

The background features three large, overlapping circles in various shades of blue. Two thin, light blue lines intersect diagonally across the page. The text is positioned in the lower-left area, partially overlapping the bottom-left circle.

SUMMER TRAINING REPORT



Summer Training

In

**B.L.Kapur Superspeciality Hospital, Rajender Nagar, New
Delhi**

(April 1 to 31st MAY, 2016)

A Report

By

Khushboo Gulati

**Post-Graduate Diploma in Hospital and Health
Management**

2015-2017



INTERNATIONAL INSTITUTE OF HEALTH
MANAGEMENT RESEARCH, New Delhi

ACKNOWLEDGEMENT

A summer training is a golden opportunity for learning and self development. I consider myself fortunate for having been provided with an opportunity to undergo my summer training at B.L.Kapur Super Speciality Hospital Rajender Nagar , New Delhi.

In this institute I have had the privilege to get to know many people who generously shared their experiences and knowledge with me.

I wish to express my deep gratitude and regards to Dr.Anil Handoo(Medical superintendent). I would also like to express my sincere gratitude to Mr. Bhuvnesh Kohli (Senior manager) for his continuous guidance . who in-spite of being busy with their duties, took time to hear and guide me, gave helpful advice, constructive comments throughout the project. Their valuable inputs made this project possible.

I am also very thankful to all the staff of B.L.Kapur for their attention towards my work and helping me, which greatly added to my project. The administrative staff of the hospital has been very helpful to me and I would like to express my deep gratitude to all.

Khushboo Gulati

Certificate of Approval

The following Summer Training Project of titled **“Study on job satisfaction”** at **“B.L.kapur superspeciality hospital, Rajender Place”** is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the report only for the purpose it is submitted.



Name of the Mentor:

Designation: Assistant Professor

IIHMR, Delhi

Name Of The Mentor : Ms. Vanishree

Ref: - BLK/HR/2016/JUNE/74

Dated: 13.06.2016

TO WHOMSOEVER IT MAY CONCERN

Sub: - Internship Completion Letter

This is to certify that **Ms. Khushboo Gulati** has undertaken the Internship Training at BLK Super Speciality Hospital from **1st April 2016 to 31st May 2016** in the department of **Human Resources**.

During her tenure, her conduct was found to be excellent.

We wish her all the best for her future.

Yours Sincerely,
For BLK Hospital



Bhuvanesh Kohli
Senior Manager-Training & Development

BLK Super Speciality Hospital

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ORGANIZATION PROFILE

ABOUT THE HOSPITAL: B.L Kapur Super specialty Hospital

Dr. BL Kapur, an eminent Obstetrician and Gynecologist, set up a charitable hospital in 1930 at Lahore. In 1947, he moved to post-partition India and set up a maternity hospital at Ludhiana. In 1956 on the invitation of the prime Minister, Dr. B. L Kapur initiated the project for setting up a 200 bed hospital in Delhi. The Hospital was inaugurated by the Prime Minister, Pt. Jawaharlal Nehru on 2nd January, 1959.

In the late 1990s, the trustees of the hospital felt the need to upgrade it to a tertiary care hospital and tied up with radiant life care private limited to re-develop and manage the facility. Today, a modern state of the art tertiary care hospital has come up in the place of the old hospital. It is one of the biggest stand alone private hospitals in the National Capital Region today.

VISION: To create a patient centric, tertiary healthcare organization focused on non instructive quality care utilizing leading edge technology with a human touch.

MISSION: Achieve professional Excellence in delivering Quality Care.

- : Ensure care with integrity and ethics.
- : Push frontiers of care through Research and education.
- : Adhere to National and global standards in healthcare.
- : Provide quality healthcare to all sections of Society.

A Passion For Healing.....

At BLK, they are passionate about delivering the highest standard of healthcare. Be it the finest Doctors, cutting-edge medicine, state-of-the-art infrastructure or nursing with a smile.

INFRASTRUCTURE & FACILITY

- BLK Super Speciality Hospital has a unique combination of the best in class technology, put to use by the best names in the professional circles to ensure world-class health care to all patients. Spread on five acres of land, with a capacity of 650 beds, BLK super speciality Hospital is one of the largest tertiary care private hospitals in the country, BLK has consistently ranked amongst the Top 10 multi Super Speciality Hospitals in Delhi NCR. The outpatient services are spread on two floors with 60 consultation rooms. All Ambulatory services have been designed with intent to create dedicated aides for all specialities, with their interventional services in close vicinity. Therefore ,whether it is the proximity of diagnostic services and bloodbank to the emergency or one of the best Endoscopy suites to ensure timely and efficient services, the infrastructure speaks volumes about BLK's commitment to 'PASSION FOR HEALING '
- The hospital Has 17 state –of-the-art well equipped modular operation theaters with three stage air filtration and gas scavenging system to ensure patient safety. All the operation theater fitted with best in class pendants, operating lights, anesthesia work stations and advanced information management system.
- The hospital has one of the biggest critical care programmes in the region with 125 beds in different intensive care units viz Medical,Surgical,Cardiac,Paediatrics,Neonatology,Neurosciences and organ transplant. All critical care beds are in the close vicinity of the Operation Theaters complex for easy accessibility and continuity of care. Each critical care unit is equipped with high end patient monitoring devices, ventilators and dedicated isolation rooms. Facilities for haemodialysis, CRRT, SLED, endoscopy and bronchoscopy are available 24*7 by the bedside.
- Liver and renal transplant centers have been equipped with dedicated ICUs with individual hepafilters , specialized instruments and equipments, Veno -venous bypass system and dedicated anesthesia equipment.
- The Hospital has specialized birthing suites with telemetric foetal monitors to follow the progression of labor, and also the facility for the family to stay with the patient during the labor. A dedicated operation theater adjacent to the labour room helps in shortening the response time in case there is a need to conduct the delivery through surgical means.

- The hospital's advanced building management system provides for multi-tiered access control, electronic security systems with integrated CCTVs spanning across the facility and advanced fire management system amongst other utilities. The Hospital is the first in NCR to install and start using automatic pneumatic chute system to enhance the efficacy of health care delivery.
- The whole organization is Wi-Fi enabled, with the vision of the hospital becoming the first truly paper-less healthcare facility in the country. BLK has top of the line Hospital Information System (HIS) which is seemingly connected across outpatient, inpatient and diagnostic areas. The System has facility for contemporary electronic medical records (EMR) with remote-accessibility enabling ongoing consultation to patients from distance as well.

STATE-OF-THE-ART-EQUIPMENT:

- **Cyberknife VSI**- BLK recently became the proud home to Cyberknife VSI, Asia Pacific's first whole body robotic radio-surgery system for treatment of hitherto inoperable tumor.
- **PET CT Scan** - BLK has installed the latest generation PET CT Scan machine to aid accurate diagnosis and treatment of a plethora of diseases. This makes BLK the first hospital in Delhi to offer coupled services of PET CT & Cyberknife.
- **Neuro Vascular Biplane Cath Lab** – BLK Super Speciality Hospital is the first centre in New Delhi to have Neuro Vascular Biplane Cath Lab, which is capable of providing many complex features like road map, 3D rotation capabilities and many more. This enables us to do many challenging cases and we call them neurosurgery in cath lab.
- **A Trilogy TX Linear Accelerator with cone beam CT for Radiation Oncology** –Image guided radiotherapy (IGRT), intensity and gated Radiotherapy.
- **MRI**
- **CT Scan**-128 Slice volume CT scan capable of generating high quality 3D images.
- **Cath Lab**-Flat panel combo Cath. Lab with 3D reconstructions, DSA and Electrophysiological studies.
- **Nuclear Medicine**-The hospital has a first of its kind dual head Spect CT, with variable angle gamma camera. This enables the doctors to trace physiological Pathways early in the disease process, in a non invasive manner.

- **Blood Bank**-A state-of –the-art blood bank meeting all standards has been set up with facilities like Aphaeresis, blood component separation and stem cell harvesting. The Blood Bank is equipped with the NAT (Nucleic Acid Testing) system for the screening of blood to ensure the safest possible blood for all its patients. In addition, a Blood Irradiator- another First of its kind in any corporate hospital for specifically treated blood for cancer and other subgroup of patients, shall be installed in the current year.
- **Laboratories**-The hospital has one of the most well equipped labs in the NCR for entire gamut of diagnostic services in Hematology, Biochemistry, Microbiology, Molecular Biology and Histopathology.
- **Ultrasound**-Ultrasound machines with 3D and 4D imaging and whole body Doppler.
- **Mammography**-Low radiation digital imaging and stereotactic (3D) biopsy system.
- **X-Ray**-With high frequency low radiation digital radiography.
- **Bone Mineral Density**-Whole body mineral density scan capable of giving instant reports.
- **Dental Facilities**-BLK has fully integrated and automatic dental chairs complemented by low radiation and high precision digital X-Ray.
- **Endoscopy Suites**- The Hospital has dedicated endoscopy suite for endoscopy ultrasound and other advanced endoscopic procedures like ERCP, Stenting, UGIE, Colonoscopy etc.
- **Ambulance Services**-The Hospital has a fleet of fully equipped Advanced Life Support System (ACLS) ambulances for all kinds of emergencies.
- **Bronchoscopy Suite**- With most modern equipments in Safest and convenient environment

Hospital Management

The BLK Super Speciality Hospital is now being managed by Radiant Life Care Private Limited. Prior to taking over management of the Hospital, Radiant Life Care was responsible for financing and re-developing the erstwhile general hospital known primarily for mother & child care services and establishing in its place a ultra-modern and one of India's most comprehensive tertiary care Hospitals.

In order to manage the day to day operations of BLK Super Speciality Hospital, Radiant Life Care has deputed the entire leadership team including the CEO, Director - Finance

& Strategy, Director - Operations & Planning, Head of Human Resources, Head of Marketing and Administration. In addition, Radiant Life Care has been effective in putting in place processes and global best practices encompassing both clinical and managerial facets of Hospital operations. Attainment of NABH & NABL accreditation in the very first year of operations is testimony to the hospital's commitment for patient safety and quality. Radiant Life Care continues to facilitate the pursuit of excellence by assisting in procuring of not only the best clinical and non clinical talent but also state of the art equipment and technology enabling delivery of the highest standards of services to the patients.

Journey So Far:

The hospital has gone from strength to strength over the last 2 years. Today, BLK Super Speciality Hospital offers one of the most comprehensive bouquet of services for tertiary & quaternary care, at par with country's most renowned institutes like AIIMS and Tata Memorial in Mumbai. We have India's largest Bone Marrow Transplant centre which is amongst the biggest in Asia as well. BLK Cancer Centre is amongst the regions' most comprehensive cancer centers of its kind, with over 100 beds dedicated for oncology services. Our Bariatric program is the largest in the Region. BLK was the youngest Hospital to have achieved NABH and NABL accreditations.

Besides the domestic patients, Hospital's international patient base has grown significantly over the last 12 months, owing to it being one of the most advanced healthcare facilities in the region.

Community Services

The hospital is proud to be the trusted healthcare provider of the community it is located in, and has instituted extensive measures to benefit the communities it is associated with.

The hospital conducts a free OPD for two hours every morning in various super-specialties where senior consultants provide professional consultation to the masses, free of cost. This facility was instituted as a practice by our founder and has been continued as a service we are proud of. Hundreds of patients have benefitted from this service over the past years.

Free camps are conducted every fortnight for the general public. These camps are held at community halls, parks, colleges, premises of social organizations and educational institutes.

We understand that the pressures of the rat-race and the stress of corporate lifestyle is a detriment to health. To spread the message of wellness and prevention, free health talks and screening camps are conducted at premises of the hospital as well as at offices of many corporate and PSU organizations. Senior specialists, psychologists, nutritionists and physiotherapists are part of our corporate wellness service.

Free health lectures are also conducted at schools and educational institutes, along with residential localities, to spread awareness about health issues that affect the children and the elderly, such as childhood obesity and rheumatism. These talks also aim at informing the public about preventive measures during epidemics and seasonal diseases such as swine flu and dengue.

We believe that it is the responsibility of the medical fraternity to update their knowledge and skills in order to provide their patients with the best treatment possible. The hospital conducts regular free Continuing Medical Education programs for doctors as well as training programs for nurses and paramedics.

REVIEW OF LITERATURE

Introduction : Job satisfaction can be defined as a positive feeling about one's job resulting from an evaluation of its characteristics. This definition is clearly a very broad one. This means that an employee's assessment of how satisfied or dissatisfied he or she with the job is a complex summation of a number of discrete job elements.

Concept of job satisfaction: A few important definitions of job satisfaction are produced here.

According to Feldman and Arnold, "job satisfaction will be defined as the amount of overall positive effect (or feelings) that individuals have towards their jobs".

Locke defined job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience".

In the opinion of Davis and Newstrom, "job satisfaction is a set of favorable or unfavorable feelings with which employees view their work".

Hence it is important to mention that an individual may hold different attitudes toward various aspects of the job. Characteristics of individuals also influence job satisfaction.

Individuals with high positive affectivity are more likely to be satisfied with their jobs. Reverse is true for individuals with high negative affectivity.

There are three important dimensions to job satisfaction. These are:

First, job satisfaction being an emotional response to job, cannot be seen. As such it can only be inferred.

Second, job satisfaction is often determined by how satisfactorily outcomes meet or exceed one's expectations.

Third, job satisfaction represents an employee's attitude towards five specific dimensions of the job: pay, the work itself, promotion opportunities, supervision, and co-workers.

PROBLEM STATEMENT

Problem Identification

For a meaningful and systematic analysis of the problem encountered a suitable formulation of a methodology for the study is indispensable. Thus rendering solution to the problem identified.

Employees negative or unfavorable attitude towards their jobs are called job dissatisfaction. It is expressed through employees behavior directed towards leaving the job, raising voice and neglecting and shrinking from responsibilities. Hence job satisfaction improves the employees' productivity and reduces their absenteeism and turnover rates.

Need for the study

Measurement of job satisfaction in an organization through a survey is essential as it benefits the management by providing information of job satisfaction in order to make sound decisions, solving employee problems and increasing hospital efficiency.

In service organizations like hospitals patient satisfaction is the only priority and to derive it the service provider has to be satisfied first that is employee. The employers' satisfaction is the influencing factor of patient satisfaction. Hence the need for measuring job satisfaction in a service organization is relatively high. So the study on job satisfaction was conducted at B.L.KAPUR Super Speciality Hospital, New Delhi.

Scope of the Study

Research study is done on the topic of employee job satisfaction. It means job satisfaction levels of employees at B.L. Kapur Hospital. The study identifies the stimulants of job satisfaction and job dissatisfaction with a view to increase the job satisfaction levels among the employees there by achieving hospital objectives.

The study was conducted among the staff of the hospital including doctors.

OBJECTIVES OF THE STUDY

GENERAL OBJECTIVE:

To Study Existing job satisfaction levels and provided welfare measures to employees at B.L. Kapur Hospital.

SPECIFIC OBJECTIVE:

1. To Study The Satisfaction Towards Welfare Measures Provided.
2. To Study The Quality Interpersonal Relationship Among Employees.
3. To Study The Degree Of Motivation To The Employees In The Company.
4. To Study The Degree To Which Employees Are Satisfied.

RESEARCH METHODOLOGY

For a meaningful and systematic analysis of the problem encountered a suitable formulation of a methodology for the study is indispensable. Thus rendering solution to the problem identified.

Research approach: The research option availed was employee questionnaire survey method is found to be best method keeping in mind the information needed for the project.

Research design: Descriptive, Cross Sectional research Study is employed with a view to describe the employee opinion, attitude, feelings towards job satisfaction.

Study Duration: 3 weeks and 4 Days.

Data collection:

Primary data was obtained from prospective employees by administering a well-structured detailed questionnaire by conducting a field study.

Secondary data was obtained from the magazines, books and from the journals on the subject

Even though some respondents hesitated to give answers due to skepticism, most of the respondents responded with fullest co operation and provided all the relevant information.

Sample Data: The sample is taken only from the employees because the study analyses the satisfaction among the employees. The simplest form of random sampling is called simple random sampling and a random sample of 120 employees have been selected and interviewed.

Sample design:

Population- population of study covers employees of B.L.Kapur Super Speciality Hospital

Sample- 120 employees were selected.

Sampling method-the study employs non probability method of convenience sampling which is done according to the convenience of researcher.

Sample size: A sample of 120 employees are selected and surveyed From Different Departments (Front Office, Lab Services, Nurses,Doctors).

Pilot survey: In order to make the questionnaire flawless and effective the questionnaire was given to 10 employees before the main survey. Understanding levels of respondents are interpreted and draw backs of questionnaire are identified and suitable improvements are made.

Questionnaire: Structured questionnaire consisting of close ended multiple choice questions are used to conduct the survey.

Statistical techniques used: Analytical techniques are used to obtain findings to arrange information in a logical sequence from the raw data collected after the tabulation of data the researcher used following statistical techniques.

Percentages refer to a special kind of ratio. Percentages are used in making comparisons between two or more series of data. It is used to describe the relationship, compare the relative terms, distribution of two or more series of data.

Percentage= $\frac{\text{no. of respondents}}{\text{Total no. of samples}} \times 100$

Bar diagram: it is pictorial representation of statistical data with several distributions in circular and tabular form. This is used to show the breakdown of the various elements. It helps in easier understanding of the statistical data which is represented in easier manner.

LIMITATIONS OF THE STUDY

1. Due to fear of appraisal many employees didn't give their original responses.
2. Since the period of study is limited, the researcher couldn't go depth with the study.
3. Only a sample of 50 respondents is taken for the study and hence the sample selected doesn't represent the universe.
4. It is difficult to objectively measure the level of satisfaction in the work place.

Table -1: Distribution of Respondents According to Their Age

Age	No. of respondents	percentage
21-30	47	39
31-40	32	26
41-50	23	19
51&above	18	16
total	120	100

Interpretation : The above table shows the distribution of respondents according to their age out of the total sample size, 19% are in the age of 41-50 years, 26% are in the 31-40 and 16% in the age of 51 & above.

Graph-1

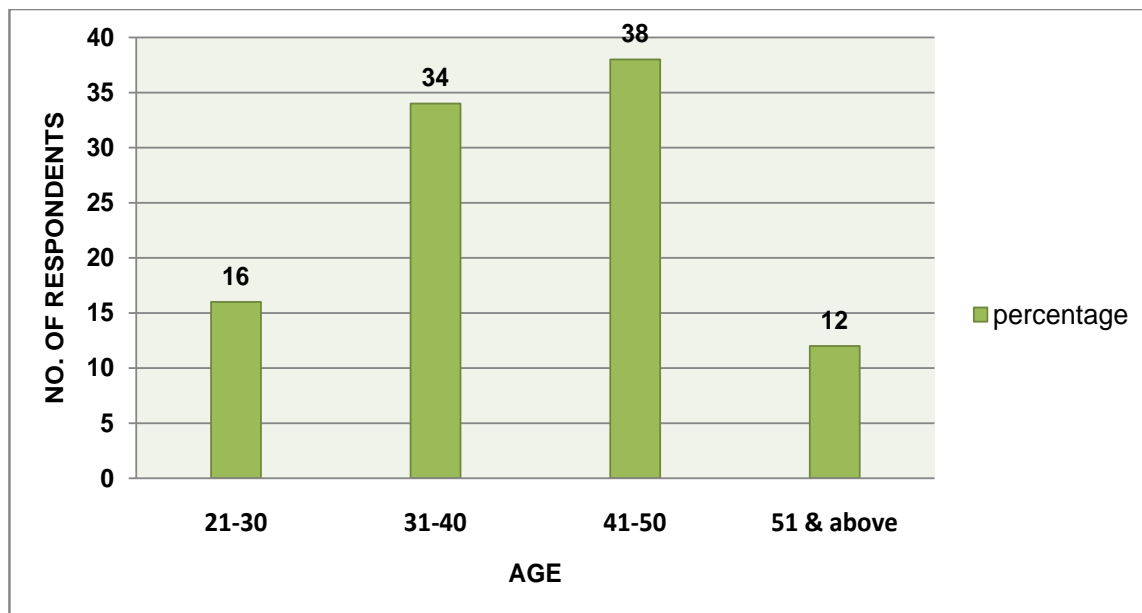


Table -2 Distribution Of Respondents According To The Gender

Gender	No. of respondents	Percentage
male	44	37
female	76	63
total	120	100

Interpretation: From the above table it can be inferred that 63% of respondents are female and 37% of respondents are male employees.

Graph-2

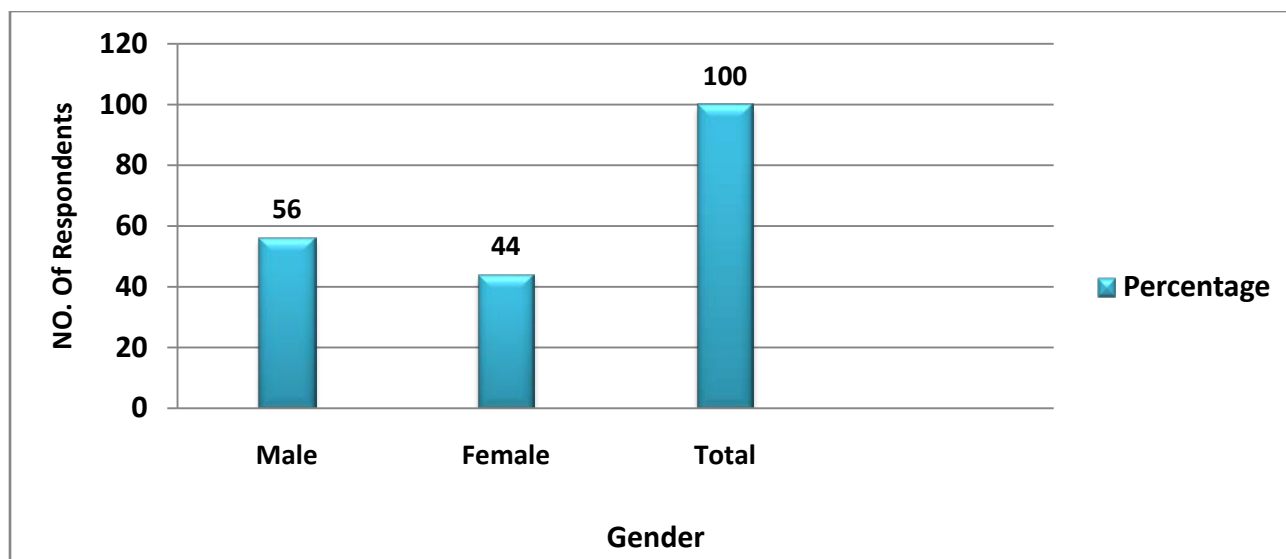


TABLE-3 distribution of respondents according to their department:

Department	No. of respondents	percentage
doctors	21	18
nurses	32	26
lab services	28	24
front office	39	32
total	120	100

Interpretation: From the above table it can be inferred that 18% of employees are doctors, 26% of employees are nurses 24% of employees are of lab services department and 32% of employees are from front office operations.

Graph-3:

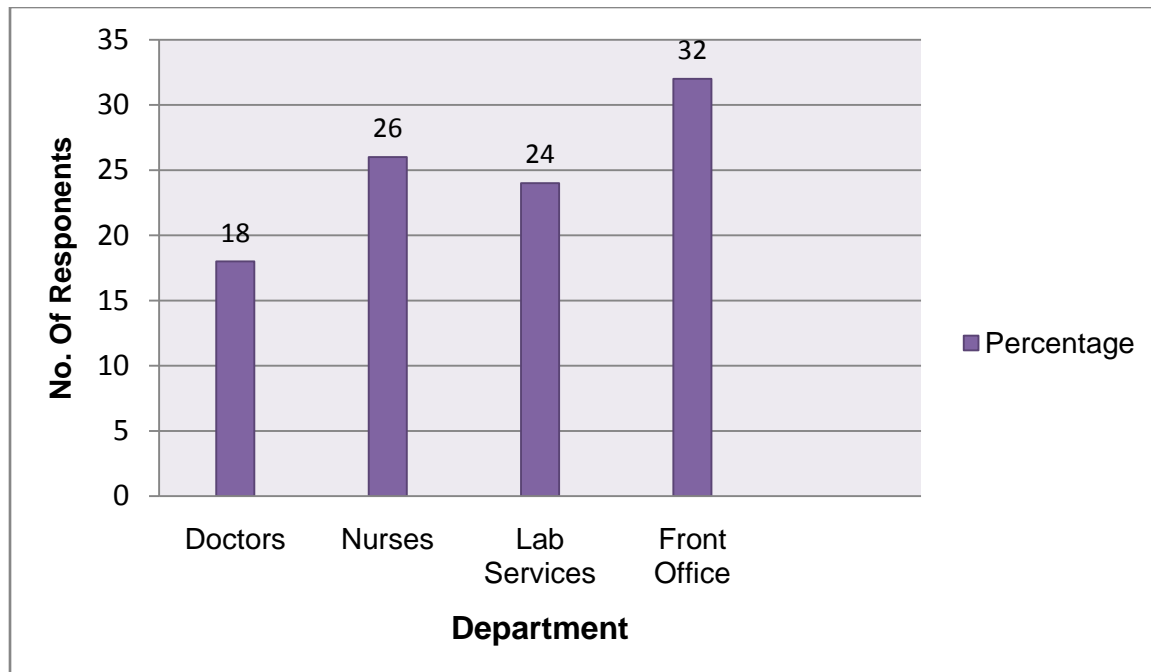


Table-4: distribution of respondents according to their experience:

Experience	No. of respondents	percentage
Below 1 year	28	23
between 1-2 year	54	45
Above 2 year	38	32
Total	120	100

Interpretation: From the above table it can be inferred that 23% of employees are below 1 year of experience, 45% of employees are between 1-2 years of experience, 32% of employees are above 2 years of experience.

Graph-4:

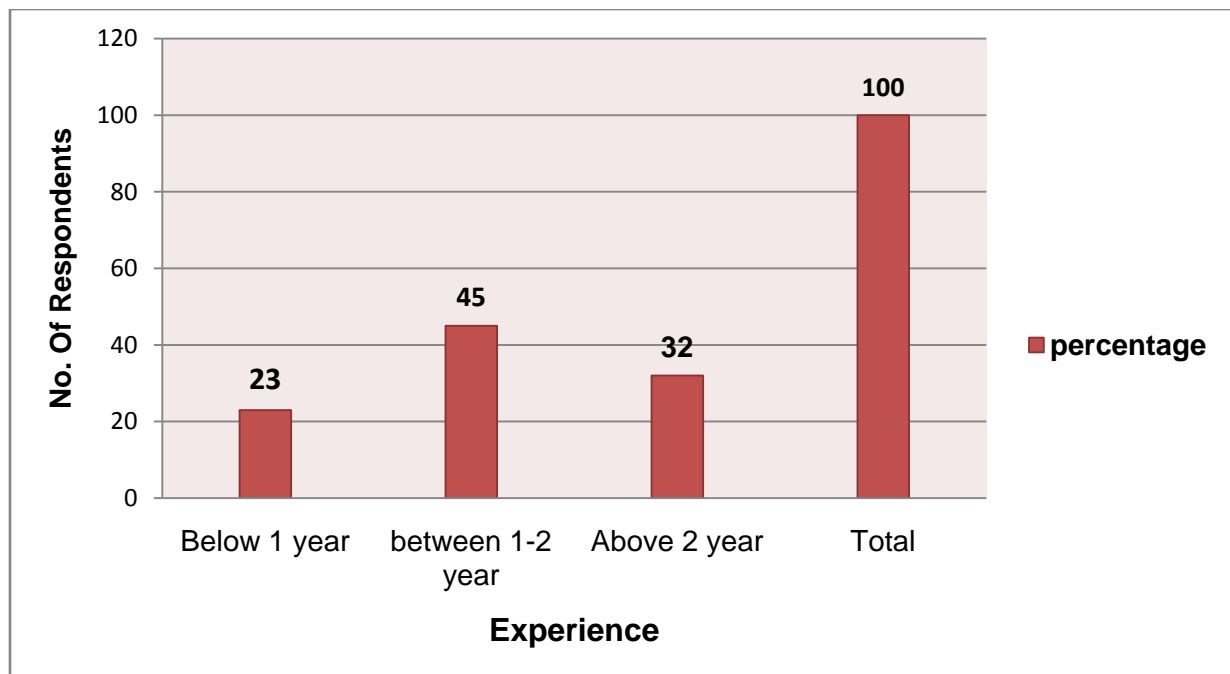


Table-5: Satisfaction regarding inter personal relationship among the employees

Particulars	No. of respondents	Percentage
Highly satisfied	5	6
satisfied	48	39
neutral	67	55
Dissatisfied	2	0
Highly Dissatisfied	0	0
total	120	100

Interpretation: From the above response clearly shows 39% of the employees are satisfied with the relationship in the organization other 6% of employees are highly satisfied and 67% of employees have agreed that that the relationship with the hospital is neutral.

Graph-5:

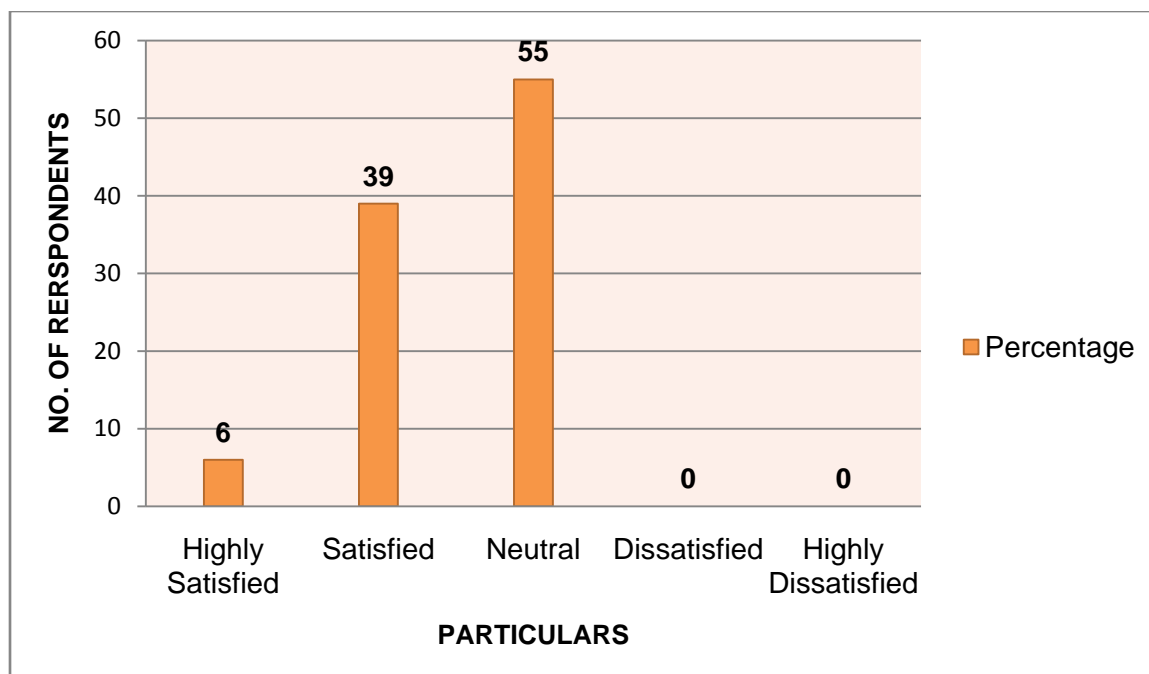


Table-6: Satisfaction Regarding Feeling About The Manner In Which Employees Efforts Are Valued In The Hospital

Particulars	No. of respondents	percentage
Highly Satisfied	12	10
Satisfied	42	35
Neutral	66	55
Disatisfied	0	0
Highly Dissatisfied	0	0
Total	120	100

Interpretation : From the above response clearly shows 42% of the employees are satisfied about the manner in which efforts are valued in the hospital other 12% of employees are highly satisfied and 66% of employees have agreed that satisfaction about the manner in which efforts are valued in the hospital is neutral.

Graph-6:

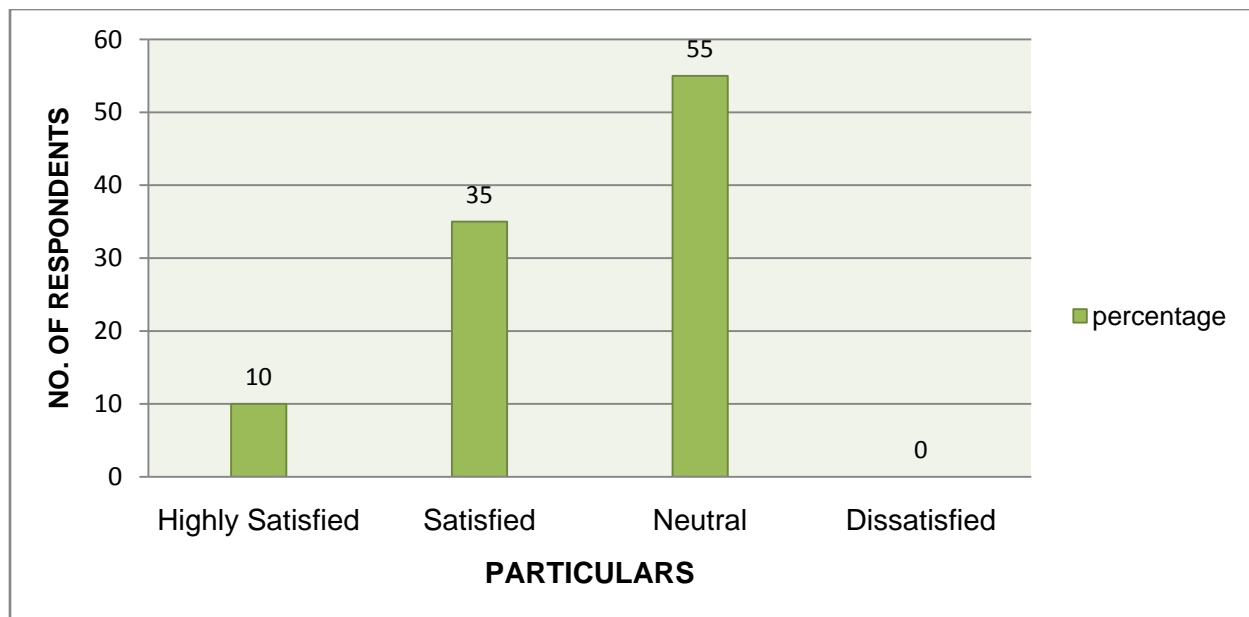


Table-7: Degree Of Motivation As For As The Job Is Concerned In The Hospital

Particulars	No. of respondents	Percentage
Highly satisfied	5	4
Satisfied	43	36
Neutral	56	46
Dissatisfied	16	14
Highly Dissatisfied	0	0
Total	120	100

Interpretation: From the above response clearly shows 36% of the employees are satisfied with degree of motivation in the hospital other 4% of employees are highly satisfied and 14% are Dissatisfied about degree of motivation in the hospital.

Graph-7:

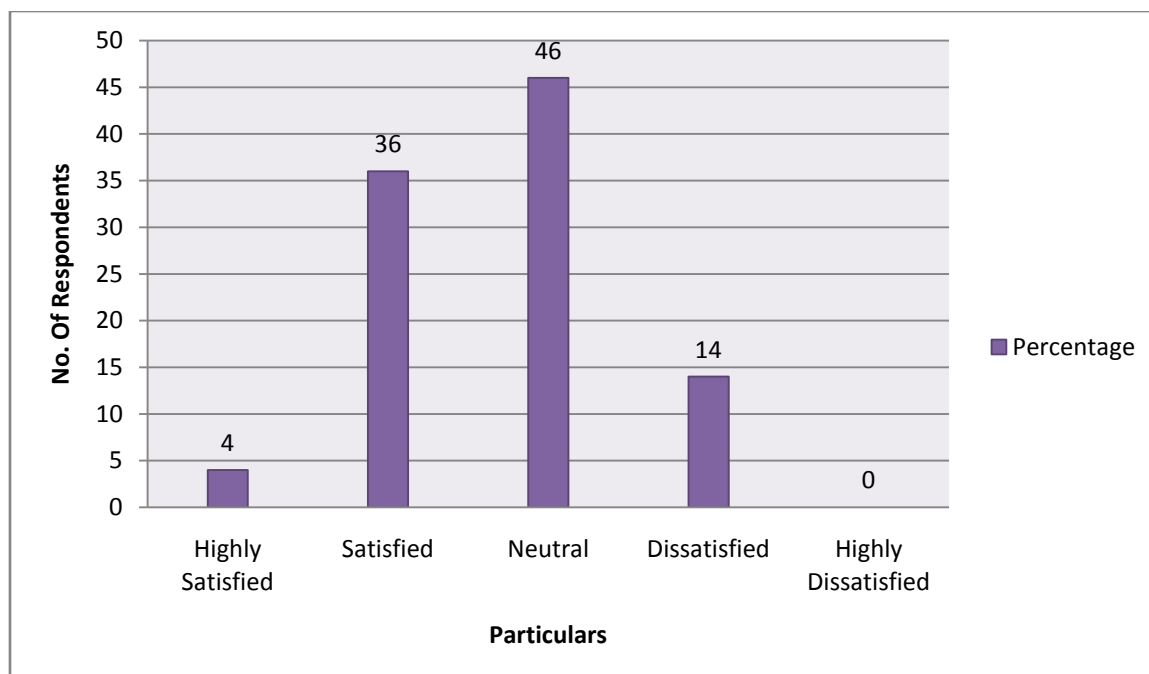


Table-8 : Satisfaction Regarding Their Current Career Opportunities In The Hospital

Particulars	No. of respondents	Percentage
Highly Satisfied	35	29
Satisfied	67	56
Neutral	18	15
Dissatisfied	0	0
Highly Dissatisfied	0	0
Total	120	100

Interpretation: From the above response clearly shows 56% of the employees are satisfied with current career opportunities in the hospital other 35% of employees are highly satisfied and 15% are Neutral about degree of motivation in the hospital.

Graph-8:

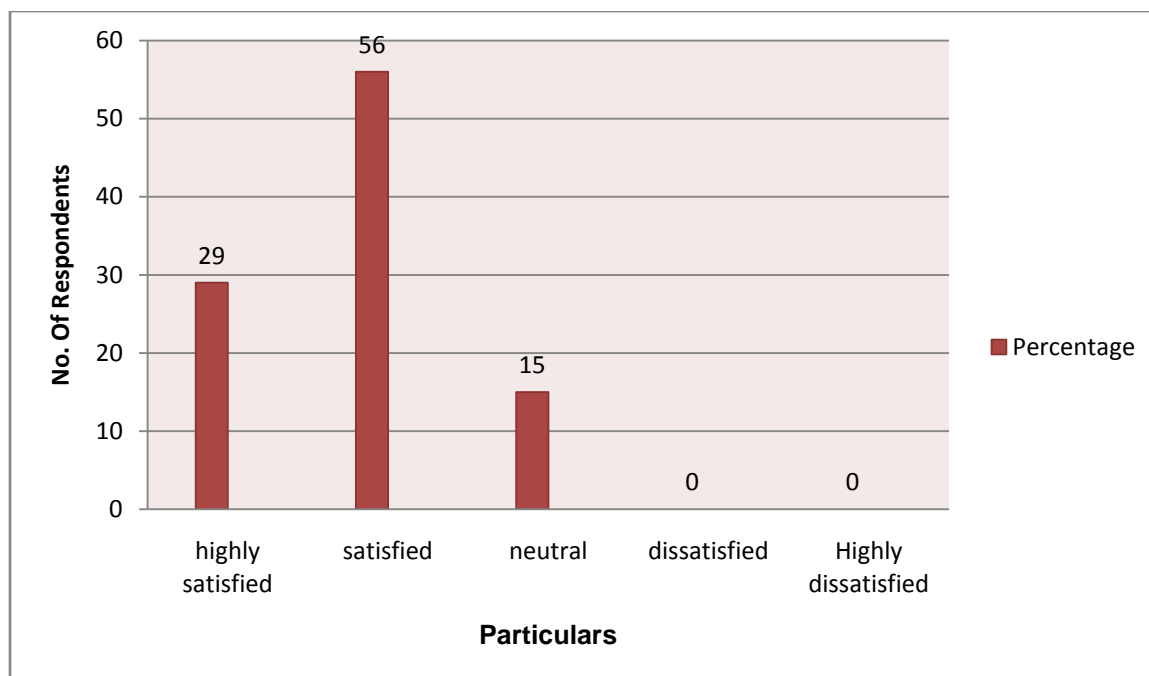


Table-9: Satisfaction Regarding Extent Of Employees Involvement With Hospital Goals And Image

Particulars	No. of respondents	Percentage
Highly Satisfied	48	40
Satisfied	68	57
Neutral	4	3
Dissatisfied	0	0
Highly Dissatisfied	0	0
Total	120	100

Interpretation: From the above response clearly shows 74% of the employees are satisfied with current career opportunities in the hospital other 26% of employees are highly satisfied about the extent of their involvement with hospital goals and image.

Graph-9:

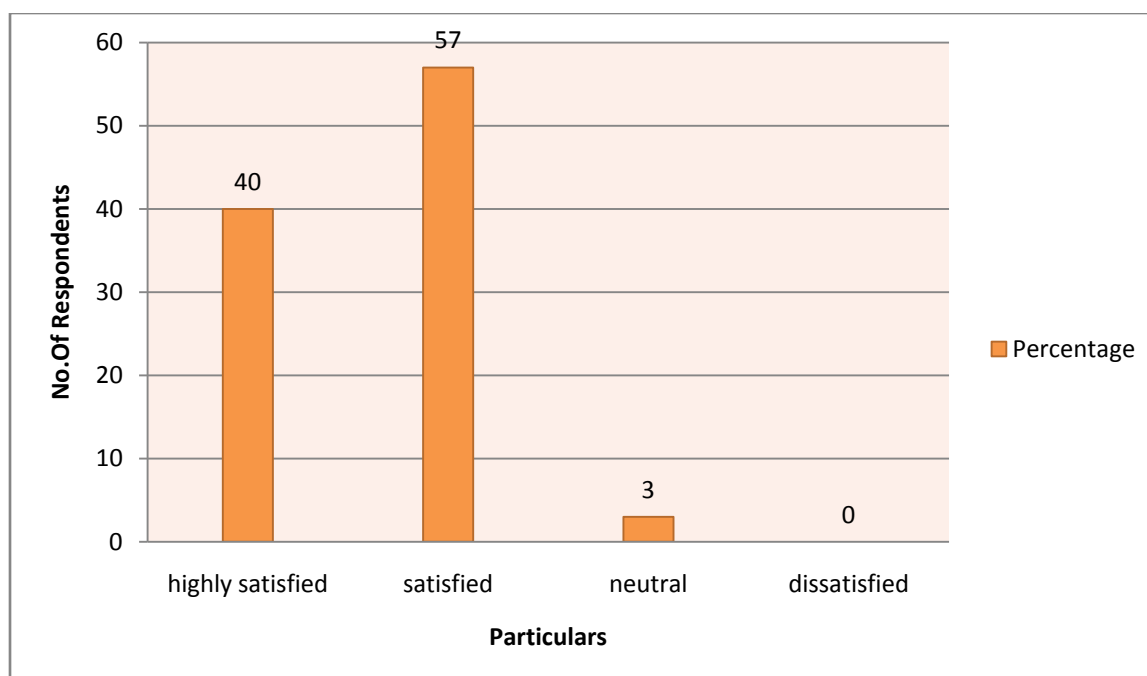


Table-10: Satisfaction Regarding Opinion About Nature Of Supervision

Particulars	No. of respondents	Percentage
highly satisfied	36	30
satisfied	72	60
neutral	12	10
dissatisfied	0	0
Highly Dissatisfied	0	0
total	120	100

Interpretation: From the above response clearly shows 70% of the employees are satisfied about the nature of supervision other 30% of employees are highly satisfied about the nature of supervision.

Graph-10:

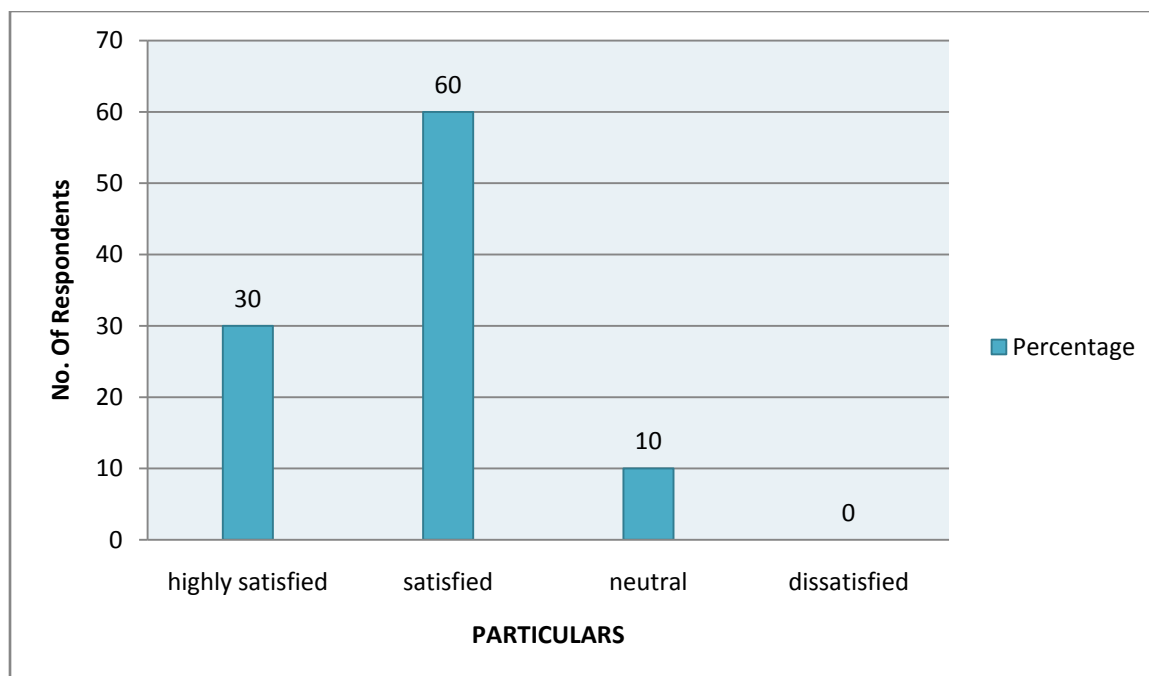


Table-11: Satisfaction With Regard To Organizational Climate

Particulars	No. of respondents	Percentage
highly satisfied	19	16
satisfied	48	41
neutral	39	32
dissatisfied	14	11
Highly Dissatisfied	0	0
total	120	100

Interpretation: From the above response clearly shows 40% of the employees are satisfied about organizational climate other 20% of employees are highly satisfied 14% of the employees are dissatisfied about organizational climate 26% of employees have agreed that satisfaction regarding organizational climate is neutral.

Graph-11:

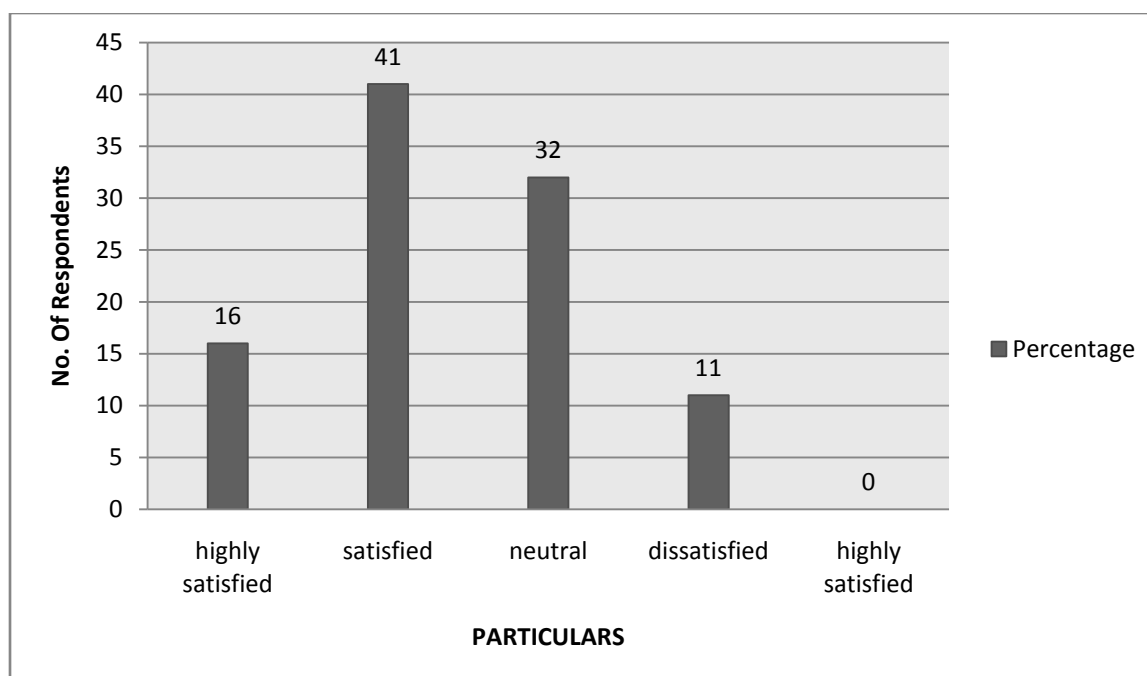


Table-12: Satisfaction With Regard To The Quantity Of Work Expected/ Work Allocation To The Employee In The Hospital

Particulars	No. of respondents	Percentage
highly satisfied	24	20
satisfied	79	67
neutral	16	13
dissatisfied	1	0
total	120	100

Interpretation: From the above response clearly shows 60% of the employees are satisfied, 30% of employees are highly satisfied and 10% of employees have agreed as neutral regarding work expected or work allocated in the hospital

Graph-12:

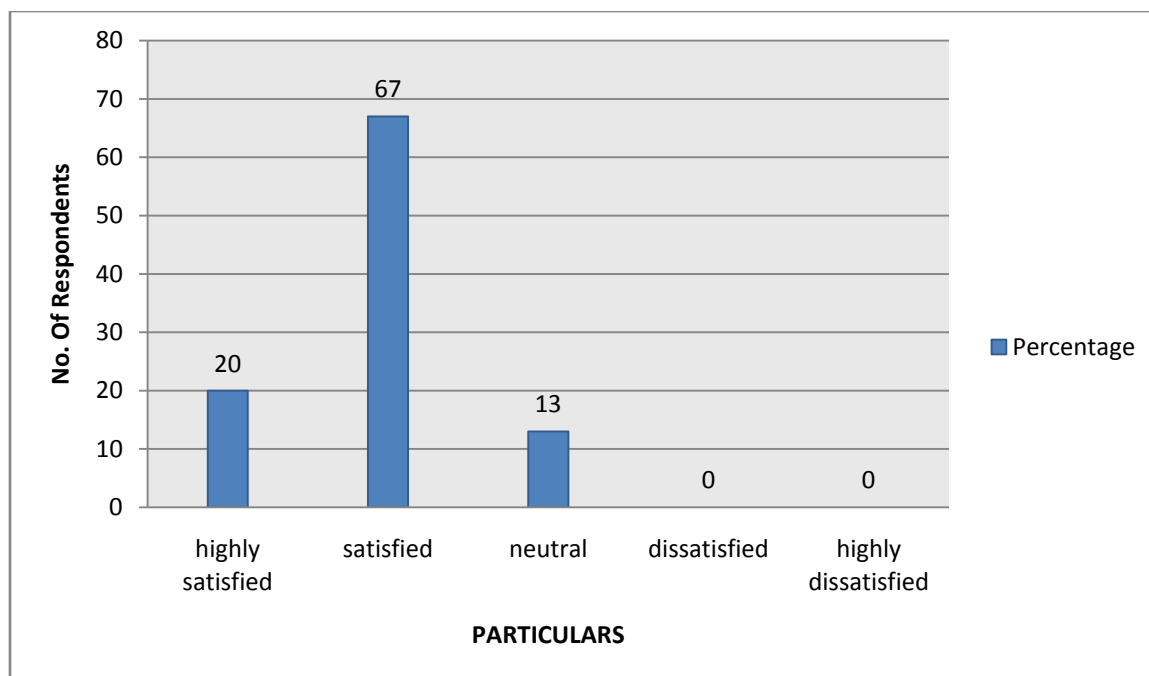


Table-13: Satisfaction Regarding Working Conditions In The Hospital

Particulars	No. of respondents	Percentage
highly satisfied	37	31
satisfied	54	45
neutral	29	24
dissatisfied	0	0
total	120	100

Interpretation: From the above response clearly shows 24% of the employees are satisfied, 74% of employees are highly satisfied and 2% of employees have agreed as neutral regarding work expected or work allocated in the hospital

Graph-13:

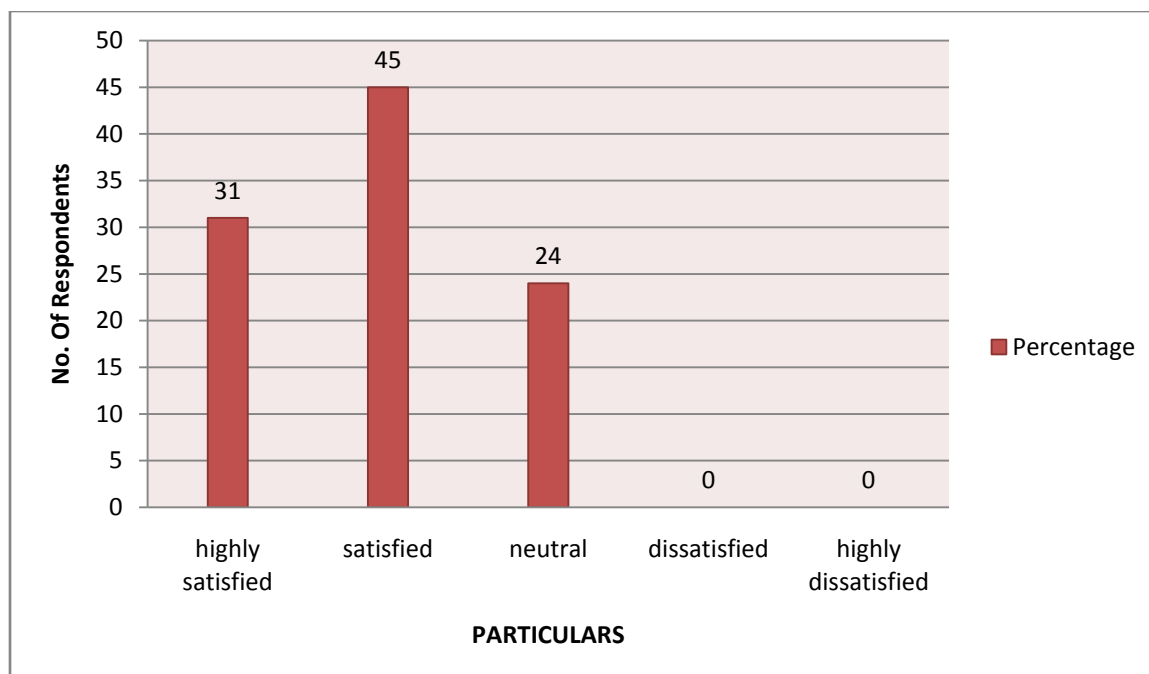


Table-14: Satisfaction Regarding Meal Time And Break For Employees

Particulars	No. of respondents	Percentage
highly satisfied	4	3
satisfied	68	56
neutral	48	40
dissatisfied	1	0
total	120	100

Interpretation: From the above response clearly shows 96% of the employees are satisfied and 4% of employees have agreed as neutral regarding meal time and break for employees.

Graph-14:

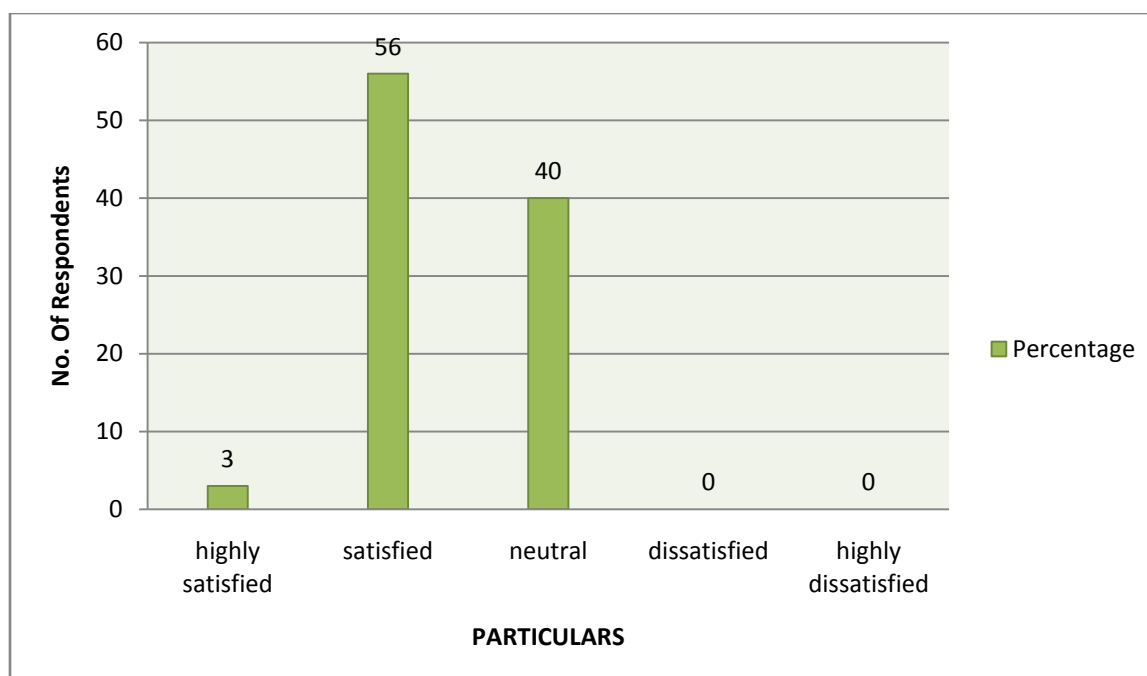


Table-15: Satisfaction Regarding Emergency Exit And Emergency Alarm For Employees

Particulars	No. of respondents	Percentage
highly satisfied	13	11
satisfied	58	48
neutral	49	41
dissatisfied	0	0
total	120	100

Interpretation: From the above response clearly shows 68% of the employees are satisfied, 28% of employees are highly satisfied and 4% of employees have agreed as neutral regarding emergency exit for employees in the hospital

Graph-15:

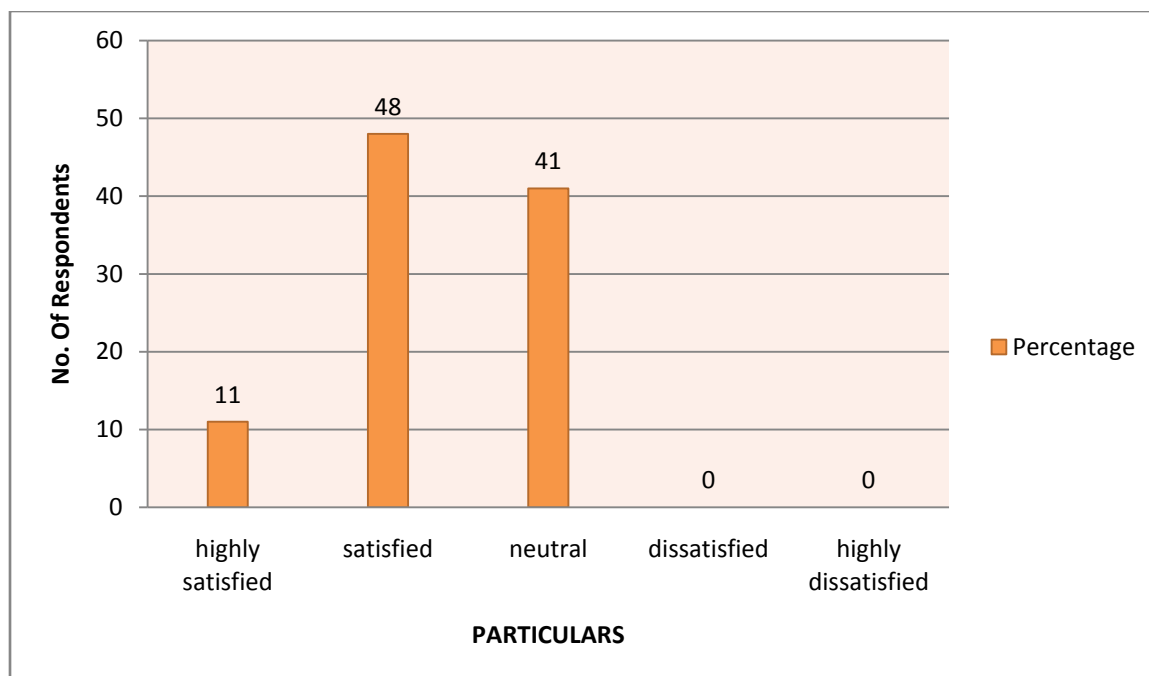


Table-16: Satisfaction Regarding Rest Room For Employees

Particulars	No. of respondents	Percentage
highly satisfied	39	32
satisfied	74	63
neutral	7	5
dissatisfied	0	0
Highly Dissatisfied	0	0
total	120	100

Interpretation: From the above response clearly shows 76% of the employees are satisfied, 20% of employees are highly satisfied and 4% of employees have agreed as neutral regarding rest room for employees in the hospital

Graph-16:

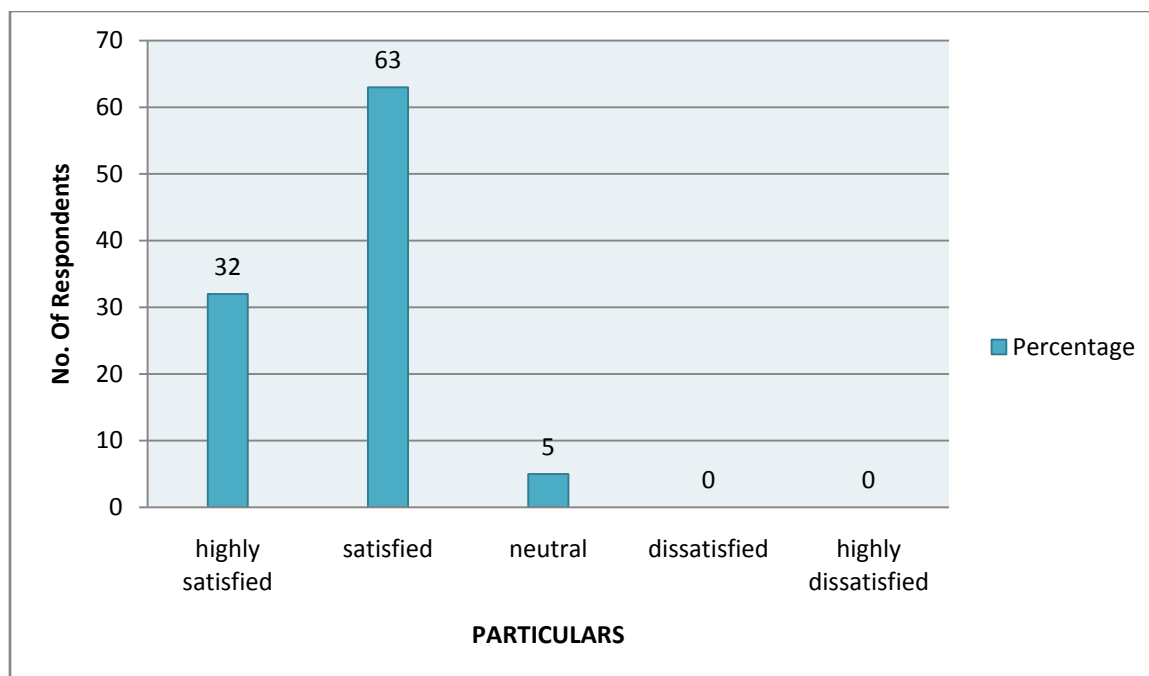


Table-17: Satisfaction Regarding Rewards And Incentives Given To The Employees

Particulars	No. of respondents	Percentage
highly satisfied	18	18
satisfied	43	36
neutral	38	31
dissatisfied	19	14
Highly dissatisfied	2	1
total	120	100

Interpretation: From the above response clearly shows 68% of the employees are satisfied, 24% of employees are highly satisfied, 4% of the employees are dissatisfied and 4% of employees have agreed as neutral regarding rewards and incentives given to the employees.

Graph-17:

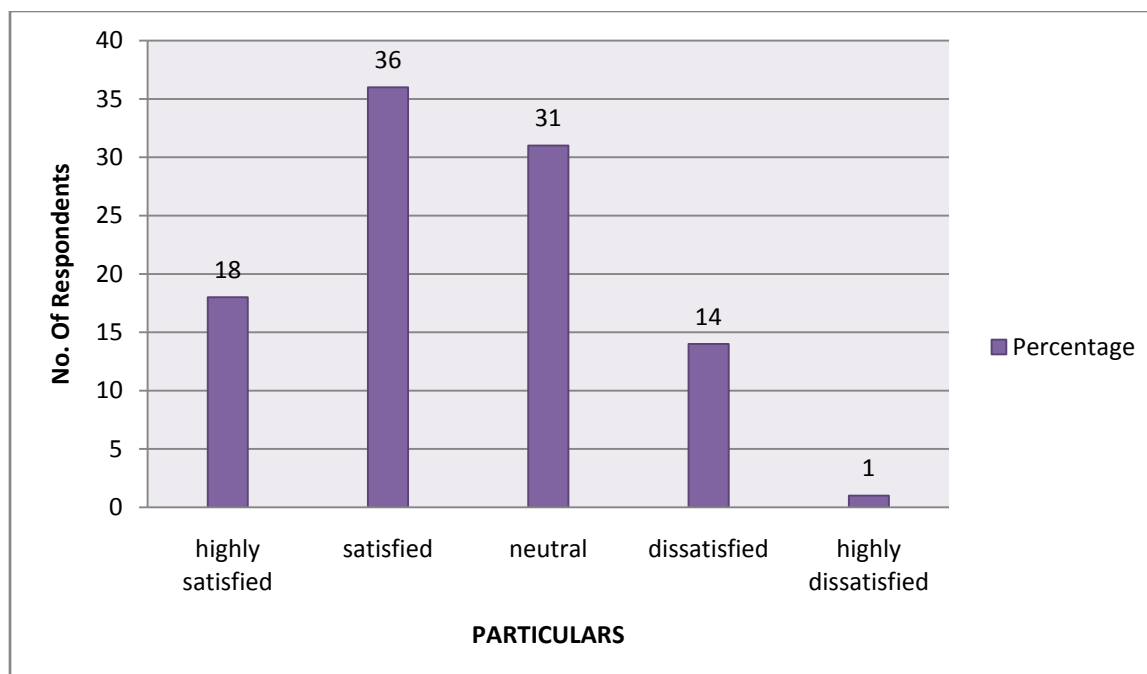


Table-18: Satisfaction Regarding Gratuity And Pension Given To The Employees

Particulars	No. of respondents	Percentage
highly satisfied	14	11
satisfied	45	38
neutral	57	48
dissatisfied	4	3
Highly dissatisfied	0	0
total	120	100

Interpretation: From the above response clearly shows 76% of the employees are satisfied, 16% of employees are highly satisfied, 4% of the employees are dissatisfied and 4% of employees have agreed as neutral regarding gratuity and pension given to the employees.

Graph-18:

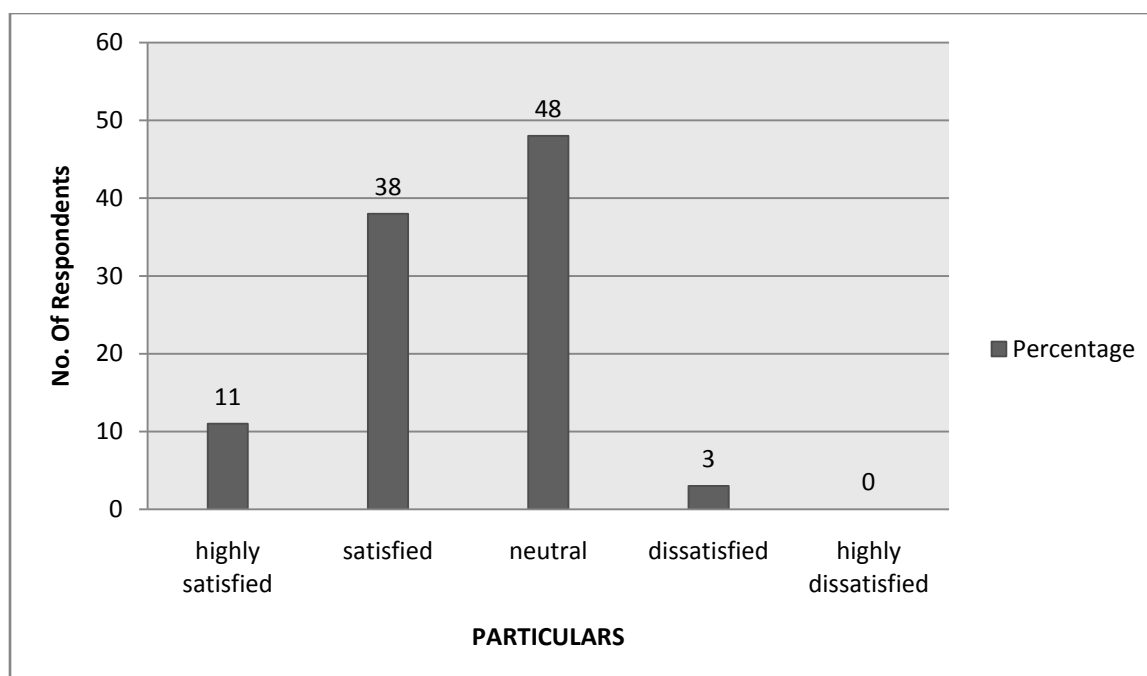


Table-19: Satisfaction Regarding Financial Grants Given To The Employees

Particulars	No. of respondents	Percentage
highly satisfied	44	36
satisfied	29	24
neutral	35	29
dissatisfied	12	10
total	120	100

Interpretation: From the above response clearly shows 8% of the employees are satisfied, 88% of employees are highly satisfied, 2% of the employees are dissatisfied and 2% of employees have agreed as neutral regarding financial grants.

Graph-19:

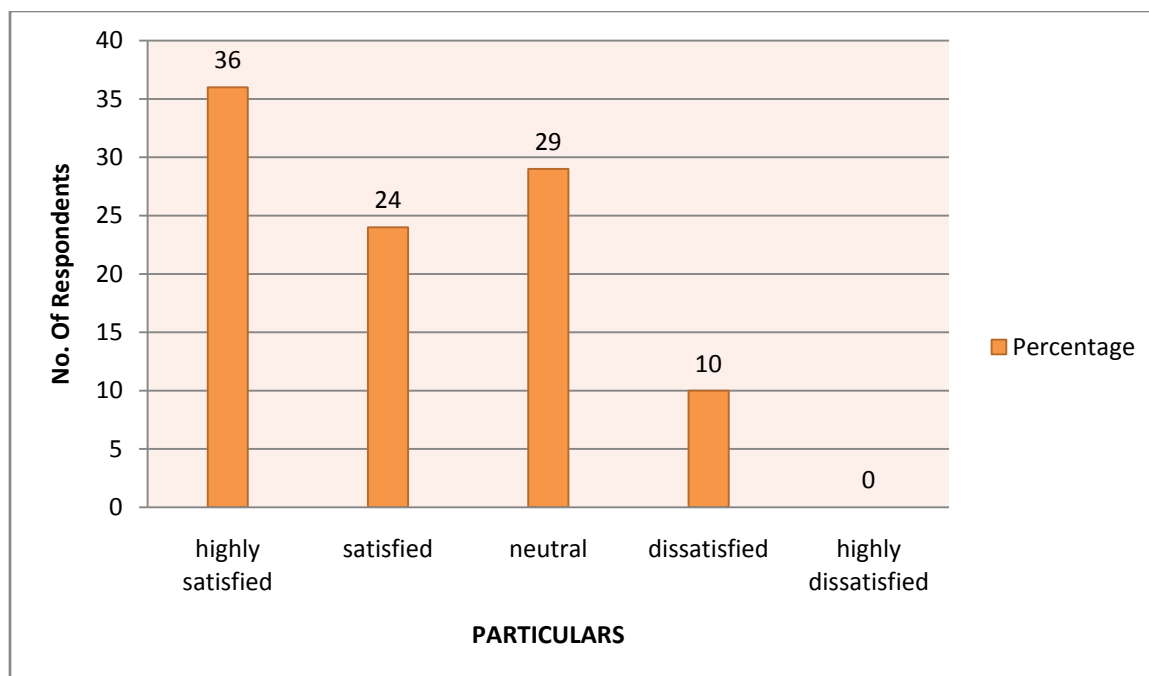


Table-20: Satisfaction Regarding Sanitary Measures In The Hospital

Particulars	No. of respondents	Percentage
highly satisfied	54	45
satisfied	66	55
neutral	0	0
dissatisfied	0	0
Highly dissatisfied	0	0
Total	120	100

Interpretation: From the above response clearly shows 8% of the employees are satisfied, 88% of employees are highly satisfied, 2% of the employees are dissatisfied and 2% of employees have agreed as neutral regarding financial grants.

Graph-20:

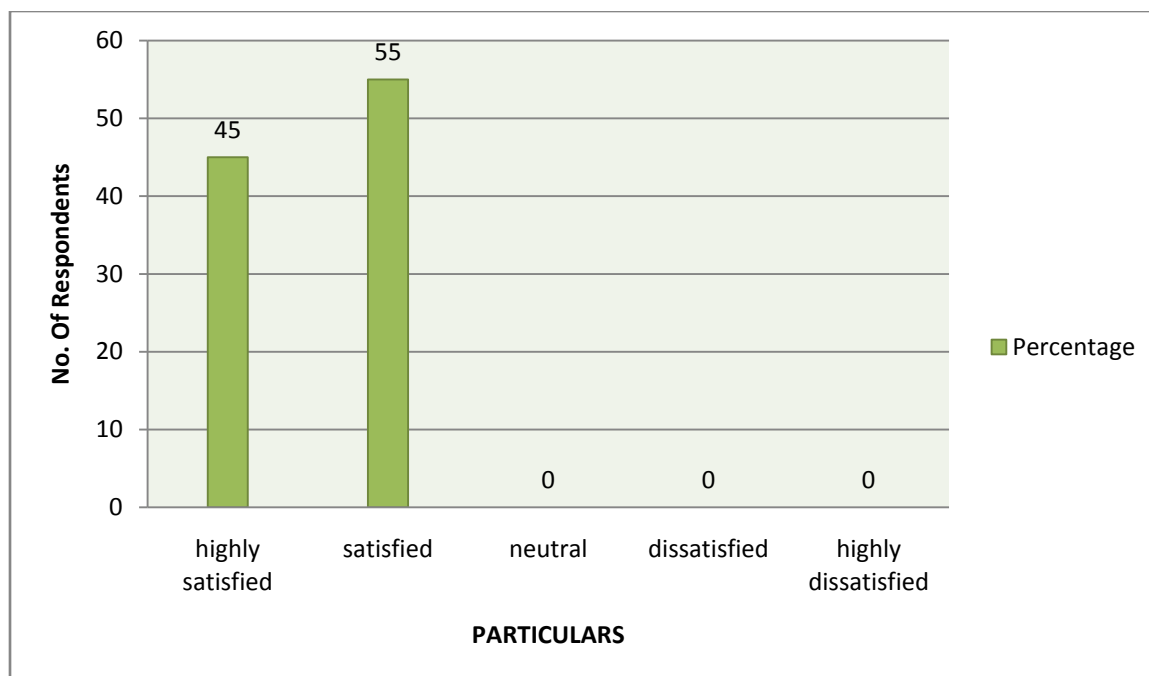
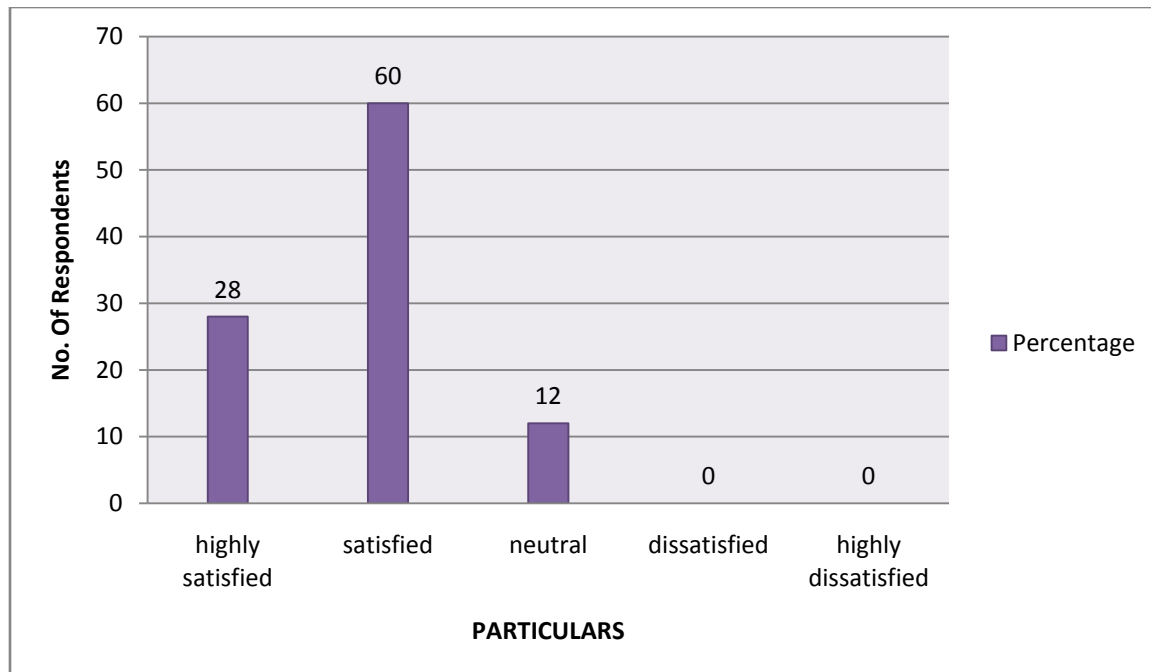


Table-21: Satisfaction Regarding Leave Benefits Availing In The Hospital

Particulars	No. of respondents	Percentage
highly satisfied	34	28
satisfied	72	60
neutral	14	12
dissatisfied	0	0
Highly dissatisfied	0	0
Total	120	100

Interpretation: From the above response clearly shows 20% of the employees are satisfied, 78% of employees are highly satisfied and 2% of employees have agreed as neutral regarding leave benefits availing in the hospital.

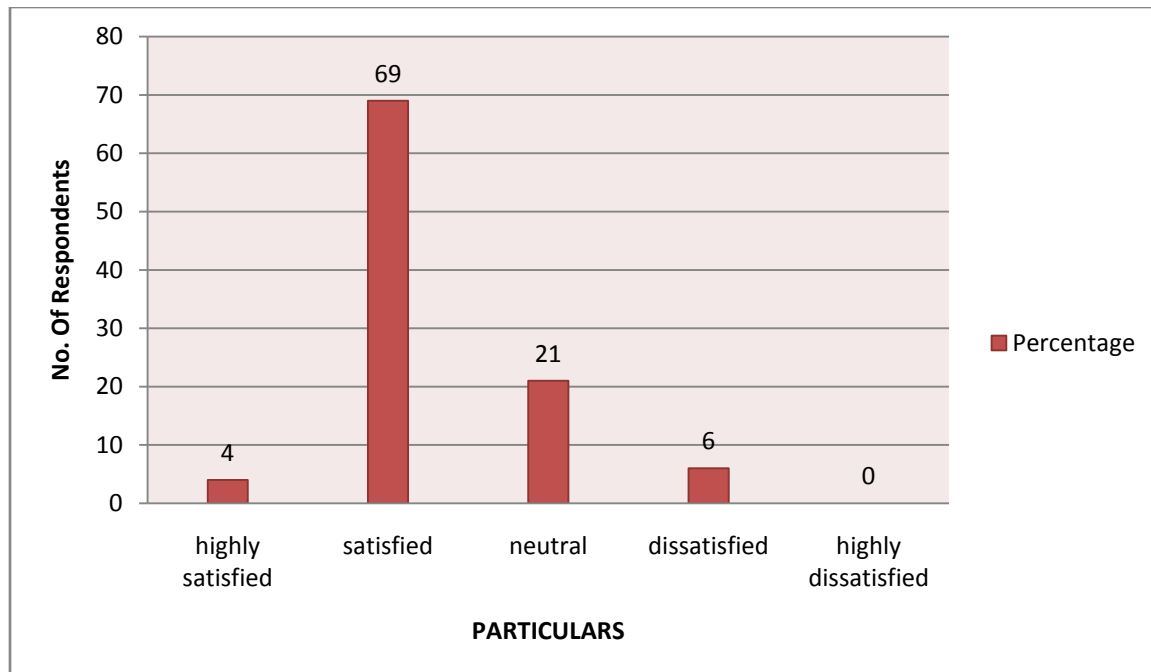
Graph-21:



FINALLY THE DEGREE O WHICH EMPLOYEE ARE SATISFIED

Particulars	No. of respondents	Percentage
highly satisfied	9	6
satisfied	83	69
neutral	26	21
dissatisfied	2	4
Highly dissatisfied	0	0
Total	120	100

GRAPH



The study helped to identify the major factor contributing to job satisfaction and dissatisfaction. The core part of the study lies in analysis and interpretation. The data is analyzed with the help of statistical tools like percentage analysis method. Charts are also used to give pictorial representation of data collected. The interpretations are summarized and suggestions are provided based on it to improve job satisfaction.

Job satisfaction levels are good in the hospital.

KEY FINDINGS:

1. Organizational climate-40% satisfied, 20% highly satisfied ,14% dissatisfied.
2. Welfare measures-62% satisfied, 26% neutral and 12% dissatisfied.
3. Job satisfaction-72% satisfied, 22% neutral and 6% dissatisfied.

Suggestions and Recommendations

1. Monetary benefits like financial grants should be increased.
2. More number of Recognition And Rewards and incentives can be given to the employees.
3. Provide Competitive Benefits

Work stress is a major stimulant of Job dissatisfaction and the hospital should ensure stress management.

Conclusion

Job satisfaction of employees is one of the major factors determining the achievement of objectives.

The management of B.L.Kapur Hospital tried its level best to satisfy their employees by providing adequate facilities. However further improvements and as per suggestions will yield better results.

Further in order to achieve the fullest co operation from the employees, the management can adopt various Job satisfaction techniques, depending upon their financial position.

Annexure

Questionnaire

1. Name :
2. Age :
3. Gender : () male () female
4. Department:
5. Experience:
6. Rate the welfare amenities given below:

Schemes	Excellent	Good	Average	Poor
Canteen				
Drinking water				
Gratuity				
Allowance				
Rest room				

7. How satisfied are you with meal time & break time in the hospital?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

8. How satisfied are you with inter personal relationship in the hospital?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

9. Express the manner in which your efforts are valued in the hospital?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

10. how satisfied are you with degree of motivation in the hospital?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

11. How satisfied are you with the current career opportunities in the hospital?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

12. What is the extent of your involvement and identification with hospital goals and image?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

13. Opinion about – nature of supervision?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

14. Mention the level by which your skills are utilized in the hospital?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

15. How satisfied are you with the organizational climate?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

16. How satisfied are you with the quantity of work expected and allotted to you in the hospital?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

17. how satisfied are you with the leave benefits availing in the hospital?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

18. how satisfied are you regarding emergency alarm and exit?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

19. how satisfied are you with the financial grants?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

20. How satisfied are you with rewards and incentives?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

21. How satisfied are you with the working conditions of the hospital?

☐ highly satisfied ☐ satisfied ☐ neutral ☐ dissatisfied ☐ highly dissatisfied

Give your suggestions if any.....

References:

1. Herzberg, F., Work and the nature of man. London: Granada, IBA (2008).
2. Nirza .s . Saiyadain : human resouce management
3. Wayne f cascio : managing human resources
4. Oshwiki.eu-(theories and definition on job satisfaction.)
5. www.citehr.com › ... › Human Resource Management

POSTER PRESENTATION

A STUDY ON JOB SATISFACTION AT B.L. KAPUR SUPERSPECIALITY HOSPITAL

PRESENTED BY KHUSHBOO GULATI

INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH



ORGANIZATIONAL PROFILE

B.L. Kapur super speciality hospital, Rajendra Place is one of the biggest stand alone private hospitals in the National Capital Region today. It's a 650 bedded hospital.

Accreditation, Awards & Recognition

India's largest Bone Marrow Transplant centre which is amongst the biggest in Asia.

BLK was the youngest Hospital to have achieved NABH and NABL accreditations.

BLK Cancer Centre is amongst the regions' most comprehensive cancer centers of its kind, with over 100 beds dedicated for oncology services.

TASK ASSIGNED- During 2 months of my internship period –

Initial 10 days the task assigned was to get orientation of the hospital and its various departments.

Then Project on job satisfaction was assigned.

BACKGROUND

Employees negative or unfavorable attitude towards their jobs are called job dissatisfaction. It is expressed through employees behavior directed towards leaving the job, raising voice and neglecting and shirking from responsibilities. Hence job satisfaction improves the employees' productivity and reduces their absenteeism and turnover rates.

•Measurement of job satisfaction in an organization through a survey is essential as it benefits the management by providing information of job satisfaction in order to make sound decisions, solving employee problems and increasing hospital efficiency.

The employers' satisfaction is the influencing factor of patient satisfaction. Hence the need for measuring job satisfaction in a service organization is relatively high. So, the study on job satisfaction was conducted at B.L. KAPUR Super Speciality Hospital, New Delhi

GENERAL OBJECTIVE

To study existing job satisfaction levels and provided welfare measures to employees at B.L. Kapur Hospital.

SPECIFIC OBJECTIVES

1. To study the satisfaction towards welfare measures provided.
2. To study the quality interpersonal relationship among employees.
3. To study the degree of motivation to the employees in the company.
4. To study the degree to which employees are satisfied.

METHODOLOGY

•**Type of study-** Descriptive, Cross sectional Study.

•**Sample Size-** 120 employees different departments.

•**Study Area-** B.L. KAPUR SUPERSPECIALITY HOSPITAL, Rajendra place

•**Duration of data collection-** 3 weeks and 4 days

•**Type of Data-** Quantitative

•**Tool-** Structured Questionnaire

•**Studied Area-** Front

Office, lab Services, Nurses, Doctors,

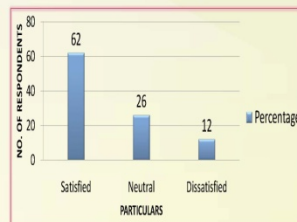
•**Sampling Technique-** Non-Probability (convenience Sampling)

•**Data collection-** Primary and Secondary

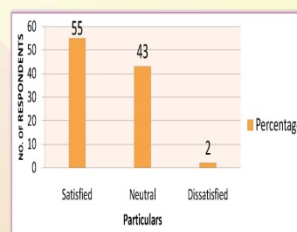
•**Data Analysis-** Using bar charts, All the analysis and graphical depictions were done with the help of MS-Excel

KEY FINDINGS

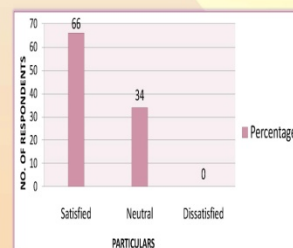
1. Satisfaction towards welfare measures provided



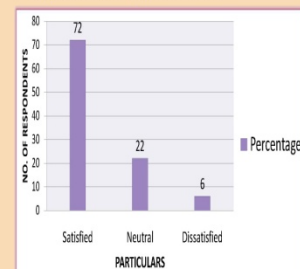
2. The quality interpersonal relationship among employees



3. Degree of motivation to the employees in the company.



4. Degree to which employee are satisfied.



1. **Organizational climate**-40% satisfied

20% highly satisfied, 14% dissatisfied

2. **Welfare measures**-62% satisfied, 26% neutral and 12% dissatisfied.

3. **Job satisfaction**-72% satisfied, 22% neutral and 6% dissatisfied

CONCLUSION

Job satisfaction of employees is one of the major factors determining the achievement of objectives.

The management of B. L. Kapur Hospital tried its level best to satisfy their employees by providing adequate facilities. However further improvements and as per suggestions will yield better results.

Further in order to achieve the fullest co operation from the employees, the management can adopt various Job satisfaction techniques, depending upon their financial position.

RECOMMENDATIONS

Employee's welfare measures and Job security should be given utmost importance, so that the employee's will be more satisfied.

_ EMPLOYEE ORIENTATION

_ RECOGNITION & REWARDS

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- www.citehr.com > > Human Resource Management



THANK YOU