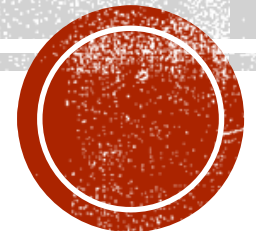


EMPLOYEE SATISFACTION SURVEY



Mangalam
Hospital



SUBMITTED BY:-

PRASHU JAIN

SUBMITTED TO:

APEKSHA KHANDELWAL

(SR. HR EXECUTIVE)

ABOUT MANGALAM HOSPITAL, JAIPUR

- Mangalam Hospital 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 offers multi-specialty health care services, from IVF, Gynecology, Infertility, Orthopedics, Psychiatry, Gastroenterology, Laparoscopic surgeries, General Medicine, Laboratory, Physiotherapist and Pharmacy under one roof.



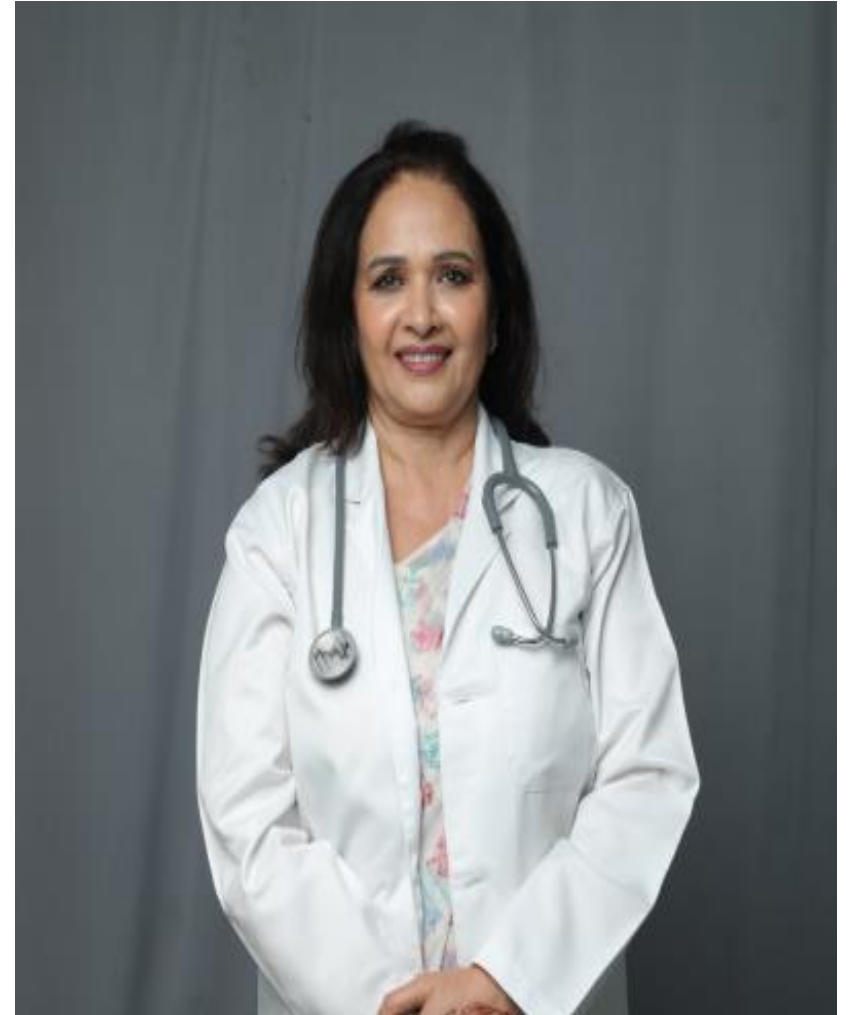
OUR FOUNDER AND MANAGING DIRECTOR DR. ANJU MATHUR

- **Medical Education:-**

- MBBS & MS.(Obs. & Gynae) from S.M.S Medical College, Jaipur

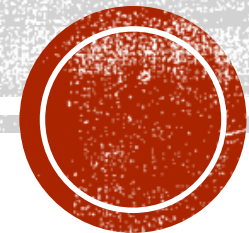
- **Worked As:-**

- Worked with different hospitals in the dept. of Obs & Gynaecology.



Medical Superintendent	Dr. Somya Mathur
Head operations & Quality	Dr. Heena Kausar
HR	Ms. Apeksha Khandelwal
Head Finance	Mr. Rambabu
Facility Manager	Ms. Jyoti Jhangiani
Assistant Nursing Superintendent	Mr Narendra Singh
RSO	Dr Vikash Kumar Joshi
ICN	Mr. Narendra Singh

KEY PERSONS:



The Vision:

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

The Mission:

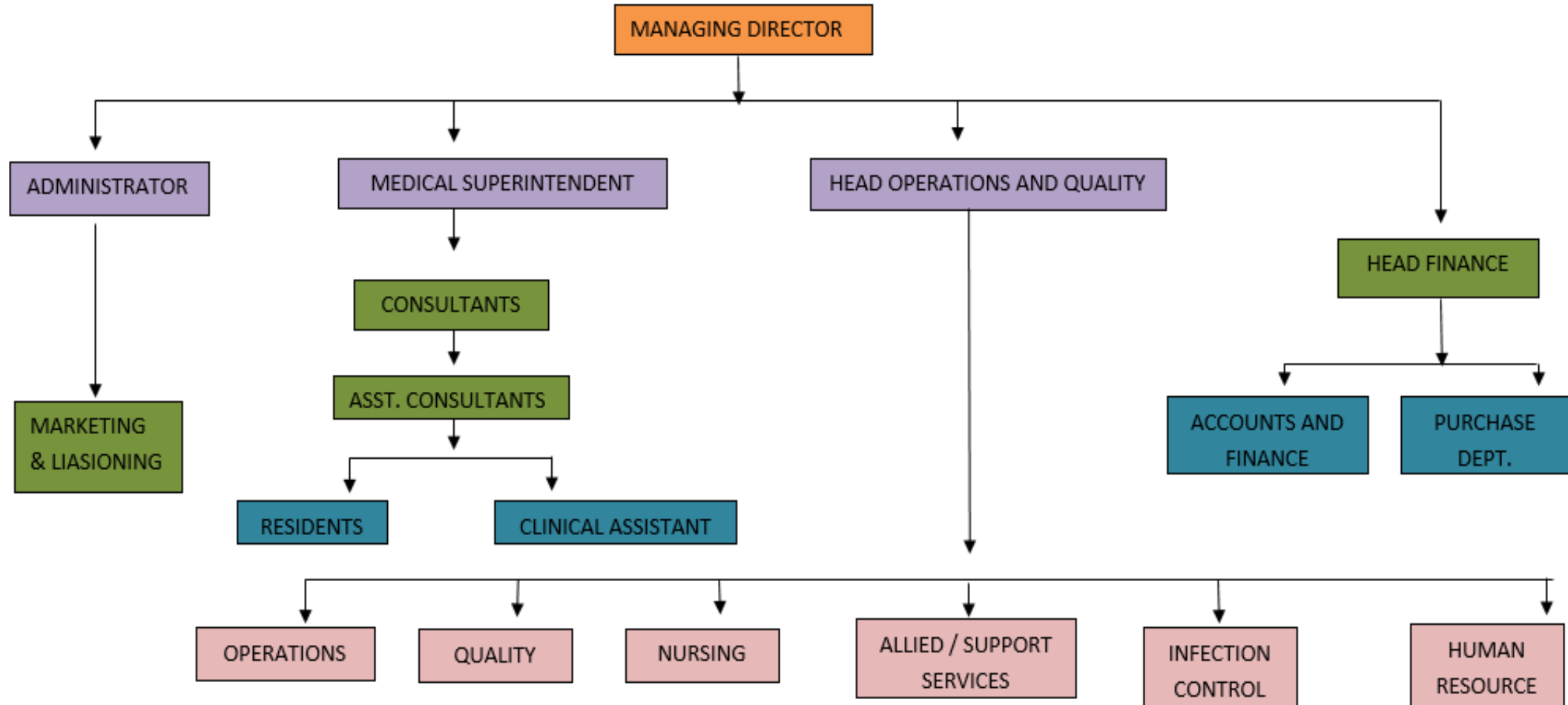
To provide quality healthcare that is compassionate, accessible and affordable with commitment to positive patient experience by ensuring patient-centric care.

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.***



ORGANOGRAM OF ORGANISATION



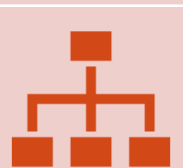
INTRODUCTION OF STUDY



Aristotle said that "Pleasure in the job brings perfection in the work," which clearly implies that a person who is happy and content with his or her work will provide the best outcomes.



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.



One of a company's greatest assets is its workforce. Employee Satisfaction not only makes people work more effectively, but it also makes them more considerate and committed to their jobs.



It's one of the highest priorities of any company, as 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.



STUDY OBJECTIVES

1

To become aware of the various factors and components essential to employee satisfaction.

2

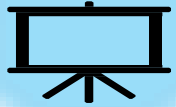
To ascertain the level of employee satisfaction in various departments

3

To become aware of the various factors and components essential to employee satisfaction.



RESEARCH METHODOLOGY



STUDY DESIGN DESCRIPTIVE
CROSS-SECTIONAL STUDY DESIGN



Sample Size
100 responses



Sampling Technique
Convenience Sampling



Study Population
All staff of the hospital from administrative,
clinical and non-clinical



QUESTIONNAIRE

- 1. The form is categorized into three subgroups Clinical, Non-clinical, and Administration Staff.**
- 2. The questionnaire focuses on 15 questions (exclusion of private details).**
- 3. The 15 questions further are designed based on 5 parameters which are:- Organizational Culture,
▪ Management, Job Profile, Employee Engagement & Performance Management System.**
- 5. One open end question regarding personal feedback and suggestions.**
- 6. The employee's id or name was not revealed anywhere as the survey was kept anonymous based.**
- 7. The data is kept confidential and is used only for dissertation purposes. A self-made questionnaire is formed for the evaluation of employee satisfaction.**



SURVEY QUESTIONS

[Click here to open Google Forms](#)

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



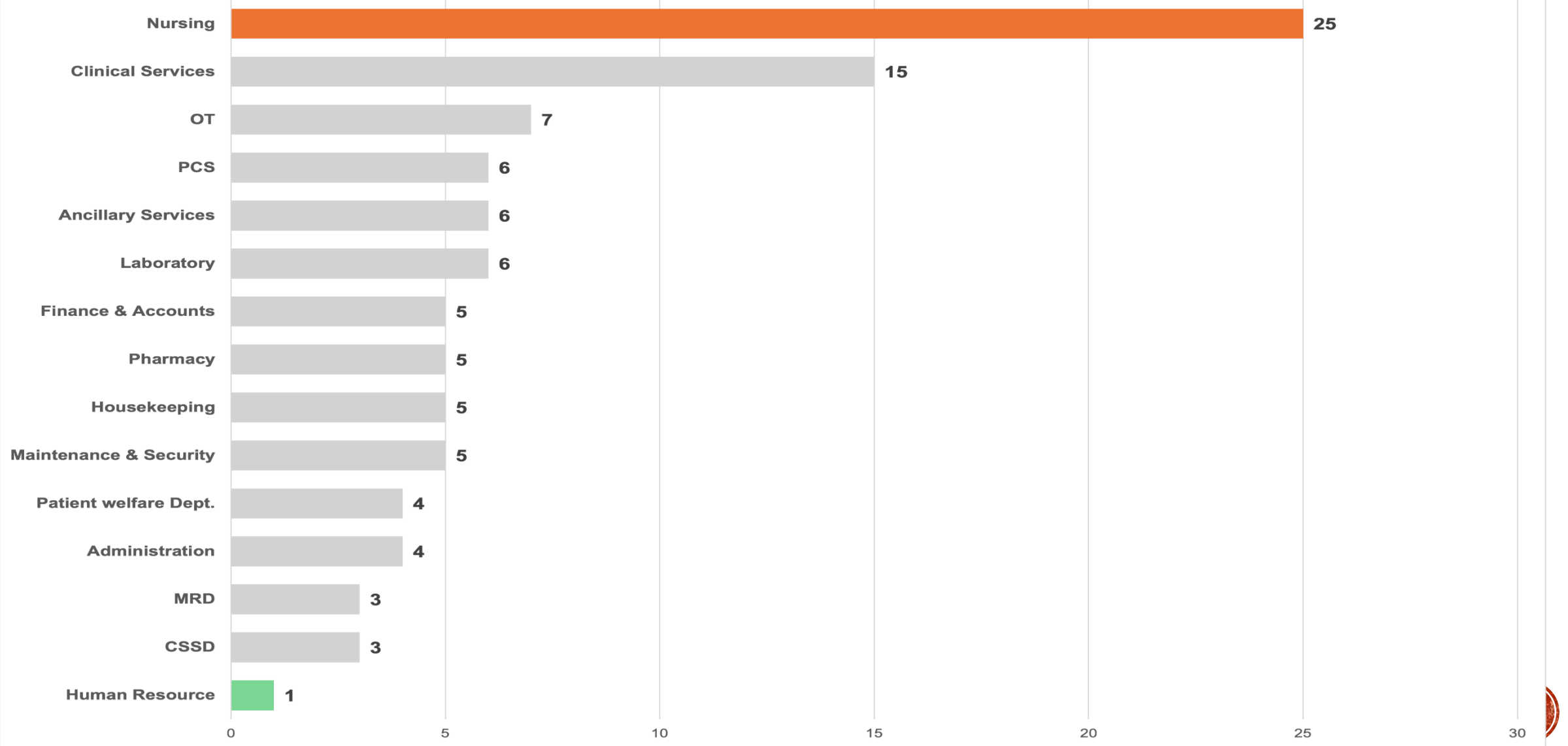
RESULT ANALYSIS AND DISCUSSION

- 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.

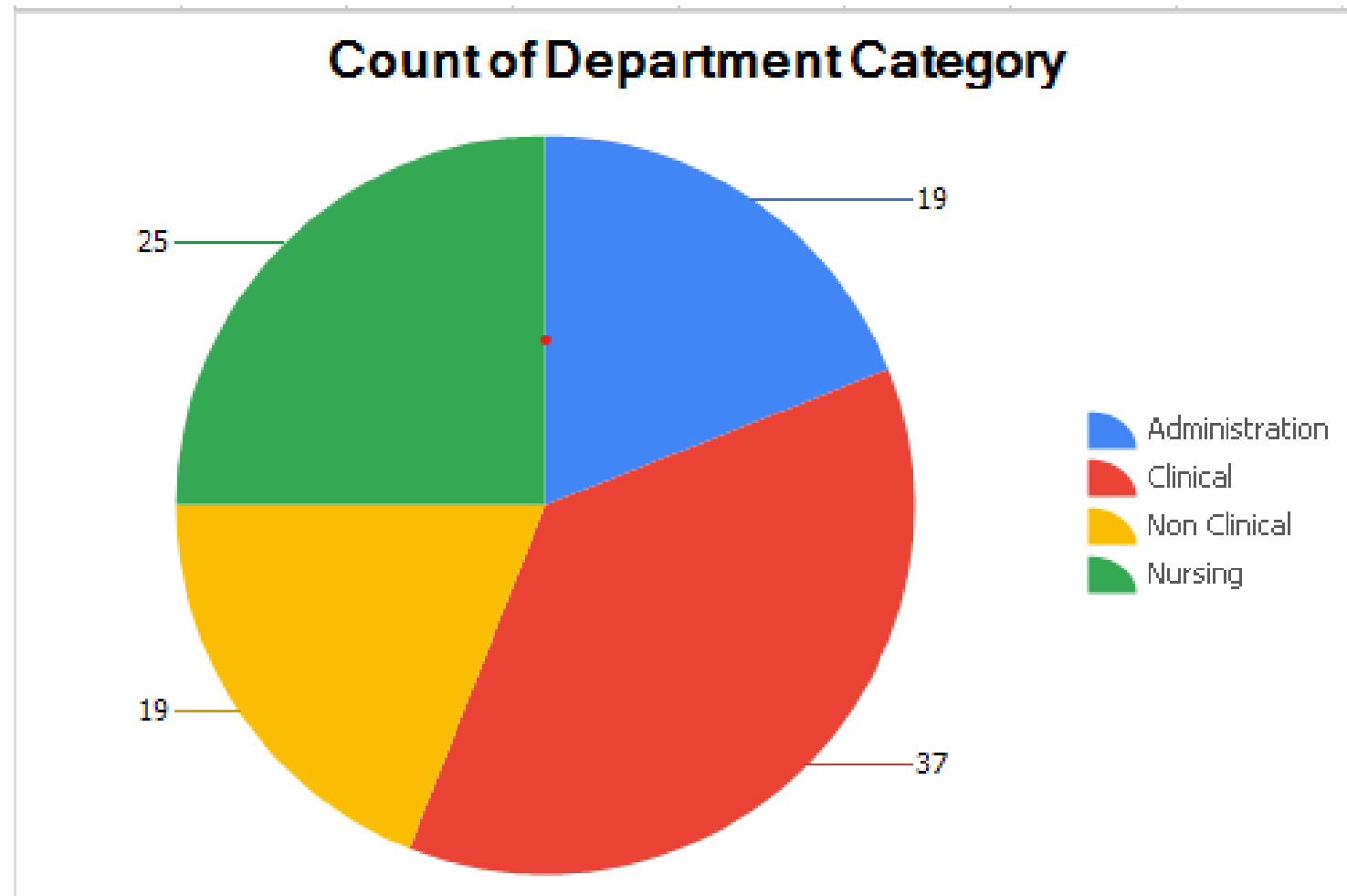


DEPARTMENT WISE ANALYSIS

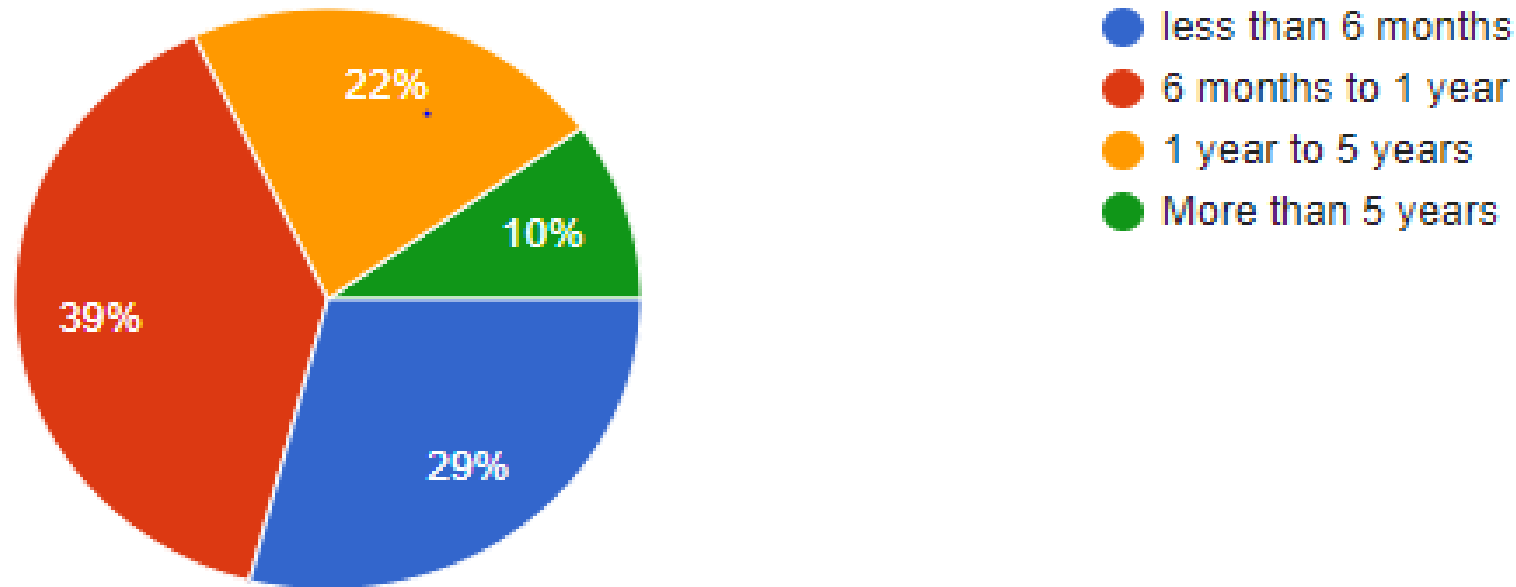
Nursing has noticeably higher responses



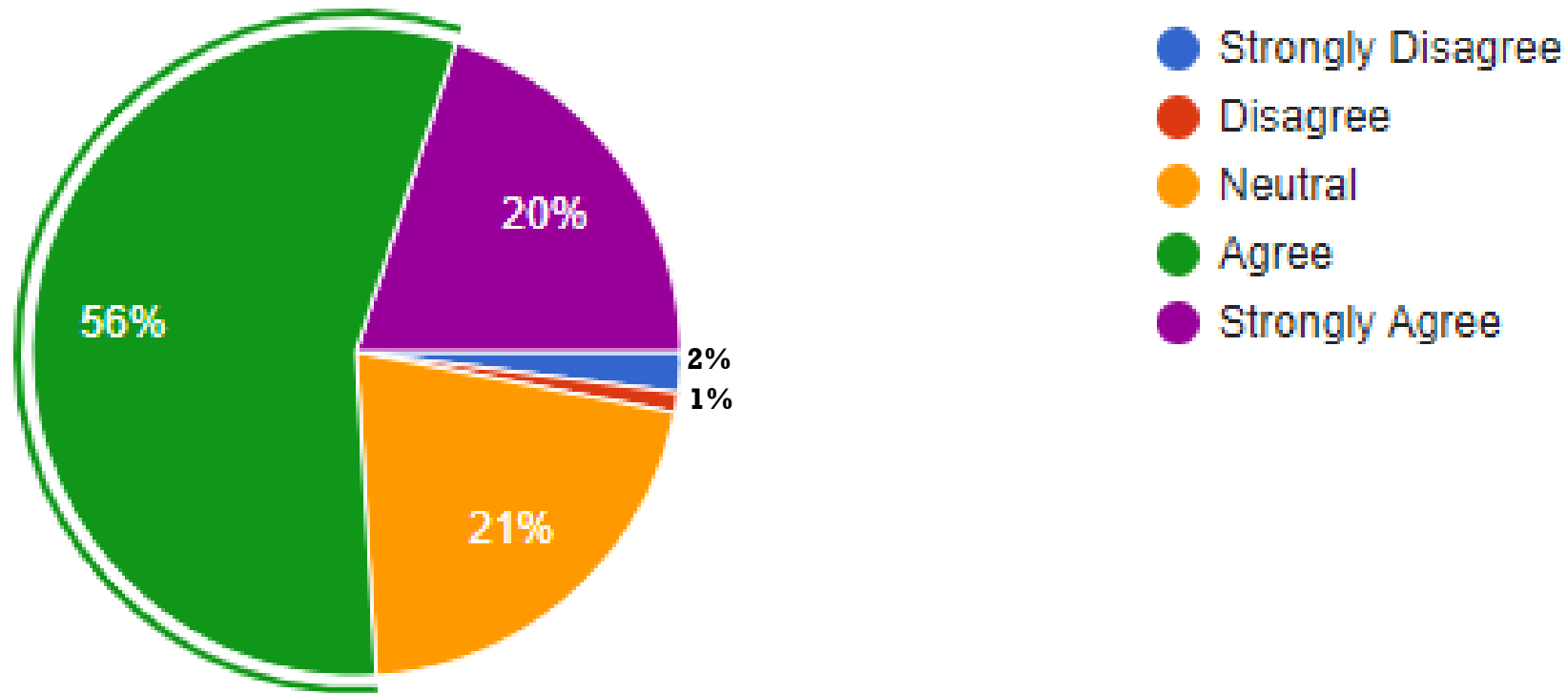
DEPARTMENT CATEGORY ANALYSIS



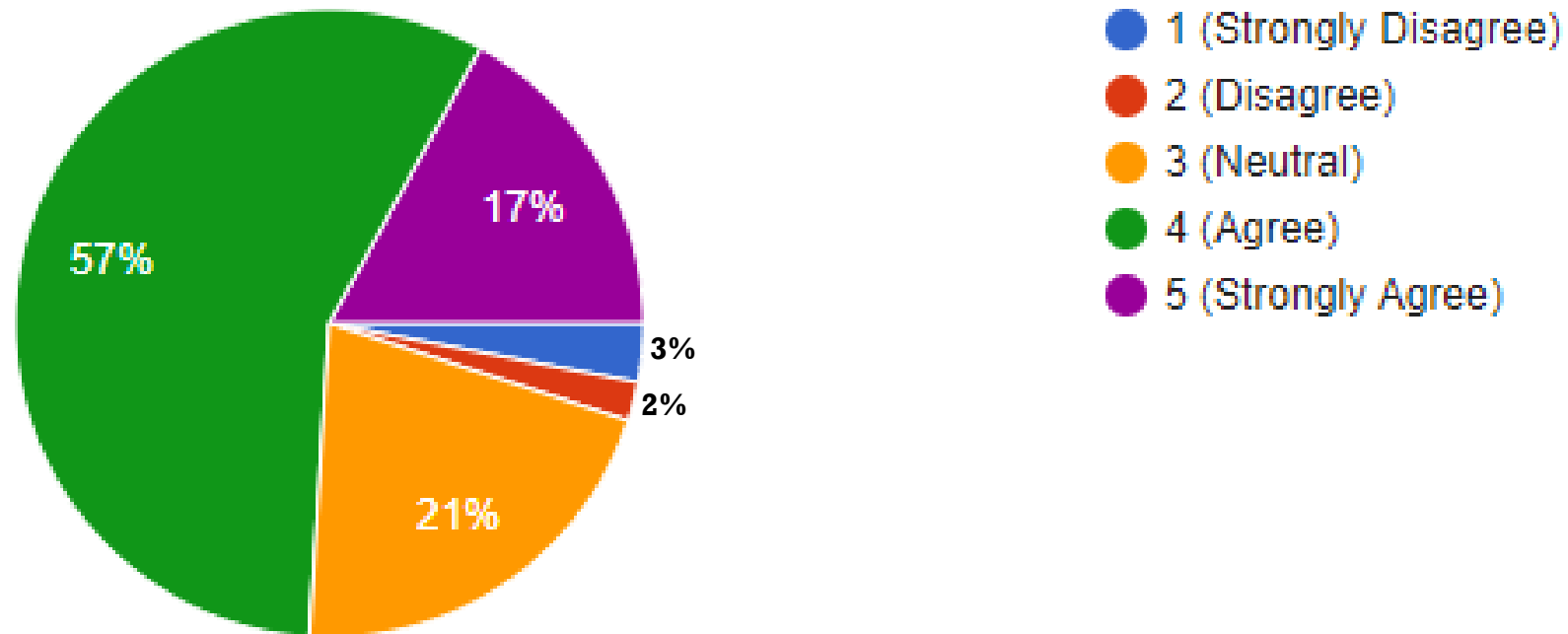
HOW LONG YOU HAVE BEEN PART OF THIS ORGANIZATION?



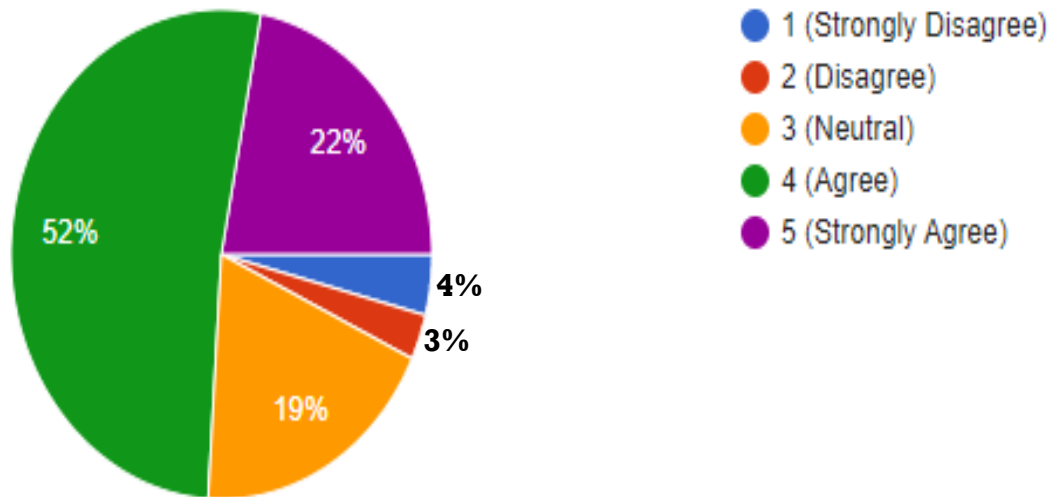
IS THE ORGANIZATIONAL WORKING CULTURE MOTIVATIONAL TO YOU?



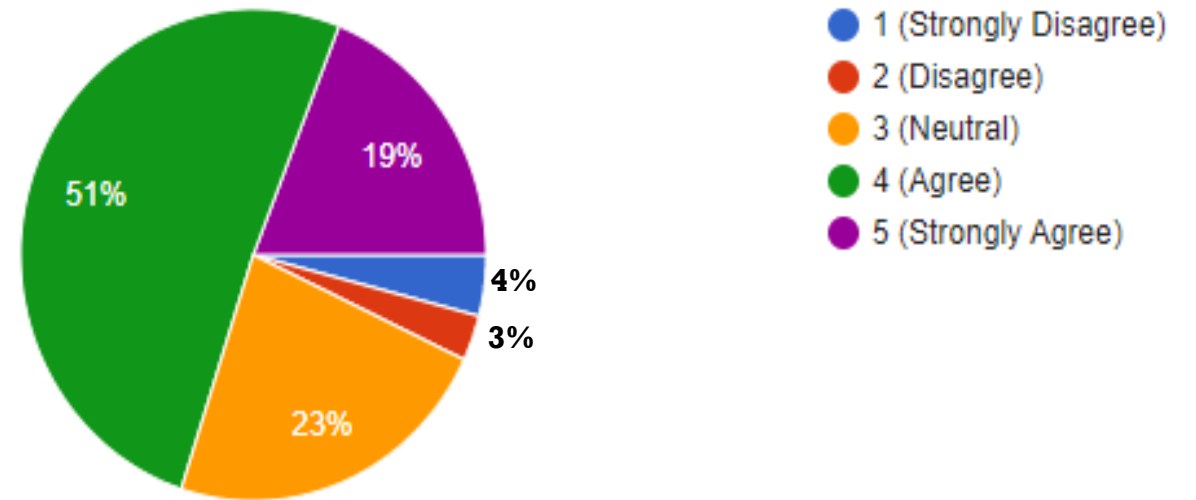
DO YOU FEEL VALUED AND APPRECIATED IN THE ORGANISATION?



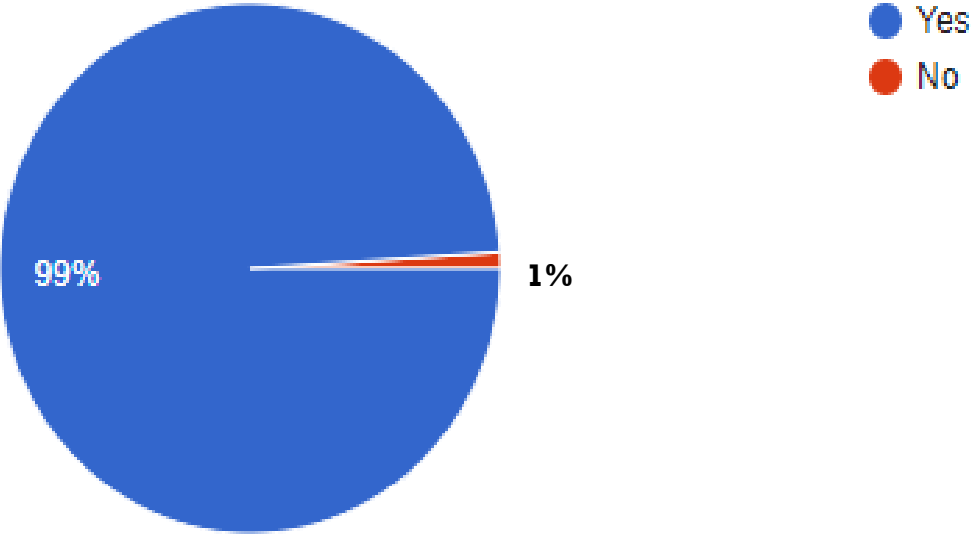
Are you satisfied with the roles and responsibilities of your profile ?



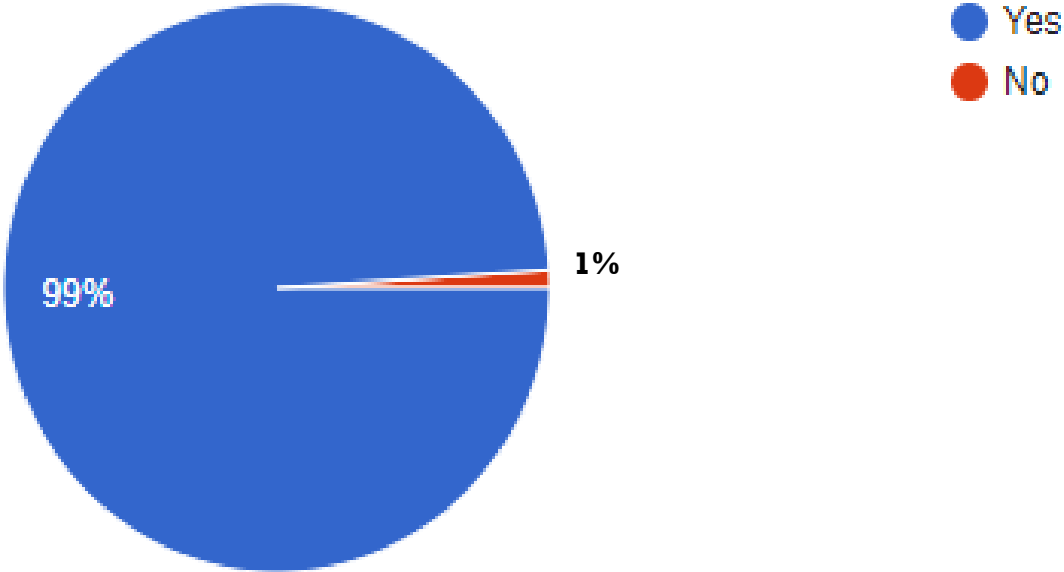
Is your contribution towards work valued by management timely



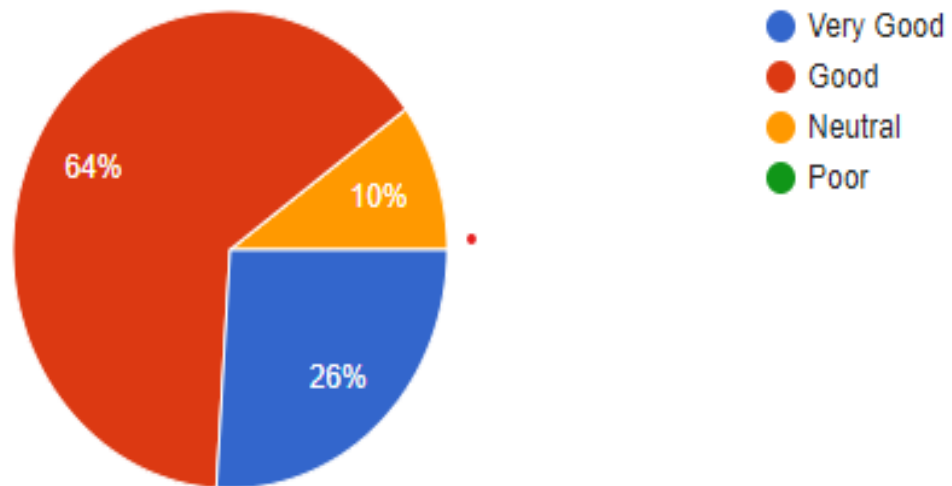
Do you often participate in employee engagement activities



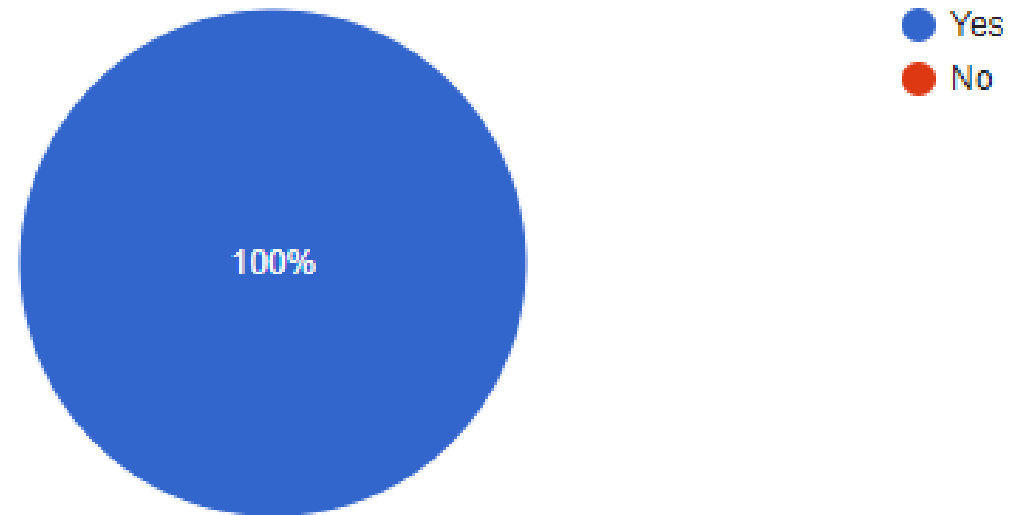
Are you satisfied with the employee engagement activities happening in the organisation



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



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



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 programmes.
- 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.
- We should start open house activities



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





THANK YOU