and ESI Policy?

- (a) Yes (b) Maybe
(c) No (d) Not applicable

Q11. What is your view on attendance policy?

- (a) Outstanding (b) Meets expectation
(c) Needs improvement (d) Unsatisfactory

Q12. Select the best below mentioned employee scheme according to you?

- (a) Employee Provident Fund (b) Gratuity
(c) Employee State Insurance (d) Unsatisfactory

Q13. Are you satisfied with the check-in and check-out timings?

- (a) Yes (b) Meets expectation
(c) Maybe (d) No

- Online survey form link:

https://docs.google.com/forms/d/e/1FAIpQLSd8Jg3Vh2nhk-F7M_prs-c1Wlx4ASsuEMo9J-jRna08v067cA/viewform?usp=sf_link

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- Times of India.
- The Hindustan Times.

OTHER SOURCES:

- Images/ pictures are taken from the internet.
- Survey conducted through Google Forms.

