

**ANALYZING EMPLOYEE WELFARE & SATISFACTION IN HEALTH AND
MEDICAL SERVICES AT AKUMS DRUGS AND PHARMACEUTICALS LTD.**

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

by

Shubhangi Garg

Under the Supervision and Guidance of

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2025



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To Whomsoever It May Concern

This is to certify that **Ms. Dr. Shubhangi Garg D/O Mr. Harindra Kumar Garg**, student of MBA (HM) from IIHMR UNIVERSITY JAIPUR, Rajasthan has Completed her training in Medical Department on the title "**Analyzing Employee Welfare & Satisfaction in Health and Medical Services**" in our Organization from **10-Mar-2025 to 31-May-2025**.

During the training period, her curiosity of learning, performance and behavior was good.

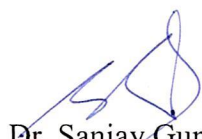
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For Akums Drugs & Pharmaceuticals Ltd.

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This is to certify that dissertation titled **Analyzing Employee Welfare & Satisfaction in Health and Medical Services at Akums Drugs and Pharmaceuticals Ltd.** is a record of the research work undertaken by Dr. Shubhangi Garg in partial fulfillment of the requirements for the award of the degree of MBA (Hospital and Health Management) from the IIHMR University, Jaipur under my guidance and supervision and her approach to the research study has been sincere, scientific, and analytical.

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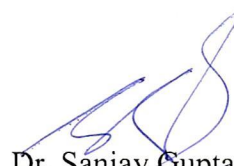
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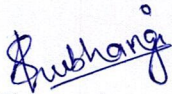
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DECLARATION BY STUDENT

I hereby declare that this dissertation titled Analyzing Employee Welfare in Health and Medical Services at Akums Drugs and Pharmaceuticals Ltd. is the bonafide record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished work of others has been duly acknowledged in the text.



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ABSTRACT

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TITLE: Analyzing Employee welfare & Satisfaction in Health and Medical Services at Akums Drugs and Pharmaceuticals Ltd.

In the industrial sector particularly in pharmaceutical sector, employee welfare and satisfaction—particularly regarding health and medical services—are essential for ensuring a productive and resilient workforce. This study examines the effectiveness of in-house healthcare services provided by Akums Drugs and Pharmaceuticals Ltd., analyzing how these services influence employee satisfaction, morale, and overall well-being. Employees who seek medical and health support services during duty hours often do so under physically and emotionally demanding conditions, making it essential for organizations to ensure that these services are responsive, accessible, and go beyond mere statutory compliance to genuinely support their well-being.

Using a cross-sectional observational design, data was collected through structured questionnaires and informal discussions from employees across four manufacturing units in Haridwar. The study evaluates common illnesses, response times, satisfaction levels, and the effectiveness of workplace health policies. The findings highlight the direct impact of welfare initiatives on employee engagement and productivity and offer actionable recommendations to enhance healthcare support systems. The study was conducted between March 10th, 2025 to May 31st, 2025.

The research contributes to strengthening employee-centric strategies within the pharmaceutical industry for improved performance and employee retention.

Key words: Employee welfare, satisfaction, health advice, frequency of employee's retention.

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Dr. Shubhangi Garg

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Abbreviations

HR: Human Resources

CDMO: Contract Development and Manufacturing Organization

WHO: World Health Organization

cGMP: Current Good Manufacturing Practices

EHS: Environment, Health, and Safety

HLL: Hindustan Latex Ltd.

ANOVA: Analysis of Variance

ILO: International Labor Organization

IJCRT: International Journal of Creative Research Thoughts

IJSREM: International Journal of Scientific Research in Engineering and
Management

Chapter-1 INTRODUCTION

In today's dynamic and competitive work environment, organizations across all sectors have come to realize that their most valuable asset is their human resource. This realization is even more critical in the healthcare and medical services industry, where the efficiency and well-being of the workforce directly impact the quality of care provided to patients. These challenges necessitate a strong organizational focus on employee welfare and satisfaction as key components of a sustainable and high-performing workforce. The human workforce is regarded as the most vital asset for organizational success—particularly in labor-intensive and regulated industries like pharmaceuticals. Among the many departments contributing to employee well-being, the **medical and health services** have emerged as an indispensable pillar. These services are not only integral to maintaining workplace safety but also directly impact employee satisfaction, retention, and productivity—especially for those who actively engage with and depend on them during health-related incidents.

Within pharmaceutical manufacturing units, where employees are often exposed to long hours, chemical handling, physical strain, and high-performance demands, health concerns during work hours are inevitable. **Employees who seek medical services**—the primary service takers—often present with a variety of conditions, ranging from minor ailments like headaches, dehydration, and colds, to workplace injuries and stress-related symptoms. Their experiences with the medical department define their perception of organizational care and support.

From a service taker's perspective, the **accessibility, responsiveness, and quality of care** provided by the in-house medical team becomes crucial. Employees value quick attention, competent medical staff, availability of necessary medications, and appropriate referrals when needed.

Moreover, the behavior of paramedical personnel, hygiene standards of the dispensary, and follow-up mechanisms contribute to their overall satisfaction. When these factors align positively, employees feel safer, more valued, and more committed to their workplace.

Employee welfare refers to a comprehensive set of services, benefits, and facilities provided by employers with the intention of improving the quality of work life and ensuring holistic well-being—physical, emotional, and social. Therefore, must be understood not just as a statutory compliance area, but as a service experience—especially for those directly using health facilities. In many pharmaceutical organizations, dedicated dispensaries and health rooms serve as the first point of contact for employees feeling unwell or injured. Whether it is for preventive check-ups, emergency care, or general consultations, these facilities serve thousands of workers annually. Their efficiency not only alleviates health concerns but also minimizes disruption to work and contributes to business continuity.

In the context of healthcare organizations, welfare measures may include access to health and safety facilities, stress management programs, employee assistance services, awareness programs, health check-ups, insurance benefits, leave policies, and opportunities for career growth and development. These welfare initiatives not only contribute to employee contentment but also reinforce a sense of security and belonging within the organization.

Table 1.1: Common Welfare Measures in Indian Pharmaceutical Companies

Welfare Measures	Availability (% of Companies)
On-site Medical Rooms	85%
First Aid and Emergency Support	92%
Periodic Health Check-ups	78%
Health Insurance for Employees	88%
Maternity & Paternity Leave	74%
Mental Health & Counselling Support	42%
Vaccination/Immunization Camps	66%
Ergonomic Workstations	53%
EHS Training and Awareness Programs	80%

Employee satisfaction, meanwhile, is a reflection of how well the employees' expectations, needs, and values are met in the workplace. Satisfied employees are more likely to be productive, committed, and engaged, which in turn reduces turnover rates, enhances team morale, and improves service delivery.

Factors influencing job satisfaction in the healthcare industry are multidimensional and include compensation, recognition, work-life balance, communication, managerial support, and the quality of physical work environments. When employees perceive that their organization genuinely cares for their welfare and growth, their job satisfaction naturally increases.

Table 1.2: Employee Satisfaction with Health Services (Sample of 500 Employees)

Parameter	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Cleanliness of Medical Facility	68%	24%	6%	2%	0%

Staff Behaviour	61%	29%	8%	2%	0%
Response Time in Emergency	59%	31%	7%	2%	1%
Quality of Treatment	63%	30%	5%	1%	1%
Availability of Medicines	55%	33%	9%	2%	1%

The healthcare sector is unique in that the welfare and satisfaction of employees are not only ethical and organizational priorities but also critical determinants of patient outcomes. A stressed or dissatisfied healthcare worker may inadvertently compromise the quality of care, increase the risk of medical errors, and negatively affect patient satisfaction. Therefore, investing in employee welfare is not only an HR function but a strategic necessity for healthcare institutions aiming for excellence.

Table 1.3: Frequency of Health Issues Reported at On-Site Medical Units (Annual, per 1,000 Employees)

Type of Health Issue	Avg. Annual Cases
Common Cold & Flu	320
Headache / Migraine	280
Musculoskeletal Pain	250
Gastrointestinal Complaints	190
Heat Exhaustion / Dehydration	140
Minor Injuries	120
Stress / Anxiety Symptoms	85

In **healthcare and pharmaceutical manufacturing**, where frontline staff are the backbone of operations, these welfare initiatives are even more critical. Job satisfaction, in this context, reflects the extent to which employee needs—professional, psychological, and social—are met. Satisfied employees are more engaged, motivated, and aligned with organizational goals. They contribute to enhanced product quality, compliance with standard operating procedures, and reduced workplace incidents. Studies have consistently shown that welfare measures such as access to medical support, clean and hygienic working environments, fair compensation, and supportive management significantly influence workforce morale and stability.

Akums Drugs and Pharmaceuticals Ltd., established in 2004, is one of India's largest and fastest-growing pharmaceutical contract development and manufacturing organizations (CDMO). With multiple state-of-the-art manufacturing facilities, with over 14 manufacturing units across India out of which 10 are situated in Haridwar, Uttarakhand and a workforce that spans thousands of employees across technical, administrative, and operational roles, Akums maintains a comprehensive organizational infrastructure that supports health and safety. The company has built a reputation for its adherence to quality certifications such as WHO-GMP, ISO, and national health and safety regulations. Akums is known for its robust manufacturing capabilities and adherence to quality, safety, and regulatory compliance. The company employs thousands of personnel across various operational units and has positioned itself as a leader in innovation, quality control, and employee-centric policies.

A key aspect of Akums' HR and welfare strategy is its focus on the health and well-being of its workforce. The organization has established dedicated **on-site dispensaries and medical rooms** at each of its major units, staffed with trained medical officers, nurses, and paramedical personnel. These facilities provide immediate first aid, outpatient care, health counselling, and referral services during working hours. In addition, Akums maintains a close working relationship with local hospitals for advanced treatment when required. The **Environment, Health, and Safety (EHS)** department plays a critical role in implementing occupational health standards and conducting regular training and awareness sessions on health and hygiene.

Regular **health camps**, vaccination drives, hygiene workshops, and safety drills are organized to promote wellness and prevent occupational illnesses. The dispensaries also serve as first-response centers for minor injuries, heat-related ailments, or other acute conditions common in manufacturing environments. Furthermore, the organization has robust emergency preparedness protocols, ensuring swift medical response during incidents. The dispensary teams coordinate closely with HR to deliver awareness on insurance coverage, mental wellness programs, and ergonomic practices.

This holistic healthcare setup, however, is only effective if employees perceive it as accessible, timely, and valuable. Therefore, this research project seeks to evaluate **employee satisfaction** specifically related to the in-house health and medical support at Akums. It aims to analyze patterns in illness reporting, responsiveness of the medical team, satisfaction levels, and the effectiveness of the referral system.

The health and medical service staff, including occupational health officers, medical room personnel, EHS (Environment, Health, and Safety) teams, and related administrative support, play

a vital role in maintaining employee wellness and ensuring compliance with health-related protocols. Their satisfaction and engagement directly influence how effectively welfare policies are implemented and how employees across departments perceive organizational support.

This aims to analyze the existing employee welfare practices with a focused lens on the health and medical support functions. The study will evaluate how these initiatives contribute to overall employee satisfaction, identify gaps between employee expectations and organizational provisions, and offer insights into potential areas of improvement. Through this analysis, the research will highlight the interrelationship between structured welfare programs and employee morale, retention, and productivity.

By leveraging employee feedback, organizational records, and relevant HR and health support data, this study intends to provide actionable recommendations for strengthening employee-centric policies in organization. The findings will not only benefit internal HR and EHS departments but will also contribute to the broader discourse on employee welfare in the Indian pharmaceutical manufacturing sector.

Chapter-2 REVIEW OF LITERATURE

Table 2.1

S.NO.	Name of the Author & Year of Study	Objectives & Methodology	Findings & Observations
1.	Tiwari & Sharma (2018)	To explore the relationship between welfare activities and job satisfaction in the pharmaceutical sector. Methodology: Quantitative approach; convenience sampling; 224 valid responses from workers; Likert-scale questionnaire.	- Positive correlation between welfare measures and job satisfaction. - Key factors: health benefits, supervision, compensation, and co-worker relations. - Welfare practices enhance morale, reduce disputes, and improve efficiency. - Confirms welfare as both a legal duty and strategic HR practice in pharma industries.
2.	Dr. P. Venkatesh et al. (2020)	To evaluate the effectiveness of employee welfare measures at Kawman Pharma Pvt. Ltd. Methodology: Descriptive research design; data collected via structured questionnaire; sample size: 111; tools used: ANOVA, Chi-square, and Rank Correlation.	- Welfare measures significantly influence employee satisfaction and productivity. - Improved welfare correlates with higher morale, reduced absenteeism, and better industrial relations. - Validates a direct link between welfare practices and organizational performance.

3.	IJSREM Editorial Board (April 2025) <i>Study on Synflin Pharmaceutical Pvt. Ltd.</i>	Objective: To explore various welfare measures adopted by the company and assess their impact on employee satisfaction, motivation, and productivity. Methodology: Mixed-method approach using primary data (surveys, interviews) and secondary data (organizational reports).	- Welfare practices improve employee morale, reduce absenteeism, turnover, and workplace stress. - Non-statutory benefits like health programs, recreational facilities, and work-life balance initiatives contribute significantly to job satisfaction. - Employees who feel valued show higher loyalty and commitment. - Welfare is not just a compliance requirement, but a strategic investment in organizational success and competitive advantage.
4.	Preksha Yadav et al., 2021	To assess employee health, safety, and welfare measures in the pharmaceutical industry using a descriptive design with 100 respondents. Data was collected via questionnaires and analyzed with percentage analysis and chi-square test.	Employees were generally satisfied with welfare measures. A significant link was found between gender and perception of welfare. Job security varied by age. Facilities like medical care, insurance, and compensation were appreciated.
5.	Aswini & Ravichandra, 2025	Studied the impact of statutory and non-statutory welfare measures on employee satisfaction and performance using survey data	Strong positive link between welfare measures and employee satisfaction/performance

		from 200 pharma employees; data analyzed using correlation and regression.	($r = 0.911$); welfare initiatives significantly improve morale, retention, and productivity.
6.	Neethu Teressa Thomas (2021)	- To identify the relationship between welfare measures and employee commitment. - Survey-based research using structured questionnaires. - Sample size: not specified.	- Welfare measures have a significant influence on employee performance and satisfaction. - Employees are generally satisfied with welfare measures provided by HLL. - Areas like cleanliness and grievance redressal require more attention. - Job security and safety are key satisfaction drivers.

Chapter-3 METHODOLOGY

3.1 Objective

The primary objective of this study is to analyze the effectiveness and employee perception of in-house healthcare and medical support facilities at Akums Drugs and Pharmaceuticals Ltd., Haridwar. The specific objectives include:

- i. To assess the frequency and nature of illnesses reported by employees during work hours.
- ii. To analyze the efficiency and responsiveness of the medical department in handling employee health concerns.
- iii. To evaluate employee satisfaction with the medical facilities and treatment provided.
- iv. To recommend improvements for enhancing medical support for employees.

3.2 Scope

This project aims to evaluate the in-house medical support services provided to employees at Akums Drugs and Pharmaceuticals Ltd., Haridwar. It specifically focuses on employees who sought medical assistance during duty hours across four manufacturing units—Pure & Cure, Plant-1&2, Plant-3, and Max Cure. These units represent the core of Akums' production operations and house the highest concentration of employees.

The study specifically considers employees who sought medical assistance during working hours. It involves collecting feedback on several key parameters including the nature of health complaints, the quality and timeliness of medical response, cleanliness and hygiene of the dispensary, staff behavior, satisfaction with the treatment received, and the efficiency of emergency handling and referral services.

By identifying patterns in healthcare service usage, and evaluating employee satisfaction, the study aims to highlight both the strengths and areas for improvement in Akums' internal healthcare system and suggest improvements to enhance employee well-being. The findings will help the organization strengthen its healthcare support system to improve employee well-being, reduce absenteeism, and enhance overall workplace health outcome and promote a healthier, more productive work environment.

3.3 Research Methodology

- i. **Methodology:** Cross- sectional observational study which involves the collection and analysis of data at a single point in time (spread over a 3-month period). The study relies on quantitative methods to obtain structured responses from employees using a standardized questionnaire, and qualitative insights gathered through informal discussions and organizational records.

This mixed-method approach enables the study to capture both measurable satisfaction levels and the underlying context of employee experiences with medical services.

ii. **Primary Research Setting:** The research was conducted across four major manufacturing units of Akums Drugs and Pharmaceuticals Ltd., Haridwar:

- Pure & Cure
- Plant-1 & 2
- Plant-3
- Max Cure

These units were selected based on their high employee density and frequent utilization of medical facilities. Each unit is equipped with a fully operational medical room staffed by qualified healthcare professionals, including a medical officer, nursing staff, and paramedical team under the supervision of the EHS department.

The study captured data specifically from employees who availed of these facilities during their working hours, thus ensuring relevance and context in the responses.

iii. **Duration of the study:** The study was conducted over a period of 3 months, from March 10 to May 31, 2025. A sample size of approximately 400 employees was selected using convenience sampling, targeting individuals who visited the in-house dispensaries during the study period.

- 10 responses were collected per day, allowing for gradual and diverse data capture.
- 100 responses from each unit ensured balanced representation across all four manufacturing units.

The responses were collected through printed and digital questionnaires administered at the medical rooms and through support from dispensary staff. The data was then collated and analyzed using basic statistical tools (e.g., frequency analysis, percentage analysis) to generate insights regarding service usage and satisfaction levels.

iv. **Data Collection Tools and Parameters:** The key tool used was a structured questionnaire developed to cover the following parameters:

- Demographics (age, gender, department, employee category)
- Frequency and nature of illness or health concern
- Staff behavior and professionalism
- Time taken to receive medical attention
- Quality of treatment and facilities
- Cleanliness and hygiene standards of the medical room
- Responsiveness during emergencies
- Satisfaction with referral processes (if applicable)
- Overall satisfaction and suggestions for improvement

In addition, secondary data from internal records—such as patient registers, feedback logs, and incident reports—were also reviewed to corroborate findings.

Chapter-4 RESULTS

4.1 Satisfaction/ Retention Rate

Parameters (n=100)/ Unit	Pure & Cure	Plant -1,2	Plant-3	Max Cure
Employee Category (%)	✓ Blue collar-67 ✓ White collar- 33	✓ Blue collar-73 ✓ White collar- 27	✓ Blue collar-67 ✓ White collar- 33	✓ Blue collar-80 ✓ White collar-20
Gender of Respondents (%)	✓ Male-70 ✓ Female-30	✓ Male-81 ✓ Female-19	✓ Male-76 ✓ Female-34	✓ Male-57 ✓ Female-43
Nature of Illness	✓ Headache & Fever-52 ✓ Pain in Abdomin- 20 ✓ Cough & Cold-17 ✓ Bodyache-9 ✓ Others-2	✓ Cold & Headache-48 ✓ Pain in Abdomin & Acidity-35 ✓ Bodyache-11 ✓ Others-6	✓ Headache-50 ✓ Bodyache-24 ✓ Pain in Abdomin & Acidity-18 ✓ Others-8	✓ Headache- 40 ✓ Pain in Abdomin & Loose motion- 23 ✓ General weakness-18 ✓ Toothache-10 ✓ Others-9
Health Advice Given (%)	Yes-98	Yes-93	Yes-95	Yes-94
Cleanliness of Dispensary (%)	✓ Good-84 ✓ Average-16	✓ Good-79 ✓ Average-21	✓ Good-73 ✓ Average-27	✓ Good-87 ✓ Average-13
Time for Staff Response (%)	1-5 minutes-94	1-5 Minutes-83	1-5 Minutes-84	1-5 Minutes-82
Behavior of Staff (%)	✓ Good-76 ✓ Okay-24	✓ Good-83 ✓ Okay-17	✓ Good-74 ✓ Okay-26	✓ Good-70 ✓ Okay-30
Satisfaction Level (%)	✓ Satisfied-81 ✓ Neutral-19	✓ Satisfied-84 ✓ Neutral-16	✓ Satisfied-77 ✓ Neutral-23	✓ Satisfied-80 ✓ Neutral-20
Response During Emergency (%)	✓ Fast-83 ✓ Slow-17	✓ Fast-78 ✓ Slow-22	✓ Fast-85 ✓ Slow-15	✓ Fast-88 ✓ Slow-12
Referral System Response (%)	Quickly-81	Quickly-85	Quickly-84	Quickly-84

4.2 Key Performance Indicators by Dispensary

Parameter	Pure & Cure	Plant-1,2	Plant-3	Max Cure
Blue-collar (%)	67	73	67	80
White-collar (%)	33	27	33	20
Male (%)	70	81	76	57
Female (%)	30	19	34	43
Health Advice Given (%)	98	93	95	94
Cleanliness Good (%)	84	79	73	87
Staff Response (1-5 min) (%)	94	83	84	82
Staff Behaviour Good (%)	76	83	74	70
Satisfied (%)	81	84	77	80
Emergency Fast (%)	83	78	85	88
Referral Quick (%)	81	85	84	84

4.3 Analysis

The data covers various parameters related to employee demographics, health service quality, and satisfaction levels at four healthcare dispensary locations.

1. Employee Category (%):

- Blue-collar workers, comprising 67% to 80% of the workforce, are the primary users of medical services due to their greater numbers and job demands.
- White collar workers range from 20% to 33%.

2. Gender of Respondents (%):

- Pure & Cure: 70% male, 30% female
- Plant-1,2: 81% male, 19% female
- Plant-3: 76% male, 34% female
- Max Cure: 57% male, 43% female

3. Nature of Illness:

- Pure & Cure: Headache & Fever (52%), Pain in Abdomen (20%), Cough & Cold (17%), Bodyache (9%), Others (2%)
- Plant-1, 2: Cold & Headache (48%), Pain in Abdomen & Acidity (35%), Bodyache (11%), Others (6%)
- Plant-3: Headache (50%), Bodyache (24%), Pain in Abdomen & Acidity (18%), Others (8%)
- Max Cure: Headache (40%), Abdominal Pain & Loose Motion (23%), General Weakness (18%), Toothache (10%), Others (9%)

4. Health Advice Given (%):

- High across all locations, ranging from 93% to 98% (Pure & Cure 98%, Plant-1, 2 93%, Plant-3 95%, Max Cure 94%).

5. Cleanliness of Dispensary (%):

- Rated "Good" predominantly: Pure & Cure (84%), Plant-1, 2 (79%), Plant-3 (73%), Max Cure (87%).
- Remaining rated "Average": Pure & Cure (16%), Plant-1, 2 (21%), Plant-3 (27%), Max Cure (13%).

6. Time for Staff Response (%) (Response within 1-5 minutes):

- Pure & Cure: 94%
- Plant-1,2: 83%
- Plant-3: 84%
- Max Cure: 82%

7. Behaviour of Staff (%) (Rated Good):

- Pure & Cure: Good 76%, Okay 24%
- Plant-1,2: Good 83%, Okay 17%
- Plant-3: Good 74%, Okay 26%
- Max Cure: Good 70%, Okay 30%

8. Satisfaction Level (%):

- Pure & Cure: Satisfied 81%, Neutral 19%
- Plant-1,2: Satisfied 84%, Neutral 16%
- Plant-3: Satisfied 77%, Neutral 23%
- Max Cure: Satisfied 80%, Neutral 20%

9. Response during Emergency (%) (Fast response):

- Pure & Cure: Fast 83%, Slow 17%
- Plant-1,2: Fast 78%, Slow 22%
- Plant-3: Fast 85%, Slow 15%
- Max Cure: Fast 88%, Slow 12%

10. Referral System Response (%) (Quickly):

- Pure & Cure: 81%
- Plant-1,2: 85%
- Plant-3: 84%
- Max Cure: 84%

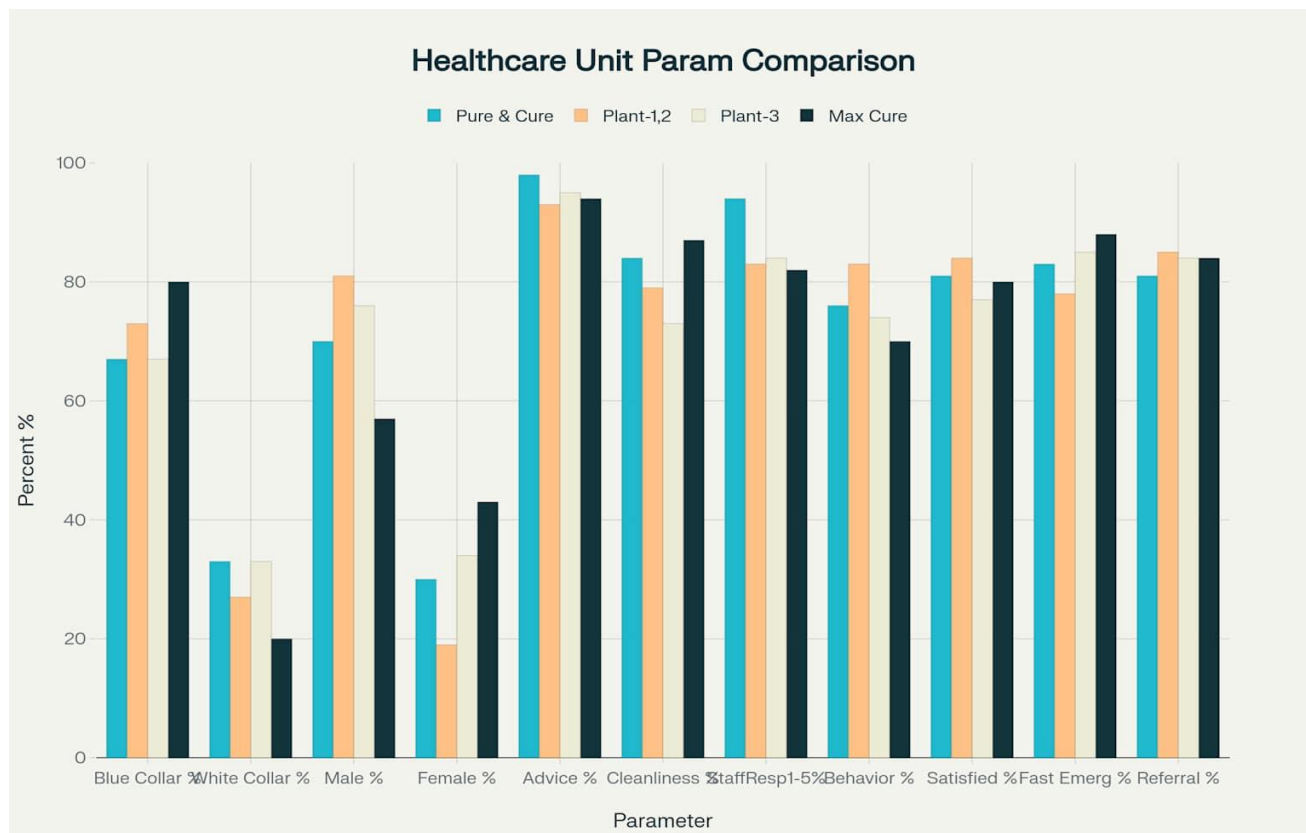


Figure 4.3.1 Comparison of Key Parameters across Dispensaries

4.4 Interpretation & Discussion

- **Employee Category:** Blue collar employees are the primary users of medical services due to their greater numbers and job demands in all units, with Max Cure having the highest proportion (80%). This suggests a primarily operational workforce across the units.
- a) **Gender of Respondents:** Males are the majority in all units, especially in Plant-1, 2 (81%). Max Cure has the most balanced gender distribution (57% male, 43% female).
- b) **Nature of Illness:** Common ailments vary slightly but generally include headache, fever, abdominal pain, cough, cold, and bodyache, indicating these units primarily handle routine health concerns.
- c) **Health Advice Given:** All units show very high compliance (93%-98%), indicating strong patient education efforts.

- d) **Cleanliness of Dispensary:** All units rate cleanliness highly, with Max Cure (87%) and Pure & Cure (84%) leading. This reflects good facility maintenance.
- e) **Time for Staff Response:** Most patients report staff response within 1-5 minutes, highest in Pure & Cure (94%), indicating prompt service.
- f) **Behaviour of Staff:** Rated mostly "Good," with Plant-1, 2 scoring highest (83%), suggesting better patient interaction.
- g) **Satisfaction Level:** High satisfaction rates across all units, with Plant-1, 2 highest at 84%, showing effective service delivery.
- h) **Response during Emergency:** Fast response rates are strong, led by Max Cure (88%), which is critical for urgent care.
- i) **Referral System Response:** Quick referral responses are consistent (81%-85%), reflecting efficient patient management.

Chapter-5 CONCLUSION

The data reveals variability in service quality and patient satisfaction across the four healthcare units:

- **Plant-1&2:** Generally performs best in staff behavior, patient satisfaction, and referral system responsiveness.
- **Plant-Max cure:** Excels in emergency response speed but lags in staff behavior.
- **Plant-3:** Show moderate performance but need improvement in staff behavior and Cleanliness.
- **Pure & Cure:** Shows good result in cleanliness, response during emergency and referral system.

Cleanliness is the key areas requiring attention across most units.

The analysis of the four healthcare dispensary units—Pure & Cure, Plant-1, 2, Plant-3, and Max Cure—reveals a generally high standard of healthcare service delivery across all parameters measured. Blue collar employees form the majority workforce, and male respondents dominate the patient base, with Max Cure showing a more balanced gender ratio.

All units demonstrate strong performance in providing health advice, maintaining cleanliness, and ensuring timely staff response, with Pure & Cure leading in quick response times and Max Cure excelling in emergency response. Patient satisfaction levels are high overall, with Plant-1, 2 and Max Cure showing slightly better satisfaction and staff behaviour ratings. The referral systems are efficient and prompt across all units.

The findings clearly indicate that the health and medical support services at Akums Drugs and Pharmaceuticals Ltd. are well-established, efficient, and positively perceived by employees. The high levels of satisfaction in cleanliness, staff responsiveness, treatment quality, and emergency handling reflect a strong organizational commitment to employee well-being.

Importantly, the adherence to Good Manufacturing Practices (GMP) plays a crucial role in ensuring the quality and safety of healthcare products and services provided at these units. GMP principles emphasize maintaining high standards of cleanliness, hygiene, and operational discipline, which are evident in the generally good cleanliness ratings and efficient staff behaviour across the dispensaries. Compliance with GMP ensures that medicines and healthcare products are consistently produced and controlled according to quality standards, minimizing risks of contamination and errors.

By integrating GMP with patient-centric practices such as prompt staff response, effective health advice, and efficient emergency handling, these healthcare units uphold both product quality and

service excellence. This holistic approach not only enhances patient trust but also aligns with regulatory requirements and industry best practices, ensuring sustainable healthcare delivery.

These healthcare services play a vital role in boosting employee morale, reducing absenteeism, and enhancing workplace productivity. Continued investment in staff training, preventive care programs, and streamlined referral mechanisms will help maintain and further improve employee health outcomes. The study affirms that employee welfare, particularly health support, is not just a compliance requirement but a strategic asset for organizational success.

Chapter 6- RECOMMENDATIONS

a) **Enhance Staff Behaviour and Training:**

Focus on improving interpersonal skills and patient communication, especially in Max Cure and Plant-3, through regular training and workshops to boost patient satisfaction.

b) **Improve Staff Response Times:**

Plant-1, 2 should implement process improvements to reduce staff response times and match the quicker response rates seen in Pure & Cure.

c) **Maintain and Upgrade Cleanliness Standards:**

While cleanliness is rated good overall, Plant-1, 2 and Plant-3 should prioritize hygiene improvements to elevate patient confidence and safety.

d) **Leverage Best Practices Across Units:**

Share successful strategies from units excelling in specific areas (e.g., Pure & Cure's response time, Max Cure's emergency response) to standardize high-quality care.

e) **Continuous Monitoring and Feedback:**

Establish ongoing patient feedback mechanisms to identify emerging issues promptly and adapt services accordingly.

f) **Promote Gender Diversity Awareness:**

Ensure gender-inclusive healthcare staffing by appointing at least one male and one female healthcare professional in each of the 10–11 dispensaries to effectively cater to the needs of all employees.

Implementing these recommendations will help enhance overall healthcare service quality, increase patient satisfaction, and promote a more efficient and responsive healthcare environment across all dispensary units.

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