

**Summer Training at
Sterling Hospital,
Ahmedabad**

Employee Satisfaction at Sterling Hospital

**By
Nidhi N Patel**

**Under the guidance of
Dr. Alok Kumar Mathur**

**MBA Hospital and Health Management
2015-2017**



**The IIHMR University, Jaipur
2016**

CERTIFICATE

This is to certify Dr Nidhi N Patel student of **MBA in Hospital and Health Management, 2015-17** from the IIHMR University; Jaipur has undergone summer training from 1st April to 31st May, 2016.

The candidate has successfully carried out the study designated to her during summer training and her approach to the study has been sincere, scientific & analytical.

The internship is in fulfilment of the course requirements.

I wish her all success in future endeavours.



Col. (Dr.) Ashok Kaushik
Dean (Academics & Student Affairs)
IIHMR University, Jaipur



Mr Alok kumar Mathur
Associate Professor
IIHMR University, Jaipur

July 22, 2016

Ref.: SH/HRD/CERTI/6678-2016

03rd June, 2016

TO WHOMSOEVER IT MAY CONCERN

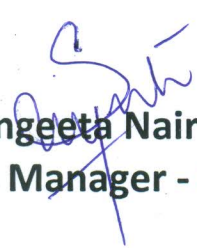
This is to certify that **Dr. Nidhi N Patel** has completed her internship in **Quality & Operations Department** from 01st April, 2016 to 31st May, 2016.

During her internship, we found her sincere, hardworking and proactive student.

We wish her all the best for her future endeavours.

With best wishes,

For **Sterling Addlife India Pvt. Ltd.**,


Sangeeta Nair
Sr. Manager - HR



Acknowledgement

I, Nidhi Patel like to express my sincere thanks to Sterling Hospital, for giving me an opportunity for working on the project and for extending all possible support and guidance required for successful completion of the project and valuable learning which came along with the entire process.

All this could not have been fruitful without contribution of various people to whom I would like to express my gratitude.

First of all, I would like to thank **Dr.Nirav Patel** my guide and mentor at Sterling Hospital whose guidance and constructive feedback helped me improve quality of work to great extent.

I express my sincere gratitude to **Dr.Lala(COO), Ms. Sangita Nair (Sr. Manager HR) and HR Team** at Sterling Hospital, who gave me chance to pursue my summer internship here and for their loving support throughout internship.

I extend my heartfelt gratitude to **Mr.Alok Kumar Mathur,Professor**, Indian Institute of Health Management Research for mentoring me guiding me through this study. I am thankful to him for his invaluable assistance and cooperation.

Finally, a special thanks to all the supporting departments of Sterling Hospital for their assistance and for providing me relevant information that assisted me to accomplish successful completion of my project.

Nidhi N Patel

MBA (Hospital Management)

DECLARATION

I, Nidhi N Patel hereby declare that the project work titled **'Employees Satisfaction at Sterling Hospital'** submitted in the partial fulfillment of the requirement for the 2nd year of MBA-Hospital Management, is a work done by me under guidance of our department faculty and Hospital authorities. This project is only and only STUDY purpose, not for publication or any other means. Use of any content of this project without permission of authorities will be considered illegal and actionable.

Nidhi N Patel

MBA-HM

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About Summer Training

MBA in Hospital management of Indian Institute of Health Management Research aims at preparing professionally trained managers of healthcare organization to meet the increasing need for managerial skills; it involves eight week summer training for the first year student to provide them firsthand experience of hospital environment.

As a part of this programme, I had the privilege to undergo my summer training at the Sterling Hospitals, Ahmadabad to get a firsthand knowledge and experience about the functioning of the hospital. I worked through under the Hospital Operations Management Department and Quality Department from 1st April to 31st May.

Hospital Profile

Established as a multistage tertiary care hospital in 2001, Sterling Hospital is today the market leader in private chain of hospitals across Western India. It is owned and managed by Sterling Addlife India Ltd. Persisting on its corporate philosophy of patient centric approach, ethical medical practices, and world-class healthcare, Sterling has been offering a range of high quality medical and surgical care in a host of critical specialties such as Cardiology and CVTS Surgeries, Neurology and Neuro-Surgeries, Nephrology and Urology, Liver and Renal Transplant (Live and Cadaveric), GI Medicine and Surgeries, Haematology, Bone Marrow Transplant, Oncology and Oncology-surgery, Critical Care and Emergency Trauma Care, Orthopaedic and Joint Replacement, Spine Surgery, Obesity Surgery, Neonatology as well as General Medicine and Surgery amongst others.

Of the seven multi-specialty hospitals that Sterling has across Gujarat, Ahmedabad (290 beds), Vadodara (220 beds), Rajkot (190 beds) are tertiary care multi-specialty hospitals, while Gandhinagar (119 beds) are high-end secondary care set-up. Besides that, Sterling operates a satellite center at Mehsana. The Ahmedabad center, which is the prime healthcare provider, is one-of-its-kind across the state with 290 beds, 7 major operation theatres and over 115 ICU beds. Over the years Sterling Hospitals has gained astounding success in the provision and advancement of tertiary healthcare in Gujarat. Its Pathology Department was ranked 2nd in India and 11th globally by EQAS, BIO-Rad (USA) in Immunoassay Quality Assurance. For three consecutive years, between 2007 and 2009, Sterling Hospital was honoured as the Best Hospital, and it garnered the title yet again for the fourth time in the year 2011.

The Ahmedabad center of Sterling has become the first hospital in Gujarat to be accredited by the National Accreditation Board for Hospitals and Healthcare Providers (NABH) for excellence and quality in healthcare. Above that, its Pathology Laboratory has become the first corporate hospital laboratory in Gujarat to get accreditation from the prestigious National Accreditation Board for Testing and Calibration Laboratories (NABL), reiterating high quality testing and diagnostics capabilities of the hospital.

Sterling Hospital, Vadodara, which the Group took over, is also the first corporate hospital to be accredited by NABH in South Gujarat. It is the quality of service of Sterling that brings patients from across Gujarat, Rajasthan, Madhya Pradesh, Maharashtra and also from the world over.

Today, comfort, care and quality cure has become the hallmark of Sterling Hospital. This coupled with its special team of doctors, hi-tech equipment infrastructure and superior post-operative care facilities have earned the Group an enduring trust of patients, medical associations and doctors alike.

Vision

To be a 'Preferred Choice' provider for 'Ethical' 'Superior' 'Holistic' health care solutions.
To be 'Humane' 'Viable' & 'Patient Centric'.

Mission

- Excel and above all 'Be ethical and honest'- never violate your conscience.
- We make a difference in everything we do.
- We do everything on or before time.
- We deliver quality- do more than what the client expects.

Department in Sterling Hospital

Specialties

- Anaesthesiology
- Dentistry
- Dermatology
- ENT
- General Surgery
- Internal Medicine
- Microbiology
- Oncology
- Orthopaedics
- Ophthalmology
- Gynaecology& High Risk Pregnancy
- Pathology
- Psychiatry
- Radiology
- Trauma

Super Specialties

- Arthroscopy & Joint Replacement Surgery
- Bariatric Surgery
- Bone Marrow Transplant
- Cardiology
- Cardio-Vascular & Thoracic Surgery
- Diabetes & Endocrinology

- Gastroenterology & GI Surgery
- Haematology-Oncology
- HIV & Infectious Diseases
- Kidney Transplant
- Liver Transplant
- Neonatology
- Nephrology
- Neurosciences
- Neurosurgery
- Oncology Surgery
- Paediatrics
- Paediatric Surgery
- Plastic, Cosmetic & Reconstructive Surgery
- Pulmonology & Critical Care
- Rheumatology
- Spine Surgery
- Stereotactic and FunctionalNeurosurgery
- Urology
- Vascular Surgery

Layout of Sterling Hospitals

Neuro ICU, Stroke ICU, Stem cell Transplant Department	8 th floor
VIP suite, Haematology, Oncology.	7 th floor
Blood Bank, CCU2, Endoscopy, OPD (Haematology), Stem Cell Transplant.	6 th floor
Transplant Unit, Paediatric ward, NICU, PICU, Physiotherapy Department, Transplant Coordinator office.	5 th floor
Infection Control Department, General ward, Semi Special ward, Special room, Deluxe room.	4 th floor
General ward, Semi Special ward, Special room, Deluxe room.	3 rd floor
OT, SICU	2 nd floor
OT, Dermatology, CVTS, MICU, SICU, Cathlab, Transient care Unit, CSSD.	1 st floor
Radiology & Pathology, OPD, Pharmacy, Emergency & Casualty, IP Billing, GICU, CCU1, Emergency OT, ER Waiting Area	Ground floor
OPD1, OPD2, OPD Billing, Cafeteria, Auditorium, IT Department, Health Check up, Biomedical Waste Department, Laundry Department, MRI, Maintenance Department, Biomedical Gas Department, House keeping Department.	Basement

ABSTRACT

Tittle

Employee Satisfaction at Sterling Hospitals.

Objectives

- To measure level of engagement and satisfaction of employees at Sterling Hospital.
- To study employee perception and general attitude towards organization.
- To identify the factors that motivates the employees.
- To measure the success of current ongoing policies and programmes.
- Establish benchmark to track future programmes.

Research Methodology

Type of study - Descriptive study.

Setting - Sterling Hospital, Ahmedabad.

Duration of Study - 2 months.

Data source – The data was collected from the employees by a questionnaire consisting of 45 set of questions.

Sample Size – There are total 800 employees working, out of which the sample consist of 120 employees.

Sampling Technique - Simple Random Sampling

Data Analysis - The data is analyzed using a very simple technique , the data tool is percentage method Frequency of all the responses following its percentage is used to analyze all the questions. Responses of Some of the questions belonging to same area are clubbed together, and an average is taken of the responses .

Conclusion –

Majority of the employees at Sterling Hospital are satisfied with their work, salary packages, policies and programmes, organization and its infrastructure. Other than that employees experience respectful treatment from their supervisors and have good interpersonal relationship. Majority of the employees are not fine with the work overload and stress . While employees are satisfied with the extracurricular activities and programmes . Majority of the employees are not satisfied with the quality of food provided in cafeteria.

Introduction

Introduction

Human resource is considered to be the most valuable asset in any Organization. It is the sum-total of inherent abilities, acquired knowledge and skills possessed by the employees of the organization. For any organization to grow , flourish and attain its organizational goals, it is important to utilize its Human Resource in maximum possible extent . It is thus employees performance which as a whole leads to attainment of goal.

It is said that a satisfied employee is a productive employee—Employees are the asset of any organization, it is through employees the organization achieves its objective. It is very important for the organization to keep their employees satisfied. **Satisfaction** is the act of fulfilling a need, desire, or appetite, or the feeling gained from such fulfillment.

Employees Satisfaction is a term used to describe **job satisfaction**, it Simply means How content or satisfied employees are with their jobsThe term relates to the the total relationship between an individual and the employer for which he is paid.

The study was conducted at sterling hospitals, Ahmedabad.Employee satisfaction is typically measured using an employee satisfaction survey. These surveys address topics such as compensation, Benefits, Policies , workload, perceptions of management, flexibility, teamwork, resources, Interpersonal relationship, etc.

Research problem –

The purpose of this study is to understand the level of satisfaction at sterling hospitals, Ahmedabad and to identify the areas where scope of improvement persists.

Scope of study –

- To measure level of engagement and satisfaction of employees at Sterling Hospital.
- To study employee perception and general attitude towards organization.
- To study the attitude of employees towards their work.
- To know opinions about work place, pay, benefits.
- To identify the factors that motivates the employees.
- To give suggestion for the growth and prespective of the organization.
- To understand the problem of employees in the working condition.
- To measure the success of current ongoing policies and programmes.
- To know employee's view about training and development, job satisfaction and career advancement at Sterling Hospital.
- Establish benchmark to track future programmes.

Research Methodology

Research Methodology

The study was conducted at Sterling Hospitals, Ahmedabad During 1st april,2016 to 31st may,2016 (2months). It is a descriptive study. The data was collected from the employees by a questionnaire consisting of 45 questions (refer appendix).

Firstly the hard copy of questionnaire was distributed with written as well as verbal instructions to fill it appropriately and for better understanding of employees. Each questions had five expected Responses –

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

All these expected responses were well explained by giving examples to avoid misunderstanding. The last 45th question(How long would you like to continue with Sterling Hospitals) of the questionnaire consisted of responses as follows –

- Less than Six month
- Less than a year
- Less than three years
- Less than five years
- Until Retirement

The questionnaire consisted questions related to areas as following–

- Company/Organization
- Compensation/Salary
- Employees Benefits
- Facilities – Food /Cafeteria
- Immediate supervisor

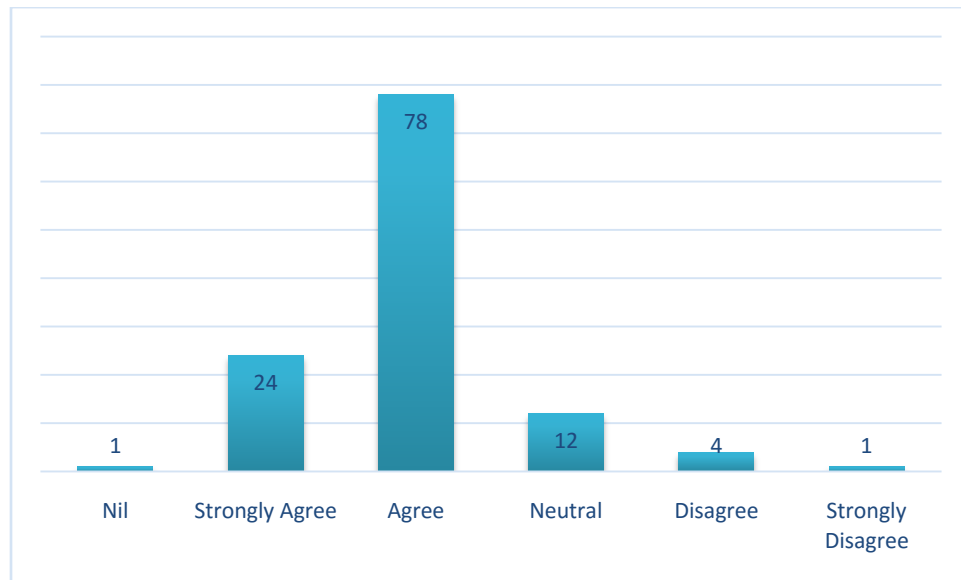
- Organization's Goodwill and Trust
- Performance appraisal
- Management
- Recreational Activities
- Safety and Work
- Training
- Transperancy
- Work Stress
- Working Environment

This Questionnaire was Filled by all employees irrespective of designation. Out of these 800 respondents, 120 responses were included in sample by simple random sampling. The Responses were then converted into soft copy using MS excel. The data was then analyzed using a very simple technique, the data tool is percentage method. Frequency of all the responses following its percentage is used to analysis. Responses of Some of the questions belonging to same area are clubbed together, and an average is taken of their responses.

Data Interpretation

Observations and Results

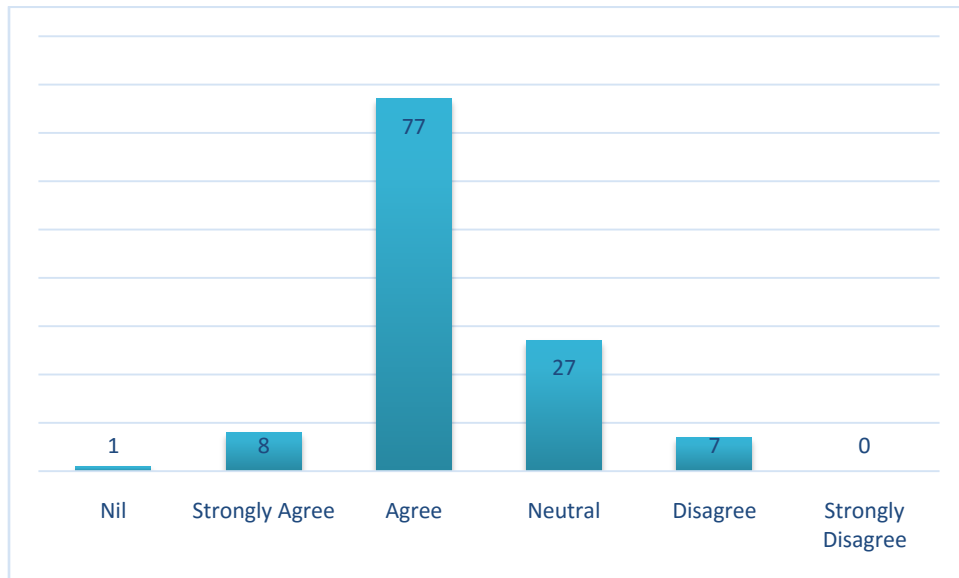
1- Satisfaction of work at Sterling Hospitals



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	24	20
Agree	78	65
Neutral	12	10
Disagree	4	3.3
Strongly Disagree	1	0.8
Total	120	100

Interpretation-From the above table it is concluded that 65% of the employees agree that they are satisfied with their work at sterling hospitals and 20% employees strongly agree to it as well. 0.8% and 3.3% employees strongly disagree and disagree and are not satisfied with the work.

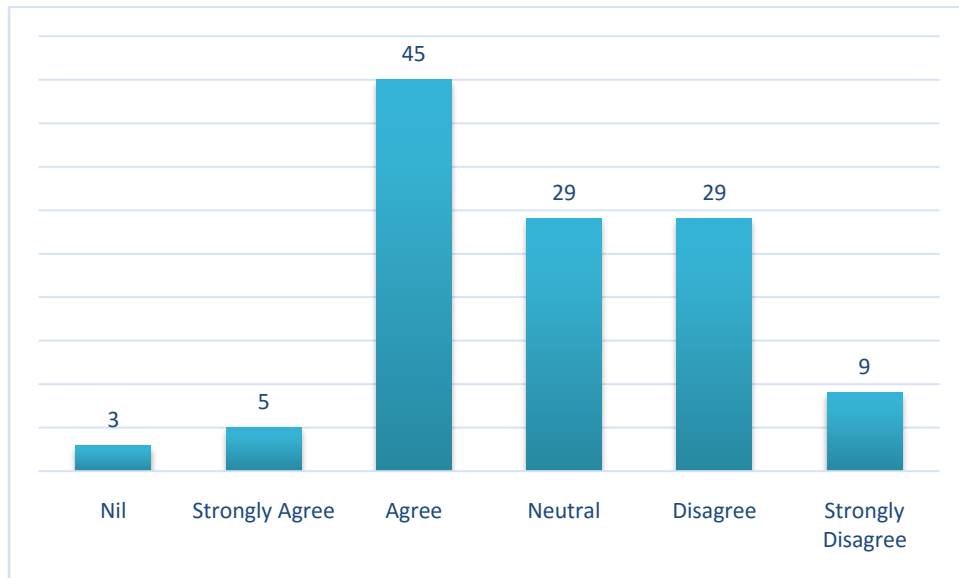
2 - Ability to resolve Employees Problem



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	8	6.6
Agree	77	64.1
Neutral	27	22.5
Disagree	7	5.8
Strongly Disagree	0	0
Total	120	100

Interpretation-From the above mentioned table and graph, 64.1% and 6.6% employees strongly agrees and agrees that sterling hospital is able to resolve all their problems.

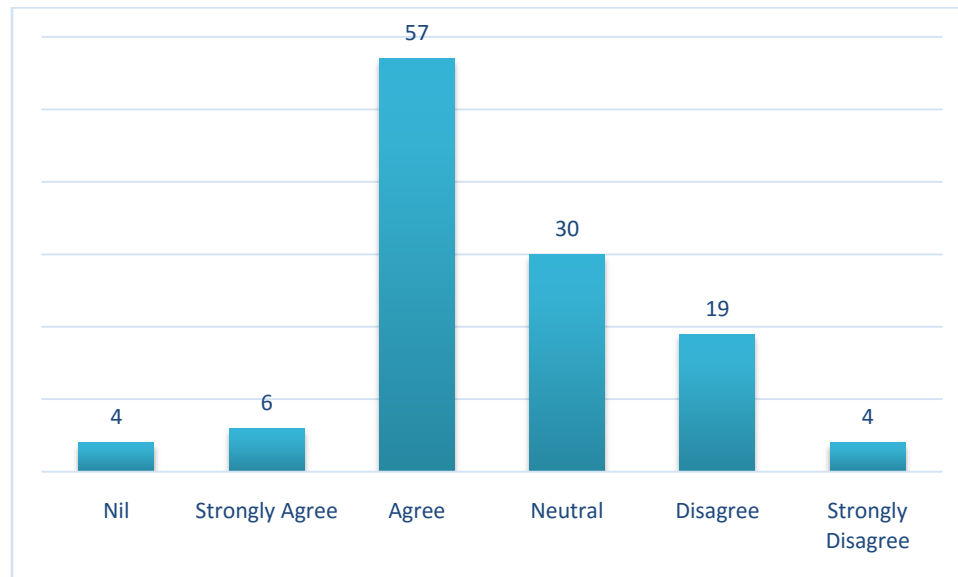
3– Salary Satisfaction



	Frequency	Percentage(%)
Nil	3	2.5
Strongly Agree	5	4.2
Agree	45	37.5
Neutral	29	24.2
Disagree	29	24.2
Strongly Disagree	9	7.5
Total	120	100

Interpretation- From above graph and table , 37.5% employees agrees that considering their responsibilities, they are satisfied with their compensation package while 24.2% employees disagree to it . While 24.4% employees are neutral .

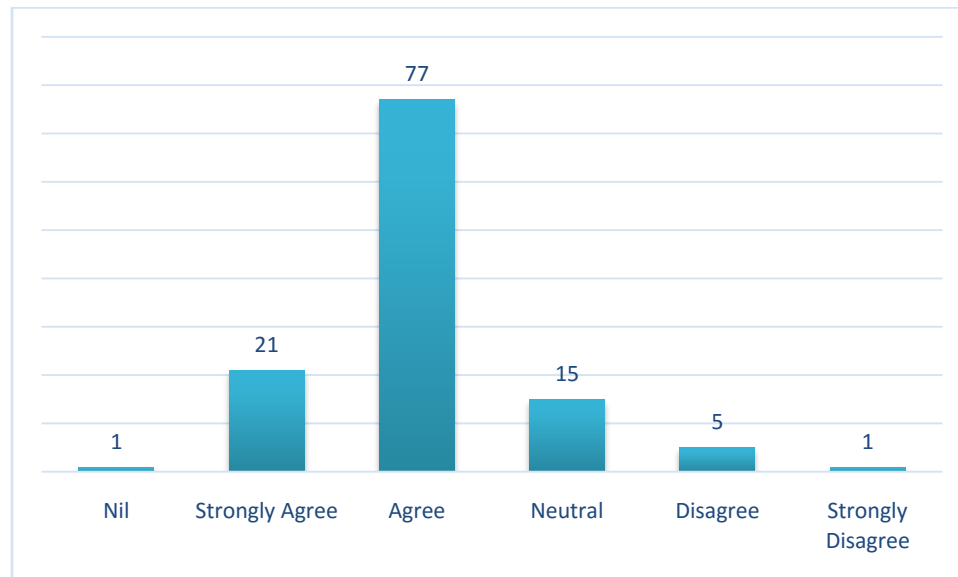
4 - Incentive satisfaction



	Frequency	Percentage(%)
Nil	4	3.3
Strongly Agree	6	5.0
Agree	57	47.5
Neutral	30	25.0
Disagree	19	15.8
Strongly Disagree	4	3.3
Total	120	100

Interpretation-From the above table , 47.5% employees agrees that the incentives given to them are satisfactory while 15.8% employees disagree and are not satisfied with the incentives given. Adding on 25% employees have neutral views about it.

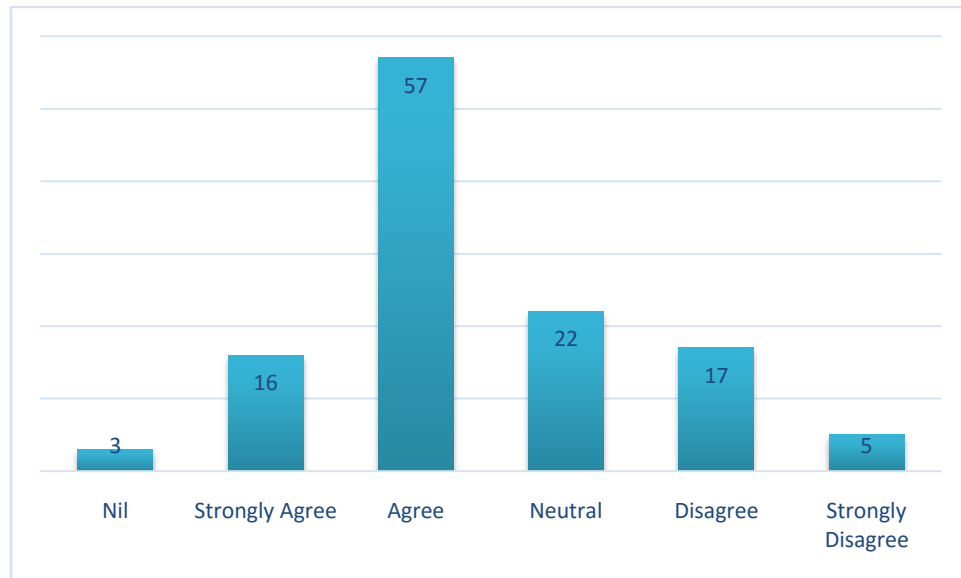
5– Leave Policy Satisfaction



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	21	17.5
Agree	77	64.2
Neutral	15	12.5
Disagree	5	4.2
Strongly Disagree	1	0.8
Total	120	100

Interpretation-From the above table, 62.4% employees agree and 17.5% strongly agrees that they are satisfied with the leave policy at sterling hospitals . And 12.5% employees are neutral on this question while 4.2% employees disagree and are unsatisfied with the leave policy.

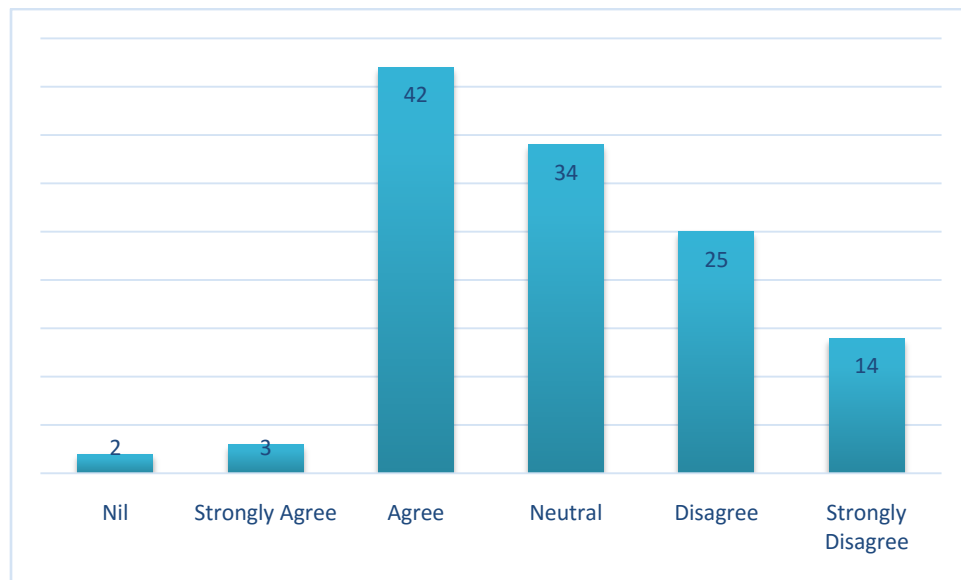
6– Discount Policy Satisfaction



	Frequency	Percentage(%)
Nil	3	2.5
Strongly Agree	16	13.3
Agree	57	47.5
Neutral	22	18.3
Disagree	17	14.2
Strongly Disagree	5	4.2
Total	120	100

Interpretation – From the above table and graph, 47.5% employees agree and 13.3% strongly agree that are satisfied with the discount policy. While 18.3% employees share neutral view. And 14.2% employees disagree and are not content with discount policy.

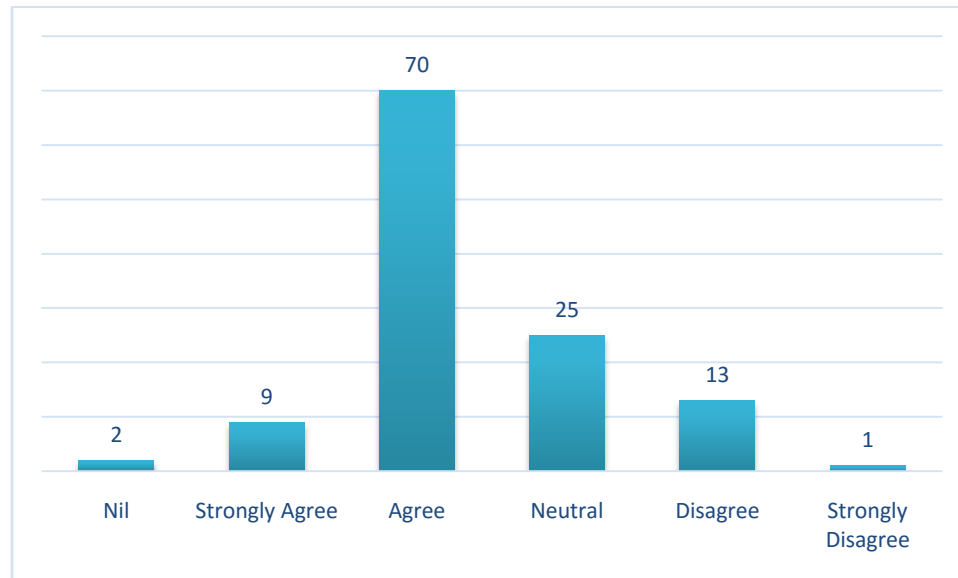
7– Quality of food and ambience in Cafeteria



	Frequency	Percentage(%)
Nil	2	1.7
Strongly Agree	3	2.5
Agree	42	35
Neutral	34	28.3
Disagree	25	20.9
Strongly Disagree	14	11.7
Total	120	100

Interpretation-From the above graph and table , 35% employees agree and 28.3% employees have neutral view about the quality of food in cafeteria while 20.9% employees disagree and 11.7% employees strongly disagree and are not satisfied with the quality of food.

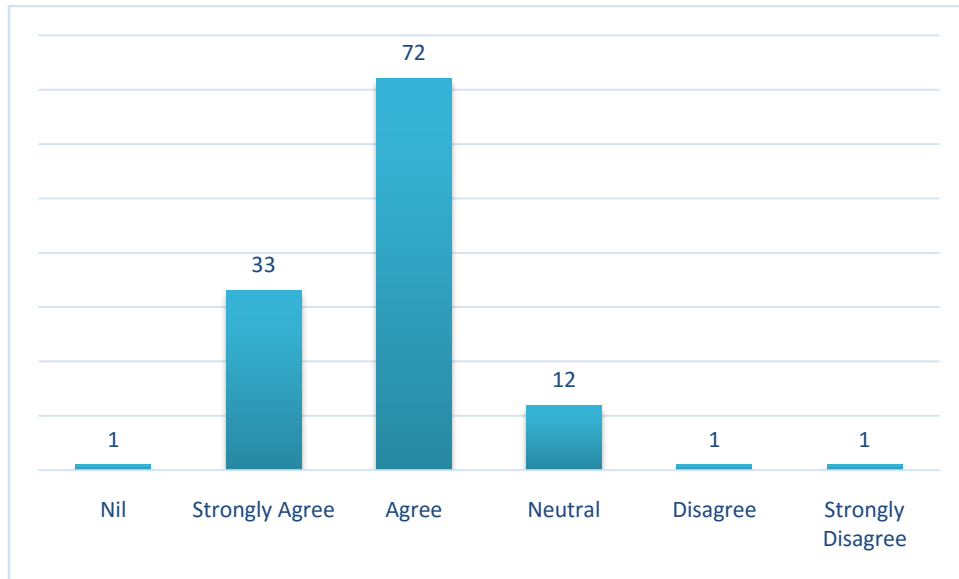
8- Authority to make Decisions



	Frequency	Percentage(%)
Nil	2	1.7
Strongly Agree	9	7.5
Agree	70	58.3
Neutral	25	20.8
Disagree	13	10.8
Strongly Disagree	1	0.8
Total	120	100

Interpretation-From above table and graph, 58.3% agrees that they have authority to make valid decisions and 20.8% have neutral view about it . while 10.8% disagree to it.

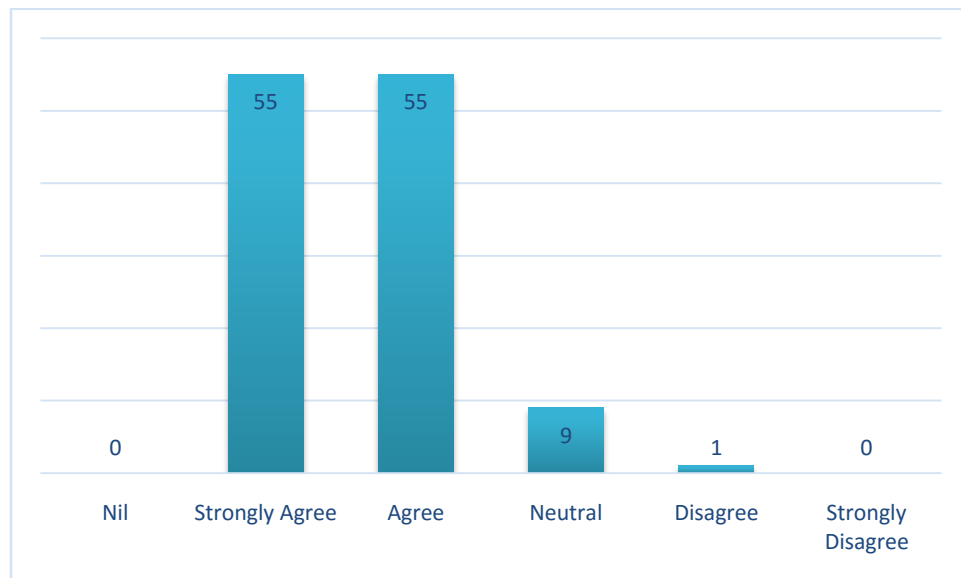
9 – My Supervisor takes my inputs to make decisions and to know what his/her staff (we)feel about the overall work environment.



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	33	27.5
Agree	72	60.0
Neutral	12	10.0
Disagree	1	0.8
Strongly Disagree	1	0.8
Total	120	100

Interpretation-From the above graph, 60% employees agree and 27.5% strongly agree while 10% employees have neutral view.

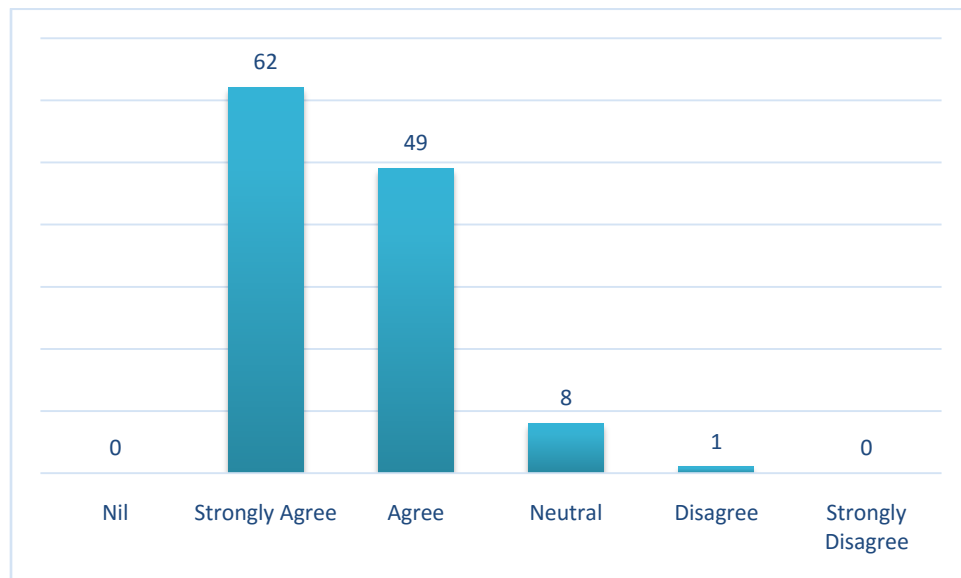
10 – Adequate support from Supervisor



	Frequency	Percentage(%)
Nil	0	0
Strongly Agree	55	45.8
Agree	55	45.8
Neutral	9	7.5
Disagree	1	0.8
Strongly Disagree	0	0
Total	120	100

Interaction-From above graphs and table, 45.8% and 45.8% employees agree and strongly agree that they get adequate support from their supervisors to perform their job well. While 7.5% employees have neutral views about it.

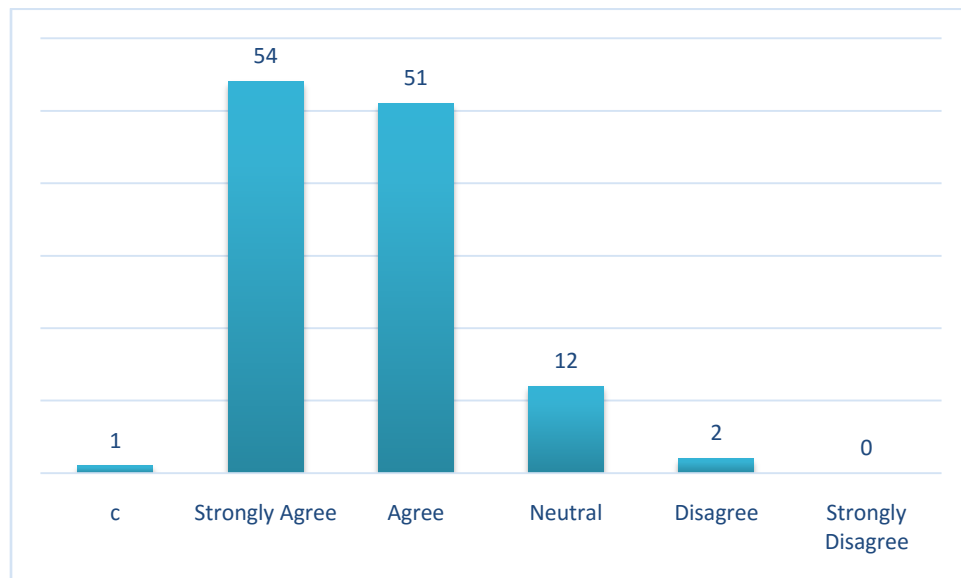
11 – Respect from Supervisors



	Frequency	Percentage(%)
Nil	0	0
Strongly Agree	62	51.7
Agree	49	40.8
Neutral	8	6.7
Disagree	1	0.8
Strongly Disagree	0	0
Total	120	100

Interpretation- From above table and graph 51.7% strongly agrees employees and 40.8% employees agree that they are well treated with respect by their supervisors.

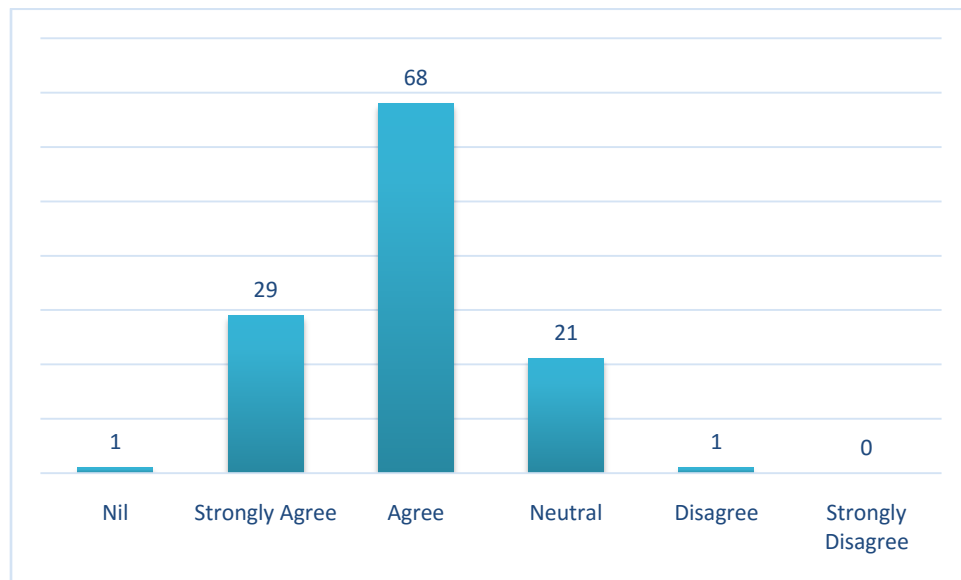
12 – Appreciation from supervisor for good job



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	54	45
Agree	51	42.5
Neutral	12	10
Disagree	2	1.7
Strongly Disagree	0	0
Total	120	100

Interpretation-From above mentioned graph, 45% strongly agree employees and 42.5% employees agree that their supervisors appreciates them on a good job while 10% employees has neutral view.

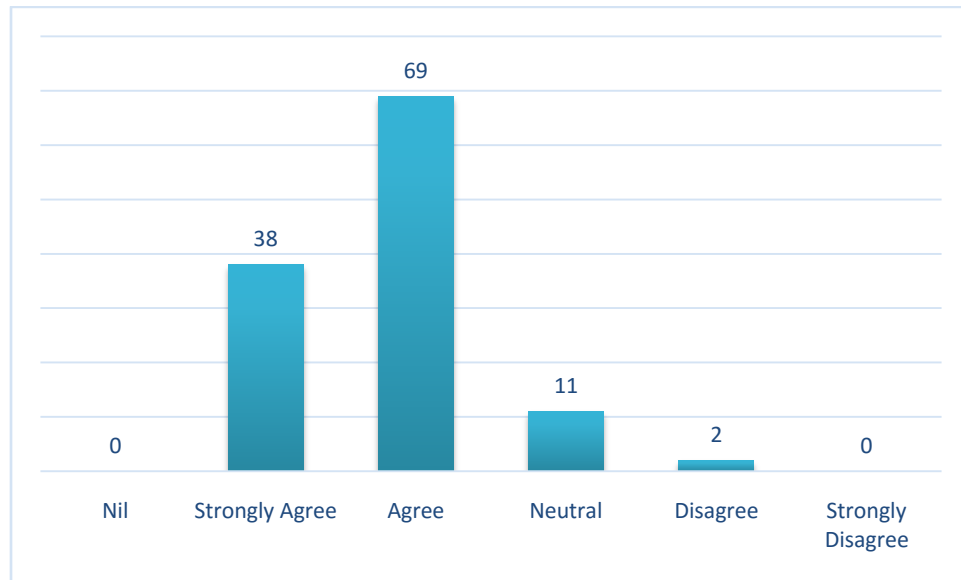
13– Constructive feedback from supervisor



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	29	24.2
Agree	68	56.7
Neutral	21	17.5
Disagree	1	0.9
Strongly Disagree	0	0
Total	120	100

Interpretation- From above graph and table , 56.7% employees agree and 24.2% employees strongly agree that they do get a constructive feedback from their supervisors at the end of job to improve the performance . while 17.5% have a neutral view about it.

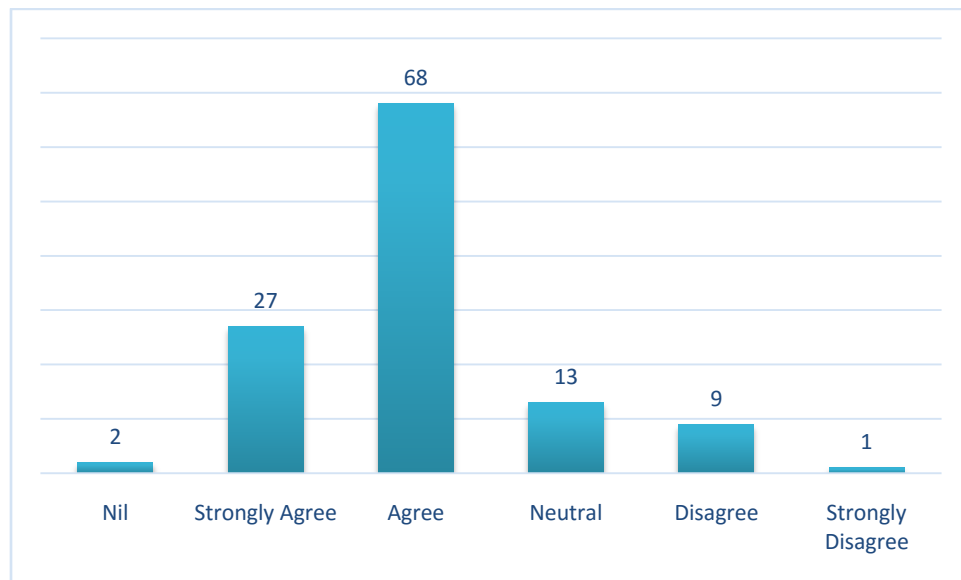
14 – My supervisor is a good leader



	Frequency	Percentage(%)
Nil	0	0
Strongly Agree	38	31.7
Agree	69	57.5
Neutral	11	9.2
Disagree	2	1.7
Strongly Disagree	0	0
Total	120	100

Interpretation – From above table and graph, 57.5% employees agree and 31.7% strongly agree that their supervisors are good leaders. And 9.2 have neutral view about it.

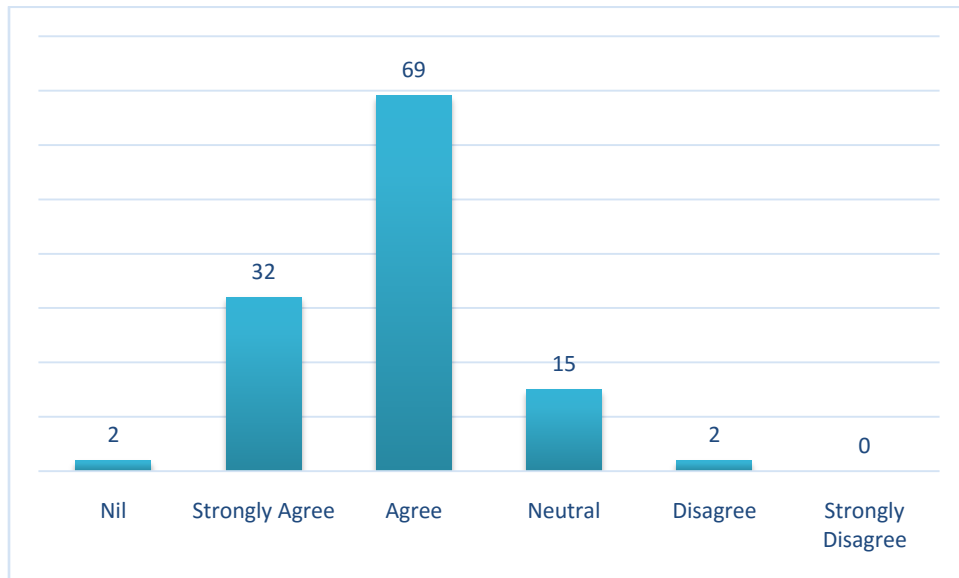
15 – Distribution of work is fair



	Frequency	Percentage(%)
Nil	2	1.7
Strongly Agree	27	22.5
Agree	68	56.7
Neutral	13	10.8
Disagree	9	7.5
Strongly Disagree	1	0.8
Total	120	100

Interpretation – From above table and graph, 56.7% employees agree and 22.5% employees strongly agree that the work distribution is fair enough. while 10.8% have neutral ideas about it and 7.5% employees disagree to it.

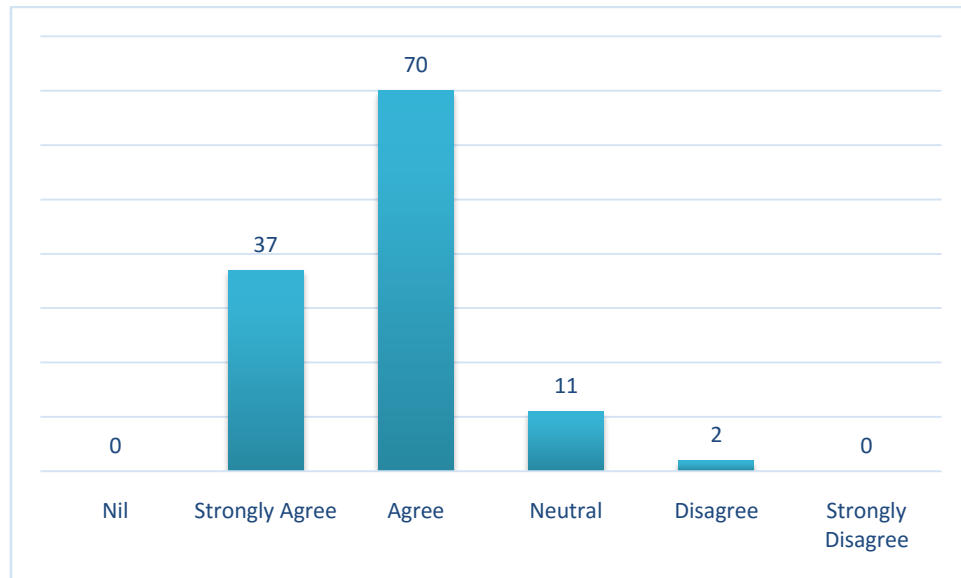
16 – Sufficient time is given by supervisors



	Frequency	Percentage(%)
Nil	2	1.7
Strongly Agree	32	26.7
Agree	69	57.5
Neutral	15	12.5
Disagree	2	1.6
Strongly Disagree	0	0
Total	120	100

Interpretation-From above table and Graph, 57.5% employees agree and 26.7% employees strongly agree that their supervisors give them sufficient time. While 12.5 % employees have neutral views about it . And 1.6% employees feels that they are given less attention.

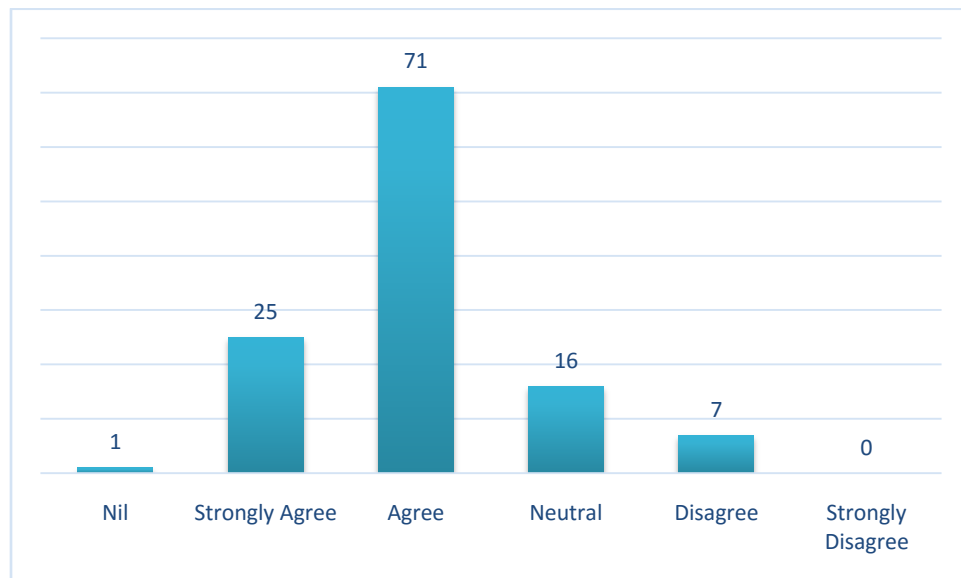
17 – Proud to work with Sterling Hospitals



	Frequency	Percentage(%)
Nil	0	0
Strongly Agree	37	30.8
Agree	70	58.3
Neutral	11	9.2
Disagree	2	1.7
Strongly Disagree	0	0
Total	120	100

Interpretation – From the above table and graph, 58.3% employees agree and 30.8% employees strongly agree that they are proud to work with sterling hospitals.

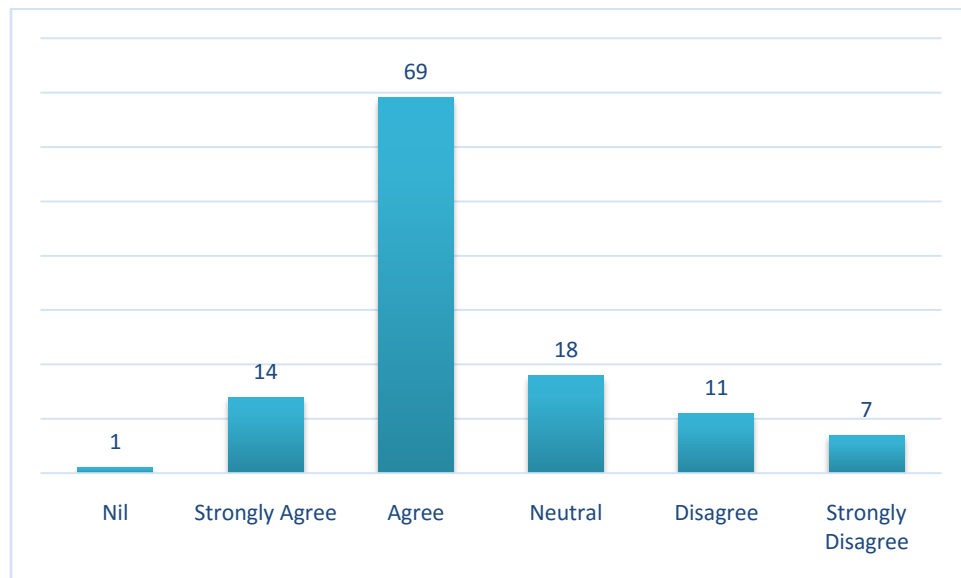
18 – I believe that my job is secured



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	25	20.8
Agree	71	59.2
Neutral	16	13.3
Disagree	7	5.8
Strongly Disagree	0	0
Total	120	100

Interpretation –From above table, 59.2% employees agree and 20.8% employees strongly agree that their job is secured with sterling hospitals. While 13.3% employees have neutral view about it and 5.8% employees disagree to it.

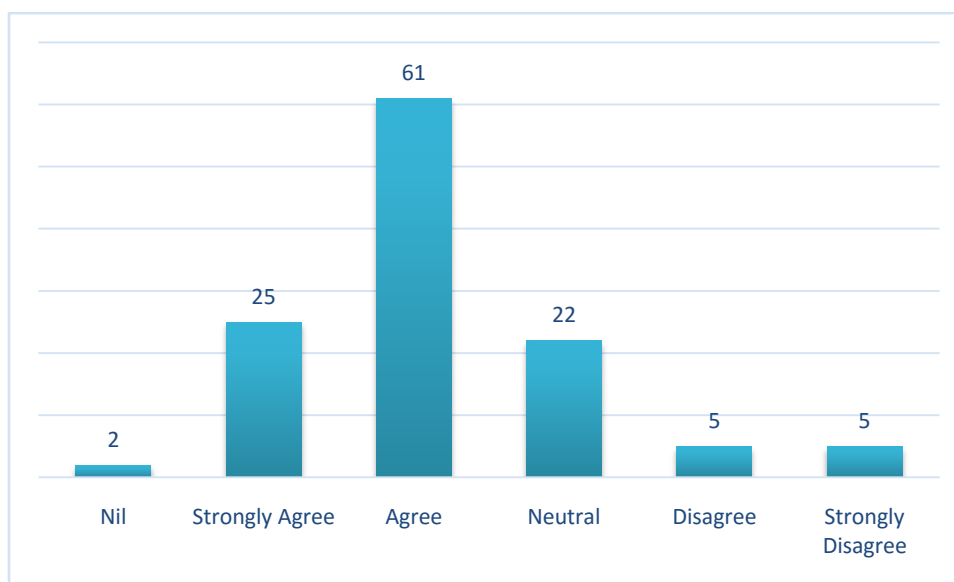
19 –Assurance and trust on words of management



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	14	11.7
Agree	69	57.5
Neutral	18	15
Disagree	11	9.2
Strongly Disagree	7	5.8
Total	120	100

Interpretation-From the above table and Graph, 57.5% employees agrees and 11.7% employees strongly agrees that they have assurance and trust on words of management. While 15% have neutral view about it. And 9.2% employees disagree to it.

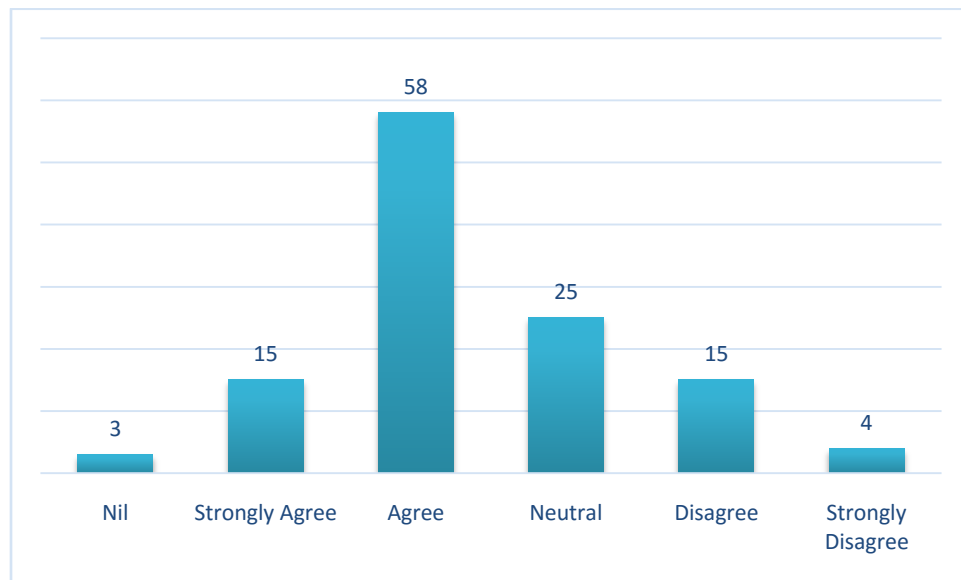
20 – Policies for promotions and advancements are consistent and Career growth at sterling hospitals is satisfactory.



	Frequency	Percentage(%)
Nil	2	1.7
Strongly Agree	25	20.8
Agree	61	50.8
Neutral	22	18.3
Disagree	5	4.2
Strongly Disagree	5	4.2
Total	120	100

Interpretation- From the above table and graph , 50.8% employees agree and 20.8% employees strongly agrees that they have a good career growth at sterling hospitals but 18.3% employees are neutral about it.

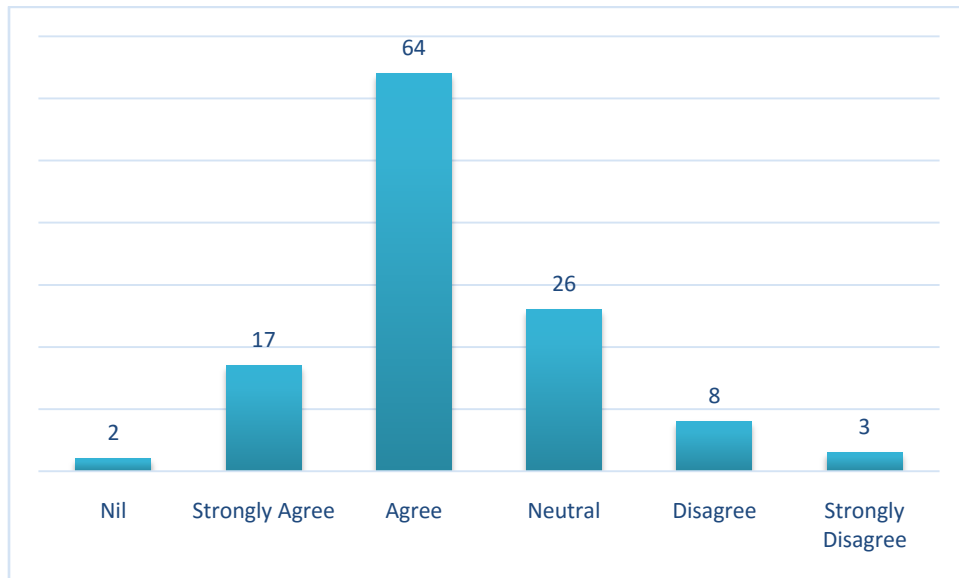
21 –Organization gives me due recognition for good work.



	Frequency	Percentage(%)
Nil	3	2.5
Strongly Agree	15	12.5
Agree	58	48.3
Neutral	25	20.8
Disagree	15	12.5
Strongly Disagree	4	3.3
Total	120	100

Interpretation-From the above table and graph, 48.3% employees agree and 12.5 % strongly agree that they get due recognition for good work. While 20.8% employees have neutral view about it and 12.5% employees disagree to it.

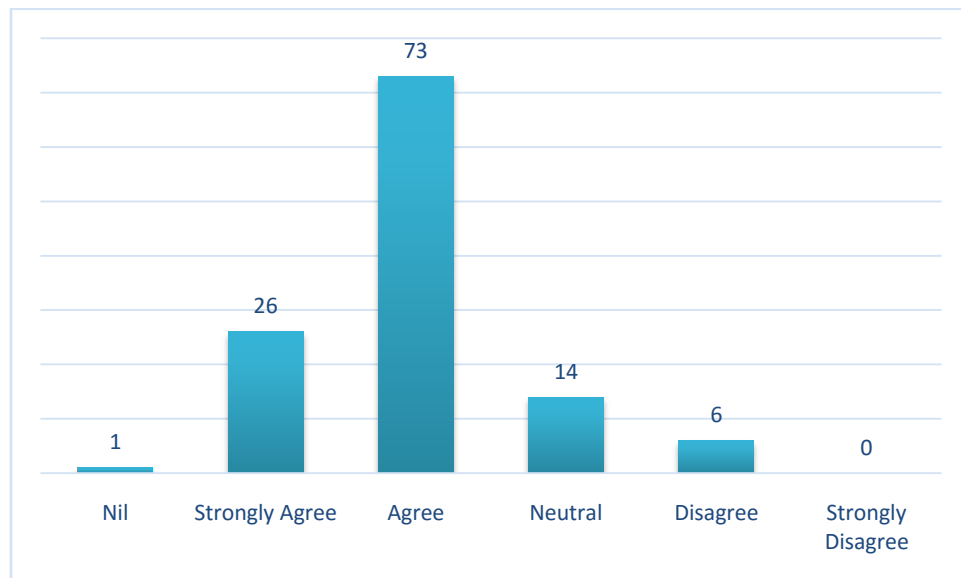
22 –Work life balance at sterling hospitals.



	Frequency	Percentage(%)
Nil	2	1.7
Strongly Agree	17	14.2
Agree	64	53.3
Neutral	26	21.7
Disagree	8	6.7
Strongly Disagree	3	2.5
Total	120	100

Interpretation-From above table, 53.3% employees are satisfied with the frequency of fun and work. While 21.7% employees have neutral idea about it. And 14.2% employees strongly agree to it.

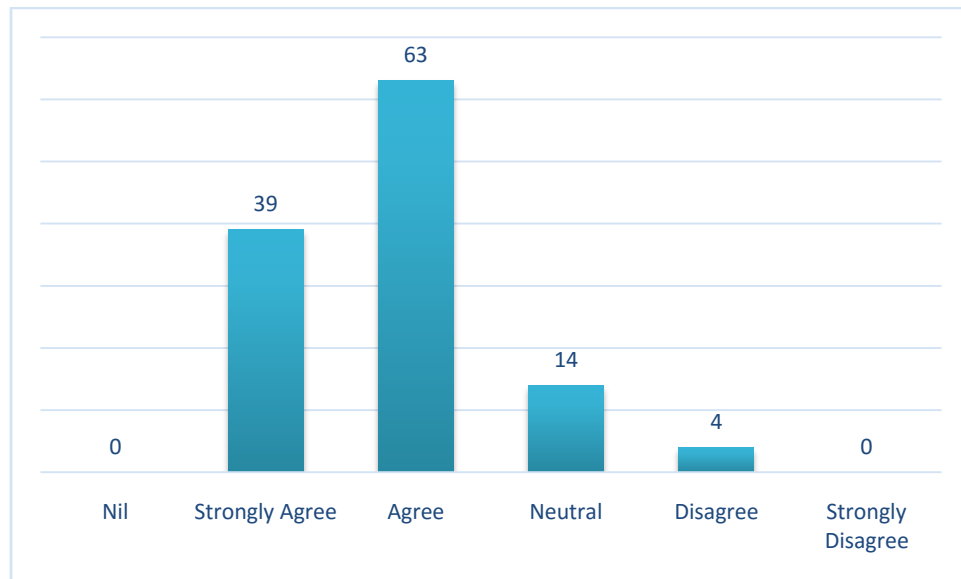
23 – Adequate safety standards followed by organization.



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	26	21.7
Agree	73	60.8
Neutral	14	11.7
Disagree	6	5
Strongly Disagree	0	0
Total	120	100

Interpretation- From above table and graph, 60.8% and 21.7% employees agree and strongly agree that the organization follows adequate safety standards. While 11.7% are neutral about it.

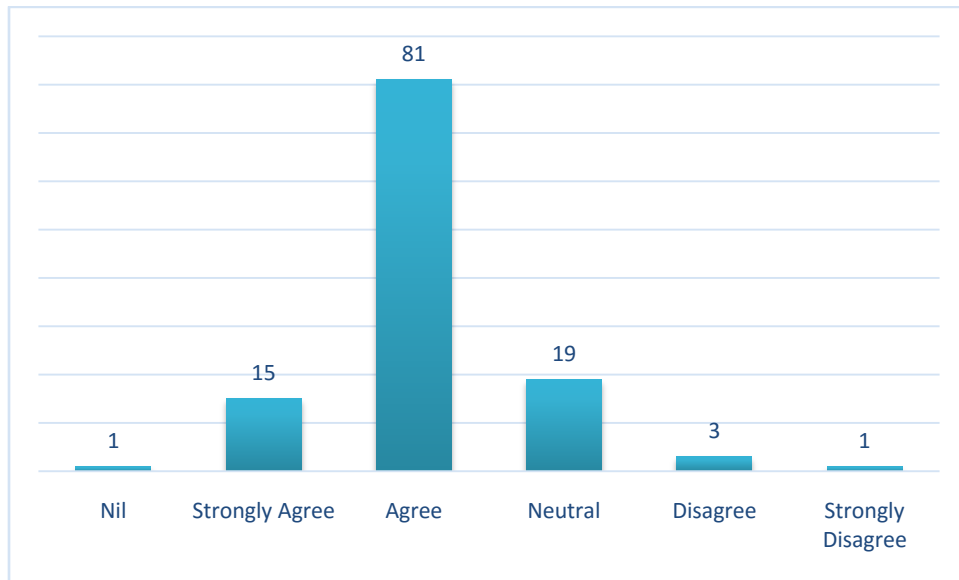
24 – Satisfaction with the Training programme in terms of adequate information in orientation and on job training.



	Frequency	Percentage(%)
Nil	0	0
Strongly Agree	39	32.5
Agree	63	52.5
Neutral	14	11.7
Disagree	4	3.3
Strongly Disagree	0	0
Total	120	100

Interpretation – From the above table and graph, 52.5% employees and 32.5% employees agree and strongly agree to it. and 11.7% have neutral view about it.

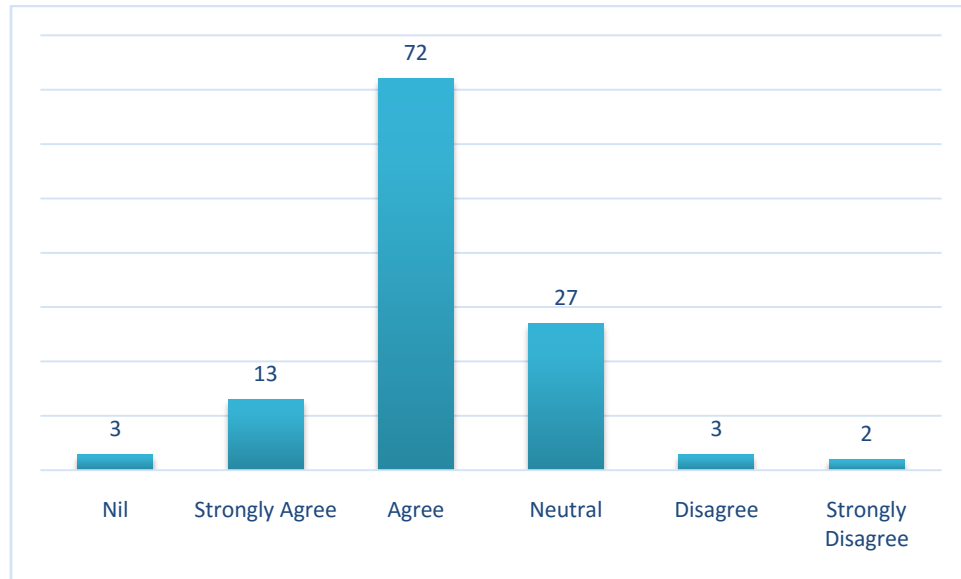
25 – I am clear about the way I m evaluated at work



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	15	12.5
Agree	81	67.5
Neutral	19	15.8
Disagree	3	2.5
Strongly Disagree	1	0.8
Total	120	100

Interpretation – From above table and graph, 67.5% employees agree and 12.5% employees strongly agree that they are aware about how they are evaluated at work. While 15.8 % employees have neutral view about it.

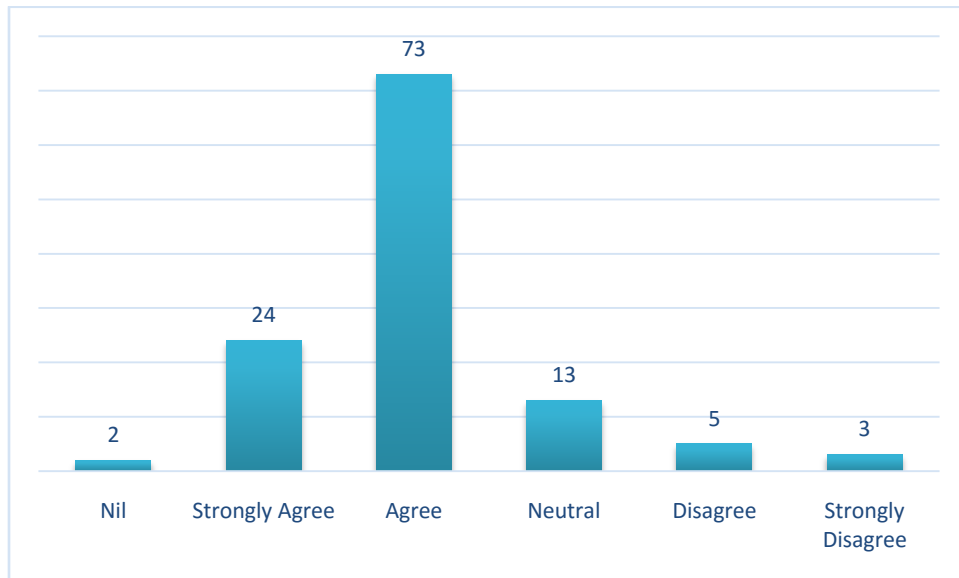
26 – Accessibility and communication to top management for clarification of doubts.



	Frequency	Percentage(%)
Nil	3	2.5
Strongly Agree	13	10.8
Agree	72	60
Neutral	27	22.5
Disagree	3	2.5
Strongly Disagree	2	1.7
Total	120	100

Interpretation –From the above table and graph, 60% employees agree and 22.5% employees share neutral views and 10.8% employees strongly agree about accessibility of top management.

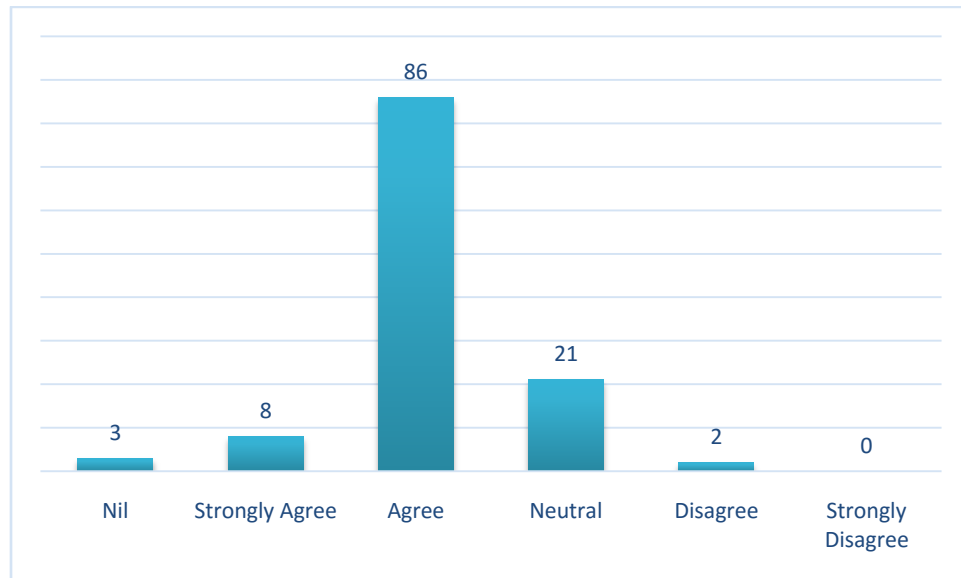
27 – Adequate information about job is provided by hospital



	Frequency	Percentage(%)
Nil	2	1.7
Strongly Agree	24	20
Agree	73	60.8
Neutral	13	10.8
Disagree	5	4.2
Strongly Disagree	3	2.5
Total	120	100

Interpretation – From above table and graph, 60.8% employees agree and 20% employees strongly agree that adequate information is provided by the hospital to perform their job well. While 10.8% share neutral views.

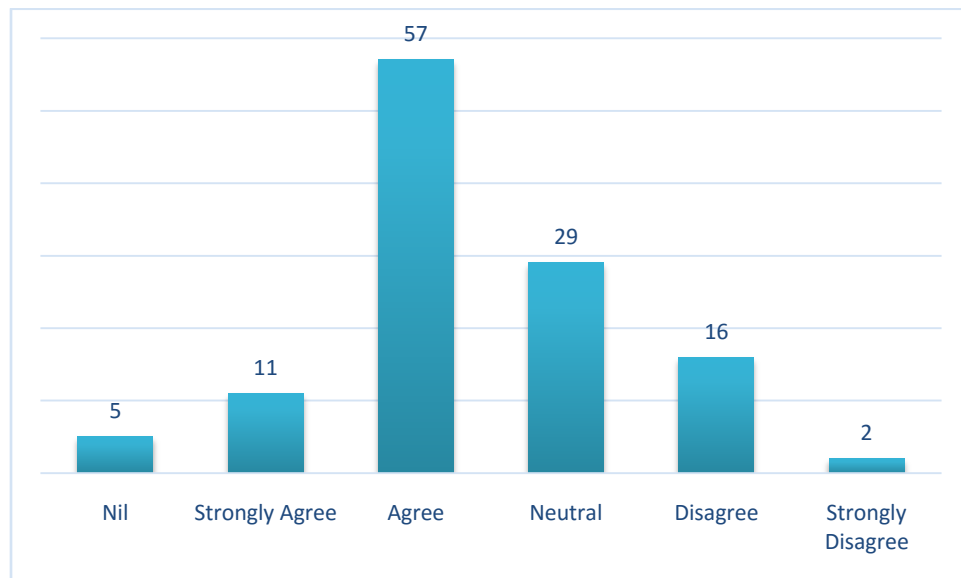
28 – Adequate transparency in the organizational activities



	Frequency	Percentage(%)
Nil	3	2.5
Strongly Agree	8	6.7
Agree	86	71.7
Neutral	21	17.5
Disagree	2	1.7
Strongly Disagree	0	0
Total	120	100

Interpretation – From above table and graph, 71.7% employees agree and 17.5% employees share neutral view about adequate transparency in organizational activities.

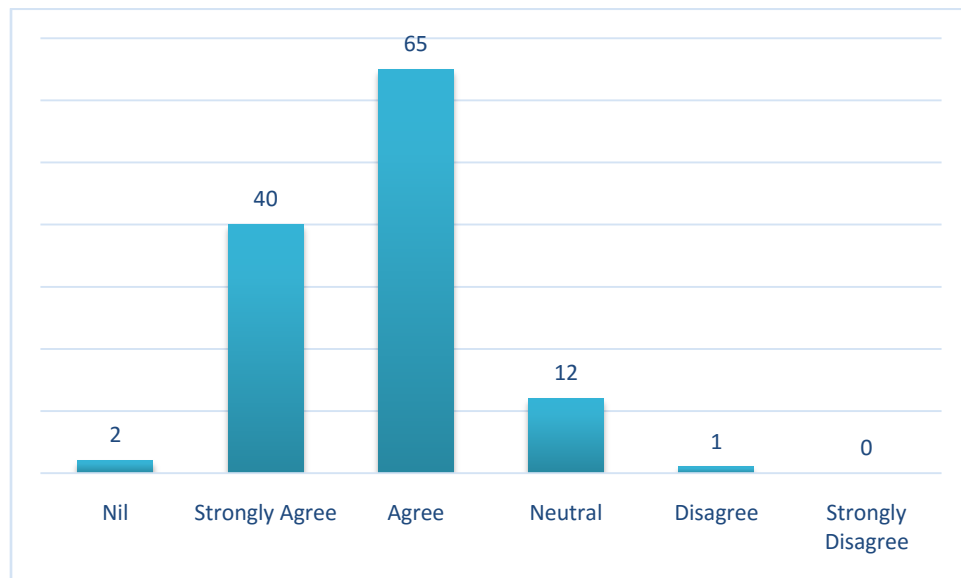
29 – I feel that the job profile demands are more than the skills I have.



	Frequency	Percentage(%)
Nil	5	4.2
Strongly Agree	11	9.2
Agree	57	47.5
Neutral	29	24.2
Disagree	16	13.3
Strongly Disagree	2	1.7
Total	120	100

Interpretation – From above table and graph, 47.5% employees agree and 9.2% employees strongly agree that the job profile demands more skills than they have. while 24.2% employees share neutral views about it.

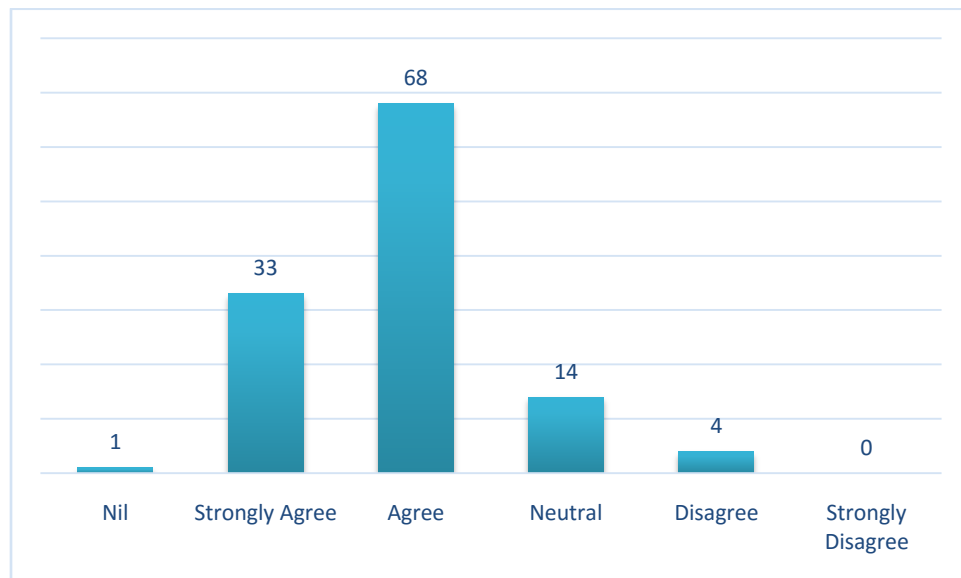
30 – I often get help and guidance from my supervisors.



	Frequency	Percentage(%)
Nil	2	1.7
Strongly Agree	40	33.3
Agree	65	54.2
Neutral	12	10
Disagree	1	0.8
Strongly Disagree	0	0
Total	120	100

Interpretation – From above graph and table, 54.2% employees agree and 33.3% employees strongly disagree that they often get guidance from their supervisors. While 10% employees share neutral views about it.

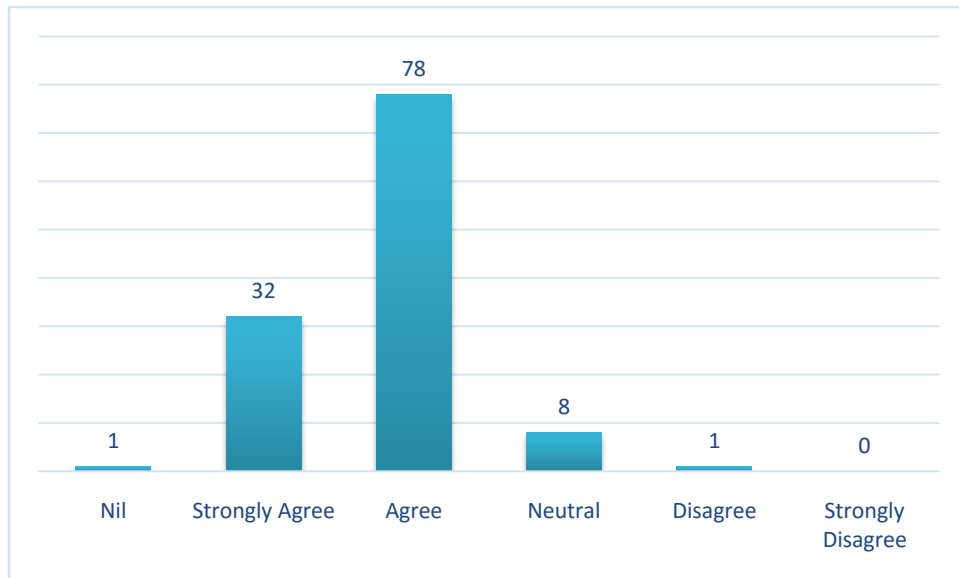
31 – I feel valued at sterling hospitals



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	33	27.5
Agree	68	56.7
Neutral	14	11.7
Disagree	4	3.3
Strongly Disagree	0	0
Total	120	100

Interpretation –From the above table and graph, 56.7% employees agree and 27.5% strongly agree that they are valued at sterling hospitals. While 11.7% share neutral views.

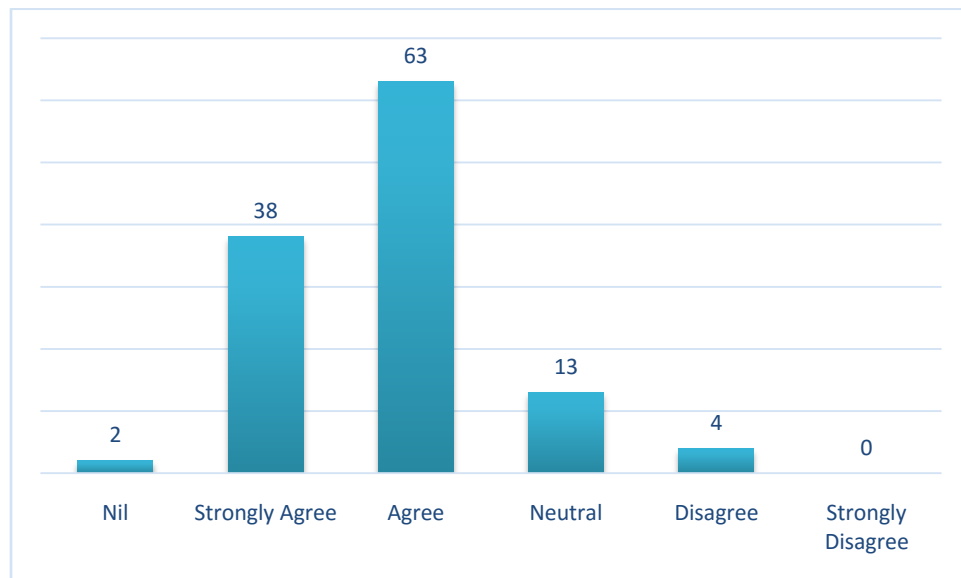
32 – I like the people I work at sterling hospitals.



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	32	26.7
Agree	78	65
Neutral	8	6.7
Disagree	1	0.8
Strongly Disagree	0	0
Total	120	100

Interpretation – From the above table and graph, 65% employees agree and 26.7% employees strongly agree that they like the people with whom they are working.

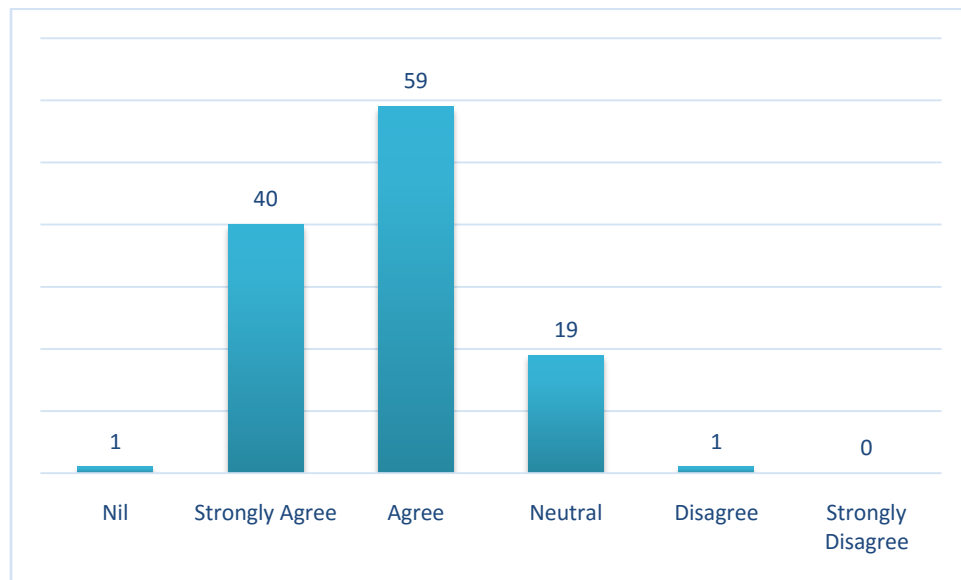
33 - I have always experienced a sprit of cooperation at sterling hospitals



	Frequency	Percentage(%)
Nil	2	1.7
Strongly Agree	38	31.7
Agree	63	52.5
Neutral	13	10.8
Disagree	4	3.3
Strongly Disagree	0	0
Total	120	100

Interpretation – From the above graph and table, 52.5% employees agree and 31.7% employees strongly agree that they experience a sprit of cooperation at sterling hospitals

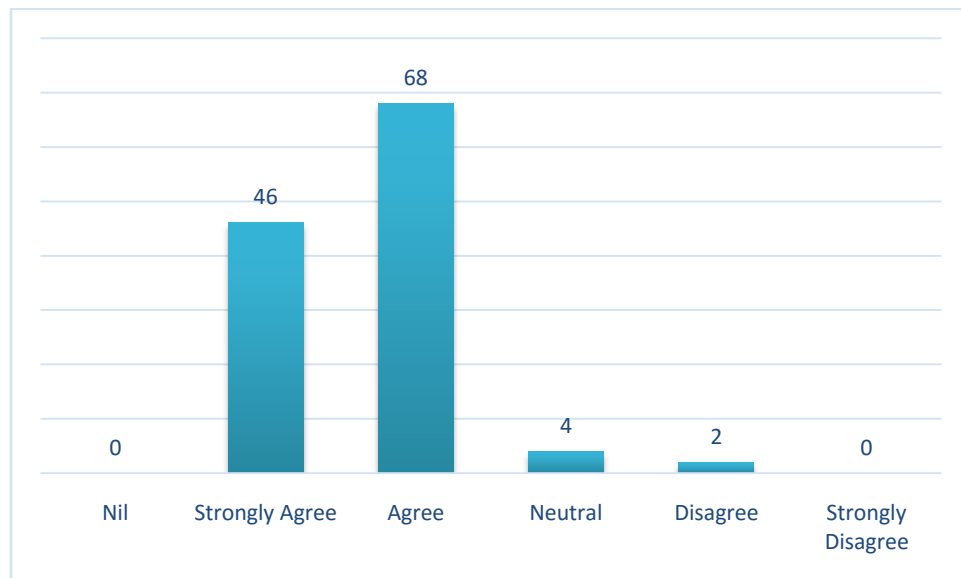
34 – I feel like a part of a team, working towards shared goals.



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	40	33.3
Agree	59	49.2
Neutral	19	15.8
Disagree	1	0.8
Strongly Disagree	0	0
Total	120	100

Interpretation – From the above graph and table, 49.2% employees agree and 33.3% strongly agree that they feel as a part of team , working towards shared goals.

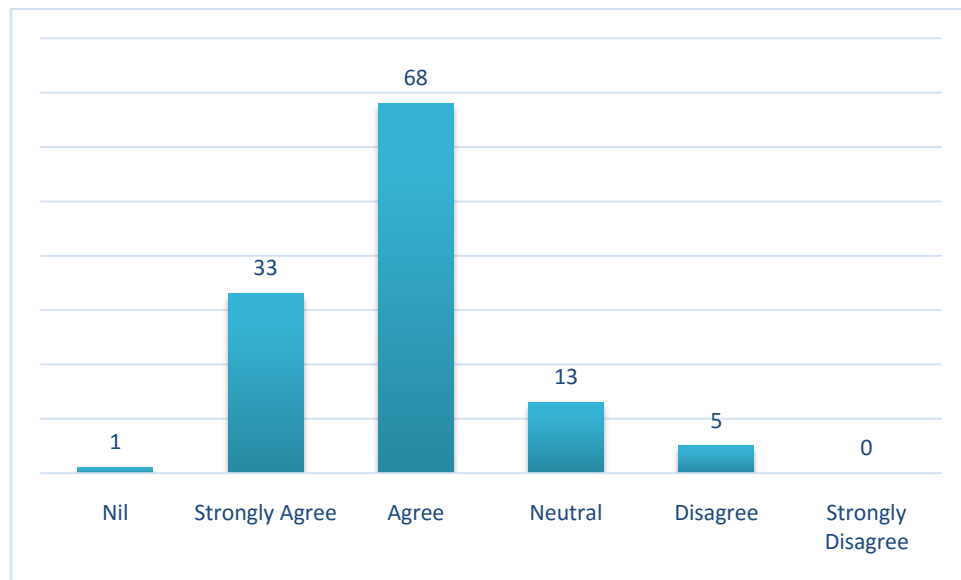
35 – I like the job that I do



	Frequency	Percentage(%)
Nil	0	0
Strongly Agree	46	38.3
Agree	68	56.7
Neutral	4	3.3
Disagree	2	1.7
Strongly Disagree	0	0
Total	120	100

Interpretation –From the above table and graph, 56.7% employees agree and 38.3% employees strongly agree that they like the job that they do.

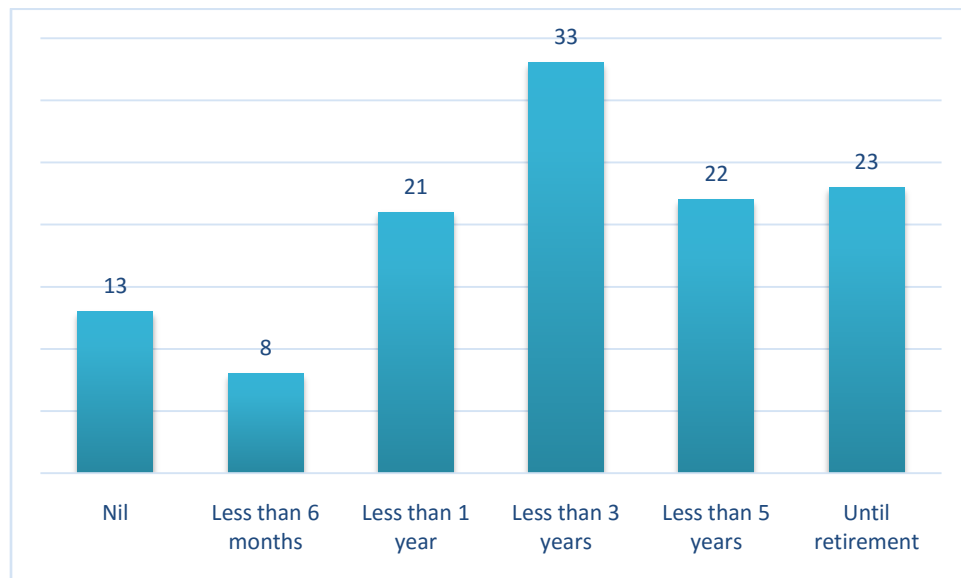
36 – The environment and facilities provided are good.



	Frequency	Percentage(%)
Nil	1	0.8
Strongly Agree	33	27.5
Agree	68	56.7
Neutral	13	10.8
Disagree	5	4.2
Strongly Disagree	0	0
Total	120	100

Interpretation – From the above table and graph, 56.7% employees agree and 27.5% employees strongly agree while 10.8% employees share neutral views about the environment and facilities provided at sterling hospitals.

37 – How long do u continue your employment at sterling hospital?



	Frequency	Percentage(%)
Nil	13	10.8
Less than 6 months	8	6.7
Less than 1 year	21	17.5
Less than 3 years	33	27.5
Less than 5 years	22	18.3
Until retirement	23	19.2
Total	120	100

Interpretation – From the above graph and table, 27.5% employees would stay in organization for less that 3 years, 19.2 % employees would stay until retirement while 18.3% employees and 17.5% employees would stay for less than 5 years and less than 1 year respectively.

Conclusion

&

Suggestions

Conclusion

- Majority of the employees are satisfied with work at Sterling Hospitals, They like their work and are well aware about the work that they are expected to do , they also find fair distribution of work .
- Majority of the employees (37.5%) are satisfied with the compensation package and they their package is according to the market standards. While other 50% employees are not satisfied or share neutral views.
- Most of the employees are content with the Leave Policy, Discount Policy and Incentives Policy.
- High number of employees are dissatisfied with the quality of food provided at cafeteria.
- Majority of the employees feel that the job profile demands more skills than what they have.
- Employees are satisfied with the career growth at Sterling Hospitals and find the policies for promotions and advancements to be consistent.
- Majority of the employees would stay for less than 3 years in the organization while the other second majority group of employees would like to stay until retirement at sterling hospitals.
- Majority of employees working at Sterling Hospitals experiences good Organizational Culture and feel valued and united as a team with 'Shared Goals'.
- All Training programmes – Orientation, Induction, On job training programmes are of great help and are satisfactory.
- Employees are satisfied with the recreational activities (Extracurricular) carried out at Sterling Hospital. While employees also feel that there is work overload which lead to work stress and fatigue.
- Majority of the employees have good interpersonal relationship with their immediate supervisors and they agree they get respectful treatment from their supervisors, they get constructive feedback and support from supervisors, they get sufficient time from supervisors and their inputs are valuable for the supervisors.

- Employees are satisfied with the Transparency of the Management in Organizational activities and they can easily reach top management to clarify doubts and get updated Information about hospital.

Suggestions

- Quality of food at Cafeteria should be improved.
- Training programmes should also focus on the skill which are expected from employees as per job profile.
- Extracurricular activities should be increased to motivate employees and reduce work stress.

Limitation of study –

- Some of the replies of the respondents may be biased
- Respondents could have marked the answers which may be socially incorrect irrespective of their actual feelings.

References

AjeeshMoosakutty, A study on Employee Satisfaction in Avatar Gold and Diamond, Edappal .

Annexure

Questionnaire of Employee satisfaction at Sterling Hospitals

Note- Before filling up this questionnaire please consider following Instructions.

- Please tick the option best suitable for your answer.
- Only one answer for one question.
- Your answers are valuable; please feel free to give an honest opinion as an option.
- The answers given shall be kept confidential and would not in any way be questionable.
- Please do not leave any questions without answering.

1) I am fully satisfied with my work at Sterling Hospitals?

Strongly agree Agree Neutral Disagree Strongly Disagree

2) The organization has the ability to resolve the employee problems fairly.

Strongly agree Agree Neutral Disagree Strongly Disagree

3) I am satisfied that my compensation package matches my responsibilities.

Strongly agree Agree Neutral Disagree Strongly Disagree

4) If I do good work, I am provided with the incentive for the same.

Strongly agree Agree Neutral Disagree Strongly Disagree

5) Company's compensation package matches similar organizations in the industry.

Strongly agree Agree Neutral Disagree Strongly Disagree

6) My satisfaction level with the number of leave provided.

Strongly agree Agree Neutral Disagree Strongly Disagree

7) My satisfaction level of the benefits as per the discount policy.

Strongly agree Agree Neutral Disagree Strongly Disagree

8) The Quality of food provided in the Cafeteria is good.

Strongly agree Agree Neutral Disagree Strongly Disagree

9) The physical condition of the cafeteria is satisfactory.

Strongly agree Agree Neutral Disagree Strongly Disagree

10) I am given enough authority to make a decision.

Strongly agree Agree Neutral Disagree Strongly Disagree

11) My Supervisor takes my inputs to make decisions and to know what his/her staff (we) feel about the overall work environment.

Strongly agree Agree Neutral Disagree Strongly Disagree

12) My supervisor gives me adequate support to perform my job well.

Strongly agree Agree Neutral Disagree Strongly Disagree

13) My supervisor treats me with respect

Strongly agree Agree Neutral Disagree Strongly Disagree

14) My supervisor appreciates me when I do my work well.

Strongly agree Agree Neutral Disagree Strongly Disagree

15) At the end of the job, I am satisfied that my manager provides constructive feedback that improves my performance.

Strongly agree Agree Neutral Disagree Strongly Disagree

16) My senior executive demonstrates strong leadership skills.

Strongly agree Agree Neutral Disagree Strongly Disagree

17) Work is fairly distributed in my work group.

Strongly agree Agree Neutral Disagree Strongly Disagree

18) I feel that my immediate supervisor spends sufficient time with me.

Strongly agree Agree Neutral Disagree Strongly Disagree

19) I am proud to work for Sterling Hospitals.

Strongly agree Agree Neutral Disagree Strongly Disagree

20) I believe my job is secured.

Strongly agree Agree Neutral Disagree Strongly Disagree

21) I can trust the words and assurance of the management.

Strongly agree Agree Neutral Disagree Strongly Disagree

22) If I do good work, I can expect a career growth in the company.

Strongly agree Agree Neutral Disagree Strongly Disagree

23) When I do a job well, the organization gives me due recognition.

Strongly agree Agree Neutral Disagree Strongly Disagree

24) The frequency of Fun and Work activities are satisfactory

Strongly agree Agree Neutral Disagree Strongly Disagree

25) My organization has adequate safety standards

Strongly agree Agree Neutral Disagree Strongly Disagree

26) I am happy with the overall training provided to me.

Strongly agree Agree Neutral Disagree Strongly Disagree

27) I was provided adequate information in the Induction / Orientation programme.

Strongly agree Agree Neutral Disagree Strongly Disagree

28) I get benefit from on-the-job training programmes / sessions which are conducted

Strongly agree Agree Neutral Disagree Strongly Disagree

29) I am clear about the way I am evaluated at work.

Strongly agree Agree Neutral Disagree Strongly Disagree

30) I can count on the top management to clarify my doubts.

Strongly agree Agree Neutral Disagree Strongly Disagree

31) Communication from the management keeps me updated about the Hospital Information.

Strongly agree Agree Neutral Disagree Strongly Disagree

32) I am provided adequate information from the Hospital to do my job well.

Strongly agree Agree Neutral Disagree Strongly Disagree

33) There is adequate transparency in the organizational activities. Strongly agree

Agree Neutral Disagree Strongly Disagree

34) Policies for promotions and advancements are consistent.

Strongly agree Agree Neutral Disagree Strongly Disagree

35) I feel that the skill demands of the job are more than the skills I have.

Strongly agree Agree Neutral Disagree Strongly Disagree

36) Do you feel that you often have excessive workload on job.

Strongly agree Agree Neutral Disagree Strongly Disagree

37) I often get help and guidance from my supervisors.

Strongly agree Agree Neutral Disagree Strongly Disagree

38) I Feel that my job is more of stress & fatigue only.

Strongly agree Agree Neutral Disagree Strongly Disagree

39) I feel valued at Sterling Hospitals.

Strongly agree Agree Neutral Disagree Strongly Disagree

40) I like the people I work with at Sterling Hospitals.

Strongly agree Agree Neutral Disagree Strongly Disagree

41) I have always experienced a spirit of cooperation at Sterling Hospitals.

Strongly agree Agree Neutral Disagree Strongly Disagree

42) I feel like a part of a team, working towards 'Shared Goals'.

Strongly agree Agree Neutral Disagree Strongly Disagree

43) I like the work which I do.

Strongly agree Agree Neutral Disagree Strongly Disagree

44) My overall working conditions i.e. infrastructure, equipment, ventilation etc. are good.

Strongly agree Agree Neutral Disagree Strongly Disagree

45) How long do you plan to continue your employment at Sterling Hospital?

Less than six months

Less than a year

Less than 3 years

Less than 5 years

Until Retirement