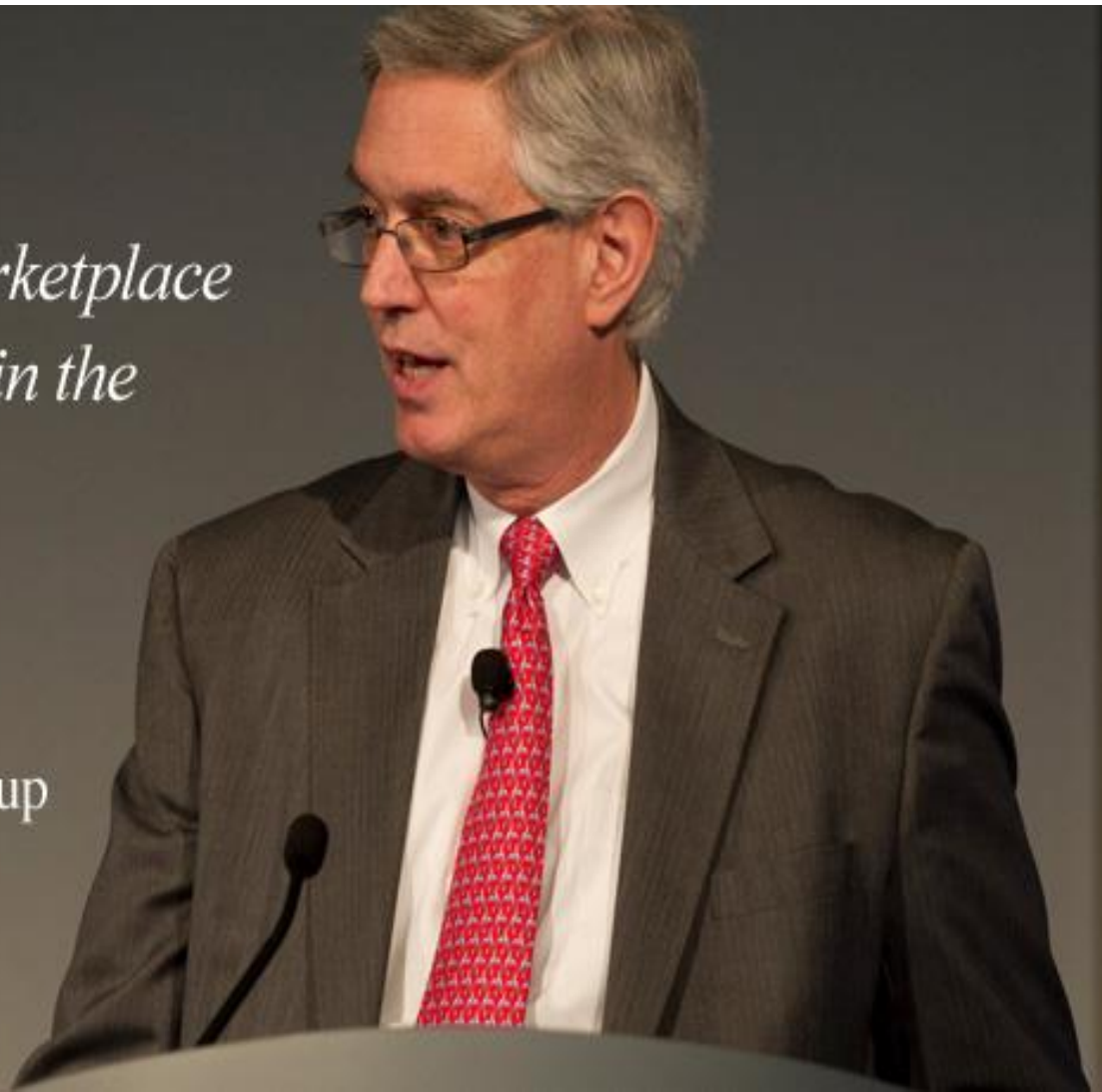


*“To win in the marketplace
you must first win in the
workplace.”*

- Doug Conant
CEO of Campbell's Soup



Factors influencing job satisfaction among employees at Shalby Multispecialty hospital, Mohali

Submitted by-
Dr. Heena Mansotra
MBA-HM: 20
Roll no. 0284





INTRODUCTION:

Job satisfaction is defined as a feeling of fulfillment or enjoyment that a person derives from their job.

Job satisfaction is very important as it results in **increased productivity, less absenteeism and lower employee turnover.**

Low job satisfaction can result in increased staff turnover and absenteeism, which affects the efficiency of health services.

This is particularly important because employees in the healthcare delivery system are expected to provide quality patient care while working in a highly stressful environment. Various studies have shown that the dissatisfaction with one's job may result in **higher employee turnover, absenteeism, tardiness and grievances.**

Improved job satisfaction on the other hand results in **increased productivity.**

AIM & OBJECTIVES

The aim of the study is to determine the factors influencing job satisfaction among employees of Shalby Multispecialty Hospital Mohali.

- To assess the level of job satisfaction of employees in Shalby multi specialty hospital, Mohali?
- To determine the factors influencing job satisfaction?



RESEARCH METHODOLOGY:

STUDY DESIGN

A cross-sectional survey to determine the factors influencing job satisfaction among employees at Shalby Multispecialty hospital, Mohali.

STUDY DURATION

February to May 2017.

STUDY POPULATION

The study population consisting of employees from different departments of Shalby hospital.

SAMPLE SIZE

50

SAMPLING TECHNIQUE

Convenience sampling

DATA COLLECTION TOOL

A well structured questionnaire consisting of 25 statements.

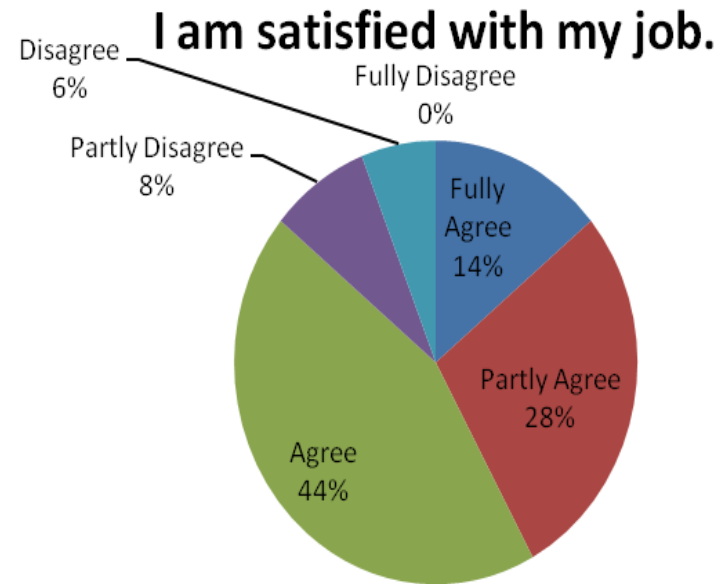
RELIABILITY STATISTICS

CRONBACH'S ALPHA	N of Items
0.921	25

DATA ANALYSIS AND CONCLUSIONS

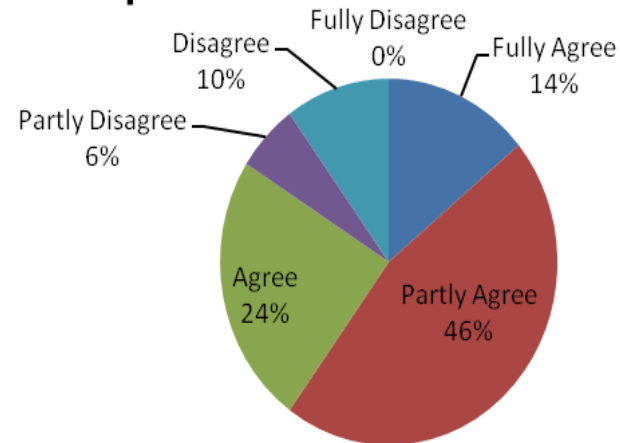


I) Pie chart mentioned below clearly indicates that majority of the employees are satisfied with their job. 14% fully agree, 44% agree and 28% partly agree suggests that employee, as a whole, are satisfied with their job. It also indicates that organization is taking proper care of their human resource.



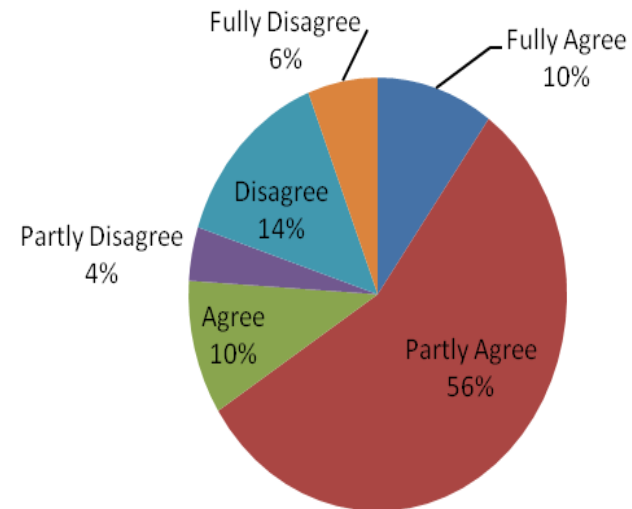
2) 14% fully agree, 46% agree and 24% partly agree that their job profile is in line with their academic qualifications and matches with their interests. This suggests that employees adore their job and are fully committed to take organization forward.

My job profile matches with my qualification and interests.



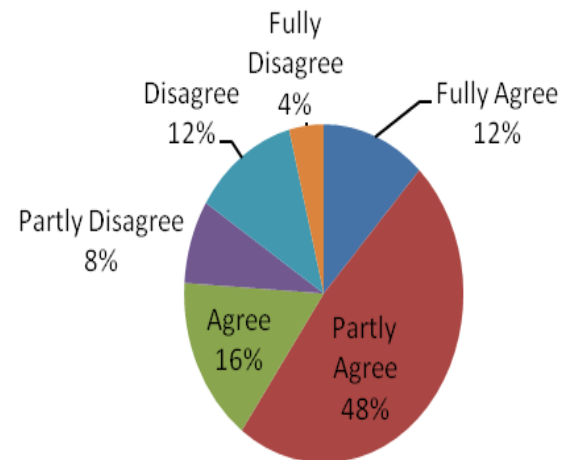
3) 76% employees feel comfortable working in this hospital. It indicates there is better coordination within the team. Management is providing all necessary support to their employees to carry out their tasks.

I feel comfortable in this hospital.



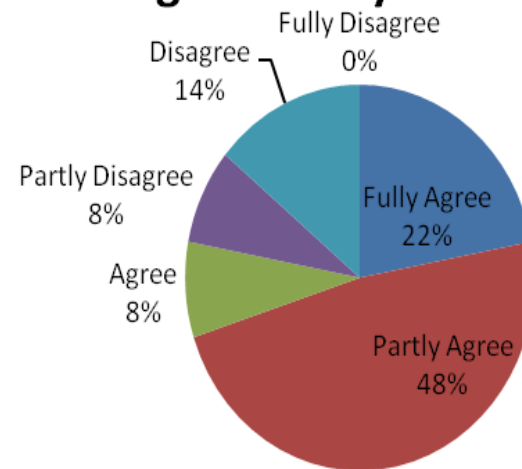
4) 12 % fully agree, 16 agree and 48% partly agree that work is fairly distributed within the team. This ensures sense of equality and at the same time ensures that employees are given enough time to enhance their skills.

Work allocation is fairly distributed within my team.



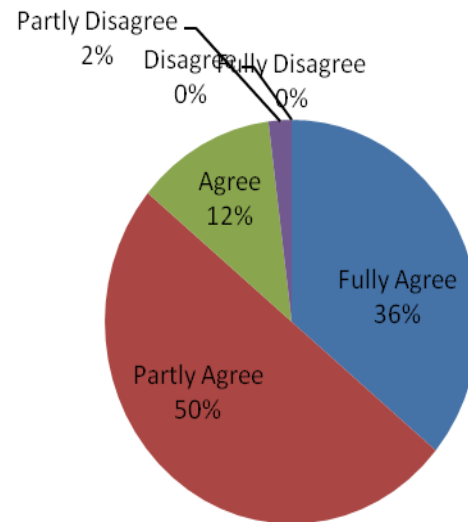
5) 22 % fully agree, 8 agree and 48% partly agree indicate that employees have enough time to share knowledge with their team members. This is one of the most vital tool for self learning. It saves valuable time and capital which otherwise will be required to provide trainings and conduct workshops.

I have enough time to share knowledge with my team members.



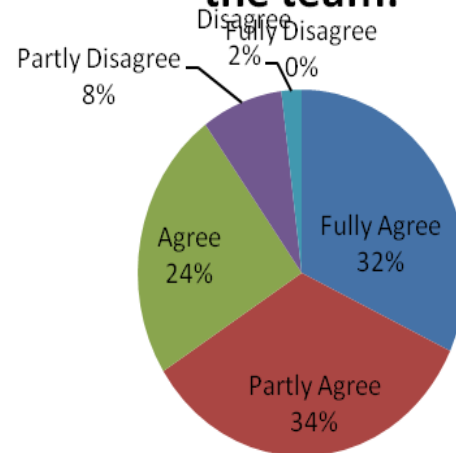
6) Sense of respect at workplace is one of the most important parameter of employee satisfaction. Almost everyone in the hospital feels respected and indicates that overall employees are satisfied with their jobs.

I am respected within my team.

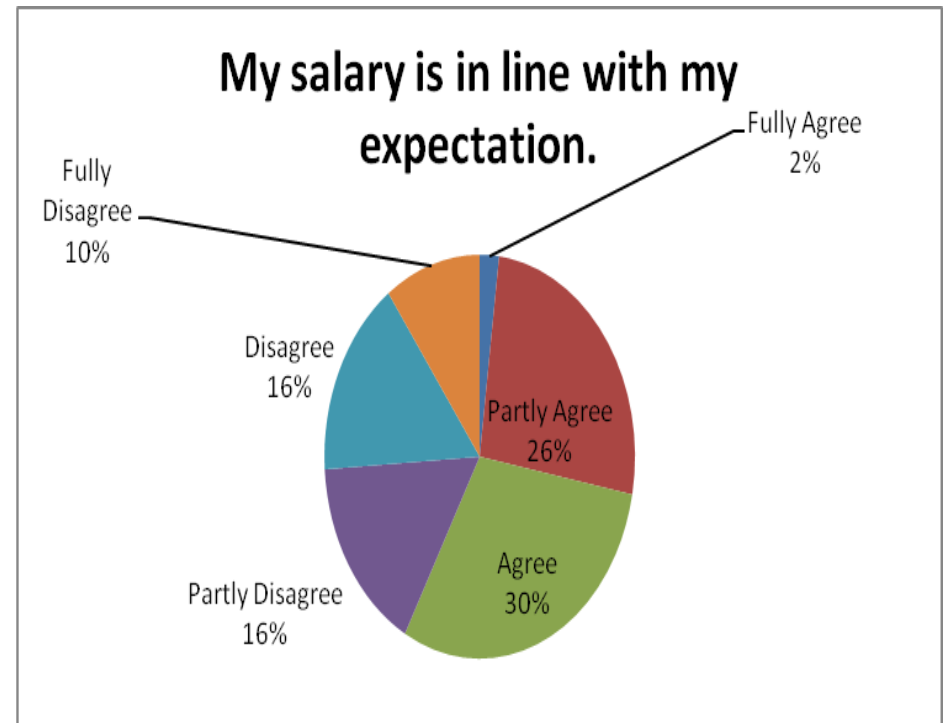


7) Pie chart shown below indicates that team is synchronized and motivated to work in proper coordination.

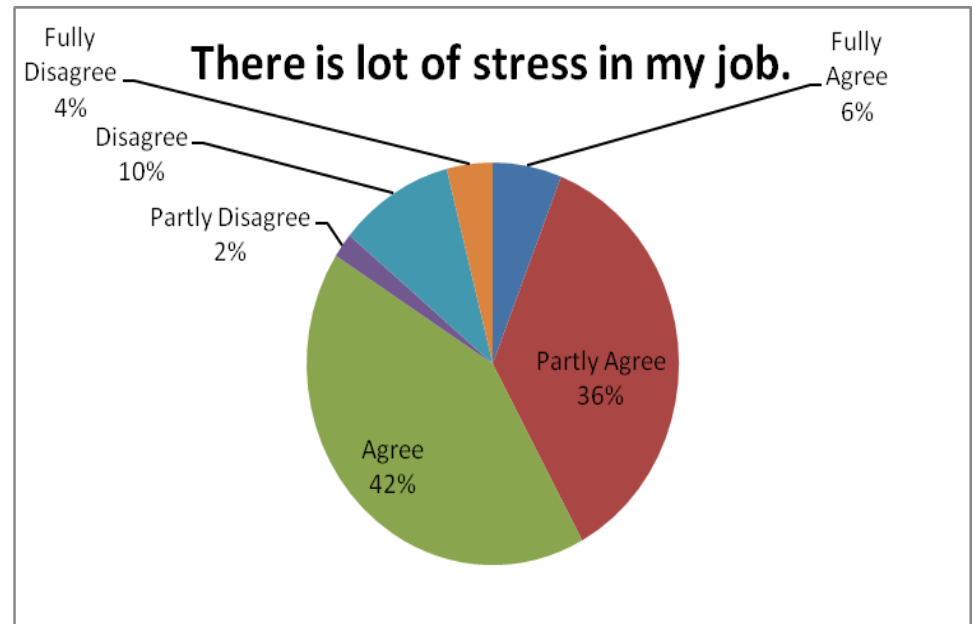
There is proper coordination within the team.



8) 2% fully agree, 30% agree and 26% partly agree indicates that around 58% of the employees feel salary is in line with their expectation and job profile. However 42% employees feel that improvement is required on this parameter. There is a need to analyze salary particulars. If better options are available for employees at some other organization, they may think of switching organization.

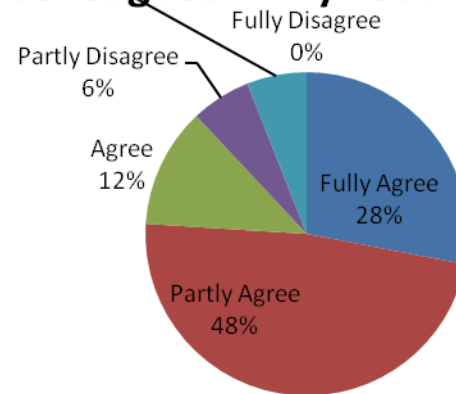


9) 6% fully agree, 42% agree and 36% partly agree indicates that there is lot of stress in their job. There is a need to provide necessary breaks to employees. Get together, picnics and other social gatherings may be helpful. Employees should always stay focused and every care must be taken to minimize monotonous work life.



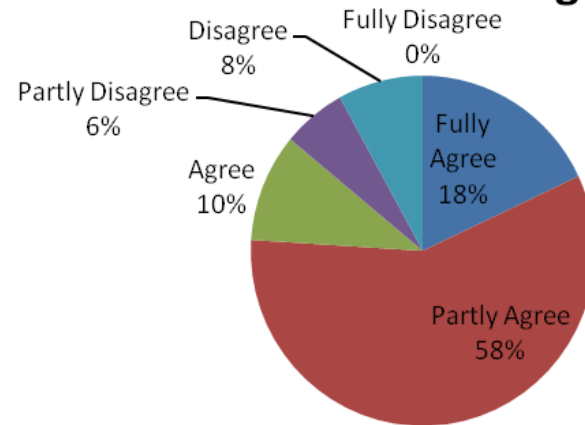
10) 28% fully agree, 12% agree and 48% partly agree indicates new employees and trainees are welcomed and guided to perform their work.

I am helped by my seniors and colleagues in my routine jobs.



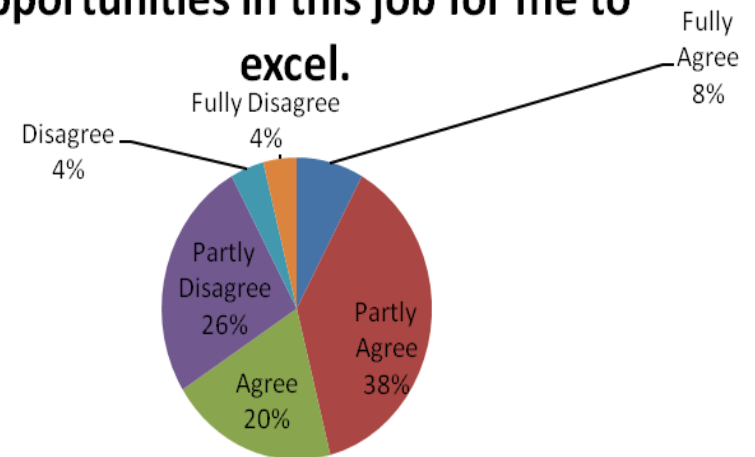
II) 18% fully agree, 10% agree and 58% partly agree indicates employees are recognized for good work done by them. This motivates each one in the team to perform job to the best of their ability.

I am often recognized for my work by seniors and colleagues.

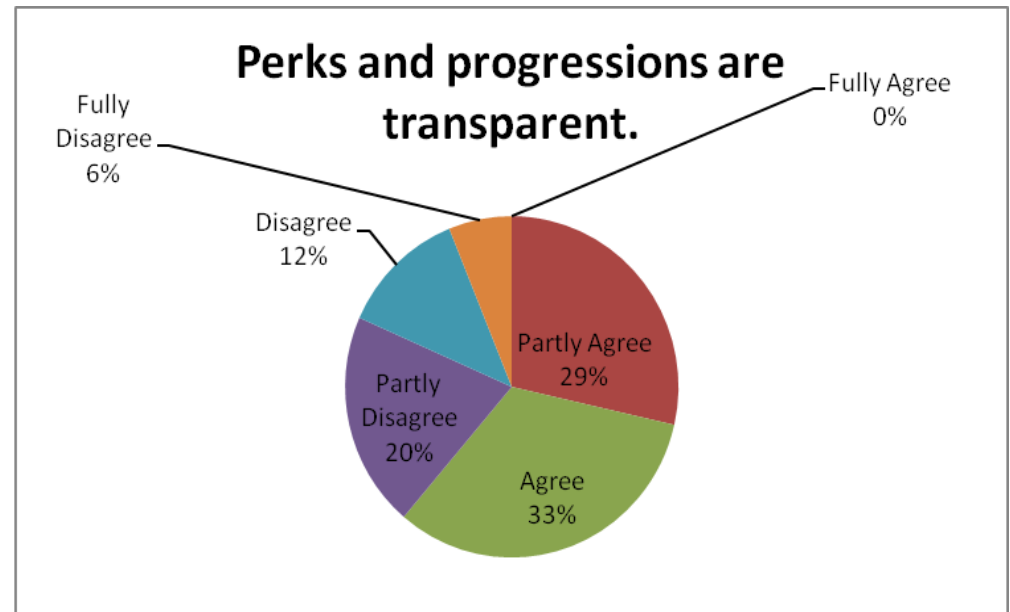


12) 8% fully agree, 20% agree and 38% partly agree indicates that employees feel there are enough chances for them to excel in this job.

I feel that there are plenty of opportunities in this job for me to excel.

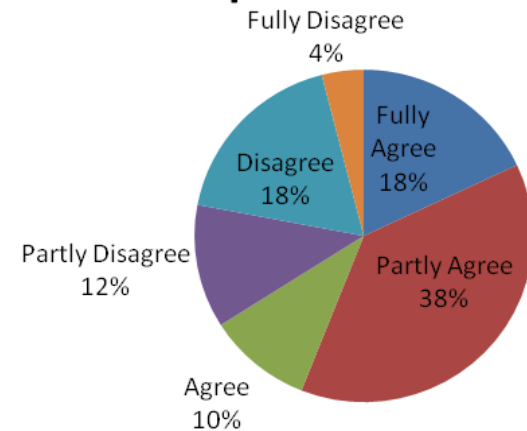


I3) 33% agree and 29% partly agree indicates that employees feel perks and progressions are transparent. Good percentage of employees feel there is need for more transparent policy.



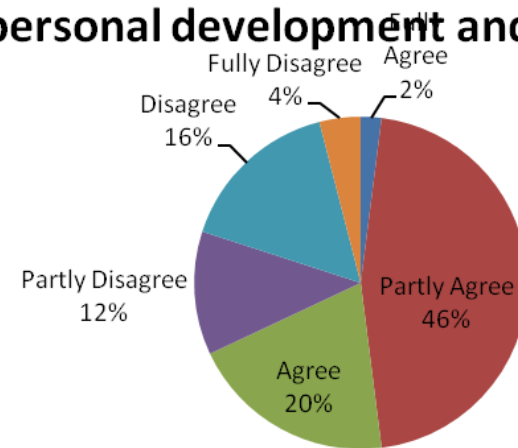
I 4) 18% fully agree, 10% agree and 38% partly agree indicates that employees are efficiently maintaining work life balance. Still there is need for improvement.

Workplace problems do not affect my personal life.



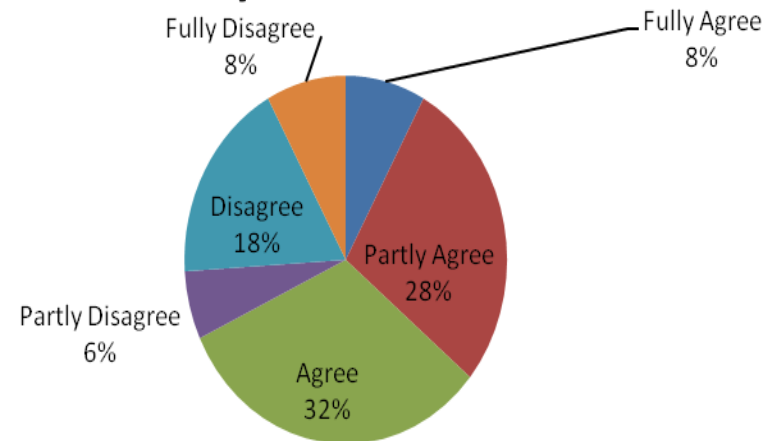
I 5) 2% fully agree, 20% agree and 46% partly agree indicates that employees are guided on personal development.

There is sufficient guidance on personal development and progress.



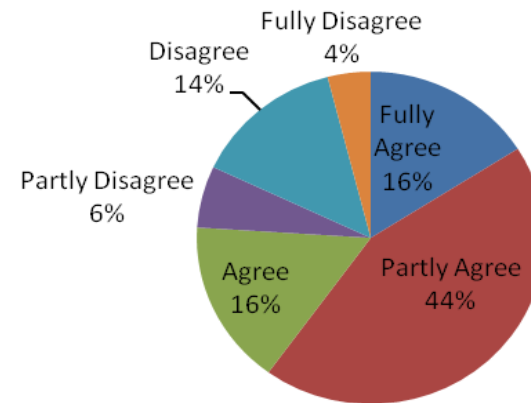
16) 8% fully agree, 32% agree and 28% partly agree indicates that employees are allowed to work freely. They are not monitored at all the times. Sense of responsibility seems to be prevalent and this is one of the prime indicator of satisfaction.

I am allowed to work freely without any restrictions.

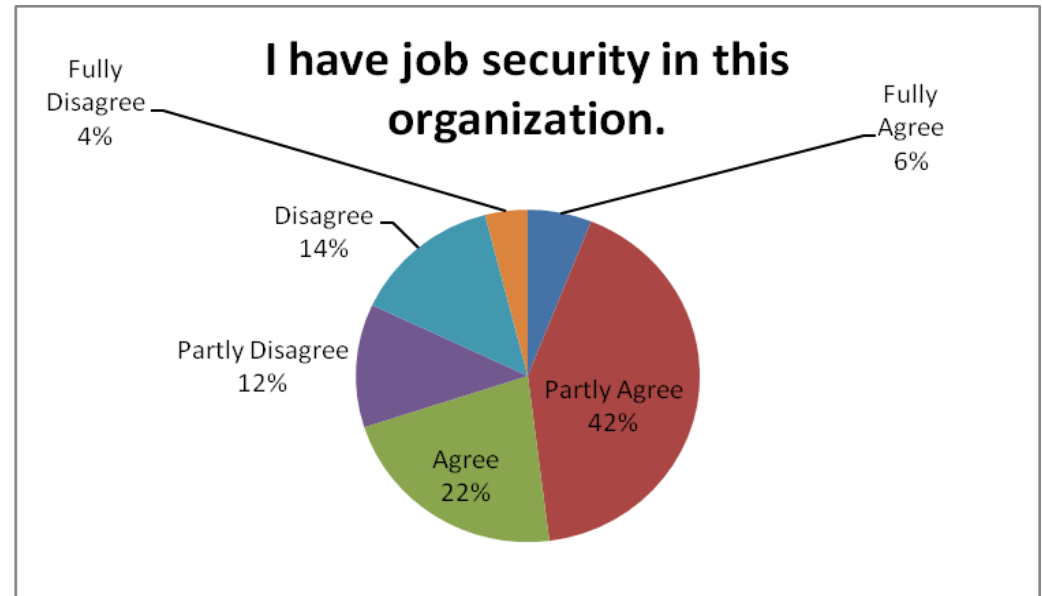


17) 16% fully agree, 16% agree and 44% partly agree indicate timings suit to employees and in turn they can devote quality time at home.

Timings of my job suit my personal life.

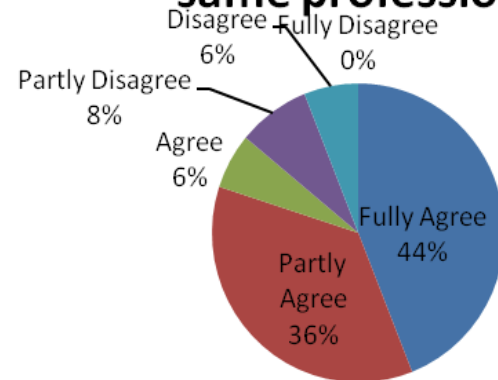


18) 6% fully agree, 22% agree and 42% partly agree that they have job security in this organization.



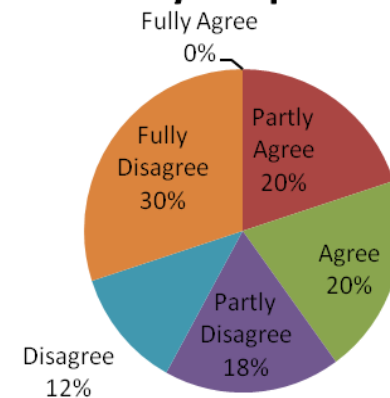
19) 44% fully agree, 6 % agree and 36% partly agree that they may switch jobs if better opportunities come their way. This is almost 86% and clearly indicate that organization must get better, move forward and connect employees.

I would change my job if better opportunities come my way in this same profession.



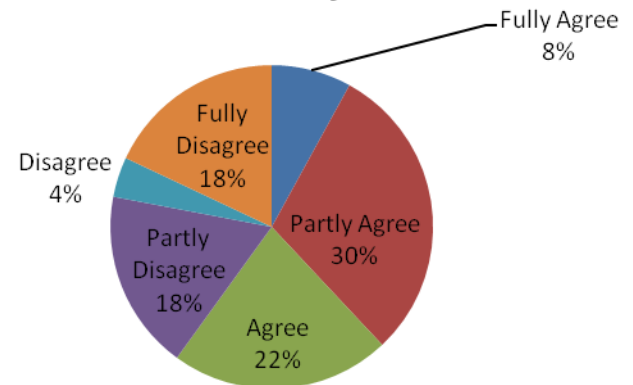
20) 30% fully disagree, 10% partly disagree and 12 % disagree indicate 52% employees feel there is immediate need to maintain facilities up to the mark. Canteen facility needs to be improved along with drinking water facility and housekeeping in general.

Canteen, housekeeping and drinking water facility is up to the mark.



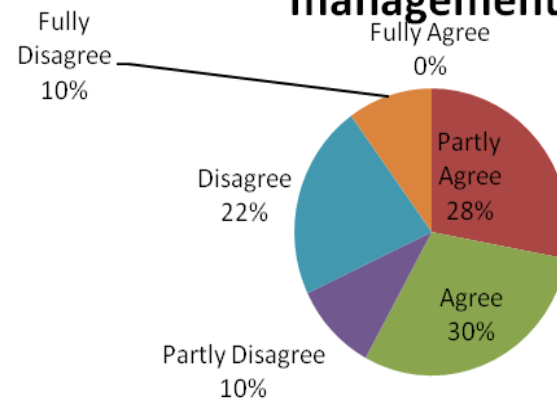
21) 8% fully agree, 22% agree and 30% partly agree indicates that there is scope of improvement in parking facility.

Proper and safe parking space is available for my vehicle.



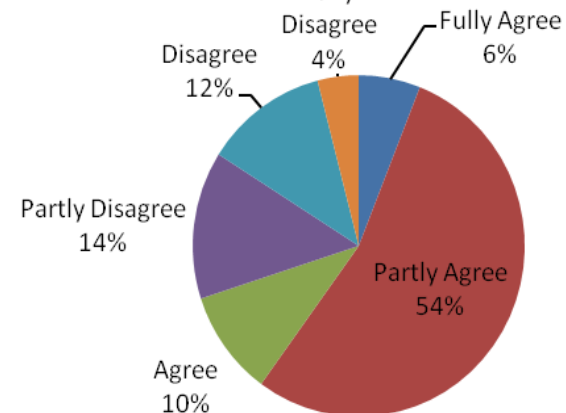
22) 30% agree and 28% partly agree that information sharing method is good and should be further streamlined.

I am satisfied about the way of information sharing from the management.



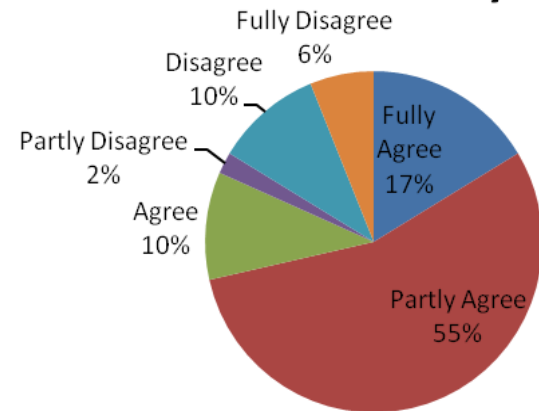
23) 6% fully agree, 10% agree and 54% partly agree that they are satisfied with the hospital timings and their shifts.

I am satisfied with my daily working hours.



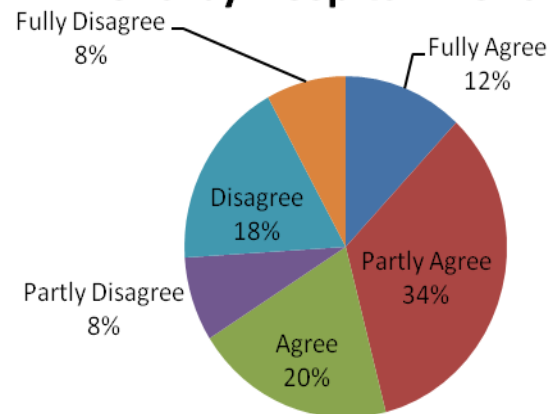
24) 17% fully agree, 10% agree and 55% partly agree that they are given weekends for their personal life.

I am not forced to work overtimes and on Sundays.



25) Almost 66% employees will recommend others to join Shalby Hospital Mohali.

I will recommend others to join Shalby Hospital Mohali.



RECOMMENDATIONS:

- Employees working at Shalby Hospital Mohali are satisfied with their job profile, working environment, office working hours, weekly offs and feel acknowledged. There is a need to maintain this trend. Motivational schemes may be implemented like HIGH-5 badges, best employee of the month or similar schemes. Employees must feel that they are recognized for their work.
- Employees feel that they are ably guided and supported by their seniors in their work. Training modules may be prepared wherein senior employees formally show the way to new staff. Training material in the form of manuals, Standard Operating Procedures and presentations may be designed for trouble-free and standardized practices.
- There is a huge scope of improvement in Hospital facilities like canteen, drinking water, washrooms, parking etc.
- Perks, allowances, promotions and transfers need to be more transparent. Documented policy and circulation of the same to all employees may enhance trust of the employees.
- Motivational, behavioral and work related trainings need to be conducted.
- Post implementation, fresh survey may be conducted to verify recommendations and sketch for organizational excellence.



**Thank
You!!!**

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