

PROJECT REPORT

ON EMPLOYEE SATISFACTION SURVEY

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INTRODUCTION

EMPLOYEE SATISFACTION SURVEY

- ▶ Employee satisfaction is the term used to describe whether employees are happy and fulfilling their desires and needs at work.
- ▶ Many measures seems that employee satisfaction is a factor in employee motivation, employee goal achievement, and positive employee morale in the workplace.
- ▶ Employee satisfaction is often measured by anonymous employee satisfaction surveys administered periodically that measures employee satisfaction

AIM - To Study and Analysis, the effect of covid-19 on Employee Satisfaction working in BMCHRC, Jaipur (Rajasthan)

OBJECTIVE

The main objectives of the Employee Satisfaction Survey are to -

- ▶ Collect our Employees views about working with the hospital and other related aspects during this Covid-19 pandemic.
- ▶ Improve any regions which the study features as possible wellsprings of disappointment, while expanding on what we progress nicely.
- ▶ Create a happier, more compatible, challenging & an exciting workplace for all.

METHODOLOGY

- ▶ **Study area** -The study was conducted in BMCHRC, Jaipur
- ▶ **Study topic** - Employee Satisfaction Survey
- ▶ **Study Design** - Descriptive Cross-Sectional survey
- ▶ **Analysis** - Quantitative and Qualitative
- ▶ **Study Group** - BMCHRC employee
- ▶ **Sample size** - 264
- ▶ **Survey Period** - 15 Days
- ▶ **Mode Of Data Collection** - Hard copy + Google Form

SOURCES OF DATA

- ▶ **Primary Data source** - Questionnaire filled by the Employees
- ▶ **Tools used-** Google Forms and MS Excel
- ▶ For the survey, the Employee satisfaction survey forms were send to employees on their BMCHRC id and hard copy was also available at HR Department. The employees had a choice of filling the form online and on a hard copy. The hard copy was to be returned to HR department and put in the Drop box kept in front of HR Department.

The questions was a questionnaire consisting of 3 sections.

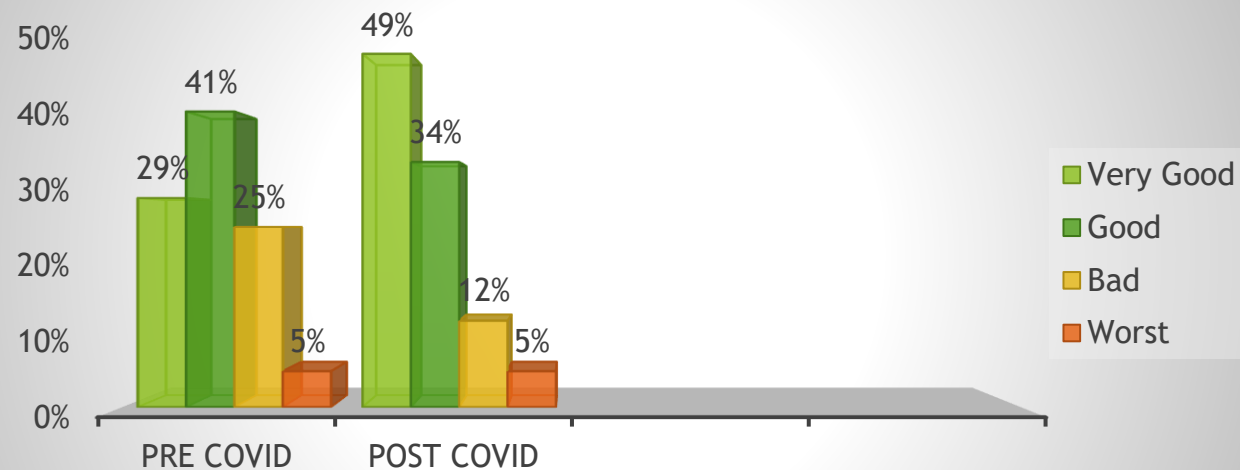
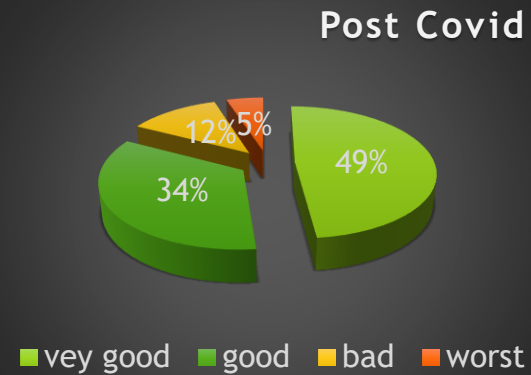
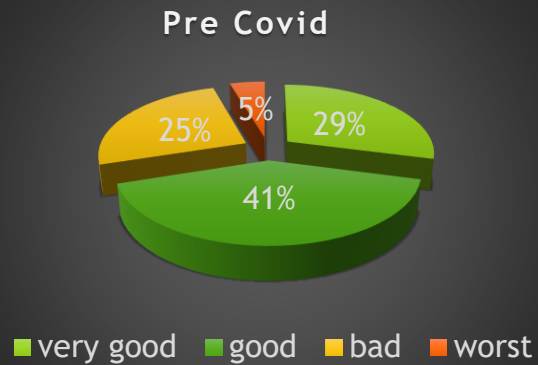
- ▶ In section one, the employees had to fill the details like Name (Optional), department(Optional), designation(Optional) and Employee id (Optional).
- ▶ Section 2 consist of various questions regarding organization relation, Teamwork, Information, Relationship with senior, Feedback, Fairness at work.
- ▶ Section 3 consist of overall satisfaction related to organization, job, Seniors, Work Environment and Team.

The Survey was focused on 5 Parameters



COMPARISION OF PRE AND POST COVID ANAYLYSIS OF EMPLOYEE SATISFACTION IN HOPSITAL

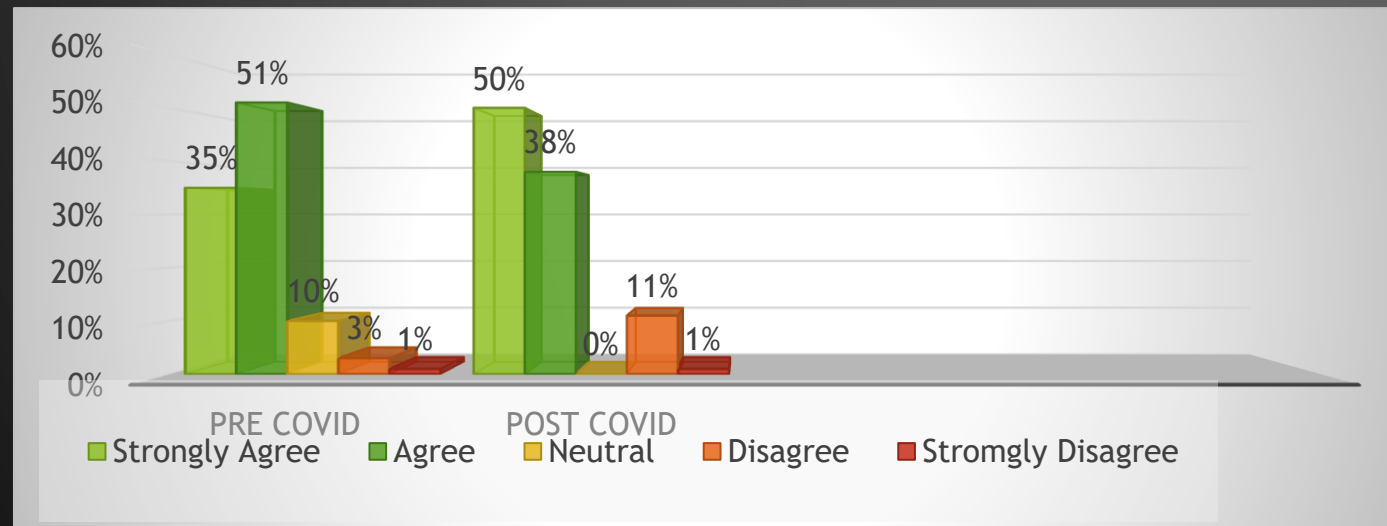
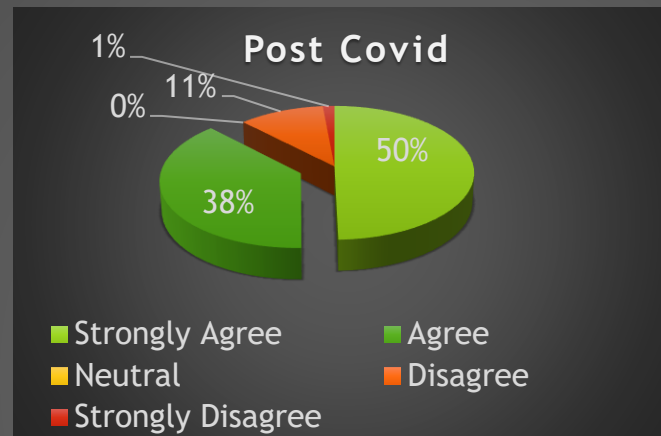
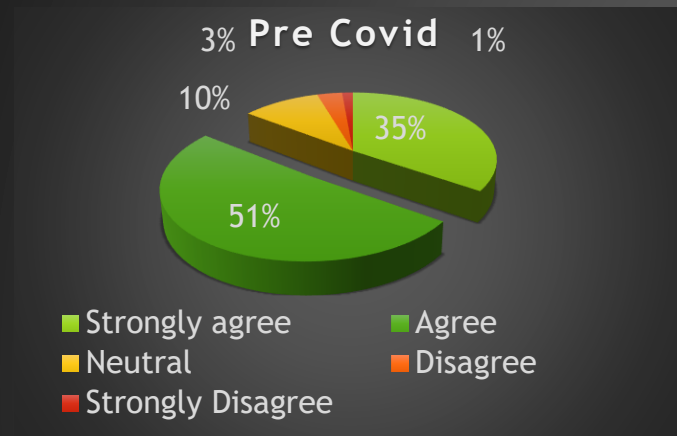
Satisfaction related to Seniors



Interpretation-

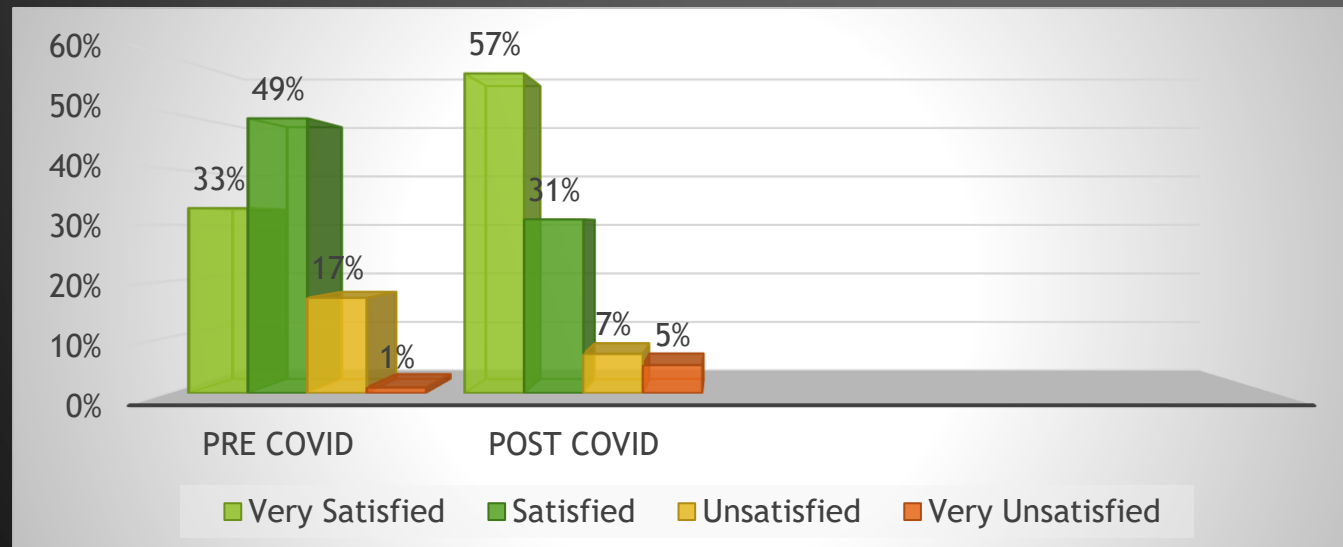
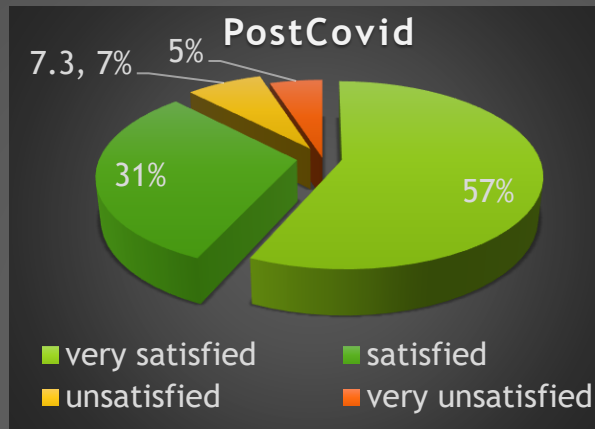
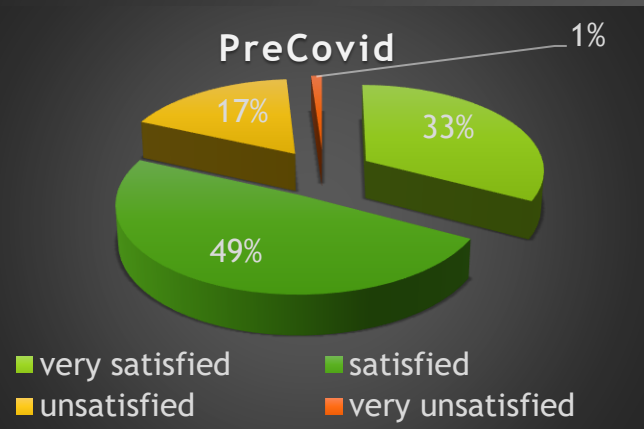
After comparing the pre and post covid employee satisfaction survey, acc.to data we find an increase in the satisfaction related to seniors. During this pandemics seniors managed their juniors very well resulting in the increase % of satisfaction related to seniors rating from 70% to 84% on positive scale.

Overall satisfaction in job according to your qualification skills



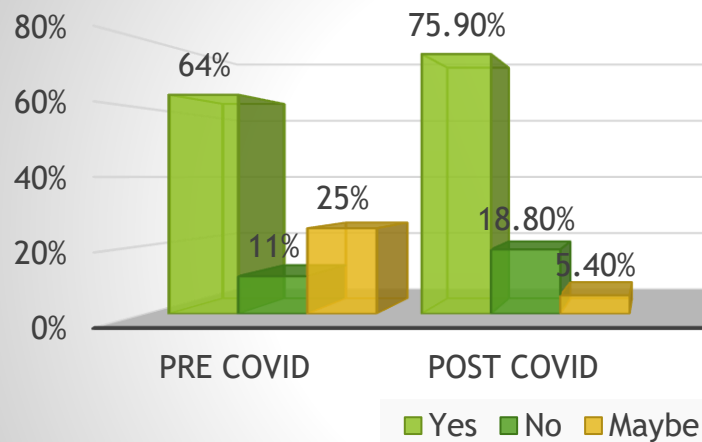
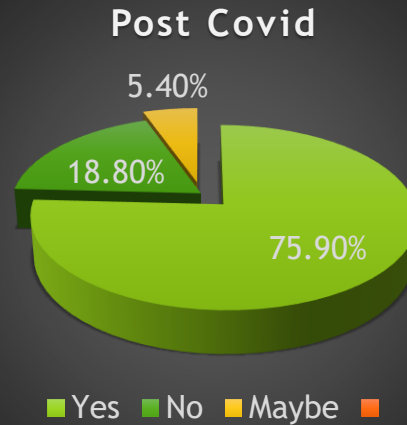
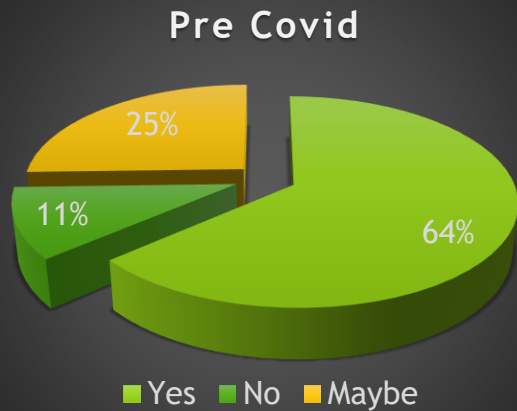
After comparing the pre and post covid employee satisfaction survey, acc.to data we find an increase in the satisfaction related to JOB. Most of the employee are satisfied with their job and position in the organization according to their qualification.

Satisfaction Related to Teamwork



After comparing the pre and post covid employee satisfaction survey, acc.to data we find an increase in the satisfaction related to TEAMWORK. During this pandemic various session were conducted by HR Department to build teamwork among the members. This results in increase in satisfaction level from 82% to 88% and decrease in unsatisfied level from 18% to 12% among the team members.

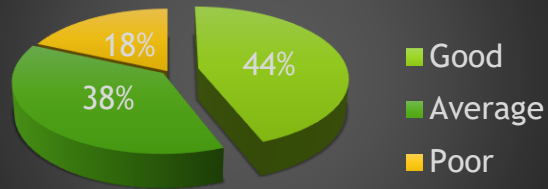
Satisfaction Related to personal and professional growth in organization.



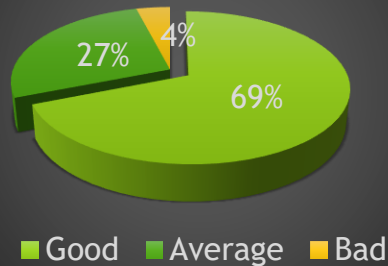
After comparing the pre and post covid employee satisfaction survey, acc.to data we find an increase in the satisfaction related to Personal and professional growth in the organization. Graph comparison shows an increase from 64% to 75.90%. The main reason behind this is that the management is trying their best to provide world class equipment's and processes by which each employee is learning at the best.

Satisfaction of employee in physical working condition in the organization

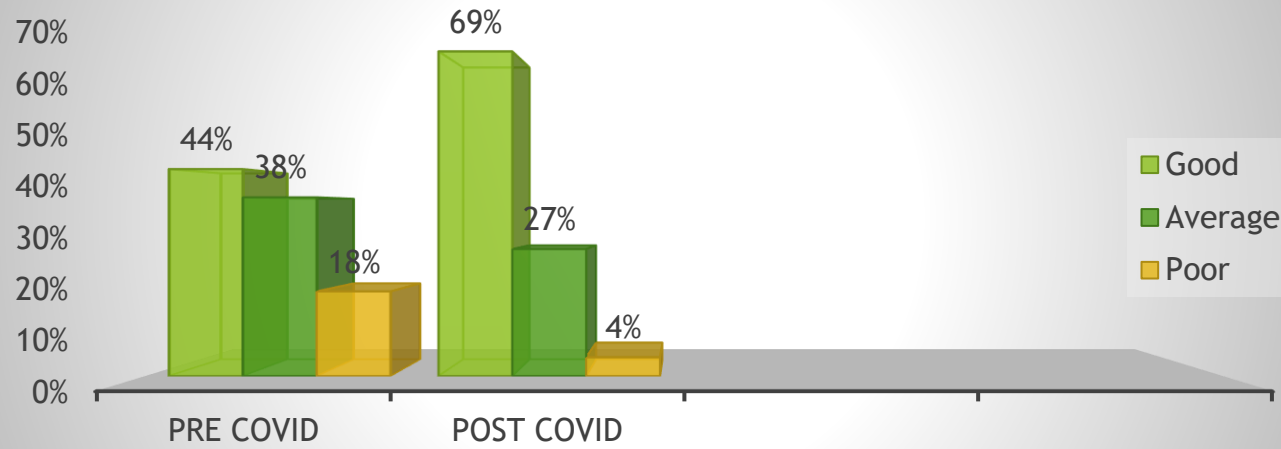
Pre Covid



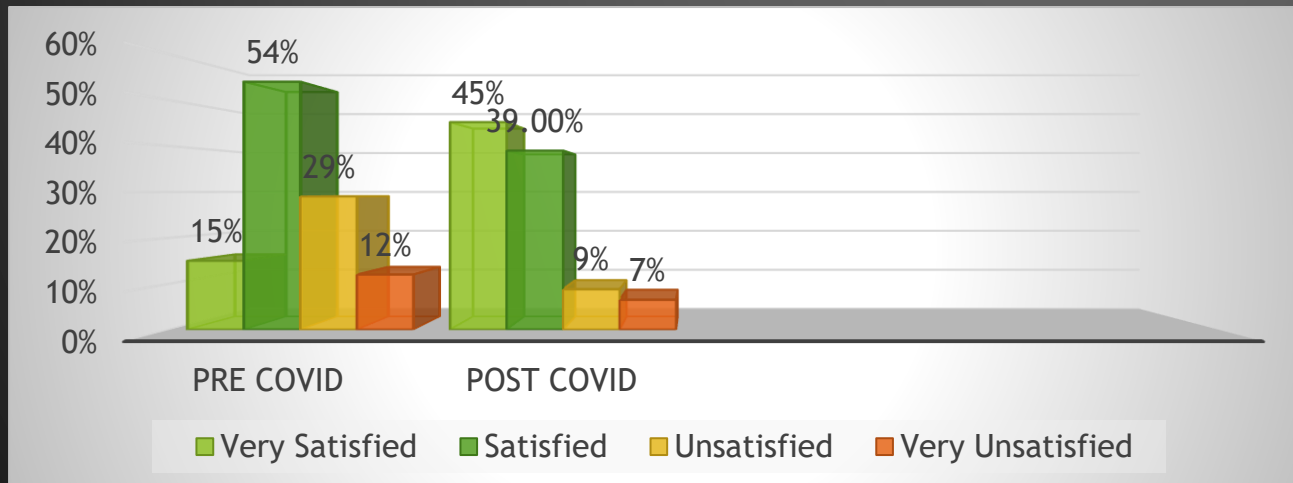
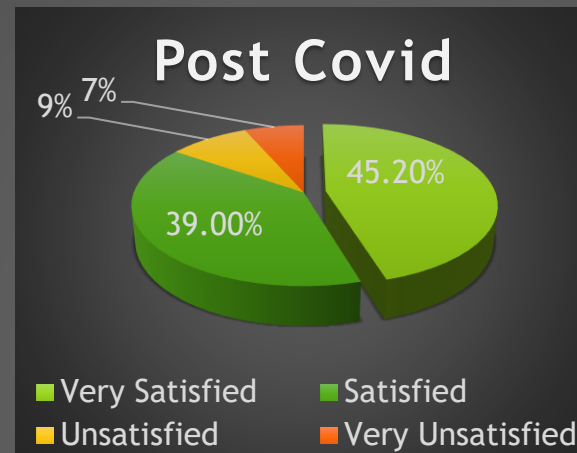
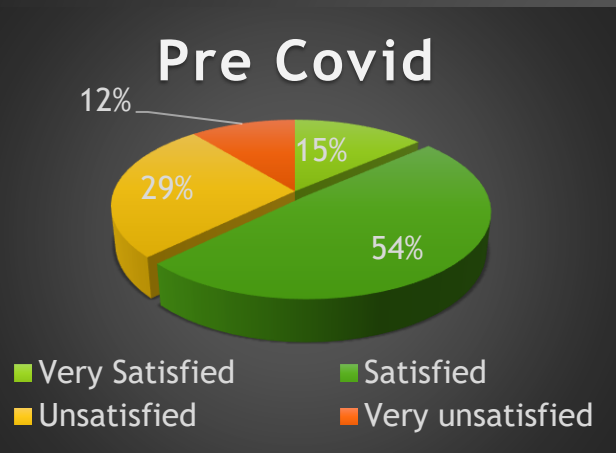
Post Covid



After comparing the pre and post covid employee satisfaction survey, acc.to data we find an increase in the satisfaction related to Physical working condition in the Organization. We can predict from the graph that there was increase from 44% to 69% in physical working condition. The main reason behind this is that during this pandemic organization improves their working condition by taking and proving proper precautions to the employee.



Overall satisfaction Related to Organization



After comparing the pre and post covid employee satisfaction survey, acc.to data we find an increase in the satisfaction of employee towards the organization. Comparison graph shows an increase in satisfaction related to organization from 69% to 84% and decline in unsatisfied level from 41% to 16%, The main reason behind this shift towards satisfaction is that organization has taken care of all their employee in this pandemics.

CONCLUSION

- ▶ **After the analysis of pre covid and post covid Employee satisfaction survey, we have concluded that over all employee satisfaction has increased in BMCHRC in various parameters.**
- ▶ After comparing the pre and post covid employee satisfaction survey, acc.to data we find an increase in the satisfaction of employee towards the organization. Comparison graph shows an increase in satisfaction related to organization from 69% to 84% and decline in unsatisfied level from 41% to 16%, The main reason behind this shift towards satisfaction is that organization has taken care of all their employee in this pandemics.
- ▶ **Organization has taken various steps during this pandemic and take care of their employee very well resulting in the improved satisfaction.**
- ▶ All the employee was provided by salary on time. Paid leave were provided if any of the employee has found positive. Sanitizers, Face Mask., Hand wash are provided to each employee for their safety.
- ▶ Hostel facility is also provided to nursing staff, paramedic staff and doctors who were posted in covid wards to avoid any risk of covid to their family.
- ▶ From the study we find that out of total employee in study sample 17% of employee are not satisfied with their seniors.
- ▶ 12% Of the employee in sample study thinks that the candidate is not present in organization according to their qualification skill
- ▶ 12% of the employees in study sample are not satisfied with the teams.
- ▶ 24.10% of the employees do not see their Personal Growth in the organization.

RECOMMENDATION

- ▶ We can organize various Team Building sessions to build more understanding among the Team members.
- ▶ Motivation session should be arrange to employee in which they should be told about how they can grow their carrier in the organization.
- ▶ Skill enhancement sessions must be arrange to employees to improve their skills and keep them updated.
- ▶ The people who think they do not see personal growth in this organization, special sessions must be arrange for those employee related to their job profiles to upgrade their skill and growth of the individual.
- ▶ Salary upgradation and promotion at regular intervals should be provided in special conditions to those employees who are doing their best for the organization.