

## Study of Job Satisfaction and Employees Retention Process of Lata Mangeshkar Hospital, Nagpur

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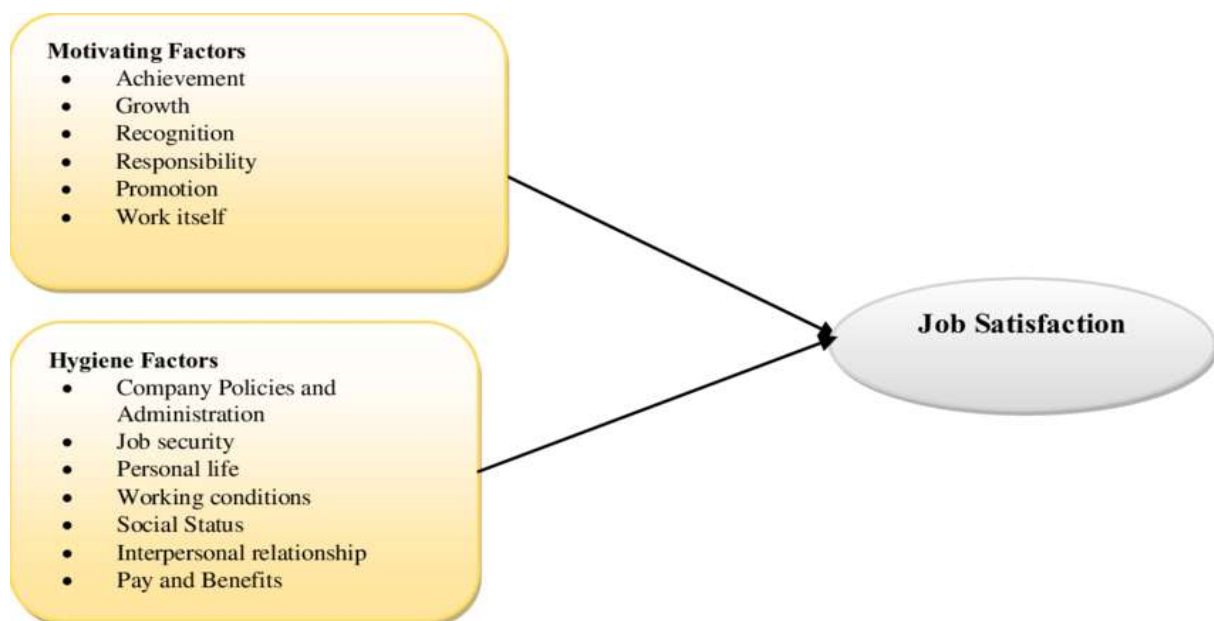
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### ABSTRACT

Employee retention and job satisfaction are critical factors influencing the efficiency and effectiveness of healthcare institutions. This study examines the job satisfaction levels and employee retention strategies at Lata Mangeshkar Hospital, Nagpur. The research explores key factors such as work environment, compensation, career growth opportunities, and organizational culture to understand their impact on employee morale and retention. Through a combination of surveys, interviews, and secondary data analysis, the study identifies the challenges faced by healthcare professionals and evaluates existing retention policies. The findings provide insights into improving employee satisfaction and reducing turnover, ultimately enhancing hospital performance and patient care quality. The study concludes with recommendations for strengthening human resource strategies to foster a more motivated and committed workforce. Additionally, the research highlights the role of leadership and management practices in employee engagement. It also examines how workplace stress and work-life balance contribute to job satisfaction. By implementing effective retention policies, hospitals can ensure a stable and productive workforce, leading to improved healthcare services.

### INTRODUCTION

#### JOB SATISFACTION



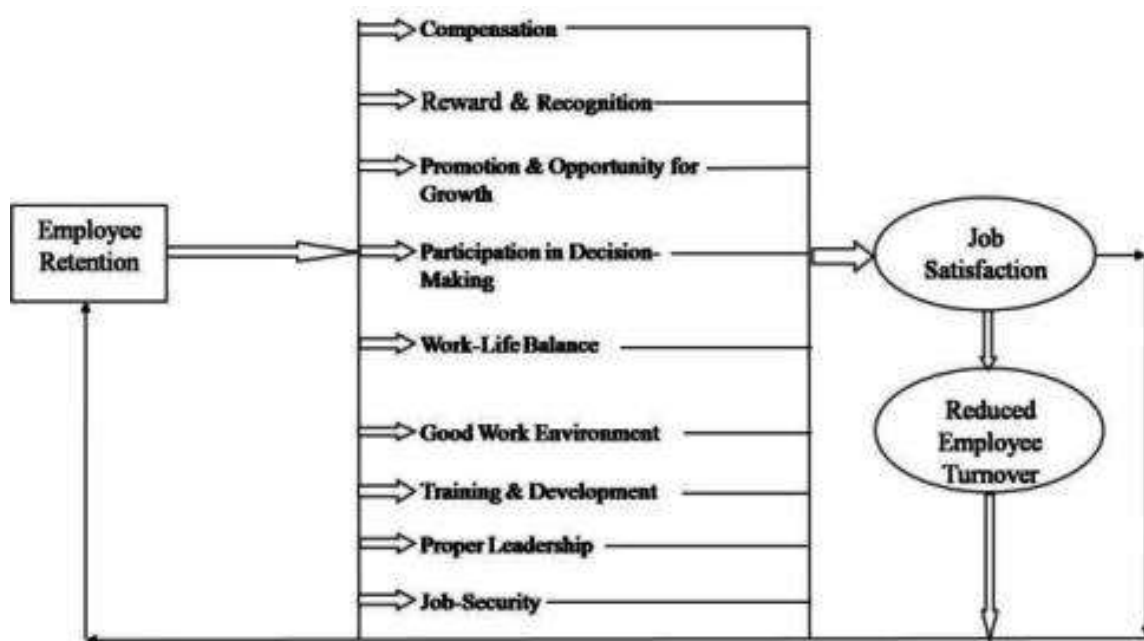
[https://www.researchgate.net/figure/Conceptual-Model-of-Job-Satisfaction\\_fig1\\_300373831](https://www.researchgate.net/figure/Conceptual-Model-of-Job-Satisfaction_fig1_300373831)

Satisfaction is the act of fulfilling a need, desire, or appetite, indicating that one has had enough. It is a complex

construct studied in various disciplines, including psychology, sociology, and organizational behavior. Employee satisfaction, in particular, is a crucial factor in determining the overall efficiency and success of an organization. Employees are the backbone of any organization, and their level of satisfaction directly impacts their motivation, engagement, and productivity. Satisfied employees are more likely to demonstrate loyalty, commitment, and a willingness to go above and beyond their responsibilities.

The construct of employee satisfaction is significant, as it influences various aspects of an organization, including work culture, employee retention, and overall performance. A positive work environment, fair compensation, growth opportunities, and recognition are among the key determinants of job satisfaction. Conversely, dissatisfaction can lead to increased absenteeism, low morale, and high employee turnover, ultimately affecting organizational stability. Companies that prioritize employee satisfaction often experience improved teamwork, innovation, and customer satisfaction.

## JOB RETENTION



[https://www.researchgate.net/figure/The-employee-retention-and-job-satisfaction-model\\_fig1\\_271294894](https://www.researchgate.net/figure/The-employee-retention-and-job-satisfaction-model_fig1_271294894)

Employee retention is the process of ensuring that employees remain with a company rather than seeking opportunities elsewhere. It is a critical aspect of human resource management, as high employee turnover can lead to increased recruitment costs, loss of institutional knowledge, and disruptions in workflow. Retention strategies aim to maintain productivity, foster a positive work environment, and enhance employee engagement by offering competitive salaries, comprehensive benefits, career development opportunities, and a healthy work-life balance. A well-structured retention plan contributes to job satisfaction and organizational stability, ultimately benefiting both employees and employers.

The ultimate goal of employee retention is to build a committed and motivated workforce that drives business success. Loyal employees bring experience, efficiency, and innovation, reducing the need for constant hiring and training. Employers must proactively understand employee concerns, provide growth opportunities, and establish open communication channels to address workplace issues. Employee recognition programs, mentorship initiatives, and a culture of appreciation further reinforce loyalty and job satisfaction.

Additionally, investing in the professional development and well-being of new employees is crucial for long-term retention. Organizations that provide proper onboarding, continuous training, and mentorship create an environment where employees feel valued and supported..

## LIRATURE REVIEW

1. According to Ikechukwu Emmanuel Irabor, Ugo Chuks Okolie

Annals of Spiru Haret University. Economic Series 19 (2), 93-114, 2019

The paper explores the impact of job satisfaction and retention on organizational success, emphasizing the need for a well-structured retention strategy to attract, motivate, and retain talented employees.

2. According to Atif Anis, Muhammad Asif Khan, Asad Afzal Humayoun African Journal of Business Management 5 (17), 7316, 2011

The study investigates the correlation between employee retention, job satisfaction, perceived supervisory support, and compensation in the Pakistani pharmaceutical industry, finding a positive relationship.

3. According to Hejratullah Adil, CK Rao, Mohammad Qasim Ayaz, Aminullah Shinwari Asia Pacific Journal of Multidisciplinary Research 8 (2), 26-35, 2020

The study found a significant positive relationship between compensation packages and job satisfaction in private Afghanistan universities, suggesting that compensation packages should be revised to attract, motivate, and retain qualified employees

## RESEARCH MATHODOLOGY

### RESEARCH DESIGN

- A cross-sectional survey using standardized questionnaires to assess job satisfaction among employees in both private and government sectors.
- Simple random sampling techniques to ensure representation.

### DATA COLLECTION

#### Primary data

The primary data was collected through well structured questionnaire which will be circulated on social media platform.

#### Secondary data

The secondary data was collected through internet, research papers.

### SAMPLING TECHNIQUE

- **Simple Random Sampling**

### SAMPLE SIZE

- Sample size = 50

## TOOLS AND TECHNIQUES

- Structured questionnaire with both open-ended and close-ended questions in Google forms.

## LIMITATION OF THE STUDY

- Employee satisfaction survey are in many cases, not able to cover the entire staff.
- It was time consuming as employees do not response on time and so large sample size was difficult to target.
- Questionnaire was conducted through online social media platforms so may have chances of bias from employees side.

## OBJECTIVES

- To study about the overall job satisfaction among Lata Mangeshkar Hospital employees.
- To examine the level of employee engagement within the hospital.
- To study the effectiveness of existing retention strategies.
- To examine the availability and effectiveness of career development opportunities.
- To study the correlation between job satisfaction and employee performance.
- To evaluate existing mechanisms for employee feedback and their effectiveness.
- To compare job satisfaction and retention rates with industry benchmarks.

## HYPOTHESIS

- Null Hypothesis (H0): There is no significant difference in job satisfaction and employees retention process.
- Alternative Hypothesis (H1): There is significant difference in job satisfaction and employees retention process.

## CONCLUSION

The study on job satisfaction and employee retention at Lata Mangeshkar Hospital highlights several key findings that underscore the importance of a positive work environment in healthcare settings.

**Job Satisfaction Factors:** The study found that job satisfaction is significantly influenced by supportive leadership, professional development opportunities, and recognition of employee contributions, with employees feeling valued and supported.

**Impact on Retention:** Job satisfaction significantly impacts employee retention rates, reducing turnover and costs. Hospitals that foster a positive work culture directly contribute to improved retention.

**Recommendations for Improvement:** The study suggests that management should prioritize job satisfaction initiatives like regular feedback, employee engagement programs, and career development, while also ensuring work-life balance.

**Future Implications:** The hospital must continuously monitor job satisfaction and employee feedback to adapt to changing workforce needs, implement strategic measures, and ensure high-quality patient care.

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