

F. No.16(20)/2019/Misc correspondence/BSAH/Part File 185753

Dated: 30/9/19

**Employee Satisfaction Survey Analysis Report With Action
Taken**

Employee Satisfaction Survey was conducted in the month of June, 2019 for all categories of employees working in different departments of the hospital.

Findings of the Survey are as follows:

A. Percentage of Employee Satisfaction - 89.74%

Primary causes of dissatisfaction amongst employees are in relation to

- 1 Work Recognition including system of appraisal and promotion,
- 2 Opportunities for Training and Skill development,
- 3 Availability of Housing facility for the staff &
Work Environment including availability of basic resources, amenities &
- 4 security of staff.

B. Percentage of Nurses' Satisfaction is 87.22%

Primary causes of dissatisfaction amongst Nurses are in relation to

- 1 Work Recognition including system of appraisal and promotion,
- 2 Distribution of workload amongst the staff,
- 3 Security & Safety of staff &
- 4 Leave Policy of the hospital.



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C. **Percentage of Doctor's Satisfaction is 91.68%**

Primary causes of dissatisfaction amongst Doctors are in relation to

- 1 Availability of basic office/working resources i.e. equipment/tools /supplies,
- 2 Availability of amenities like clean toilets, drinking water and air cooling/heating,
- 3 Housing facility for the staff.

Appended below is the action taken against the dissatisfaction reasons cited by employees:

1. For all PWD related gaps such as Infrastructure, Drinking water facility, Toilet facility, AC Provision, Hand hygiene facility, time to time necessary instructions are issued to MO I/CPWD, Hospital Managers PWD for remedial action.
2. For issues like Housing Facility, Cafeteria, Half day leave and Separate space for lunch & Stress Management activities; the concerned branches have already initiated action such as online allotment of Staff quarters has been initiated.
Half day leave is a government policy matter and Saturday leave is full day leave.
Space for Cafeteria is being explored by PWD.
Stress Management activities have been initiated and Happiness Therapy Sessions are conducted by the designated team for patients and staff in the patient care area itself.

As far as covered space for car parking, separate space for lunch are concerned there are space constraints in the current infrastructure.

3. Training and skill development activities are regularly conducted for all categories of staff through concerned HODs and Quality team.

All HODs have been informed to ensure maximum participation of the staff in all such training activities.

4. Appraisals and Promotions are conducted regularly as per the policy. ACR/APARS are being filled & any shortcomings are communicated to concerned staff for improvement.

5. In order to ensure security & safety of staff, adequate no. of security guards have been deployed in the hospital & there is a system of patrolling.

In addition to this, there is a provision of calling additional security at the point of need through Code Grey.

CCTV cameras have been installed at various locations and further installation is under process.

6. For increase in lab test menu, concerned HOD is assessing the feasibility of the same with current infrastructure, manpower and equipment.

7. Leave policy is being rationalized and concerned Incharges have been informed to ensure that leaves are recommended as per government rules and urgency.



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8. HODs have been informed to ensure equal distribution of workload amongst staff and additional manpower requisition of various departments is shared with AR Planning department for further processing.


Dr Ashok Jaiswal

Add. Medical Superintendent(I)

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1. PS to MD for information
2. AMS(I),AMS (A),AMS(M),AMS(OPD),MS (A&E) & MS (Surgery & Allied)
3. All Clinical HODs for information & necessary action
4. DNS & All ANSs for information & necessary action
5. Hospital Manager -Indoor, Care Taking & Facilities
6. Notice Board Display
- ✓ 7. Asst. programmer to upload on hospital website
8. Guard File

Dr Ashok Jaiswal
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