



SUMMER TRAINING

At

**BHAGWAN MAHAVIR CANCER HOSPITAL AND
RESEARCH CENTRE**

(15th May 2021-7th July 2021)

A REPORT

By

AJAY RAJPUT

MBA 2020-22 (Hospital and Healthcare administration)



BMH/HRD /2021/ 711

Date: July 9th, 2021

To whomsoever it may concern

This is to certify that **Ajay Rajput**, MBA Hospital and Healthcare Administration student from **IIHMR University, Jaipur** has completed his internship program from **15th May 2021 to 7th July 2021**.

During the tenure of his internship he has assisted the hospital operation team in NABH preparation as per 5th edition guidelines.

He has done exceptionally well during his period of internship.

We wish him all the best for his future endeavors.

Tapti Bhattacharya

Head HR & Training

Tapti Bhattacharya
Head-HR & Training
BMCHRC, JAIPUR



ACKNOWLEDGEMENT

This report is the aftereffect of two months preparing whereby I have been joined and upheld by numerous individuals. It is wonderful perspective that I currently have the chance to offer my thanks for every one of them.

Firstly, I bring my regards and thankfulness to my mentor MRS MONIKA CHAODHARY Ma'am for conscientious and active guidance, constant support to accomplish the project.

I am extremely thankful and pay my gratitude to my project organization guide MRS TAPTI BHATTACHARYA ma'am (Head HR and Training, BMCHRC) for her valuable guidance and cooperation.

I express my gratitude and respectful regards to all paramedical staff, nursing staff of all the wards, heads of all the department of BMCHRC.

The acknowledgement would be incomplete if I don't mention about my friends (Vaishnavi Rawal , Munir Susham, Rushi Joshi, Manshu Butta, Prerna Soni, Akshita Sharma) and colleagues who helped me throughout the tenure of training.

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ABBREVIATION

NABH-National Accreditation Board for Hospitals & Healthcare

BMCHRC- Bhagwan Mahaveer Cancer Hospital and Research Centre

IPD- In Patient Department

MS- Medical Superintendent

BME- Biomedical Engineering

CSSD- Central Sterile Supply Department

MRD- Medical Record Department

HPA- Hypothalamic Pituitary Adrenal

BPL-Below Poverty Line

MICU- Medical Intense Care Unit

OT- Operation Theatre

EPABX-Electronic Private Automatic Branch Exchange

IGRT-Image-Guided Radiation Therapy

CT-Computed Tomography

SICU- Surgical Intensive Care Unit

FNAC- Fine Needle Aspirate Cytology

CBC- Complete Blood Count

PBF- Peripheral Blood Film

HIV- Human Immune Virus

HbsAG- Hepatitis B surface antigen

RT PCR- Real Time Polymerase Chain Reaction

CV- Curriculum vitae

HR-Human Resource

HOD- Head of Department

EDP- Electronic Data Process

OBSERVATIONAL LEARNING

INTRODUCTION

Bhagwan Mahaveer Cancer Hospital and Research Centre, Jaipur **(BMCHRC)**

Conquering Cancer is Essential

Bhagwan Mahaveer Cancer Hospital and Research Centre, Jaipur (BMCHRC), a NABH accredited institution, was established in year 1997 as a cancer hospital which provide cancer treatment, education and research . In starting it was just 50 bed hospital, now it has become 300-bedded super specialty hospital with huge infrastructure having several wards, Labs, utility services and specialties after 23 years. Today, BMCHRC has its own Surgical Oncology Department, Medical Oncology Department, Radiation Oncology Department, Radiology Department, Nuclear Medicine Department, Pathology departments, and a huge Blood Bank Department.

From a 50 bedded facility to a 300 bedded super specialty hospital, BMCHRC has come a long way in patient care.

The hospital is run by K.G Kothari Memorial Trust and it is Rajasthan's largest "NOT FOR PROFIT" state of art fully equipped with latest technology Cancer Care Centre.



To facilitate more patients, a new IPD block is under construction.

The aim of hospital is to serve patients not only in Rajasthan also from other states of country where cancer treatment is not good. Besides this, BMCHRC under its objective is not only to treat patients who came under BPL category for but also for economic weaker section people by providing upto 25% subsidy to them

History

Bhagwan Mahaveer Cancer Hospital and Research Centre, Jaipur (BMCHRC), a NABH accredited institution, was established in the year 1997 as a cancer specialty hospital offering cancer prevention, treatment, education and research Centre

From a 50 bedded facility to a 300 bedded super specialty hospital, BMCHRC has come a long way in patient care.

Vision

To make BMCHRC comprehensive world class cancer treatment center with cutting edge technology.

Mission

To make the care affordable with human touch to every one of the areas of society independent of financial contemplations.

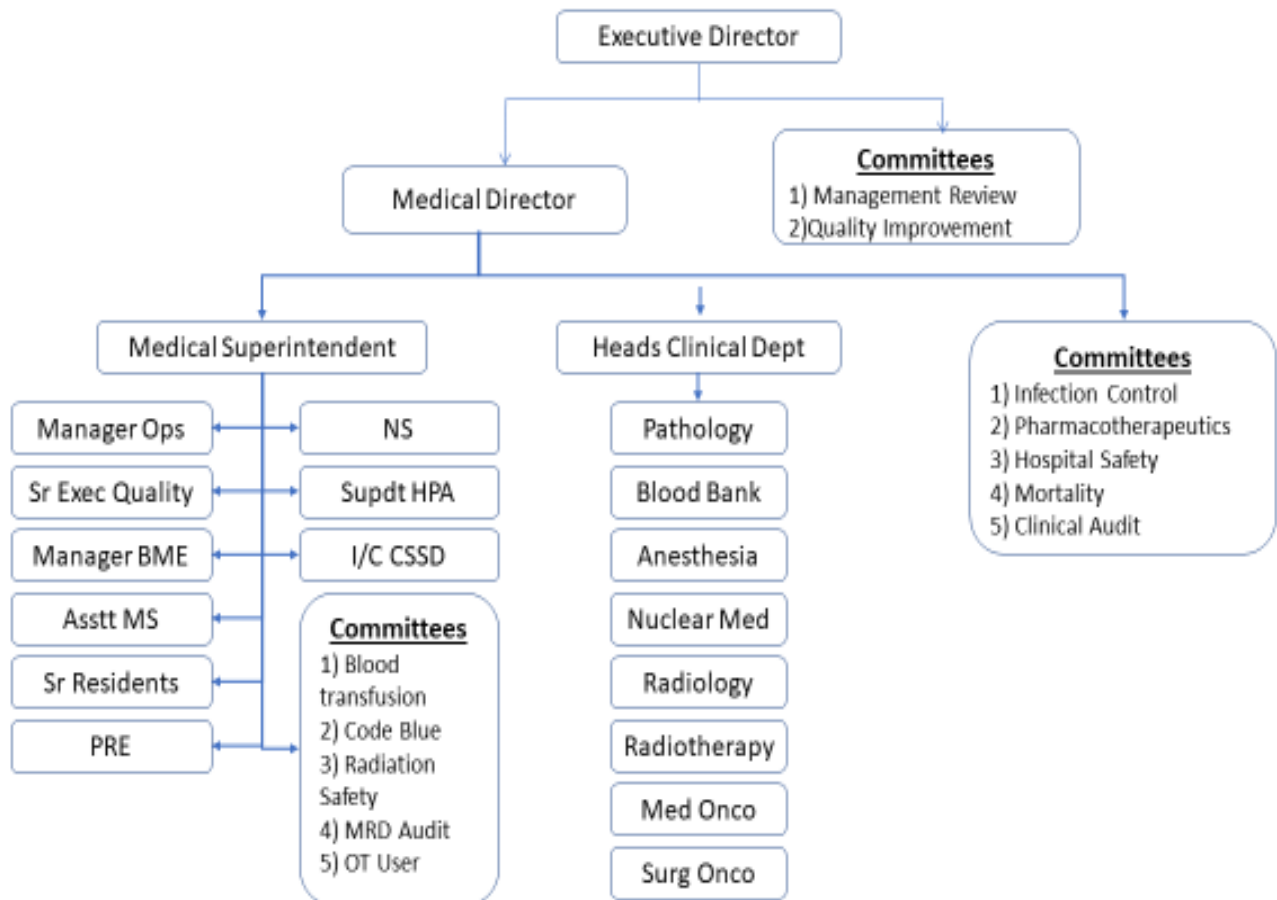
Values

- Clinical Excellence
- Ethical Practice
- Patient centric approach
- Teamwork
- Integrity
- Loyalty

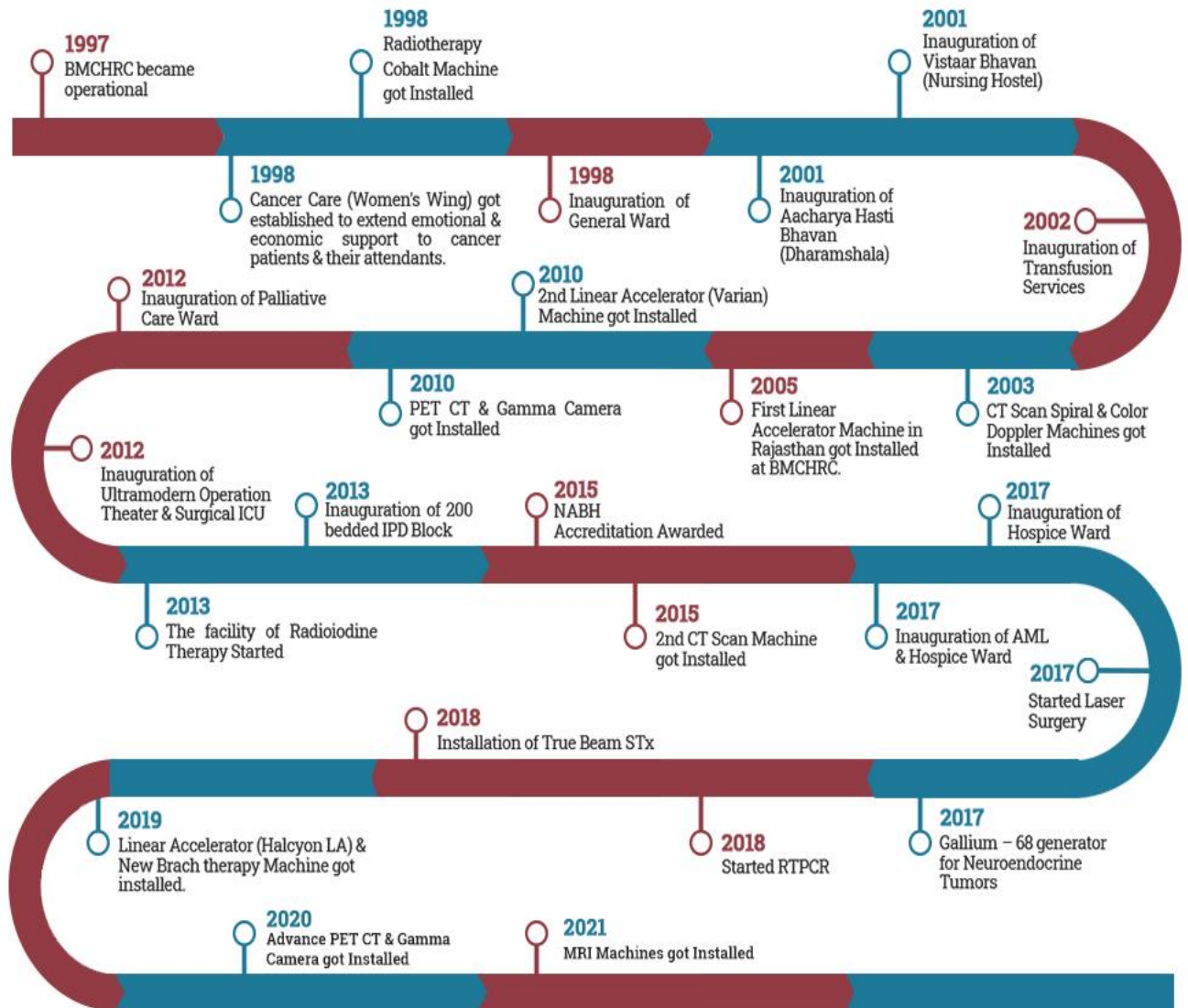
Service Standards

- Professionalism
- Communication
- Priority Customer Service
- Respecting Privacy

ORGANOGRAM



MILESTONES



FLOOR WISE DISTRIBUTION OF DEPARTMENT

Basement

OLD WING

- Pathology
- Blood bank

New Wing

- CSSD
- Laundry
- Stores
- Medical Gases
- Housekeeping
- Pharmacy

GROUND FLOOR

CLINICAL

- Nuclear Medicine
- Radiation Oncology
- Day Care
- Physiotherapy department

NON CLINICAL

- Reception
- PRO Office
- EDP Department
- IPD billing
- Maintenance
- EPABX
- Cafeteria
- Shabhagarh

1ST FLOOR

OLD WING

- OPD(Medical and Surgical)
- Radiology
- Internal Medicine
- Cancer Care
- Administration
- OPD Registration and OPD Billing
- Medical ICU
- Endoscopy
- Emergency
- Paramarsh Kendra and BPL counter
- Dental
- Superintendent HPA

NEW WING

- Medical Director
- Dietetics
- Ward1/ Cubical ward
- New Cancer Care
- Emergency
- MICU
- Palliative Care
- Ostomy Clinic
- Trust Office
- Treasure Trustee Office

2nd Floor

- New OT Complex
- Surgical ICU
- Ward II
- Pediatrics Ward
- Patient Waiting Area

3rd Floor

- Ward III (for General/ BPL Patients)

4th Floor

- Ward IV
- Nursing Superintendent

5th Floor

- Department of Clinical Trails and Research
- Hospital Library
- HR
- Accounts
- Purchase
- MIS
- Trust and Establishment
- Operations and Quality
- IT
- Shabhagarh

6th Floor

- Semi Private Ward

7th Floor

- Deluxe Ward
- Super Deluxe Ward

DEPARTMENTS

- ✓ Clinical unit
- ✓ Clinical support unit
- ✓ Clinical admin units
- ✓ Administrative/ Non- clinical unit

CLINICAL UNIT:

Medical oncology:

Specialized services-

- Acute lymphoblastic leukemia
- Multiple myeloma disorder
- Breast cancer
- Lung cancer
- Ovarian cancer
- Colorectal cancer
- Hepatobiliary and pancreatic cancer,
- Oesophageal cancer
- Prostatic, urinary bladder, and kidney cancer

Care and facilities:

 Surgical oncology:

The Department of Surgical Oncology has a team of well-known surgeons across the country who are providing best treatment to patients.

Specialized services-

- Breast Oncology
- Thoracic Oncology
- Gastro-Intestinal Oncology
- Plastic and Reconstructive Surgery
- Neuro Surgery

 Radiation oncology:

The Radiation Oncology department at BMCHRC is well equipped in delivering precision treatment with the use of the latest technology like 3DCRT, IMRT, IGRT and Rapid Arc. The treatment planning is carried out with customized immobilization device, followed by imaging on a wide-bore CT scanner. In house PET scan is available for PET based RT planning.

Anaesthesiology department:

HOD –The Department of Anesthesiology at BMCHRC comprises of a team of experienced consultants and excellent support staff.



The department also handles a 15-bed SICU (Surgical Intensive Care Unit) in joint management with Surgeon & Critical Care Experts (Doctors & Nurses). The beds are fully equipped to handle a number of different treatments.

Also under the Anesthetic department is the 8-bed MICU (Medical Intensive Care Unit) Specialized services-

- Preoperative assessment and perioperative care
- Optimization of patients undergoing complex surgery for cancer
- Provide anesthesia for major/minor surgeries
- Provision of ambulatory anesthesia and anesthesia in remote areas
- Preoperative care of high risk, elderly patients & patients with multiple comorbid conditions
- Central venous access and invasive hemodynamic monitoring

Nuclear medicine:

BMCHRC is the first comprehensive cancer institute to have PET-CT Scan & Gallium in Rajasthan.

Neuro Oncology surgery-

Department of Neuro-oncology Surgery is fully functional since May 2019 to offer the best and affordable treatment to patients of the region.

We have started all major and minor Neuro-oncology Surgical Procedures.

Facilities available:

- Surgery for all benign and malignant brain and spine tumors
- Awake craniotomy for lesions in crucial brain areas
- Endoscopic surgeries
- Pediatric neurosurgeries

- Surgery for difficult skull-base tumors/ vascular lesions
- Spine surgery.

✚ **OPD:** first floor. OPD consultation facility are provided to all patients from 9am -5pm where patients and attendants are counseled as per the requirements and are encouraged for regular follow-ups. Diet charts are given as per requirement to the patients.

✚ **IDP:** IPD billing is on the ground floor

All IPD patients are initially assessed at the time of admission and further reassessed on regular basis for any other health problem. Regular counseling to the patient and attendants are provided along with diet chart made for them.

✚ **ICU:**

The ICU is a department where critically ill patients are admitted for intensive care and specialized care.

There are 2 types of ICU's in the hospital – SICU, MICU. MICU is located on the first floor, and SICU is located on the second floor.

✚ **New OT Complex:**

It is located on the second floor.

The aim of the department of OT and Anesthesiology is to provide the highest quality of care for the patients undergoing various types of surgeries.

CLINICAL SUPPORT UNIT:

1. Radio Diagnosis Department:

The radiology department at BMCHRC offers patients diagnostic services as advanced as anywhere in the world.

Facilities offered in the department include:

- 16 SLICE CT Scan

- Digital Mammography
- Color Doppler
- Digital X-Ray
- OPG

2. Pathology department:

The goal of pathology examination of tissue is to provide accurate, specific and sufficiently comprehensive diagnosis to enable the treating physician to develop an optimal plan of treatment. The pathology department houses an integral part of the hospital; the Hospital Based Registry which comes directly under the National Cancer Registry. This is where the patients diagnosed with cancer and admitted to the hospital are all registered.

- Surgical pathology including frozen section, histopathology and IHC
- Cytological findings which including FNAC, fluid cytology.
- Haematological findings which includes CBC, PBF, Bone marrow aspiration & Biopsy.
- Biochemistry including KFT, LFT , lipid profile and electrolytes
- Microbiology
- Serology & immunology including tumor markers, HIV & HBsAg, Hormone & anaemia profile by chemiluminescence
- Flow cytometry
- Molecular Pathology (RT PCR)

3. Nuclear medicine department:

BMCHRC is the first comprehensive cancer institute to have PET-CT Scan & Gallium in **Rajasthan**.

- 1st PET Ct scan technique in Rajasthan.

- Radio Iodine Therapy – It is 1st and the only In Rajasthan For Thyroid Disorder Patients
- Gallium – 68 generator used for the Neuroendocrine Tumors and Prostate Tumors

4. Palliative care department:

The Palliative Care is a separate department in the hospital. Hospital has associated with Indian association of Palliative care with the certified course in Palliative care unit.

The department aims to provide the best quality of life. The goal is to ease the suffering of cancer patients.

- Pain and Symptom Management
- Symptom control: fatigue, nausea, wound care, loss of appetite
- End of life or Hospice care
- Home based care
- Psycho Social support
- Care Giver Support

5. Dietetics department:

Nutrition is as important as everything else when it comes to cancer treatment. The dietician and dietary experts at the BMCHRC provide special counselling to all cancer patients, so they eat the right kind of food during and after their treatment.

The main areas of dietetic intervention include:

- Clinical nutrition services
- Nutritional education
- Nutritional research services
- Dietetic internship
- Dietary supplements

6. Physiotherapy department:

At BMCHRC, the physiotherapy is personally tailored to our patients and can include

- Exercises specially designed for reducing lymphedema
- Soft Tissue Mobilization
- Breathing techniques
- Spirometry range of motion exercises

7. Pharmacy department:

24 hour availability of medicine at BMCHRC At reasonable rates. All necessary required documents and licenses are maintained at the pharmacy to fulfill the regulation and norms of various department of pharmacy of India.

8. Blood bank department:

24 hour 365 days availability (All fractions of blood)

BMCHRC has maintained its own blood bank that registers and provides services to the patients and donors as per the rules set up by the Drugs & Cosmetics Act of India.

- Blood and its Component
- Packed Red Cells (PRC)
- Freshly Frozen Plasma (FFP)
- Apheresis – 1 donor can donate 5 unit of platelets by this process.
- Cryoprecipitate

CLINICAL ADMIN UNIT

1. Patient welfare department:

The main aim of the department is to make and position the hospital as a 'Centre of Excellence' by ensuring customer satisfaction through personalized customer care, following the guiding of empathy, care and compassion to make the patients feels and cared for. The scope and complexity provided by thus department is to enhance the customer satisfaction.

The objective of PWD are to:

- Handle in-house public relations with patients and relatives and other visitors.
- Ensure that our processes are 'customer centric'.
- Ensure these are followed
- Create a pleasant experience for the patients and their attendants.

2. Bio medical department:

The main objective of the department is to facilitate the usage of the latest technologies in the diagnosis, treatment and care of patient. It is responsible for proper usage and quality performances of these costly equipment's and tools inside the hospital. The department performs the following functions:

- Records of the hospital equipment's.
- Ensuring smooth functioning of the equipment's.
- Facilitation and identification of equipment requirements.
- Conduct preventive maintenance servicing for all the installed equipment.

3. Medical record department:

Following are the functions of MRD in BMCHRC

- Keeping complete Medical Records of patient

- Keeping of ethics and Non-disclosure of medical records.
- Consent of need data .

4. CSSD

The objective of establishing this department is to make reliably sterilized articles available at the required time and place for any agreed purpose in the hospital as economically as possible.

Functions of this department are:

- It helps in reducing hospital's surgical infections and ensure patients safety.
- for preparing medical/ surgical supplies and equipment so that they are sterile and ready for use in patient care.
- To provide continuous and quality supply of sterilized material to hospital in different department to make infection free patient treatment.

It has three zones:

- Decontaminated area
- Cleaning zone
- Sterilized zone

Protocol followed as follows:

- ✓ Prewashed: all the instruments are prewashed at their respective depts. Before they are sent to CSSD
- ✓ Decontaminated zone: instruments are received, checked, sorted according to checklist.
 - Automatic washer
 - Large ultrasonic washer with air gun
 - Small ultrasonic washer
- ✓ Cleaning zone: after washing, the instruments are carried to the clean zone. The packing of instrument is done in the zone in linen.
 - Autoclave (750lit)
 - Autoclave (250 lit)

- Boiler

- ✓ Sterilized zone: all the sterilized instruments are kept in this zone and from here they are sent to OT and ICU through dumbwaiter.
- ✓ Quality indicators: chemical and biological tests, strip test, autoclave tape, Bowie Dick indicator. The infection control department team comes for monthly audits to collect swab and make culture reports.

5. Infection control department:

Infection Control department of BMCHRC organized “Infection Prevention and Control Week” from 19th to 23rd Oct 2020. Under this various activities were organized such as infection prevention and control awareness training: Break the chain of Infection, Trained the trainers and quiz competition. DNB students, Residents doctors, nursing staff and other medical service providers participated in the activities.

ADMINISTRATION UNIT

- **Human resources department**

Objective: to do the wellness of the people and create a happy work force.

HOD’S Accountability:

- To assist in the selection of the staff
- Taking disciplinary action as per the organization of the management.
- Attending HOD’s meeting as per schedule.

- Presenting monthly report to the department in review meeting.
- To control and coordinate the activities of the department and the staff.
- To allocate work to all the staff in the department.
- Policy preparation.
 - ✓ Regarding wages structure
 - ✓ Rules and regulations of the employees
 - ✓ Work force analysis department
 - ✓ Recruitment
 - ✓ To assist the deputy manager in conduction performance appraisal.

▪ **Quality assurance department**

Objective: To meet the rising expectations of consumers of **quality** of services

- Help patients by providing improving best **quality** of care.

Activities performed in this department include

- ✓ Drafting of various clinical and non0clinical policies for the hospital.
- ✓ Facilitating accreditation programs like NABH.
- ✓ Identifying quality indicators.
- ✓ Formulating annual quality assurance programmes
- ✓ Making training calendar with respect to quality assurance.
- ✓ Conduct random audits in various departments.
- ✓ Facilitate hospital community meetings.

Components of their plan include:

- ✓ Patient safety
- ✓ Staff safety
- ✓ Environment safety

▪ **Marketing**

The main functions are:

- ✓ Online marketing
- ✓ Corporate link ups

- ✓ Conduct CMES
- ✓ Prepare pamphlet's

▪ **Accounts and finance**

Under the finance department comes billing and finance.

The main function of financial department is connected with the functions all other department of hospital.

The primary and main function of Account and Finances are:

- ✓ To keep all the finance related records.
- ✓ To pay due bills and expenses on before due date.
- ✓ To track or record the cash find/floe
- ✓ To provide salaries and male payment of wages.
- ✓ To make patient related bills

▪ **IT:** the functions of IT department are:

- ✓ Maintaining the software's in the hospital for good work.
- ✓ Modifications of the software whenever needed

▪ **Housekeeping:** functions are

- ✓ Sanitation and hygiene
- ✓ Odor control
- ✓ Waste disposal
- ✓ Pests, rodents and animal control
- ✓ Laundry services
- ✓ uniforms

▪ **Store and purchase:**

Stores receives all equipment's, instruments and item of raw material, consumables, printing and stationary, medicines and other essentials goods required by the hospital.

Functions:

- ✓ Issue of the purchase order
- ✓ Negotiating contracts

- ✓ Checking of requisition and purchase indents
- ✓ Follow up with the purchase order

▪ **Engineering and Maintenance**

Functions:

- ✓ Installation and commissioning
- ✓ Breakdown call management
- ✓ To maintain electric and water supply
- ✓ Intramural transportation

LIMITATIONS

- Time contained was faced since the duration of summer internship is limited to a period of two months.
- Pandemic situation leads to delay in project launch.
- Reduced supervision and direction.
- Lack of Teamwork among the team members.
- Tat for patient for the registration is too high .

SUGGESTIONS

- Every team should have tam leader, to guide them, for proper coordination and to motivate them to complete a particular work within a given time limit.
- Prior information about a schedule meet.
- Team building exercise to encourage people to work together
- Creating a accountable or reward program which will encourage people to work harder and strive for excellence.

PROJECT REPORT

HUMAN RESOURCE DEPARTMENT

The Human Resource Department deals with the administration of people of the organization. There are a number of duties that come under this department. First, the department's main function is to bringing member of staff, they are involved in attracting employees, keeping the min their position and ensuring that they do their duties according to their job description. Besides, the Human Resource Department also organize day to day goals and duties for the employees of organization. Its objective is to involving people in the company. If employee are not managed properly, the organization can face a serious chance of disintegrate.

Human Resource Department's main aim is to bring out the best in their employee and thus helps in the success of organization.

Function of HRM

The main function of HR Department are:

- Recruitment of employees
- Induction
- Training
- Salary
- Employee engagement
- Reference check
- Performance appraisal
- Motivation of employees
- Auditing
- Grievance handling

Recruitment of Employees

This is one of the main functions of the HR department. This is because recruitment is the process to hire the employee. It is the main objective of HR to hire the most skillful and talented person for the vacant post as soon as possible.

In BMCHRC, after shortlisting the CV, a candidate is called for an interview. The interview is taken by the Head of HR Department and HOD of a specific department. After the candidate is selected, they are told about the salary and the letter of intent, including the date of joining. In the case of Nurses, they have a written exam, which they have to clear. On the date of joining, selected candidates have to fill the joining documents and are required to submit the necessary documents.

Induction

On the date of joining, the employees undergo an induction program. In this, they are told about the organization, company policies, about leaves, about various departments, fire safety, hand washing, infection control, quality. At the end of the induction, they have to give a written test to complete the induction.

Training

Training programs are conducted on a regular basis and according to the requirements of the job description.

Salary

Another important function of HR Department is making salary structure of the employees.

Leaves

Another function of HR is to keep a record of leaves taken by the employees.

Employee Engagement

In BMCHRC, there were many events being organized like

- Story telling Program for Cancer Affecting Childs.
- AU Marathon- Cancer Awareness Rally
- World Cancer Day Celebration
- Women's Day Celebration
- Holi Milan Samahroh
- Yoga sessions
- Musical Program for Cancer affecting child

Reference check

In BMCHRC, whenever a candidate is selected, a reference check is done from the previous employers or the reference mentioned in the CV

Performance Appraisals

A presentation examination is a normal audit of a worker's work execution and in general commitment to an organization. Otherwise called a yearly audit, execution survey or assessment, or worker examination, a presentation evaluation assesses a representative's abilities, accomplishments, and development - or scarcity in that department.

Motivation of the Employees

Motivation of the employees is done by giving various awards to the employees like nurse, doctor and employee of the month.

Auditing

The files of the employees are checked on regular basis to find any missing document, like school documents, graduation documents, Annual Health Checkups and the registration certificates.

EMPLOYEE SATISFACTION SURVEY

Introduction

Employee satisfaction is a term which is used to describe whether employees are happy or not and satisfying their wishes and needs at hospital. Many measures seem that employee satisfaction is a factor in employee motivational, goal achievement, and positive employee confidence in the workplace. Employee satisfaction is often measured by innominate employee satisfaction surveys administered periodically that measure employee satisfaction

Aim

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

Objectives

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 sent 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 question 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.

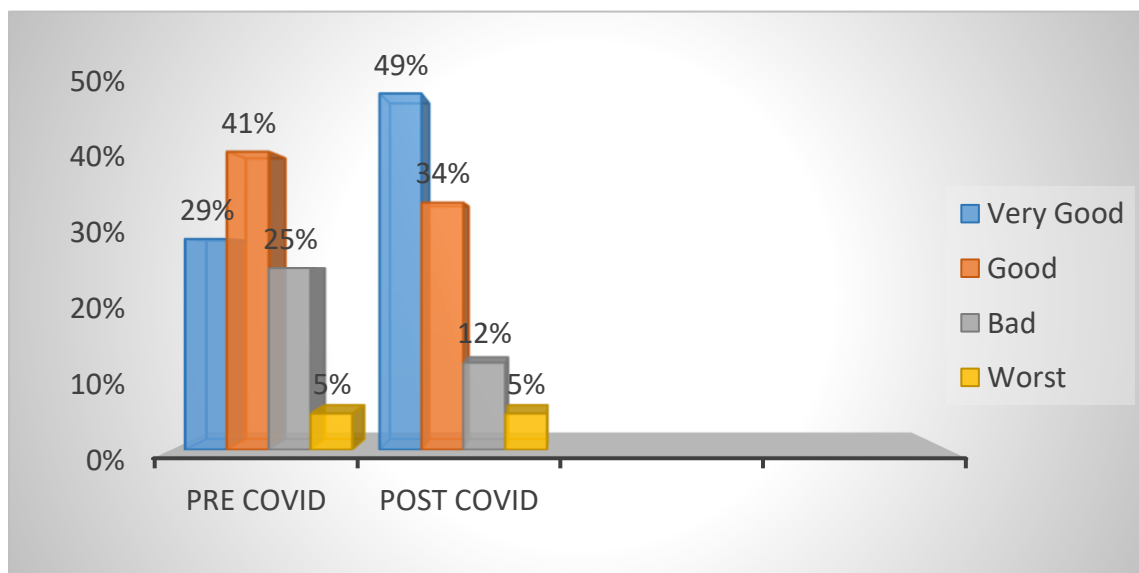
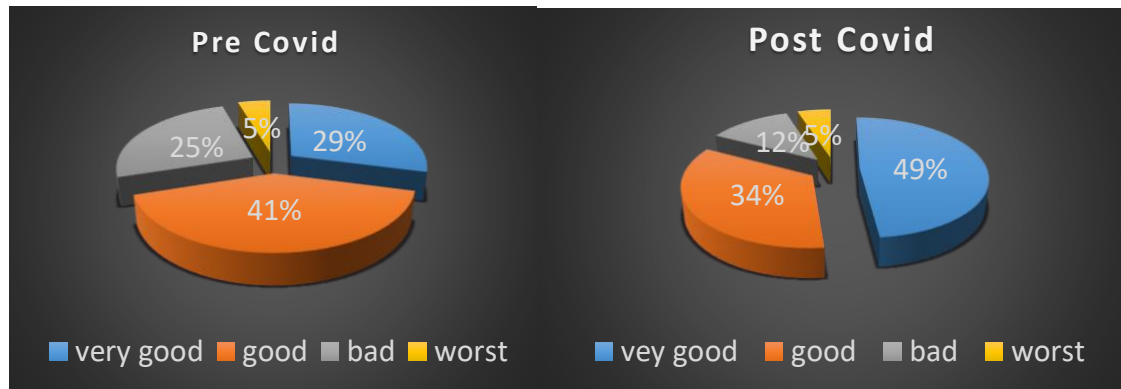
Section 3 consist of overall satisfaction related to organization, job, Seniors, Work Environment and Team.

The survey was focused on 5 Parameters



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

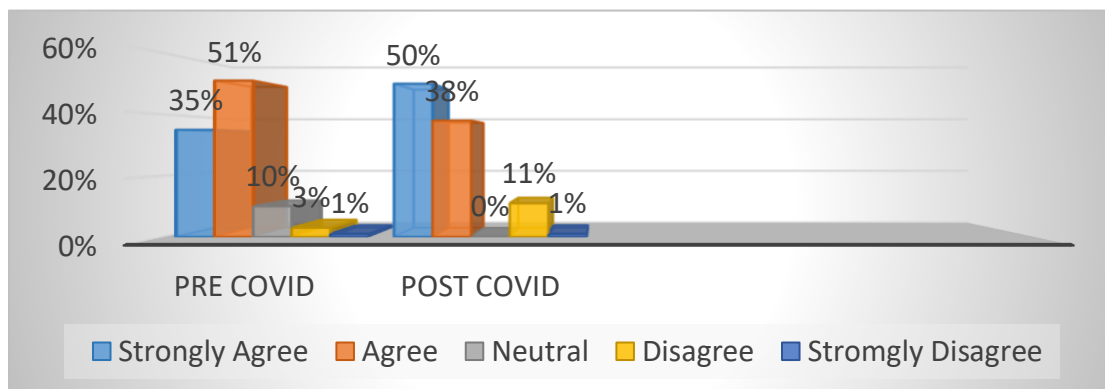
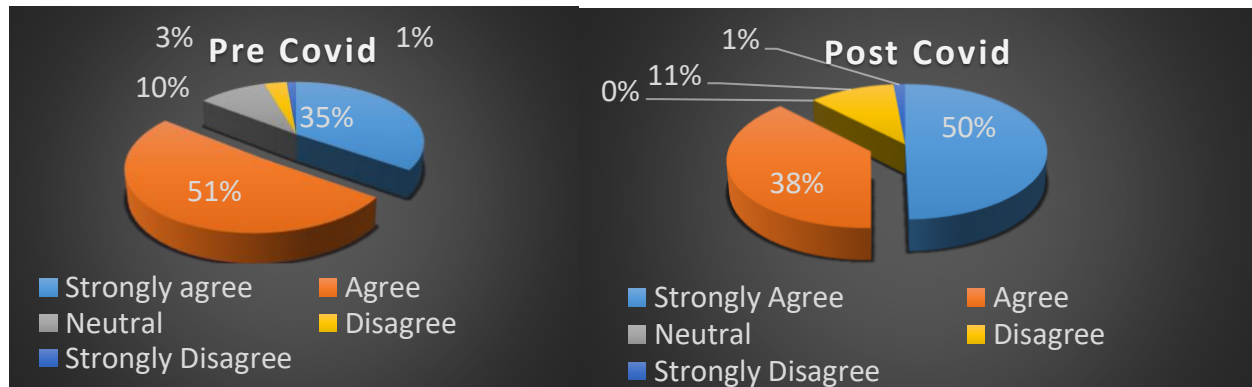
Satisfaction related to Seniors



Interpretation-

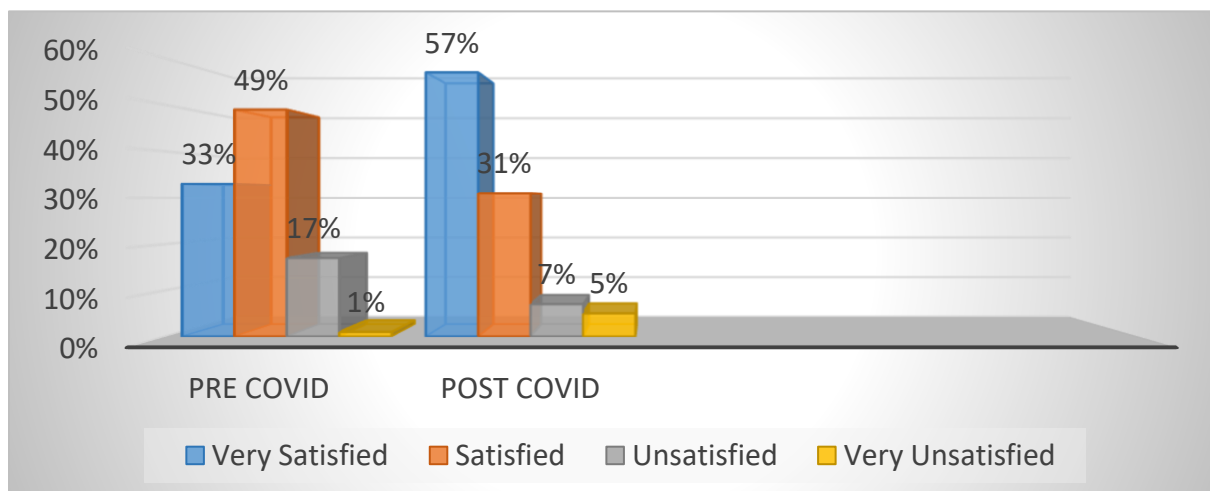
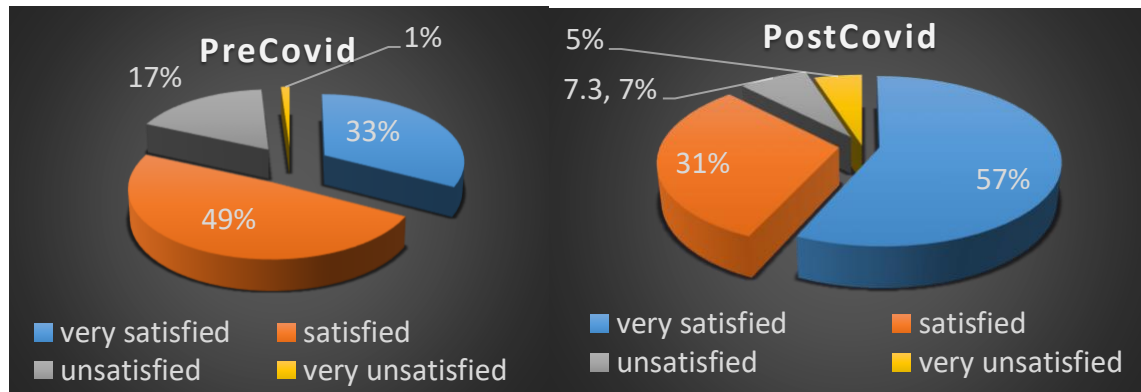
After comparing the pre and post covid employee satisfaction survey, acc.to data we find an increase in the satisfaction related to seniors. During this pandemics seniors managed their juniors very well resulting in the increase % of satisfaction related to seniors rating from 70% to 84% on positive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

Overall Satisfaction in Job according to your qualification skills.



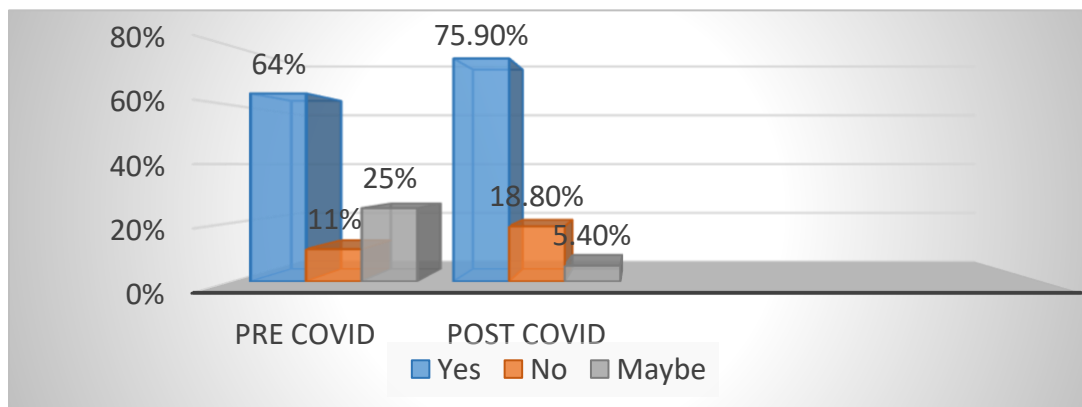
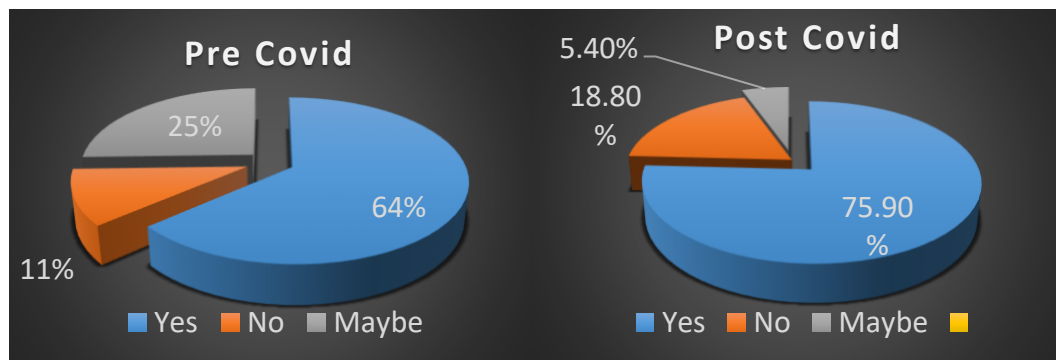
After comparing the pre and post covid employee satisfaction survey, acc.to data we find an increase in the satisfaction related to JOB. Most of the employee are satisfied with their job and position in the organization according to their qualification.

Satisfaction Related to Teamwork



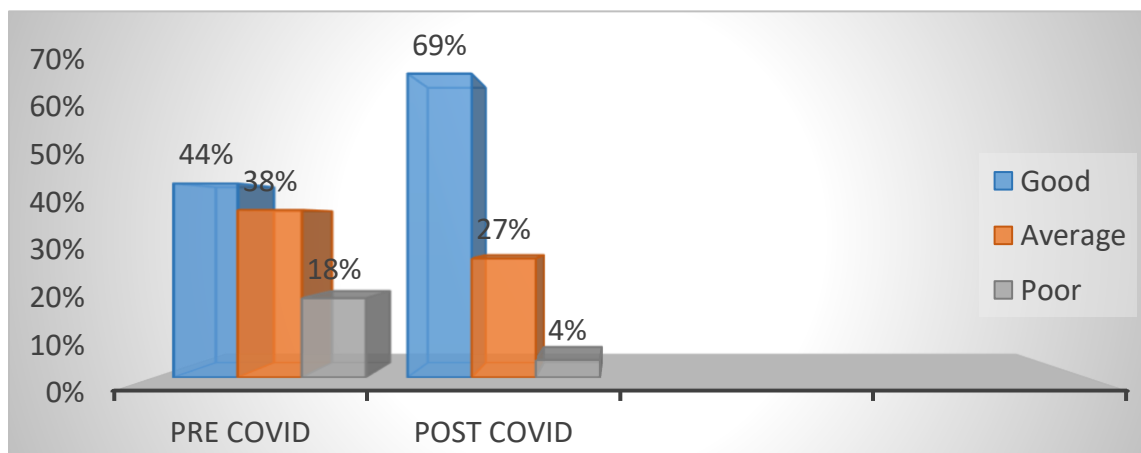
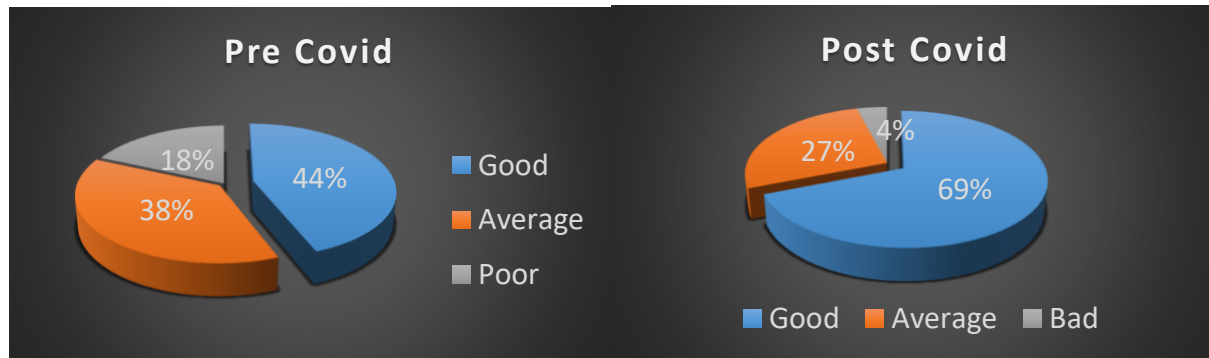
After comparing the pre and post covid employee satisfaction survey, acc.to data we find an increase in the satisfaction related to TEAMWORK. During this pandemic various session were conducted by HR Department to build teamwork among the members. This results in increase in satisfaction level from 82%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

Satisfaction Related to personal and professional growth in organization.



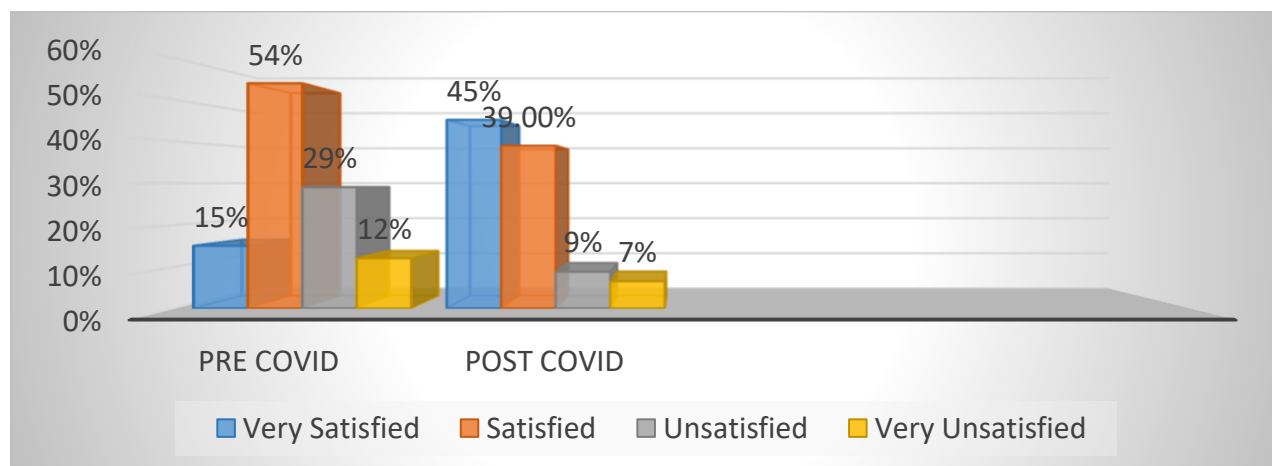
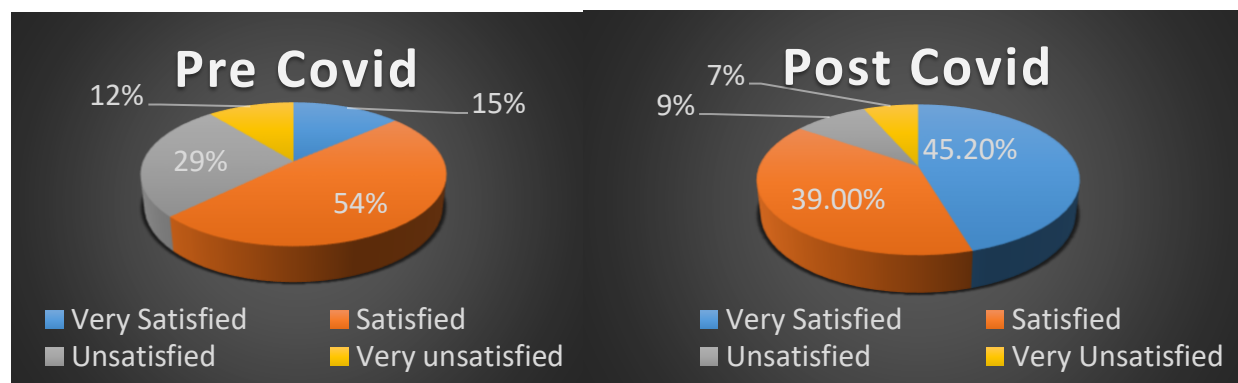
After comparing the pre and post covid employee satisfaction survey, acc.to data we find an increase in the satisfaction related to Personal and professional growth in the organization. Graph comparison shows an increase from 64% to 75.90%. The main reason behind this is that the management is trying 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



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



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.

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