

A Study on Employee Engagement And Job Satisfaction

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STREAM: MBA (HM-29)
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BRIEF HISTORY & DESCRIPTION

Established: 2007

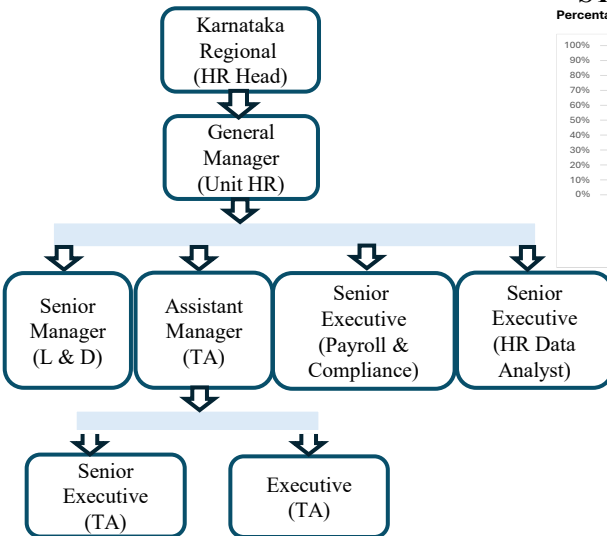
Capacity: 250 beds

Speciality: Robotic Surgery

VISION: "To touch a billion lives and make healthcare accessible, affordable, and inclusive."

MISSION: "To bring healthcare of international standards within the reach of every individual and to provide value-based, quality care through innovation, compassion, and integrity."

HUMAN RESOURCE UNIT ORGANOGRAM



PROBLEM STATEMENT

Low Engagement leads to increased turnover and reduced patient service quality. Identifying satisfaction gaps is key to workforce retention.

STEP-BY-STEP METHODOLOGY

STEP 1: Focus Areas Identified: Employee Engagement, Recognition, Engagement activities, Growth and development.

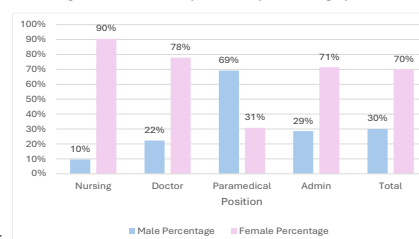
STEP 2: Survey Designed: Structured Google Form.

STEP 3: Data Collected: 50 employees across Nursing, Doctors, Paramedical, and Administrative staff.

STEP 4: Data management and Analysis.

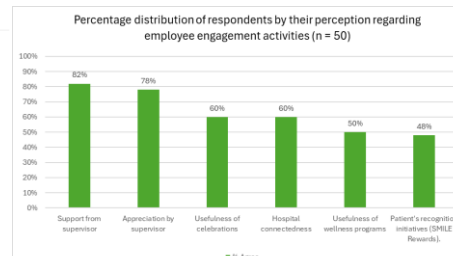
STEP 5: Documentation.

Percentage distribution of respondents by their category and sex

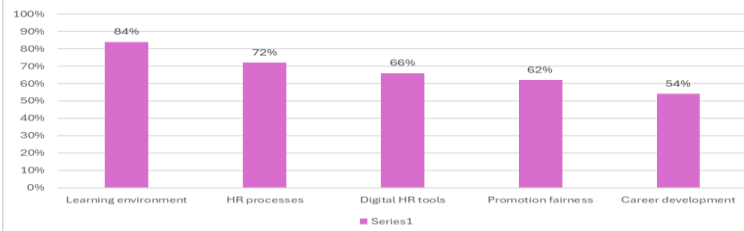


OBJECTIVE

Analyse staff perceptions (engagement, recognition, HR support, growth) and suggest improvements.



Percentage distribution of respondents by their satisfaction (n = 50)



Practical vs. Theoretical Insight

Aspect	Theoretical (IIHMR)	Practical (Apollo)
Onboarding Process	Ideal flows, policy theory	Identity checks, document scanning, Oracle cloud, UKG app setup
Recruitment	Selection models	CV creation, walk-in tests, nurse recruitment
Audit Prep	NABH/NABL standards	NABL audit prep for technical staff - File tracking, expiry dates, checklist audits
Systems Use	Oracle/Others in classrooms	Real-time Oracle Cloud, Excelcity, UKG use

STRENGTH

JCI-compliant HR processes.
Use of Oracle Cloud, UKG.
Structured onboarding.
Defined HR team structure.

WEAKNESS

Risk of non-compliance in documentation
Dependency on manual follow-ups.

SWOT

OPPORTUNITY

App-based compliance tracker.

THREATS

Healthcare staffing
Competition

CHALLENGES FACED DURING INTERNSHIP

Limited access to the Oracle Application Cloud System features.
Self-managed learning due to lack of structured intern guidance.

MAJOR LEARNINGS

End-to-end **onboarding lifecycle**: from verification to ID card issuance.
Hands-on experience with **Oracle, UKG, Excelcity, Excel Trackers**.
Compliance documentation.

Improved Skills in communication and professional documentation.

RECOMMENDATIONS

Assign mentors for intern guidance.
Share digital pre-joining checklists.
Conduct quick HR tech tool demos.
Use a central tracker for compliance.

INTERNSHIP ACTIVITIES

Assisted in the recruitment and selection process.

- Handled documentation for new joiners.
- BGV Documents, Verified Aadhar-PAN compliance.
- Implemented onboarding processes.
- Implemented employee engagement and satisfaction study.