

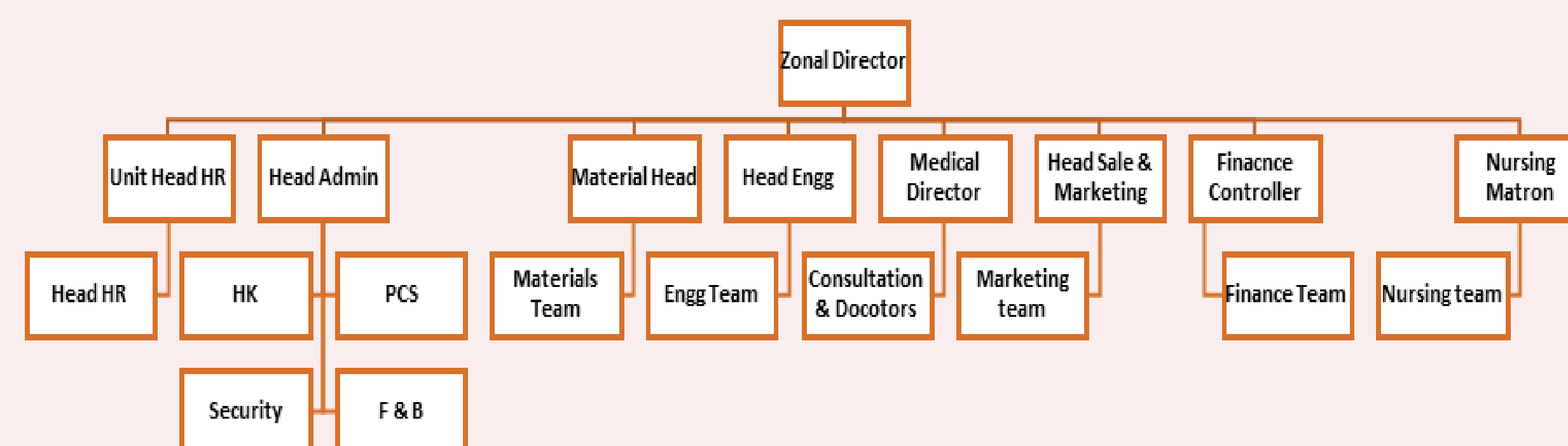
A STUDY ON EMPLOYEE SATISFACTION AT FORTIS ESCORTS HOSPITAL, JAIPUR

BRIEF HISTORY

Fortis Healthcare Limited – an IHH Healthcare Berhad Company – is a leading integrated healthcare services provider in India.

Fortis Escorts Hospital, Jaipur established on August 2, 2007 with the mission to bringing quality medical care to Rajasthan. Fortis Escorts Hospital, Jaipur is the 275 bedded, first NABH accredited multisuper speciality hospital at Rajasthan.

ORGANIZATION STRUCTURE



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.

LEARNING AND VALUE ADDITIONS

- Recognizing demographic data collected for an employee
- Understanding method of recruitment and selection process.
- Understanding payroll system.
- Recognizing computerized system that help in management of attendance system (e.g., punch card attendance system).

PRACTICAL EXPOSURE VS THEORETICAL WORK

Theoretical knowledge means learning anything without adopting practical approach. It helps us understand why one technique is successful while the other fails.

Practical education makes us capable enough to know how things happen in the real world. The best part of practical application is whatever we learn through the practical way that knowledge will remain with us for a longer period. Practical knowledge can give the best exposure of learning.

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

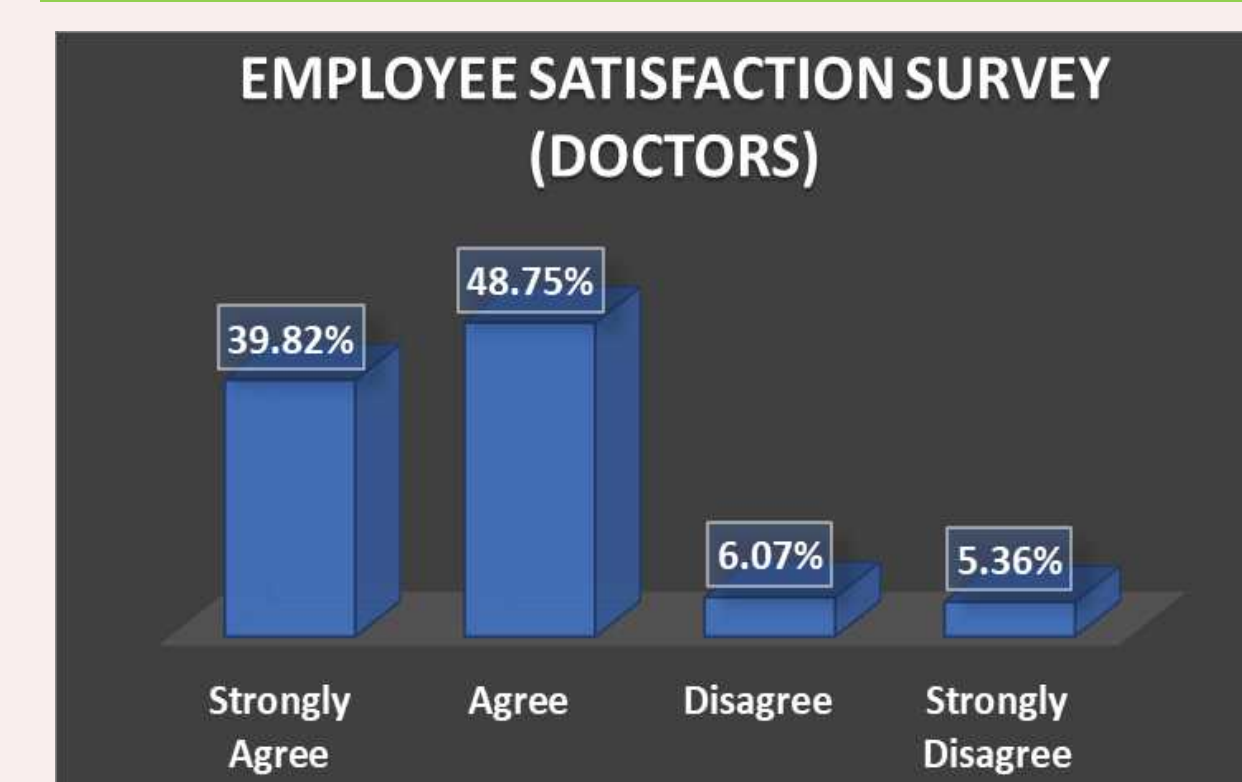
OBJECTIVES

- To study the level of employee satisfaction.
- 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	Stratified Random Sampling

RESULTS



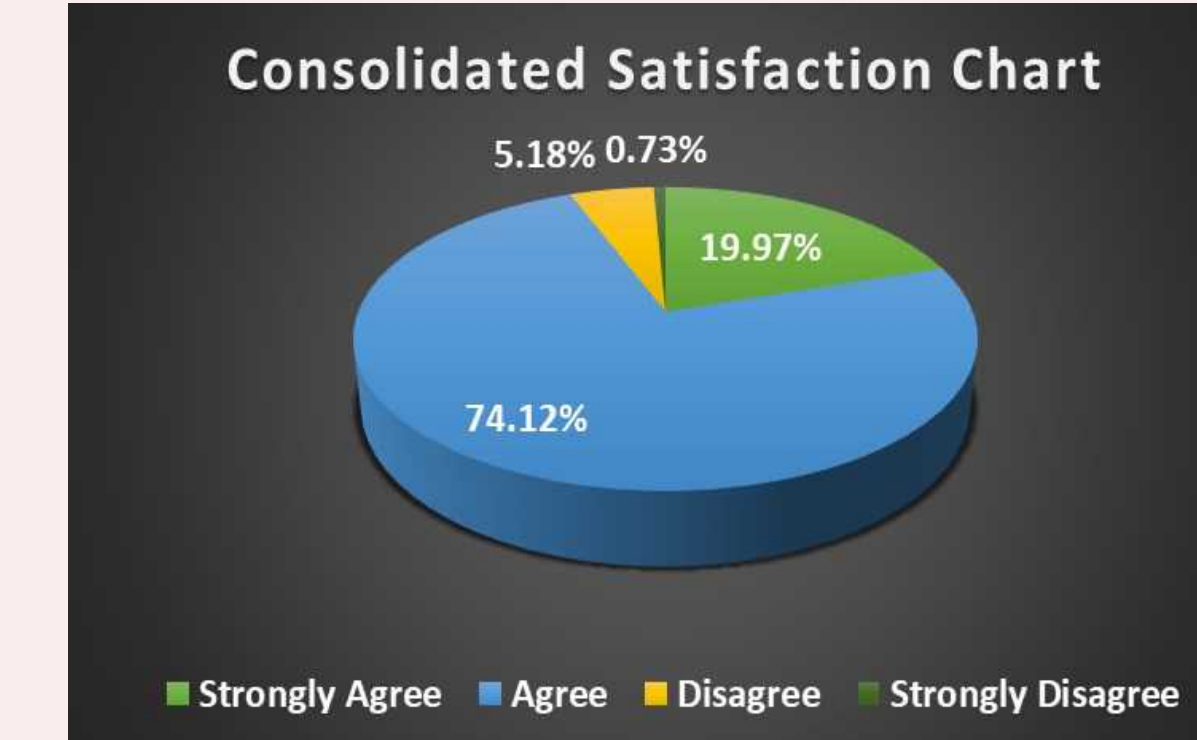
Overall Satisfaction Of Doctors (Strongly Agree + Agree) is 91%



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

Out of 170 responds, 74% of employees were satisfied with their overall job and 20% were highly satisfied in the organization. Also based on above results, we can say that around 91% of doctors, 94% Nurses and 95% non-medical staffs were satisfied with their overall job.

Vision: "Saving & Enriching Lives"

Mission: "To be a globally respected healthcare organization"

SWOT ANALYSIS OF HR

STRENGTHS	WEAKNESSES
- Committed and qualified HR - HR manages to offer a good compensation package to its employees - Cooperative HR - Protection of employees' rights	Budget Constraints: Since HR is involved in workforce-related operations, lack of capital restrict its operations of recruitment, appraisals, etc.
OPPORTUNITIES	THREATS
Increase in skilled labor: Opportunity to recruit skilled labor in the organization, contributing to its growth.	- Staff Turnover - De motivation

CHALLENGES FACED DURING INTERNSHIP

- Co- interns Competition- There's competition with other interns
- Having Issues with Time Management / Self-Management
- Assignment of insignificant Work - Have to do trivial work
- We are Overwhelmed with Work- we are being given more work than required. We get tired and exhausted at the end of every day

USEFULNESS OF INTERNSHIP

- Development of Soft skills (e.g., communication, problem solving)
- Gaining valuable work experience
- Opportunities to build professional networks
- Building confidence

SUGGESTIONS

- Hospital staff should be encouraged to participate in ongoing training to enhance their skills.
- It is important to update the staff's contact details as out-dated information can affect the patient and demonstrates inefficient management.
- Hospital management should work on reducing different types of errors that made through interventions like missing billing, operational failure, clinical errors, cost leakages, missing appointments and much more