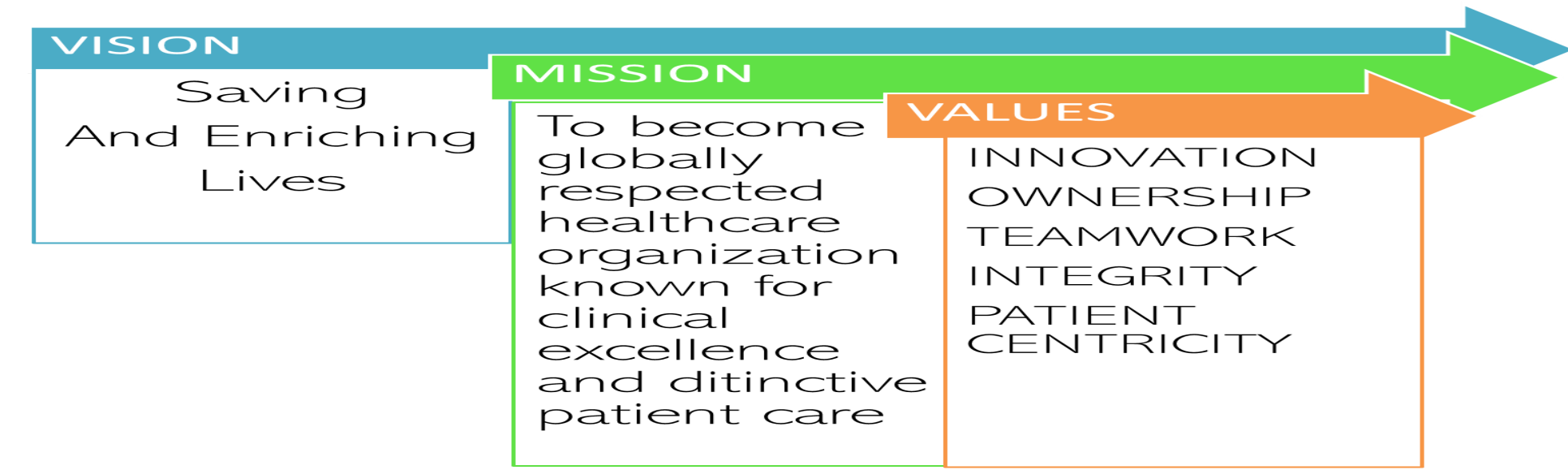


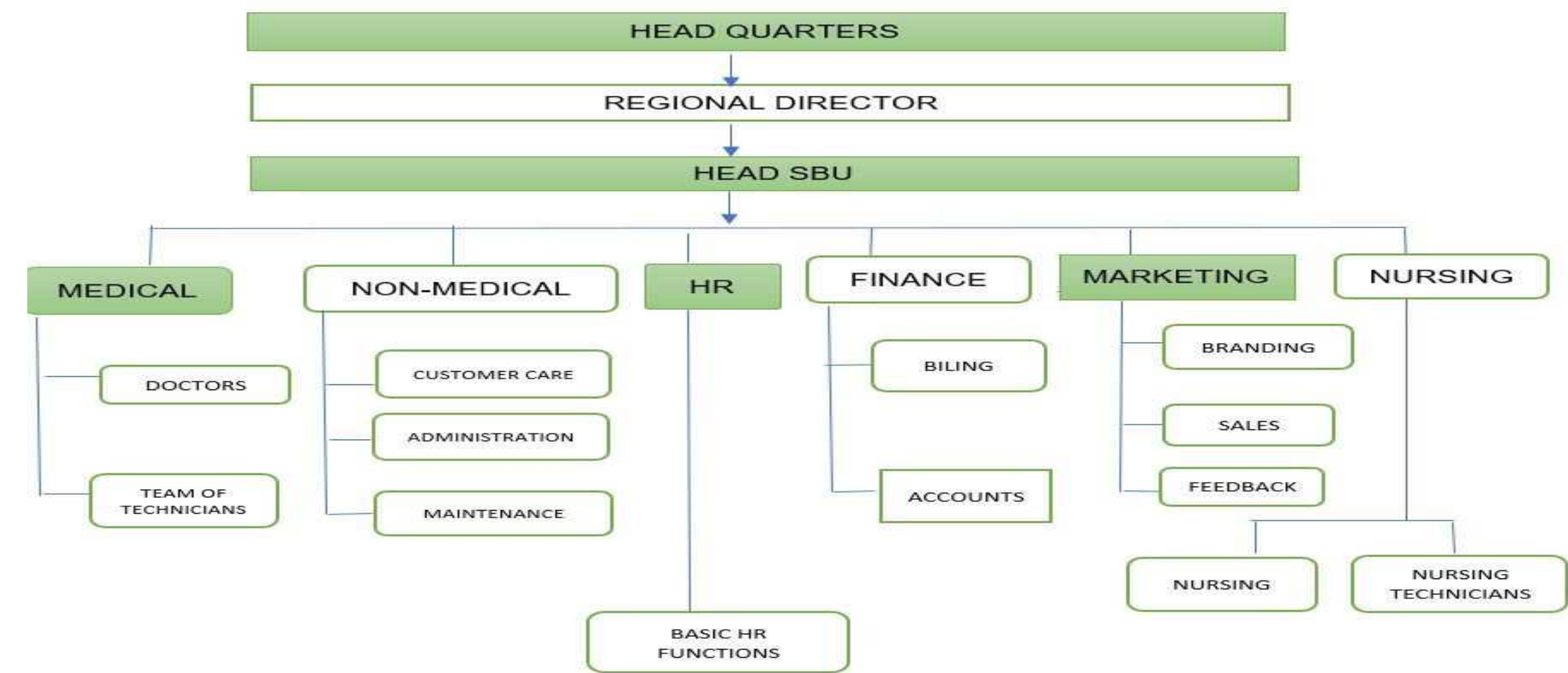


ORGANISATION BACKGROUND

- Established in February 28,1996; hospital operation was started in 2001 through its flagship in Mohali hospital
- It also named as 22nd best hospital in the country for the year 2022 .
- The company has also installed HIS and PACS systems that connect facilities for speedier diagnosis .
- Fortis Escorts Hospital, Jaipur is the 275 bedded, first NABH accredited multi super speciality hospital at Rajasthan. This hospital has established itself as one of the best tertiary care hospitals in the region having alliance with international partners.
- In last 14 years, Fortis Escorts Hospital, Jaipur has successfully managed to develop world class facilities. It is a pioneer in high-end procedures like Kidney Transplant, Total Knee & Hip Replacement with Robotics & Computer Navigation, Adult and Paediatric Cardiac Surgery including Congenital Heart Disease.



ORGANIZATION STRUCTURE



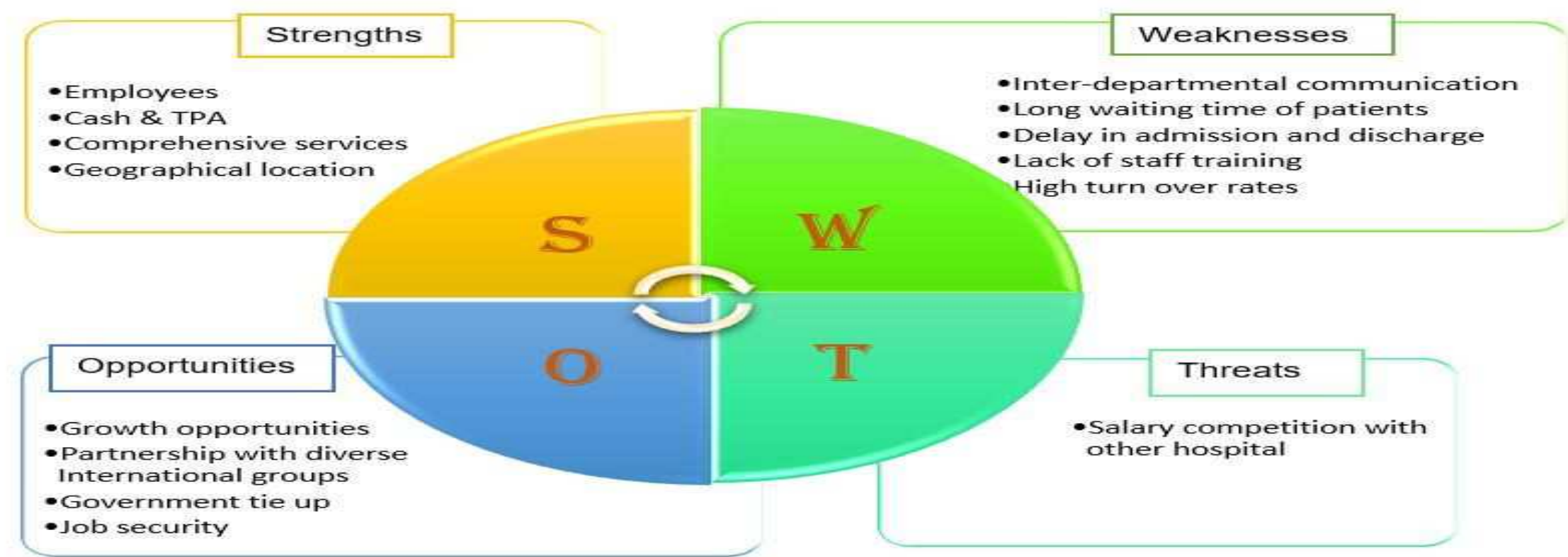
DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL WORK

Theoretical Work	Practical Exposure
Serves to focus on giving knowledge that builds the context and helps to set a strategy for dealing with practical application.	Leads to much deeper understanding of a concept through the act of doing and personal experience.
Different types of Managerial style like democratic, Authoritarian, Laissez—faire.	Managerial style is mostly “Authoritarian”

Name– Vishakha Chandel
Roll No.- IIHMR-U/01/2021-23/1441
Stream– MBA Hospital & Healthcare
Name of Faculty Mentor– Dr. Seema Mehta
Name of Industry Mentor– Mr. Prateek Kumar Singh

EMPLOYEE SATISFACTION SURVEY

SWOT ANALYSIS



OBJECTIVE

To analyze employee satisfaction with respect to work—life balance, work culture, Wellness, Occupational Health & safety and also reason to join FEHJ

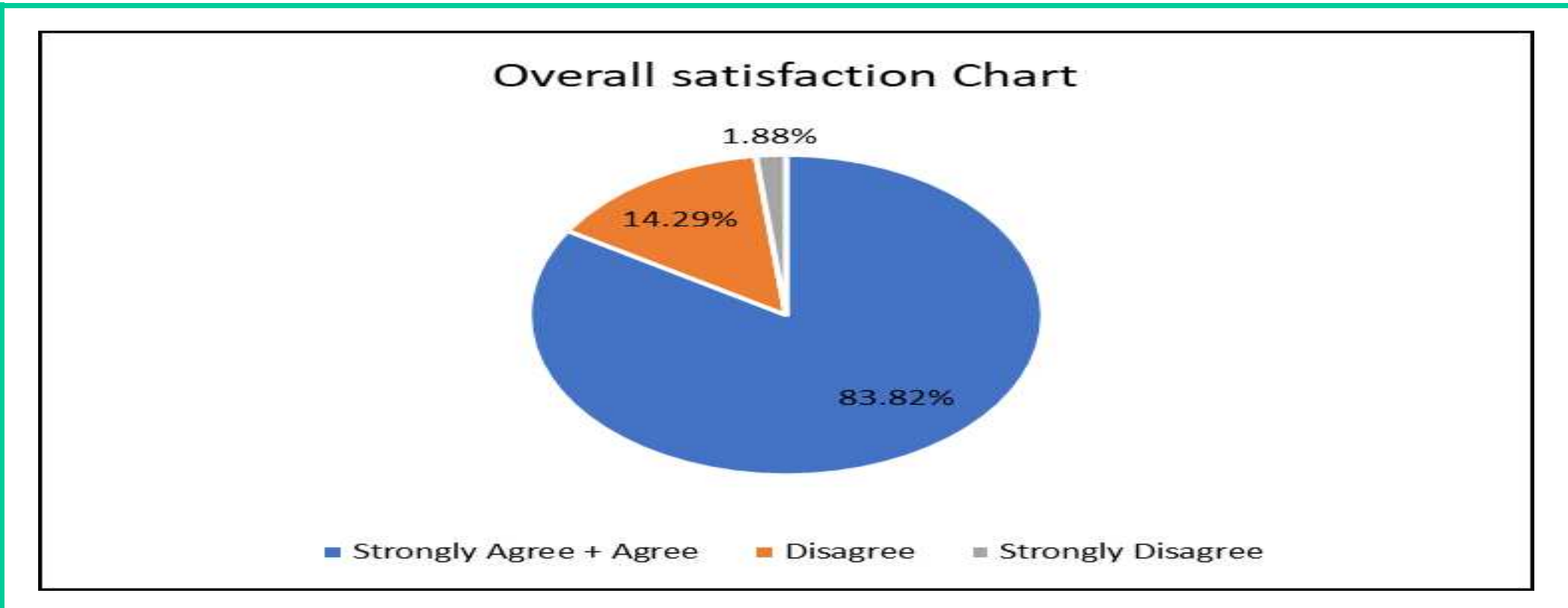
RESEARCH METHODOLOGY

- Data** : Primary data was collected from the employees of FEHJ.
- Tools and Techniques** : A set of printed questionnaire (20 Questions: 10 each for Training and satisfaction) in English was given and explained to the respondents in the language he/she understood.
- Sampling** : Convenient sampling method was used. A total of 195 employees were asked.
- Duration** : About of 8 weeks

OVERALL EMPLOYEE SATISFACTION RESULTS

Results of the 2022 Employee Survey was analyzed by statement with the corresponding agreement score in percentage. The overall satisfaction is determined by the amount of employee’s that selected a ‘Strongly Agree’ or ‘Agree’ response to the statement. The overall satisfaction is reflected as a percentage or the total participants of the survey and is representative of the level of employee satisfaction.

Level of satisfaction with respect to providing all the necessary equipment, supplies, and resources by respective departments for performing duties
Level of satisfaction with respect to the information being communicated by seniors and colleagues with utmost clarity
Level of satisfaction with respect to listening to feedback, comments, and suggestions by seniors
Level of satisfaction with respect to work environment and safety
Level of satisfaction with respect to organisation taking steps to promote employee wellness
Level of satisfaction with respect to performance evaluation
Level of satisfaction with respect to growth opportunities
Level of satisfaction with respect to feeling connected with employees

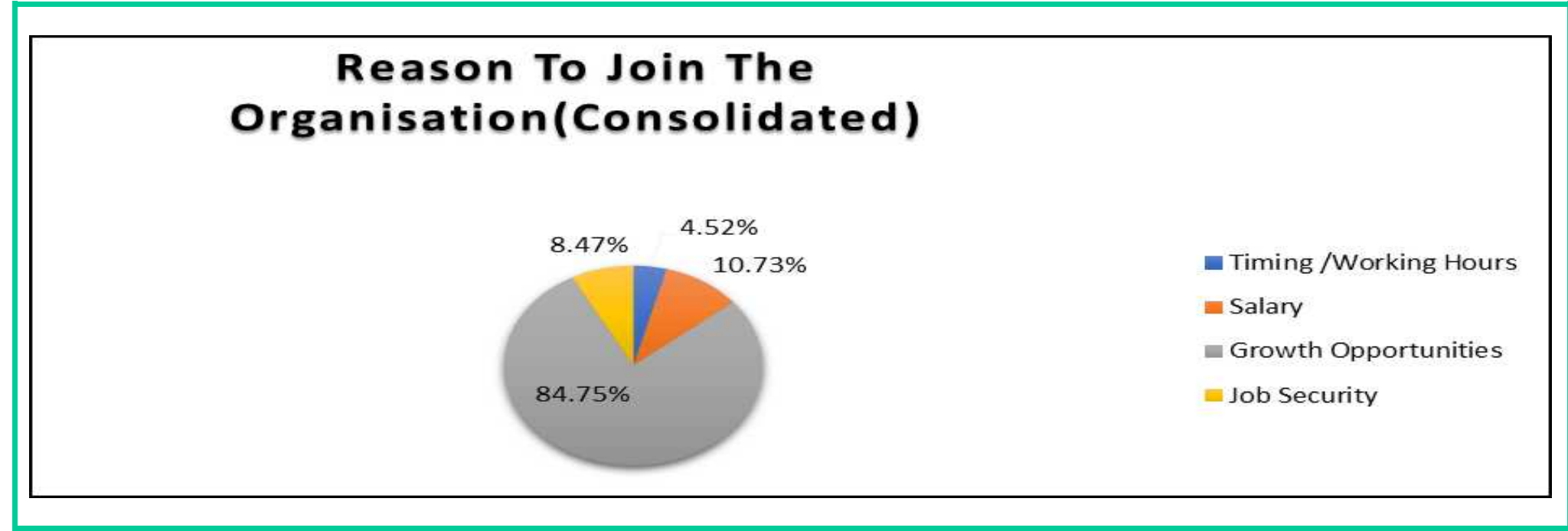


OBSERVATIONS: Overall 83.82% employees are satisfied at FEHJ strongly agreed and agreed that they were satisfied.

Reason to join organization

The survey included questions related to the reason for joining FEHJ.

Questions	Responses in percentage		
	Doctors (n=42)	Nurses (n=88)	Non- medical (n=62)
Timing /Working Hours	11.90%	0.00%	4.84%
Salary	0.00%	17.05%	6.45%
Growth Opportunities	80.95%	77.27%	77.42%
Job Security	7.14%	5.68%	11.29%



OBSERVATIONS: The data showed that the main reason for the employee to join FEHJ has been Growth opportunities with a score of 84.75% and least being the timing/ working hours with a score of only 4.52%

SUGGESTIONS

Relationship with seniors and colleagues

- Need for better interpersonal communication between colleagues and seniors.
- Having a more open and positive mindset while listening to the feedbacks and suggestions of employees.

Benefits to Employees

- Performance based rewards and recognition.
- Strong need of taking actions towards promoting employee wellness.
-

Work-Life and Professional life balance

- Regulated working hours.
- Organise events like games, movies and outings with family once in Six months / a year.

CHALLENGES FACED DURING INTERNSHIP

- CONFIDENTIALITY** - Confidentiality of responses was the biggest challenge during the survey.

LEARNING AND VALUE ADDITION DURING INTERNSHIP

- First hand experience of working in a hospital sector
- Professionalism in work and working in a team.
- Functioning of HR Department and also the co-ordination between the different levels in the organization.
- Calmly listening and have a problem solving attitude towards employee complaints.
- Hiring/ Recruitment process of employees.
- The addendum basis of Doctors, salary criterion of the staff including the various aspects of Cost-to-company (CTC) like Provident Fund (PF), Gratuity, Employee state insurance (ESI), Personal accidental insurance (PA) and Group Term life insurance (GTLI), Managing employee basic on monthly basis.
- Documentation and management of data Management.