

Employee satisfaction at Sterling Hospital, Ahmedabad



Introduction

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. Employee Satisfaction is, how content is satisfied employees are with their jobs. The study was conducted at sterling hospitals, it aimed to measure satisfaction of employees in terms of working environment, policies, benefits, compensation, interpersonal relationship and other working conditions.

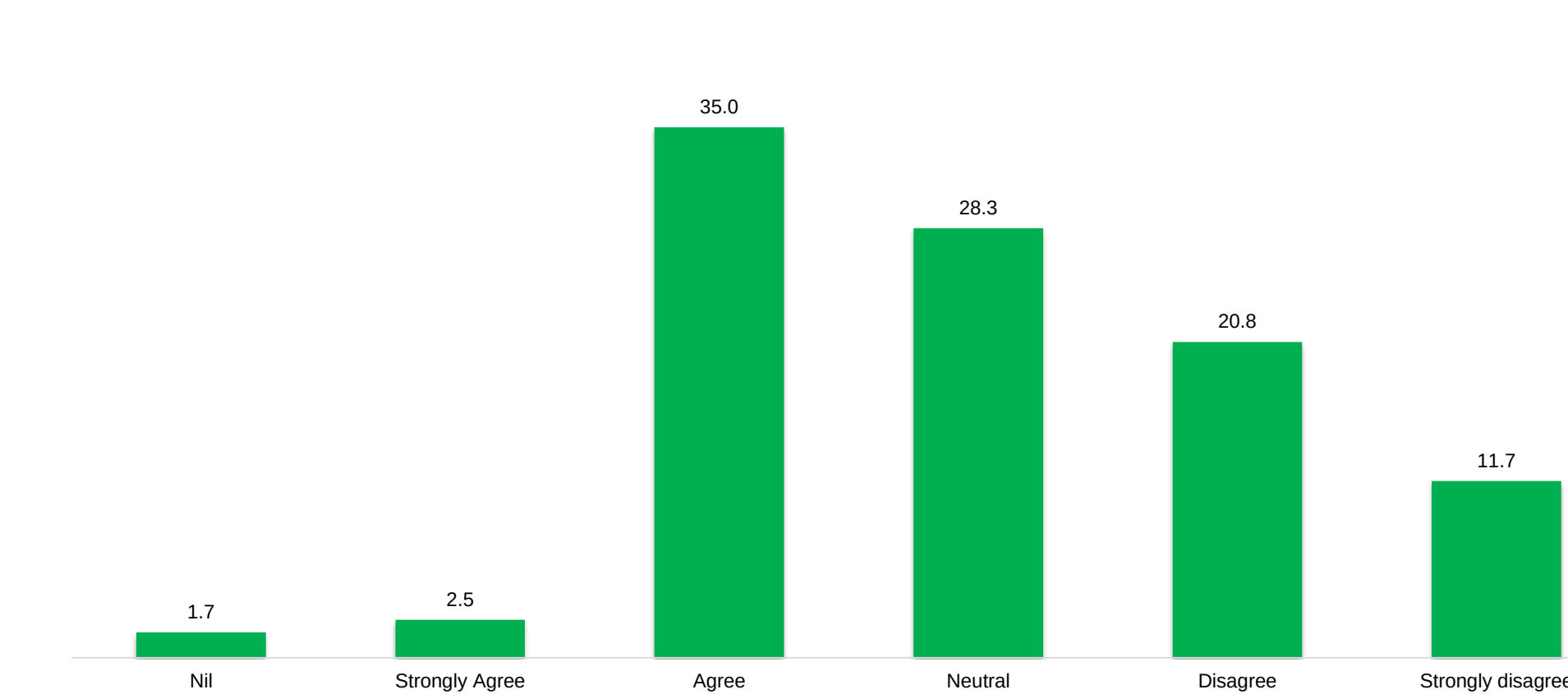
Objectives

- To measure level of engagement and satisfaction of employees at Sterling Hospital.
- To study employee perception 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 understand the problem faced by employees with the working conditions.
- To measure the success of current ongoing policies and programmes.
- To know employee's view about training and development and career advancement at Sterling Hospital.
- Establish benchmark to track future programmes.

Research Methodology

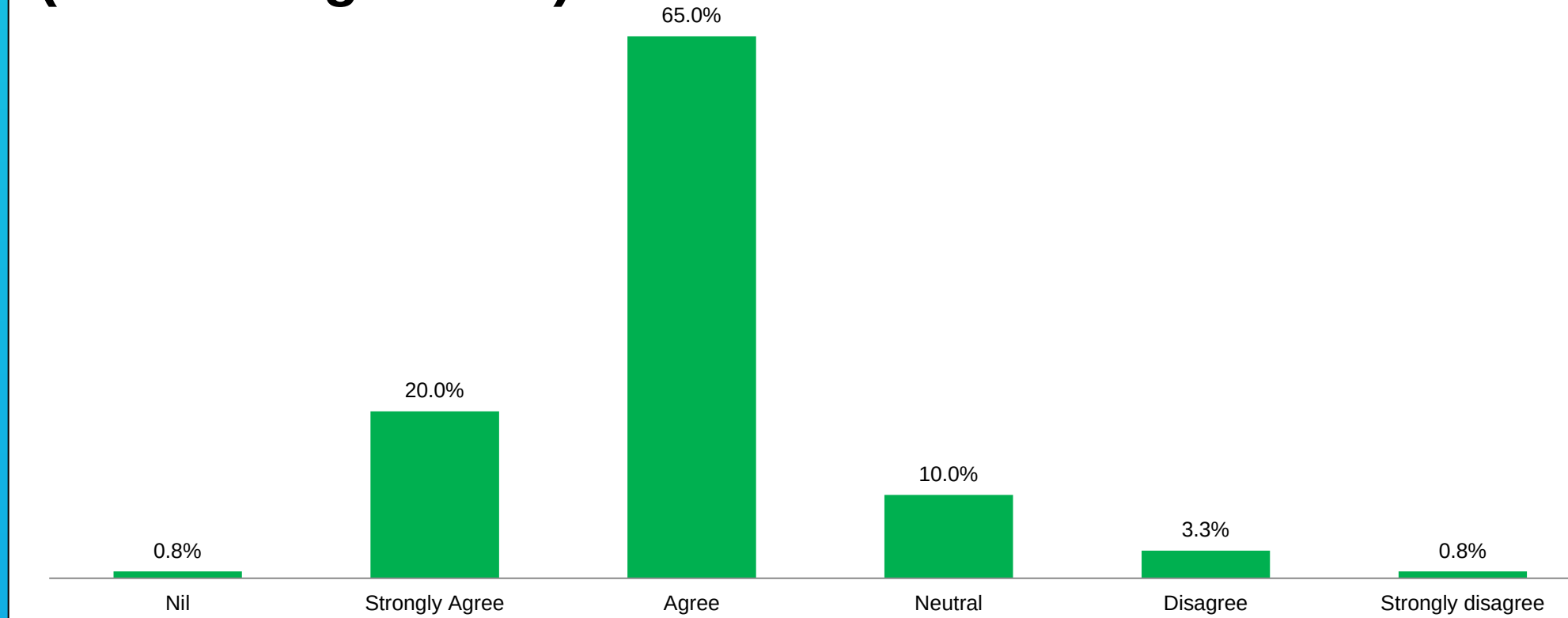
- **Type of study** - Descriptive study.
- **Setting** - Sterling Hospital, Ahmedabad.
- **Duration of Study** - 2 months.
- **Sampling Technique** - Simple Random Sampling
- **Sample Size** – There are total 800 employees working, out of which the sample consist of 120 employees
- **Data source** – The data was collected from the employees by a questionnaire consisting of 45 set of questions.

Quality of food and ambience provided is satisfactory. (Percentage chart)

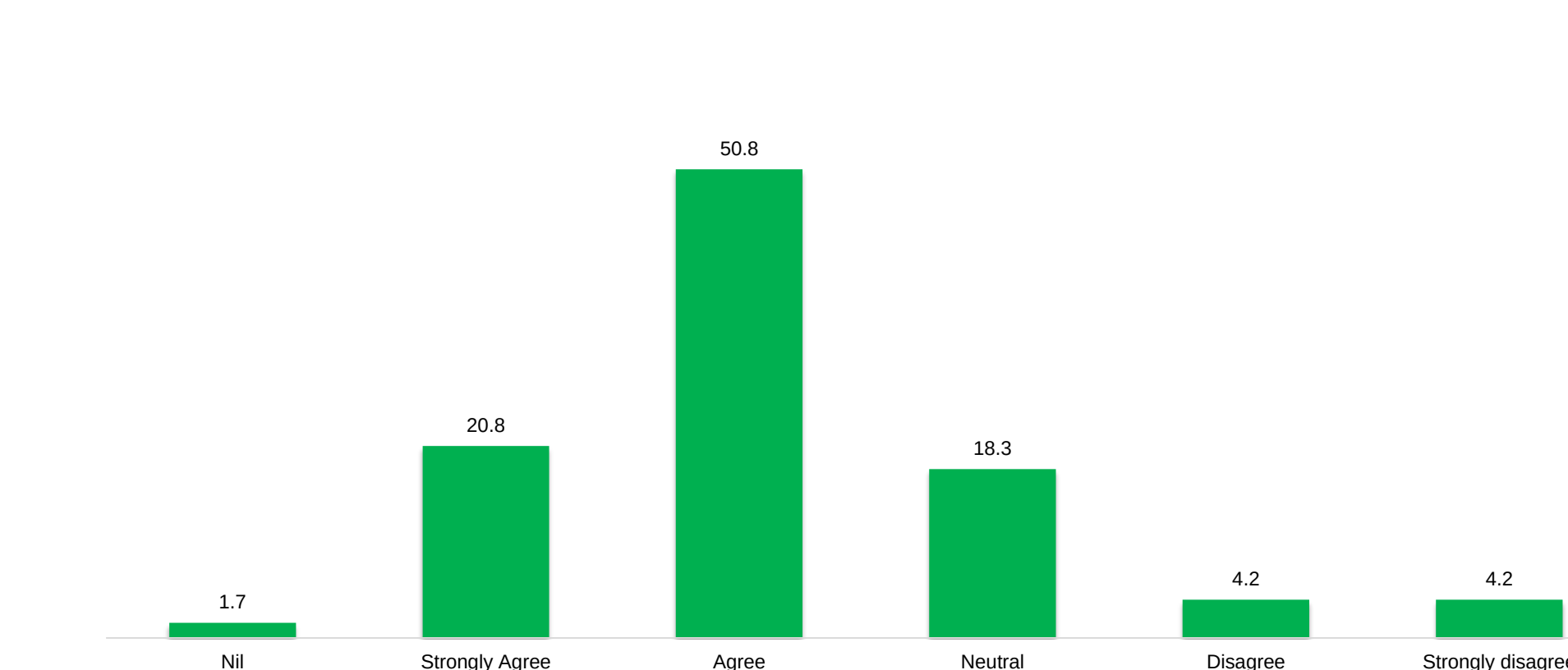


Observation

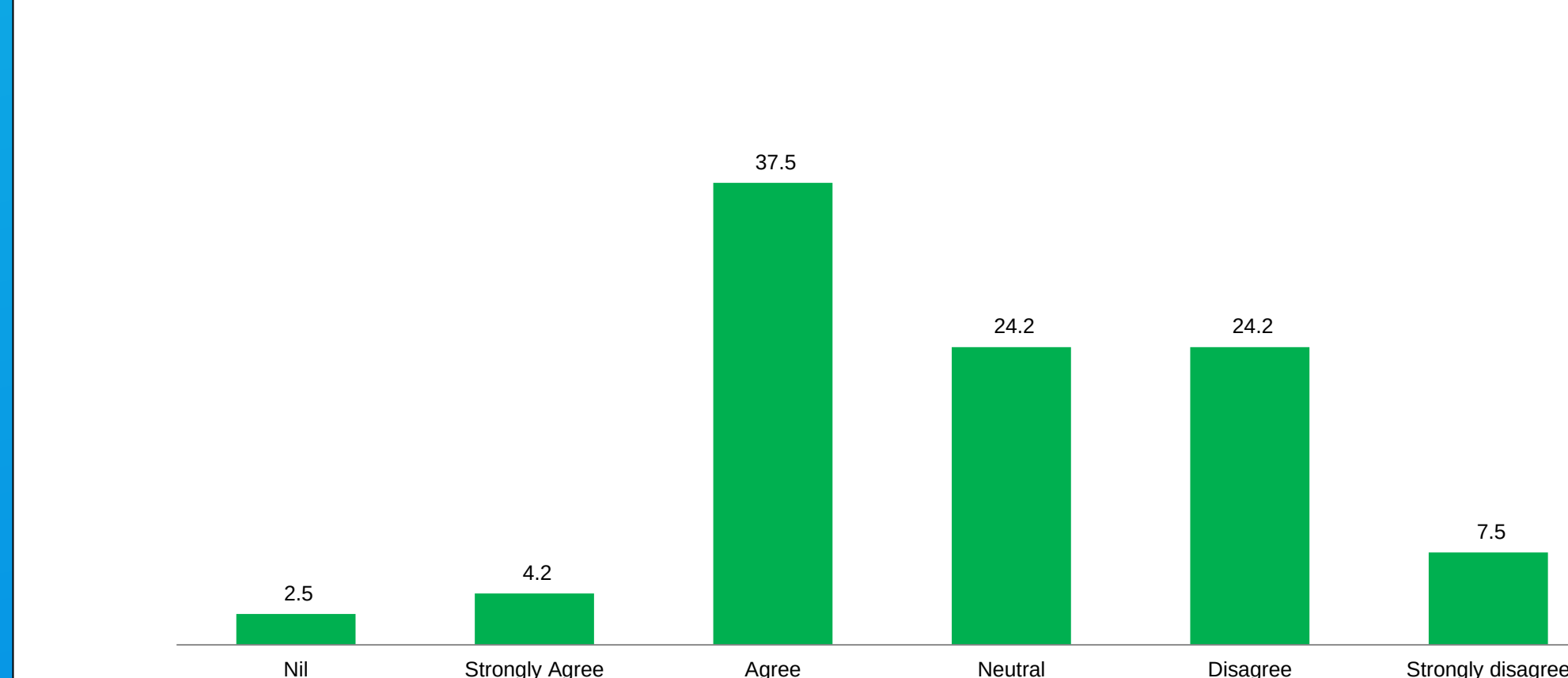
Satisfaction of work with sterling hospital (Percentage chart)



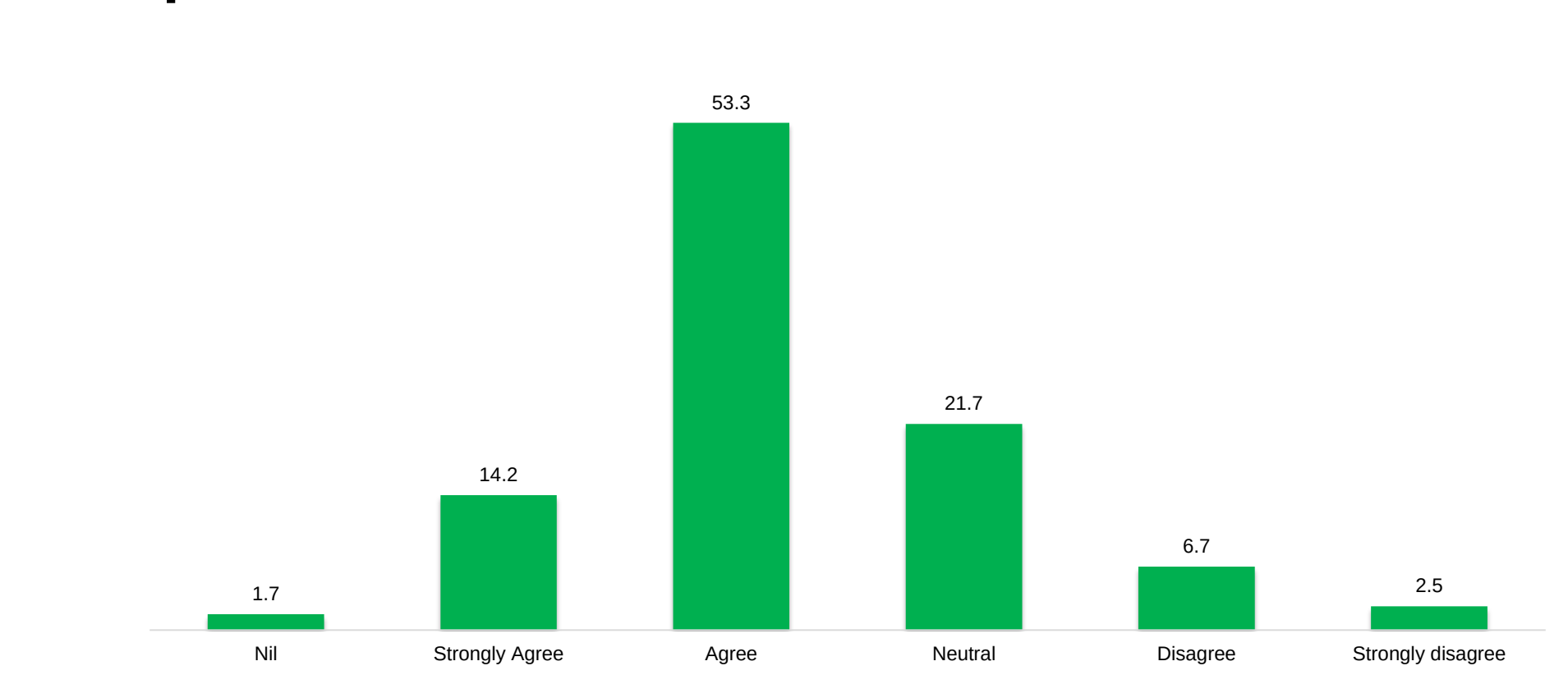
Policies for promotions and advancements are consistent and Career growth at sterling hospitals is satisfactory. (percentage chart)



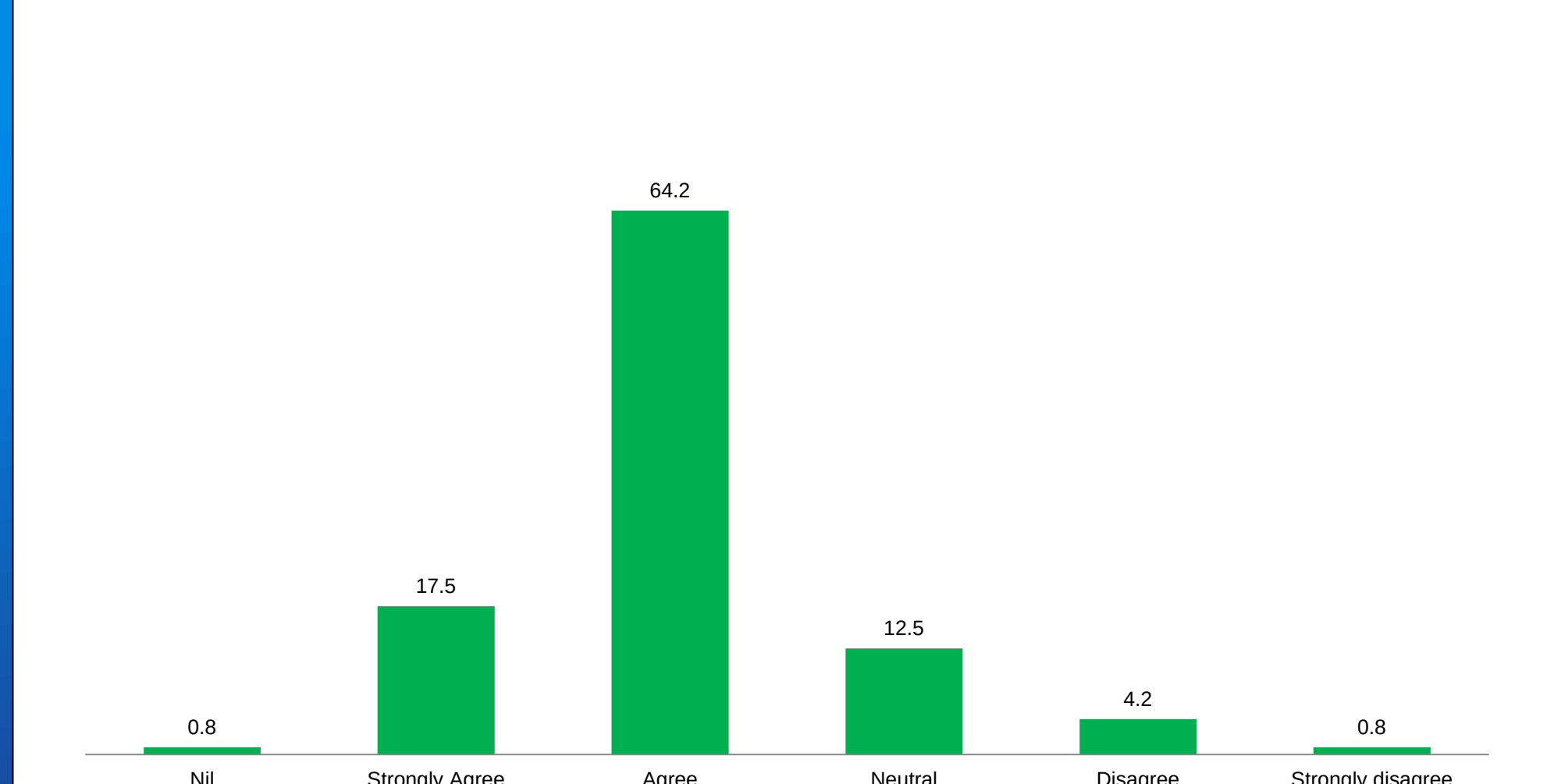
Percentage chart of Salary satisfaction.



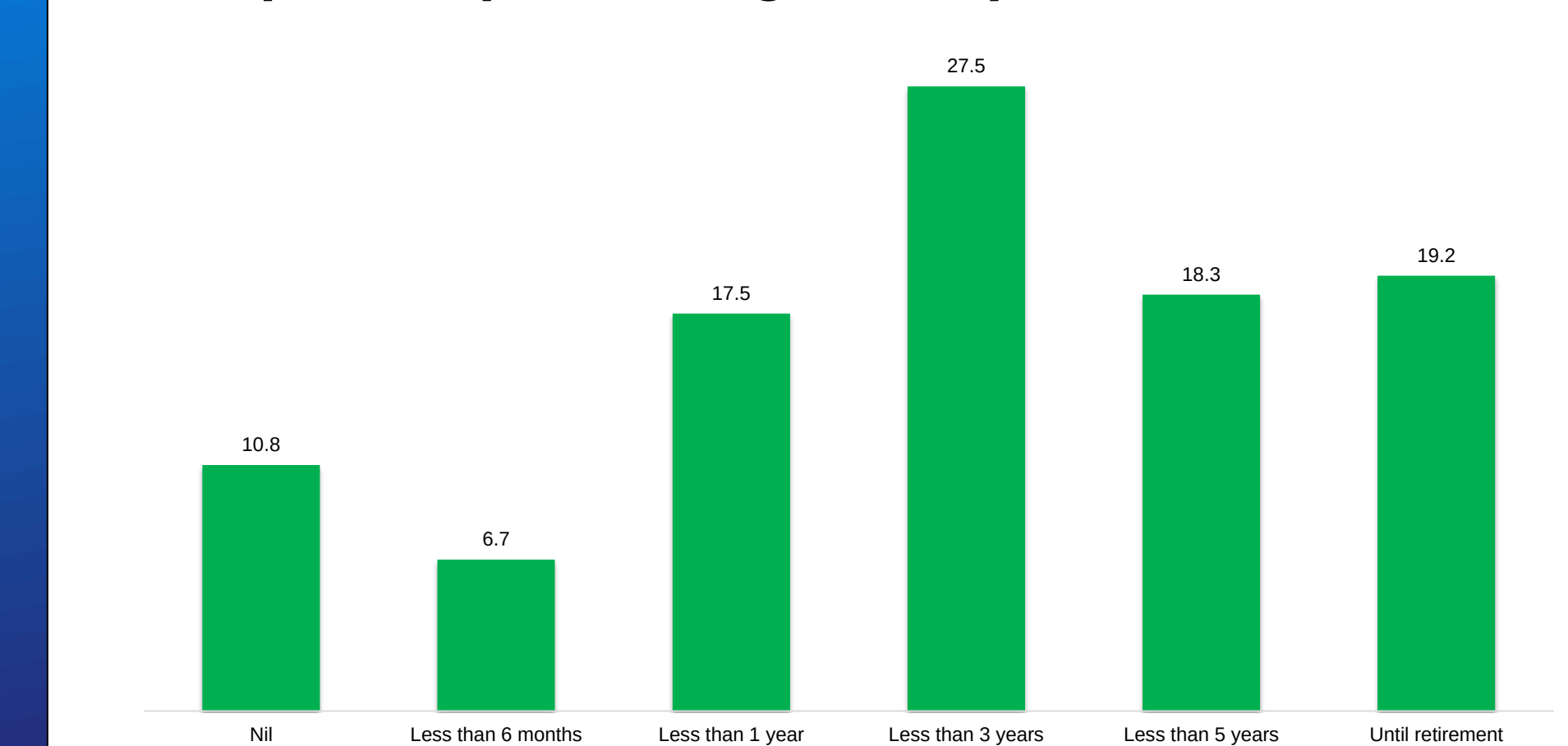
Percentage chart of Work life balance at sterling hospitals.



Percentage chart of Leave policy satisfaction.



How long would u continue with sterling hospitals. (Percentage chart)



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.

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.

Learnings at Sterling Hospital

- Observation of all the departments of hospital in induction programme.
- HR training programmes (induction, orientation and clinical training)
- Medical documentation at sterling hospital.
- Biomedical waste management at sterling hospital

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