

## A STUDY ON REWARDS AND RECOGNITION IN A MULTI-SPECIALITY HOSPITAL

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**ABSTRACT-** Recognising an employee's efforts at work is crucial, but it is also insufficient to inspire them to continue working for the company. As a result, employees should also get rewards. Depending on their performance and experience, the awards could be both monetary and non-monetary. This study identifies what employees expect from rewards and recognition programmes and makes recommendations for ways to make them better for the hospital.

**KEYWORDS:** Reward Systems, Employee Appreciation, Hospital Staff, Employee Motivation, and Employee Satisfaction.

### I.INTRODUCTION

The department of human resource management is responsible for handling employee documentation, welfare, hiring, payroll, and other requirements that employees have within the company. A multispecialty hospital's human resources department has challenges since the hospital is a service-oriented business that places a premium on providing excellent employee care. It is challenging to strike a balance between patients and human resources at the same time because in any hospital, patients come first. At some point, human resource management will become unbalanced because of the patient or the staff.

In a multi-specialty hospital, it is crucial to establish effective human resource management and human resource policies in order to balance employees and patients and to inspire employees to provide care for patients. The Among the staff members in a multi-specialty hospital are:

- Doctors
- Nurses
- Paramedical staffs
- clinical staffs
- Non-clinical staffs
- Management staffs

All the employees in the hospital are managed by Human Resource Management, which has updated and strong policies towards employees as well as the organisation. This study is to identify the employee expectations that motivate employees to do service to the patient who comes to the hospital.



## OBJECTIVE OF THE STUDY

- To find the employee expectation for rewards and recognition in a multi-specialty hospital
- To find employee motivation and satisfaction towards the hospital rewards and recognition programme
- To suggest ideas to improve hospital rewards and recognition programmes

## II.LITERATURE REVIEW

1. According to C.M. Senanayake, The work commitment of nurses comes from the intrinsic motivation of intrinsic rewards, which are given by the respective managers, which helps the staff efficiently care for the patients journal
2. According to Fotis Kitsios, the hospital management should improve the climate and positive relationships among employees to improve the level of employee performance in the hospital.
3. According to Marlene Karam, interpersonal communication and information transfer emerged as activities that supported other activities. contribution to care coordination efforts for patients with complex needs as well as critical components that should be present in every care coordination.

## III.RESEARCH METHODOLOGY

### 1. RESEARCH DESIGN AND METHODOLOGY

Descriptive research was the method employed in this investigation. Primary data from the staff were gathered for this study through a questionnaire.

### 2. Sample Design and Technique

An established strategy for selecting a sample from the population is known as a sample design. Population The whole staff at Any Multi-Speciality Hospital in Bangalore made up the target population. Size of sample: 151 Due to convenience and time constraints, the sample size of 600 (primary data) is the genuine representative sample of the population. Simple random sampling was the method adopted for the current study. In this study, a straightforward percentage analysis is employed.

PERCENTAGE OF RESPONDENTS=NUMBER OF RESPONDENTS \* 100 TOTAL RESPONDENTS  
JURISDICTION OF STUDY

### 3. Period of Study

The period of study was from January 2023 to March 2023.



#### IV.ANALYSIS AND INTERPRETATION

##### 4.1 OVERALL EMPLOYEE RESPONDENTS

SL.NO	Rewards and Recognition in Hospital	EMPLOYEE RESPONDANT	TOTAL NUMBER	PERCENTAGE
1.	<b>It is important for you to be recognised for your work.</b>	Strongly agree	79	53.4
2.	<b>Have you been recognised for your work in your department and the hospital?</b>	Yes	83	56.1%
3.	<b>I am satisfied with my department's and hospital's recognition programmes.</b>	Agree	75	50.7%
4.	<b>By whom would you prefer to be recognised?</b>	Manager	47	32%
5.	<b>By what performance do you want to be recognised?</b>	Performance and skill	66	44.6%
6.	<b>Does the nature of your job allow you to be recognised?</b>	Yes	104	70.7%
7.	<b>I am motivated by the hospital rewards and recognition programmes.</b>	Agree	77	52%
8.	<b>How do you know about hospital rewards and recognition programmes?</b>	HR	59	39.9%
9.	<b>Which type of reward do you prefer?</b>	Monetary and both	65	44.2%



10.	<b>How long have you been working in the hospital?</b>	below 1 year	65	43.2%
11.	<b>When did you receive your last reward?</b>	Within 6 months	75	55.1%
12.	<b>My supervisor cares for me as a team member.</b>	Agree	74	50.3%
13.	<b>I am getting support and guidance from your superior to get rewards.</b>	Agree	72	49%
14.	<b>I am satisfied with the rewards and recognition of your hospital programmes.</b>	Agree	70	47.6%

## INTERPRETATION

- The employee's opinion that they have to be recognized in multi-speciality hospital in Bangalore which indicates, 53.4 % of employees strongly agrees to be recognized for their work in the hospital
- 56.1 % said that they got their reorganization in their department and the hospital
- The employee's opinion that they are satisfied with their department and hospital, 50.7% of employees agreed that they were satisfied with their work and hospital
- 47% of employees wants their manager to recognize their efforts in the hospital
- 44.6 % of the employees expected to be recognized for their Performance and skills in the Hospital works
- 70.7 % of the employees said that their Nature of Jobs allow them to be Recognized in the Hospital
- 52% of the employees agrees that they are motivated by the Hospital Rewards and Recognition system
- 39.9 % of the employees came to know about their Hospital Reward and Recognition program through HR
- 44.2 % of employees prefers both monetary and monetary rewards .About 44.2% of employees prefers only Monetary Rewards
- 43.2% of employees working in the hospital below 1 year



- 55.1 % of employees got their rewards in 6months
- 50.3% of employees agreed that their supervisor cares them as a team
- 49% of employees agreed that they are getting support from their Superior staffs to get reward
- 47.6 of employees agreed that they are satisfied with the Hospital reward system and programs

## **V.FINDINGS**

- 70.7 % of the employees said that their Nature of Jobs allow them to be Recognized in the Hospital but at the same time only 50.7% employee are satisfied with their work
- The hospital has so many reward programs 6 months once the rewarding the employee for their work is following but only 55.1 % employee got their rewards in the last 6 month, 43.2% of employees are working less than a year so 11.9 % of employees who are working more than 6months have not received any rewards,
- The employees about 88.4 % are expecting more monetary rewards than Non-monetary rewards and 44.6 % employees want them to be recognized for their performance and skills
- Approximately 50 % of the employees seem to be getting rewards and recognition from their department and Hospital it is because most of the employees are working their for 1 year so the employee turnover also a reason .

## **SUGGESTION**

- Employees are rewarded based on a variety of performance indicators, including attendance, performance against goals, compliments from patients, and length of service at the same hospital.
- Monthly rewards programmes are held to recognise all employee categories. As monetary rewards, they are given an annual bonus and raise.
- The following strategies are used to motivate and de-stress employees: department-specific employee recognition programmes; festivals and sports days; and physical activities like yoga, sports, and the gym.
- Conducting rewards programmes monthly to reward all categories of employees

## **CONCLUSION**

This study contributes to the discovery that employee turnover in a multi-specialty hospital is also caused by a deficient incentivizing system. Promotions, changes for the good department, and awards are examples of non-monetary benefits that foster accountability. The financial incentive encourages employees to work for the hospital. A hospital needs a strong incentives and recognition scheme, especially for clinical personnel who frequently interact with patients.



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