

Report On
“Employees’ Job Satisfaction of Dr. Azmal Hospital”

Submitted By

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An internship report submitted to the Bachelor in Business Administration in
partial fulfillment of the requirements for the degree of Graduation

BRAC Business School

BRAC University

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

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Letter of Transmittal

Mayesha Tasnim

Lecturer,

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66 Mohakhali, Dhaka-1212

Subject: Employees' Job Satisfaction of Dr. Azmal Hospital

Dear Madam,

With due respect I would like to state that I'm submitting my internship report on Employees' Job Satisfaction of Dr. Azmal Hospital and it's my pleasure to inform you that I've completed my internship report under your supervision.

I'll be grateful to you if you receive and accept my internship report. I've tried my best to prepare my report with my limited knowledge.

Your approval and acceptance about my report would inspire me. If you have any query, I would be pleased to clarify that.

Sincerely yours,

Md. Mehedi Hassan

14304166

BRAC Business School

BRAC University

Date: 6th Jan, 2020

Non-Disclosure Agreement

This agreement is made and entered into by and between Dr. Azmal Hospital and the undersigned student of BRAC University

Acknowledgement

At the very beginning, I would like to thank almighty Allah for giving me the strength to finish my internship report on due time. This paper couldn't be here if some people weren't there beside me while I was struggling to prepare this paper.

At that point, I might want to demonstrate my profound appreciation to my honorable advisor Mayesha Tasnim Lecturer of BRAC Business School who helped me with his direction to set up this report.

Moreover, my friendly appreciation goes to my boss Mr. Abul Khayer, Hr. Manager of The Dr. Azmal Hospital, who worked there as well as, he helped me adapting such a significant number of important exercises during three months of my internship.

Executive Summary

Hospital sector is considered as one of the most fundamental sectors for the basic needs of a country to be able to function. In order to attain progress in health and safety division, there should be a sound hospital system to support not only the health and safety of a country but also the society in order to progress. This report focuses on the employees' job satisfaction of Dr.Azmal Hospital . It aims to provide an overview about the sectors which plays a role in the employees' satisfaction or dissatisfaction. As satisfaction of an employee is the most crucial element for the progress of an organization, the management of Dr.Azmal Hospital should try to supply the employee expectations in order to approach the employee satisfaction .The first part of this report consist the organizational overview of Dr. Azmal Hospital, its background, vision, mission, machineries, objective, management hierarchy and SWOT analysis. The second part is about the report which contains rational, background, scope, objectives, methodology, limitations of the study and literature review and job description. Followed by analysis of the data, interpretation, findings, constraints and recommendations. All of these give an insight about the satisfaction of the employees of Dr. Azmal Hospital through detailed interpretation and data analysis which was collected via a questionnaire and interviews from the employee.

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List of Acronyms

Dr.:	Doctor
X-ray:	X-radiation
ICU:	Intensive Care Unit
PE:	Performance Evaluation
UK:	United Kingdom
VD:	Venereal Disease
ENT:	Ear Nose Throat
ECG:	Electrocardiogram
EEG:	Electroencephalogram
EMG:	Electromyography

1. Organizational Overview

Background of Dr. AZMAL HOSPITAL

Dr. Mir Azmal Ali is the founder of DR. AZMAL HOSPITAL. As father of Dr. Azmal was a farmer and he finished his study in 1965 and became a doctor with the aid of a pharmacologist colleague. In 1966, Dr. Azmal underway to start the foundation of a school in his birthplace Munsiganj, Sirajdikhanthana. In 1969, the Government permitted the school and it has advanced now from the beginning days it had started. Likewise, with funding from the charity of Dr. Azmal. The groups of Bangladesh UK, a professional training Centre with IT services, a stitching school and nursery school correspondingly have established. Dr. Azmal then draw his courtesies to establish a hospital after visiting in Bangladesh in the late 70s. He saw his mother passed away without medical care sparked him a new energy to supply extra reachable healthcare for local people. He then worked to save the money needed to build the hospital. He has opened the hospital in June 2005 and according to protocol accessible in 14th February 2006. Anwar Chowdhury and British high commissioner were also majorly contributing to open this hospital. From that time, they are arranging better services for the patients. The slogan of "patient First" administrations of the medical clinic are comprising of Emergency care, Hemodialysis and Intensive consideration (ICU) capability with exclusive expectation upkeep. Emergency clinic has 9 gazes assembling and has an underbuilding vehicle leaving administration. There are 2 high class generators for the power supply. Their territory of inside medicine, gynecology, General surgery, Neuro surgery, orthopedic surgery, ENT, Skin and VD, Urology, Nephrology, Minimal Access medical procedure and pediatrics are treated by the accomplished specialists from open and private restorative school's educator and mastery. The medical clinic utilizes 120 staff and has two working theatres,

radiography, drug store. "February 14,2010 propelled the3rd inaugural working theater and a medicinal exhibition hall. Their research center apparatuses with completely programmed (Robotics)Biochemistry analyzer from Siemens, Blood Gas Examiner, Hematology Analyzer, Electronics Analyzer. They reliably attempt to deal with their emergency clinic neat and clean. The hospital is built for plan to go through enough air ventilation is controlled as needs be.

Mission statement of Dr. Azmal Hospital

Their main goal is to give great healthcare services and concerned support of every individual by providing extraordinary doctors, gentle nurses, proficient staff and modern technologies.

Vision statement of Dr. Azmal Hospital

Dr. Azmal Hospital will be an inventive leader in wellbeing and health through their incredible quality, hospital caring, persistent soul of inquiry, and empathy for patients and their families.They will:

- Practice the most secure, generally moral and probable powerful medical treatment.
- Discover new medicines and fixes through innovative research.
- Promote healthy networks while diminishing health imbalance.
- Practicing on a culture of generosity for patient treatment and research.

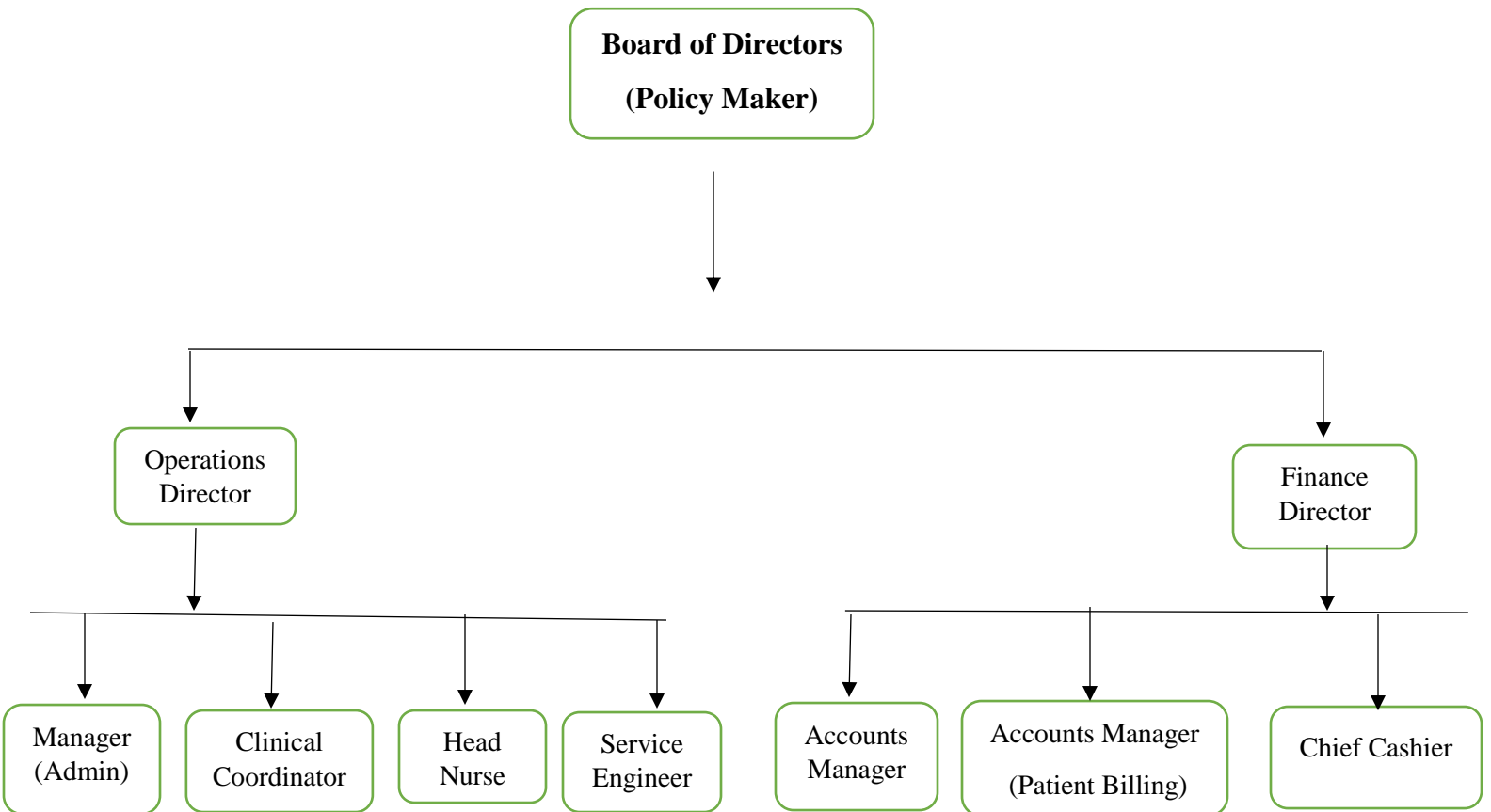
Machineries of Dr. Azmal Hospital

- Oxygen Concentrator
- X-Ray Unit Universal
- X-Ray Mobile
- Ultrasound (3 probes)
- Gastroscope (With halogen light source)
- Colonoscope (With halogen light source)
- Electrocardiograph 3 channels
- Suction Pump
- Operating instrument set
- Ventilator ICU
- Pulsometer
- Couch, Gynecology
- Patient Monitor, ICU
- Examination Lamp
- Uterine Aspiration Set
- Scale for newborn children
- Fetal Monitor
- Microscope Monocular
- Microscope Binocular
- Urinalysis System
- X-ray Film Viewer

Objectives of Dr. Azmal Hospital

- Providing with better and advanced treatments to the patients.
- providing with well job satisfaction elements and facilities to the doctors and staff.

Management Hierarchy of Dr. Azmal Hospital



SWOT Analysis of Dr. Azmal Hospital:

Swot is a very important part for any organization because it gives inner strength and weakness as well as outside chances and pressures. Below the SWOT study of Dr. Azmal Hospital is given:

Strength:

- ❖ Getting reliable patients.
- ❖ Having a good relation between doctors and patients.
- ❖ staffs who are fresher as well as seniors have the chance of receiving innovative training to utilize advanced machineries of the hospital.

Weaknesses:

- Shortage of amusement elements for the staffs and employees.
- Difficulties with some backdated machineries to maintain its repair cost and slow down the treatment process.
- Staffs have more workload pressure that is very hard for them
- Lengthy working shift.

Opportunities:

- ✓ Giving fast doctor appointment services to the patients via internet and telephone.
- ✓ Hiring potential staffs and preparing them to be more efficient in works and services by providing better training.
- ✓ assuring efficiency with up-to-date training programs to adjust with advanced machineries.

Threats:

- Threat regarding more competitors with in that region.
- Not being able to meet patient expectations with better environment.

2. Report Part

Rational of The Study

job fulfillment doctor, staff and employees are very important for a Hospital progress as glad workers can give their most ideal focus in the work. In spite of the fact that Dr.Azmal Hospital being a Family business however it turns out to be extremely famous and popular Hospital where 120 of representatives and 40 doctors are working each day to keep the hospital up, it is essential to think about the workers job fulfilment level so utterly the difficult task and accomplishment that the staffs are convey their work will remain rewarded , their colleagues, working condition, and so on which representative will be fulfilled to improve work in up and coming assignment, conferring to an thesis of Rubin G (2011). So as to finish graduation course the temporary position part is required and I too need to make a statement reliant on the authentic data which was gotten from the internship job. Temporary employment is the place the hole between speculative data and practical data is abbreviated. Reminding this throughout my temporary job below the heading of my manager I categorical to choose the subject "employee job satisfaction" activity fulfillment of Dr. Azmal Hospital, wherever I draw out the fulfillment part of Dr. Azmal Hospital laborers and staffs to find which components truly make them pleased or frustrated taking it up to the endorsement's sign with the objective which they able to improve it and attempt to adjust it. So, I have prepared this report.

Background of the report

Recently, people have faced many diseases because of food adulteration, mosquitos, accident, tension, cigarette and illegal drugs particularly in Bangladesh. So, better hospital, better doctor as well as quality and reasonable cheap medications are badly needed in this country. people are presently very much reliable for the treatment of their diseases in the hospital. Dr. Azmal Hospital being a very well famous private hospital gives their patients with the advanced level of treatment in order to keep them satisfied and retained them, the patients and clients would have the option to be fulfilled their complete degree exactly at what time the staffs and representatives are fulfilled with the objective so that employee can display their greatest limit at the job. Subsequently, when the patients continue pleased towards the hospital activities. So, the workers' fulfillment is an unquestionable requirement. A glad and substance worker can speak with the patients and client further and satisfied them.

Scope of the report

The important part of the thesis is to touch the satisfaction of Dr. Azmal staff in order to propose them the fundamental enhancements they need to do to meet the laborers satisfaction better and better that prerequisites improvement is recommending in this report. This may help the whole working procedure of the hospital by enhancing the performance of laborers dependent on their fulfillment

Objectives of the report

Specific objective

- Finding out staff's desires and demand that should be dealt with implementing their thoughts for whole execution of the hospital.
- Building a better relationship between the workers and the authorities of avoiding staff employee's dissatisfaction.

Broad objective:

Replicating on the regions of staff's fulfillment and dissatisfaction of Dr. Azmal Hospital and functioning on it. Discovering a few sights of knowledge from the investigation directed on the workers, staffs and doctor which may also assist them with knowing the staff and specialist need and want to do the better work in the hospital. As well as optimizing the progress of Dr,Azmal emergency hospital in general by concentrating these activity of satisfaction territory to improve the procedure of the hospital.

Literature review

The principle center purpose of the thesis is fulfillment level of the laborers. Furthermore, during the time several reports, papers, etc. have formed clarifying and surveying workers work fulfillment of different affiliations or essentially delegates satisfy work. As a regular definition, delegate fulfillment will be characterized as in what way fulfilled the staff's satisfaction on the business situation (Moyes, Shao, and Newsome, 2008). So, this is like the manner remains described as the approach of loaded with feeling retorts to the distinction perspective on what the laborers need to get in connection with what they when in doubt gets (Cranny, Smith, and Stone,

1992). As depicted by the gathering article of Anju K J and Sona George, work fulfillment is another key element that have pinched the energy of scholastics similarly as head of different affiliations. At the point when workers are fulfilled they are progressively undaunted and useful (Hunter and Tietyen, 1997), and these satisfied delegates in this manner impact the various leveled effectiveness and purchaser dedication (Potterfield, 1999). Once more, as characterized by Organ and Ryan (1995), another stray pieces of various part of lead is staff fulfillment (Ozdevecioglu, 2003). So, I can conclude on behalf of the progression of an association is imperative to think and come across the necessities of the laborers to make them pleased.

Methodology of the Study

The techniques in this thesis that are used,

1) Primary sources

2) Secondary sources

Primary source is utilized for the thesis portion and for the secondary portion auxiliary origin is used to gather information. I have predominantly centered around the essential technique so as to gather information. For that I have arranged a poll and gave them over to the representatives to get tests of the information and it was finished secretly with the goal which I able to get fair reaction from the workers. Additionally, face to face discussions are required with some of the staffs and doctors so to get a few more bits of knowledge that the survey only cannot be helped to finish the report properly. Besides, for the company profile of Dr. Azmal Hospital I use secondary portion specifically, Google and hospital manager as well as some papers about staff job fulfillment. In conclusion, I have watched the day by day action and communication of the staffs and workers whereas they are in the hospital on how they collaborate with one another and what seems to

fulfillment and disappointment for the employees. Dr. Azmal Hospital has 120 workers included to workers individuals and guard. Within the 200 workers and staffs I had the option to gather information 60 of them that is a satisfactory amount of reactions with the end goal to get ready for the thesis. In light of the reactions I prepare pie diagram test demonstrating the rates of the respondent's satisfaction level. Besides, in real time discussions that I have investigated with the representatives I had the option to acquire more data which assisted me to find out the outcome for my thesis just as build the poll which is utilized to study the information.

Primary source is used for the thesis part and for the secondary portion assistant source was utilized to accumulate information. I have prevalently based on fundamental strategy according to assemble information. So, I have organized a poll and distributed them to the staffs to get trial of the information and it is fulfilled secretly with the objective that I able to get reasonable reply from the laborers. Also, I have face to face discussion with some of the staffs and doctors for getting some more bits of information that the review only cannot be done. Besides, the organization profile of Dr. Azmal Hospital I have utilized optional source to be specific, Google and hospital manager and some papers regarding staff fulfillment. All in all, I have viewed the step by step action and correspondence of the staffs and representatives when, they are in the hospital regarding how they team up with everyone and what appears to fulfill or disillusion. Dr. Azmal Hospital has 120 laborers included to staff people and security watches. Among these 120 workers had the option to gather information from 60 of them which was a satisfactory number of reactions with the end goal to get ready for this thesis. In light of their reactions I make pie diagram test demonstrating the rates of the respondent's satisfaction level. Besides, in terms of the direct discussions with the representatives I have the option to acquire data which assisted me to find out the outcome for my thesis just as build the poll that is utilized to study the information.

Limitations of the study

According to acquired more knowledge and to acquire information, period and sustenance from more antecedent are needed. Nevertheless, making authentic as much as possible, accurate and valid the report as much as possible. Honestly, mention that I have not enough time to acquire more data for the thesis. Consequently, there is some limitations in this report. Below few of the difficulties and boundaries that I had to come across are as follows:

- Restricted time to conduct the study.
- Because of urgency of hospital shifting hours for staffs were not able to give time for more acquiring data.
- Representatives limitations to totally open up and be honest with the examination.
- Constrained availability for acquiring some information.

Research Question

1. How the staffs of the Dr. Azmal Hospital can be made even satisfied?
2. How the staffs Service section of the Dr. Azmal Hospital can be improved?

Job Responsibilities as an Intern

Throughout my internship position period I am working under my supervisor Abul Khayer in the Dr. Azmal Hospital. Here I need to play out the obligations appointed by administrator in consistent schedule just as I need to speak with the patients, staffs, guards and authorities also to take care of my assigning tasks. Despite the fact that the hospital activities are quite different from other manufacturer and service organization I have enjoyed a lot and learn may things. The followings are the significant ones among the allotted ones:

- Making PE (performance evaluation) with my supervisor Abul Khayer and give me suggestion to make this PE according to the organization.
- Learning the thing that how to deal with every customer and patients and as well as the staffs also from the supervisor.
- Finding the problems from the survey and informing to the supervisor it helps to make me bridge to the supervisor and the workers.
- Last but not the least, I am relegated by supervisor and for my internship study also to find authentic information and preparing suitable question for finding the proper data.

3. Analysis and Interpretation of the data

Staffs and workers fulfillment are fundamentally how fulfilled and contented workers are with employees' tasks and job, it tends to be easily estimated by utilizing the study. Also, for the report to finish the information that are accumulated were acquired by an important audit review that the laborers of Dr. Azmal Hospital thoughtfully finished off. The investigation was coordinated with the consists of 60 staffs out of 120 laborers employed in the Dr, Azmal Hospital who are the employee in this hospital from under 1 to more than five years. Getting the data from the staffs and workers, the investigations are explained below:

1. Daily given tasks are pleasing enough to finish:

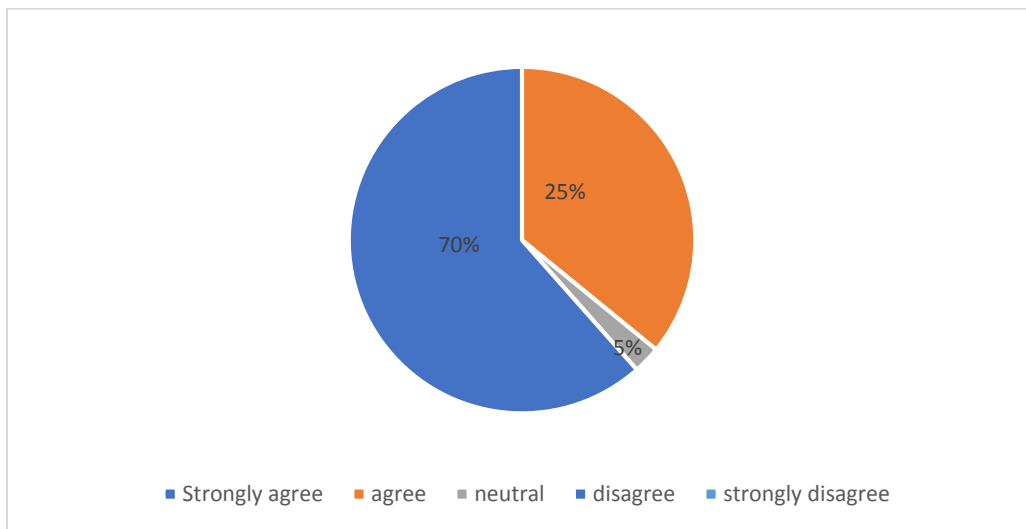


Figure 1: Daily given tasks

70% of staffs have same opinion that the everyday given tasks exercises for the workers are satisfactory enough to finish though 25% of the staffs are denying it in light of the fact that the timetable of finishing tasks are not adequate sufficiently and the staffs have to work for extra times as I have mentioned earlier that hospital is 24\7 service organization. Along these lines, just 5% of staffs are unbiased with this question.

2. Adaptability of Team spirit exists inside the hospital:

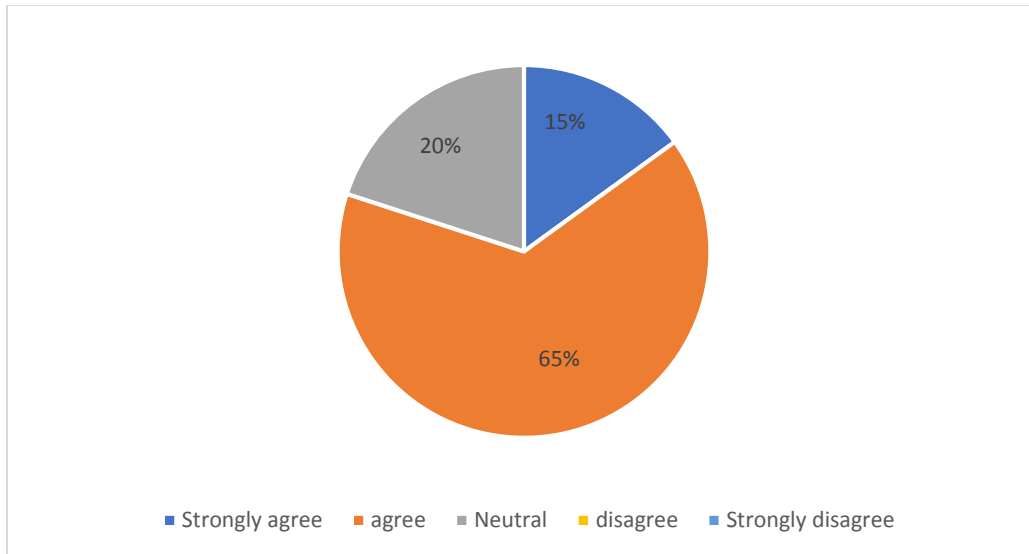


Figure 2: Adaptability of Team spirit

15% of staffs powerfully agreed that Dr. Azmal Hospital gives such a task wherever they sense flexibility whenever assigning task within their working shift hours with their group. Along these lines, 80% staffs pleased due to they discover their colleagues are very much helpful. 20% of staffs stay unbiased through adaptability of the team spirit

3. Relationship with superintendent is satisfactory enough:

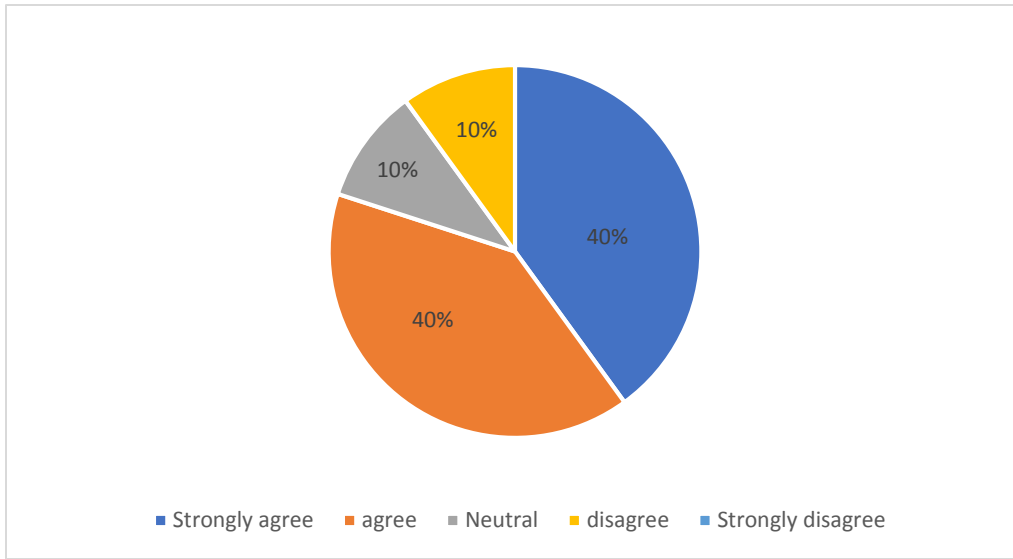


Figure 3: relationship with superintendent

The proportion of powerfully concurred among the respondents and just concurred with similar that is 40% while, the proportion of the ratio of neutral and disagree stay similar which is 10%

4. Compliance for equivalent opportunity is satisfactory:

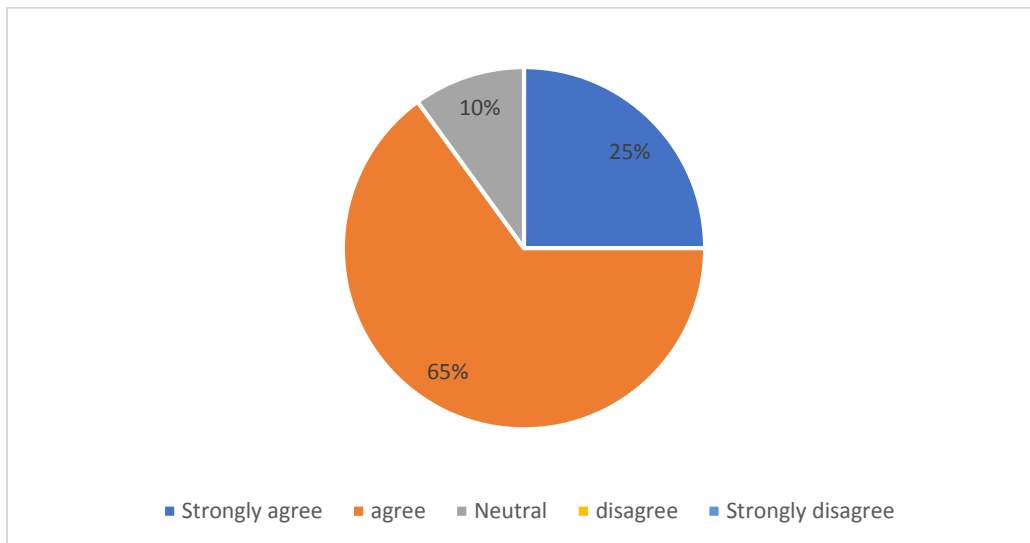


Figure4: Compliance for equivalent opportunity

As per the staffs, Dr. Azmal Hospital gives a pleased equivalent chance where 25% workers powerfully concurred with this just as 65% of them (a very high sum) concurred with this though 10% stay neutral.

5. Compensation and benefits match with job responsibilities and duties:

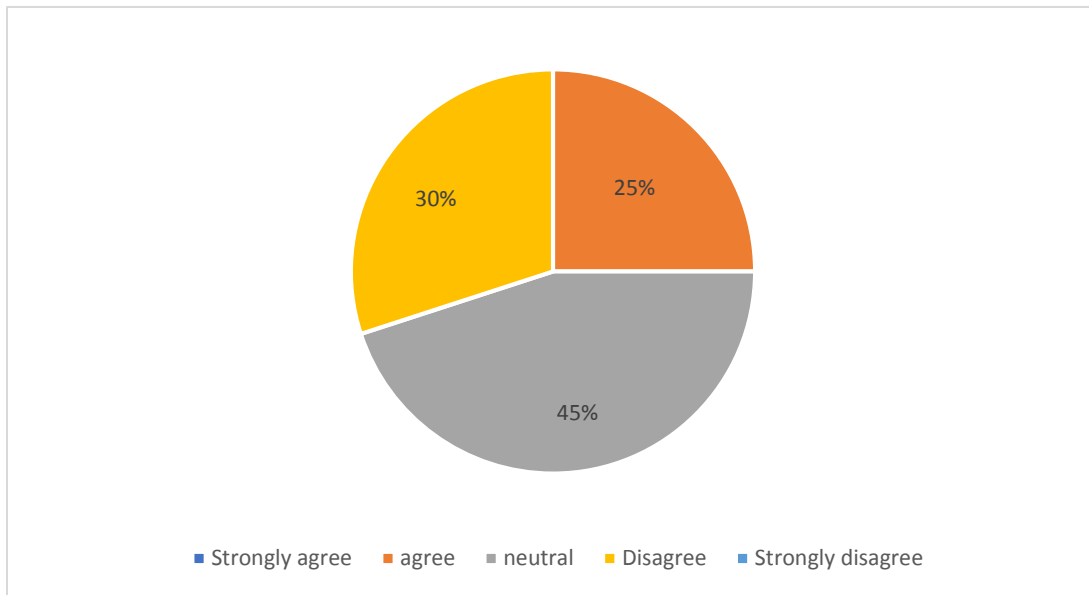


Figure 5: Compensation and benefits

The proportion existence of unbiased level is relatively high that is 45% though 30% of staffs disagree this idea. As per the workers, the pay structure and benefit arrangement of Dr. Azmal Hospital doesn't satisfactory enough contrast with the responsibilities and duties the staffs are performed. Only 25% of staffs is pleased with this survey.

6. Appropriate acknowledgement for contribution is remunerated:

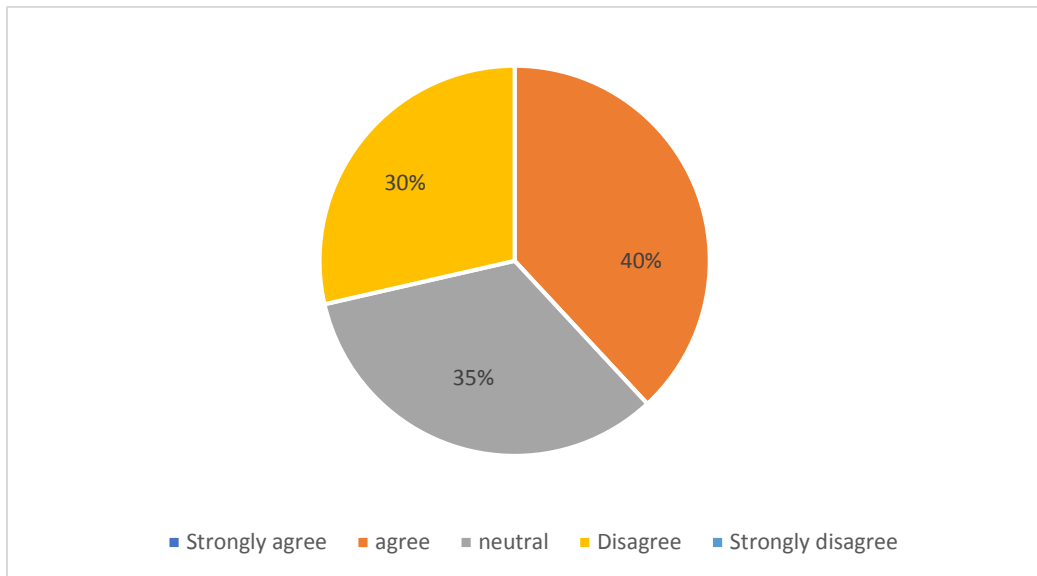


Figure 6: Appropriate acknowledgement for contribution

40% staffs concurred that when they make any commitment they are perceived with gratefulness or pay where as 25% of them couldn't help contradicting it and 35% stay unbiased.

7. Total job security is pleasant enough:

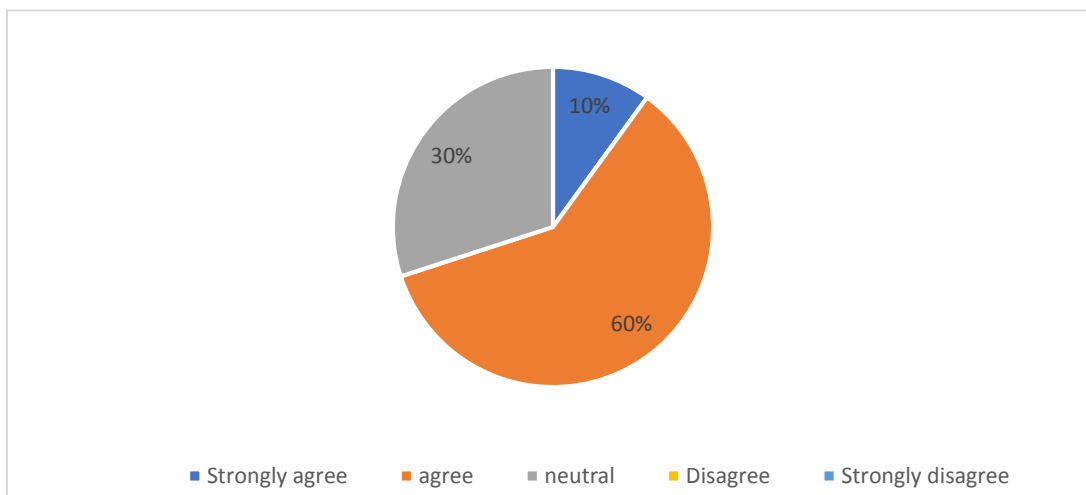


Figure 7: Total job security

In spite of the fact that 10% of staffs powerfully concurred that the staffs general job safety is pleasing, 60% of the workers just concurred. As per the workers, Dr. Azmal Hospital gives them a high level of employment security compare to other hospital. For example, a large portion of them are remaining in the Dr. Azmal Hospital for a while since the choice of job security among the respondents. On the other hand, 30% stay neutral because staffs and workers changes to other hospital for well opportunity just as advantages.

8. Fairness exists in terms of punishment and disciplinary action:

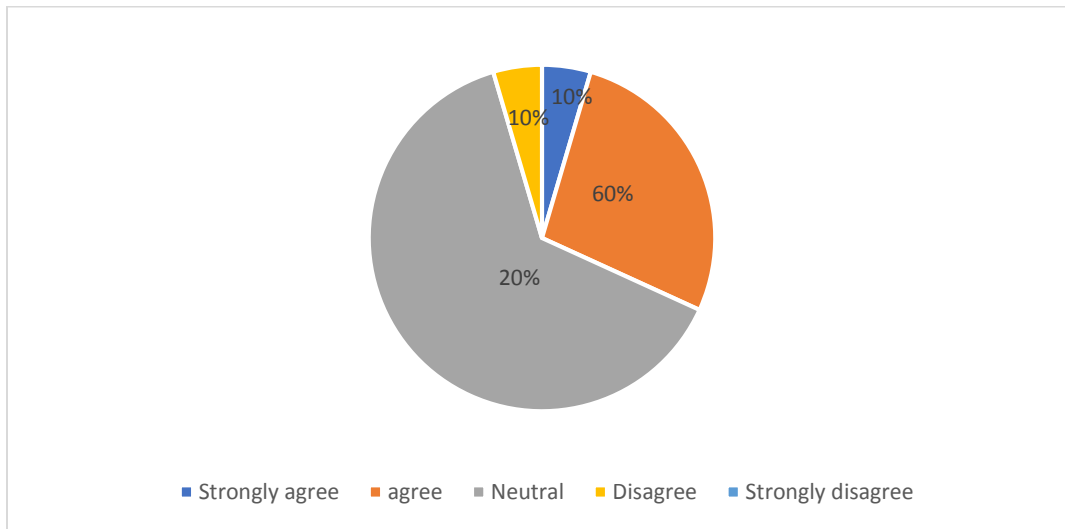


Figure 8: Fairness exists in terms of punishment and disciplinary

60% of workers concurred with the way that if there should arise an occurrence of discipline and disciplinary act reasonableness exists, although 10% oppose this statement. Then again, 10% of staffs powerfully agreed however 20% stay unbiased.

9. Measures taken for punishment and disciplinary action are improving in the hospital:

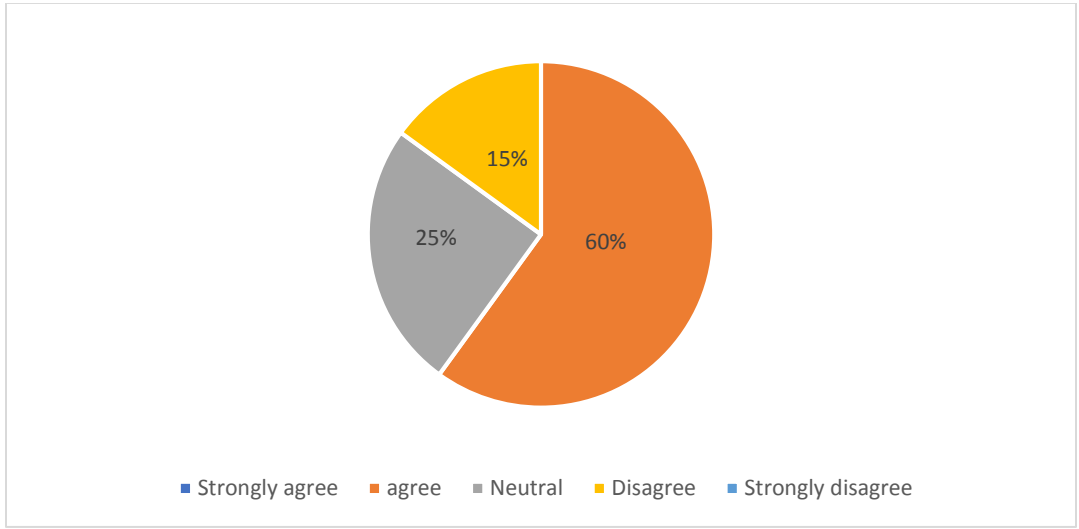


Figure 9: Measures taken for punishment and disciplinary action

60% workers have concurred that estimates taken for discipline and disciplinary act are improving nature in hospital and 25% stay impartial with this statement but 15% have disagreed with this statement that is relatively little in this case.

10. Satisfied with the pay structure of Dr. Azmal Hospital:

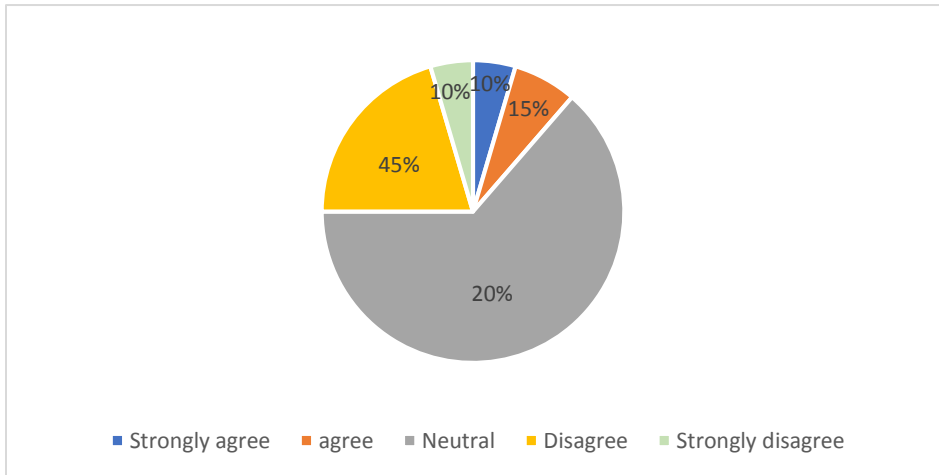


Figure 10: Satisfied with the pay structure

Overall result from this question is the greater part of the workers are not happy with the compensation structure as they believe Dr. Azmal Hospital doesn't keep up the structure contrast with the hospital standard. Accordingly, percentage of differ is high which 45% and furthermore 10% likewise firmly disagree this idea. Despite the fact that 15% stay concurred and just 10% powerfully concurred and remain 20% are staying unbiased.

11. Salary increment procedure is clear to the workers:

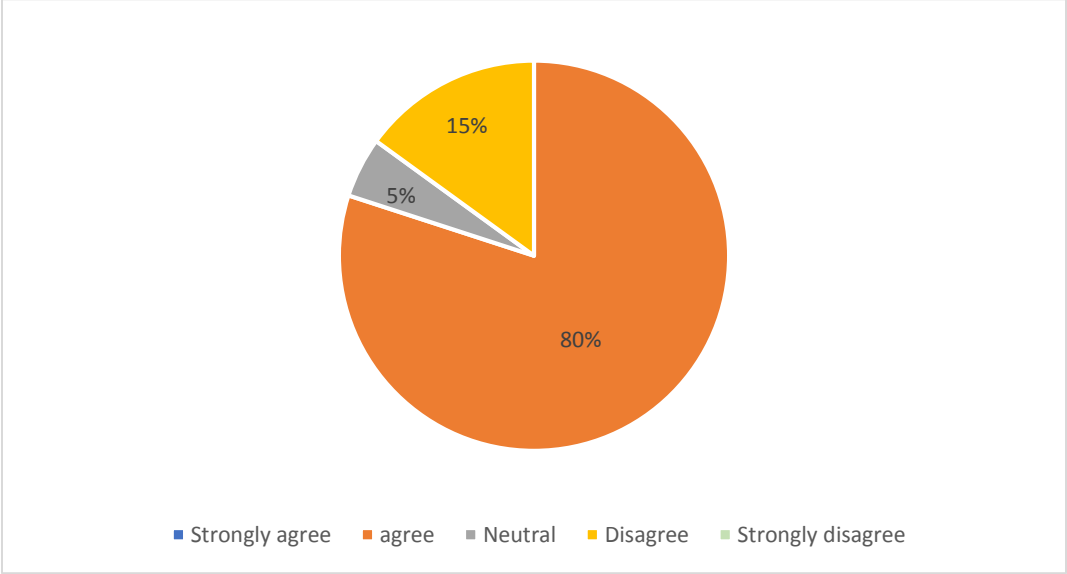


Figure 11: Salary increment procedure

About 80% of workers and staffs are enough crystal-clear idea about the salary increment process as well as 15% of them are not occurred in this statement. Only 5% stay unbiased in this question.

12. Satisfied with the working hour, leaves as well as work life balance:

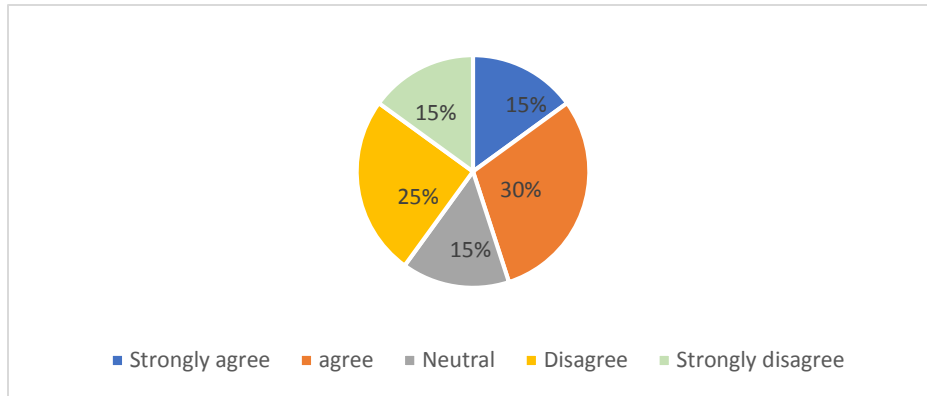


Figure 12: Satisfied with the working hours, leave, work life balance

Staffs are reasonably happy with the employed hour, leaves just as generally speaking work life balance. The ratio of powerfully concurred, concurred and disagreed is 15%, 30% and 25% individually. As it were 15% are not pleased among which 15% of the employee strongly oppose this idea.

13. Satisfied with bonus, allowances and other benefits:

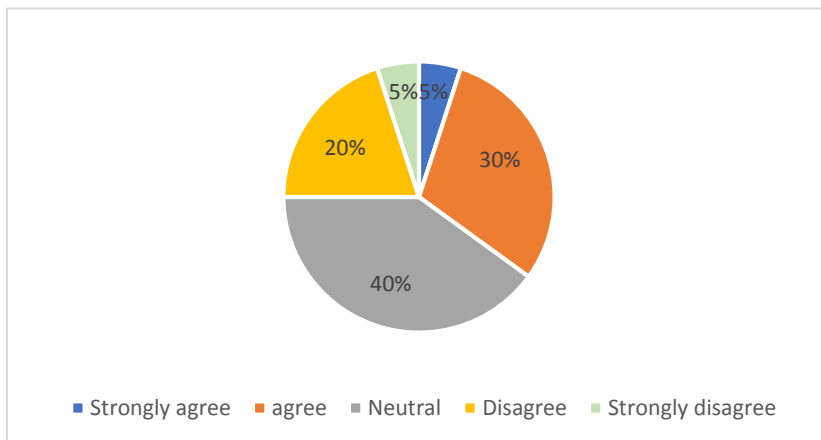


Figure 13: Satisfied with bonus, allowance and other benefits

In spite of the fact that level of powerfully concurred is little here just 5%, the total level of being concurred and unbiased is more which is 30% and 40%, while level of being disagree is relatively high which is 20% and 5% strongly differ that they are not fulfilled by any means.

14. Hospital containing office set up, working condition, supporting equipment, staff assistance is pleasing sufficiently:

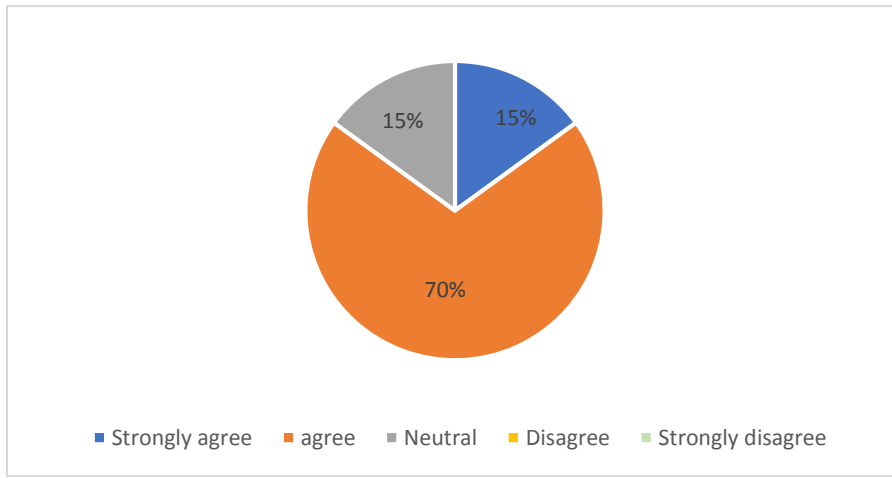


Figure 14: Office set up, working condition, supporting equipment

The ratio of powerfully concur and concur show this detail that hospital working condition of Dr. Azmal Hospital covering office set up, working condition, supporting equipment, workers help are acceptable with sufficiently. Staffs accept that this feature plays one of the most vital jobs to feel spur whenever working under pressure. So,15% feel strongly agree,70% feel agree and 15% are neutral in this statement.

15. Training programs aids the staffs as well as the hospital to advance the result with expected one:

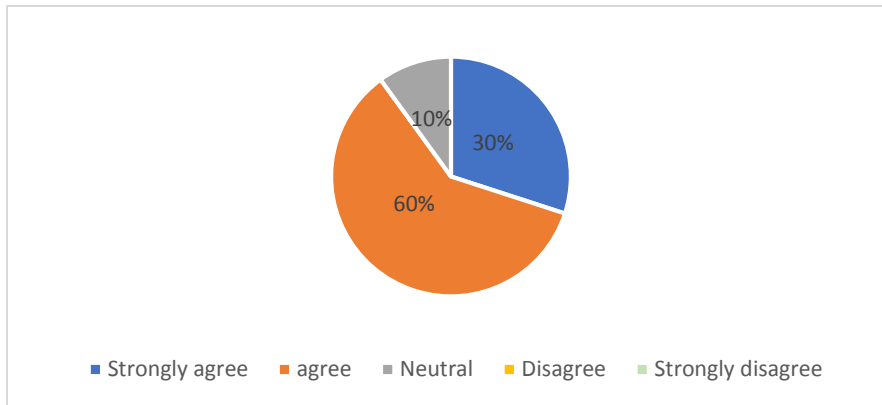


Figure 15: Training programs

Overall, 90% of workers have discovered that the training programs aid the staffs just as the hospital to progress the result with expected one in light of the fact that these projects are led as indicated by the territory of progress. Dr. Azmal Hospital gives the chance to give direct contribution of preparing needs to its representatives. As a result, I get 30% strongly agree,60% agree and 10% are unbiased in this question.

16. The entire PE (Performance Evaluation) process are clear to you:

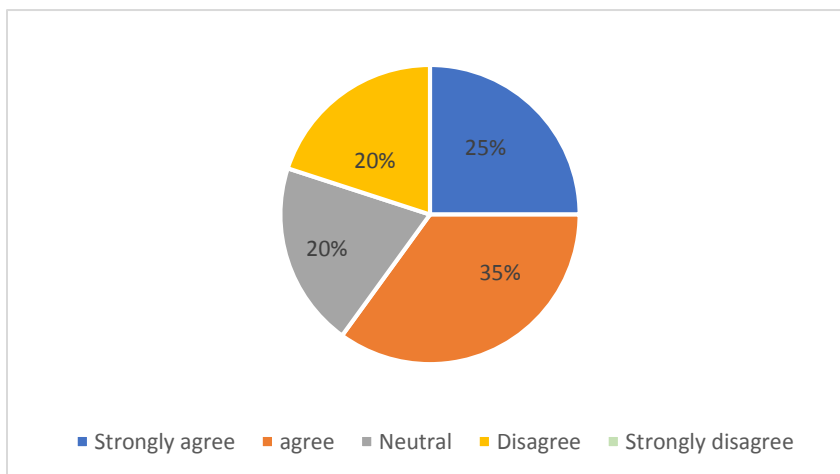


Figure 16: Entire PE (Performance Evaluation) process

25% and 35% of staffs individually powerfully concurred and concurred that they have enough idea about the procedure of PE, while 20% are unbiased. Be that as it may, 20% of them disagree that they have not enough idea about the procedure.

17. The hospital conducts the workers assessment every year; please mention the level of justice of the performance evaluation:

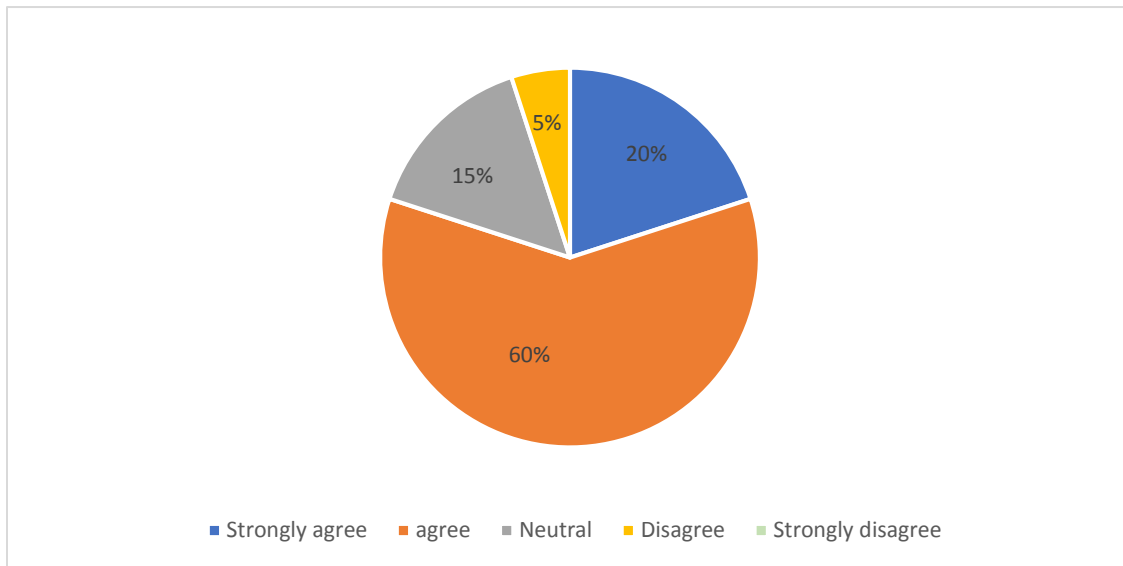


Figure 17: Level of justice of the PE

A large portion of the workers accept that the degree of reasonableness of the presentation assessment is palatable as the rate is more for powerfully concur and concur and unbiased which is 20% and 60%. Just 5% oppose this idea that the reasonableness isn't acceptable and 15% is neutral for this statement.

18. Performance evaluation aids to advance the level of performance of the staffs:

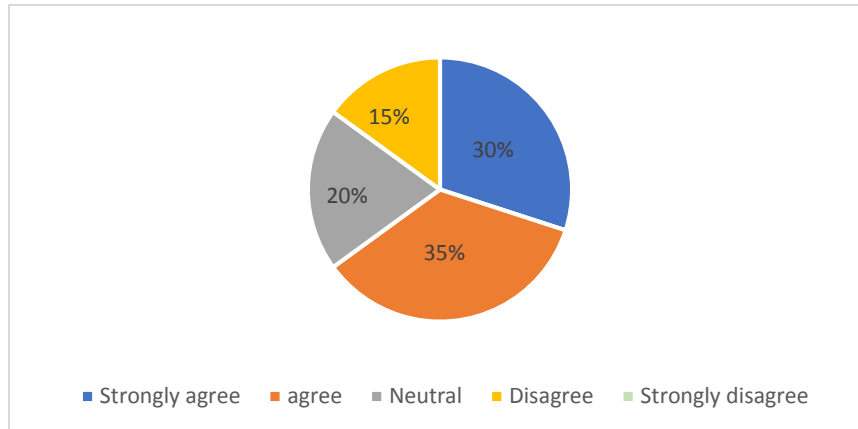


Figure 18: Performance evaluation aids to develop the level of performance

As indicated by the respondents, performance assessment is one of the main instruments to keep up the level of standard of execution while accomplishing the general objective of the hospital. Despite the fact that just 15% differ that it isn't so useful for them, percentage of acknowledgment is high which is in absolute 30%,35% and 20% covering powerfully concur, concur and unbiased.

19. Suggestion for development, provided by superintendent as well as colleagues aids to improve performance:

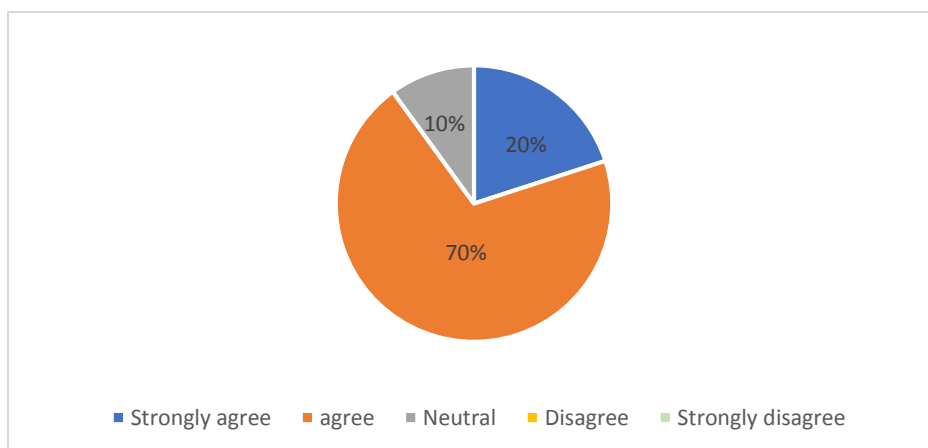


Figure19: Suggestion for development provided by supervisor

20% of staffs have powerfully concurred that their boss just as partners help the staffs to progress their performance. As representatives work in a group, participation is exceptionally successful component among them to accomplish their person just as gathering objective. Whereas,70% are agreed and 10% are staying unbiased.

20. Appreciation provided for long service is highly inspirational:

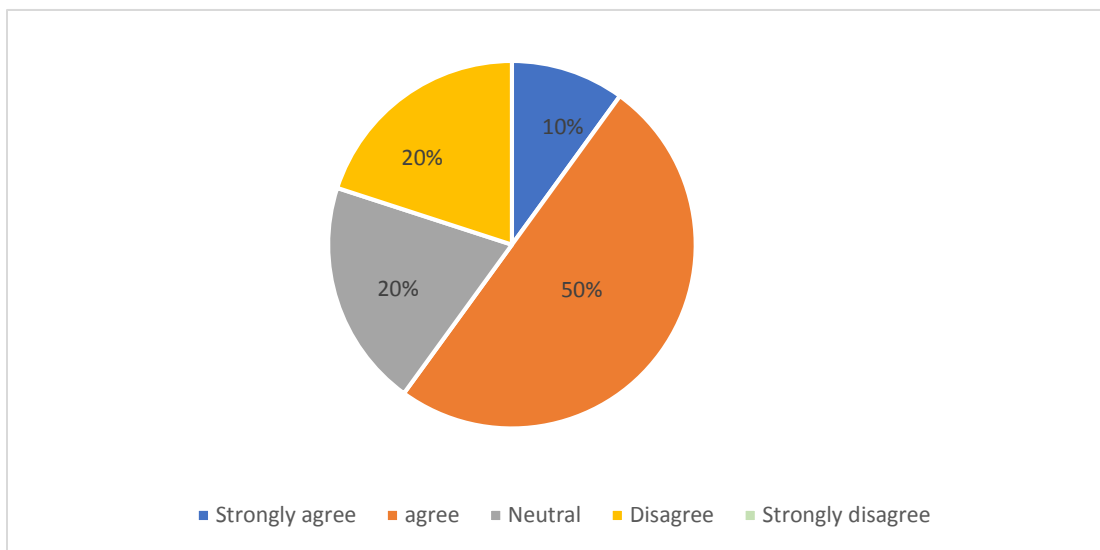


Figure 20: Appreciation provided for long service

staffs who have previously working with Dr. Azmal Hospital for quite a while worker are inspired as they got thankfulness regarding endorsement and presents for their long assistance and commitment. Accordingly, 50% of them respondents concurred that they are truly inspired while 10% powerfully concurred. Despite the fact that 20% of them stay unbiased then again, 20% moreover oppose this statement

4. Findings

Conferring from the study, the findings for the Dr. Azmal Hospital is:

- Salary is extremely fundamental for workers and it is implied as survival need from top to bring down degree of workers. As 55% are not happy with the compensation, this should be thought about consideration.
- As per the open-ended question, various hospital facilities and a few hospitals activities should be improved to upgrade efficiency of workers.
- Transportation facilities, canteen facilities should be developed as it is exceptionally basic for female staffs. A huge number of peoples are injured and killed by street accident in BD and this circumstance should take into consideration of transportation for female workers.
- To improve job satisfaction, worker should get appropriate motivators and administrations. Transportation facilities may expand the satisfaction level to employment and therefore will build job commitment and authoritative responsibility conduct.

5. Recommendations

As I have mentioned earlier, Dr. Azmal Hospital is very popular hospital in the Mirpur region. Be that as it may, I have thought of little suggestions, subsequent to leading the study and getting input from the staffs of this review. They are as per the given below:

- The vast majority of the workers are not happy with the pay structure, extra, recompenses and different benefits of Dr. Azmal Hospital. Subsequently, this hospital may take initiatives to adjust its pay structure just as different advantages alternatives thinking about the hospital service standard so as to secure and recollect the top skilled staffs.
- Salary increase procedure is additionally not clearer to certain workers that I can find from my study. Thinking about this issue, meeting may mastermind so as to make the procedure clearer to workers with the goal that the staff's puzzlement will get clear and workers moreover feel inspired to job.
- The whole PE (Performance Evaluation) procedure of Dr. Azmal Hospital are still not clearer to a large portion of the workers. In this issue, HR work force just as the directors of individual staffs (superintendents) look after this matter so as to recognize in that area workers are confronting issue to realize the procedure and afterward attempt to cause the staffs to realize the procedure.
- Dr. Azmal Hospital may focus so as to advance its vehicle facility for long term workers as that is likewise a suggestion from the staffs.

6. Conclusion

In this investigation we have come to realize that staff satisfaction of any organization is very vital for its progress. Staffs face different issues just like salary, pay structure, inspirational elements, work life balance, workload pressure etc. The information features a consistent cycle of satisfaction level of staffs coming about because of the implementation of wellbeing elements provide by the authorities for the workers. In adding, cost of living especially in Bangladesh especially in Dhaka is quite high because, cost of food is very expensive now a days for example, onion is very expensive as compare to the before. So, the satisfaction issues of the workers are helpful not for the staffs as well as for the hospital because staffs are happy with the pay structure, work load then they will be very attentive so that they can give full service to the customer and as well as hospital. A significant issue for the respondents in the investigation is the staff's fulfillment and satisfaction both are related with physically and mentally, be that as it may, a few workers are worried about their future better job they think that they are dissatisfied in this job but they are not resigning this job because they are not sure they can get better job or not. getting various opinions from the staffs it enriches my knowledge to deal with the workers which is better for my upcoming job or business even in my real life also.

7. References

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8. Appendix

Dear Respondent,

I, Md. Mehedi Hassan, student of BRAC University (Department: BBA) am conducting a survey to measure the level of employee job satisfaction in the Dr. Azmal hospital. This survey is carrying on in order to make my internship report more reliable contained with primary sources of information. It would be very kind of you if you accurately respond to the questionnaire.

1. Personal Information:

a) Male

b) Female

2. Age: a) 21-30 b) 31-40 c) 41-50 d) 51 and above

3. Designation:

4. Years of work in the organization:

1. Daily given tasks are pleasing enough to finish

i. Strongly agrees

ii. Agree

iii. Neutral

iv. Disagree

v. Strongly disagree

2. Adaptability of Team spirit exists inside the hospital:

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. strongly disagrees

3. Relationship with superintendent is satisfactory enough

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

4. Compliance for equivalent opportunity is satisfactory

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

5. Compensation and benefits match with job responsibilities and duties

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

6. Appropriate acknowledgement for contribution is remunerated

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

7. Total job security is pleasant enough

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

8. Fairness exists in terms of punishment and disciplinary action

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

9. Measures taken for punishment and disciplinary action are improving in the hospital

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

10. Satisfied with the pay structure of Dr. Azmal Hospital

- I. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

11. Salary increment procedure is clear to the workers

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

12. Satisfied with the working hour, leaves as well as work life balance

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

13. Satisfied with bonus, allowances and other benefits

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

14. Hospital containing office set up, working condition, supporting equipment, staff assistance is pleasing sufficiently

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

15. Training programs aids the staffs as well as the hospital to advance the result with expected one

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

16. The entire PE (Performance Evaluation) process are clear to you

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

17. The hospital conducts the workers assessment every year; please mention the level of justice of the performance evaluation

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

18. Performance evaluation aids to advance the level of performance of the staffs

- I. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

19. Suggestion for development, provided by superintendent as well as colleagues aids to improve performance

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

20. Appreciation provided for long service is highly inspirational

- i. Strongly agrees
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree