

JOB SATISFACTION OF EMPLOYEES AT FORTIS ESCORTS HOSPITAL

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INTRODUCTION

Job Satisfaction is very important for living stress free life as we tend to pay most of the times our working environment of the company. You realise you are not happy together with your job after you drag your feet to geographical point each Monday. For many individuals lack of job satisfaction sometimes depends on bound factors like poor job profile, poor regular payment raise, slow career advancement, poor structure culture etc. So, because all of these reasons, here the researcher conducting a survey on job satisfaction to know about the employee's problem that they are facing in an organization. This is the project to know about the employees eternal feelings about their job. Nowadays term job satisfaction is acquainted term among the managers and the enlightened employees of recent organization. However, common because the expression is, it's by no suggests that free from vagueness and confusion, here may be a tendency to use the term "job satisfaction. The most necessary data to have relating to an worker in a company could be a valid live of his/her level of job satisfaction behavioural and scientific discipline analysis suggests that job satisfaction and job performance square measure absolute related. An improved understanding of job satisfaction and factors related to it helps managers to guide employee's activities during a desired direction. The morale of workers could be a deciding thing about the organization's potency. Thus, it's fruitful to mention that managers, supervisors, human resource specialists, worker and voters generally square measure involved with ways in which of improving job satisfaction.

Job satisfaction regarded to one's feeling or state of mind concerning the nature of their work. Job

satisfaction may be influenced by a spread of things e.g. quality of one's relationship with their superiors, quality of physical work environment, salary, timing of labour, etc.

PURPOSE OF THE REPORT:

- └ To know about the current situation of the employees, what they feel about their jobs?
- └ What kind of a problem they are facing in the working environment?
- └ What should the company have to figure out about their problems and striving with their problems?

LIMITATIONS OF THE REPORT:

Timing was the major problem during the internship.

Sample size is limited so the study cannot be generalised to the entire population.

The data cannot concluded as a complete data as all the employees were not approachable.

Some information is highly confidential, hence cannot be traced.

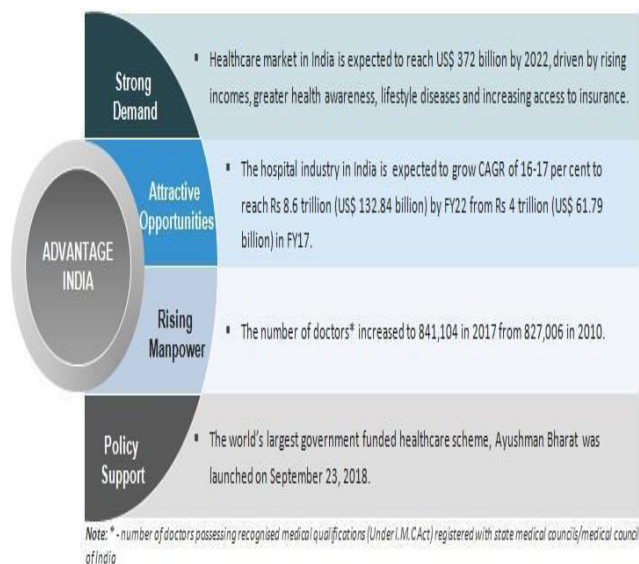
INDUSTRY PROFILE:

Introduction

Healthcare has become one of India's largest sectors - both in terms of revenue and employment. Healthcare comprises hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, health insurance and medical equipment. The Indian healthcare sector is growing at a brisk pace due to its

strengthening coverage, services and increasing expenditure by public as well private players.

India's competitive advantage lies in its large pool of well-trained medical professionals. India is also cost competitive compared to its peers in Asia and Western countries. The cost of surgery in India is about one-tenth of that in the US or Western Europe.



Market Size

The healthcare market can increase three fold to Rs 8.6 trillion (US\$ 133.44 billion) by 2022. India is experiencing 22-25 per cent growth in medical tourism and the industry is expected to reach US\$ 9 billion by 2020. There is a significant scope for enhancing healthcare services considering that healthcare spending as a percentage of Gross Domestic Product (GDP) is rising. The government's expenditure on the health sector has grown to 1.4 per cent in FY18E from 1.2 per cent in FY14. The Government of India is planning to increase public health spending to 2.5 per cent of the country's GDP by 2025.

HOSPITAL PROFILE:

Fortis Healthcare is India's fastest growing healthcare chain, with state-of-the-art facilities and an unparalleled commitment to patient care. Fortis Escort Healthcare Limited (FHL) is founded on the vision of becoming an integrated healthcare delivery organization driven by quality, excellence, technology and compassionate care. FHL, one of the largest private healthcare companies in India, has one of its hospitals in Jaipur as Fortis Escorts Hospital, Jaipur. (FEHJ) which specializes in cardiac sciences, neurosciences, renal sciences and gastrointestinal diseases. The hospital also provides superior services in mother and childcare, orthopaedics and also a complete range of multi-speciality services in all disciplines.

OVERVIEW OF THE HOSPITAL:

Fortis Healthcare is a leading integrated healthcare delivery service provider in India. Fortis Escorts Hospital Jaipur is the first hospital in the country to attain NABH accreditation in minimum stipulated time (six months) after commencement of operation and was re-accredited on 27th April 2011. FEHJ is specialties in Cardiac sciences, neurosciences, renal sciences and gastrointestinal diseases. The hospital also provides superior services in mother and childcare, orthopaedics and also a complete range of multi- specialty services in all disciplines. FEHJ has dedicated facilities for comprehensive care of trauma patients and other in need of emergency care which includes an emergency operation theatre and 20-bedded medical intensive care unit (MICU).

FEHJ is first amongst the proposed multi super specialty hospital to be set up in Rajasthan

FEHJ is a super- speciality hospital backed by multispecialty.

FORTIS VALUE-

Fortis values are described as **POINT**

P- Patient Centricity-

Commit to 'best outcomes and experience' for the patients

Treat patients and their caregivers with compassion, care and understanding. Our patients' needs will come first

O- Ownership-

Be responsible and take pride in your actions

Take initiative and go beyond the call of duty

Deliver commitment and agreement made

I-Integrity-

Be principled, open and honest

Model and live the 'Values'

Demonstrate moral courage to speak up and do the right things

N- Innovation

Continuously improve and innovate to exceed expectations.

Adopt a 'can-do' attitude

Challenge yourself to do things differently.

T- Teamwork

Proactively support each other and operate as one team

Respect and value people at all levels with different opinions, experiences and backgrounds

Put the organizations needs' before department and self- interest

VISION AND MISSION STATEMENT OF THE COMPANY FORTIS VISION-

To become globally respected healthcare organization recognized for clinical excellence and distinctive patient care.

FORTIS MISSION- To be the most preferred super speciality health care provider for the international standards known for patient centric care and clinical excellence through continual improvement of processes and outcomes.

SERVICES:

SUPER- SPECIALITIES - Cardiology & cardiac surgery, Renal Sciences, Neuro- Sciences, Gastrointestinal Sciences.

Multi- Specialties- Orthopaedics& Joint replacement, Diabetes & Endocrinology, Dermatology, Internal Medicine, Pulmonary medicine, Ophthalmology, Dietetics, Physiotherapy& preventive health check, general surgery, dental surgery, cosmetics& plastic surgery, ENT, Gynaecology & obstetrics, Paediatrics Neonatology.

OBJECTIVES OF THE REPORT:

- └ To measure the employee's job satisfaction towards organisation.
- └ To identify the significant source of motivation.
- └ To provide the suggestions to improve employee's job satisfaction.

REVIEW OF LITERATURE:

(K.J, March, 2011)

Job satisfaction is one amongst the vital factors that have drawn attention of managers within the organization further as academicians numerous studies

are conducted to seek out the factors that confirm job satisfaction and also the means it influences productivity within the

organization there's no conclusion proof that job satisfaction affects productivity directly since productivity depends on such a big amount of variables, it's still a primary concern for managers. Its typically said that "A happy worker may be a productive employee". Job

satisfaction is at very important as a result of most of the individuals pay a significant portion of their life at their operating place. Moreover, job satisfaction has its impact on the oversll lifetime of the staff conjointly, because a glad worker may be a self-satisfied and happy person.

A extremely glad employees has higher physical and mental well-being. The study tries to conclude that however human resource factors have an effect on the satisfaction level of staff in BPCL-Kochi industrial plant restricted. It assess how so much welfare and money factors encourage the staff within the company. The study conjointly attempts to research the opinion of staff towards the operating life within the company.

This job satisfaction study disclosed that grievance handling system, promotion policy, job rotation, participation in decision making should be improved. It helped management, each both to get a better handle on why employees are lagging and to plan better

solutions to problems and to assess training needs. This study proves that the employees are satisfied with the medical facilities, pension package, club facilities and canteen facilities provide by the BPCL-Kochi refinery limited. Certain recommendations are given which may be considered by management to satisfy their employees. Thus, the priceless value of human resources is revealed and there lies the need to satisfy them.

(Singh, 2013)

Happy employees are productive employees and productive employees are likely to be happy. Employees job satisfaction is essential to face the dynamic and ever increasing challenges of maintaining productivity organization keeping their employees their workforce constantly engaged and motivated. Moreover, environment pressure, riding health prices

and various desires of the men conjointly cause a challenge for the management this might be overcome by making a piece environment that maintains worker job satisfaction likewise as motivates folks towards exceptional performance at workplace achieving work-life balance. This paper outlines the broad contour of varied variables accountables for worker satisfaction and numerous by which one will maximise worker satisfaction.

On the idea of higher than deliberations, we will say that worker attitudes generally replicate the ethical of the corporate. In areas client service and sales, happy workers square measures extraordinarily vital as a result of they represent the corporate to the public each organization ought to develop methods that strengthen the work surroundings and increase the employee's morale and employee's satisfaction to boost employee performance and productivity, that ultimately ends up in high profits, client satisfaction yet as client retention. Job satisfaction represents one amongst the foremost complicated areas facing today's managers once it

involves managing their employees. Policy manufactures and managers have turned their attention to supply totally different forms of facilities to their employees so as to satisfy their employees so as to satisfy employee's work surroundings and good work conditions will increase employee job satisfaction and therefore the workers can try and offer their best which may increase the employees work performance.

RESEARCH DESIGN

Descriptive study design

Descriptive research: Descriptive research is used to describe characteristics of a population or phenomenon being studied. It does not answer questions about how/ when / why the characteristics occurred. Rather it addresses the "what" question (what are the characteristics of the population/ situation being studied?). The characteristics used to describe the situation of population are usually some kind of categorical schemes also known as descriptive studies. Descriptive research cannot describe what caused a situation. Thus, descriptive research cannot be used to as the basis of a causal relationship, where one variable affects another.

SAMPLING-

- └ Random sampling.
- └ Sample size is 150

DATA COLLECTION

Primary data collection: Main mode of collected the primary data is from the employees of the Hospital. I

have been circulated my questionnaire and afterwards collected from them.

DISTRIBUTION OF DATA:

DEMOGRAPHIC FACTORS DISTRIBUTION

Age	No. of employees	Percentage
19-27	79	52
28-36	52	34
38-55	19	12
Experience	No. of employees	Percentage
0-2	91	61
02-May	30	20
more than 5	29	19

1. Do you find your work meaningful?

Level (work meaningful)	No. of employees	Percentage
Yes	150	100
No	0	0
	150	

2. Does the induction training is a well-planned exercise in the organization?

Levels	No. of employees	Percentage
Agree	33	22
Average agree	27	18
Strongly agree	70	46
Disagree	10	6
Strongly disagree	10	6
	150	

3. Your organisation considers training as a part of organizational strategy. Do you agree with the statement?

Levels	No. of employees	Percentage
Agree	32	21
Average agree	20	13
Strongly agree	73	48
Disagree	18	12
Strongly disagree	7	5
	150	

4. Does the training helps to increase the motivation level of employees?

Level(motivation)	No. of employees	Percentage
Yes	141	94
No	9	6
	150	

5. Does our company offer adequate opportunities for promotion and career development?

Level(Opportunities)	No. of employees	Percentage
Yes	127	84
No	23	16
	150	

6. Are you satisfied with the top management?

Level (satisfaction of top management)	No. of employees	Percentage
Yes	137	91
No	13	9
	150	

7. Are you satisfied with the supervisor?

Level (Satisfaction of supervisor)	No. of employees	Percentage
Yes	144	96
No	6	4
	150	

8. Are you satisfied with the peer group?

Level (Satisfaction of peer group)	No. of employees	Percentage
Yes	149	99
No	1	0.66
	150	

9. Does the employee share the experience to help each other?

Level (Experience)	No. of employees	Percentage
Yes	145	96
No	5	4
	150	

10. Do you think that work is distributed evenly across your team?

Level (Work distributed)	No. of employees	Percentage
Yes	146	97
No	4	3
	150	

11. Do you feel like your job utilizes your skills and abilities as much as it could?

Level (Skills and abilities)	No. of employees	Percentage
Yes	146	97
No	4	3
	150	

12. Do your managers value your feedback?

Level (Feedback)	No. of employees	Percentage
Yes	140	93
No	10	6
	150	

13. Do you feel, you get rewards/incentives for your good work?

Level (Rewards/ incentives)	No. of employees	Percentage
Yes	110	73
No	40	27
	150	

14. Are you being appreciated for every six months?

Level (Appreciation)	No. of employees	Percentage
Yes	103	68
No	47	32
	150	

15. Do you think, you get salary according to your qualifications?

Level (Salary)	No. of employees	Percentage
Yes	105	70
No	45	30
	150	

16. Do you think, there is a need to reframe your salary?

Level (Reframe Salary)	No. of employees	Percentage
Yes	134	89
No	16	11
	150	

FINDINGS:

- └ According to the research, the researcher founded that the training can be good source to increase the motivation level of the employees effectively and efficiently, through which the employees get adequate opportunities for promotion and career development.
- └ The researcher founded that the employees are satisfied with their top management, through which they can get the opportunities for promotion and get appreciated for their work.
- └ It is reported by the employees during the research that the supervisors help the employees to share their work experience with them through which they can do their work with more efficiency.
- └ It is reported that the employees found their work meaningful i.e. they are utilizing their skills and abilities properly.
- └ It is found that the supervisors value the feedback of the employees.

Conclusion:

It is founded that employees are satisfied with some parameters like peer group, rewards, training, and feedbacks. According to the survey the employees get motivated through the training program and that makes good efforts to increase the productivity of the organization; they will get adequate opportunities for the growth. These all are the parameters, where the employees are satisfied with their organization.

There are some other variables also where the employees are not satisfied with the organisation like salary, experience, induction program.

RECOMMENDATIONS:

First thing the organization needs to improve: It needs to improve the induction program facilities also through which the employees get proper knowledge about the organization and its workplace and it will also help to provide them proper knowledge about their colleagues and their supervisors.

There are many employees who want to reframe their salaries; according to them they do not get salary according to their skills and experience.

All of these reasons the employees are not satisfied with the supervisors. So here is a need to improve in these parameters to make employees more satisfied and motivated through which the employees will do work with more interest.

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