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A Report on Employee Engagement in Sai Sanjeevani Hospital

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Abstract: ***The concept of employee engagement is in existence since 1990, when the term was used for the first time .Employee Engagement is emerging as a new dimension of HR. It is relatively a new term in HR literature . A great deal of interest has been shown in employee engagement in recent years .Employee Engagement is a multidimensional concept taking in two ways interaction between employees and employers of an organization.***
As a matter of fact , employee engagement has emerged as a notable need for business. Employee engagement is important for any employer which aims to retain its valued employees as an employers capability to manage employee engagement is related to its ability to achieve enhanced business gains and high level of performance.

I. INTRODUCTION

Employee engagement is the level of commitment and involvement towards their employee work in organization and its values. In engagement, people express themselves physically, cognitively, and emotionally during their performances. The employee who are engaged will be aware of business values , and works . The colleagues need to improve their performance for the benefit of the organization. The organization need to work for developing nurture engagement, were they require two-way relationship between employee and employer. Thus Employee engagement can be defined as a barometer which determines as a association of persons with the organization. Engagement is mostly associated with the pre-existing construction of their job involvement. Job involvement is defined as 'the degree to which the job situation is central to the person and his other identity .Job results involvement form a cognitive judgment about the needs satisfying abilities of the job. Job in this view are tied to one's self image.

A. Categories of Employee Engagement

According to the Gallup the Consulting organization there are there are different types of people:
Engaged Employees : In this the employees work with full passion and emotionally attached to the organization. They employees who are engaged more are innovative and provide new ideas and consistent performance to move the organization forward. They personalize the company's goals and objectives, and always work more and beyond their job requirements for the betterment improvement of the organization.
Not Engaged Employees: The employees put their time, but not passion and energy into their work. These are the ones who do only what is asked of them. The employees can under into negative nor positive attitude towards the organization work. They consider their job as a paycheck, nothing more.
Actively Disengaged Employees: These employees are unhappy, resentful, and spread negativity within the organization. However, despite doing less work minimum, the employees spend their more time in the firm by removing employees whom they perceive at higher position soon.

Fig No: 1 Employee Engagement Types

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B. Drivers of Engagement

Some additional points from research into drivers of engagement are presented below:

1) Employee perceptions on job – "An employee's attitude toward the job's and the company had the greatest impact on loyalty and customer service and all other employee factors combined."
2) Employee clarity of job expectations – "If expectations are not clear then basic requirement and material will not be provide proper result. The employee may become focused on surviving more than thinking about how he can help the organization succeed."
3) Career advancement / improvement opportunities – "Plan supervisors and managers indicated that many plan improvements were being made outside the suggestion system, where employees initiated changes in order to rebuke the bonuses generated by the subsequent cost savings.

C. The Top 10 C's

1) *Control:* In this employees engaging involves in making decisions in various activities and helps them feel valued. In order to control the employees we need to create a level of engagement by giving a sense of trust and value for their job and priorities in organization.
2) *Confidence:* In this to create a sense of confidence employees have to build confidence them self and help to raise their position in future at high place in the company. Leading is an example to creates a environment where employees strive to do the best that they can do. Negative attitudes don't bode well with employee engagement.
3) *Clarity:* Clarity is very important for making goals. It's just as important for an employee to be clear on the company goals, and how it is directly impacted or influenced by the employee's goals in order to get full employee engagement. It's no secret that clarity in communication is key.
4) *Connect:* Employees feel valued from all areas of the business, leaders, bosses, and higher position employees. If there relationships is strong then leaders creates a sense of mentorship and strong engagement with employees.
5) *Credibility:* Companies that holds high ethical standards and is seen as a credible company then represent their employees as credible and can create a strong sense of integrity.
6) *Convey:* In this convening the employees is large and employee engagement is more in organization. Leaders need to convey employee and their roles clearly .They come back with direct results and impact employees had in various successes ways.
7) *Contribute:* Employees engagement role in company is to contribute their success and direct impact on success of their organization.
8) *Career:* Motivation is more likely when there is a goal to reach .By knowing there opportunity for growth and not a stagnant position creates employee motivation and employee engagement.
9) *Congratulate:* The recognition who do well and have gone above and beyond to obtain the results for companies to achieve their goals.
10) *Collaborate:* They will create teams in which there is healthy competition, support, trust, and cooperation. To maximize the potentiality of the department for good team work.

II. NEED FOR STUDY

Employee engagement is a route to business success. An engaged workplace encourages commitment energy and productivity from all those involved to help improve business performance. Employee engagement within any business organization is absolutely essential for the simple reason that it is inextricable linked to its business results. In fact employee engagement can be taken to be directly proportional to the growth & success of any organization.

III. SCOPE OF THE STUDY

The scope is limited in the understanding the basics of employees performance and the level of job satisfaction to apply in taking decision making. Effective employee management leads to employee commitment and loyalty. To motivate them to perform better and enhance their satisfaction &intention to stay in the organization.

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IV. OBJECTIVES OF THE STUDY

A. To understand the employee engagement practices followed by Sai Sanjeevani Hospital.
B. To identify the drivers of engagement& demographic factors.
C. To analyze the impact of employee engagement on performance of employees in Sai Sanjeevani Hospital.
D. To know the level of job satisfaction &retention of employees.

V. LIMITATIONS OF THE STUDY

A. The study need to be completed within 45 days.
B. In this study the data is collected by the employees personal constraints.
C. The data collected and assumptions are drawn on the basis of the information given by the respondents.

VI. RESEARCH METHODOLOGY

A. Data Collection

For this project, I have collected data from primary and secondary sources as follows:

1) Primary Data
a) The data is collected by questionnaire based.
b) Sample size 50.
c) The responses of these sections are obtained from the employees.
d) The Questionnaire statements are drawn in the form of pictorial graph.
2) *Secondary Data:* Secondary data is the data that have been already collected by and readily available from other sources like literature reviews, websites, articles, journals, magazines and text books.

VII. COMPANY PROFILE

A. Health Care Industry

The healthcare sector is the sector of the economy made up of companies that specialize in products and services related to health and medical care Companies that produce professional and home health products (for example, blood-pressure monitors, Elastoplasts, Orthopaedic devices, and surgical supplies) are also included in this sector.

It comprises of providers of diagnostic, preventive, remedial, and therapeutic services such as doctors, nurses, hospitals and other private, public, and voluntary Hospitals.

The modern health care sector is divided into many sub-sectors, and depends on interdisciplinary teams of trained professionals and paraprofessionals to meet health needs of individuals and populations. The health care industry is typically divided into several areas.

1) Medical care providers that include physicians, specialist clinics, nursing homes and hospital
2) Diagnostic service centers and pathology laboratories
3) Medical equipment manufacturers
4) Contract research Hospitals and pharmaceutical manufacturers
5) Third party support service providers other allied health professions, e.g. in the field of optometry, hydrotherapy,

Medical massage, yoga therapy, music therapy, occupational therapy, speech therapy, chiropody, homeopathy, chiropractics, acupuncture, etc...

B. Industry Structure

1) National Level: The Hospital at the national level consists of the Union Ministry of Health and Family Welfare.
2) State Level: The Hospital at State level is under the State Department of Health and Family Welfare in each State headed by Minister and with a Secretariat.
3) Regional Level: Each regional/Zone set-up covers three to five districts and acts under authority delegated by the State Directorate of Health Services.

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C. Players In The Market

Apollo Hospitals Enterprise Limited- Provides healthcare services primarily in India, Mauritius, Bangladesh, and Kuwait. The company's healthcare facilities offer treatment for acute and chronic diseases in primary, secondary, and tertiary care sectors. Its tertiary care hospitals provide care in approximately 50 specialties, including cardiac sciences, oncology, radiology and imaging, gastroenterology, neurosciences, orthopaedics, and critical care services, as well as specialize in minimally invasive surgeries and transplantation. Fortis Healthcare Limited - owns, operates, and manages multi-specialty hospitals. Its healthcare facilities offer a range of specialty medical services, such as cardiac care, orthopedics, neurosciences, metabolic diseases, renal care, oncology, and mother and child care, as well as other services, such as cosmetic surgery, ophthalmology, ear nose throat care, and dermatology.

D. Industry Volume

The healthcare equipment sector attracted 8.8 per cent of the total investments in terms of deal value with an aggregate of US$249.01 million.

Realizing the continuous growing demand, many investors worldwide have expressed their keenness towards investing in the Indian hospital service market. The World Health Hospital estimates there are 9.2 million physicians, 19.4 million nurses and midwives, 1.9 million dentists and other dentistry personnel, 2.6 million pharmacists and other pharmaceutical personnel, and over 1.3 million community health workers worldwide, making the health care industry one of the largest segments of the workforce. The incomes of managers and administrators, underwriters and medical malpractice attorneys, marketers, investors and shareholders of for-profHealthcare services, all are attributable to health care costs.

E. Current Scenario

The healthcare ecosystem in India is at an inflection point. While the outlook for the healthcare industry is optimistic, there is a need to move towards an integrated healthcare delivery system, which leverages technology and has the patient at its centre healthcare players for better operations, government opening up its arms to PPP and even providing tax holidays will be the key factors to look out for which would drive .As almost 80 per cent of this would be fulfilled by the private players, a huge rise in IPO's and premium commanding players in the arena would flutter bringing in interesting times for the healthcare industry.

Recent spurt in Public Private Partnership (PPP) projects, and thrust on quality by the government sector and its demand (& mandate in some areas) on National Accreditation Board .

VIII. DATA ANALYSIS AND INTERPRETATION

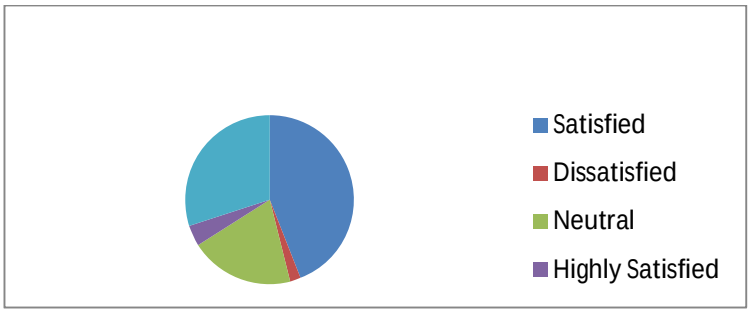
A. Does Your Organization (Or) Management Supports For Higher Education

a) Highly Satisfied b) Dissatisfied c) Neutral d) Highly dissatisfied e) Satisfied

Table No: 1 Particulars About Information

Particulars	Respondents	Percentage
Satisfied	22	44%
Dissatisfied	1	2%
Neutral	10	20%
Highly Satisfied	2	4%
Satisfied	15	30%

Fig No:4 Graphical representation About Information



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1) Interpretation

a) The above particulars defines the management support for higher education the in the organization.
b) From the sample size of 50 respondents graphical representation it shows that
c) 44% of the employees are Highly satisfied.
d) 2% of the employees are Dissatisfied.
e) 20% of the employees are partly Neutral.
f) 4% of the employee are highly dissatisfied.

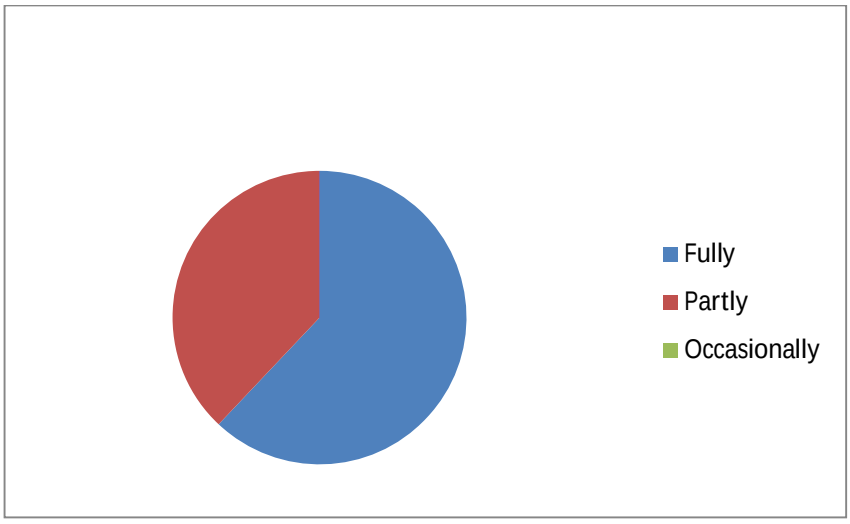
B. Does Your Skills, Knowledge Are Applied By The Organization

a) Fully b) Partly c) Occasionally

Table No: 2 Particulars of Employee Skills

Particulars	Respondents	Percentage
Fully	31	62%
Partly	19	38%
Occasionally	0	0%

Fig No:5 Graphical representation About Employee Skills



1) Interpretation

a) The above particulars defines the skills and knowledge in the organization.
b) From the sample size of 50 respondents graphical representation it shows that
c) 62% of the employees are fully.
d) 38% of the employees are partly.

C. Does They Consider The Employees Suggestions While Making Decisions

a) Never b) Sometimes c) Always

Table No: 3 Particulars About Suggestions

Particulars	Respondents	Percentage
Never	9	18%
Sometimes	31	62%
Always	10	20%

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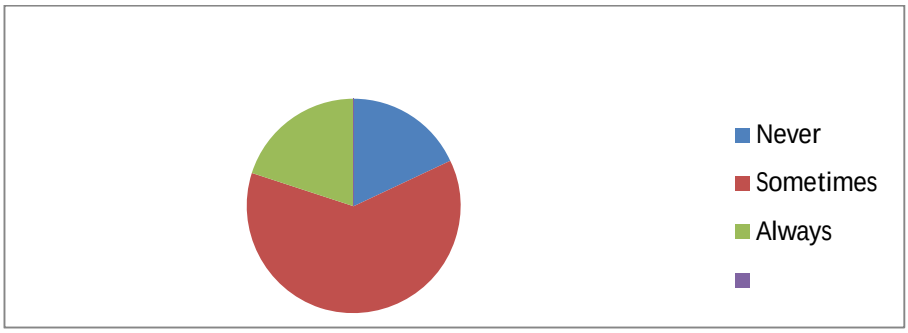
Fig No: 6 Graphical representation About Suggestions



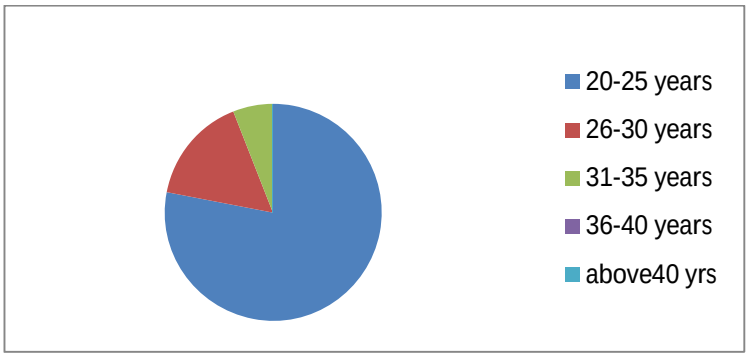
1) Interpretation
a) The above particulars defines the employee suggestions while making decision the in the organization.
b) From the sample size of 50 respondents graphical representation it shows that
c) 18% of the employees are Never.
d) 62% of the employees are Sometimes.
e) 20% of the employees partly Always.

D. AGE
a) 20-25 years b) 26-30 years c) 31-35 years d) 36-40years e) above 40 years

Table No: 4 Particulars of Employee AGE

Particulars	Respondents	Percentage
20-25 years	39	78.00 %
26-30 years	8	16%
31-35 years	3	6.00%
36-40 years	0	0.00%
Above 40 years	0	0.00%

Fig No:7 Graphical representation of Employee Age



1) Interpretation
a) The above particulars defines the age of the employees in organization.
b) From the sample size of 50 respondents graphical representation it shows that
c) 78% of the employees are under age of 20-25 years.
d) 16% of the employees are under age of 26-30 years.
e) 6% of the employees are under age of 31-40 years.

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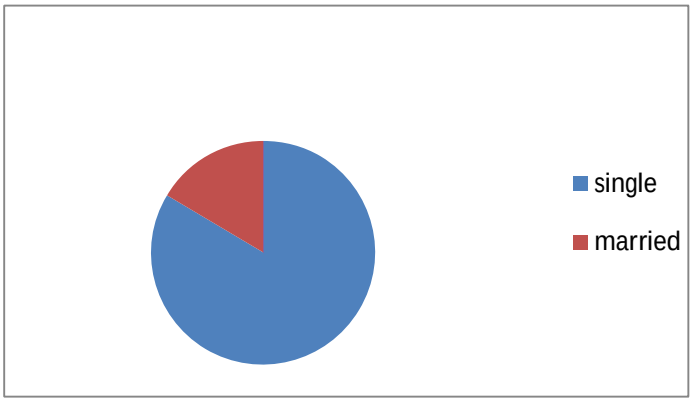
E. Martial Status

a) Single b) Married

Table No: 5 Particulars of Employee Martial Status

Particulars	Respondents	Percentage
Single	41	83.67%
Married	9	16.43%

Fig No:8 Graphical representation of Employee Martial Status



1) Interpretation

a) The above particulars defines the martial status of the employees in organization.

b) From the sample size of 50 respondents graphical representation it shows that

c) 83.67% of the employees are single.

d) 16.43% of the employees are married.

IX. FINDINGS

A. Employees engagement is the level of commitment and involvement towards organization.

B. Employees who are working in organization are under 20-26 years.

C. Employees the pay more attention on incentives in the organization.

D. The employees retention plays a vital role in the organization.

E. The employees are Highly satisfied getting information regarding the work and their performance.

F. Employee perceptions on job – "An employee's attitude toward the job's and the company had the greatest impact on loyalty and customer service.

X. SUGGESTIONS

A. Most of the employees are having below one year experience in the company. For that, they have to motivate the employees and give work assurance to the working employees.

B. Most of the workers are female, so the company may have to give secure the job. It may motivate the employees.

C. To reduce the employees stress to give physical activities, and also they conduct the entertainment programs in the company.

D. The most of the employees are having financial problem, so the company may take the step to improve stand of living.

XI. CONCLUSION

Employee engagement is the buzz word term for employee communication. It is a positive attitude held in employees in organization .It rapidly gaining importance and popularity in the work place in many ways. Therefore employee engagement is a continuous process of learning, improvement, actions . Great managers play their favourite role and spend their time with their productive employees not only because of their discrimination but they deserve attention and have so much to teach employees in organization.

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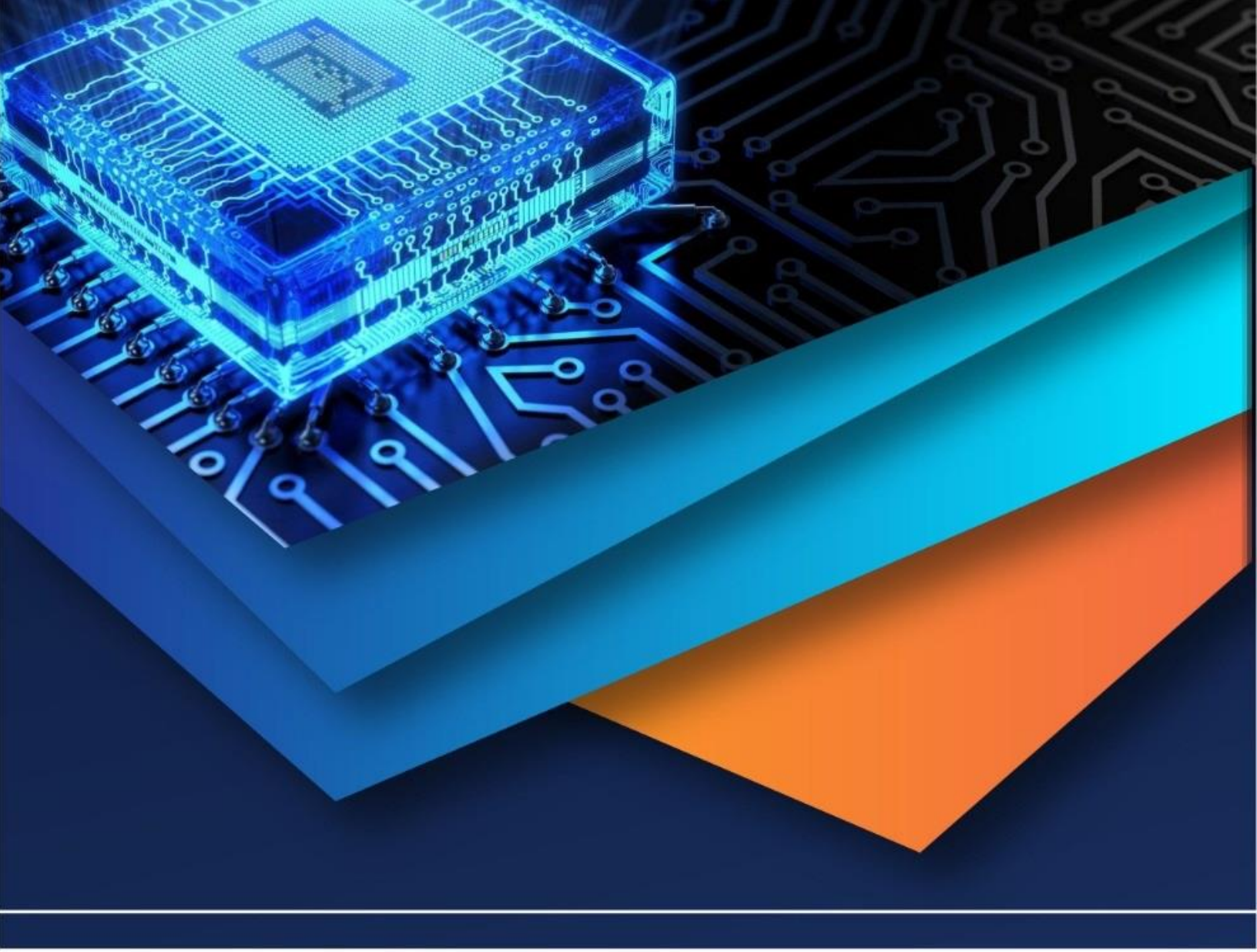

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