



UNIVERSAL MEDICAL
COLLEGE & HOSPITAL LTD.
Smile for all
FORMER AYSHA MEMORIAL HOSPITAL

Employee Satisfaction of Universal Medical College & Hospital Pvt. Ltd.



Employee Satisfaction of Universal Medical College & Hospital Pvt. Ltd.

Prepared for
Riyashad Ahmed
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Program: MBA

Date of Submission
07 December, 2017

BRAC UNIVERSITY



Letter of Transmittal

07 December, 2017

Riyashad Ahmed

Assistant Professor & Coordinator

BRAC UNIVERSITY

66 Mohakhali, Dhaka

Subject: Submission of the practicum report

Dear Sir,

It is our great pleasure that today we are submitting our practicum report named “**Employee Satisfaction of Universal Medical College & Hospital Pvt. Ltd.**” The main objective of preparing this practicum report is to analyze the different marketing strategies and functions to provide the total HR overview of **Universal Medical College & Hospital Pvt. Ltd.**

Though much hindrance arose while we were collecting the data for this report, we tried our level best to collect as much necessary information as possible.

Yours Sincerely

.....

Partha Chakraborty

Masters of Business Administration

Brac University



Letter of Authorization

10 September, 2017

Partha Chakraborty

Masters of Business Administration

Brac University

66 Mohakhali, Dhaka

Dear **Partha Chakraborty**

You will be happy to know that for fulfillment of your Practicum, a report on “**Employee Satisfaction of Universal Medical College & Hospital Pvt. Ltd.**” has been assigned to you. I received your proposal two weeks before. You will have to submit the report as soon as possible based on your proposal. I hope you will successfully complete the report on time.

If you have any kinds of queries don't hesitate to contact with me.

With thanks

.....

Riyashad Ahmed

Assistant Professor & Coordinator

EMBA Program

BRAC UNIVERSITY



Acknowledgement

This practicum report which is entitled as on “**Employee Satisfaction of Universal Medical College & Hospital Pvt. Ltd.**” is the concrete effort of us. In the process of preparing this report, we would like to express our gratitude and respect to some generous persons for their immense help and enormous cooperation.

First of all we would like to pay my gratitude to **Dr.Ashis Chakraborty, Managing Director of Universal Medical College & Hospital Pvt. Ltd.** for his remarkable talents and valuable contribution, brilliance and wise counsel, perspective and dedication to prepare this report.

Then we would like to express our warmest appreciation and thanks to Mr. Akram Hossain respected HR Manager of **Universal Medical College & Hospital Pvt. Ltd.**. Because he extended his hands of helping regarding any complexity we faced in preparing this report.

After that we would like to express our gratitude to **Riyashad Ahmed** Sir for helping in any circumstances.

Finally we also feel it is important to acknowledge and thanks the personnel of Universal Medical College & Hospital Pvt. Ltd. especially to those who participated in the data collection and who helped a lot to provide a valuable forum for the exchange of ideas and information.



Executive Summary

Health is one of five basic needs of human life. Now-a-days care for health has increased due to increasing education & health consciousness amongst people as well as increasing per capital income of the peoples. In consideration of the total population & rapid growth of population, we need & have wide demand for quality caring referral hospitals through the country, especially in urban areas is very much optimum. This sector is highly potential.

To be a successful hospital first we have divided our hospital in several department as like marketing department, HR department, finance department, commercial department etc. these department will help to achieve the goal. We have also market strategies like target market , other variable, value innovation., value pricing, value delivery, value proposition to placed our product in the market. Top Management of Universal Medical College & Hospital Pvt. Ltd.. has already achieved goodwill to its corporate clients and patient, well-wishers, investors and in abroad as well. Therefore effective decision making is the strategy for the actual performance of the top management of Universal Medical College & Hospital Pvt. Ltd.. Calling for never-ending effort for improvement at all service levels, is the most important management concept of Universal Medical College & Hospital Pvt. Ltd.. we have advertised our services for knowing our services in hole country. We hope our services will be best in the hole country as well as world. From our study we saw that, for earning strong patients' loyalty Universal Medical College & Hospital Pvt. Ltd.. has now established itself as renowned private hospital in Bangladesh with great services, high-tech technologies, strong control and monitoring, good visionary and integrity.



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Introduction

I.0. Overview of the Hospital:

Brief History:

Bangladesh still lags far behind especially in the field of medical science and technology while compared even with that of neighboring country, India. Here the picture is mere gloomy in both public and private sectors for health care facilities. As a result, number of death tolls in Bangladesh is going up day by day for want of proper medical facilities. Accommodation in the hospital and other medical facilities are quite inadequate from quality and quantity point of views. If it goes unabated, the situation would be aggravated more seriously claiming the lives of many patients. Disease is the most terrific one that claims the life of the patients if not handled instantly with proper medical care and services.

About 11 million people are living at Dhaka. Dhaka is the metropolitan city as well as capital city of Bangladesh of 124 million people. Geographically it is the center point of Bangladesh also. Most of the renowned general & specialized hospitals in both government and private sector are situated at Dhaka. Most and maximum of renowned physicians and surgeons of the country also reside at Dhaka. Therefore complicated patients and economically solvent patients rush to Dhaka for treatment. But accommodation facility of such patients is too inadequate. Hence there is a scope to establish more new hospitals in Dhaka.

In the absence of required modern treatment facilities, every year a good number of well-to-do patients used to go outside country for the surgical & diagnostic. This is highly expensive and time consuming. As a result many patients could not avail the chance of going abroad in time on financial ground and cause premature death.



I.1. Hospital Profile:

Universal Medical College & Hospital Ltd.	
	
Type	Hospital & Diagnostic Center (Private)
Established	1996
Partners	Universal Medical College & Nursing Institute
Corporate office	74G/ 75, Peacock Square, New Airport Road, Mohakhali Dhaka - 1215 Bangladesh.
Key peoples	Mrs. Priti Chakraborty (Chairman) Dr. Ashis Kumar Chakraborty (Managing Director)
Products	Service
Number of Employees	500
Website	http://www.umchltd.com/



II. Introduction:

Provision of people's fundamental requirement of health care is the prime vision of Universal Medical College & Hospital Ltd. (UMCH). Serving the humanity is our motto. The existing services, facilities and management designed in a way that meets international standard. We are committed to develop a friendly atmosphere and establish it as a trustworthy referral hospital in the private sector for patients of diseases. Mainly three types of medical services would be made available through the implementation of the proposed hospital scheme. Firstly, the unit would extend major concentration to the onward treatment of patients of diseases including major and minor operation. Secondly, it would also provide various pathological and diagnostic services on charge basis both for indoor and outdoor patients. Thirdly, the unit would have a Research center where specialized training would be imparted under senior doctors to the young and probationary doctors Health is one of five basic needs of human life. Now-a-days care for health has increased due to increasing education & health consciousness amongst people as well as increasing per capita income of the peoples. In consideration of the total population & rapid growth of population, we need & have wide demand for quality caring referral hospitals through the country, especially in urban areas is very much optimum. This sector is highly potential. The project is fully service oriented hospital to help increase of medical and diagnostic facility for the general people of Dhaka city, it's surroundings and for the country in general.



II-1. Background

Universal Medical College & Hospital Ltd is beside the Mohakhali Fly Over (Just opposite of RAOVA Club) in a calm & quite environment, away from all shorts of chaos & pollution. This is one of the well equipped & Modern hospital now in the Dhaka city. Here patients are entertained in a homely & heartiest environment as in their family.

This hospital was established in the year 1996 by a valiant Freedom Fighter Major General (Rtd.) **M. Abdur Rab**. He took the initiative of setting up this medical institute to translate a noble dream of serving humanity into reality.

“Intervention - Universal Medical College & Hospital Ltd. undertook a study of the existing operations along with a review of the market. The following initiatives were implemented.

- Improved the Service Quality through implementation of systems and protocols, training of administrators and staff
- Up-gradation of facilities – Added an out-patient block, preventive health check programs, computerization of all administrative and clinical areas
- Assisted in the purchase of MRI, CT and other equipments and brought about significant savings in capital costs
- Carried out training of doctors and nurses in Intensive care, Urology, Neurology, Stroke Management, Radiology and Imaging and others
- Established a health communication department to engage key target segments for beneficial business relationship.
- Introduced Information Technology and Credit control to make the operations more efficient. Specific initiatives in the area of Marketing, Brand Positioning, Pharmacy and Telemedicine Connectivity were undertaken to enhance the revenues of the group.

Universal Medical College & Hospital Ltd. has been continuously providing tailor made training programs for the clinical staff to enhance their skill set.

The Impact – Universal Medical College & Hospital Ltd.’s involvement resulted in

- A saving of approximately 40% of budgeted capital cost for equipment purchase
- The revenue per bed day increased by 86% over a two year period
- The departments of Intensive care, Urology, Preventive health and others were established.



II-2. Objectives:

Broad objective:

The broad objective of this report is to analyze the “**Employee Satisfaction of Universal Medical College & Hospital Ltd.**”

Specific Objectives:

- Recruitment and selection process
- Evaluating the performance of employees
- Monitor progress towards objectives
- Information about job analysis
- Compensation policy of the company
- Training period programs
- Information about EEO (Equal Employment Opportunity)
- Development activities of UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD..
- Staff relation



Organizational Activities Analysis

III. Organizational Activities Analysis:

III.1. Departments of the Universal Medical College & Hospital Ltd..

If the jobs are not organized considering their interrelationship and not allocated in a particular department it would be very difficult to control the system effectively. If the mentioned department is not fit for the particular works there could be haphazard situation and the performance of a particular department could not be measured. Universal Medical College & Hospital Ltd.. has done these works efficiently and effectively.

The Departments of Universal Medical College & Hospital Ltd..'s are:

1. Marketing & Sales
2. Finance & Accounts
3. Operation
4. Administration & Human Resources Department (H.R.D.)



Employee satisfaction of HR Department



IV.1HR Planning and forecasting

In simple words, HR or human Resource management is managing all the people of the organization in such a way that a bridge could be maintained between top level-mid level and lower levels of an organization.

According to Mr. Jack Welch, “Every person who leaves goes on to represent your company. They can either bad-mouth or praise.”

Organization needs employee or worker to accomplish its mission and vision or company’s goal. To make this happen HR professionals use different techniques that starts with the very first procedure ‘Man Power Planning and Forecasting’. To get a job done and to get the job perfectly done are 2 different things. All the companies always search for the 2nd one because only perfectly done assignments can provide the optimal outcome.

That’s why HR professionals search for the right person for the vacant position of an organization. However, manpower planning and forecasting helps us to find what positions the firm will have to fill, and how to fill them. Manpower planning covers all future positions from maintenance clerk to CEO. In case of stuffing HR officials also need to be very concern about overstaffed or understaffed issue. Every action leads to a reaction, so HR officials also need to be concern about the existing employee satisfaction while recruiting. It’s better to include the internal potentials in forecasting so that they can also arrange an internal recruitment if needed.

The most common Manpower planning approaches involve the use of simple techniques like ratio analysis or trend analysis to estimate staffing needs based on sales projections and historical sales to Manpower relationships. The usual process is to forecast revenues first and then estimate the size of the staff required to achieve this sales volume.

An organization should always be ready for any unexpected threats. Human Resource Inventory provides the idea about the organization’s present capability for a proper response of any unexpected threats.



Human Resource Management (HRM) can be described as the satisfactory and effective management of people affiliated within the organization and conducting operation for that organization, the employees. In other words Human Resources Management is the concern and business in an organization that promotes and assists the most adequate and efficient application and engagement of human resources to accomplish the objectives of not only the organization but also the personnel working for that organization. Over all duty of administration especially regarding transfer, recruitment, salary, leaves and job descriptions performed by HRD.



- **Equal Opportunity Employer**
- **Training & Development**
- **Recreational & Motivational Programs**
- **Information Sharing**
- **Objective Based Performance Management System**
- **Employee Relations**
- **Wage & Salary Plan**
- **Leave Benefits**
- **Medical benefits**
- **Contributory Provident Fund**
- **Group Life Insurance**
- **Gratuity**
- **Internship Program**

We strongly believe that the well being of our staff is as important as the hospital's achievements. We take pride in:

- Motivating staff for higher productivity and quality performance through performance review and



- merit reward
- Maintaining a wage/salary and professional fee plan that is internally equitable and externally competitive to attract and retain quality staff
- Attractive leave and medical benefits, recreational facilities and activities, as well as family support schemes are provided to ensure that our staffs have fulfilling and rewarding careers.

IV-2. TRAINING & DEVELOPMENT

Training and development managers and specialists of UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.. conduct and supervise training and development programs for employees. Increasingly, management recognizes that training offers a way of developing skills, enhancing productivity and quality of work, and building employee loyalty to the company, and most importantly, increasing individual and organizational performance to achieve business results. Training is widely accepted as an employee benefit and a method of improving employee morale, and enhancing employee skills has become a business imperative. Increasingly, managers and leaders of UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.. realize that the key to business growth and success is through developing the skills and knowledge of its workforce.

Other factors involved in determining whether training is needed include the complexity of the work environment, the rapid pace of organizational and technological change, and the growing number of jobs in fields that constantly generate new knowledge, and thus, require new skills. In addition, advances in learning theory have provided insights into how adults learn, and how training can be organized most effectively for them.

Training managers provide worker training either in the classroom or onsite. This includes setting up teaching materials prior to the class, involving the class, and issuing completion certificates at the end of the class. They have the responsibility for the entire learning process, and its environment, to ensure that the course meets its objectives and is measured and evaluated to understand how learning impacts business results.

Training specialists plan, organize, and direct a wide range of training activities. Trainers respond to corporate and worker service requests. They consult with onsite supervisors regarding available performance improvement services and conduct orientation sessions and arrange on-the-job training for new employees. They help all employees maintain and improve their job skills, and possibly prepare for jobs requiring greater skill. They help supervisors improve their interpersonal skills in order to deal effectively with employees. They may set up individualized training plans to strengthen an employee's existing skills or teach new ones. Training specialists in some companies set up leadership or executive development programs among employees in lower level positions. These programs are designed to develop leaders, or "groom" them, to replace those leaving the organization and as part of a succession plan. Trainers also lead programs to assist employees with job transitions as a result of mergers and acquisitions, as well as technological changes. In government-supported training programs, training specialists function



as case managers. They first assess the training needs of clients and then guide them through the most appropriate training method. After training, clients may either be referred to employer relations representatives or receive job placement assistance.

Planning and program development is an essential part of the training specialist's job. In order to identify and assess training needs within the firm, trainers may confer with managers and supervisors or conduct surveys. They also evaluate training effectiveness to ensure that the training employees receive helps the organization meet its strategic business goals and achieve results.

Depending on the size, goals, and nature of the organization, trainers may differ considerably in their responsibilities and in the methods they use. Training methods include on-the-job training; operating schools that duplicate shop conditions for trainees prior to putting them on the shop floor; apprenticeship training; classroom training; and electronic learning, which may involve interactive Internet-based training, multimedia programs, distance learning, satellite training, other computer-aided instructional technologies, videos, simulators, conferences, and workshops.

Training

Training is a process of providing employees with the knowledge, skills, behaviour and attitudes in a way that increases the probability of goal attainment.

Importance of Training

- ✓ Increase of efficiency
- ✓ Effective directing
- ✓ Reduction of indirect expenses
- ✓ Development of new thinking
- ✓ Reduction of the volume of accident and casualties
- ✓ Reduction of labor turnover and unrest



Objectives of Training

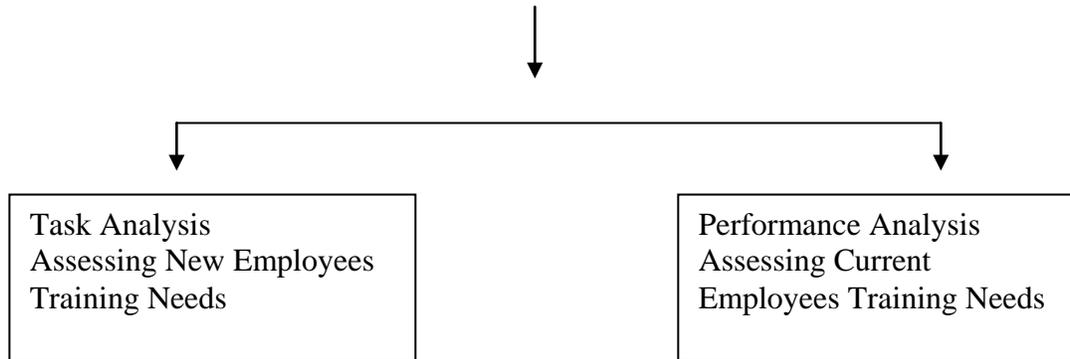
- ✓ Increasing the quality of training
- ✓ Development of efficiency
- ✓ Introducing with work
- ✓ Increasing inspiration
- ✓ Providing opportunity of expanding ability
- ✓ Creating unity of thinking

The training programs used by UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD..

- i. **On the job training:** Having a person learns a job by actually performing it.
- ii. **Job instruction:** Listing each job's basic tasks, along with key points, to provide step-by-step training for employees.
- iii. **Mentoring:** Linking an experienced employee with less experienced employee to share experience, knowledge, and skills.
- iv. **Lectures:** a quick, simple and cheap way of providing knowledge to large groups of trainees.
- v. **E- learning:** Learning delivered, enable and mediated by electronic technology. E.g. Computer/ in ternate based training sessions on cost effective.
- vi. **Competency based training:** focus on the skills and knowledge the trainee has and what trainee can do after completing the training.



Training needs analysis



IV-3. Equal Employment Opportunity (EEO)

The term Equal Employment Opportunity was created by President Lyndon B. Johnson when he signed Executive Order 11246 on September 24, 1965, created to prohibit federal contractors from discriminating against employees on the basis of race, sex, creed, religion, color, or national origin. In more recent times, most employers have also added sexual orientation to the list of non-discrimination.

The Executive Order also required contractors to implement affirmative action plans to increase the participation of minorities and women in the workplace. Pursuant to federal regulations, affirmative action plans must consist of an equal opportunity policy statement, an analysis of the current work force, identification of problem areas, the establishment of goals and timetables for increasing employment opportunities, specific action-oriented programs to address problem areas, support for community action programs, and the establishment of an internal audit and reporting system.

Equal Employment Opportunity (EEO) laws

Five laws that prohibit discrimination on the basis of race, color, religion, sex, national origin, age, or handicap in any terms, conditions, or privileges of employment. The five EEO laws are:

- The Equal Pay Act of 1963, as amended
- Title VII of the Civil Rights Act of 1964, as amended by the Equal



- Employment Opportunity Act of 1972 and the Pregnancy Disability Act of 1978
- The Rehabilitation Act of 1973, as amended
- The Age Discrimination in Employment Act of 1967, as amended
- The Civil Rights Act of 1991

RECREATIONAL & MOTIVATIONAL PROGRAMS

Universal Medical College & Hospital Ltd. always tries to maintain a congenial working environment where employees will feel better and contribute more to the success of the organization. It arranges various motivational programs (e.g. sports tournaments, picnic, talent show, cultural evening, employee appreciation day, and festival/anniversary celebrations) to maintain congenial environment. The hospital also offers employee performance awards from time to time. Other facilities for staff and family include staff lounge, dining, library, etc.

INFORMATION SHARING

The authority of Universal Medical College & Hospital Ltd. communicates with employees about what is happening in the organization, including hospital goals and expectations as well as what is going to happen in the firm. These efforts assist employees to perform better in their roles.

OBJECTIVE BASED PERFORMANCE MANAGEMENT SYSTEM

Regular and rigorous measurement of how well employees can perform and the use of that information to ensure that job performance meets standards and leads to improve performance over time.

EMPLOYEE RELATIONS

Universal Medical College & Hospital Ltd. ensures environment where employers and employees can have successful relationship with each other. It also ensures proper condition of employee health-safety and environment.



IV-4.Compensation management

Human Resource is the most vital resource for any organization. It is responsible for each and every decision taken, each and every work done and each and every result. Employees should be managed properly and motivated by providing best remuneration and compensation as per the industry standards. The lucrative compensation will also serve the need for attracting and retaining the best employees.

Compensation is the remuneration received by an employee in return for his/her contribution to the organization. It is an organized practice that involves balancing the work-employee relation by providing monetary and non-monetary benefits to employees

Compensation is a systematic approach to providing monetary value to employees in exchange for work performed. Compensation may achieve several purposes assisting in recruitment, job performance, and job satisfaction.

Importance of compensation management

- A good compensation package is important to motivate the employees to increase the organizational productivity.
- Unless compensation is provided no one will come and work for the organization. Thus, compensation helps in running an organization effectively and accomplishing its goals.
- Salary is just a part of the compensation system, the employees have other psychological and self-actualization needs to fulfil. Thus, compensation serves the purpose.
- The most competitive compensation will help the organization to attract and sustain the best talent. The compensation package should be as per industry standards.

Types of compensation

Compensation provided to employees can direct in the form of monetary benefits and/or indirect in the form



of non-monetary benefits known as perks, time off, etc. Compensation does not include only salary but it is the sum total of all rewards and allowances provided to the employees in return for their services. If the compensation offered is effectively managed, it contributes to high organizational productivity. The compensation that the employees of Universal Medical College & Hospital Ltd.. get-

Benefits: Indirect financial payment when employees are legally entitled to receive.

Performance related pay: When pay is determined on the basis of individual/group performance

Social rewards: For better performance the employees of UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.. get some social rewards. Such as praise, recognition, positive feedback.

Status enhancement: The employees of UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.. get crest, hall of fame, promotion.

Secret pay system: UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.. maintain secrecy in their pay system and forbids employees to disclose their pay rate to others. This system has some advantages and some disadvantages. But UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.. does not face any problem in secret pay system.

Commission on sell: The employees of UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.. get commission for increasing sell. It can be paid solely or in addition to the base salary.

Skill based pay: The employees of UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.. are rewarded according to their knowledge, skills, competencies they possess, qualities.

Centralized pay system

UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.. follows centralized pay system. UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD..'s all pay decisions are tightly controlled and monitored by HR department in the corporate office.

Using compensation

Compensation is a tool used by management for a variety of purposes to further the existence of the



company. Compensation may be adjusted according the business needs, goals, and available resources.

UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.. uses Compensation to:

- Recruit and retain qualified employees.
- Increase or maintain morale/satisfaction.
- Reward and encourage peak performance.
- Achieve internal and external equity.
- Reduce turnover and encourage company loyalty.

Recruitment and retention of qualified employees is a common goal shared by many employers. To some extent, the availability and cost of qualified applicants for open positions is determined by market factors beyond the control of the employer. While an employer may set compensation levels for new hires and advertise those salary ranges, it does so in the context of other employers seeking to hire from the same applicant pool.

Morale and job satisfaction are affected by compensation. Often there is a balance that must be reached between the monetary value the employer is willing to pay and the sentiments of worth felt be the employee. In an attempt to save money, employers may opt to freeze salaries or salary levels at the expense of satisfaction and morale. Conversely, an employer wishing to reduce employee turnover may seek to increase salaries and salary levels.

Compensation may also be used as a reward for exceptional job performance. Examples of such plans include: bonuses, commissions, stock, and profit sharing, gain sharing.

Components of a compensation system

Compensation will be perceived by employees as fair if based on systematic components. Various compensation systems have developed to determine the value of positions. These systems utilize many similar components including job descriptions, salary ranges/structures, and written procedures.

The components of UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.'s compensation system include:

- **Job Descriptions:** A critical component of both compensation and selection systems, job descriptions define in writing the responsibilities, requirements, functions, duties, location, environment, conditions, and other aspects of jobs. Descriptions may be developed for jobs individually or for entire job families.



- **Job Analysis:** The process of analyzing jobs from which *job descriptions* are developed. Job analysis techniques include the use of interviews, questionnaires, and observation.
- **Job Evaluation:** A system for comparing jobs for the purpose of determining appropriate compensation levels for individual jobs or job elements. There are four main techniques: Ranking, Classification, Factor Comparison, and Point Method.
- **Pay Structures:** Useful for standardizing compensation practices. Most pay structures include several grades with each grade containing a minimum salary/wage and either step increments or grade range. Step increments are common with union positions where the pay for each job is pre-determined through collective bargaining.
- **Salary Surveys:** Collections of salary and market data. May include average salaries, inflation indicators, cost of living indicators, salary budget averages. Companies may purchase results of surveys conducted by survey vendors or may conduct their own salary surveys. When purchasing the results of salary surveys conducted by other vendors, note that surveys may be conducted within a specific industry or across industries as well as within one geographical region or across different geographical regions. Know which industry or geographic location the salary results pertain to before comparing the results to your company.

Compensation, benefits, and job analysis

Compensation, benefits, and job analysis specialists conduct compensation programs for employers and may specialize in specific areas such as position classifications. For example, job analysts, occasionally called position classifiers, collect and examine detailed information about job duties in order to prepare job descriptions. These descriptions explain the duties, training, and skills that each job requires. UNIVERSAL MEDICAL COLLEGE & HOSPITAL LTD.. introduces a new job or reviews existing jobs; it calls upon the expert knowledge of the job analyst.

Establishing and maintaining a firm's pay system is the principal job of the compensation manager. Assisted by staff specialists, compensation managers devise ways to ensure fair and equitable pay rates.



They conduct surveys to see how their firm's rates compare with others, and they ensure that the firm's pay scale complies with changing laws and regulations. In addition, compensation managers often manage their firm's performance evaluation system, and they design reward systems such as pay-for-performance plans.

Employee assistance plan managers, also called employee welfare managers, are responsible for a wide array of programs. These include occupational safety and health standards and practices; health promotion and physical fitness, and minor health treatment, such as first aid; plant security; publications; food service and recreation activities; carpooling and transportation programs, such as transit subsidies; employee suggestion systems; child care and elder care; and counseling services. Child care and elder care are increasingly significant because of growth in the number of dual-income households and the elderly population. Counseling may help employees deal with emotional disorders, alcoholism, or marital, family, consumer, legal, and financial problems. Some employers offer career counseling as well. In large firms, certain programs, such as those dealing with security and safety, may be in separate departments headed by other managers.

IV-5. LEAVE BENEFITS

- Festival Holidays of 11 days per year
- Casual Leave of 10 working days
- Sick Leave of 14 working days
- Annual Leave of 15 days per year (for employees who have worked for a continuous period of one year)
- Maternity Leave of up to 16 weeks per childbirth
- Compensatory Time Off
- Training Leave

IV-6. MEDICAL BENEFITS

Discounted rates for out-patient and in-patient treatment facilities for staff & family (in case of manager/Resident/Nursing Superintendent equivalent and above,) and only for staff (in case of all other employees), are provided at Apollo Hospitals Dhaka.



IV-7. INTERNSHIP PROGRAM

Universal Medical College & Hospital Ltd. provides internship opportunities to graduates (medical and non-medical) of local and international arena.

- **Contributory Provident Fund**
- **Group Life Insurance**
- **Gratuity**

This are ongoing process whereas company & HR team working to implement this for our employees as early as possible.

V-0. Constraints/Challenges and Proposed Course of Action For Improvement

V-1. Problems or circumstances faces

- ✓ They need to develop their software system.
- ✓ Data collection for the report was not so easy.
- ✓ Bosses are not so co-operative that's why information collection was not so easy.
- ✓ There are lot of gap that's why making a report about them was so much challenging job.
- ✓ Overall they are very friendly and helpful mind.

V-2. Solvong issue

- ✓ They may develop their website which will be effective for us to collect information.
- ✓ They may increase the internship honoree .
- ✓ They may provide their own report which will be helpful for us to make our report.
- ✓ They may learn their practical work more .
- ✓ They may increase the facility for the intern students.

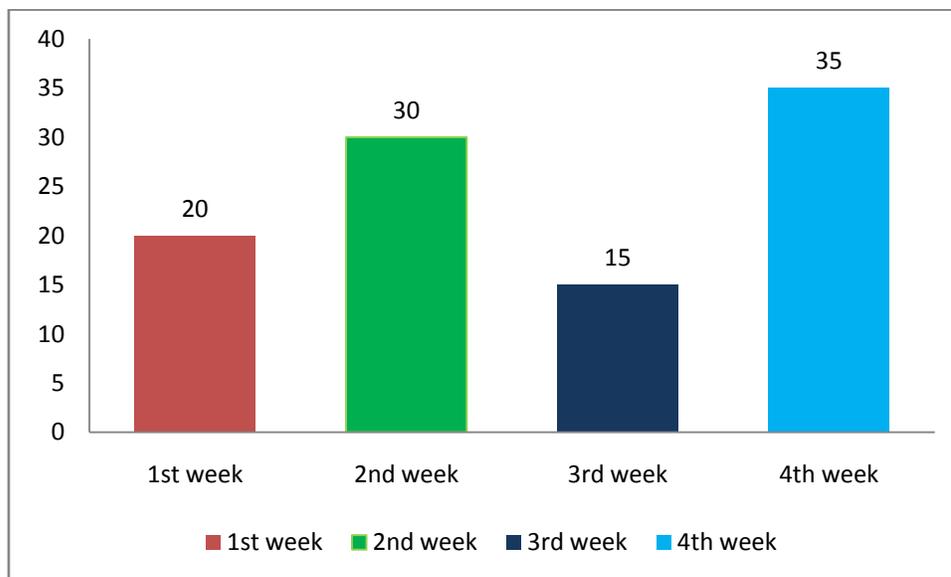


V I– Lessons Learned from the Internship Program:

Our internship is a twelve weeks program. We have to finish our job and report during this time. However I have seen that it is hard to do the office job and prepare the report at a same time. I consider only work facilities act, their basic function and did not concern about all HR strategies plan. I focus only employee’s job satisfaction and some basic things which are done by HR department.

Timeline (Gantt chart)

3Month: 07th September, 2017 to 7th December, 2017



Serial No.	Particulars	Time
1	Primary data collection	2Week
2	Secondary data collection	1 Week
3	Analysis of data	1Week
	Total	4 Weak (1 months)

The key learning issue of this report are as follows:

- This study is undertaken to find out the level of job satisfaction among the employees of UMCH.
- More over this study is to know the impact of working conditions, **Human Resource Management practices** and its impact on the job.
- To know the duties and responsibilities of **Human Resource** department.
- The management can decide whether the existing job satisfaction program should be continued.
- In my real time working I can easily apply those to satisfy my employees.
- It helps me to get the critical decision in a critical time which is the most important thing in this internship.



VII. Recommendation & Conclusion



VII.1. Findings:

- ✓ In most of the cases they refuse some order as they have got less human resource which is really harmful for the development of the business.
- ✓ The way they developed their employees is good.
- ✓ They do not follow up the experienced employees that is why they are missing some of their potential employees.
- ✓ There is no direct access to discuss with higher authority.
- ✓ Unplanned employee management system causing them to pay regular penalty.
- ✓ Some mismanagement also in payment process .



VII.2. Recommendations:

- Universal Medical College & Hospital Ltd. may try to more follow the HR policies.
- Universal Medical College & Hospital Ltd. may develop their working environment.
- Universal Medical College & Hospital Ltd. may try to make effective employment system.
- Universal Medical College & Hospital Ltd. may try to maintain better relationship between employee and owner.
- Universal Medical College & Hospital Ltd. may increase its Salary structure.
- Universal Medical College & Hospital Ltd may develop its Leave policy.
- Company payment system may try to make effective .
- Company overtime management may try to increase.
- Training and Development may need to be more perfect.
- Training and Development may need to be more perfect.
- Universal Medical College & Hospital Ltd .may increase its Remuneration and other facilities.
- Universal Medical College & Hospital Ltd. may more concern about employees health issues.
- HR department of Universal Medical College & Hospital Ltd. may try to make it fully employee oriented.



VII.3. Conclusion:

There is no end to development in any sector of an organization. There is always a room for development. Every organization must take the benefit of this scope. In a populous and growing country like Bangladesh the demand for health services is on rise. This is more true if the expanding urban sector is taken into account. The increasing size of Dhaka city and middle class, upper middle class population shows the vast market of health sector. The project is fully service oriented hospital to help increase of medical and diagnostic facility for the general people of Dhaka city, it's surroundings and for the country in general. In the absence of required modern treatment facilities, every year a good number of well-to-do patients used to go outside country for the surgical & diagnostic. This is highly expensive and time consuming. As a result many patients could not avail the chance of going abroad in time on financial ground and cause premature death.

Universal Medical College & Hospital Ltd has becomes a trusted name in the health sector in Bangladesh. Universal Medical College & Hospital Ltd has highly qualified and experienced top management to achieve its organizational goal. Top Management of Universal Medical College & Hospital Ltd has already achieved goodwill to its HR policies, well-wishers, investors and in abroad as well. Therefore effective decision making is the strategy for the actual performance of the top management of Universal Medical College & Hospital Ltd Calling for never-ending effort for improvement at all service levels, is the most important management concept of Universal Medical College & Hospital Ltd

During my internship, I was constantly in touch with the hospital's corporate culture and its HR rules and regulation. From our study I saw that, the employee relation and facilities and Others important facts of HR Department which is really so important for my future carrier development. I really thankful to them and I wish them all the success of their company.



VII.4. Appendices

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