

A STUDY ON EMPLOYEE SATISFACTION AT FORTIS ESCORTS HOSPITAL, JAIPUR

BRIEF DESCRIPTION

The health care industry is a sector that provides goods and services to treat patients with curative, preventive, rehabilitative, or palliative care. The healthcare industry is composed of establishments devoted to prevention, diagnosis, treatment, and rehabilitation of medical conditions.

Fortis Healthcare Limited – An IHH Healthcare Berhad Company – is a leading integrated healthcare services provider in India. It is one of the largest healthcare organisations in the country.

Fortis Escorts Hospital, Jaipur established on August 2, 2007 with the mission to bringing quality medical care to Rajasthan. The 275-bed hospital is spread over an area of 6.67 acre. In last 15 years, Fortis Escorts Hospital, Jaipur has successfully managed to develop world class facilities.

LEARNING AND VALUE ADDITIONS

- Recognizing demographic data collected for an employee
- Understanding methods of contracting.
- Understanding the relationship between personnel and payroll system.
- Recognizing computerized system that help in management of attendance system (e.g., punch card attendance system)
- Understanding the mechanism by which payroll is computed.

PRACTICAL EXPOSURE VS THEORETICAL WORK

There is no such difference between the HRM module and the HR department. I have found so many similarities with the practical work, i.e., promotion & transfer etc.

Human resource theories explain how management practices and structures can influence employee behavior in a favorable or negative way. However, practical exposure leads to a deeper understanding of these concepts through the act of personal experience.

A STUDY ON EMPLOYEE SATISFACTION

“Employee satisfaction is the terminology used to describe whether employees are happy, contented and fulfilling their desires and needs at work.”

-Susan M. Heathfield

OBJECTIVES

To measure the level of satisfaction of employees in the organization.

METHODOLOGY

Study Design	Observational Descriptive Research Design
Sample Size	Doctors – 41, Nurses – 67, Non-Medical- 62 Total sample size- 170
Study Tool	Self-Structured Questionnaire
Sampling Technique	Convenient Sampling

RESULTS



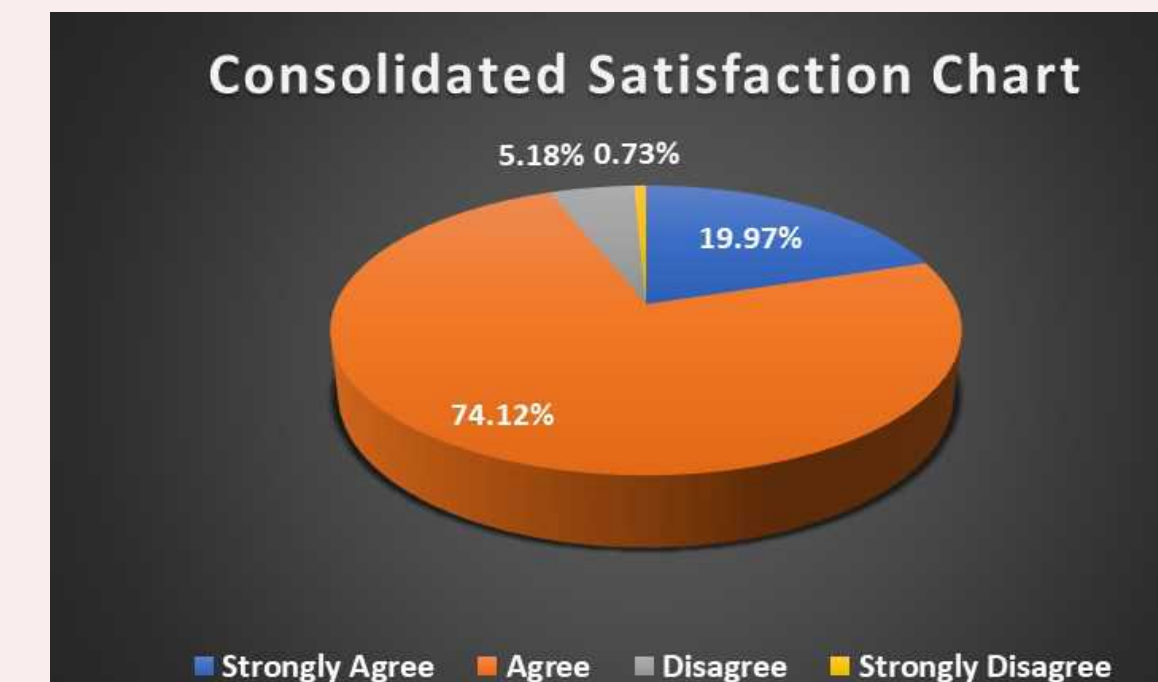
Overall Satisfaction Of Doctors (Strongly Agree + Agree) is 91%



Overall Satisfaction Of Nurses (Strongly Agree + Agree) is 94%



Overall Satisfaction Of Non-medical (Strongly Agree + Agree) is 95%



Overall Satisfaction (Strongly Agree + Agree) is 94.09%

CONCLUSION

The study showed, out of 170 responds, 74% of employees were satisfied with their overall job and 20% were highly satisfied in the organization.

Every organization should develop strategies that strengthen the work environment and increase the employee morale and employee satisfaction to enhance employee performance and productivity, which ultimately results in high profits, customer satisfaction as well as customer retention.

STRENGTHS

- Committed and qualified HR
- HR manages to offer a good compensation package to its employees
- Cooperative HR
- Protection of employees' rights

WEAKNESSES

Budget Constraints: Since HR is involved in workforce-related operations, lack of capital restrict its operations of recruitment, appraisals, etc.

OPPORTUNITIES

- Increase in skilled labor: Opportunity to recruit skilled labor in the organization, contributing to its growth.

THREATS

- Staff Turnover
- De motivation

USEFULNESS OF INTERNSHIP

- Development of Soft skills (e.g., communication, problem solving)
- Personal development
- Opportunities to build professional networks
- Building confidence.

SUGGESTIONS

- Hospital staff should be encouraged to participate in ongoing training to enhance their skills.
- Monitor Performance and Reward for Contribution
- Provide Best Equipment and Safe Working Condition

PROJECT REFERENCE

Sageer A. Identification of Variables Affecting Employee Satisfaction and Their Impact on the Organization. IOSR J Bus Manag. 2012;5 (1):32–9.