

Internship Training

At

BLK MAX Super specialty Hospital New Delhi.

**A study on Job satisfaction among employees of BLK Max
super specialty hospital New Delhi.**

By

Name – **SUMAN PATEL**

Enroll No. **PG/20/089**

Under the guidance of

Dr. Nitish Dogra

PGDM (Hospital and Health Management)

2020-22



International Institute of Health Management Research
New Delhi

TO WHOMSOEVER IT MAY CONCERN

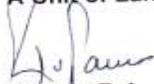
Sub: Internship Completion Letter

This is to certify that **Mr. Suman Patel** has completed internship at BLK-Max Super Speciality Hospital from **15th March 2022** till **11th June 2022** in the Department of **Human Resources**.

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

We wish him all the best for his future.

Yours Sincerely,
For **Dr. B.L. Kapur Memorial Hospital,**
A Unit of Lahore Hospital Society


Rupam Raj
Unit Trainer

Certificate of Approval

The following dissertation titled "A study on satisfaction level of employees of BLK MAX super speciality hospital New Delhi" at "BLK MAX super speciality hospital New Delhi" 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 PGDM (Hospital & Health 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 dissertation only for the purpose it is submitted.

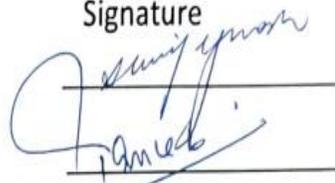
Dissertation Examination Committee for evaluation of dissertation.

Name

DR. SMITA CHOPRA

DR. PANKAJ TAJREJA

Signature





TO WHOMSOEVER IT MAY CONCERN

This is to certify that Suman Patel student of PGDM (Hospital & Health Management) from International Institute of Health Management Research, New Delhi has undergone internship training at BLK MAX super specialty hospital New Delhi from 15-Mar-2022 to 11-June-2022.

The Candidate has successfully carried out the study designated to him during internship training and his/her approach to the study has been sincere, scientific and analytical.

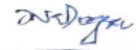
The Internship is in fulfillment of the course requirements.

I wish him all success in all his/her future endeavors.

Dr. Sumesh Kumar

Associate Dean,

Academic and Student Affairs IIHMR, New Delhi



Mentor DR. NITESH DEERA

IIHMR, New Delhi

27-06-2022



INTERNATIONAL INSTITUTE OF HEALTH
MANAGEMENT RESEARCH (IIHMR)

Plot No. 3, Sector 18A, Phase- II, Dwarka, New Delhi- 110075
Ph. +91-11-30418900, www.iihmrdelhi.org

CERTIFICATE ON PLAGIARISM CHECK

Name of Student (in block letter)	Dr./Mr./Ms.: SUMAN PATEL		
Enrollment/Roll No.	PG/20/089	Batch Year	2020-22
Course Specialization (Choose one)	Hospital Management ✓	Health Management	Healthcare IT
Name of Guide/Supervisor	Dr./ Prof.: Dr. Nitish Dogra		
Title of the Dissertation/Summer Assignment	A study to analyse the satisfaction level of employees working in BLK-MAX hospital New Delhi.		
Plagiarism detect software used	"TURNITIN"		
Similar contents acceptable (%)	Up to 15 Percent as per policy		
Total words and % of similar contents Identified	1%		
Date of validation (DD/MM/YYYY)	--/--/----		

Guide/Supervisor

Name: Dr. Nitish Dogra

Signature:

Report checked by

27/06/2022

Institute Librarian

Signature:

Date:

Library Seal

Student

Name: SUMAN PATEL

Signature:

Dean (Academics and Student Affairs)

Signature:

Date:

(Seal)

FEEDBACK FORM

Name of the Student: SUMAN PATEL

Name of the Organization in Which Dissertation Has Been Completed: BHK-MAX Super Speciality Hospital

Area of Dissertation: Human Resources

Attendance: Full

Objectives achieved: yes

Deliverables: yes

Strengths: Very dedicated & hard-working. Has a positive approach towards learning.

Suggestions for Improvement: Need to work more on communicating with all the stakeholders.

Suggestions for Institute (course curriculum, industry interaction, placement, alumni):

Signature of the Officer-in-Charge/ Organization Mentor (Dissertation)

Rufan.

Date: 11/06/2022

Place:

BHK-MAX
Rajendra Place,
New Delhi.



ACKNOWLEDGEMENTS

I would like to thank everyone who supported me in this journey and helped me.

I pay my sincere gratitude towards my guide Mrs. Shivangi Singh Deputy manager Human Resources, BLK Max New Delhi, who helped me immensely throughout the tenure of my internship. She inspired me greatly to work in this project with his valuable guidance, support, interest, encouragement, involvement and advice.

Also a big thanks to Mrs. Rupam Raj, Manager-L&D for introducing me to the department heads and helping me in every way possible for such an amazing journey. I thank all the extended team of all the departments, for their unlisted encouragement and moreover their timely support and guidance till the completion of my project.

I would also like to thank my mentor and Director- IIMR Delhi, Dr. Nitish Dogra and Dean Academics- IIMR Delhi, Dr. Sumesh Kumar for their kind assistance and support throughout the training.

Table of Contents

Contents

Table of Contents.....	8
PART A : OBSERVATIONAL LEARNING.....	9
INTRODUCTION: BLK-MAX Hospital.....	9
METHODOLOGY OF THE STUDY.....	11
GENERAL FINDINGS ON LEARNING:-.....	12
LIMITATIONS: -.....	12
CONCLUSIVE LEARNING:-.....	12
PART- B : PROJECT REPORT.....	14
BACKGROUND:.....	14
ABSTRACT:.....	14
INTRODUCTION:.....	14
GENERAL OBJECTIVES:.....	16
METHODOLOGY: -.....	16
LITERATURE REVIEW:-.....	16
Analysis:-.....	18
RESULT & CONCLUSION: -.....	23
RECOMMENDATIONS: -.....	23
Data collection Tool:.....	24
REFERENCES.....	26

PART A : OBSERVATIONAL LEARNING

INTRODUCTION: BLK-MAX Hospital



BLK-Max 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-Max Super Speciality Hospital is one of the largest tertiary care private hospitals in the country, BLK-Max has consistently ranked amongst the Top 10 Multi Super Specialty Hospitals in Delhi NCR. The outpatient services are spread on two floors with 80 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 blood bank to the emergency or one of the best Endoscopy suites to ensure timely and efficient services, the infrastructure speaks volumes about BLK-Max's commitment to 'PASSION FOR HEALING'.

Legacy

Dr. B. L Kapur, a prominent Obstetrician and Gynecologist, set up a Charitable Hospital in 1930 at Lahore. In 1947, he moved to post-segment India and set up a Maternity Hospital at Ludhiana. In 1956 on the welcome of the then Prime Minister, Dr. B L Kapur started the undertaking for setting up a 200-bed emergency clinic in Delhi. The medical clinic was initiated by the Prime Minister, Pt. Jawahar Lal Nehru on second January 1959.

By 1984, when the medical clinic praised its Silver Jubilee, it was an extending emergency clinic well on its approach to turning into Delhi's chief multispecialty establishment.

Administrations offered included General Surgery, Ophthalmology, ENT, Dentistry, Pulmonology, Intensive Care and Orthopedics, aside from mother and kid care.

A factor of much significance to the emergency clinic was the soundness of the network. Eager specialists held camps and general wellbeing converses with improve the of network wellbeing in the zone. In the late 1990s, the Trustees of the emergency clinic wanted to overhaul it to a tertiary consideration medical clinic and tied up with Radiant Life Care Private Limited to recreate and deal with the office. Today, a cutting edge the-craftsmanship tertiary consideration clinic has come up instead of the old medical clinic. It is one of the greatest independent private Hospitals.

In 2020 BLK merged with Max healthcare, BLK-Max Super Speciality Hospital was developed and re-launched as a Multi Super Speciality hospital with 650 bed capacity including 125 beds dedicated to critical care and 17 modular operation theaters' Hospital also achieved the prestigious NABH, NABL and JCI accreditation. BLK-Max has established multiple Centres of Excellence to provide the best-in-class health care to patients.

AWARDS AND ACCREDITATIONS:

BLK-MAX New Delhi has received accreditation from Joint Commission International (JCI), National Accreditation Board for Hospitals & Healthcare Providers (NABH) & National Accreditation Board for Testing and Calibration Laboratories (NABL).

VISION

To create a patient-centric, tertiary healthcare organization focused on non-intrusive 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.

At BLK, we are passionate about delivering the highest standard of healthcare. Be it the finest Doctors, cutting-edge medicine, of-the-art infrastructure or nursing with a smile. When you are passionate about healing the lives that have been entrusted to us, nothing is too big or small to ignore.

METHODOLOGY OF THE STUDY

Study design	Quantitative study
Study area	BLK-Max super specialty hospital New Delhi
Study Duration	3 months (15-March-2022 to 11-June-2022)
Study population	Employees of BLK-MAX hospital
Sample size	60 (Randomly selected 10 employees from each floor)
Source of data collection	Primary Data
Study tool	Questionnaire

GENERAL FINDINGS ON LEARNING:-

Employee satisfaction is very important from an organization point of view. As employee satisfaction can be directly linked to company performance. A satisfied employee will always be more efficient but dissatisfaction in job results into poor performance, absenteeism, job related stress and turnover.

There are many factors that influence the employee satisfaction. In this study we selected few of the indicators that affect the satisfaction level. It is very important for the management to know what the employees are think about the organization and what are the challenges they are facing. By understanding this management can take necessary steps to improve the satisfaction level.

From the study it is observed that 33% of the employees were very happy about the support they are getting from the management and 42% of the employees were happy while 22% were neutral about the support they are getting from the management.

This study also showed that 37% of the employees rated very good to the support and guidance they are getting from their supervisor. 38% were happy about the support from the supervisor and 20% were neutral about it.

Result from the study shows that 40% employees that learned new skills in this position were very happy, 45% were happy about the skills they got to learn and 12% were neutral about it.

34% of the employees were very happy about the chance they get to develop their professional skills.40% were happy about it and 23% were neutral about it.

32% of the employees were very happy about the co-workers and teamwork between the teammates, 47% were happy and 18% were neutral about it.

When we ask the employees if they will recommend this hospital as good place to work 17% said they will definitely recommend, 48% said they will recommend and 27% were neutral about it.

LIMITATIONS: -

- Time limitation was a factor in the study.
- There might be some bias from employees.
- There are many factors that influences the employee satisfaction, while designing the tool we might not be include all the factors associated with it.

CONCLUSIVE LEARNING:-

Employees job satisfaction survey is a tool used by the management to know if the employees are comfortable and working efficiently.

The study shows us that employees of this organization are satisfied about the factors like good coworkers, getting opportunities to learn and guidance from supervisor.

Some recommendations would be

- The management should make it easy for the employees to reach the top management for better transparency.
- Some extra co-curricular activities should be done for better interaction between employees and for better employee engagement
- Regular feedback from the employees should be taken for better understanding of the problems and challenges faced by employees.

PART- B : PROJECT REPORT

BACKGROUND:

Employee satisfaction survey is the tool to know about your employee's problems and overall working experience in your organization. Managing and engaging your employee is a main part of human resource management. Employee satisfaction survey helps the employee by listening the problems they are facing and by taking actions on these the organization becomes better.

ABSTRACT:

A company is pretty much as good as the talent it has, or the workers Who run it. Even when your business has employed nice talent, it's the management's duty to keep the workers engaged and actuated. when workers feel supported, satisfied, and actuated, in order that they place in their best work on a daily basis and become productive. Productive workers will facilitate your business meet its goals and still grows.

A happy employee always thinks positive about the organization and it will reflect into his work. He will work with good energy and always have a positive mindset. This increases the efficiency of the employee.

But what's worst about the implications of job dissatisfaction that have an effect on each the workers and therefore the organization. it's going to result into poor performance, dis interest in work, low motivation and this will further result into absenteeism and at last the employee will leave the organization.

Employee satisfaction surveys will tell you the way workers feel regarding their work surroundings, whether or not they area unit pleased with operating for the corporate, that affects their well-being, and what their personal recommendations area unit for resolution existing issues.

INTRODUCTION:

Employee satisfaction is when employees working in an organization is happy to work there. This shows how well the organization is helping its employees through providing good environment and work culture. Job satisfaction can be understood by looking into some parameters like if the employee is in sync with the mission of the organization, how the management and his supervisors supporting him, what type of relationship he have with his co-workers and how well he can communicate his concerns to the higher authorities. When an

employee is satisfied he will give his best and be efficient. This also helps in retain good talent and organization should never let go any good talent.

Work environment and company culture

For an employee the workplace is like second home to him as he spend so much time in the workplace. So it is the duty of the organization to provide them good workplace where the employee should not feel like he is forced to work. A hygienic, spacious and safe workplace contribute to employee satisfaction.

Learning opportunity

With the growth of organization every employee thinks of getting more opportunity to learn and more responsibility and increased salary. So when the organization take initiative for skill improvement of its employees they feel satisfied. The employee should get chance to grow both personally and professionally and when the employee do not get to learn new things the work becomes monotonous and boring for them and they feel stuck in the situation. Many organization have learning and development team that design and implement courses for their staff to learn new skills. When an employee learns new skill and implement these things in his work he feels satisfied.

Managing the work related stress

In such a big industry of healthcare the work is endless and can be sometimes overwhelming for even most experienced of individuals. So there should be a proper way to manage work related stress. One of the simple thing to do can be setting realistic deadlines, by not giving huge task and little time to complete the employee can do his work effectively. But sometimes huge targets are required to be completed in small time, in those times the employee should get some recognition and a small break to be normal. This brings satisfaction to the employee.

Relationship with other staff

Everyone wants to be treated with respect and in an organization there should be good relationship between employees. In case of healthcare sector it is specially important. Because the any dispute among the staff can cause big impact to the life of patient and it directly affects the performance of the hospital. When so many people work in the same place disputes will happen but it is important for the management that they look into it and resolve the issues and take disciplinary action if necessary.

When there is good co-ordination among the staff, the staff also feels good and satisfied.

Communication with management

It is seen in many organization that there is no proper communication between staff and management. Every employee wants to heard and due recognition. When the organization listens the problem faced by the employees and fix those problems, that brings satisfaction to the employees.

GENERAL OBJECTIVES:

To find out the satisfaction level among the employees working in BLK Max super specialty hospital New Delhi.

METHODOLOGY: -

This is a cross sectional descriptive study among the employees working in BLK Max super specialty hospital New Delhi. This study is going to be take place in the month of April, May and June 2022. Approval of concerned authorities for this study will be taken before conducting the study.

The study population of this study will be the employees of BLK MAX super specialty hospital. The sampling method would be convenient sampling and the sample size is 60.

There are 7 floors in the hospital but second floor is OT complex. So we selected 6 floors for the study. We visit each floor and randomly selected 10 employee from each floor.

For this study our study population would be employees working in the hospital.

The inclusion group would be the medical, paramedical and non-medical staff of the hospital. The employee who are willing to participate.

The exclusion criteria would be the employee who are outsourced for different services. The employees who are not willing to participate.

LITERATURE REVIEW:-

(1)

Job satisfaction is an indicator of what a person think toward his job. This study was performed to understand job satisfaction among dentists in Srikakulam, India. In this study, a modified questionnaire was used to understand job satisfaction. This sample size for the study was 66 and study location was Srikakulam.

When an employee is satisfied he will always have a positive attitude and motivate to work and he will take better decision in life and his profession. Co-ordination among colleagues , friend& family and his physical and mental health due to wok also affects his satisfaction level in job.

Job satisfaction is very important for ensuring quality of care in case of health care organization because a happy employee makes a costumer happy.

Factors resulted in job satisfaction were coworkers, income, and overall satisfaction. No significant relation between job satisfaction and socio-demographic characteristics.

Team building activities should be done for strengthening interpersonal relationships, improve staff communication, and help them understand and clarify their roles which will in turn increase the job satisfaction.

(2)

A cross-sectional survey was conducted in public and private hospitals of Andhra Pradesh and Uttar Pradesh with a sample size of 1916, the study population is health workers of the hospital. The tool has indicators related to job satisfaction.

There was huge difference in the results when compared to public and private but there were also some common factors. Four main indicators were identified, related to job among these “work environment” was selected as most important factor for job satisfaction even rated higher than a good monetary compensation. In both states, govt. The survey result also stated that the employment benefits are more important to the government health workers than private health workers.

(3)

Sengupta M, Sengupta N. performed a study on employee job satisfaction with special reference to the Indian automobile industry. The population for the study were the employees working in Indian Automobile sector organizations.

When we are considering Indian industry the learning and development and skill development is the top factor for job satisfaction, While how is the nature of the seniors comes second, How is the bonding and co-ordination with staff comes third and Recognition when due is fourth factor. It should be noted that reward and recognition is very important factor in short term as it gives the employee a sense of recognition and keeps him satisfied.

(4)

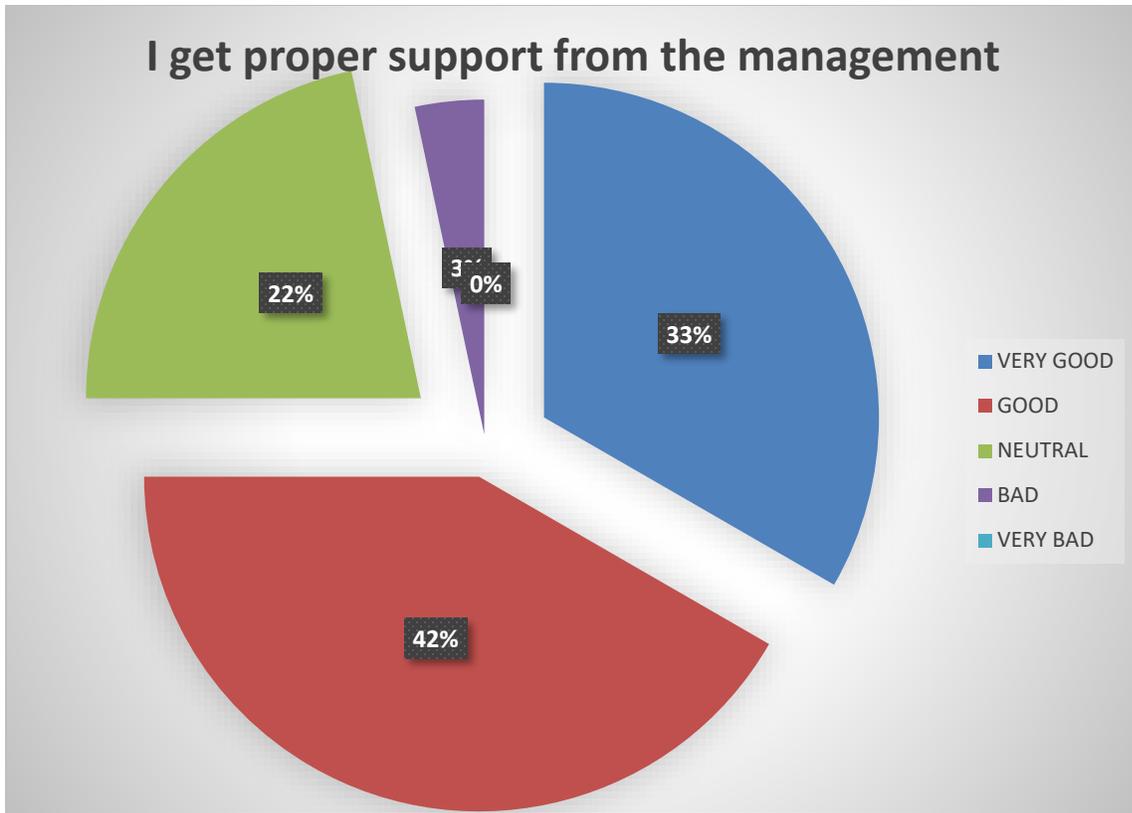
Baah and Amoako (2011) explored the motivational factors of job satisfaction (type of work the employee is performing, when the employee learned something and get to implement the same in his work and get some recognition it makes him a bit more fulfilling, when the organization gives chance to an employee to learn something new he feel satisfied). When an employee feels satisfied he feels respect for the organization. This employee will be motivated to work and grow with the organization.

(5)

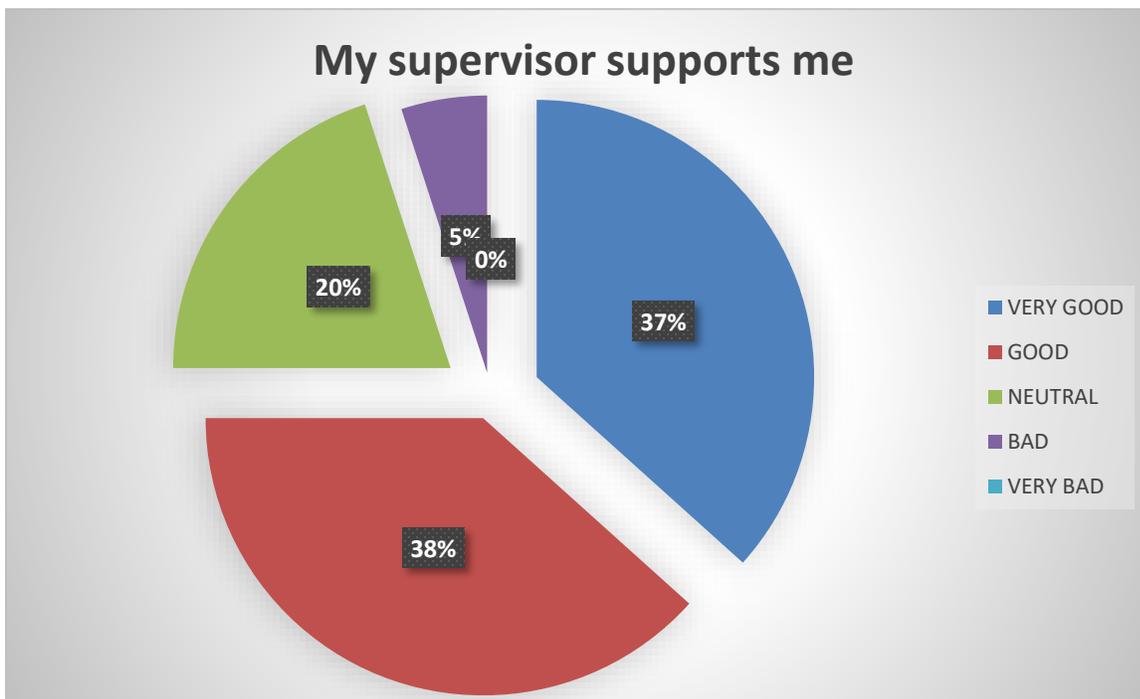
Bakotic & Babic (2013) found that for the workers performing there job in difficult or challenging working environment, Poor condition of the working environment can lead to dis-satisfied employee, People working in unfavorable environment and hazardous environment can cause job dis satisfaction. By improving the working conditions job satisfaction of such employees can be achieved and this will improve the company performance.

(6)A study in telecom sector by Tariq et al (2013) revealed Factors like increased workload, work related stress, less salary for the work performed and job related conflicts with family results in job dissatisfaction which causes the employee to leave the organization. At final stage these independent factors gathers and impacts negatively on organization's overall performance.

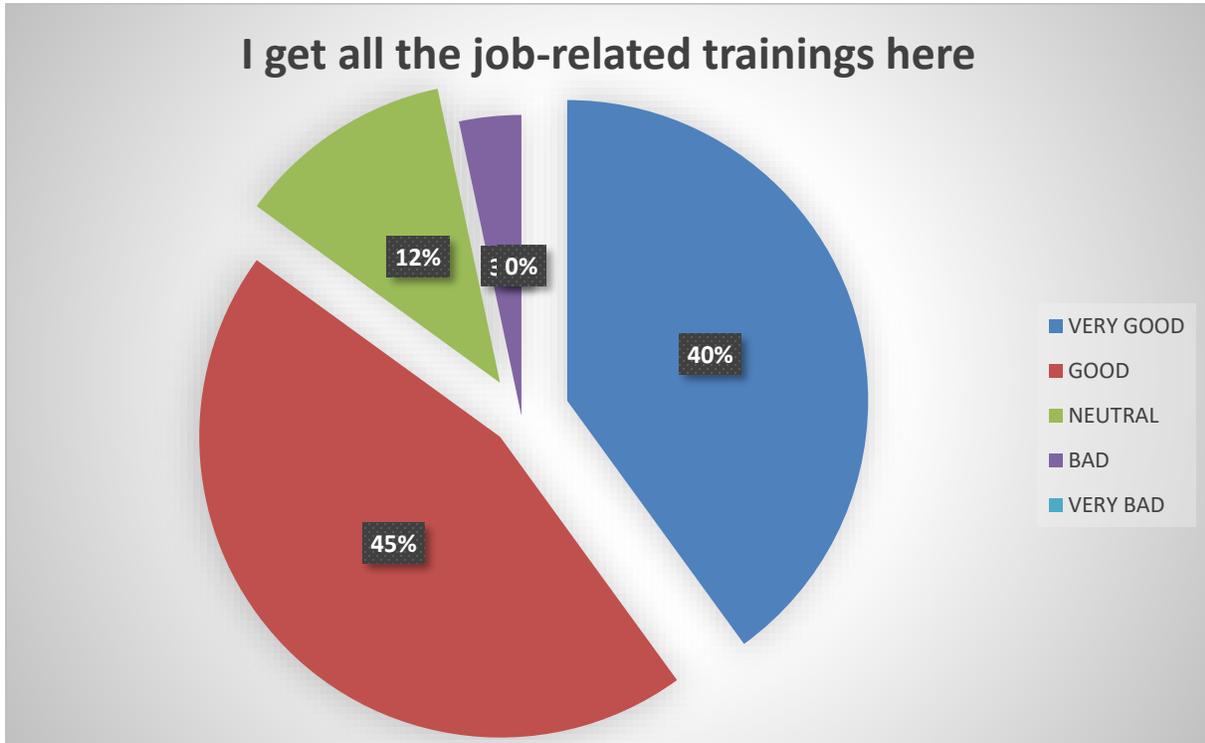
Analysis:-



From the study it is observed that 33% of the employees were very happy about the support they are getting from the management and 42% of the employees were happy while 22% were neutral about the support they are getting from the management.



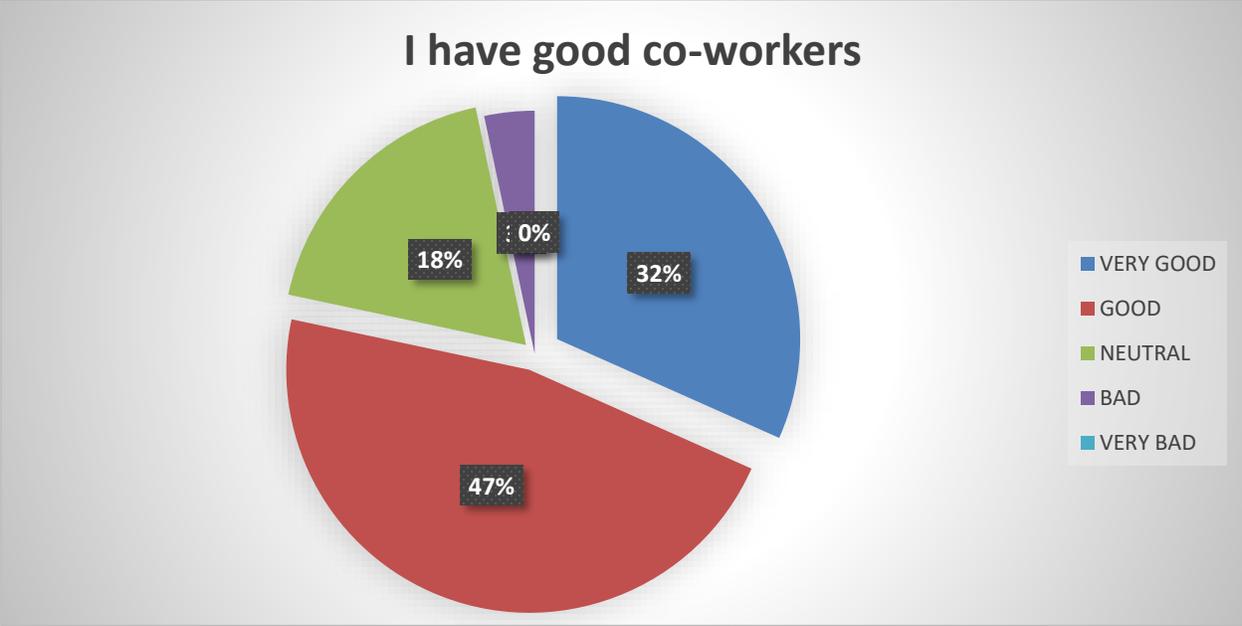
This study also showed that 37% of the employees rated very good to the support and guidance they are getting from their supervisor. 38% were happy about the support from the supervisor and 20% were neutral about it.



Result from the study shows that 40% employees that learned new skills in this position were very happy, 45% were happy about the skills they got to learn and 12% were neutral about it.



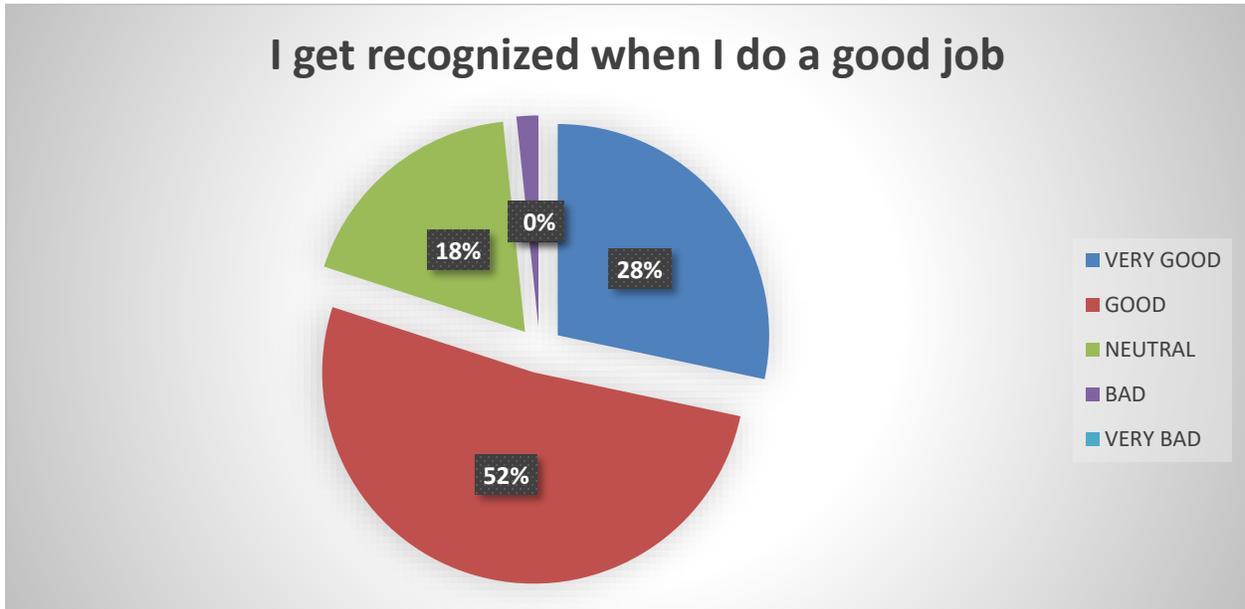
34% of the employees were very happy about the chance they get to develop their professional skills.40% were happy about it and 23% were neutral about it.



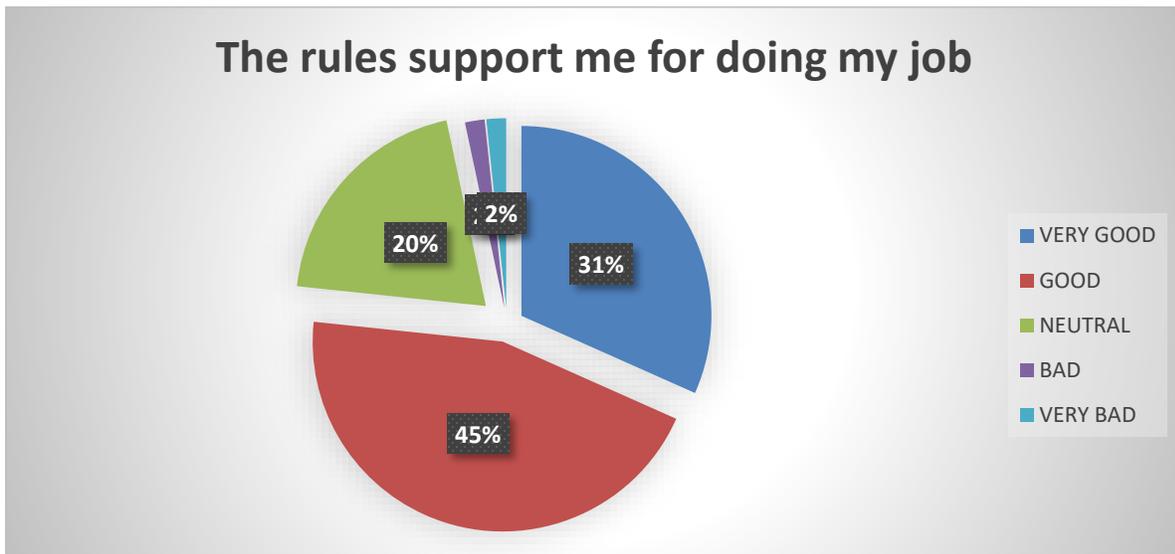
32% of the employees were very happy about the co-workers and teamwork between the teammates, 47% were happy and 18% were neutral about it.



When we ask the employees if they will recommend this hospital as good place to work 17% said they will definitely recommend, 48% said they will recommend and 27% were neutral about it.



When we ask the respondents did they get proper recognition while doing a good job 28% were very happy about it, 52% were happy about it and 18% were neutral about it.



From the result we can see that 31% were very happy about the policies that help them work properly, 45% said happy about happy about it and 20% were neutral about it.

RESULT & CONCLUSION: -

Employee satisfaction is very important from an organization point of view. As employee satisfaction can be directly linked to company performance. A satisfied employee will always be more efficient but dissatisfaction in job results into poor performance, absenteeism, job related stress and turnover.

There are many factors that influence the employee satisfaction. In this study we selected few of the indicators that affect the satisfaction level. It is very important for the management to know what the employees are think about the organization and what are the challenges they are facing. By understanding this management can take necessary steps to improve the satisfaction level.

From the study it is observed that 33% of the employees were very happy about the support they are getting from the management and 42% of the employees were happy while 22% were neutral about the support they are getting from the management.

This study also showed that 37% of the employees rated very good to the support and guidance they are getting from their supervisor. 38% were happy about the support from the supervisor and 20% were neutral about it.

Result from the study shows that 40% employees that learned new skills in this position were very happy, 45% were happy about the skills they got to learn and 12% were neutral about it.

34% of the employees were very happy about the chance they get to develop their professional skills.40% were happy about it and 23% were neutral about it.

32% of the employees were very happy about the co-workers and teamwork between the teammates, 47% were happy and 18% were neutral about it.

When we ask the employees if they will recommend this hospital as good place to work 17% said they will definitely recommend, 48% said they will recommend and 27% were neutral about it.

RECOMMENDATIONS: -

Some recommendations would be

- The management should make it easy for the employees to reach the top management for better transparency..
- Some extra co-curricular activities should be done for better interaction between employees and for better employee engagement

- Regular feedback from the employees should be taken for better understanding of the problems and challenges faced by employees.

Data collection Tool:

CONSENT FORM

I am Suman Patel a student of IIMHR New Delhi, conducting a study on job satisfaction among the employees of BLK-MAX super specialty Hospital, New Delhi. Through this study I want to know what is the satisfaction level among the employees working in BLK-MAX hospital.

- I have read and understand about the study. I asked questions about the study its purpose and the information I am providing.
- The participation in this study is with my informed consent and optional, I can withdraw from the study at any point of time.
- I understand the information I am providing is going to be in research paper and presentation by researchers.
- My personal details will not be mentioned anywhere by the research team.
- I want to take part in the study.

Name of Participant-

Signature-

Date-

EMPLOYEE SATISFACTION FORM

Name of the employee-

BLK ID-

Position-

I get proper support from the management	Poor	Below average	Average	Nice	Excellent
My supervisor supports me	Poor	Below average	Average	Nice	Excellent
I get all the job-related trainings here	Poor	Below average	Average	Nice	Excellent
I get chance for skill improvement	Poor	Below average	Average	Nice	Excellent
My supervisor encourages me to give suggestions	Poor	Below average	Average	Nice	Excellent
My suggestions were taken seriously and changes have been made	Poor	Below average	Average	Nice	Excellent
I get recognized when I do a good job	Poor	Below average	Average	Nice	Excellent
The rules support me for doing my job	Poor	Below average	Average	Nice	Excellent
There is a good chance I'll get my promotion	Poor	Below average	Average	Nice	Excellent
This organization helps improve my professional skills	Poor	Below average	Average	Nice	Excellent
A fair system of performance standard is used to evaluate my performance	Poor	Below average	Average	Nice	Excellent
I get all the required equipment and resources for my job	Poor	Below average	Average	Nice	Excellent
I have good co-workers	Poor	Below average	Average	Nice	Excellent
I can communicate with stakeholders from all level in this organization	Poor	Below average	Average	Nice	Excellent
I am satisfied with this organization and I can recommend this hospital to other workers	Poor	Below average	Average	Nice	Excellent

REFERENCES

1. Kaipa S, Pydi SK, Krishna Kumar RVS, Srinivasulu G, Darsi VRK, Sode M. Career satisfaction among dental practitioners in Srikakulam, India. *J Int Soc Prev Community Dent.* 2015;5(1):40–6.
2. Peters DH, Chakraborty S, Mahapatra P, Steinhardt L. Job satisfaction and motivation of health workers in public and private sectors: cross-sectional analysis from two Indian states. *Hum Resour Health.* 2010 Nov 25;8:27.
3. Sengupta M, Sengupta N. A study on employee job satisfaction with special reference to the Indian automobile industry. 2017;45.
4. Dartey-Baah K, Amoako G. Application of Frederick Herzberg's Two-Factor theory in assessing and understanding employee motivation at work: A Ghanaian Perspective. *Eur J Bus Manag.* 2011 Jan 1;3.
5. Raziq A, maula-bakhsh R. The Impact of Working Environment on Job Satisfaction. In 2014.
6. Sree RNB, Satyavathi R. Employee Job Satisfaction. :10.

