

Synopsis for Dissertation Report

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

Introduction:

Akums Drugs and Pharmaceuticals Ltd. is a leading pharmaceutical contract development and manufacturing organization (CDMO) in India. The health and well-being of employees play a crucial role in ensuring a productive work environment. This project aims to study the instances where employees and workers report illness during duty hours and seek medical assistance from the in-house healthcare (medical) facilities.

Research Questions:

How effective are the in-house medical support services at Akums Drugs and Pharmaceuticals Ltd. in addressing employee health concerns, and how satisfied are employees with the healthcare facilities provided during duty hours?

Objectives:

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

Hypothesis

- Effective and responsive in-house medical services significantly enhance employee satisfaction and contribute to better workplace well-being.

Materials & Methodology:

- **Study Design:** Cross-Sectional Observational Study
- **Setting:** Four different units of Akums manufacturing plants.
- **Study Population:** Employees who have availed medical services during working hours.
- **Survey Tool:** A structured questionnaire has been developed using questionnaire to collect data from employees who have availed medical services during duty hours.
- **Data Collection:** Responses will be gathered from employees and workers across different medical support of Akums units to gain diverse insights.
- **Data Source:** a) Primary Data
 1. Structured Questionnaire Response

- 2. Interview/Informal Discussions
 - 3. Observation
- b) Secondary Data
 - 1. Medical Records & Logs
 - 2. Organizational Reports & HR Records
 - 3. Company Manuals/Guidelines
- **Sample Size:** 350-400(approx. 10 samples will be taken every day) employees will be surveyed over 3 months.
- **Sampling Technique:** Convenience sampling.
- **Inclusion Criteria:** Employees reporting illness and receiving treatment from in-house medical departments.
- **Exclusion Criteria:** Employees who did not utilize the medical facilities during the study period.
- **Parameters Studied:**
 - 1. Common illnesses and their frequency
 - 2. Nature of medical assistance received
 - 3. Employee satisfaction with medical services
 - 4. Effectiveness of workplace health policies
- **Analysis:** The data will be analyzed to identify common health issues, response time, treatment effectiveness, and overall satisfaction with the medical department.

Data Analysis Plan

Data collected through surveys will be tabulated and analyzed using Microsoft Excel/SPSS. Descriptive statistics and cross-tabulations will be used to identify trends, response times, and satisfaction levels.

Ethical Considerations

- Informed consent will be obtained from all participants.
- Anonymity and confidentiality of employee responses will be maintained.
- No personal identifiers will be recorded in the final report.
- Permission will be sought from the organization for data access.

Implications of the Study:

- Identify gaps in existing health support services and provide actionable insights to improve employee welfare initiatives.
- Identification of major health concerns among employees.
- Assessment of the medical department's strengths and areas needing improvement.
- Development of recommendations to enhance employee health services, ensuring better workplace well-being.
- Increased awareness among employees regarding available healthcare services.

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