

A Study on Employee Satisfaction at Aster Medcity, Kochi, Kerala

Tia Clarice Jose¹, Huzna. R², Libin John³, Balabhaskar P. Raj⁴, Christin Mathew⁵

^{1,2,3,4}PG, MAHRM, Kristu Jyoti College of Management and Technology, Changanassery, Kerala, India.

⁵Assistant Professor, Department of Management Studies, Kristu Jyoti College of Management and Technology, Changanassery, Kerala, India.

Email ID: tiaclaricejose@gmail.com¹, huznarasheed123@gmail.com², johnlibn027@gmail.com³, babubalabhaskar@gmail.com⁴, christ.in.u@gmail.com⁵

Abstract

One important measure of organizational health that is examined in this paper is employee satisfaction. The study delves into the complex relationship between cognitive (thoughts), affective (feelings), and behavioral (actions) components of satisfaction. Affective research stresses emotional well-being, whereas cognitive study focuses on how people perceive their jobs. We distinguish between the more specific work satisfaction and employee satisfaction, which includes broader organizational experiences. We stress the value of assessing employee satisfaction in order to obtain knowledge that can be used to enhance work conditions and performance in general. Establishing a positive work culture and identifying opportunities for growth are made possible by regular measurement.

Keywords: Employee Satisfaction, Work Environment, Job Satisfaction, Work Culture.

1. Introduction

Job satisfaction is the degree to which workers are happy with their jobs, including the pay, benefits, and working circumstances. It is possible to quantify the cognitive, emotive, and behavioral aspects of employee happiness. Employee happiness is essential to the success of any firm.

1.1. Significance of The Study

Effective communication, growth opportunities, fair compensation, and the work environment all affect employee satisfaction at Aster Medcity. Gaining an understanding of these elements will boost worker satisfaction, which will boost output and enhance patient care.

1.2. Scope of The Study

The study aims to understand employee satisfaction at Aster Medcity Hospital, Kochi, focusing on work schedules, overtime allowances, work freedom, and job positions. Employee satisfaction is crucial for organizational success, as satisfied employees are more productive and contribute positively to the organization's goals. Employee satisfaction at Aster Medcity is influenced by work environment, growth opportunities, fair compensation, and effective communication. Understanding these factors can improve employee satisfaction, leading to increased productivity and better patient care [1].

1.3. Objectives of The Study

- To study employee satisfaction at Aster Medcity, Kochi.
- To understand employees' perceptions of working conditions and health and safety measures at the hospital.
- To determine whether employees are getting adequate monetary and non-monetary benefits based on their performance.
- To provide suggestions regarding the level of employee satisfaction.
- To understand the satisfaction level of employees in the performance appraisal system followed at Aster Medcity [2].

2. Methodology

Work schedules, overtime pay, job positions, and independence are the main topics of the study, which attempts to determine employee happiness at Aster Medcity Hospital in Kochi. Due to their increased productivity and ability to favourably impact the organization's objectives, happy employees are essential to its success. Effective communication, fair compensation, growth opportunities, and the work environment all affect employee. Effective communication, growth opportunities, fair compensation, and the work environment all affect

employee satisfaction at Aster Medcity [3]. Gaining an understanding of these elements will boost worker satisfaction, which will boost output and enhance patient care. It is a process for finding the truth, which is actually a critical thinking technique. Determining how employee happiness contributes to the growth of the company is the aim. 50 employees participated in

the study, and information was gathered using a questionnaire. It includes redefining and redefining issues, developing hypotheses hypotheses or solutions, gathering, identifying, and assessing data, drawing conclusions and doing research, and at the very least, carefully checking the conclusions to see if they align with the hypotheses, shown in Table 1.

2.1.Table

Table 1 Critical Satisfaction Level Dissatisfaction Level & Neutral Level

Criticals	Satisfaction level	Dissatisfaction level	Neutral level
Working condition provided	30%	6%	54%
Support and guidance from supervisor	80%	5%	15%
Promotion of Employee	50%	20%	30%
Appraisal system	50%	32%	18%
Relation with Management	96%	4%	0
Monitory and non-monetary	68%	16%	0
Working Hours	70%	8%	22%
Motivational System	80%	10%	10%

3. Result and Discussion

- **Job Satisfaction Factors:** Satisfaction Drivers: 40% satisfied with achievements, 30% with recognition, 20% with responsibility, and 10% with promotions.
- **Motivational Systems:** 80% satisfied with the motivational system; 90% agree motivation enhances productivity.
- **Working Conditions and Benefits:** Satisfaction with working hours: 36% satisfied, 6% unsatisfied and 54% Neutral. Benefits: 68% highly satisfied with monetary/non-monetary benefits, and 18% satisfied with amenities.
- **Relationship with Management and Appraisals:** Management: 96% have a good relationship with management. Appraisal and Promotion: 50% satisfied with the appraisal system and promotions, with varying levels of dissatisfaction or neutrality.
- **Support and guidance from supervisor:** Leave Policy: 50% satisfied with the sick leave policy, % unsatisfied, and 15% neutral. Provident Fund and Life Insurance: highly satisfied with PF and life insurance, with most others also expressing satisfaction.

3.1. Limitations of the Study

- Respondent bias may have impacted the accuracy of responses; the study's brief duration reduced the depth of information collection.
- The generalizability of the study was restricted by the small sample size of 50.

3.2. Suggestion

On the basis of the study conducted at Aster Medcity Hospital about the employee satisfaction, I would like to suggest some points [4].

- A good communication between the managers and employees could give more attention
- Take additional measures to maintain the employees work life balance

Conclusion

Employee satisfaction is the phrase used to characterize whether or not workers are content, at ease, and meeting their needs and wants at work. It is easy to understand how employee happiness relates to several aspects of the workplace, including working environment, stress, control, and well-being. How the company handles its employees determines their level of satisfaction. Through organizational



development, one learns to recognize and address organizational issues. Employees can gain knowledge from their own experiences thanks to it. According to the aforementioned research, ASTER MEDCITY HOSPITAL, KOCHI's staff members are generally satisfied. The staff are happy with the technical and non-technical elements that they have been given. Additionally, working conditions, financial benefits, and employee-employer relationships are all favourable [5].

References

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