

Employees Satisfaction in Mangalam Hospital, Jaipur

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

By

Prashu Jain

Under the Supervision and Guidance of

Mr. Ashish Bandhu

2024

MH/HR/EL/07

18th June-2024

To whom so ever it may concern

This is to certify that **Mr. Prashu Jain S/o Mr. Jienandra Jain** has successfully completed his internship program from **18th March 2024** to **18th June 2024** at Mangalam Hospitals , Adarsh Nagar, Raja Park Jaipur.

As part of his internship, he has completed his project on “**Employee Satisfaction Survey**”.

We wish him all the best for his future endeavor.

For Mangalam Hospital




Apeksha Khandwal
Sr. HR Executive

DECLARATION BY STUDENT

I hereby declare that this dissertation titled **Employee Satisfaction Survey** is the bonafide record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished work of others has been duly acknowledged in the text.

Prashu Jain
(Signature)

Name of Student: Prashu jain

Date: September 25, 2024

CERTIFICATE

This is to certify that dissertation titled **Employees Satisfaction in Mangalam Hospital, Jaipur**. Is a record of the research work undertaken by **Prashu Jain** in partial fulfillment of the requirement for the award of the degree MBA (Hospital and Health Management) from the IIHMR University, Jaipur under my guidance and supervision and his approach to the research study has been sincere, scientific, and analytical.



Faculty Guide

IIHMR University, Jaipur

Date: 26/9/2024



School Dean

IIHMR University, Jaipur

Date:

1. Acknowledgements

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First and foremost, I want to thank IIHMR University for giving me the skills I needed to get here and for the incredible possibilities it gave me.

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ABSTRACT

Title : A Study on Employees Satisfaction in Mangalam Hospital , Jaipur

Author : Prashu Jain

Guided By : Ashish Bandhu

Background – Employee satisfaction is vital for firms. In a competitive environment, maintaining content and happy employees is crucial. Satisfied workers are more productive, committed, and considerate, benefiting both the company and its success. A company's work force is a valuable asset and has the potential to drive its achievements. Objectives – The objective of the study is to find out the factors affecting the satisfaction level among the employees of Mangalam Hospital(Rajapark). The study also tries to identify the department that is experiencing the most unhappiness so that it can be given more attention and solutions in order to raise satisfaction levels.

Methodology – The study was carried out at Mangalam Hospital(Rajapark). Responses to an online questionnaire created by the intern were gathered during a descriptive cross- sectional approach. A sample of 201 willing participants in the work force was gathered. The organizational culture, management, job profile, employee engagement, and performance management system are the five criteria of employee satisfaction that the questionnaire is built around.

Conclusion – As it is directly related to the expansion and performance of the hospital, the hospital needs to be more aware of and focused on employee happiness. It has been discovered that many elements affect satisfaction to varying degrees. As a result, the hospital needs to put more effort into raising organizational culture, management, job profiles, and performance management system.

Key Words - Employee satisfaction, Mangalam Hospital(Raja Park), Organizational Culture, Performance management system, satisfaction levels, Job satisfaction, employee engagement.

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1. List of Abbreviation

AACI	American Accreditation Commission International
PL	Paid Leave
CL	Casual Leave
SL	Sick Leave
MNC	Multinational Company
HOD	Head of Department
CAGR	Compound Annual Growth Rate
KRA	Key Result Area
PMS	Performance Management System
CSSD	Central Sterile Services Department
MRD	Medical Record Department

ABOUT MANGALAM HOSPITAL, JAIPUR

- Mangalam Hospital(rajapark) Started with 50 Bed Hospital in **2002**, later expanded to 100 Bed and Multi-Specialty Hospital in Jaipur.
- It is NABH Accredited Hospital.
- Mangalam Hospital(Rajapark) offers multi–specialty health care services, from IVF, Gynecology, Infertility, Orthopedics, Psychiatry, Gastroenterology, Laparoscopic surgeries, General Medicine, Laboratory, Physiotherapist and Pharmacy under one roof.

The Vision:

To build a world- class institute of super specialized medical care with an expert community of healthcare professionals..

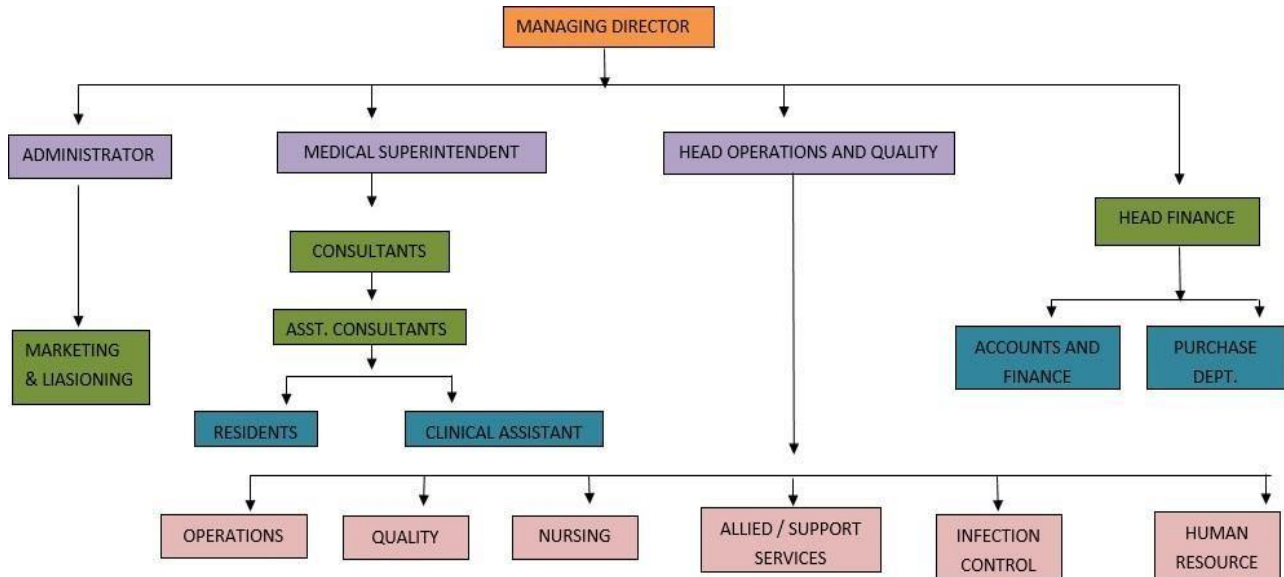
The Mission:

To provide quality healthcare that is compassionate, accessible and affordable with commitment to positive patient experience by ensuring patient centric care.

Our Value:

- 1.** Patient First- our patient first attitude keeps us motivated always.
- 2.** Integrity-Be open & honest in every step of patient care.
- 3.** Compassion-all our efforts are to make patient relaxed with compassionate care.
- 4.** Service Excellence in healthcare delivery.

SCOPE OF SERVICES



HR Policies at Mangalam Hospital

EMPLOYEE RIGHTS AND RESPONSIBILITIES	
Right to be treated with respect and dignity and without any discrimination.	Arrive at work on time
Right to register a complaint or file a grievance	Dress appropriately for work
Right to safe work place	Obey hospital rules and regulations

Right to eligible in formed leaves.	Not to discriminate or harass others at the work place
Right to seek role clarity	Avail leaves only after the approval of the HOD
Right to get salary in lieu of work done.	Wear identity cards during the duty hours
Right to know annual performance evaluation.	Immediately report work-related injuries or unto ward incidents
	Use email for official purposes only and ensure office stationery and resources are not misused.
	Maintain confidentiality of work.
	To abide by any other responsibility assigned by management from time to time.
	To abide by the break timings.

WORKING HOUR POLICY

The purpose of this policy and procedure is to define the period of time that the employee works at Mangalam Hospital(Rajapark), provide information on different shifts and their mode of operation and obtain attendance reports for the salary process. The general shift working hours at Mangalam hospital(Rajapark) are from 9:30 am to 6:00 pm with half an hour break for lunch. Three times a month employees are permitted a grace period of 10 minutes, after which every late coming will result in a deduction of ½ a day's leave or ½ day's pay.

Leave Policy

Leaves, the ineligibility, and Encashment				
Types of leave	No. of leaves per annum	Eligibility	Carry forward	Encashment
PL	21	After 6 months of joining	63	-
CL	7	After 3 months of joining	No	No
SL	7	After 3 months of joining	Yes till 21	No

Compensatory off (C/off) Comp. Off will be generated based on employees' over time done in a particular month.

Mode of Availing : Minimum number of days for availing Comp. off to be sanctioned at a time minimum of half a day after permission from his/her HOD. Encashment: No Encashment for Comp. Off Holiday Off (H/off) & Optional Off Hospital Management declares the Holiday list before the beginning of each Calendar Year. (i.e., January to December). Staff can avail of 2 Optional Holidays on the same day as per the list. Optional holiday can not be carried forward. Unused Mandatory Holiday is to be utilized within 30 days after that it will lapse.

Employee Welfare Benefits

Wedding gift –Employees who get married during their tenure service are eligible for a gift cheque or material gift worth Rs 2001/-

New born – Baby kit gift to new – born baby of employees.

Employee marriage policy

To maintain professional decorum, the Hospital discourages any marriage amongst its active employees. In case of any breach of the above, it will attract strong disciplinary action and it will lead to the separation of the less-tenured employee from the organization. The code of conduct is one of the foundations for HR policies containing the company's rules that employee needs to adhere to. The policy includes address code, electron is usage policy, conflict of interest, Employee marriage policy, proper work environment, etc. It also contains the rules and penalties if an employee breaches or violates the code of conduct.

Education Assistance Policy

Mangalam Hospital(Rajapark) firmly supports the cause of investing in the future of the employee's children and aims to provide financial assistance for the same. Eligible employee can get benefits for upto 2 children in his/her family. Eligible employee can get benefits for their children up to the 10th standard. Employee achievements are recognized and celebrated under employee engagement activities and performed every month.

A Study on Employees Satisfaction in Mangalam Hospital

Introduction

The most crucial factor and one of the main considerations for any firm is employee satisfaction. In today's environment of perpetual rivalry, it is crucial for any company to maintain employee satisfaction and contentment. A happy work force will work more productively and for longer period than one that is dissatisfied.

Employee satisfaction refers to the state of mind of an employee in which they are mentally satisfied with their job description, working environment, working culture, and management in addition to their wage structure which also involves a long-term plan to work with the same organization.

Employee Satisfaction not only makes people work more effectively, but it also makes the more considerate and committed to their jobs. One of a company's greatest assets is its work force. In addition to being your resources for running a company, they also have the potential to lead it to success.

At present, competition is always increasing. The view of employee satisfaction and the criteria for measuring it have radically altered, especially with emerging MNC and startups. The benefits and bonuses that people are meant to receive are now more well-known. The working community has heard a lot about the importance of finding a work-life balance.

Particularly since the COVID pandemic, a greater proportion of employees have turned to the work-life balance policy. They were forced to reevaluate their decisions and way of life due to free time, work-from-home policies, etc. They also came to the realization

that it is possible to combine sure time and work without off-balancing either. Better results will come from a joyful mind. Employee happiness is based on more than just

their pay and benefits; it's also influenced by how they feel about working for that company.

Every employee needs to be motivated to wake up in the morning in order to go to work, which requires a combination of the work environment and culture, interesting job descriptions, and plenty of opportunities for professional development.

It not only makes it easier for workers to show up for work, but it also makes it easier for them to work quickly and effectively, both of which have a direct bearing on the expansion and success of the company.

For any business, it is a very important factor to attain employee satisfaction. The more satisfied and content they feel the better they perform and loyal they are. They might even go the extra mile for the organization's success.

The workforce of the company suffers a loss when one employee leaves, as do the resources used to support them. In addition to that, he additionally represents the company in the marketplace. A disgruntled employee may not give a favorable assessment of the company, in contrast to a happy employee who provides positive feedback. As a result, a happy employee is very important to an organization's efforts to establish a strong brand in the market place.

When employees are provided a good amount of compensation and benefits, a clean and motivated workplace, good opportunities for career growth, and are acknowledged well for their efforts, the satisfaction rate automatically raises higher. In addition to it, a

work culture promoting a positive environment, teamwork, and good communication is another way to increase and maintain satisfaction levels.

The relationship between employee and consumer happiness is quite significant. The more satisfied a person is with his job, the more effectively he will work for the company, increasing customer happiness. Yet, there are a variety of factors that can contribute to an employee's job discontent.

The first and most crucial factor for an employee is his compensation. As a result, the salary should never be paid late. It must be delivered promptly in accordance with the employees' guarantee. He should also receive fair recompense for the extra time and effort he put in.

The relationship between the work environment and how satisfied or unsatisfied employees are also very close. The psychology of a worker may be impacted by a bad and demotivating society. One would not want to have to deal with a yelling and critical boss, insulting coworkers and goosing staff on a daily basis while also managing the duties of their job. Thus, it should be carefully taken into account in connection to employee satisfaction.

Less professional advancement and fewer opportunities would be two of the major deterrents for a worker. Considering their true potential, a person would never want to work in a low-profile profession. Employees seek out healthy challenges at working order to perform and realize their potential. Being unable to explore their potential and experience true performance demotivates the employees.

Who among us wouldn't desire to balance their job and personal lives well? Workers put in a lot of effort to earn their money so they can live happy, fulfilling lives and

satisfy their needs. In order to enjoy the satisfying life he desires, he needs a healthy work-life balance, which inspires him to work hard and with dedication. But, no matter how much money a person makes, if they have a bad work-life balance, they

will never be happy in their jobs. He can't employ the resources he gained because he doesn't have time to do so.

When an employee's needs and expectations are taken into account, he/she is very happy. A few of the key elements among them are job security, positive working relationships among coworkers, fair and prompt payment of wages, reasonable working hours, and respect and recognition for the effort they put in to their work.

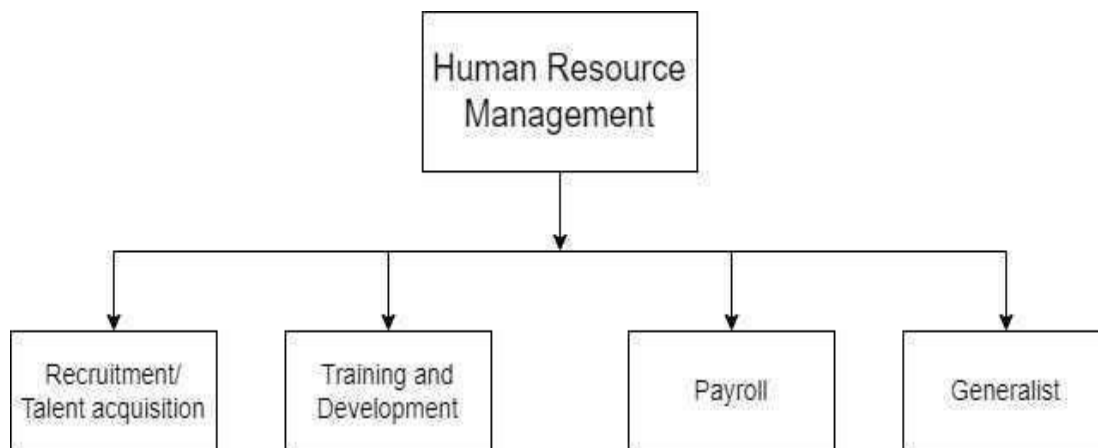
A secure job allows workers to work without worrying about losing their jobs and provides them with psychological comfort. Their desire to work harder is stimulated by flexible work schedules and acknowledgment of their efforts. Also, it is crucial to give employees a sense of security and safety while they are working for the company. Make them feel cared for and like a family by giving them that feeling. Therefore, there has to be a technique to determine the satisfaction level of the workforce now that we are aware of there as why it is essential for a company to flourish. Surveys of employee satisfaction can be useful in this situation. Employee satisfaction is only a useful and considerate technique to gauge employee satisfaction within the company.

Employee Satisfaction Surveys (ESSs) are used to determine where management falls short and what might be changed for the better. It helps with staff retention and exposes the flaws in the organization's entire structure. Along with this, it also raises employee engagement, which is crucial to human resources. Employees feel heard

and have a sense that their feed back and suggestions are important to the company as a result of employee satisfaction surveys.

Employee satisfaction survey is crucial because there are several employees in an organization that work in various departments and for various HODs. It's not necessary for everyone to be dealing with the same problems. Various individuals and different divisions face various challenges in their daily work. Consequently, a survey of

employee satisfaction aids in the differentiation of departmental satisfaction rates and the scrutiny of the data.



A BRIEF IDEA ABOUT HUMAN RESOURCES

The organization's human resources department aids in preventing staff attrition and retention. Additionally, it develops personnel policies and aid sin maintaining an orderly work flow inside the company. It aid sin both the planning and upkeep of the human workforce. Also, it facilitates communication between employees and the system and gives the work force a safe and secure working environment.

RECRUITMENT/TALENT ACQUISITION

Identification and planning of the organization's staff is the primary responsibility of the recruitment and talent acquisition team. Following that, it is their responsibility to determine the requirements and needs of the needed staff. This prompts them to conduct research and identify the ideal applicant for the position profile. The process then continues with the candidate being interviewed, placed on a shortlist, and ultimately chosen. The chosen candidate and HR then discuss salaries before the employee joins the company

TALENT ACQUISITION CYCLE

Payroll

After researching industry norms, the payroll team's responsibility is to develop the compensation breakdowns for the various positions. In order to maintain employee satisfaction, it is also their duty to ensure that the employees salaries are paid on time. Also, they are taken care of with regard to all compensation, overtime pay, penalties, etc. Along with offering the fines and benefits according to the candidate, they are directly tied to the payroll cycle. They also play a significant part in the management of employee compensation increases and the performance appraisal system.

TRAINING AND DEVELOPMENT

The purpose of training and development is to build a strategy for the hospital's on-boarding training programs. After the hiring procedure, this phase of induction and training begins. They are responsible for the organization's induction of the on boarding members to acquaint them to the benefits and policies of the organization

as well as its laws and regulations. They develop training programs, and then they assess the candidate's performance throughout the training course to show they have improved. Employee engagement activities are also carried out by the training and development department. Training and development also conduct surveys and manage employee satisfaction.

Generalist Job

A generalist's job is to oversee and preserve all of the vital records for each and every profile. They also handle the paperwork and membership process. Ultimately,

the key responsibility is to support all the processes and to keep track of all the crucial paper work and records.

Thus, these are the various roles and responsibilities of the HRD department along with handling grievances and general communications.

LITERATURE REVIEW

Humans are the most sensitive and loud creatures when it comes to their sentiments. It is common knowledge that an organization performs better when its personnel are happier. In essence, employee satisfaction aids in our ability to maintain satisfaction levels, find out the areas for improvement, and maintain the effectiveness of our projects. Therefore, maintaining a happy and pleased workforce is crucial for an organization to prosper.

Employee surveys are an essential tool for gauging job satisfaction because of the insights they reveal about workers' perspectives, priorities, and issues. This information will help employers make informed decisions about the workplace, policies, and

practices. An investment in worker happiness benefits both the business and its workers. The company's reputation, productivity, and retention rate all improve as a result.

Employee satisfaction covers a wide range of issues, from large ones like pay and management to minor ones like how they are recognized or valued. It incorporates all of them. Therefore, it indirectly promotes loyalty when we make an employee feel appreciated and like a member of the family.

According to Gopinath R, Kalpana R(2019), "Job satisfaction is one of the main interests in the field of organizational behavior and the practice of human resource management. Job satisfaction is the result of Job involvement and organizational

commitment. When employees involve in their work, satisfaction occurred. Job involvement and organizational commitment have been acting as important factors that contribute to job satisfaction."

When workers contribute meaningfully to the organization, they gain better job satisfaction and enhanced quality of life. Organizations emphasizing employee happiness stand to have tremendous, sustained success and growth over time. Respect, admiration, and care should be mutual amongst an organization and the employees to ensure long-term talent retention, an effective work environment, and growth for the organization and the employees.

According to Dhamija P. Gupta S, Bag S (2019), "the Job satisfaction of employees is one of the important prerequisites to ensure the smooth functioning of banks. The association of job satisfaction with the quality of work-life factors of bank employees followed by the essential influential relationship of these concepts with socio demographic characteristics, thereby, proving its own distinct contribution to the subsisting body of literature."

According to the article published in April 2021 by U. Suji (Department of Hospital Administration, Dr. N.G.P. Arts, and Science College) and N. Nandhini (Student, Department of Hospital Administration, Dr.N.G.P. Arts and science college), Job satisfaction is defined as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences".

Job satisfaction is influenced by a variety of factors, including timely salary payments, just remuneration for experience, appreciation, and recognition, a healthy work-life balance, a nice work environment, and a welcoming work place culture.

Employee satisfaction in the health care sector varies greatly depending on the nature of the position. Also, in the health care sector, the profession is linked to high-

stress levels and an unbalanced work-life balance, which makes employees unhappy and makes them consider quitting their jobs.

The performance rating system and patient/customer satisfaction are strongly correlated with work satisfaction and employee satisfaction. The hospital will be more satisfied and develop faster if the personnel is more satisfied. There are several factors involved in that as well, including effective communication, a welcoming atmosphere, employee engagement activities, appropriate advice and assistance, thrilling challenges, and a host of others.

As per NitiAayog, "the Indian Health care market size has been growing in both terms of revenue and employment at a CAGR of 22% since 2016, employing 4.7 million people directly. The sector was forecasted to generate 2.7 million additional jobs in India between 2017-22 over 500,000 new jobs per year."

As mentioned in are search paper on Employee Satisfaction in Healthcare Industry at the Mission Hospital Durgapur, by Vaidehi Nag (assistant professor, BHM, Paramedical college Durgapur) it is said by Hoppock, job satisfaction is the combination of psychological, physiological and environmental circumstances that causes a person to truth fully say –“I AM SATISFIED WITH MY JOB”.

Job satisfaction or as we say Employee satisfaction is the end result for an employee after working for an organization. It provides us with a quick snapshot of the employee's level of satisfaction, from which we can infer whether or not the organization's operations are running well. Also, because it is related to psychological factors, joyful thoughts come from a happy mind. This offers greater effectiveness and superior results.

“Locke gives a comprehensive definition of Job Satisfaction as involving cognitive, affective, and evaluative reactions or attitudes and states it is, a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experience”.

We may therefore gain a better understanding of how and why employee satisfaction is crucial for an organization after looking at all the factors and components that contribute to it.

LITERATURE REVIEW

Literature Review					
Sr. No.	Article Name	Authors	Year	Sample size and Technique	Salient Features
1	“A study on job satisfaction among employees in one of the multi- specialty hospital”	U.SujiN.Nandhini	2021	Simple random sampling (100)	The study focuses on displaying how important employee satisfaction is and how it varies from individual to individual. Also, it is more about an attitude than the numbers. Happy and satisfied employees leads to a successfully organisation.

2	“A Study of Job Satisfaction and Its Effect on the Performance of Employees Working in Private Sector Organizations”	Was afInay at, Muhamm ad Jahanzeb Khan	2021	Random sampling technique (180)	“This study found that job satisfaction is correlated with occupation, with medical doctors being more satisfied. There was no Significant association between job satisfaction and gender, qualification, family system, or marital status. The study concluded that satisfied employees perform better and suggests
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					organizations consider job satisfaction to improve performance.” (6)
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3	“Correlation between Employee Performance, Well- Being, Job Satisfaction, and Life Satisfaction in Sedentary Jobs in Slovenian Enterprises” (7)	Zinka Kos ec Stella Sekulic Susan Wilson-Gahnen Katja	2022	Mixed-methods research design (120)	“The purpose of this study was to explore the relationship between employees’ work performance and their well-being, job satisfaction, and life satisfaction in sedentary jobs. The study found that job satisfaction and life satisfaction have a greater impact on work performance in sedentary jobs compared to employee well-
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		Rostohar MatejTusak Marta Bon			being. It also revealed that being unwell is still perceived as a weakness, causing some employees to refuse to participate in well- being activities. The study suggests further research on the effect of organizational climate on work performance in sedentary jobs.”(7)
4	“Effect of Management Factor on Employee Job Satisfaction: An Application in	Nagihan Yildiz Tepret	2015	“Ekvall and Argonne Leadership scale” (202)	Study on how to management approach and leadership style impact jobsatisfaction in telecom sector

	Telecommunic ation Sector”(8)				relationship between leadership styles and job satisfaction. Production-oriented leadership had highest impact on intrinsic satisfaction, while transformational oriented leadership had highest impact on extrinsic satisfaction. All leadership styles had positive influence on job satisfaction, with employees perceiving their supervisors as mostly production oriented."(8)
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5	“Effects of office environment on employee satisfaction”	Solange Leder Guy R. Newsha m Jennifer A. Veitch	2016	Mixed-methods research design	“Two field studies examined the impact of office environment parameters on environmental and job satisfaction. The studies focused on open-plan and private offices in conventional and green buildings. Results showed
		Sandra Mancini Kate E. Charles			Work station size and office type were important factors for satisfaction with acoustics and privacy. Window access and glare conditions affected satisfaction with lighting, while

					pollutant Concentration affected satisfaction with ventilation and temperature. Employees in green buildings reported higher environmental satisfaction, while job satisfaction was affected by pollutant on centration and office type." (9)
6	"Factors affecting job satisfaction"	Moh. Sutoro	2020	Quantitative Methods Simple Randomized Technique	"The study examines the factors that influence teacher performance through job satisfaction. The results show that motivation, work culture, and low

					stress levels have a significant impact on teacher performance. A positive work culture and low stress levels can positively affect a teacher's behavior and work morale, leading to better job satisfaction. Therefore, institutions should consider these nonphysical factors and adopt a humanitarian approach to human resource Management.” (10)
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7	“Impact of Working Environment on Job Satisfaction”	Abdul Raziq RaheelaMaulabakhs h	2015	Simple random sampling (210)	“This paper aims to investigate how the working environment affects employee job satisfaction. The results suggest that involving employees in decision making, providing flexible working hours, reducing workloads, and promoting team work.
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METHODOLOGY

Study Area – **Mangalam Hospital,Rajapark, Jaipur**

Study Design : **Descriptive cross sectional study design**

Study Duration :18 March 2024 to 18 June 2024

Method of Data Collection :**Self-created Questionnaire.**

Sampling Criteria : Convenience Sampling

Sample Size – 201

Study Respondents -in the clinical, non- and Employees working clinical, administrative departments

that included,

1. Human Resources
2. Communications
3. Academics
4. Marketing
5. Supply Chain and Purchase
6. IT
7. MRD
8. Bio-medical engineering
9. Accounts and Billing
10. Admissions
11. Operation Executives
12. Nursing
13. Radiology and Imaging
14. Ophthalmology
15. Dermatology
16. Pathology/Microbiology
17. Facility Department

INCLUSION CRITERIA

All the active employees working currently in the organization. Employees working the shift of 9:30 am to 6:00 pm. Employees voluntarily participating in the study.

EXCLUSION CRITERIA

Contract- based employees.

Employees serving the notice period.

Employees working in shift post 6:00 pm.

RESEARCH QUESTION OF THE STUDY

What are the factors affecting employee satisfaction in the Mangalam Hospital?

OBJECTIVES OF THE STUDY

To Find the level of employee satisfaction in the Mangalam Hospital (Raja Park).

STEPS FOR THE COLLECTION OF DATA

A self-made questionnaire was formed on Microsoft Forms.

The link was shared in the common staff groups.

To get responses, a QR code was printed and personally distributed to each study participants.

Steps Involved in the Formation of the Questionnaire.

The questionnaire was discussed and prepared under the guidance of the Chief Human Resources Officer.

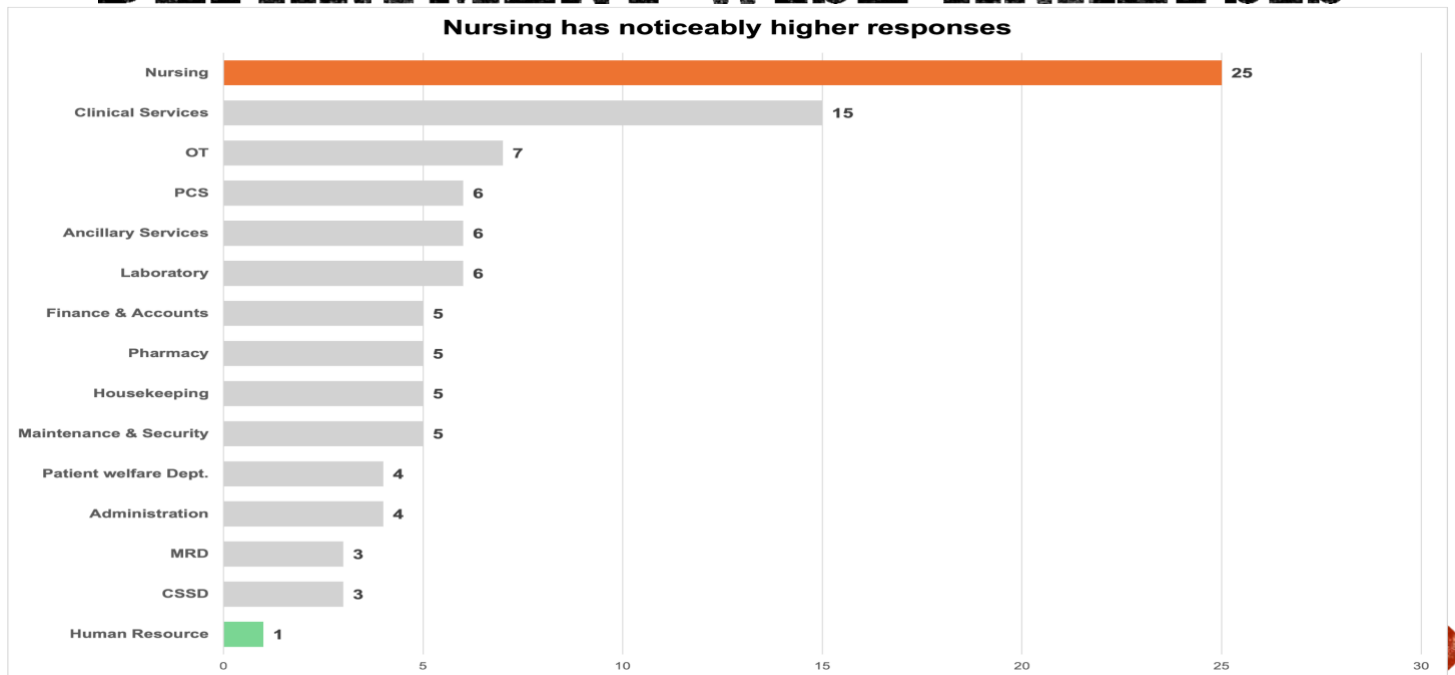
A self-made questionnaire was formed for the evaluation of employee satisfaction.

The form was categorized into three sub groups Clinical, Non-clinical, and Administration Staff.

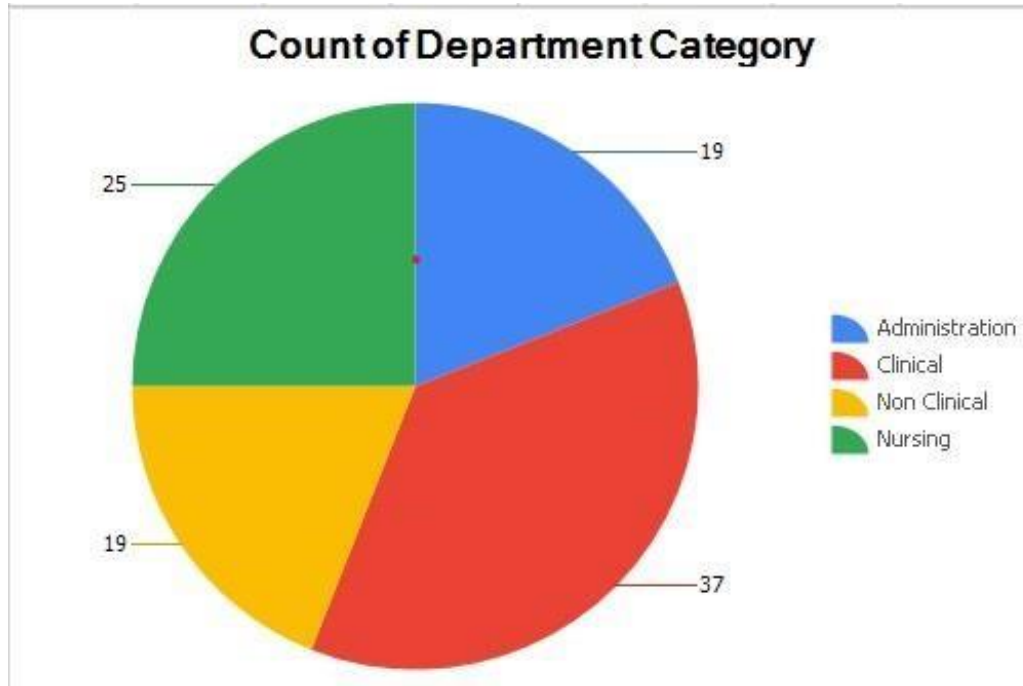
RESULT ANALYSIS AND DISCUSSION

- To gauge and grade the level of employee satisfaction and comprehend how that element affected it, five options were given for each subsequent question.
- Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree.
- Data was exported to MS Excel for analysis purposes.
- A scoring scale was designed to distinguish and understand the results better.

DEPARTMENT WISE ANALYSIS



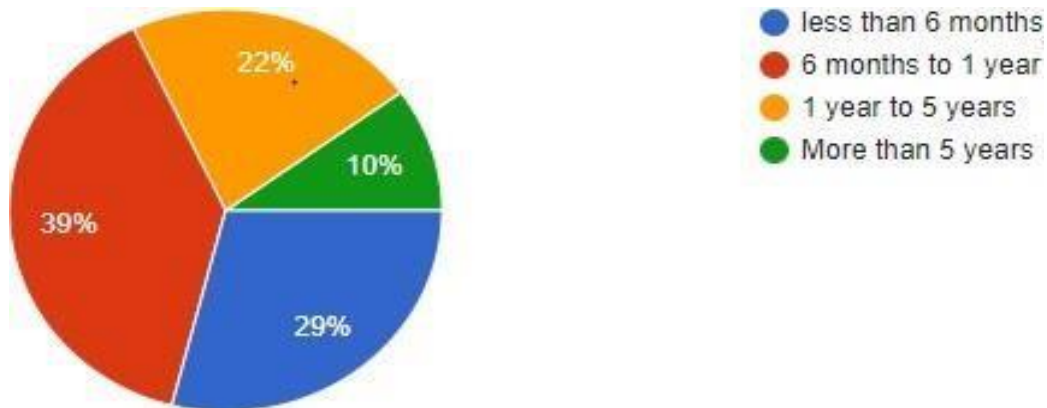
DEPARTMENT CATEGORY ANALYSIS



➤ DEPARTMENT CATEGORY ANALYSIS

- Administration – 19%
- Clinical- 37%
- Non clinical- 19%
- Nursing-25%

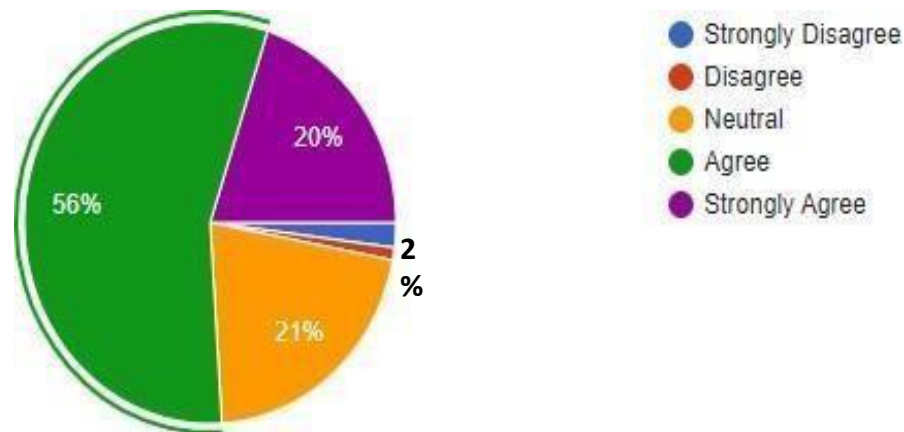
HOW LONG YOU HAVE BEEN PART OF THIS ORGANIZATION?



➤ HOW LONG YOU HAVE BEEN PART OF THIS ORGANISATION?

- Less than 6 month - 29%
- 6 months to 1 year - 39%
- 1 year to 5 year - 22%
- More than 5 year – 10%

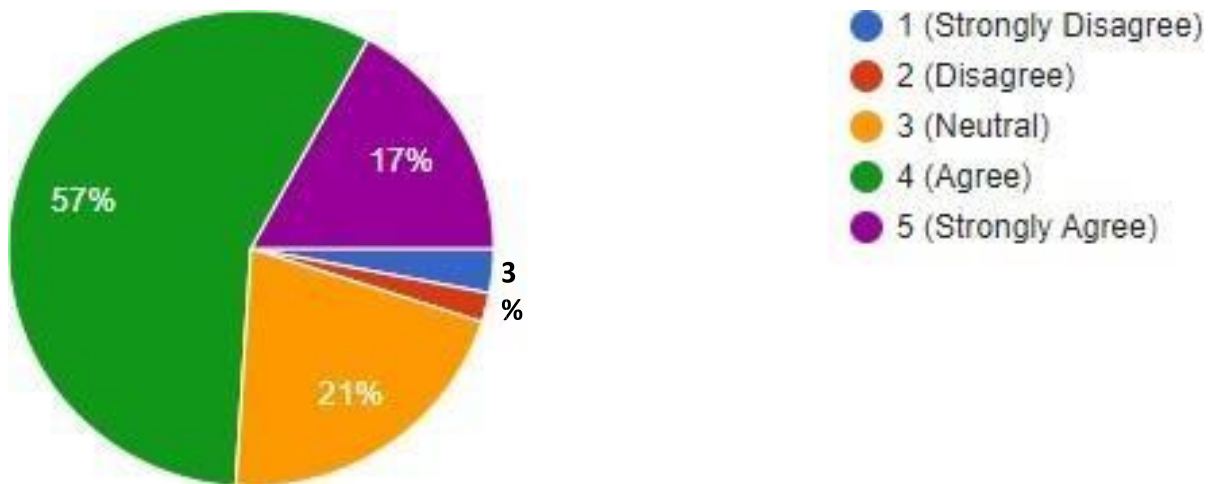
IS THE ORGANIZATIONAL WORKING CULTURE MOTIVATIONAL TO YOU?



IS THE ORGANISATIONAL WORKING CULTURE MOTIVATIONAL TO YOU?

- Strongly disagree- 2%
- Neutral-21%
- Agree-56%
- Strongly agree-20%

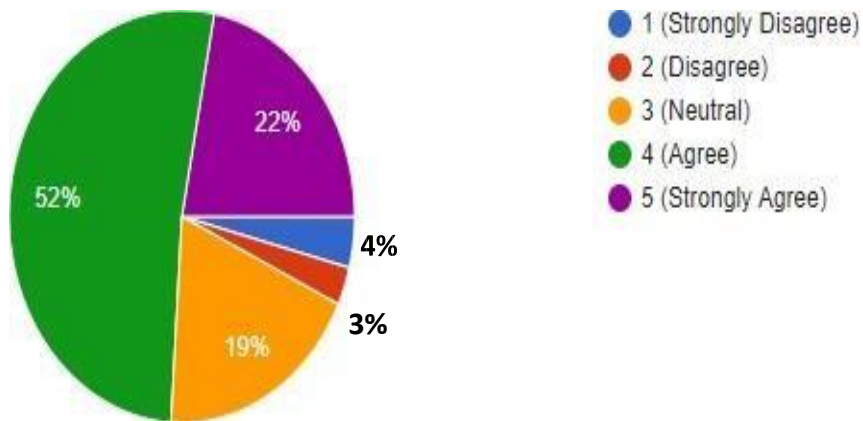
DO YOU FEEL VALUED AND APPRECIATED IN THE



DO YOU FEEL VALUED AND APPRECIATED IN THE COMPANY?

- 1 Strongly disagree- 3%
- 2 disagree- 2%
- 3 Neutral- 21%
- 4 Agree-57%
- 5 Strongly agree-17%

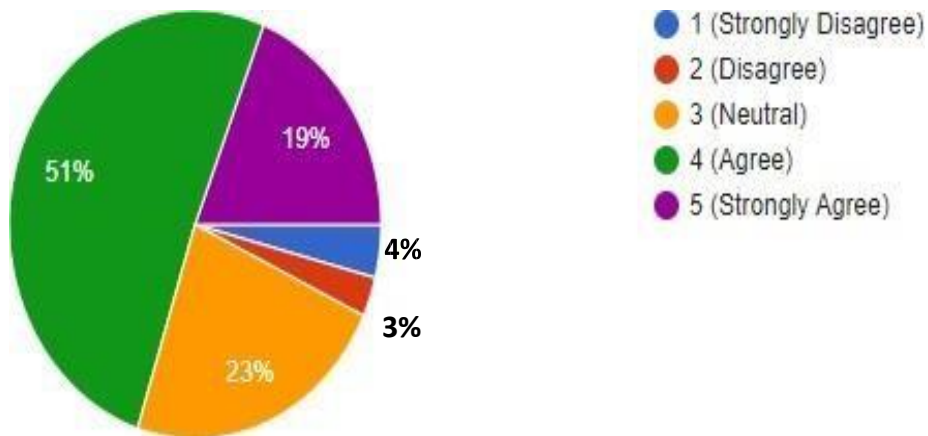
Are you satisfied with the roles and responsibilities of your profile?



Are you satisfied with the roles and responsibilities of your profile?

- 1 Strongly disagree- 4%
- 2 disagree- 3%
- 3 Neutral- 19%
- 4 Agree-52%
- 5 Strongly agree-22%

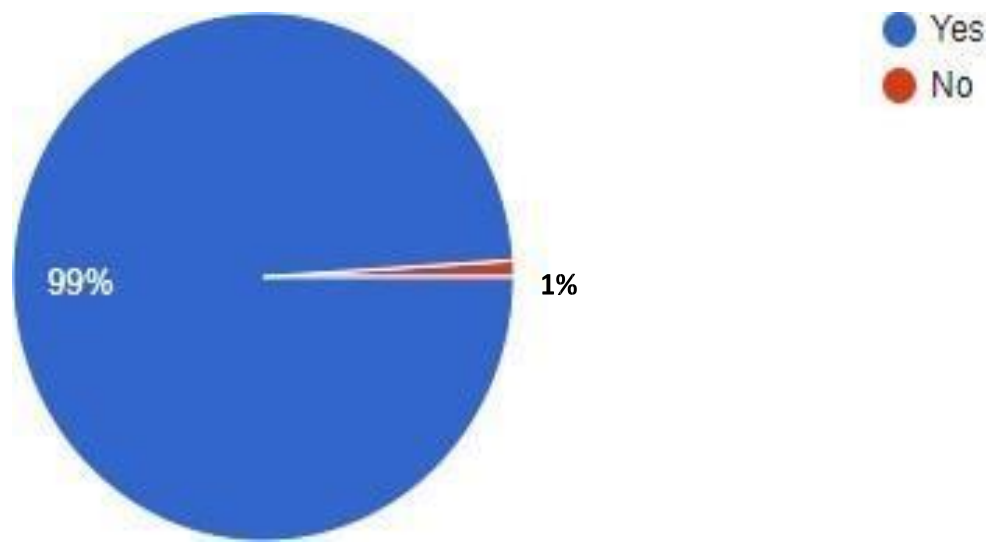
Is your contribution towards work valued by management timely



Is your contribution towards work valued by management timely

- 1 Strongly disagree- 4%
- 2 disagree- 3%
- 3 Neutral- 23%
- 4 Agree-51%
- 5 Strongly agree-19%

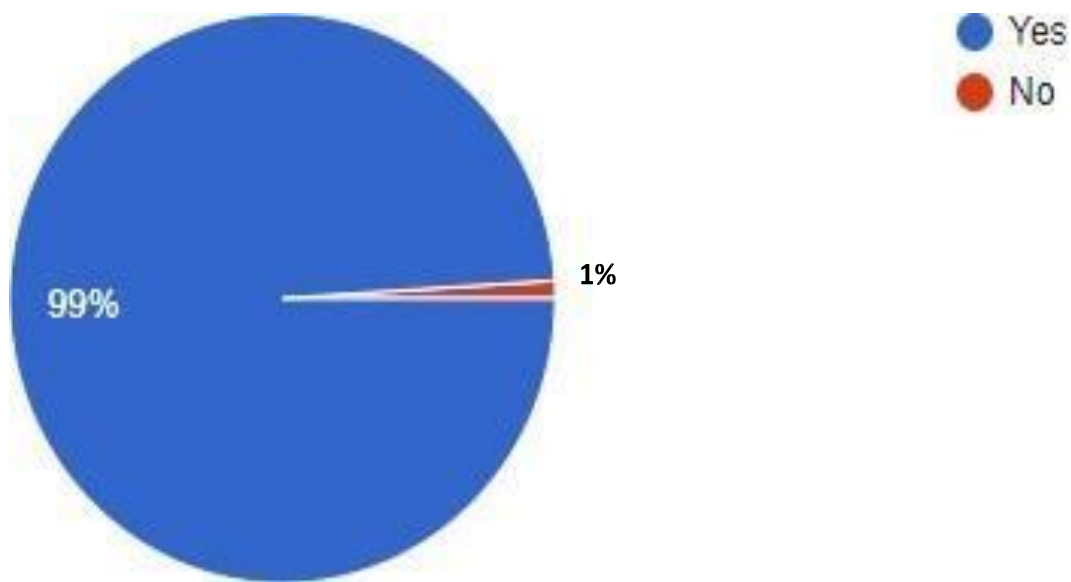
Do you often participate in employee engagement activities?



Do you often participate in employee engagement activities?

- Yes-99%
- No-1%

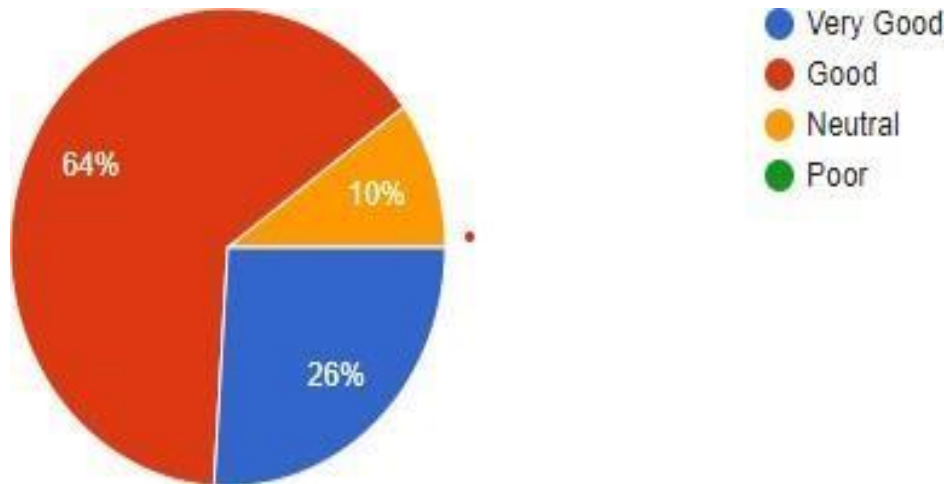
Are you satisfied with the employee engagement activities happening in the organisation



Are you satisfied with the employee engagement activities happening in the organisation

- Yes-99%
- No-1%

How would you rate the level of teamwork and collaboration within your department and across different department?



How would you rate the level of teamwork and collaboration within your department and across different department?

- Very good-26%
- Good-64%
- Neutral-10%
- Poor-

Would you recommend this organization as a good place to work?



Would you recommend this organization as a good place to work?

- Yes- 100%
- No- 0%

Feedback (Issues Faced)

- Lack of outdoor activities
- Lack of coordination between HOD and employees
- Salaries issues
- Lack of coordination between colleague
- Lack of employee benefit
- Absence of Food and beverages

Suggestions

- We should conduct team building activities.
- We can promote fun Friday activities
- We can conduct also monthly appreciation like best department, best employee, star employee
- We can conduct annual employee
- Engagement training program.
- We can start pantry services for staff.
- We can adopt annual appreciation for employees.
- We can display sign boards showing female safety and can set up female prominent areas.

CONCLUSION

- Every organization is unique, and every one of its personnel is distinct. But the outcomes may definitely be attained with consistency and the right efforts.
- Job profile and Employee Engagement are performing well.
- The factors Organization's culture (especially effective communication), management, and performance management system need quite an improvement.

Overall,

- 22% of employees are highly satisfied.
- 52% of employees are satisfied.
- 19% of employees have neutral responses.
- 7% of employees are unsatisfied

SURVEY QUESTIONS

- EMPLOYEE NAME
- EMPLOYEE ID. NO.
- DEPARTMENT NAME
- How long you have been part of this organization?
- Is the organizational working culture motivational to you?
- Do you feel valued and appreciated in the Organization?
- Are you satisfied with the roles and responsibilities of your profile?
- Is your contribution towards work valued by management timely?
- Do you often participate in employee engagement activities?
- Are you satisfied with the employee engagement activities happening in the organization?
- How would you rate the level of teamwork and collaboration within your department and across different departments?
- Would you recommend this organization as a good place to work?

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