

F.E.H.I EMPLOYEE SATISFACTION SURVEY



INTRODUCTION

- The current study is a follow up survey conducted annually at Fortis Escorts Heart Institute.
- This study is performed to find out employee satisfaction reform during consecutive years in the organization.
- The current study is directed towards understanding the significance of job satisfaction and the role it has on employee motivation.
- In the study various parameters responsible for employee satisfaction has been discussed such as Organization culture, Communication , Reward and recognition , Equality and awareness about Employee rights and responsibilities has been described .

OBJECTIVE

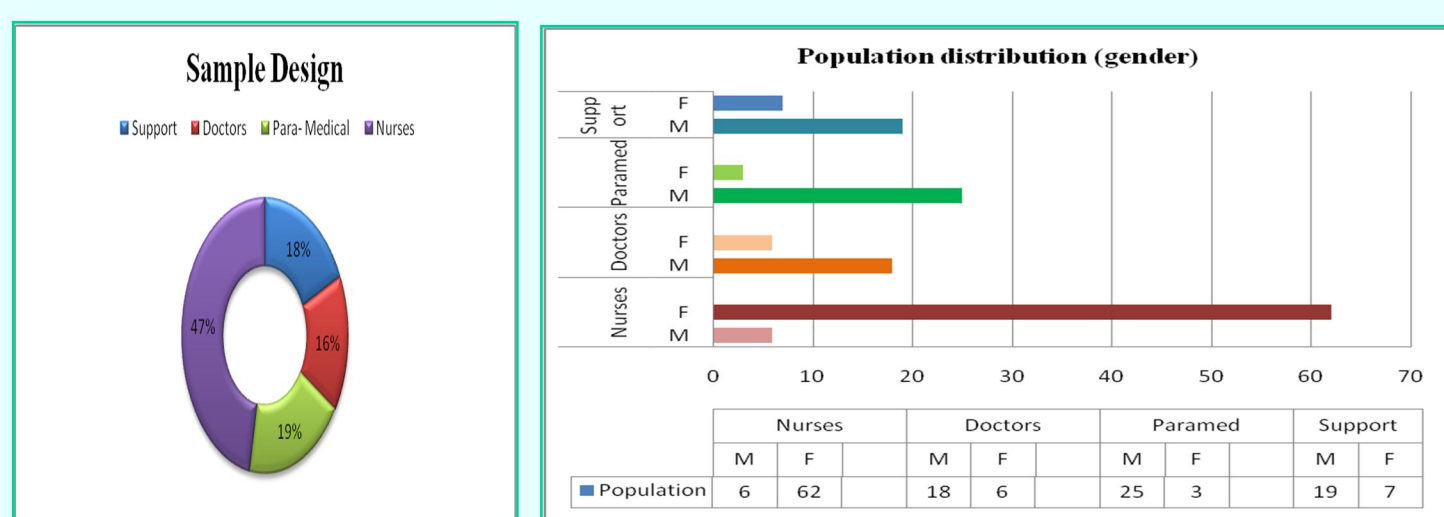
PRIMARY OBJECTIVE -

Primary objective of the study is to find out employee satisfaction level at Fortis Escorts Heart Institute.

METHODOLOGY

The total headcount at FEHI during the survey was around 1462 which includes 238 Doctors, 683 Nurses, 282 Paramedical and 256 support department employees are there.

In the study 10% of the total population of the four department are taken as sample size i.e. 24 Doctors, 68 Nurses, 28 Paramedical and 26 Support department employees are surveyed. The samples are further distributed on the basis of gender as per convenience.



Study Design -Descriptive, Cross sectional and Quantitative research study design.

Sampling Method - Non probability convenience sampling

Data Collection- Survey Rating Sheet

Parameters-

- ◆ Organization culture Satisfaction
- ◆ Job Profile Satisfaction
- ◆ Satisfaction from Reporting Supervisor
- ◆ Awareness

Scale of Rating-

5- Fully satisfied

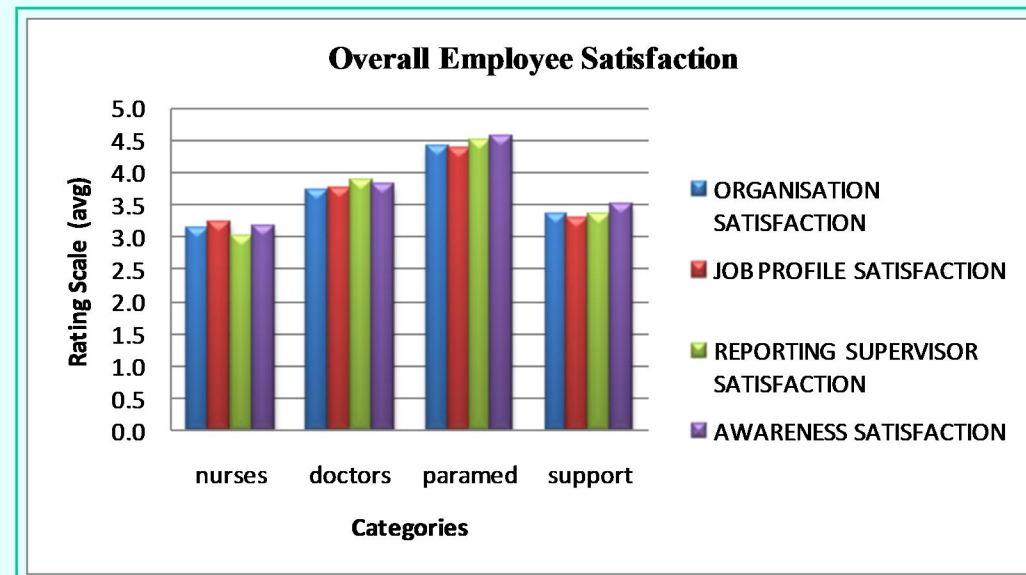
4-Satisfied

3-Moderately satisfied

2- Least Satisfied

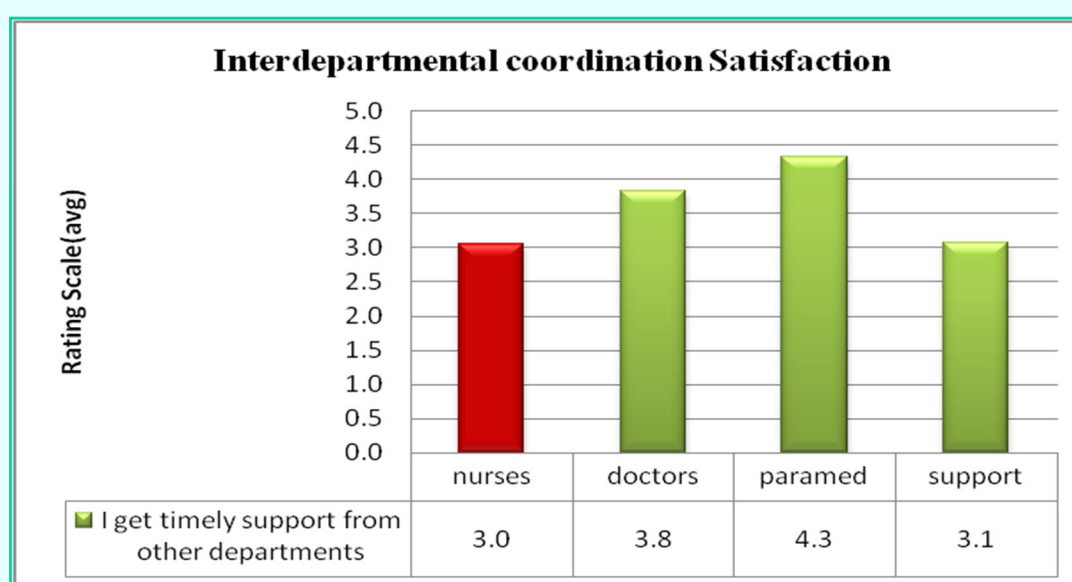
1-Unsatisfied

ANALYSIS

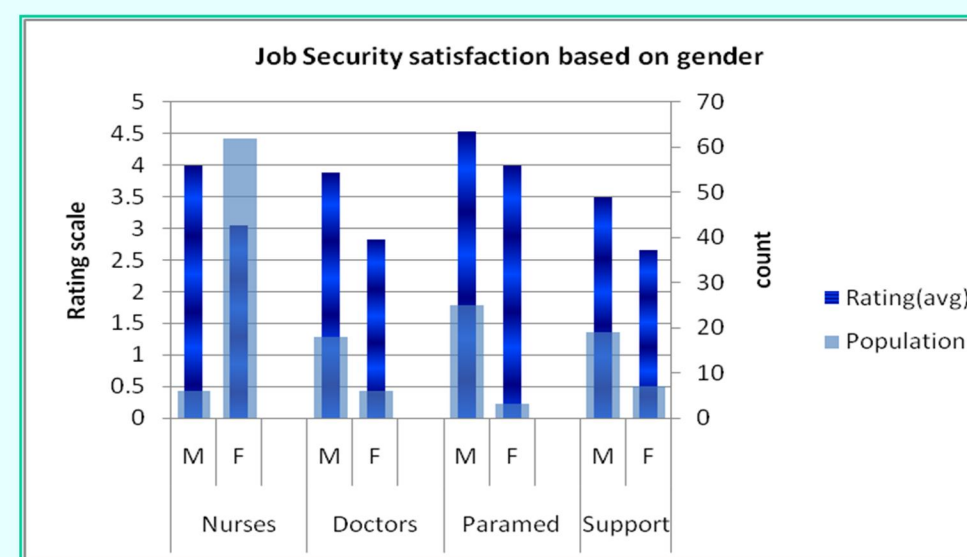


The above graph shows the overall satisfaction based on four parameters of employee Satisfaction .In the graph the Nursing department is least satisfied with the organization followed by the support department and the Doctors. The Paramedical department employees are most satisfied with the organization .

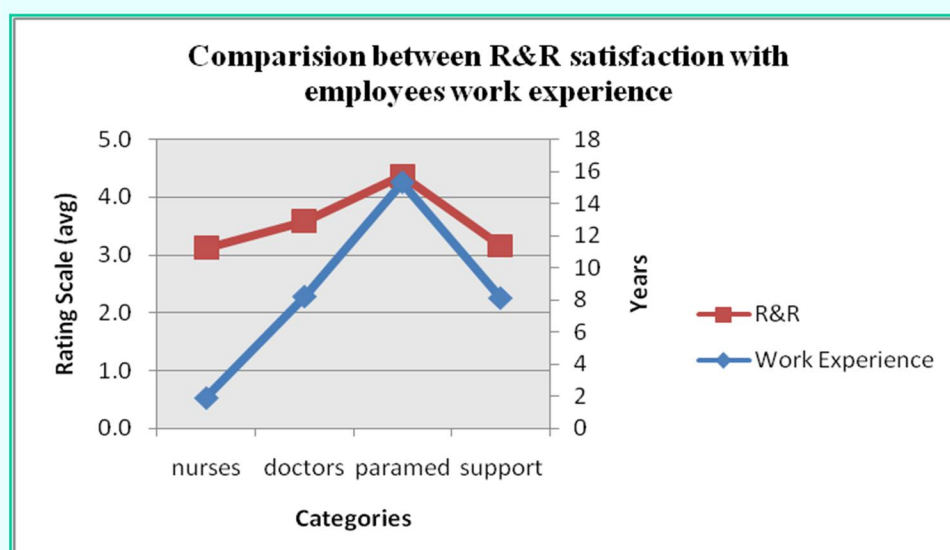
IN-DEEP ANALYSIS -



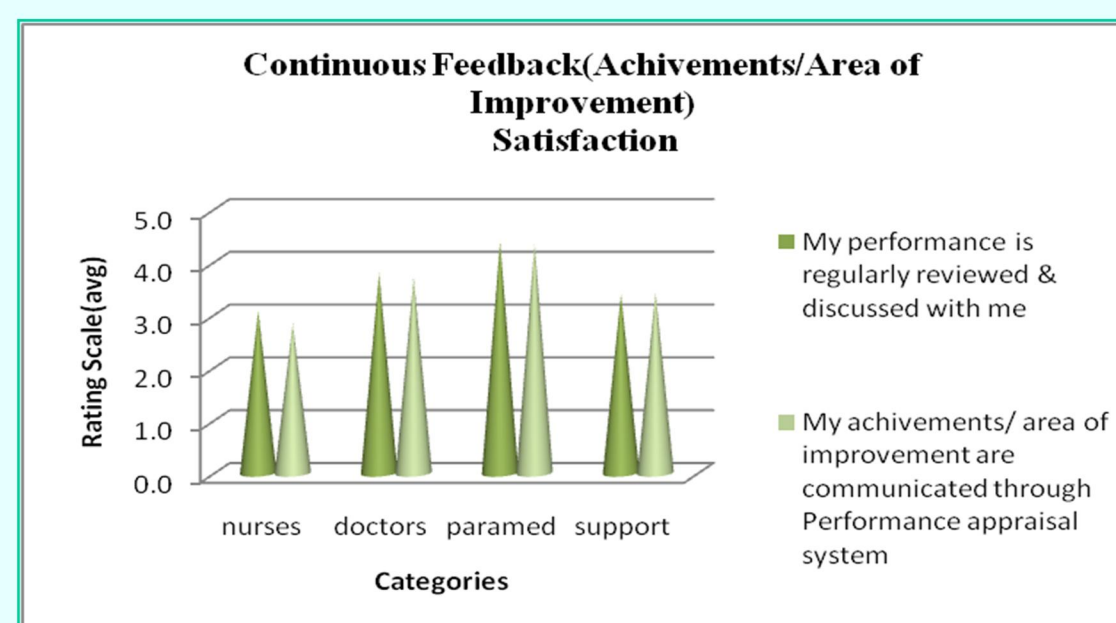
The following graph shows the interdepartmental coordination satisfaction where the Nursing department (3.0) is least satisfied compared with other department.



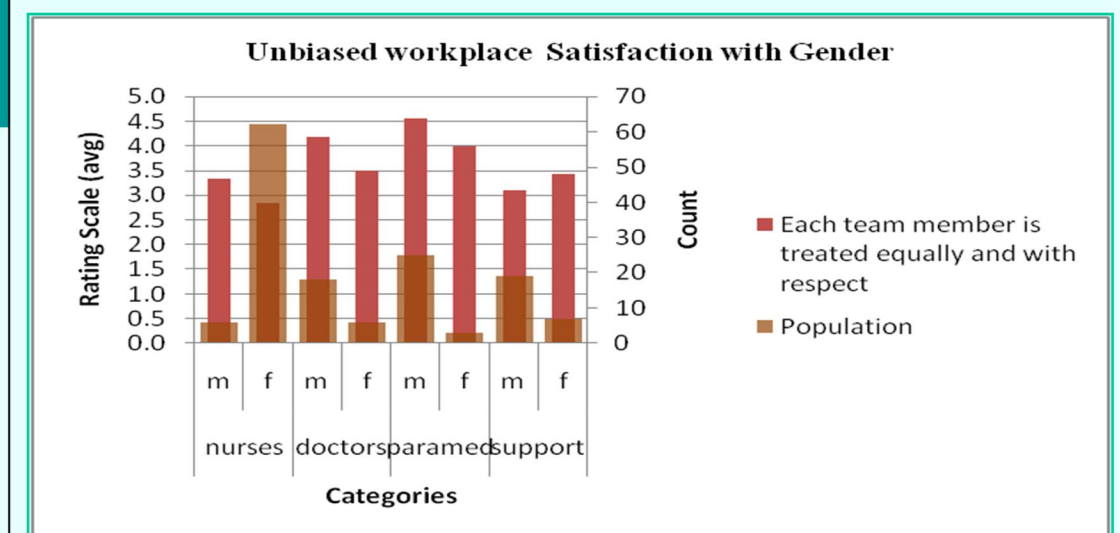
The graph represents the Job security satisfaction of the employees on the basis of their gender. By the graph we can interpret ate that the female employees are more concerned with their secured job, the female staffs of the support department are the least satisfied with their job security and the female employee of the paramedical and nursing department are least concerned with their job security.



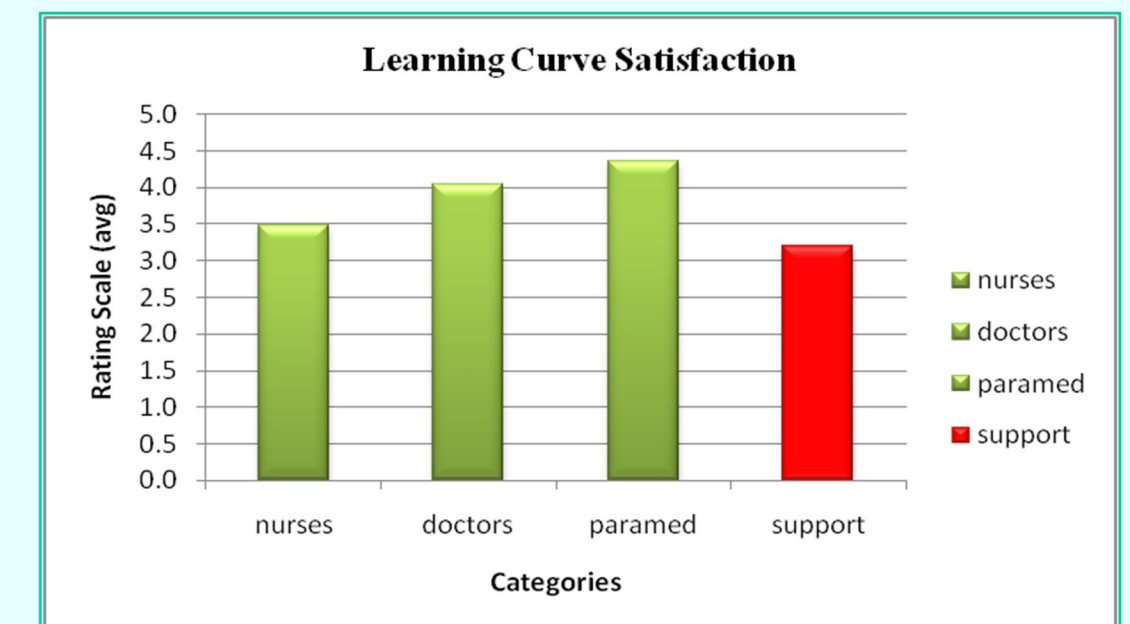
By the graph given below we can state that the employees who are more experienced in the organization are more satisfied with the reward and recognition given for their work and performance.



The graph shows that the employees satisfaction rating about employees performance were reviewed and discussed with them is almost equal to their achievements and area of improvement that are communicated through performance appraisal system , it means that their Performance Appraisal are based on their regularly reviewed and discussed performance . Hence, the nursing department is at lowest satisfaction rating scale as compared



The Following graph shows that the female employees are at lower satisfaction scale when asked about equal treatment of each team member with respect compared with male employees, only the female support employees are at higher rating scale than the male support employees.



Interestingly, the graph shows that the support department is at lowest satisfaction scale for getting continuous learning from their job profile (i.e. 3.2) , where as the Paramedical (4.3) and the Medical (4.1) department are at highest rating scale at learning curve satisfaction.

CONCLUSION

On the basis of the above data finding and interpretation-

⇒Employees who were having higher work experience in the organization are satisfied with the Job Satisfaction activities implemented at their organization

⇒The nursing department of the organization is moderately satisfied with their respect as an individual and also with the performance appraisal system.

⇒Employees who spend more time in the organization are more satisfied with the organization benefits and are further motivated by their job profile compared with others.

⇒The support department is somehow ignored during training that is why they are least satisfied with their learning curve in the organization compared with other departments.

⇒The female employees are found to be less satisfied with their job security at the organization and the unbiased work environment, Even their awareness about the employee rights are low as compared with male employees.