

EMPLOYEE SATISFACTION SURVEY AT INDUS JAIPUR HOSPITAL



ABOUT THE ORGANIZATION

- Indus Jaipur Hospital (A unit of Sharma Memorial Hospital & Research Institute) incepted its operations in March 2018, located in Jaipur.
- 200+ bedded multi speciality and NABH accredited hospital specialized in knee Joint Surgery and Cardiology.

VISION:

To be recognized as an excellent medical care institution of appropriate standards, quality and technology (given by HR head).

MISSION:

To provide compassionate, accessible, affordable and comprehensive healthcare services to the people and nurture efficient and committed workforce (given by HR head).

OBJECTIVES OF EMPLOYEE SATISFACTION SURVEY

- To study satisfaction among employees across areas like compensation, safety, communication, and feedback.
- To identify gaps and suggest improvements for HR practices.

SWOT ANALYSIS

STRENGTHS

- Experienced founders and leadership in orthopedic, Cardiology and hospital management.
- State of art infrastructure.
- Serves government schemes like RGHS.

WEAKNESS

- Limited partnerships with academic institutions for research and clinical training.
- Manual administrative processes; partial digitization.

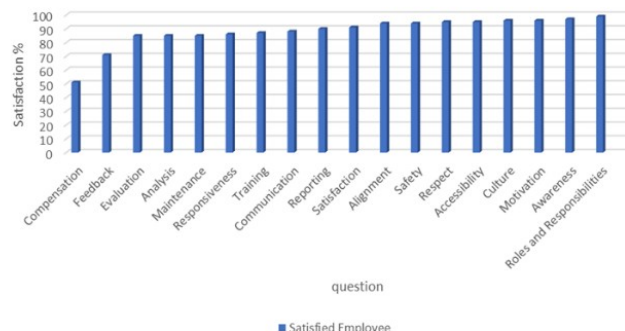
OPPORTUNITIES

- Growth in medical tourism in Jaipur (especially for joint replacement, orthopedic care).

THREATS

- Patient flow might be diverted due to price differences with competing hospitals

Employee Satisfaction Survey

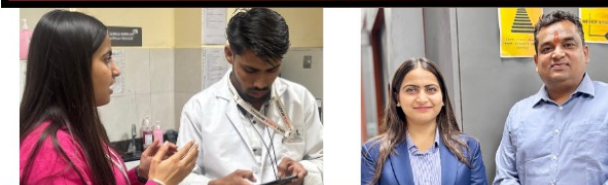


THEORETICAL UNDERSTANDING

- NABH standards, Infection control.
- Hospital Operations & Support Services.
- Human Resource Management, Organizational Behaviour.

PRACTICAL EXPOSURE

- NABH standard checklist was used for Floor rounds, Infection Control audits, Bio Medical Waste checks.
- Front desk management, kitchen hygiene.
- Staff onboarding, employee satisfaction survey, Human resource Management Information System updates.



MANAGING DIRECTOR

CEO

MEDICAL DIRECTOR

GM ADMIN

QUALITY DEPARTMENT NURSING DEPARTMENT HUMAN RAESOURSE MANAGEMENT FINANCE & ACCOUNTS DEPARTMENT MARKTING MEDICAL SUPPLY CHAIN MANAGEMENT

FINDINGS

- 51% are satisfied with their salary and allowances – significant dissatisfaction in compensation.
- 71% said they receive feedback– moderately satisfied with performance review mechanisms.
- 86% feel their concerns are heard by management– communication exists but still has scope for improvement
- 94% feel safe at the hospital– good working conditions and safety measures.
- 95% are satisfied with colleagues' behavior– strong interpersonal relations.
- 98% of employees know their work– a strong indication of role clarity.

SUGGESTIONS

- Implement a token system at reception to reduce crowding.
- Conduct monthly BMW audits and refresher sessions.
- Improve interdepartmental communication with digital tools for instant updates.
- Upgrade kitchen storage and shelf infrastructure.