

EMPLOYEE SATISFACTION SURVEY



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INTRODUCTION

- Employee satisfaction is the terminology used to describe whether employees are happy and contented and fulfilling their desires and needs at work.
- In light of the organisation:
 1. Enhances employee retention and the company does not need to train employees repeatedly.
 2. Overall productivity of the company increases and it assists in achieving goals of the company.
 3. Satisfied employees improve customer satisfaction.
 5. Reduces Cost- Reduces training needs
- In light of the employee:
 1. Improves Work Focus
 2. Better results and outcomes.

AIM & OBJECTIVES

AIM- To assess the level of satisfaction of employees to increase Employee Retention

OBJECTIVES

- To obtain employees feedback for various parameters of satisfaction
- To assess the level of satisfaction of employees
- To identify and analyse parameters for improvement to increase employee retention



STUDY DESIGN

- **Study type-** Analytical
- **Area of study-** Fortis hospital, Vasant Kunj
- **Data Collection method-** Pre designed questionnaire
- **Sources of Data-** Primary data from employees was collected
- **Inclusion/Exclusion criteria-** Employees who have joined the organisation before 1st August, 2013 were included in the study
- **Sample Size-** 70%
- **Sampling Technique-** Phase I-Quota Sampling
Phase II- Simple Random Sampling



BANDS

SAMPLE GROUP	BAND	R L BAND SPECIFIC	DESIGNATION
NURSES	N(Staff Nurse)	N1	Staff Nurse 3
		N2	Staff Nurse 2
		N3	Staff Nurse 1
	NS(Nursing Supervisors)	NS1	Team Leader
		NS2	Sr. Supervisor
		NS3	Supervisor
DOCTORS	W	W1	Clinical Associate
		W2	Sr. Resident
		W3	Resident/JR
	X	X1	Associate consultant
		X2	Attending Consultant
	Y	Y1	Director
		Y2	Sr. Consultant
		Y3	Consultant

Sample Group	Band	RL Band Specific	Designation
MANAGERS	1	1C	Manager
		1B	Deputy Manager
		1A	Assistant Manager
	2	2C	DGM
		2B	AGM
		2A	Sr. Manager
STAFF	A	A1	Assistant Supervisor
		A2	Sr. Assistant
		A3	Assistants
	AS	AS1	Team leaders
		AS2	Sr. Supervisor
		AS3	Supervisor
TECHNICIANS	V	V1	Assistant supervisor
		V2	Sr. Technician
		V3	Technician
	VS	VS1	Team leader
		VS2	Sr. Supervisor
		VS3	Supervisor

SAMPLE				
GROUPS	RL BAND Specific	Total No. of employees	Sample size (per Band)	Sample Size
STAFF NURSES	N1	16	11	154
	N2	86	60	
	N3	118	83	
NURSING SUPERVISORS	NS1	5	4	11
	NS2	1	1	
	NS3	9	6	
DOCTORS	W1	6	4	66
	W2	11	8	
	W3	26	18	
	X1	11	8	
	X2	5	4	
	Y1	9	6	
	Y2	16	11	
	Y3	10	7	

SAMPLE				
GROUPS	RL BAND Specific	Total No. of Employees	Sample Size (per Band)	Sample Size
BAND 1 Managers	1A	9	6	15
	1B	7	5	
	1C	6	4	
BAND 2 Managers	2A	2	1	2
	2B	1	1	
STAFF	A1	9	6	67
	A2	29	20	
	A3	34	24	
	AS1	4	3	
	AS2	2	1	
	AS3	18	13	

SAMPLE

GROUPS	RL BAND SPECIFIC	TOTAL No. of Employees	SAMPLE SIZE (per Band)	SAMPLE SIZE
TECHNICIANS	V1	10	7	54
	V2	21	15	
	V3	34	24	
	VS1	3	2	
	VS2	2	1	
	VS3	7	5	

PARAMETERS

ORGANIZATION

SELF ACTUALIZATION &
RECOGNITION

CAREER DEVELOPMENT

RELATIONSHIP WITH
SENIORS/COLLEAGUES

COMPENSATION & JOB
SECURITY

WORKING CONDITIONS
& RESOURCES

RECREATIONAL ACTIVITY

WORK LIFE BALANCE

S.No.	QUESTIONS	PARAMETERS
1.	I am proud to tell people that I work for Fortis	Organization
2.	My Organization is the best to work for	
3.	I can relate to the values for which Fortis stands	
4.	I trust the vision of my organization leaders	
5.	I understand what is expected of me in my work	Self Actualization & Recognition
6.	My job profile matches with the skills and abilities I have	
7.	My work gives me a sense of personal accomplishment	
8.	My achievements at work are recognized	
9.	My performance is regularly reviewed and discussed with me	Career Development
10.	I am satisfied with the opportunities of formal and informal training/Skill development	
11.	I am satisfied with the Opportunities of Growth/ Career Advancement	
12.	I receive adequate opportunity to interact with other employees on a formal level	Relationship with Seniors/Colleagues
13.	My seniors provide valuable feedback and coaching that helps me to improve my performance	
14.	There is a strong feeling of team spirit and cooperation among team members	
15.	Management offers fair opportunities to express my grievances	

S.No.	QUESTIONS	PARAMETERS
16.	I believe my salary is fair for my responsibilities	Compensation & Job Security
17.	I feel secure about my continued employment at Fortis, Vasant Kunj	
18.	I am satisfied with the benefits package Fortis offers	
19.	In Fortis rewards and promotions are performance based	
20.	I have the resources to do my job	Working Conditions & Resources
21.	Employees at Fortis, Vasant Kunj are treated with respect regardless of their job	
22.	Basic amenities like clean washrooms, dining hall, parking etc. are provided	
23.	I am satisfied with the recreational activities provided by Fortis like HTML, Get together etc	Recreational Activities
24.	The environment at Fortis Vasant Kunj supports a balance between work and personal life	Work Life Balance
25.	I am able to complete the tasks assigned to me without affecting my personal life	

QUESTIONNAIRE

➤ Copy of questionnaire

[Questionnaire for employees.doc](#)



SIGNIFICANCE OF RATINGS

RATINGS	SCORE
STRONGLY DISAGREE	1
DISAGREE	2
NEUTRAL	3
AGREE	4
STRONGLY AGREE	5



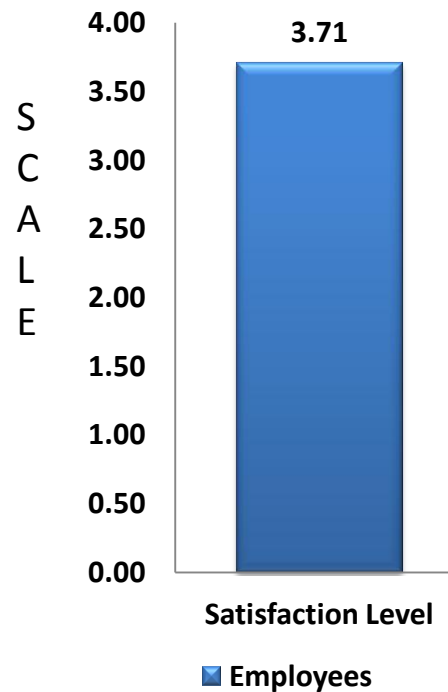
SCALE

RATINGS	SCALE
EXTREMELY DISSATISFIED (Immediate attention required)	0-1
DISSATISFIED (Attention required)	>1 to 2
AVERAGE (But improvement is needed)	>2 to 3
SATISFIED (Slight attention needed)	>3 to 4
EXTREMELY SATISFIED (no scope for improvement)	>4 to 5

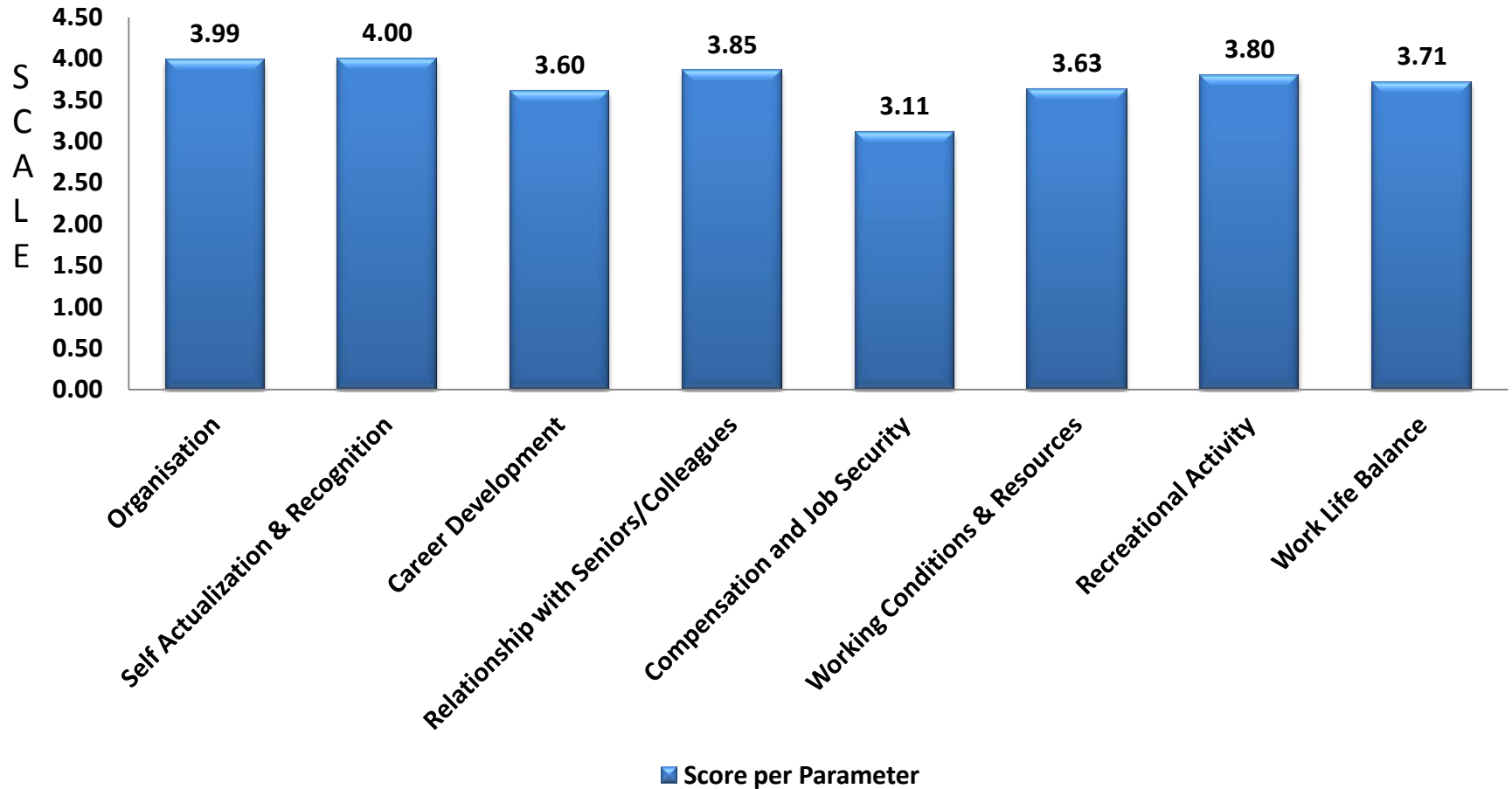
A 3D bar chart with seven bars of increasing height, colored red, orange, yellow, light green, and dark green. A blue arrow points upwards and to the right, following the general trend of the bars. The chart is set on a grid background.

RESULTS

OVERALL EMPLOYEES SATISFACTION LEVEL



EMPLOYEES SATISFACTION LEVEL PER PARAMETER



EMPLOYEES SATISFACTION LEVEL PERCENTAGE

S.No.	PARAMETERS	PERCENTAGE
1.	Self Actualization & Recognition	80%
2.	Organisation	79.8%
3.	Relationship with senior/Colleague	77%
4.	Recreational Activity	76%
5.	Work Life Balance	74.2%
6.	Working conditions & Resources	72.6%
7.	Career Development	72%
8.	Compensation & Job Security	62.2%



NURSES

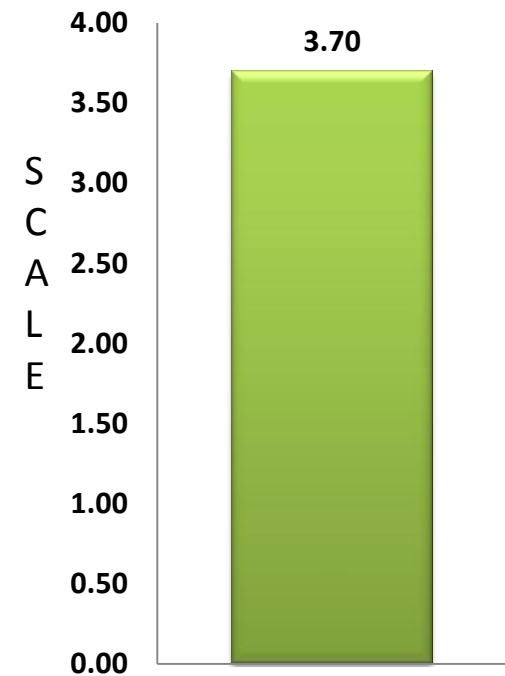
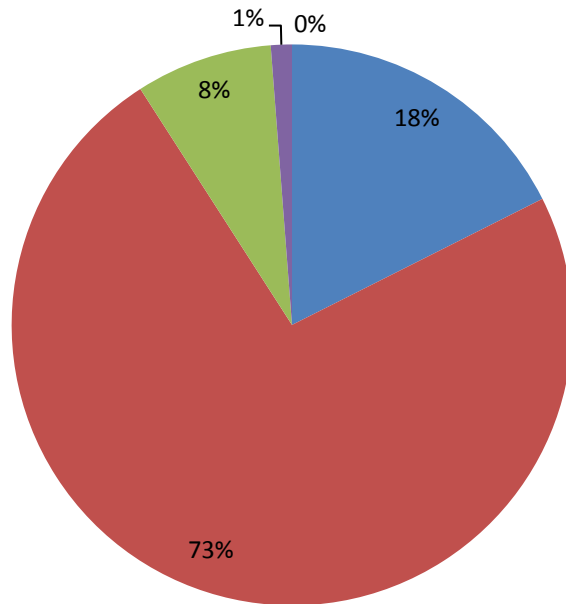


SATISFACTION LEVEL OF NURSES

NURSES- Staff Nurses
(N1,N2,N3)
+
Nursing Supervisors
(NS1,NS2,NS3)

NURSES

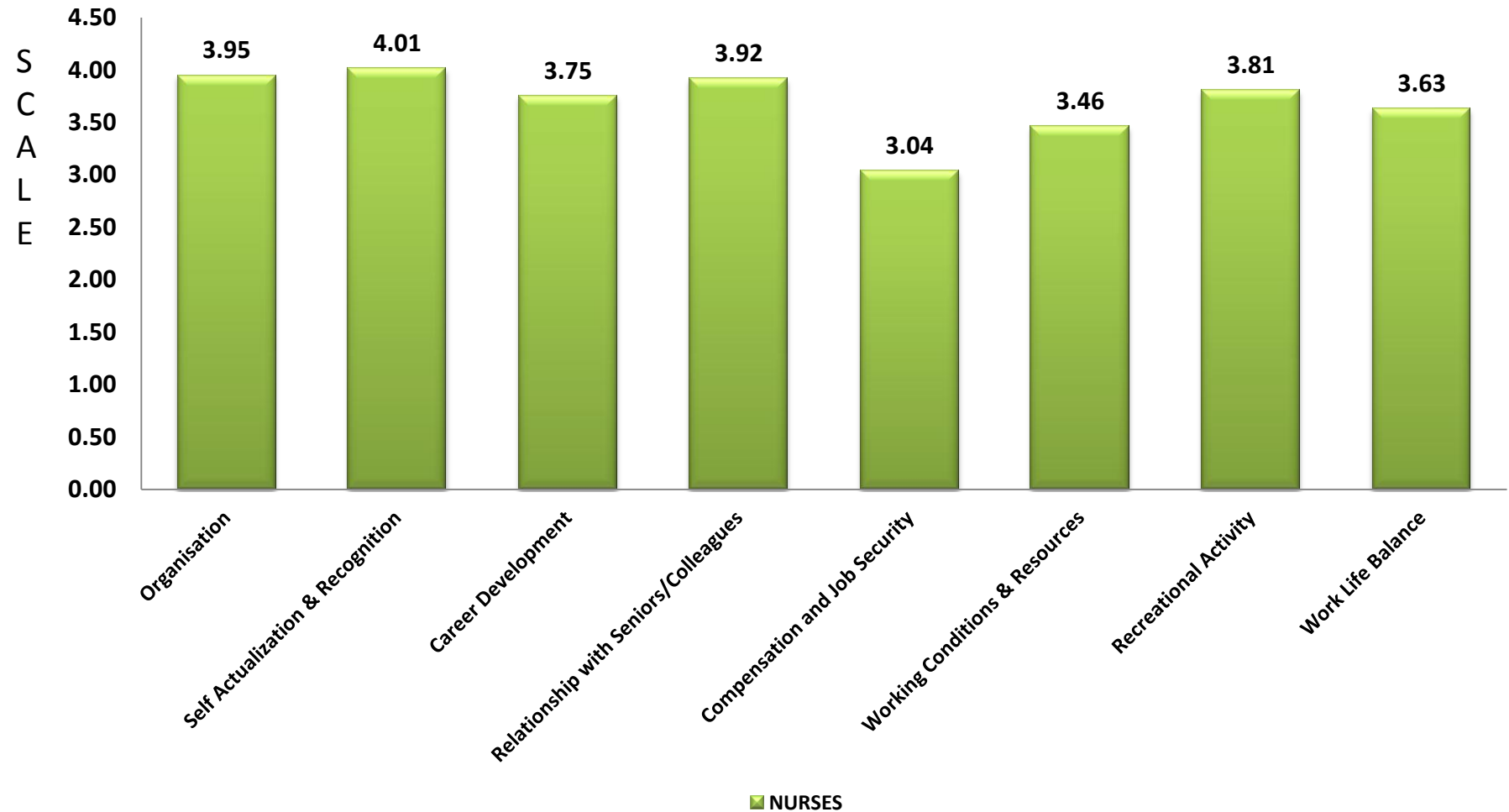
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■ DISSATISFIED ■ EXTREMELY DISSATISFIED



NURSES SATISFACTION

■ SCORE

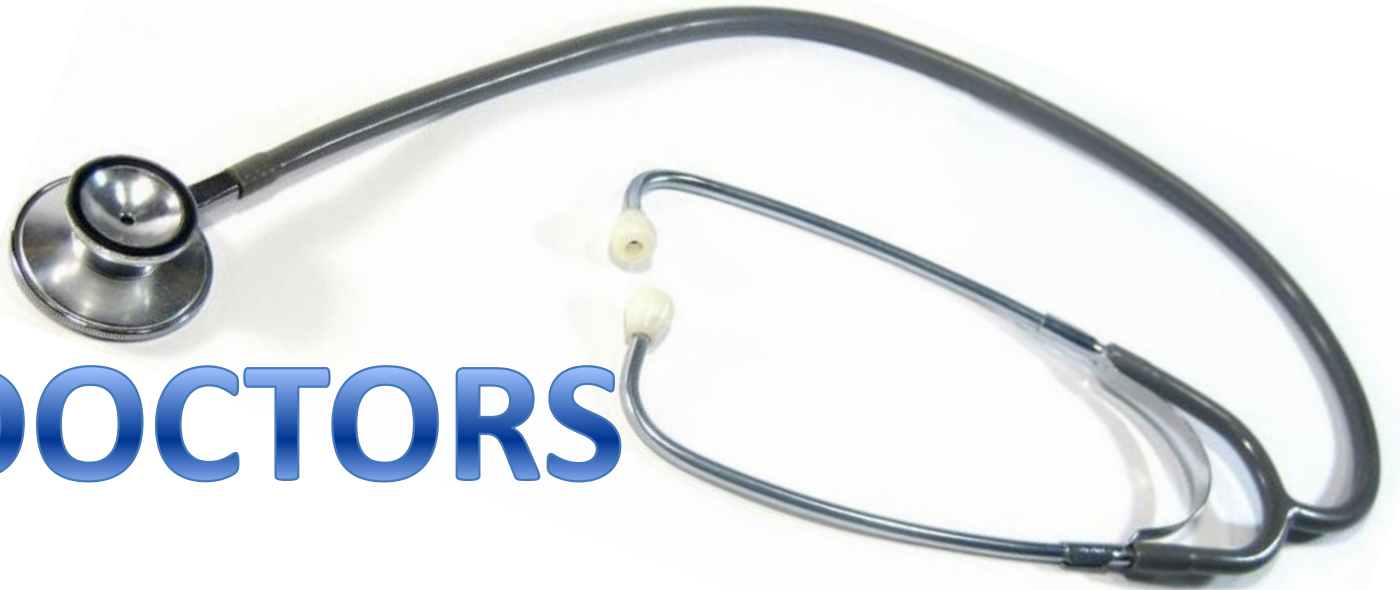
OVERALL NURSES SATISFACTION LEVEL PER PARAMETER



NURSES SATISFACTION PERCENTAGE PER PARAMETER

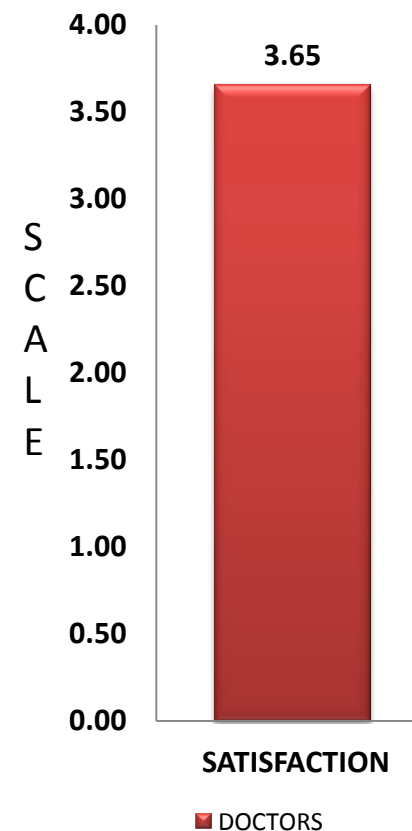
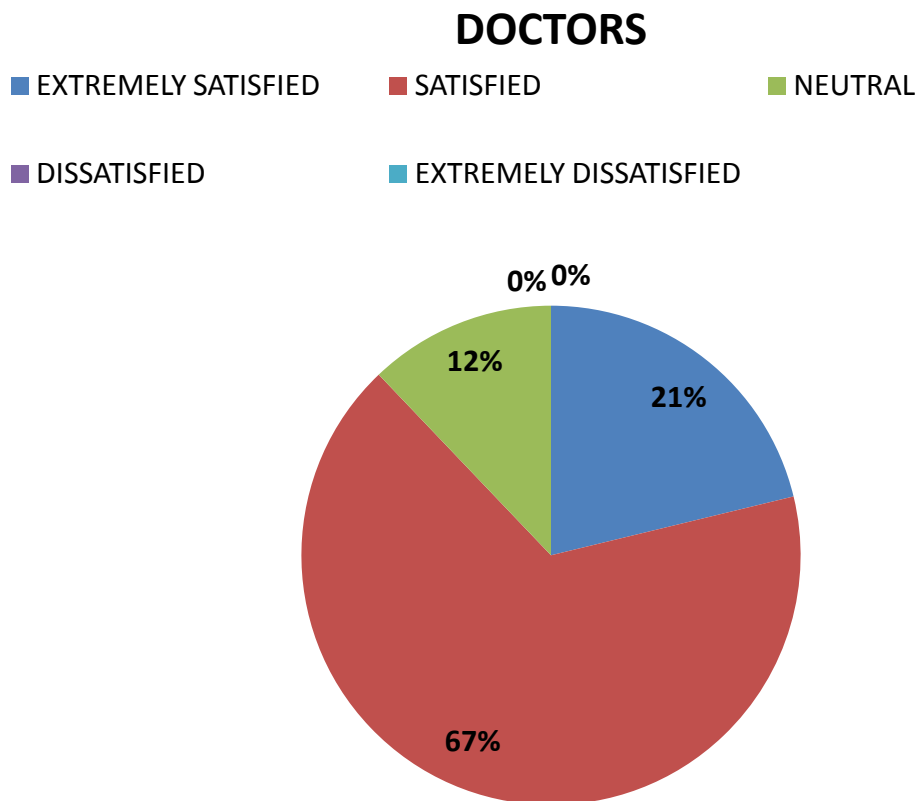
S.No.	PARAMETERS	PERCENTAGE	COMMENTS
1.	Self Actualization & Recognition	80.2%	
2.	Organisation	79%	
3.	Relationship with senior/Colleague	78.4%	Communication with staff on regular basis
4.	Recreational Activity	76.2%	
5.	Career Development	75%	Orientation about hospital policies
6.	Work Life Balance	72.6%	Understaffed- maintain nurse-patient ratio
7.	Working conditions & Resources	69.2%	•Staff washrooms •Cafeteria •Provide clean uniforms •Doctors should respect nurses and not shout on them •Security check for all employees •Avoid use of regional language •Safety & security (Emergency)
8.	Compensation & Job Security	60.8%	New Staff getting higher salary- clear basis for increment

DOCTORS

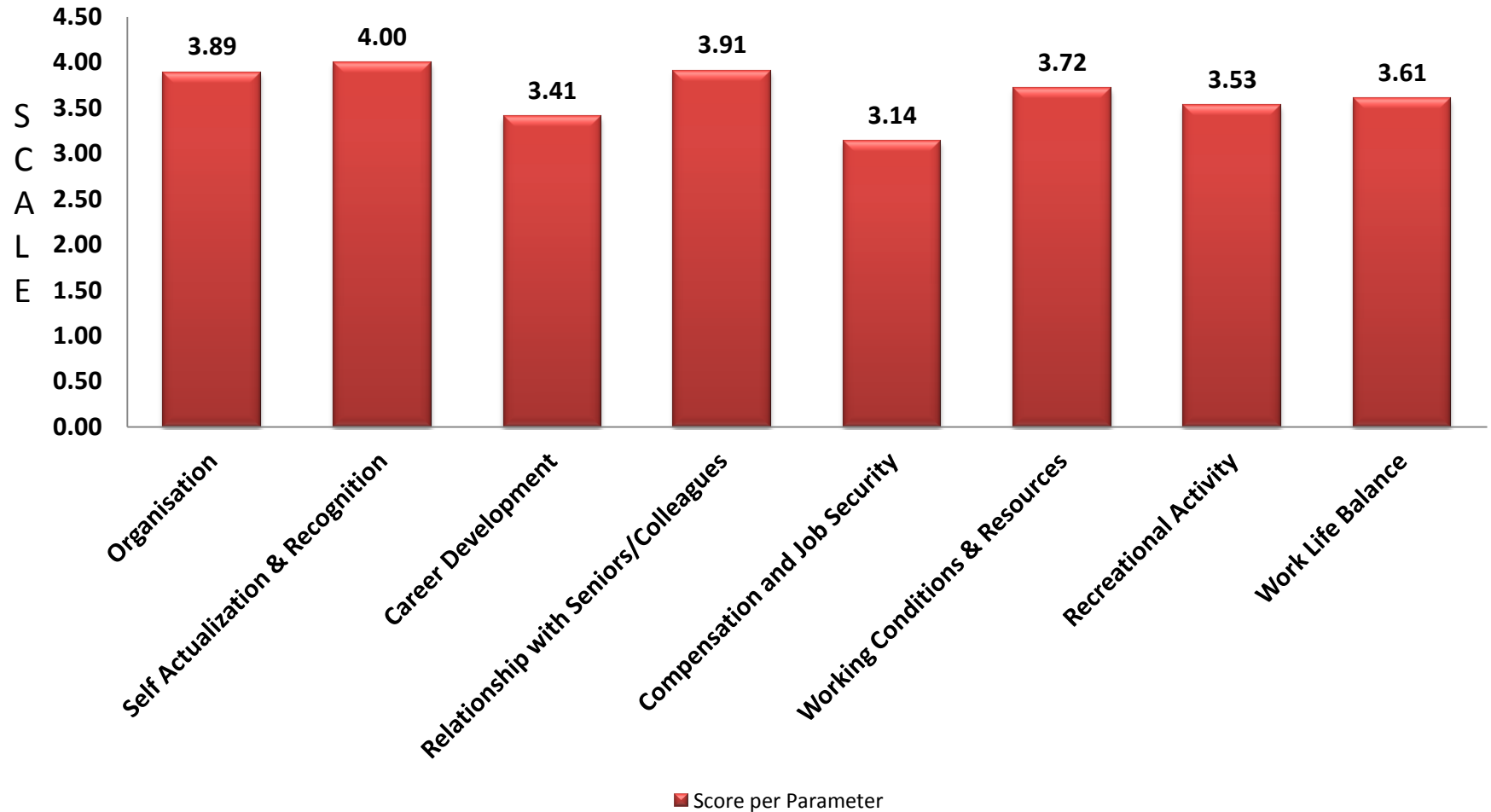


SATISFACTION LEVEL OF DOCTORS

• DOCTORS- BAND W
+
BAND X
+
BAND Y



DOCTORS SATISFACTION LEVEL PER PARAMETER



DOCTORS SATISFACTION PERCENTAGE

S.No.	PARAMETERS	%	COMMENTS
1.	Self Actualization & Recognition	80%	
2.	Relationship with senior/Colleague	78.2%	
3.	Organisation	77.8%	
4.	Working conditions & Resources	74.4%	•24 hour Cafeteria •Quality of Food •Library with more books •Improve security (Emergency) •Trained ER in ambulance with drugs & equipments •EMR •Drinking Water during Night Hours •Update instruments & equipments(Plastic Surgery)
5.	Work Life Balance	72.2%	•Ward residents not to go for emergency calls •Reduce Nursing Turnover
6.	Recreational Activity	70.6%	Recreational Activity for doctors
7.	Career Development	68.2%	•More Camps and Marketing (Neurosurgery and Paediatrics) •Interaction of all team members with administrative staff
8.	Compensation & Job Security	62.8%	•Appraisal as per performance •Monetary incentives for extra duty hours (Emergency)

MANAGERS

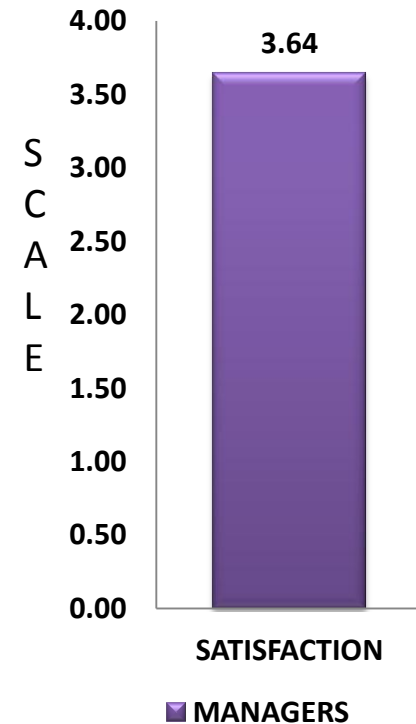
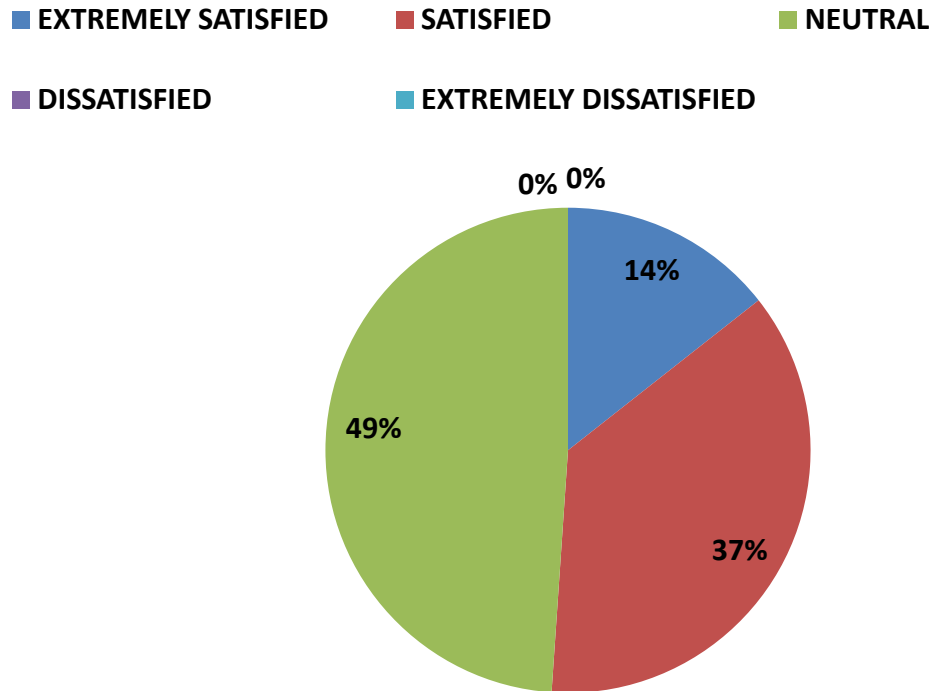


SATISFACTION LEVEL OF MANAGERS

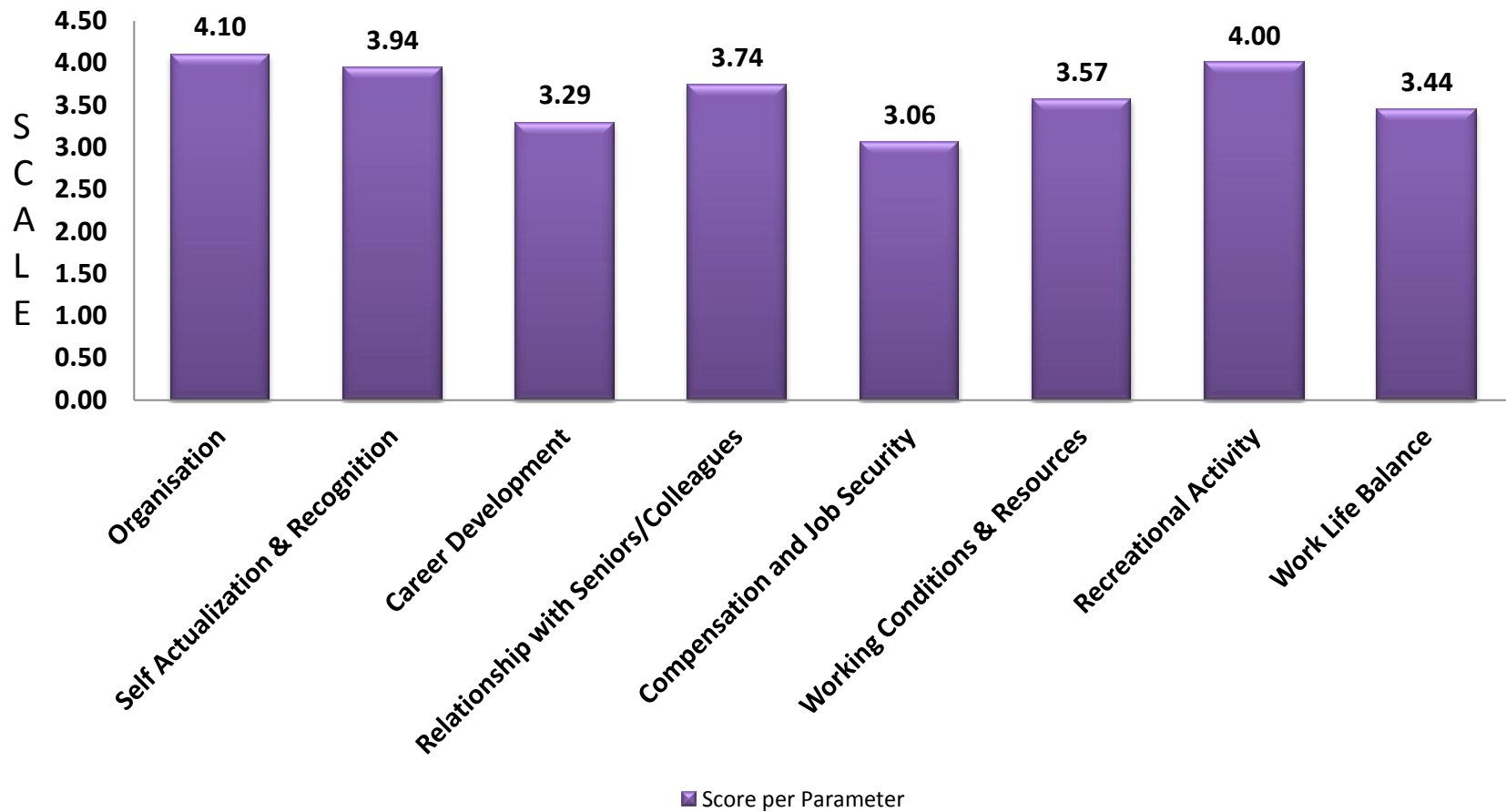
MANAGERS- Band 1
+
Band 2

- Band 1- Assistant Managers, Deputy Managers, Managers
- Band 2- Sr. Managers, AGM, DGM

MANAGERS



MANAGERS SATISFACTION LEVEL PER PARAMETER



MANAGERS SATISFACTION PERCENTAGE PER PARAMETER			
S.No.	PARAMETERS	PERCENTAGE	COMMENTS
1.	Organisation	82%	
2.	Recreational Activity	80%	
3.	Self Actualization & Recognition	78.8%	
4.	Relationship with senior/Colleague	74.8%	
5.	Working conditions & Resources	71.4%	•Basic amenities •Resources-Computers & Software (Finance) •Human resources as per requirement (Materials) •Sports
6.	Work Life Balance	68.8%	
7.	Career Development	65.8%	
8.	Compensation & Job Security	61.2%	•Review salary as per performance and length of service •Generate good reward system



STAFF

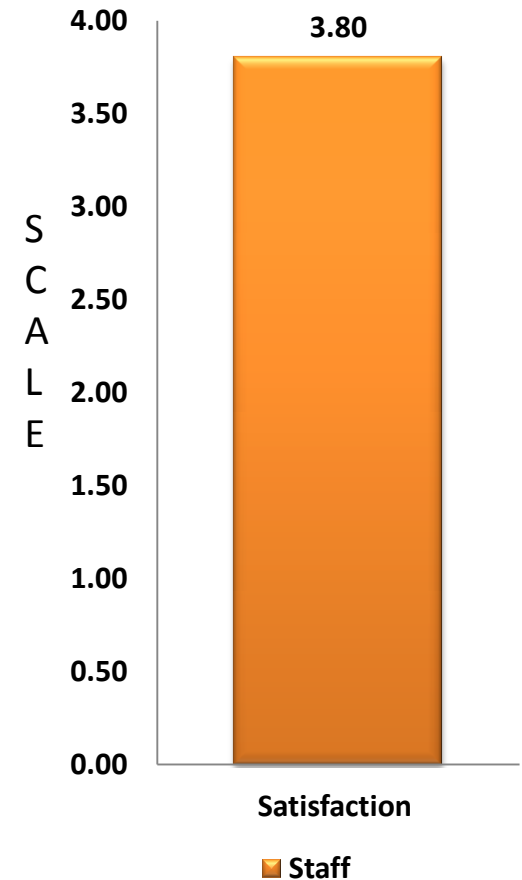
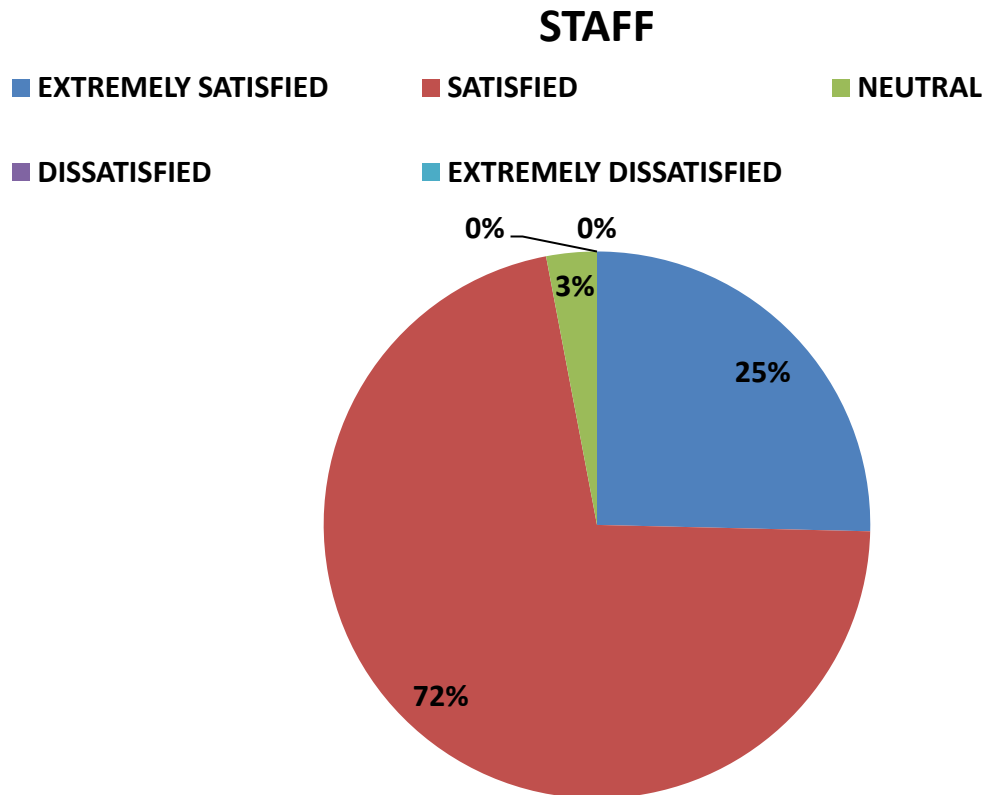


SATISFACTION LEVEL OF STAFF

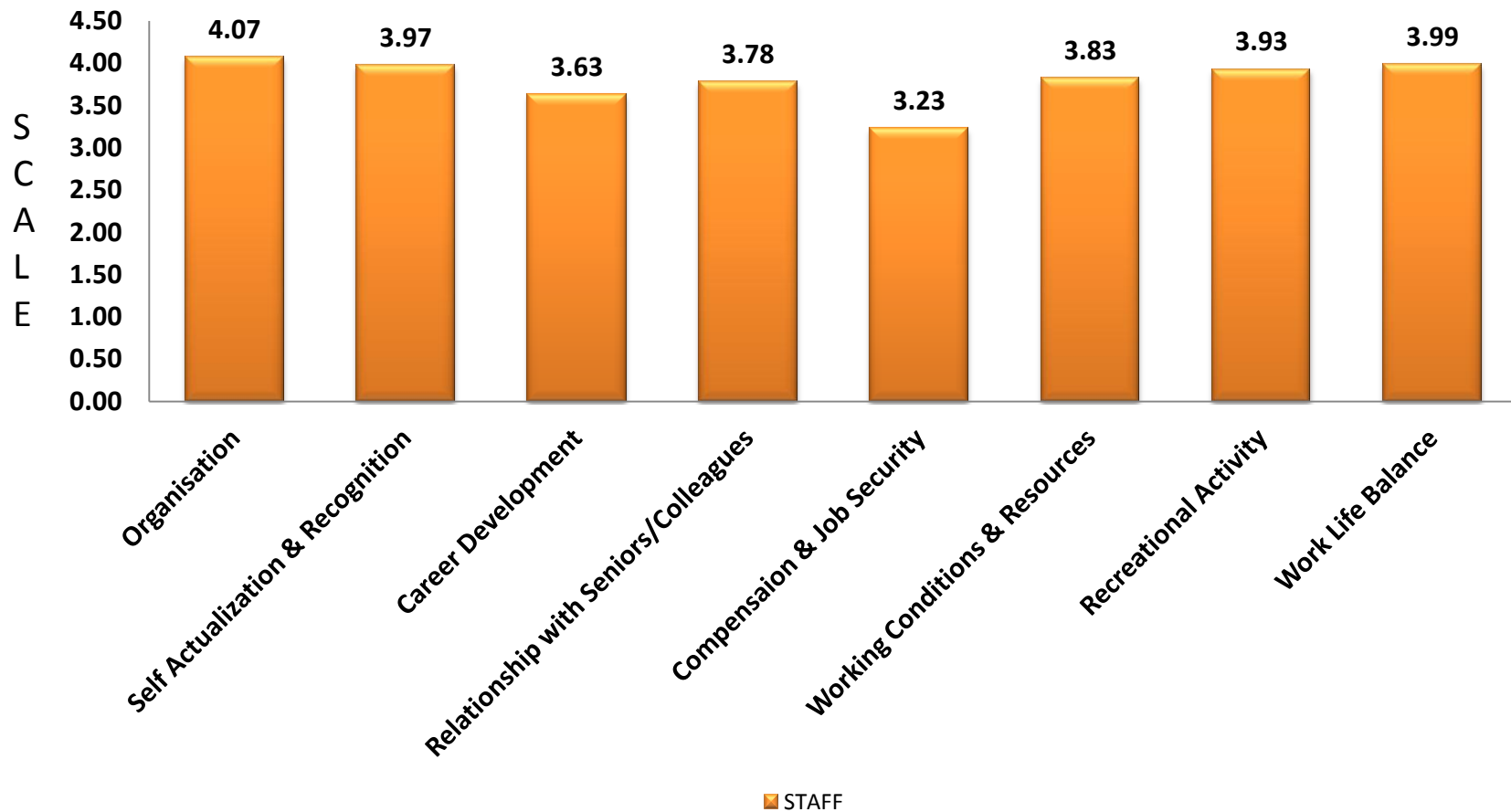
•STAFF-

A Band- Assistants, Sr. Assistants,
Assistant Supervisors

AS Band- Supervisor, Sr. Supervisor,
Team Leader



STAFF SATISFACTION LEVEL PER PARAMETER



STAFF SATISFACTION PERCENTAGE PER PARAMETER

S.No.	PARAMETERS	PERCENTAGE	COMMENTS
1.	Organisation	81.4%	
2.	Work Life Balance	79.8%	
3.	Self Actualization & Recognition	79.4%	
4.	Recreational Activity	78.6%	•More employee engagement activity (Marketing)
5.	Working conditions & Resources	76.6%	•Security check for HODs, reduce working hours •Free beverages •Equality •Understaffed (Housekeeping)
6.	Relationship with senior/Colleague	75.6%	•Feedback from organisation heads, Motivation from other departments (Engineering) •Inter Department cooperation(IT) •HR should contact on regular basis(Engineering)
7.	Career Development	72.6%	•Regular feedback •Internal growth for old employees
8.	Compensation & Job Security	64.6%	•Benefits for Overtime •Job Security (Engineering)

TECHNICIANS



SATISFACTION LEVEL OF TECHNICIANS

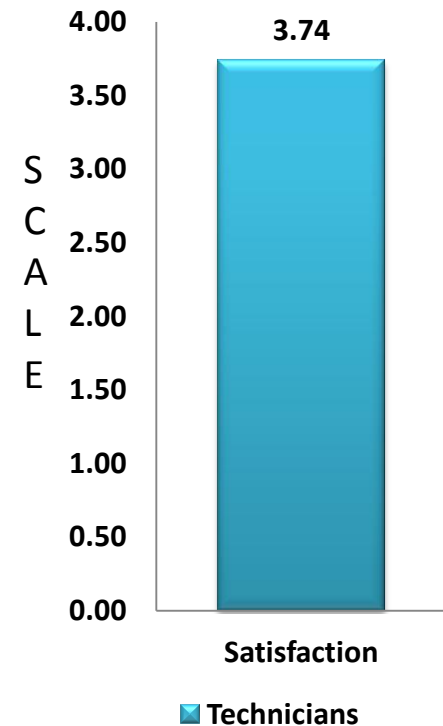
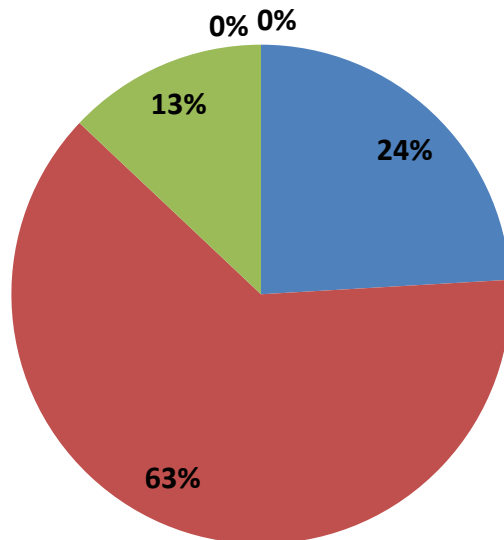
•TECHNICIANS-

V Band- Technician, Sr. Technician,
Assistant Supervisors

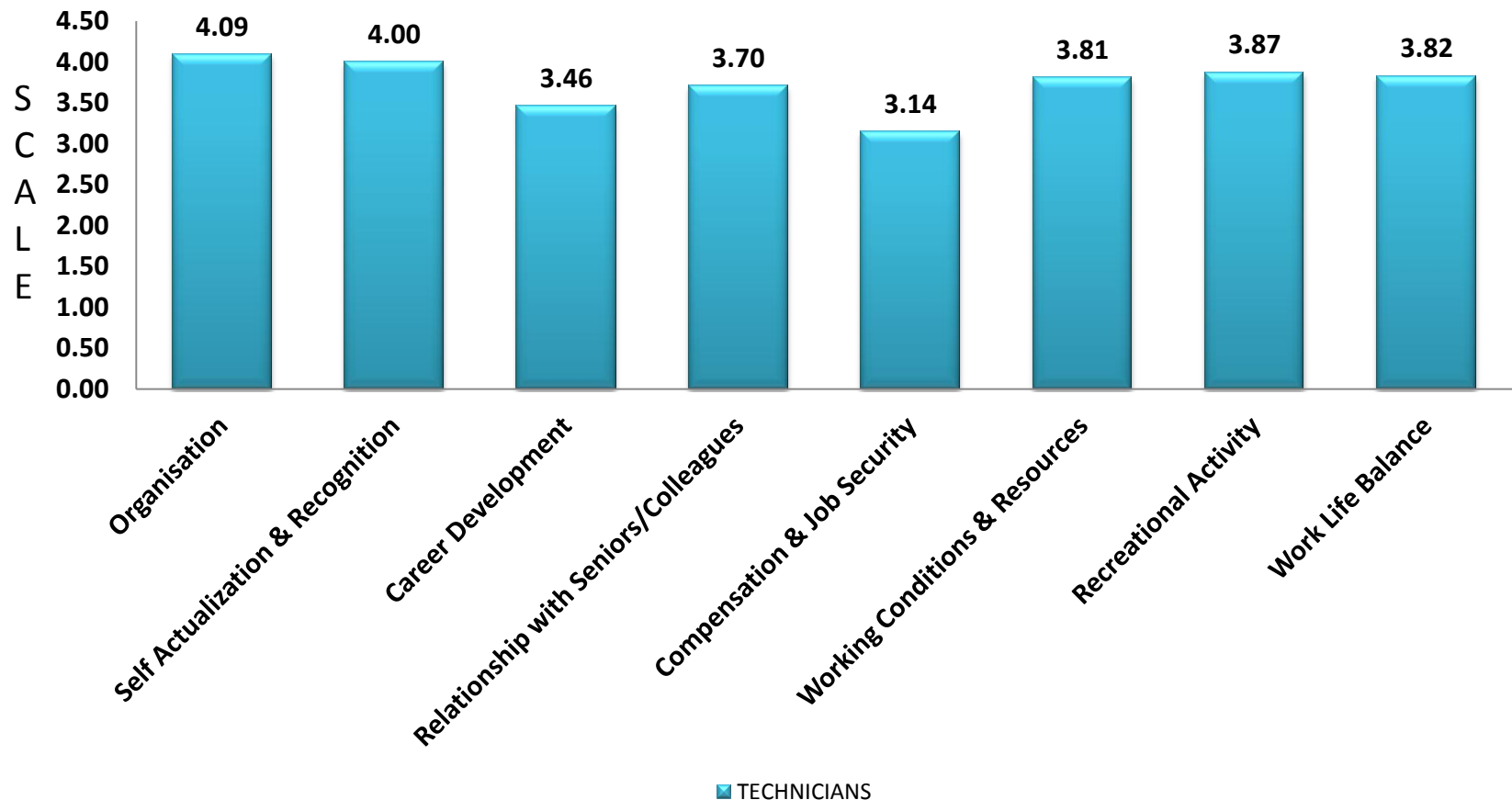
VS Band- Supervisor, Sr. Supervisor,
Team Leaders

TECHNICIANS

■ EXTREMELY SATISFIED ■ SATISFIED ■ NEUTRAL
■ DISSATISFIED ■ EXTREMELY DISSATISFIED



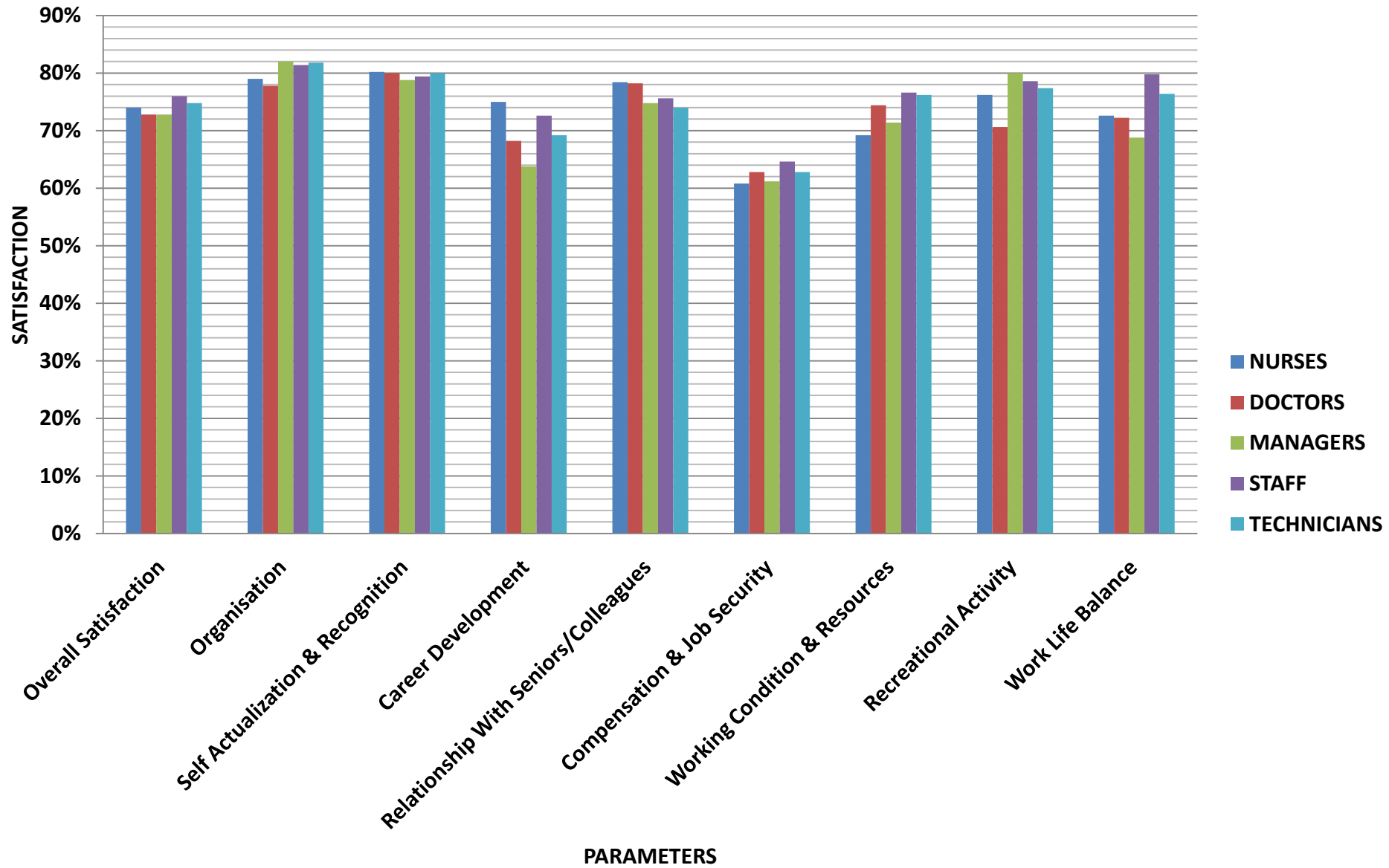
TECHNICIANS SATISFACTION LEVEL PER PARAMETER



TECHNICIANS SATISFACTION PERCENTAGE PER PARAMETER

S.No.	PARAMETERS	PERCENTAGE	COMMENTS
1.	Organisation	81.8%	
2.	Self Actualization & Recognition	80%	
3.	Recreational Activity	77.4%	
4.	Work Life Balance	76.4%	
5.	Working conditions & Resources	76.2%	•Basic amenities •Sports •Understaffed (Materials, CSSD) •CSSD Department requires GDA •Free beverages •Educate nurses about medicines/consumables to avoid miscommunication (Materials)
6.	Relationship with senior/Colleague	74%	
7.	Career Development	69.2%	Promotion as per experience
8.	Compensation & Job Security	62.8%	•Salary as per designation •Incentives should be performance based •Incentives for overtime •Improve health benefit packages

CONCLUSION



CONCLUSION					
PARAMETERS	NURSES	DOCTORS	MANAGERS	STAFF	TECHNICIANS
Overall Satisfaction	74%	72.8%	72.8%	76%	74.8%
Organisation	79%	77.8%	82%	81.4%	81.8%
Self Actualization & Recognition	80.2%	80%	78.8%	79.4%	80%
Career Development	75%	68.2%	63.8%	72.6%	69.2%
Relationship With Seniors/Colleagues	78.4%	78.2%	74.8%	75.6%	74%
Compensation & Job Security	60.8%	62.8%	61.2%	64.6%	62.8%
Working Condition & Resources	69.2%	74.4%	71.4%	76.6%	76.2%
Recreational Activity	76.2%	70.6%	80%	78.6%	77.4%
Work Life Balance	72.6%	72.2%	68.8%	79.8%	76.4%

SUGGESTIONS

PARAMETERS	NURSES	DOCTORS	MANAGERS	STAFF	TECHNICIAN
Career Development	•Orientation about hospital policies	•Trainings for Skill Development •Interactive sessions of team with Administration •Camps for Neurosurgery & Paediatrics	•Trainings for Skill Development •Provide better growth opportunities		•Trainings for Skill Development •Growth opportunities for Older Staff
Relationship With Seniors/Colleagues	•Improve Communication for staff Nurses (Mail)				•Improve Communication for lower level
Compensation & Job Security	•Better Remuneration & Compensation •Training session on increments & appraisals	•Better Remuneration & Compensation •Monetary incentives for extra duty hours (esp. Emergency)	•Better Remuneration & Compensation	•Better Remuneration & Compensation •Improve communication between HR & Engg. Dept.	•Better Remuneration & Compensation •Incentives for over-time •Training session on increments & appraisals

SUGGESTIONS

PARAMETERS	NURSES	DOCTORS	MANAGERS	STAFF	TECHNICIANS
Working Condition & Resources	•Clean washrooms & dining area •Improve quality of food •Provide clean uniforms •Human resource as per requirement	•24 hour Cafeteria •Quality of Food •Improve Library •Trained ER in ambulance with drugs & equipments •Drinking Water during Night Hours •Update instruments & equipments(Plastic Surgery)	•Clean washrooms & dinning area •Improve quality of food •Sports •Resources- Computers & Software (Finance)	•Clean washrooms & dining area •Improve quality of food •Sports •Human resource as per requirement (Housekeeping) •Free beverages •Improve Security in emergency department	•Clean washrooms & dining area •Improve quality of food •Sports •Human resource as per requirement (Materials, CSSD) •GDA for CSSD •Free beverages
Recreational Activity		•Recreational Activities		•Recreational Activity (esp. For Marketing Dept.)	
Work Life Balance	•Family Programmes •Nursing resting room	•Ward residents not to go for emergency calls •Stress Management (Music Therapy) •TV Lounge with refreshments	•Policy shall be made for reducing the shift timings for those who don't want to opt for an alternate Saturday off	•Family Programmes	•Family Programmes

Thank You!

