Personnel is the most important factor that directly affects the productivity and profitability of an organization. The health sector, an important area of the service sector, the importance of the administrative and support personnel it has is increasing day by day due to the fact that it is within every type and sector of the community's area of interest. Because the administrative and support personnel of the hospital are important human resources directly affecting productivity and profitability. The selection of unsuitable personnel for the job causes hospital to lose money, time and potential opportunities. Patients and their relatives expect accurate, fast, reliable and comfortable service from the support personnel and health personnel. This expectation is at the highest level especially in private hospitals. The hospital management's attitude based on systematic and consistent basics on this issue makes it is possible to make a healthy choice when it is concerned.

Multiple Criteria Decision Making (MCDA) methods were used in the study for the selection of personnel to meet expectations. For the problem of personnel selection, one to one meeting was held with the managers of private hospitals and 7 criteria were determined. Criteria determined as the gender, work experience, educational level, communication capabilities, physical characteristics, personality traits and work continuity of the applicants were weighted by AHP method. Education criteria priority is determined as the highest criteria. 4 alternatives were evaluated according to VIKOR method. The study showed that more objective selections could be made in the personnel selection by digitizing the non-numeric criteria with multi-criteria decision-making techniques.

Keywords: AHP, VIKOR, Selection of Personnel, Service Management, Personnel