

A REPORT ON SUMMER INTERNSHIP AT
AMALA INSTITUTE OF MEDICAL SCIENCES



Submitted By
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Under the Guidance of

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Professor

Submitted in partial fulfillment of
the requirement for the award of the degree

Master of Business Administration

to
Mahatma Gandhi University,
Kottayam



Marian College Kuttikkanam (Autonomous)

Marian Institute of Management
Kuttikkanam P.O, Peerumade, Idukki

June 2022-23

05/18/22



Marian College Kuttikkanam (Autonomous)
Marian Institute of Management
Kuttikkanam P.O, Peerumade, Idukki

CERTIFICATE

This is to certify that the Report entitled “Summer Internship at **AMALA INSTITUTE OF MEDICAL SCIENCES**” submitted to Mahatma Gandhi University in partial fulfillment of the requirements for the award of the MBA degree is a bonafide work done by Ms. **JIYA JOSEPH E** Reg. No 21PBA228 during the Academic Year 2020 - 2021 under my supervision and guidance.



Faculty Guide



Director

Place: **Kuttikkanam**

Date: 20/06/2022



AIMSTSR/INT/AHT200196

04-06-2022

EXPERIENCE CERTIFICATE

This is to certify that **Ms. JIYA JOSEPH E**, MBA, student of MARIAN COLLEGE, KUTTIKANAM has successfully completed her training at Human Resource Department of our Institution from 04.05.2022 to 04.06.2022.

During this tenure of service she has gained good experience. She is sincere and hard working. Her character and conduct was good during the aforementioned period.

Amala Institute of Medical Sciences is an NABH accredited 1000 bedded Multi-Specialty Hospital with advanced diagnostic and therapeutic facilities.

Adv. Piljo Verghese
HR & Legal Manager

Adv. **PILJO VERGHESE**
M.Com, M.B.A. LL.B.
HR MANAGER
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DECLARATION

I, JIYA JOSEPH E , MBA student of MARIAN INSTITUTE OF MANAGEMENT, MARIAN COLLEGE KUTTIKKANAM (AUTONOMOUS) do hereby declare that the Summer Internship conducted on AMALA INSTITUTE OF MEDICAL SCIENCES under the guidance of PROFESSOR, DR.SONEY JOHN , Marian Institute of Management, Kuttikkanam in partial fulfillment of the requirement for the award of the degree of Masters of Business Administration is a bonafide study done by me. I also declare that this report has not been previously formed or submitted for the award of any degree, diploma, fellowship or similar other titles by any other university, similar institutions or to any other person.

Place: Kuttikkanam


Jiya Joseph E, 21PBA228

Date: 20/06/2022

ACKNOWLEDGEMENT

I express my sincere gratitude to all those who helped me, both directly and indirectly in the completion of this humble effort. Firstly, I humbly express my heartfelt thanks to our respected Principal Dr Ajimon George, for giving me the opportunity for doing this internship. I express my heartfelt gratitude to Dr. T B Muralivalabhan, Director of Marian Institute Of Management Kuttikkanam, for the encouragement and support to conduct my internship in a prestigious company. I would like to extend my gratitude towards my internship guide Fr. Jose Chittadiyil coordinator and Soney John, Assistant Professor, Marin Institute Of Management Kuttikkanam, for the guidance I received throughout my internship. I thank all the respondents who gave me the necessary data which was helpful for the successful completion of the internship. Finally, I thank my parents, relatives and friends for their encouragement and support during the course of my internship.

Jiya Joseph E

EXECUTIVE SUMMARY

This report has been prepared at Amala institute of medical science which covers all the work details I have done over there as an intern for a period of 4 weeks. The whole report is divided into 9 headings where the first five headings deal with the purpose statement, organization profile, description and responsibilities as well as the unique aspects of the job performed in the company. The next four headings i.e. Findings, Conclusion, Observations and recommendations and Learning outcome deals with what I have gained, and recommendations that are brought forward from what I have observed and learned. The last heading includes the sources I have used to prepare this report.

TABLE OF CONTENTS

SL.NO	CONTENTS	PAGE NO
1	PURPOSE OF THE STUDY	7
2	ORGANISATION PROFILE	8
3	DESCRIPTION OF THE JOB PERFORMED	11
4	SPECIFIC RESPONSIBILITIES OF THE JOB	13
5	UNIQUE ASPECTS OF THE JOB	14
6	FINDINGS	16
7	CONCLUSION	17
8	OBSERVATIONS AND RECOMMENDATIONS	18
9	LEARNING OUTCOME	19
10	BIBLIOGRAPHY	20

PURPOSE OF THE STUDY

- To identify what type of HRM practices are done by amala institute of medical science
- To identify the strength weakness threats and opportunities of the company
- To analyses the functions of HR department.
- To become more experienced in the HR department's jobs through practical training
- To contrast the HR department's theoretical understanding with actual experiences
- To gain ideas from experiences people working in HR department
- To study the organization culture and structure

ORGANISATION PROFILE

Company Profile

A multidisciplinary medical network of educational, therapeutic, research, and outreach programming. Amala Institute of Medical Sciences (AIMS), also known as "Home for Total Healing" and named after the Blessed Virgin Mary.

To deliver the best possible medical care, AIMS assembles a committed team of doctors, nurses, and other healthcare specialists. Cross-specialty consulting is made possible by the comprehensive main and specialty care medical services we offer, ensuring each patient receives exceptional care. With 25 contemporary operating rooms, 210 fitted intensive care beds, a fully networked and computerized hospital information system (HIS), and a fully digital radiology department, our comprehensive infrastructure provides extensive facilities.

Wings Of Amala

Amala Institute of Medical Sciences

The medical college, which is associated with the Kerala University of Health Sciences, can brag of having modern amenities and infrastructure, whether it be in the lecture halls, libraries, museums, labs, or dormitories. In order to encourage the students to become dedicated, forward-thinking doctors who have compassion for everyone, especially the underprivileged and marginalised, we continuously try to hire outstanding staff and provide cutting-edge facilities in an eco-friendly environment. We seek to provide education with value by fusing academic and extracurricular pursuits to make learning enjoyable.

Amala School of Nursing

The Blessed Mary Immaculate-inspired Amala Institute of Medical Sciences is a Christian Minority Institution that is accessible to all people, regardless of faith, caste, or creed. It strives to provide young people with quality nursing and medical training so they can work as professionals in the healing ministry. A division of the Amala Cancer Hospital Society, AIMS is run by the Devamatha Province (CMI), which was established by the revered cum servant Bl. Kuriakose Alias Chavara. A pioneering institution in Amala's nursing and midwifery education is the Department of School of Nursing, which was founded in 1980. We want to help the nation, the community, and the individual by providing professional and personal development, which will benefit the nursing industry globally. We provide students with high-quality nursing education and cutting-edge clinical practise.

Amala ayurvedic college

The institution aims at developing and supporting the interested students who have the passion for learning and preserve the magic of Ayurveda. The institution is a non-profit organization that has been successfully running since 1978, offering knowledge and service to thousands of people each year. Our country has such a rich source of knowledge about Ayurveda that the magic of medicines for almost every disease is available. While it has not been viewed as a very interesting career, it offers a huge learning platform along with space for further research.

Amala Research Center

The Amala Institute of Medical Sciences includes the Amala Cancer Research Center, which is situated inside a 40-acre open space. Trissur The Center was established in 1982 with the goal of doing basic and practical scientific research in the disciplines of cancer and other closely linked medical sciences. The CMI Devamatha province trusteeship oversees the management of the Center. Nearly 1000 original research papers from the centre have been published in a variety of national and international journals.

Quality Policy

In order to achieve the aim of patient happiness, we are devoted to offering world-class healthcare by continuously streamlining procedures to create an ideal working environment and give safe and moral medications to our patients with loving care.

Quality Objectives

- To deliver prompt, effective, and compassionate medical treatment to every patient
- to consistently oversee and provide medical services • To provide competent workers with ongoing and frequent training
- To uphold the traditional ethical ideals in the practise of medicine and patient care by the hospital employees, and to continuously increase the level of performance of all essential organisational processes, notably that of our ward staff
- To create a feedback system that works

Employee Strength

- Doctors-224
- PG Students-130
- Nurses-756
- Other Staffs - 1099
- Total-2209

Vision

Being a top teaching hospital renowned for its excellence in comprehensive healthcare, high-quality education, and research. .

Mission

We are dedicated to putting the vision into practise by:

- Hiring the best personnel.
- Offering cutting-edge amenities in a green environment.
- Providing everyone with access to high-quality, affordable healthcare.
- Meeting the patients' emotional, psychological, and spiritual requirements.
- Adoption of a merit-based, open, and non-exploitative admissions process.
- Setting high expectations for our students to develop into committed, future-focused healthcare professionals who exhibit competence, integrity, and compassion.
- Teaching faculty and students to respect life at all stages of development and in all of its expressions.
- Motivating the students to help the underprivileged and marginalised, particularly those in rural areas.
- Supporting ground-breaking research that will advance humanity.

DESCRIPTION OF THE JOB PERFORMED

during the tenure of service in amala I have been focusing on the following three focus areas:

- recruitment and selection
- payroll management
- training and development

RECRUITMENT

Finding and recruiting the best individuals for a position is called recruitment.

No company can operate efficiently without the appropriate employees. Managers must define needs and anticipate openings with the help of the human resources team for a recruitment drive to be successful.

Types of Recruitment

- Internal Recruitment
- External Recruitment

Due to this pandemic situation recruitment is done both online and offline. Each department will communicate the vacancies and after that the recruitment process will be carried out.

Applications that are appropriate are sent to the recruiting manager for further assessment when they are found. The recruiting manager contacts human resources to schedule the interview once they have decided who they want to speak with.

Human resources assists the recruiting manager in selecting new hires, sets up new hire paperwork, and provides additional pertinent materials pertinent to the position they are onboarding. Human resources are in charge of giving new hires an orientation, showing them to their new workspace, and going over the company's benefits and policies.

Job descriptions are created by an HR representative to fit the requirements for open positions. Additionally, they might need to update a description to ensure its correctness or compliance with the law. They can go to job fairs to network with prospective applicants. The majority of the time, they'll accept resumes, hand out their business cards, and talk about the

opportunities that the organisation is currently hiring for. They also might need to edit a description for accuracy or to make sure that it meets legal guidelines. They can attend job fairs to meet potential candidates. They'll usually accept resumes or give out their business card and discuss what positions the company is currently hiring for.

TRAINING AND DEVELOPMENT

Human resources develop professional development programmes in conjunction with management to assist employees in excelling in their particular fields of employment. To determine whether additional training is necessary, they will evaluate the number of employees enrolled in each programme, their performance, their manager's feedback, and the outcomes. Some of the programmes are:

- Business communication;
- Diversity and inclusion;
- Customer service education

PAYROLL MANAGEMENT

Payroll is the process of paying salary to employees .it starts with recording those expenses.

Procedure includes;

1. Employee inputs like leaves, arrears are analyzed
2. Verifying those inputs and transferring them to the head of the department.
3. For the verifying the excel sheet with the details are given to the HR department.
4. After verification it is passed to the finance department for salary process.

Human resources is responsible for choosing a person's salary, performance bonuses, raises, and whether they will be paid on an hourly or salaried basis. In this way, they give the payroll department the details it requires to pay workers the exact amount when they are due vacation pay, sick days, or bonuses.

When it comes to compensation, HR conducts research to determine the going rate of pay for a position, whether the business can afford to pay that rate, and what perks can be provided in the event that the business is unable to match the going rate. While maintaining the pay scale for workers at all levels of the business, this is done as part of putting together a benefits package that is provided to a candidate.

SPECIFIC RESPONSIBILITIES OF THE JOB

- Filing the documents of the employees.
- conducted basic interview.
- Telephonic conversation with the employees regarding different activities and schedules.
- Analyzing leave of the employees.
- Communicating with various departments regarding various activities.
- verifying the salary increments .
- Informing candidates regarding the job .
- Preparing the contract agreement
- Preparing the appointment letters
- Circulating the circulars to various departments
- Entering the employee biodata
- Assisted in salary increment work
- Assisted in the preparation of monthly salary dashboard
- Verifying the documents of candidates
- Checking the attendance records
- Studied about salary and pf

UNIQUE ASPECTS OF THE JOB

People Oriented:

The pursuit of objectives by employees as both individuals and as a group is a concern of human resource management.

Additionally, it is concerned with the social, emotional, and behavioural elements of the workforce. It is the process of bringing together individuals and organisations in order to achieve each party's objectives.

Individual Oriented:

Every employee is taken into account individually under human resource management in order to offer services and initiatives that promote growth and happiness among staff members.

In other words, it is focused on the growth of human resources, such as knowledge, capability, skill, and potential, as well as the pursuit and accomplishment of employee objectives.

Challenging Function:

Managing of human resources is a challenging job due to the dynamic nature of people. Human resource management aims at securing unreserved co-operation from all employees in order to attain pre-determined goals.

Development Oriented:

Individual employee objectives include things like pride, status, recognition, and the chance to advance, in addition to things like a demanding job, a high wage, attractive fringe perks, and job happiness.

Human resource management focuses on maximising employee potential to ensure that they are as happy as possible at work and are giving their all to the organisation.

An integrated concept:

Personnel, welfare, and industrial relations are all included in the scope of HRM. It is also integrated because it deals with development, utilisation, and maintenance in addition to acquisition.

Building and maintaining a corporate culture

Nowadays, having a good corporate culture is a need. The success of the business is determined by how well it fosters employee engagement, job satisfaction, and staff retention. A company's culture can be developed, strengthened, or altered with the help of human resources.

Universal

HRM is a function that applies across every type of organisation there is. For example, a two-person operation needs some level of HRM, as does a 500-employee operation

FINDINGS

- They use both internal and external recruitment
- I find out the various functions of HR department
- Find out the strength weakness threats and opportunities of amala
- I find out that the attrition rate is very high
- The management is trying their maximum to retain employees
- Any employee who conduct sexual harassments are subjected to penalty or prosecution
- There is a lack of motivation and communication among the employees and management

CONCLUSION

From the explanation above, it is clear that since human resource management is a persistent problem, it has a big impact on how well a company performs. The entire HRM process should be followed by an organization if it wants to fully benefit from human resource management.

The most important characteristics for becoming a sought-after employer are committed and reliable employees, thus it should come as no surprise that businesses and organizations struggle to create motivated and engaged workforces. However, a wealth of research has shown that improved employee commitment and leadership can have a favorable effect on the bottom line of the business.

In reality, an organization's full productivity potential can only be reached when all employees and teams are completely dedicated, energized, and aligned to achieve the organization's goals. Therefore, every organization's goal should be to increase employees' willingness to maintain their relationship with the company.

CRITICAL OBSERVATIONS AND RECOMMENDATIONS

Observations

These are the things that I have found from the organization.

- They keep proper communication with the employees.
- They give equal importance to all departments .
- They make sure that they give proper allowances and bonus to the employees.
- I have noticed a great communication between in various departments in the organization.
- They conduct employee encouragement programs. Which include;
 - Games ,entertainment programs etc. This help the employees to relax from the business world.
- May employees are selected on contract basis.
- Salary provided to employees seems to be very low and feels that a skill based pay should be formed.
- files and documents are not documented properly and it makes conclusion among other employees.
- Attrition rate is so high.
- Training should be improved.
- performance appraisal is done manually and it can be improved.

Recommendations

- 1.The organisation so running in a proper way they are using old technologies,they should implement new technologies, so that they can reduce workloads of employees.
2. To get effective employees in the organisation should maintain proper training.
- 3.They should maintain proper relationship among employees.
- 4.They should increase the salary of experienced workers.
- 5.performance appraisal should be done properly.
- 6.It would be better conduct an employee satisfaction survey.
- 7.HR department can expanded so,that can employees can work properly.
- 8.skill based pay should be enabled.

LEARNING OUTCOME

Based on my one-month internship, I came to the conclusion that I had been successful in acquiring a variety of important learning experiences that would be beneficial to me in the future. I was given plenty of room and possibilities by the Amala Institute of Medical Science's human resources department.

I gained knowledge about a variety of topics during the month, including:

- The functions of hr department
- The various divisions under hr department
- Process of recruiting, hiring, onboarding, training, and firing of employees
- The routine activities of hr department
- The swot analysis of the company
- I gained a practical knowledge of the jobs carried out in hr department
- I was able to transform my theoretical knowledge into practical experiences,
- I learn about HR from the knowledgeable staff at Amala.
- I am aware of the current difficulties the department is facing

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