

**DISSERTATION**  
**ON**  
**EMPLOYEE ENGAGEMENT PRACTICES**  
**IN JAYPEE HOSPITAL**

**UNDER THE GUIDANCE OF**

**Dr. A. K. KHOKHAR**

**SUBMITTED BY**

**Dr. ANISHA SONAL**

**PG/13/003**



**INTERNATIONAL INSTITUTE OF HEALTH  
MANAGEMENT & RESEARCH**

Internship Training

at

Jaypee Hospital, Noida

Employee Engagement Practices in Jaypee Hospital, Noida

by

Dr. Anisha Sonal

PG/13/003

Under the guidance of

Dr. A. K. Khokhar

Post Graduate Diploma in Hospital and Health Management

2013-15



**International Institute of Health Management Research  
New Delhi**

The certificate is awarded to

**Dr. Anisha Sonal**

In recognition of having successfully completed her  
Internship in the department of

**Human Resource Department**

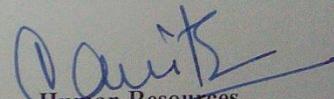
and has successfully completed her Project on  
Employee Engagement Practices in Jaypee Hospital, Noida

11/05/2015

Jaypee Hospital, Noida

She comes across as a committed, sincere & diligent person who has a strong drive & zeal for  
learning

We wish her all the best for future endeavors

  
Human Resources

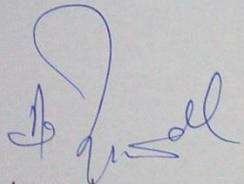
**TO WHOMSOEVER IT MAY CONCERN**

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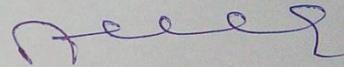
The Candidate has successfully carried out the study designated to her during internship training and her approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish her all success in all her future endeavors.



Dr. A.K. Agarwal  
Dean, Academics and Student Affairs  
IIHMR, New Delhi



Dr. A. K. Khokhar

IIHMR, New Delhi

## CERTIFICATE OF APPROVAL

The following dissertation titled "EMPLOYEE ENGAGEMENT PRACTICES " at "JAYPEE HOSPITAL" 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 dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation.

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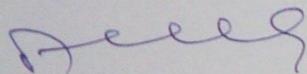
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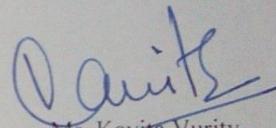
This is to certify that **Dr. Anisha Sonal**, a graduate student of the Post- Graduate Diploma in Health and Hospital Management has worked under our guidance and supervision. She is submitting this dissertation titled “**EMPLOYEE ENGAGEMENT PRACTICES**” at “**JAYPEE HOSPITAL**” in partial fulfillment of the requirements for the award of the Post-Graduate Diploma in Health and Hospital Management.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.



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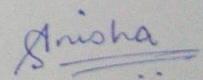
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CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled "Employee Engagement practices in Jaypee Hospital" submitted by **Dr. Anisha Sonal**, Enrollment No. PG/13/003 under the supervision of Dr. A.K. Khokhar for award of Postgraduate Diploma in Hospital and Health Management of the Institute carried out during the period from February to April embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.



Signature

FEEDBACK FORM

Name of the Student: Dr. ANISHA SONAL

Dissertation Organization: JAYPEE HOSPITAL, NOIDA

Area of Dissertation: HUMAN RESOURCE

Attendance:

Objectives achieved:

Deliverables: Has done good job on Employee Engagement

Strengths: : Highly motivated.

Suggestions for Improvement: -

Signature

Anita

Date:

Place: NOIDA

13th May 2015

## **ABSTRACT**

Employee engagement is the level of commitment and involvement an employee has towards their organization and its values. An engaged employee is aware of business context, and works with colleagues to improve performance within the job for the benefit of the organization. It is a positive attitude held by the employees towards the organization and its values. This report focuses on how employees can be kept engaged at the workplace and what should the company do to keep the employees engaged. The report also includes a survey (questionnaire) that identifies strong feelings of employee engagement and the steps which shows how to drive an engaged employee.

The project is all about creating cohesiveness/bonding within teams and help towards team building efforts in the organization. It focuses on employee engagement by keeping employees engaged in different fun activities like quiz and creative work. Through such activities employees can achieve recognition in the organization. It also included work for in house Newsletter ('Health Notes'), Coffee Sessions with doctors and other small projects includes giving birthday-cards to employees on their birthday in a month, combined celebration on the last Friday of the month etc.. It also focuses on analyzing how these initiatives help and make employees feel as an important part of the organization. These are a few of the initiatives taken by Human Resource department of Jaypee Hospital to accomplish their long term goal of employee engagement and I was a part of the same during my two months at Jaypee Hospital.

The main objective of the report is to bring the employees of the organization together and bridges the gap between different departments by creating an alignment through fun activities (creative activities, games and quiz competition etc.).The objective focuses on implementing

various activities at Delhi NCR that would help in motivating employees and lead to increase in their morale.

The research is followed by a designed questionnaire comprising of multiple choice and close ended question divided into 4 main section and open suggestions in each was filled by 200 employees in the organization, using convenient sampling method. In this study pictorial representation in the form of bar graph and pie charts and comparative means have been used to analyze and interpret the data collected.

## ACKNOWLEDGEMENT

“With the name of Almighty God, The omnipresent and omnipotent”

First and foremost I praise God, the almighty, the Creator and the Guardian, and to whom I owe my very existence, whose many blessings have made me who I am today & providing me this opportunity and granting me the capability to proceed successfully

I have to thank my parents for their unconditional and endless love and support throughout my life. Thank you both for giving me strength to reach for the stars and chase my dreams & my heart-felt gratitude and special mention to my brother

I take this opportunity to express my profound gratitude and deep regards to my guide Dr. A. K. Khokhar for his exemplary guidance, monitoring and constant encouragement throughout. The blessing, help and guidance given by him time to time shall carry me a long way in the journey of life on which I am about to embark.

I also take this opportunity to express a deep sense of gratitude to my Company Mentor Ms. Kavita Vurity, Sr. Manager, Jaypee hospital, for her cordial support, valuable information and guidance, which helped me in completing this task through various stages.

This dissertation has been kept on track and been seen through to completion with the support and encouragement of numerous people including my well wishers, my friends & colleagues. At the end of my dissertation I would like to thank all those people who made this dissertation possible and an unforgettable experience for me.

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## LIST OF ABBREVIATIONS

1.	HR	Human Resource
2.	LEED	Leadership in Energy & Environmental Design
3.	ICU	Intensive Care Unit
4.	OT	Operation Theatre
5.	CT Scan	Computed Tomography
6.	MRI	Magnetic Resonance Imaging
7.	PET CT	Positron Emission Tomography–Computed Tomography
8.	SPECT CT	Single Photon Emission Computed Tomography
9.	IMRT	Intensity Modulated Radiotherapy
10.	IGRT	Image-Guided Radiation Therapy
11.	VMAT	Volumetric Modulated Arc Therapy

# **CHAPTER 1**

## **INTRODUCTION**

## INTRODUCTION

Employee engagement, also called work engagement or worker engagement, is a business management concept. "Employee Engagement is a measurable degree of an employee's positive or negative emotional attachment to their job, colleagues and organization which profoundly influences their willingness to learn & perform at work.

Employee engagement is itself an essential tool in the management toolbox. Engaged employees are highly motivated employees who are committed to the success of the organization. Without employee engagement, the organization will fail to reach its greatest potential.

Employee engagement is the most important factor that influence the growth of organization to a great extent as this term is directly related with managing the essential assets of organization i.e. employees. Employee engagement is not only confined with keeping employees engaged in their work but also to make them feel as the important part of the organization by involving them in different types of activities rather than work. Such activities help employees to find themselves comfortable with the working environment.

Employee engagement is a key business driver for organizational success. High levels of engagement in domestic and global firms promote retention of talent, foster customer loyalty and improve organizational performance and stakeholder value. A complex concept, engagement is influenced by many factors—from workplace culture, organizational communication and managerial styles to trust and respect, leadership and company reputation.

For today's different generations, access to training and career opportunities, work/life balance and empowerment to make decisions are important. Thus, to foster a culture of engagement, HR leads the way to design, measure and evaluate proactive workplace policies and practices that

help attract and retain talent with skills and competencies necessary for growth and sustainability.

Employee engagement is the thus the level of commitment and involvement an employee has towards their organization and its values. An engaged employee is aware of business context, and works with colleagues to improve performance within the job for the benefit of the organization.

The organization must work to develop and nurture engagement, which requires a two-way relationship between employer and employee.’ Thus Employee engagement is a barometer that determines the association of a person with the organization.

How much employee engagement activities important in an organization?

It is very important for an organization to keep their employees engaged and therefore only engaged employees feel a strong emotional bond to the organization that employs them. An organization’s productivity is measured not in terms of employee satisfaction but by employee engagement. Employees are said to be engaged when they show a positive attitude toward the organization and express a commitment to remain with the organization.

Each organization focuses on how to keep their employees engaged not only with work but also by conducting various activities from time to time. Even in a tight economy, good companies want to retain good employees. Increasing employee engagement is an important method that companies use to ensure loyalty and tenure. There are a number of things that organizations have found to be effective in terms of employee engagement. Employees who feel they are doing

something interesting and meaningful also feel personally inspired and accomplished, which naturally leads to pride in their work and the organization.

Every company has its own unique culture, and different style of engaging their employee, some of them conducts fun activities, quiz competitions, etc. Conducting different activities not only helps to assure the interest of the employees but also reduces their boredom in work. These activities should be conducted to keep employees fresh and sustain ongoing commitment to work with fun on the job.

Organizations that encourage employees to participate in different organized activities on work time see an increase in productivity and job satisfaction. Many companies give employees a certain number of hours they can use for themselves by taking part in various activities, Allowing employees to give back does as much for the employee's self-esteem as it does for the organization

Volunteering improves employee performance, promotes teamwork, increases job satisfaction as well as attitude and morale, and it open up communication between all levels of employees within the organization.

The benefits to a pleasant and happy workplace are that happy employees are more loyal and productive employees. The absenteeism and tardiness rate may decrease as people look forward to going to work. The turnover rate may decrease, as employees feel content and loyal to an organization. And the cost associated with illness may decrease as people experience the positive physiological and psychological effects of laughter.

Company activities can teach employees how working together as a team can be fun and productive.

## **Six Reasons how fun can improve work quality and mental health:**

1. Fun breaks up boredom and fatigue
2. Fun fulfills human social needs
3. Fun increases creativity and willingness to help
4. Fun fulfills the need for mastery and control
5. Fun improves communication
6. Fun at work can even lead to alleviation of the inevitable boredom that arises out of dull, routine, and non-challenging tasks.

In this way organizing different activities does not only mean reducing boredom or stress of employees but also engaging them at the work place indirectly as they find it more interesting rather than work.

Hence measuring employee engagement is a smart business strategy to improve productivity and attain business objectives. It allows the organization to track progress, or slippage, and determine what gaps exist in terms of organizational engagement, attendance and retention, motivation and aspirations. Across the globe in a competitive and rapidly changing environment, thus retaining and valuing employees is a very crucial and important factor that organizations need to take care of in the times to come.

Therefore a successful employee engagement strategy helps create a community at the workplace and not just a workforce. When employees are effectively and positively engaged with their organization, they form an emotional connection with the company. This affects their attitude towards both their colleagues and the company's clients and improves customer satisfaction and service levels.

**CHAPTER 2**

**COMPANY PROFILE**

## **ABOUT JAYPEE HOSPITAL**

Jaypee Hospital at Noida is the flagship hospital of the Jaypee Group, which heralds the group's noble intention to enter the healthcare space. This hospital has been planned and designed as a 1200 bedded tertiary care multi-specialty facility and has commissioned 525 beds in the first phase.

The Jaypee Hospital is constructed across a sprawling twenty-five acre campus in Sector 128, Noida which is easily accessible from Delhi, Noida and the Yamuna Expressway. The plan, design and construction of the hospital positions itself amongst very few LEED certified hospital buildings in India.

### **The Jaypee Hospital is established on the following fundamental principles:**

- Patient centric high quality care
- Evidence based medicine
- Ethical treatment
- Value for money

### **VISION**

Promoting healthcare to the common masses with the growing needs of society by providing quality and affordable healthcare with commitment.

### **MISSION**

The Jaypee Group is committed to building Jaypee Hospital as a super-specialty hospital with advanced healthcare facilities, the latest diagnostic services and state-of-the-art technology focused on medical specialties that meet the healthcare needs of the population. The Jaypee Hospital will be the ultimate choice for medical care.

### **CORE VALUES**

- **Quality:** Jaypee hospital maintains the highest standards and achieve them by continually measuring and improving outcomes
- **Innovation:** Jaypee hospital welcomes and encourages change and continuously seek better and more efficient ways to target success
- **Teamwork:** Jaypee hospital collaborates and share knowledge, for the advancement of the mission

- **Service:** Jaypee hospital strives to exceed their patients and fellow colleagues expectations for comfort and convenience
- **Integrity:** Jaypee hospital adheres to the highest moral and professional standards of honesty, confidentiality, trust, respect and transparency
- **Compassion:** Jaypee hospital adheres to provide a caring and supportive environment for all patients, their families and fellow colleagues

### **Infrastructure Highlights**

- 525 beds in first phase
- 150 Critical Care beds
- 24 bedded Advanced Neonatal ICU
- 20 bedded Dialysis Unit
- 325 ward beds with Suite, Deluxe, Twin Sharing and Economy options
- 18 Modular OTs
- 4 Cardiac Catheterization Lab with Hybrid Operating Room
- 2 Linear Accelerator (IMRT, IGRT and VMAT), 1 Brachytherapy Suite, Wide Bore CT Simulator
- 2 MRI (3.0 Tesla) with High Intensity Focused Ultrasound
- 256 Slice CT Scan, CT Simulation
- 64 Slice PET CT, Dual Head 6 Slice SPECT CT, Gamma Camera
- Da Vinci Robotic Surgery for comprehensive robotic surgical solutions

### **Future plans of Jaypee hospital**

The Jaypee Group has extensive plans to expand its healthcare project in the coming years by developing 7 more hospitals:

- A 250 bedded hospital at Bulandshahar
- A 200 bedded hospital at Anupshahar
- A 500 bedded hospital at Sahibabad
- A 500 bedded hospital at Agra
- A 500 bedded hospital at Kanpur
- A 300 bedded hospital at Dehradun
- A 300 bedded hospital at Rewa

**CHAPTER 3**

**LITERATURE REVIEW**

## LITERATURE REVIEW

Employee engagement is one of the most important area on which most of the organizations are focusing on and a lot of research has been done so far on it by many authors. The literatures indicate that employee engagement is closely linked with organizational performance outcomes. Some of them are discussed as follows.

(Piersol, 2007) This article speaks about Employee engagement as the responsibility of management. Management must select (and deselect if necessary) and develop their employees for success; create a robust, open communication system; and provide the tools necessary to complete the job. Employee empowerment gives an organization the agility and competitive advantage to succeed. Power to the edge means empowering individuals who operate where the organization interacts with the operating environment—the front lines (Albert's and Hayes, 2003). The empowered individual on the edge must be engaged or there will be failure. That means organizations need to select the right people, develop them, and give them access to the right tools and information so that they and the organization can succeed at the edge. Employee engagement is a powerful concept that can be used to improve many business measures, including safety performance. The level of employee engagement is a direct result of the level of involvement that employees have in their work processes and activities. Employee empowerment gives an organization the agility and competitive advantage to succeed. Engaged employees are those who go beyond knowing what the mission is: they believe in the mission and understand what is needed to achieve it.

(Rains, 2011) this article discusses the significance of involving and engaging employees in improving safety performance and corporate culture in the U.S. It states that employee engagement and involvement can positively affect the safety performance of an organization and safety professionals can use various methods to effectively engage employees in safety program. (Tomlinson, 2010)It mentions that lean manufacturing strategies offer an opportunity to improve safety and increase employee engagement and involvement. Employees must feel that their ideas and opinions are valued and will be taken seriously. They should be encouraged to generate ideas and express opinions regarding workplace safety. When they do so, they must feel that the organization values this input and will evaluate and act on it as feasible. When employee ideas are implemented, give the originator(s) proper credit and recognition. When an employee presents a safety concern or suggestion, should receive follow-up communication on the status of that concern or suggestion, even if the organization decides not to implement it.

(Tomlinson, 2010) In this article aims to examine the key drivers for employee engagement within an organization. It seeks to answer the question: what are the keys to improving the level of employee engagement? Design/methodology/approach - A case study illustrates a strategy for employee engagement that was based on research on the key drivers of engagement. The paper presents practical case study material from Kia Motors - the South Korean automotive manufacturer. It shows how Human Resources (HR) worked to develop a strategy to address very poor levels of employee engagement. A clear set of engagement measures was developed to assess the impact of the engagement strategy. Originality/value - This paper ascertains some of the key drivers of employee engagement as illustrated by the case study. It demonstrates a

number of practical tools HR professionals can utilize to build employee engagement within their organizations.

(Pugh, 2008) in this article discusses the importance of conceptualizing engagement at the organizational level of analysis. It also offers suggestions on the steps researchers can practice during the process. Three explanations on the relevance of the conceptualization were provided for which includes theoretical usefulness, the homological network and practical utility. The implications of composition theory for organizational-level engagement are highlighted.

(Thomas, 2007) Thomas in this article presents a study of the concept of employee engagement in management theory. The main focus of the article is to introduce scale development as a means to measure engagement as a unit dimensional state. Two phases of research are conducted and presented, one consisting of the scale development, and a second phase consisting of a pilot-test of the newly developed scale, with data collection and analysis from a replication sample. The author concludes that the newly developed scale supports the notion that engagement is a situation-specific motivation relating with outcomes both attitudinal and behavioral.

(Upasana aggrawal, 2007) Upasana Aggarwal, , Sumita Datta, Shivganesh Bhargava in this article focuses on a study that aims to determine factors that moderate the relationship between effective human resource (HR) practices and organizational outcomes. It details the impact of HR practices on employee psychological contract (PC). It provides a comparison between PC and employee engagement (EE). The study contributes towards the better understanding of the more relevant measures of effective HR practices. There are many definitions of employee

engagement and in this paper EE is defined as physical, cognitive and psychological absorption in one's work-roles. Towers Perrin<sup>25</sup> defines engagement as 'bringing discretionary effort to work, in the form of extra time, brain power and energy'. Kahn<sup>26</sup>, who can be credited with conceptualizing as well as theoretically deriving the dimensions of employee engagement in organizational studies, held that an employee can be physically, emotionally or cognitively engaged. Employees are cognitively engaged when they are aware of their mission and role in their work environment.

(Wiley, 2010) Wiley Jack The article explores how to measure and identify employee engagement within the organizations. It discusses the importance of employee engagement towards developing performance excellence. Furthermore, it examines the factors that motivate an engaged workforce and highlights the role of the human resources (HR) departments in helping the managers strengthened the workforce.

(Attridge, Oct-Dec 2009) This study focuses on the concept that high levels of work engagement are when employees are involved with, committed to, enthusiastic, and passionate about their work. This article provides a review of the literature on employee engagement, based on studies from academic and business sources. Areas of focus include defining the concept of employee work engagement, how it is measured, how often it occurs, the costs of disengagement, the business benefits linked to positive engagement, and how workplaces can be changed to encourage engagement. The findings indicate that work engagement can be improved through adopting certain workplace behavioral health practices that address supervisory communication, job design, resource support, working conditions, corporate culture, and leadership style. Also featured are several case studies from employers who measure and use employee engagement

data to improve their work culture, retain employees, and increase business financial success. Implications for improving the service of employee assistance and behavioral health providers are discussed.

(Mone, 2011) Based on a study conducted in a large corporation (XINC, a pseudonym) and other research, it appears that performance management can be used to increase levels of employee engagement. The article begins with a discussion of employee engagement, define engaged employees as those who feel involved, committed, passionate, and empowered, and demonstrate those feelings in work behavior. It then discuss an expanded view of performance management, conceptualizing it as five major activities that serve to organize relevant behaviors shown to be either direct or indirect predictors of employee engagement in the study at XINC. These major activities include setting performance and development goals, providing ongoing feedback and recognition, managing employee development, conducting mid-year and year-end appraisals, and building a climate of trust and empowerment. A brief discussion on how each of these major activities contributes to employee engagement has been done and suggestions on which activities benefit from further research, and recommendations on possible studies is also there. Although there is evidence for performance management as a driver of employee engagement, it can be concluded that there is a need for additional research that clarifies for managers which of these activities have the strongest impact on employee engagement.

(Markos, 2010) The construct employee engagement is built on the foundation of earlier concepts like job satisfaction, employee commitment and Organizational citizenship behavior. Though it is related to and encompasses these concepts, employee engagement is broader in

scope. Employee engagement is stronger predictor of positive organizational performance clearly showing the two-way relationship between employer and employee compared to the three earlier constructs: job satisfaction, employee commitment and organizational citizenship behavior. Engaged employees are emotionally attached to their organization and highly involved in their job with a great enthusiasm for the success of their employer, going extra mile beyond the employment contractual agreement. According to the study, engagement is affected by many factors which involve both emotional and rational factors relating to work and the overall work experience. Gallup organization defines employee engagement as the involvement with and enthusiasm for work. Gallup as cited by Demovsek (2008) likens employee engagement to a positive employees' emotional attachment and employees' commitment. It is very important for companies to invest in employee engagement as it is interwoven significantly with important business outcomes through employee retention, productivity, profitability, customer loyalty and safety. Researches also indicate that the more engaged employees are, the more likely their employer is to exceed the industry average in its revenue growth. Employee engagement is found to be higher in double digit growth companies. Hence various employee engagement strategies include two way communications, starting it from day one and from the top, providing satisfactory for development and advancement, appropriate training, strong feedback system, incentives, building a corporate culture and focusing on top performing employees

**CHAPTER 4 -  
OBJECTIVES OF THE STUDY &  
RESEARCH METHODOLOGY**

## **OBJECTIVES OF THE STUDY**

- To analyze and understand the conceptual framework of the employee engagement practices in Jaypee Hospital
- To bring to light the relationship between employer and employee during engagement practices
- To study the various area and determine the problems and solutions provided by Jaypee Hospital in reducing the gap between different departments by creating an alignment through fun activities (creative activities, quiz competition, fun games & recognizing the employees & celebrating their birthday and work anniversary).
- To explore the psychological experience towards engagement practices and work involvement

# RESEACH METHODOLOGY

## PURPOSE OF THE STUDY

The research focuses on conducting on ground activities in the organization. Since, the study consists of practical work; the project was executed in such a way that it would cover all the aspects of employee engagement and thus arriving at a suitable conclusion to meet the objective of the project.

1. **Data collection-** to collect data, both secondary and primary research was conducted for carrying out various on ground activities.

**Primary data-** To collect primary data, survey method was followed in which a structured questionnaire of 10 question set was designed (close ended questions) which was based on the study objectives to know the opinions of the employees and direct observation was done.

**Secondary Research-** A review of literature was studied online and several research papers were also consulted. To formulate designs of the posters and collect pictures internet was the main source. Along with that Internal organization records were used

2. **Research Design Formulation-** Descriptive research design was followed, in which the employees of the organization (Jaypee hospital) were surveyed.

3. **Sampling Plan:**

- Sampling Units: Employees of Jaypee hospital.
- Sample Technique: Convenient Sampling.

- Research Instrument: Structured Questionnaire (set of 10 close ended questions)
- Sample Size:100
- Data analysis plan- The data collected through questionnaires has been analyzed and interpreted with the help of Microsoft Excel in order to obtain the desired information.

## **LIMITATIONS**

- Short of time, due to this I could not gather more information to justify exact condition
- Lack of active participation of employees in employee engagement program named, "SEHBHAGITA".
- Busy schedule of employees due to lack of manpower in the department, they could not gave enough time to fill up questionnaire
- Lack of knowledge: As a trainee, I have no past practical experience of data collection, data processing, data analyzing, integrating and presenting.

**CHAPTER 5**  
**DATA ANALYSIS AND**  
**INTERPRETATIONS**

## GRAPHICAL DATA INTERPRETATION

Q.1 Organization conduct employee engagement activities time to time to keep me engaged.

Options	No. (out of 100)
Strongly agree	72
Agree	21
Neutral	7
Disagree	0
Strongly disagree	0

Table: 5.1

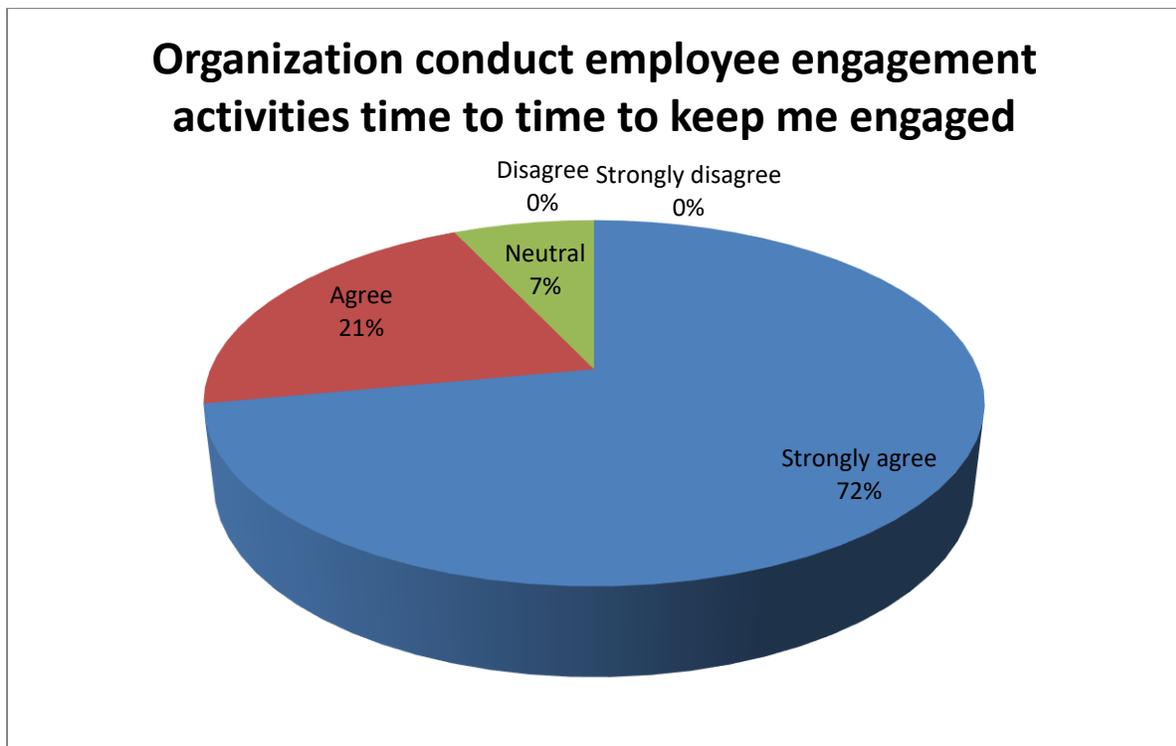


Figure:- 5.1

**Interpretation-** The above graph very clearly shows that the employees do agree to the fact that the organization they are working with conducts engagement activities from time to time to keep them engaged.

Q.2 The recreational/engagement activities makes me look forward to work

Options	No. (out of 100)
Strongly agree	14
Agree	65
Neutral	16
Disagree	5
Strongly disagree	0

Table:-5.2

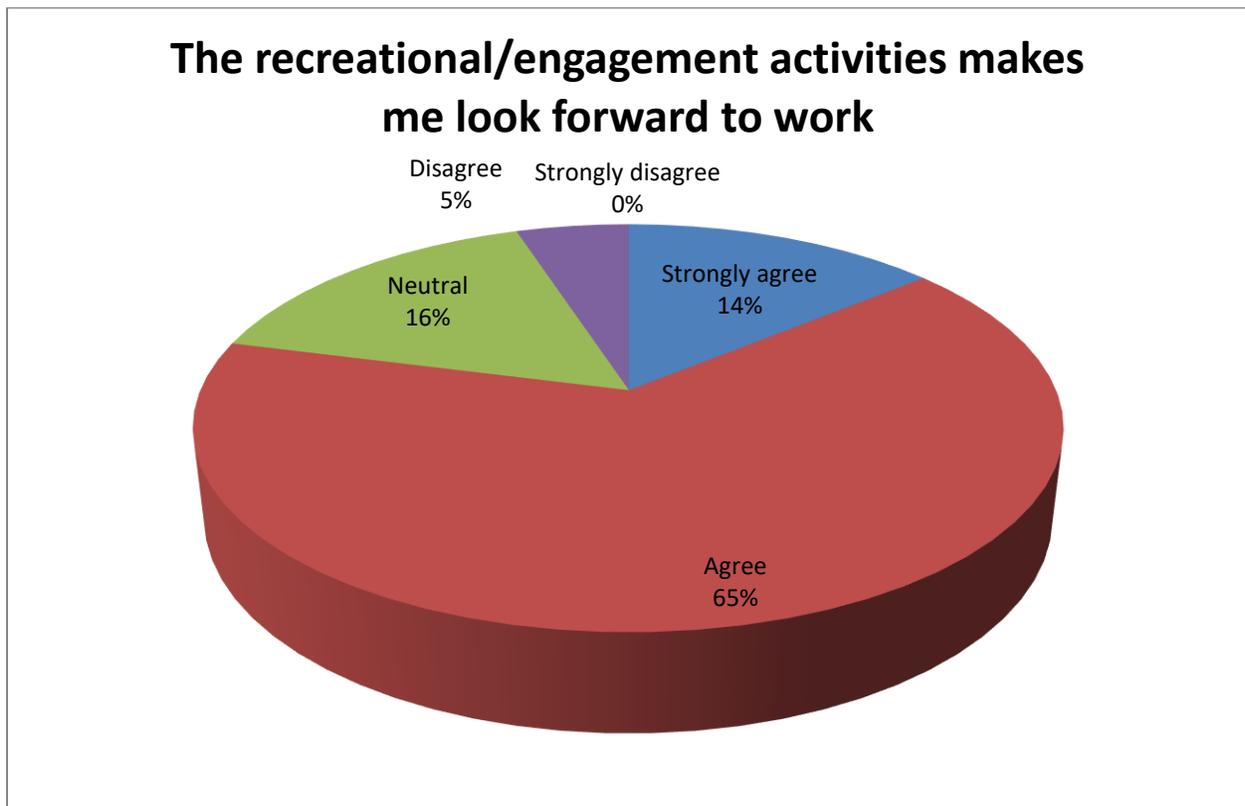


Figure:- 5.2

**Interpretation-** According to the survey conducted it was seen that more than 50% of the employees accept the fact that recreational/engagement activities makes them look forward to work while hardly 5% disagree to the same, meanwhile 16% of them are neutral with no justification which shows neither they are disagree nor they are agree with the above mentioned question.

Q.3 These sessions are informative, interactive & work as good platform to have an interaction between people & senior management

Options	No. (out of 100)
Strongly agree	14
Agree	72
Neutral	14
Disagree	0
Strongly disagree	0

Table:- 5.3

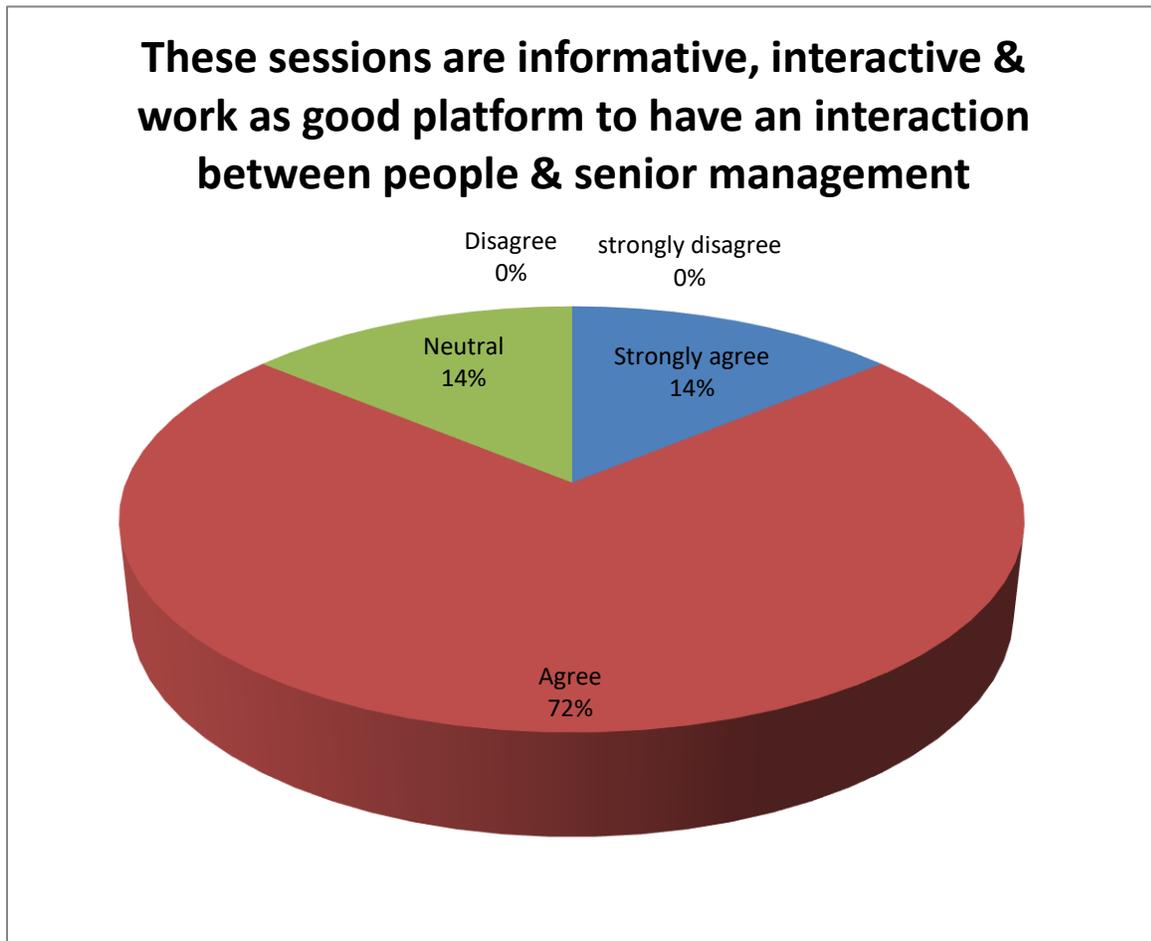


Figure:- 5.3

**Interpretation-** The above graph very clearly shows that the majority of the employees agree and some strongly agree that these sessions are informative, interactive & work as good platform to have an interaction between people & senior management whereas 14 % of the employees share a neutral response on the same.

Q.4 The activity were well organized/prepared and gave insights on new ways of working in a team

Options	No. (out of 100)
Strongly agree	30
Agree	52
Neutral	18
Disagree	0
Strongly disagree	0

Table:- 5.4

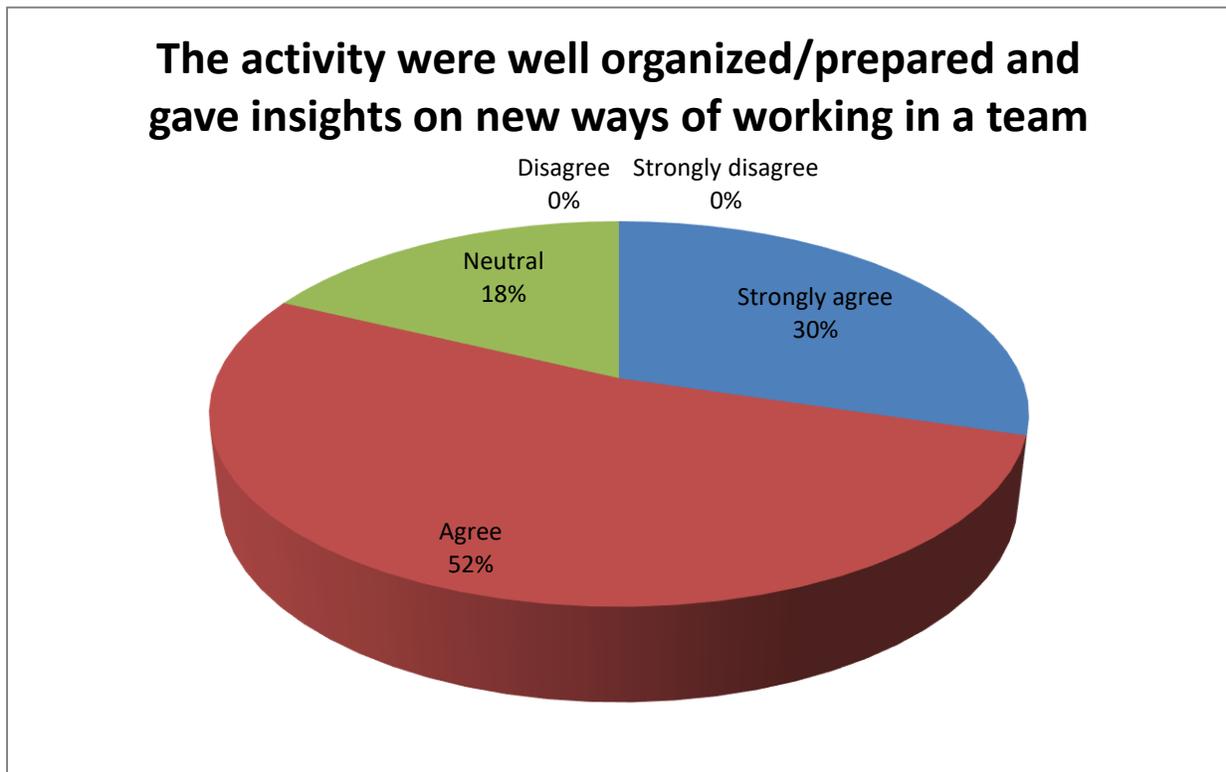


Figure:-5.4

**Interpretation-** The survey conducted shows that more than 50% of the employees agree that the activity were well organized/prepared and gave insights on new ways of working in a team,& around 30% of the employees strongly believe that the event were well organized, while 18% have neutral opinion on the same.

Q.5 These activities are stress busters & I feel energized to go back to work

Options	No. (out of 100)
Strongly agree	20
Agree	61
Neutral	19
Disagree	0
Strongly disagree	0

Table:-5.5

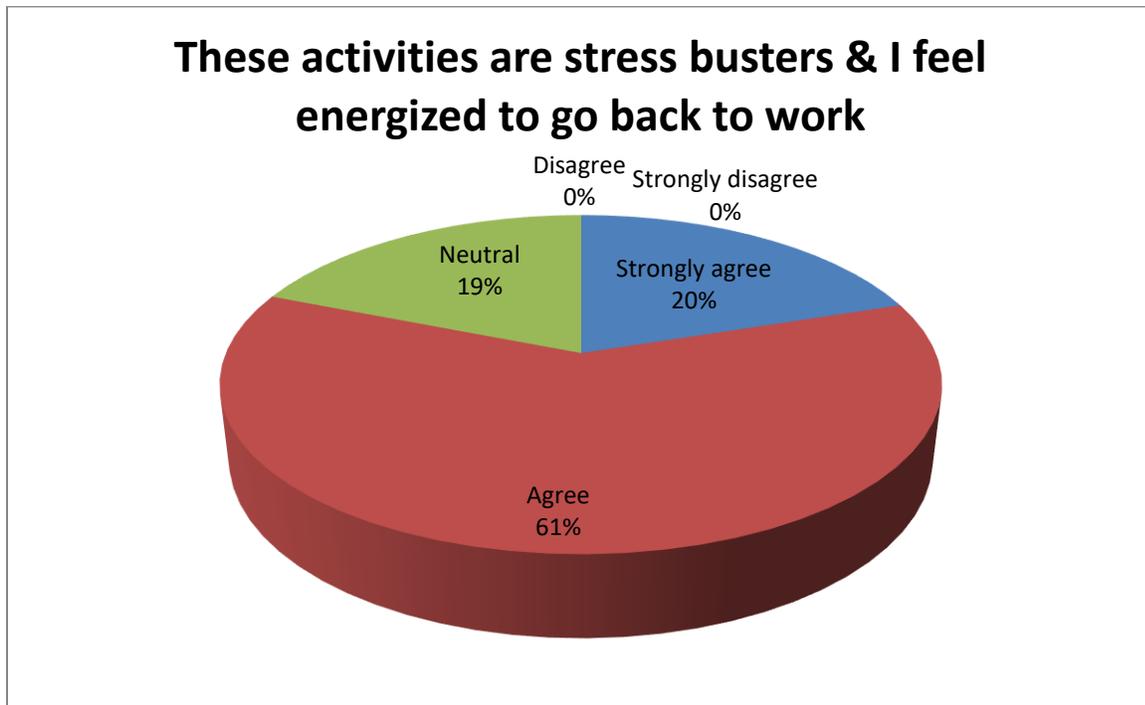


Figure:-5.5

**Interpretation-** The survey conducted shows that more than 50% of the employees agree that these activities are stress busters & they feel energized to go back to work, while 19% have neutral opinion on the same.

Q.6 Events such as **Mashik Utsav** (celebration of employee’s birthday) makes me feel valuable and create a sense of oness which will keep me attached to the organization

Options	No. (out of 100)
Strongly agree	35
Agree	47
Neutral	16
Disagree	2
Strongly disagree	0

Table:-5.6

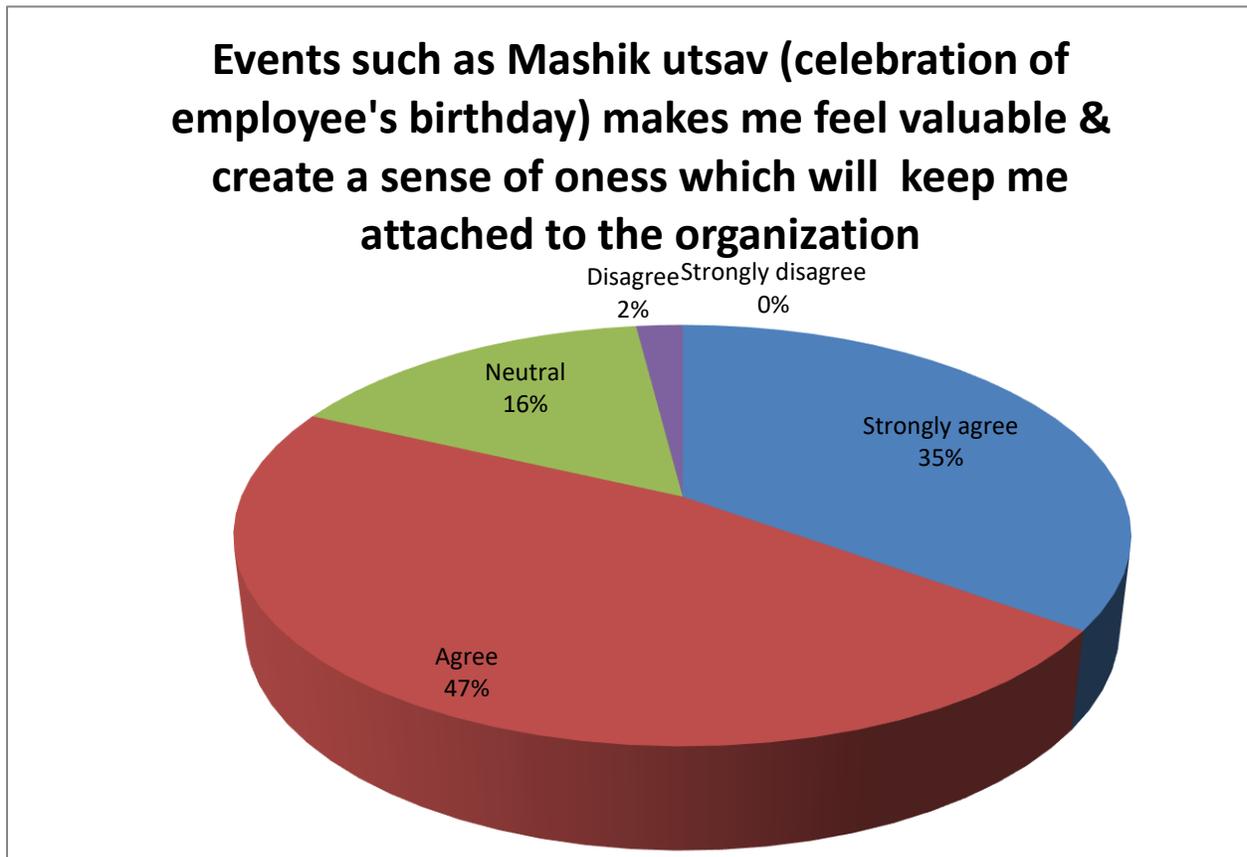


Figure:-5.6

**Interpretation:-**According to the survey, 47% of the employees agree & around 35% employees strongly agree that Events such as **Mashik Utsav** (celebration of employee’s birthday) makes me feel valuable and create a sense of oness which will keep me attached to the organization while 16% of them were neutral in their response and a very few of them (2%)disagree with the same.

Q.7 Events like **Pratistha** (employee of the month) keep me motivated to perform well & dedicate towards accomplishing the vision of the organization.

Options	No. (out of 100)
Strongly agree	38
Agree	46
Neutral	16
Disagree	0
Strongly disagree	0

Table:-5.7

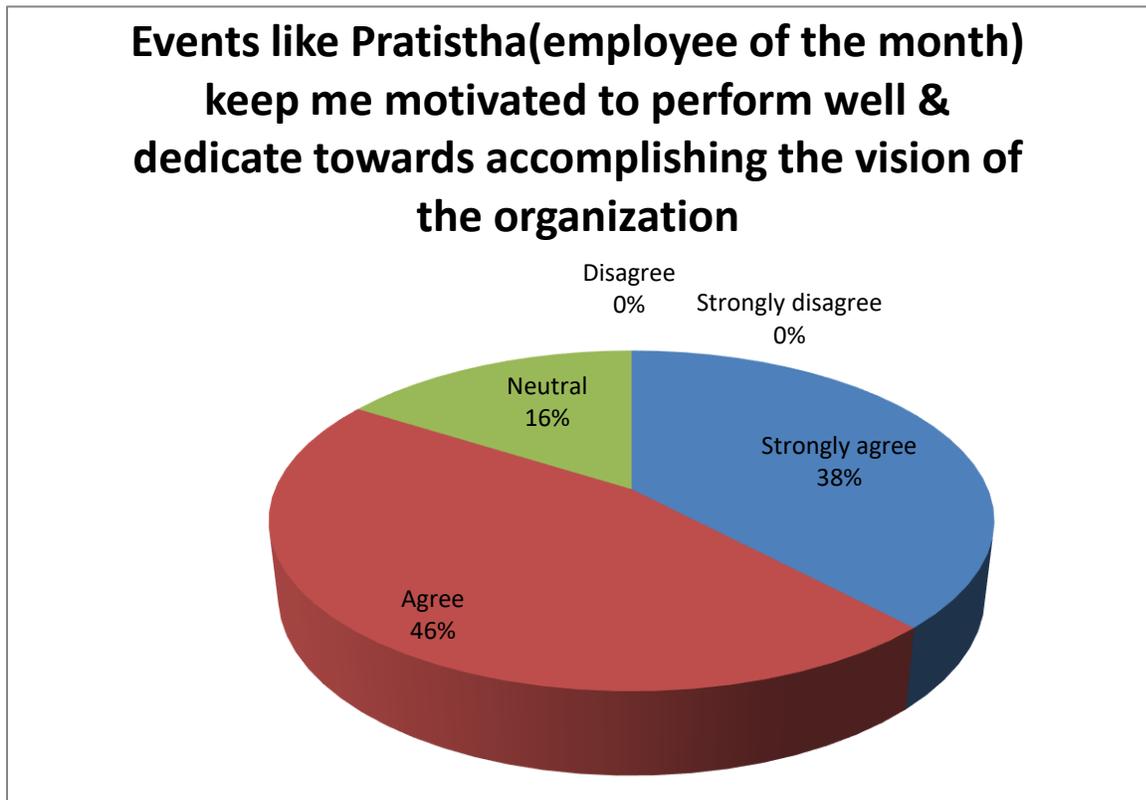


Figure:- 5.7

**Interpretation-** From the above graph its quiet clear that more than 38% of the employees strongly agree & 26% were agree to the statement that events like **Pratistha** (employee of the month) keep me motivated to perform well & dedicate towards accomplishing the vision of the organization while still 16% were neutral to this above mentioned statement.

Q.8 Events like **Samiksha** (competition & games) gives a good learning as well as fun & interaction with inter-department employees

Options	No. (out of 100)
Strongly agree	20
Agree	36
Neutral	36
Disagree	8
Strongly disagree	0

Table:- 5.8

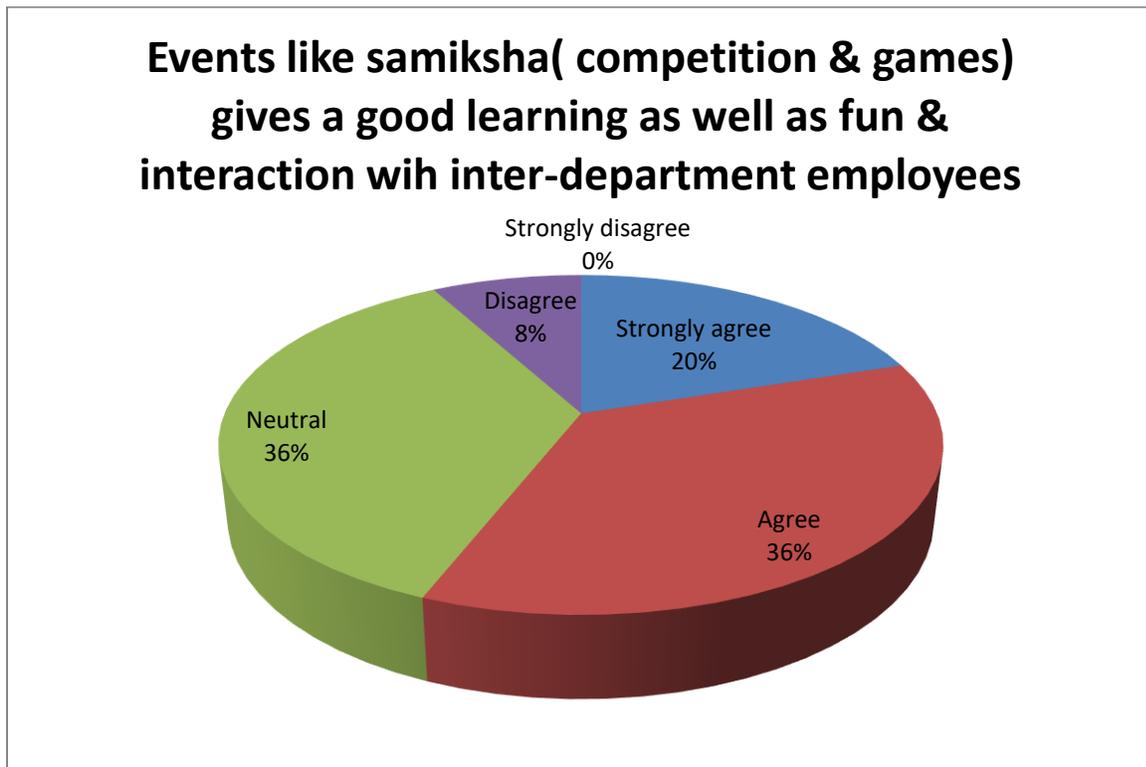


Figure:- 5.9

**Interpretation-** 20% of the employees strongly agreed & 36% of them agreed that the Events like **Samiksha** (competition & games) gives a good learning as well as fun & interaction with inter-department employees while 36% of employees were neutral in their response and few of them (8%) disagreed with the proposal.

Q.9 I'll recommend my colleagues to participate in such engagement activities.

Options	No. (out of 100)
Strongly agree	18
Agree	46
Neutral	29
Disagree	7
Strongly disagree	0

Table:- 5.9

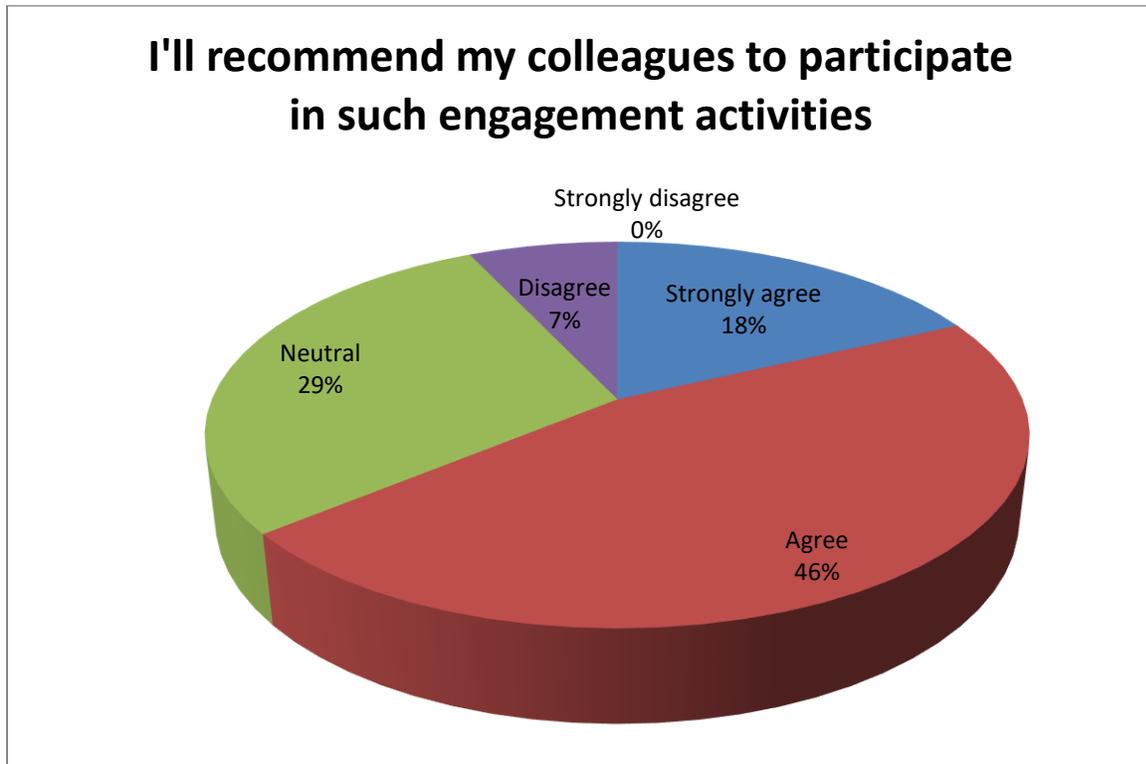


Figure:- 5.9

**Interpretation-** The above graph shows that 18% of the employees strongly agree & more than 40% of the employees will recommend colleagues to participate in such engagement activities, as well as they find them very interesting and knowledgeable but meanwhile 29% of them were neutral with the statement and around 7 % of them disagree with the statement.

Q.10 Such kind of activities should happen in future as it keeps us engaged and interested

Options	No. (out of 100)
Strongly agree	39
Agree	49
Neutral	12
Disagree	0
Strongly disagree	0

Table:-5.10

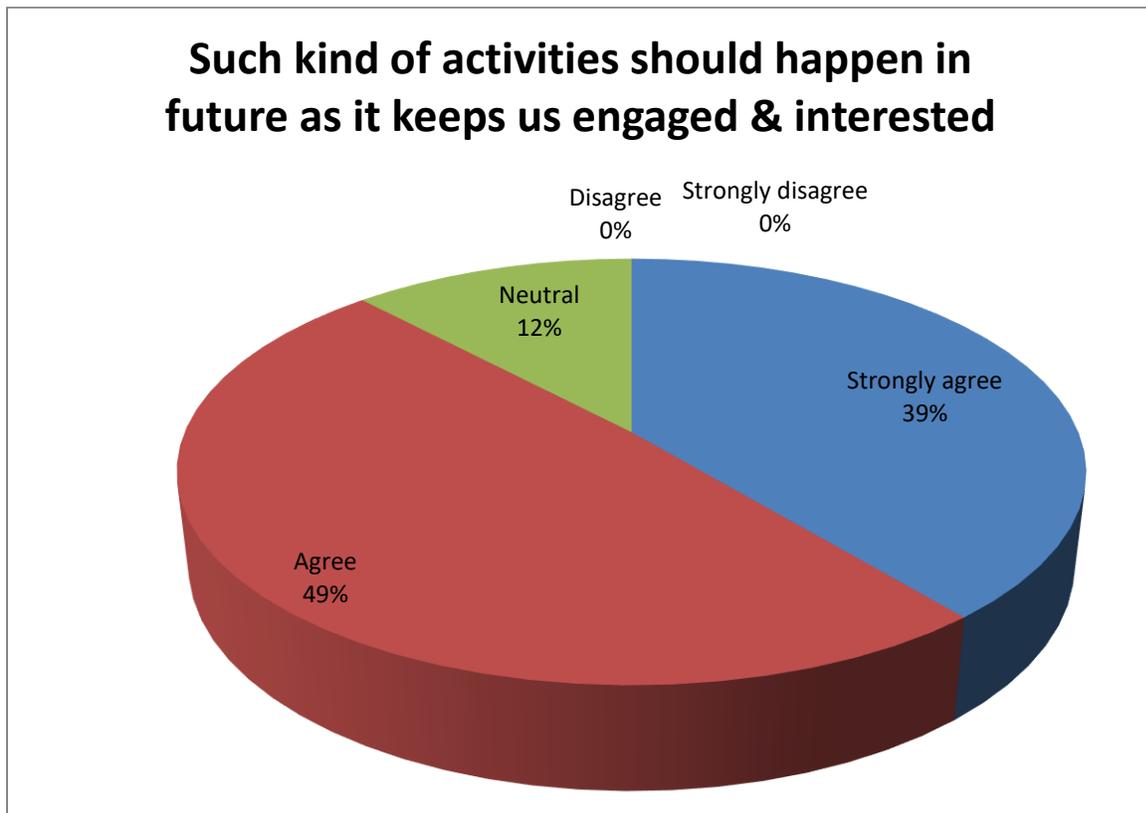


Figure:-5.10

**Interpretation** – The graph shows that 39% of employees strongly agree & about 49% of the employees agreed that such kind of activities should happen in future as it keeps them engaged and interested & was a stress buster and it helped them feel energized to go back to work whereas on the same grounds, 12% were those who gave a neutral response to the same.

# **CHAPTER 6**

# **CONCLUSION**

## CHAPTER 6: CONCLUSION

- According to the analysis of data on employee engagement activities, it is concluded that most of the employee working in Jaypee hospital agree to the fact that employee engagement activities should be done from time to time.
- By participating in various engagement activities they are able to form a connection with the organization that makes them feel an important part of it.
- It was also seen that to the majority of the employees the activities were a stress buster and made them feel energized to go back to work.
- According to the analysis, the employees felt that these sessions are informative, interactive & it work as good platform to have an interaction between people & senior management.
- Events such as **Mashik Utsav** (celebration of employee's birthday) makes employees feel valuable and it create a sense of oness which will keep them attached to the organization & meanwhile will increase the employees satisfaction
- Events like **Pratistha** (employee of the month) keep them motivated to perform well & dedicate towards accomplishing the vision of the organization & will decrease the rate of attrition of employees
- Employees of the Jaypee hospital were satisfied with such kind of activities that they believe that these kind of activities should happen in future as it keeps them engaged and interested they will recommend their colleagues to participate in such engagement activities n future too.

## KEY LEARNINGS

- Learned how to conduct an employee engagement program in an organization.
- Learned being an HR representative how to build a relationship & Loyalty with the employees in an organization.
- Learned how an organizations tuned to be the “voice of the employee” and ensure that valued employees are engaged with the organization.
- Learned how to motivate the employees and help them increase their productivity because the typical organization today views talent management as three building blocks: attract, develop and retain. These are solid building blocks. The challenge is that these blocks won’t stick together unless there is mortar. And that mortar is employee engagement. A robust, world-class talent management process has to put the mortar between those three key building blocks.
- From this study I found that Rewarding, Engaging, and Retaining Key Talent have been correlated with high levels of quality, productivity and attendance. And secondly correlated higher levels of employee engagement with higher levels of new product innovation. And a third has observed some very positive business outcomes, in large part because of its focus on employee engagement

**CHAPTER 7**  
**RECOMMENDATIONS &**  
**SUGGESTIONS**

## **CHAPTER 7: RECOMMENDATIONS & SUGGESTIONS**

- To bridge in the gaps between various departments, communications and interactions should happen in the form of various informal gatherings on weekends.
- Some other activities like picnics, art and craft, outdoor games, sports events, get-together, music and dance competitions should also be organized from time to time.
- Co-ordination in terms of work management between various departments should be worked upon and maintained.
- It is seen that though the majority of the employees find the engagement activities interesting, but the participation level is not upto a certain level it should be according to the number of employees working in the organization. Hence in order to motivate the employees for active participation, activities of their interest should be organized on a regular basis.
- Some more in house activities like, yoga classes, coffee with the leaders or music classes can be arranged for the employees for their active participation & to decrease the level of dissatisfaction among the employees.

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**ANNEXURE 1**  
**QUESTIONNAIRE**  
**ON**  
**EMPLOYEE ENGAGEMENT**

## QUESTIONARE ON EMPLOYEE ENGAGEMENT

<b>Name:</b>	<b>Department:</b>
<b>Employee I.D:</b>	<b>Date:</b>

Please tick mark the relevant option as provided against each question

<b>Questions</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly disagree</b>
Organization conduct employee engagement activities time to time to keep me engaged.					
The recreational/engagement activities makes me look forward to work					
These sessions are informative, interactive & work as good platform to have an interaction between people & senior management					
The activity were well organized/prepared and gave insights on new ways of working in a team					
These activities are stress busters & I feel energized to go back to work					
Events such as <b>Mashik Utsav</b> (celebration of employee's birthday) makes me feel valuable and create a sense of oness which will keep me attached to the organization					
Events like <b>Pratistha</b> (employee of the month) keep me motivated to perform well & dedicate towards accomplishing the vision of the organization.					
Events like <b>Samiksha</b> (competition & games) gives a good learning as well as fun & interaction with inter-department employees					
I'll recommend my colleagues to participate in such engagement activities.					
Such kind of activities should happen in future as it keeps us engaged and interested					

Thank you for your valuable time and feedback

**ANNEXURE 2**  
**EMPLOYEE OF THE MONTH**  
**CRITERIA**  
**AND NOMINATION FORM**



## **JAYPEE MONTHLY STAR**

### **OBJECTIVE:**

Employee award is designed to highlight employee's outstanding performance and reinforce positive employee actions"

- To recognize the services and efforts
- Pat on back
- To motivate the employees and to keep them in momentum

### **CATEGORIES:**

- Nursing : ( 3 employees will be recognized)  
All the Nursing Staff are eligible for this category
- Paramedics( 1 Award)  
All the technicians (Lab, OT, CSSD, etc.,) are eligible for this category
- NON Clinical  
All the employees in PCS, Finance, Quality, Operations etc. Are eligible for this category.

### **SELECTION COMMITTEE:**

The committee comprises of the following"

- COO
- HR
- And nominated member from Operations

## **SELECTION CRETERIA**

### **Increase in Revenue**

- Increasing the no of patient footfall with average increase in transaction size, operate at low costs at stable quality level
- Increase sales-force availability and activity

### **Decrease in cost**

- Implement the most effective way of delivering the highest quality service to the patients.
- Identify waste and how to determine the Lean tools to use to create a more effective administrative organization.
- Operate at low costs at stable quality level

### **Exemplary Customer Care resulting in customer delight**

- Increased customer satisfaction
- Should be an active listener & Listen to what a customer wants to tell you & at the same time provide right information.
- Continually provide good service even in the tough times.

### **New process leading to improvements/Innovation**

- Proposed innovation must be result oriented
- Is there a balanced input & output associated with the innovation
- Innovation should be simple, user friendly & trackable
- Innovation should be cost-effective and readily integrated into existing system
- Development of innovation should lead to better internal processes/result in measurable increase in revenue

### **Values**

- Quality
- Team work
- Service
- Integrity
- Compassion

## **SELECTION PROCEDURE**

- HR initiates the process by sending the Nomination forms to all the HOD'S concerned with guidelines and procedure to nominate their department personnel.
- Nominations will be shortlisted by Selection committee
- Declaration of awards during “Freaky Friday” in *SEHBHAGITA*

### **AWARDS:**

- STAR OF THE MONTH BATCHES
- CERTIFICATES



**NOMINATION FORM**

CATEGORY : \_\_\_\_\_

DEPARTMENT : \_\_\_\_\_

NAME OF THE EMPLOYEE : \_\_\_\_\_

EMPLOYEE CODE : \_\_\_\_\_

DESIGNATION : \_\_\_\_\_

**GROUND OF THE RECOMMENDATION**

List out the outstanding accomplishments keeping in view the organization’s core values, (if known include awards, letters of appreciations etc.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

HOD DESCRIPTION ABOUT THE EMPLOYEE :(SCORE/100)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## SCORING SHEET

Sl.No.	Parameters	Traits/10	HOD	Committee
1.	Increase in Revenue	Increasing the no of patient footfall with average increase in transaction size, operate at low costs and stable quality level		
		Increase sales-force availability and activity		
2.	Decrease in cost	Implement the most effective way of delivering the highest quality service to the patients.		
		Identify waste and how to determine the Lean tools to use to create a more effective administrative organization.		
		Operate at low costs at stable quality level		
3.	Exemplary Customer Care resulting in customer delight	Increased customer satisfaction.		
		Should be an active listener & Listen to what a customer wants to tell you & at the same time provide right information		
		Continually provide good service even in the tough times.		

4.	New process leading to improvements/Innovation	Proposed innovation must be result oriented		
		Is there a balanced input & output associated with the innovation		
		Innovation should be simple, user friendly & trackable		
		Innovation should be cost-effective and readily integrated into existing system		
		Development of innovation should lead to better internal processes/result in measurable increase in revenue		
5.	Values	Quality		
		Team work		
		Service,		
		Integrity		
		Compassion		
Total				

Signature of HOD

Signature of HR

Date

Date

**ANNEXURE 3**  
**POSTERS OF**  
**SEHBHAGITA**

**JAYPEE FAMILY...**  
joining hand in hand



**VISHISITH DIWAS**  
**विशिष्ट दिवस**

Celebrating special days  
like DOCTOR'S day &  
NURSES'S day etc



Happy Nurses Day



**PRATISTHA**  
**प्रतीष्ठा**

Star employee of the  
month



**MASIK UTSAV**  
**मासिक उत्सव**

Celebrating  
birthday's of the  
employee



**SEHBHAGITA**  
**सहभागिता**

**SPORTS DIVA**  
**दिवा**

Sports competition  
among employees



**SAMIKSHA**  
**समीक्षा**

Conducting various  
competitions & games  
among employees

**Competition**  
**TIME**

**FREAKY**  
**FRIDAY**



**PCS PRESENTATION**

*Award for the winner in game*



*Popular award for women's day celebration*



**GLIMPSE OF SEHBHAGITA**

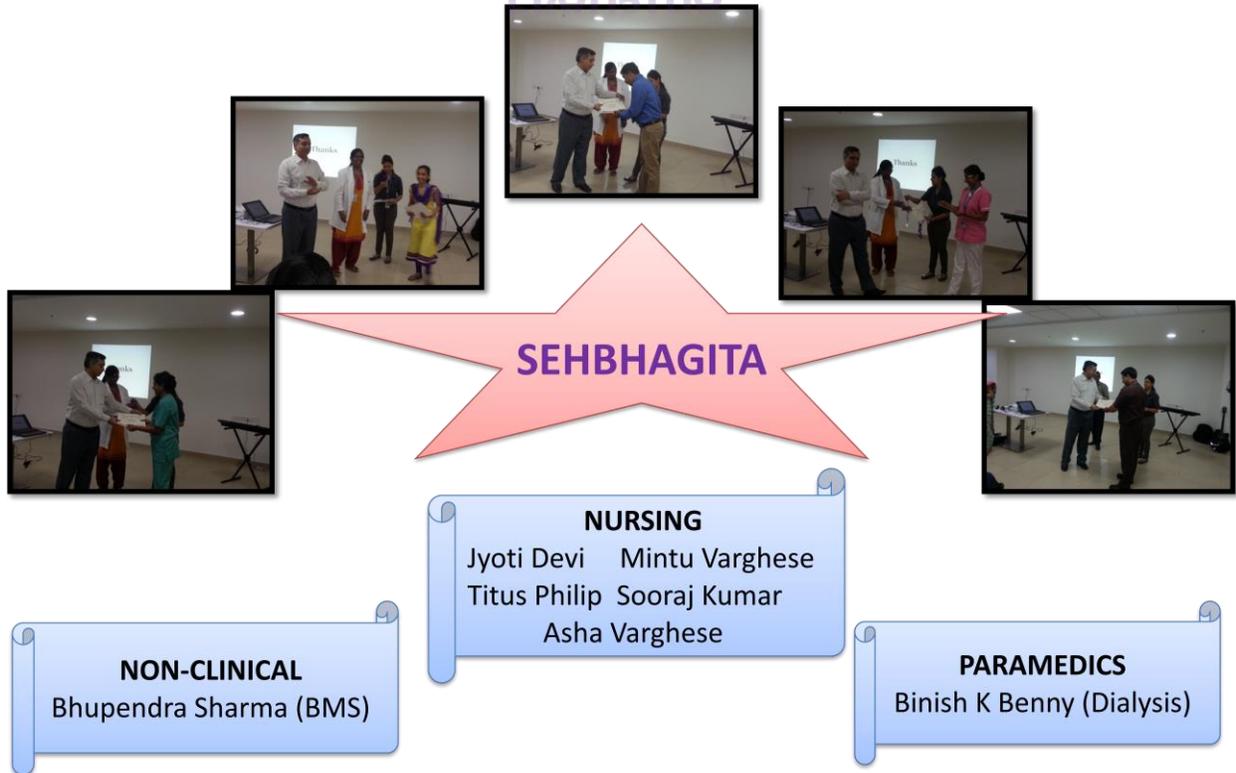


**CELEBRATION OF MASHIK UTSAV**





# EMPLOYEES OF THE MONTH-MARCH 2015 PRATISTHA



Our talent  
Performers

- ❖ Anoo R
- ❖ Ashlin Joy
- ❖ Jaismol Thomas



Blood bank  
Presentation  
by  
Mr. Praveen



## GLIMPSE OF SEHBHAGITA



Masik utsav...  
Birthday celebration



Launch of  
Pratistha



## Poster competition

**WE ARE ORGANIZING A POSTER MAKING  
COMPETITION ON 5<sup>TH</sup> OF MAY ON THE OCCASION OF  
WORLD HAND HYGIENE DAY**



### *Rules for participation*

- 1) *Theme:- Hand hygiene. Tag line should be given*
- 2) *Nominations can be given department wise or in a team of 2-3 members*
- 3) *Participants will be provided chart paper, color & paint brush. They'll have to carry extra decorative items if needed*

**Venue:- Auditorium-2**

**Time:- 3pm-4.30pm**

***You can give your nominations till 4<sup>th</sup> of May through mail to MS. Pooja Chauhan (HR)***



*This freaky Friday we are coming up with the STAR employee of the month. So vote yourself & become the star of the Jaypee family*



**Below attached is the nomination form which is to be submitted on or before 23<sup>rd</sup> of March..DON'T MISS IT...**



**SEHBHAGITA** is again there for you with lots of fun along with birthday celebration  
*The most awaited moment is at your doorstep now...coming up with the announcement of **EMPLOYEE OF THE MONTH**' award*



So join **SEHBHAGITA...** on 24<sup>th</sup> of April at 3.30pm in the Auditorium-2



**One spirit, one team,**  
**Lets all win...**  
**Get your game on...**

***HR is organizing sports  
Competition among all employees in  
the month of May, June & July.***

***Rush to our Sports coordinator  
Dr. Anisha Sonal(HR) (8642) for your  
registration latest by 10<sup>th</sup> of May.  
Events:- Carom, Chess, T.T., badminton***



**Dear All**

**We are here again for the birthday celebration of birthday babies during Freaky Friday. All the HODs are requested to kindly join us with their team members in the auditorium at 3.30 pm on 29<sup>th</sup> of May for birthday celebration**

**So be a part of SEHBHAGITA to celebrate MASIK UTSAV**

**List of birthday babies for the month of May are mentioned below**