

“A STUDY ON EMPLOYEE ENGAGEMENT AT PRIVATE HOSPITALS IN BAGALKOT”

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Abstract

Employee engagement, also called work engagement or worker engagement is human resource management concept. An “engaged employee” is one who is fully involved in, and enthusiastic about, his or her work, and thus reaction a way that further organization’s interests. According to survey, “Employee Engagement is measurable degree of an employee’s positive or negative emotional attachment to their job, colleagues and organization which profoundly influences their willingness to learn and perform at work.”. thus, engagement is distinctively different from satisfaction, motivation, culture, climate and very difficult to measure.

The study is concentrates on employee engagement in private hospitals at Bagalkot. Data had been collected by primary methods and secondary methods of data collection and sample size for the study was 100. The objective of the study to know the factors causes the engagement among the employees in the private hospitals to know the employee’s satisfaction level towards employee engagement initiatives of the organization. result reviled that there is significant relationship between employee’s satisfaction and co-worker support, superior support and reward and recognition. From the findings it is identified that training rewards and focus will motivates the employees for better performance and to hold them engaged. The corporation can even similarly align the personnel with the organization’s by means of offering them worker counselling, which will assist employees to overcome the emotional stress or any different problems, so that they can get again to the main track of performance. The organization can be greater supportive to maintain balance between the work and professional life of the employees. The organization can promote appropriate conversation which helps to foster a wonderful working relationship between the supervisor and employees. Employee engagement, also called work engagement or worker engagement is human resource management concept. An “engaged employee” is one who is fully involved in, and enthusiastic about, his or her work, and thus reaction a way that further organization’s interests. According to survey, “Employee Engagement is measurable degree of an employee’s positive or negative emotional attachment to their job, colleagues and organization which profoundly influences their willingness to learn and perform at work.”. thus, engagement is distinctively different from satisfaction, motivation, culture, climate and very difficult to measure. The study is concentrates on employee engagement in private hospitals at Bagalkot. Data had been collected by primary methods and secondary methods of data collection and sample size for the study was 100. The objective of the study to know the factors causes the engagement among the employees in the private hospitals to know the employee’s satisfaction level towards employee engagement initiatives of the organization. result reviled that there is significant relationship between employee’s satisfaction and co-worker support, superior support and reward and recognition. From the findings it is identified that training rewards and focus will motivates the employees for better performance and to hold them engaged. The corporation can even similarly align the personnel with the organization’s by means of offering them worker counselling, which will assist employees to overcome the emotional stress or any different problems, so that they can get again to the main track of performance. The organization can be greater supportive to maintain balance between the work and professional life of the employees. The organization can promote appropriate conversation which helps to foster a wonderful working relationship between the supervisor and employees.

INTRODUCTION

Healthcare sector

The health care industry or scientific industry is a sector that provides products and services to people requiring healing, rehabilitation, or palliative care. People's and populations' health needs are met in contemporary health care by multidisciplinary teams of experts and paraprofessionals. The clinical enterprise is described in this article. Understanding the concept, cultural and political perspectives, organisational and disciplinary views of this industry is the goal of the section in question. Basic ideas, terminology, difficulties, and obstacles are addressed in this section for newcomers. Health care difficulties, as well as ways for dealing with some of them. Health care market drivers, major components of the business model, and the current trends in the industry will be examined. Healthcare IT experts, consulting firms, industry investors, and any measuring companies who provide goods or services to the healthcare sector or related industries are all potential audience members for these lessons. Groups and experts in the health care business will find this area of the site beneficial in their search for information and knowledge.

Kumareswar Hospital

Located in Bagalkot, India, the Hanagal Shree Kumareswar Hospital and Research Centre was founded in 2000. Bagalkot and the surrounding villages were served by its 300 beds when it was first established, and it has since evolved to become an internationally recognised institution. Chandrasekhar Hospital and Research Centre in Hanagal was named after the great saint Shree Kumara Swamiji of Hanagal. Swamiji was the first person to use herbal medicine to treat people in the backward areas of India and was also a leading educational institution in the backward areas for spreading quality education. In 2004, the medical school and hospital moved to a new campus on a hill between Bagalkot's new (Navanagar) and old (Bagalkot) neighbourhoods. The new campus covers 114 acres. There are 750 normal beds at Hanagal Shree Kumareswar Hospital and Research Centre, as

well as 144 critical care beds. An advanced, high-tech tertiary care hospital is located here. It is staffed 24 hours a day, seven days a week, by professionals who have undergone extensive training and have a passion for their work. In addition to general surgery and burns, it also has urology and paediatrics departments, as well as laparoscopic surgery and surgical gastroenterology as well as general medicine, cardiac and diabetic care as well as orthopaedics and trauma care, as well as replacement surgeries. Other specialties include obstetrics, physiotherapy, ophthalmology, child health, ENT, and psychiatry. Government-initiated schemes such as the Vajpayee Arogyashree, Thyai Bhagya Scheme, and Balasanjeevini give services to those with below-BPL cards. Other health plans included in the panel include the EGHS programme, the military welfare programme, the KSRTC Employees' union, the TTK, and the ICICI Lombard programme for weavers.

Hospital services

Causality

It is open around the clock, seven days a week, 365 days a year, and is run by experienced and devoted senior physicians. Surgical, general medicine, and trauma care beds are available, as are ventilators, defibrillators, monitors with centralised O₂ facilities, and two operating theatres with round-the-clock staffing and 24/7 availability.

In order to assist our causality services, we have two ambulances, one of which is equipped with a ventilator, monitor, defibrillator infusion pumps spinal board, and several other life-saving medical devices. Ambulance service is manned by a medical officer and a qualified nurse at all times, seven days a week.

Outpatient department

A separate building houses the outpatient department, which operates from 9 a.m. to 1 p.m. and 3 p.m. to 5 a.m. every day except Sunday and holidays, when it operates from 10 a.m. to 1 p.m.

Inpatient Department

The OPD and the inpatient ward are just next door. It is estimated that IPD has a total floor area of 305760 Sqft. In addition to the 820 teaching beds and 220 acute care beds, the hospital has an additional 220 beds.

Admission procedures

Admission to the casualty shall be handled by the casualty medical officer in the event of an emergency.

The admission sheet must be presented to the billing department for admission to the general ward or the special clinic for admission to the special ward in routine situations when the doctor recommends additional treatment. Patients must choose their ward category before to arrival since they may not be able to move from a normal ward to a special ward.

Categories are Ward's way of organising information.

- A/C wards
- Special ward
- General ward

ICU

Medical ICU, intense cardiac care unit, surgical ICU, burns care unit, new born ICU Dialysis are all available at the teaching hospital's intensive care services.

Kerudi Hospital

Kerudi Hospital in the year 1988 started general surgery, obstetric & Gynaecological services in a rented building with 20 beds. In the year 1994 the hospital shifted to a new spacious premise. With 50 beds the hospital provided surgical, medical, obstetric and gynaecological services. Since then the hospital has consistently kept pace with the developments in medical arena. Over the years new specialties were added, facilities were upgraded and hi technology machines were introduced, Scan and diagnostic centre opened in the year 2000 with a view to provide accurate, fast and complete range of investigations.

Service offered

Patients may wait comfortably in the clinic's separate waiting and consultation facilities, which are located at Kerudi Hospital and Research Centre on Kerudi Hospital Road in Bagalkot. The specialists at this hospital specialise in a wide range of medical specialties. Among these include urology, bone tumour therapy, fracture treatment, prenatal illness treatment, and treatment of neurological problems. A variety of payment options are available to customers including cash, Mastercard, Visa, debit and credit cards.

What is Employee engagement?

A company's most valuable asset is its workforce. To improve an organization's performance, recruiting and selection have a significant impact on employee engagement. In recent years, the notion of employee engagement has become more popular in the workplace. Employee engagement has become a top focus for HR professionals and senior managers in the firm, despite the fact that the phrase wasn't even coined until recently.

In today's economy, when there is fierce competition for customers' dollars, a company's existence and smooth operation depend on its employees' commitment. Employees who are engaged in their work, have good relationships with their co-workers, and have a better working environment are not only happier at work, but also more productive and profitable for the company as a whole. This is why every company wants to maximise its human resources in order to gain a competitive advantage in the market. Higher levels of engagement encourage employees to stay with the company, increase customer loyalty, and boost overall performance and the value stakeholders get from the company. A company's competitive edge comes from having employees that are interested in their job and devoted to their organisations. As a result, firms of all sizes and kinds have spent significantly on rules and procedures and practises that enhance employee engagement and commitment.

Categories of engagement

Actively engaged

Employees that are actively engaged are enthusiastic about their work and entirely devoted to the company's goals. These are individuals who bring a good outlook to the workplace, which may spread to other areas of the organisation. They bring fresh ideas and innovation to the table when it comes to addressing problems and thrive in a team atmosphere. Engaged workers are more likely to share their expertise, collaborate more, and even advocate for your company's products and services. This group of employees takes initiative in their job and often goes above and beyond what their supervisors require of them. These workers have an optimistic vision on the future of the firm and take delight in helping it progress. Having strong ties with colleagues is another aspect of having a high level of involvement. Having a supportive and close-knit team is one of the hallmarks of an employee who is actively involved in their work.

Not engaged

There is a wide range of employee engagement levels. They put in the hours and do their duties, but they are less enthusiastic about the firm than other employees. It's possible that they are dissatisfied with the manner in which business decisions are communicated by executives, or that they simply want to learn more about how their work fits into the greater scheme of things. In this case, they may need to see a reason to become more involved and spend any additional effort beyond the job description. Managers and leaders may be able to motivate this group to become more involved if they give them the push they need.

Actively Disengaged

Team dynamics may be impacted by disengaged personnel, despite the fact that they are frequently the exception rather than the rule. Employees who have ill feelings against their employers are more likely to be low-performers. As a result, it's unlikely that they'll take advantage of any company-sponsored events aimed at fostering teamwork or providing professional progress. Disengagement might extend across the company if these individuals are outspoken in their dissatisfaction. Workers who are actively disengaged are more likely to search for work elsewhere, which may have an effect on employee retention rates. Additionally, teams decrease production and spend a lot of money for your business. In order to see any changes in the situation, the expectations of the employees for their work and tasks must be realigned with their management.

What differentiates engaged and disengaged workers?

Workers are classified according to how engaged they are in their jobs, although various organisations use different terms to do so. As an example, workers who are engaged and those who aren't have been characterised as such:

- "Actively engaged" (loyal and productive) workers get the highest marks from Gallup, followed by "not engaged" (average performance) and finally "actively disengaged" personnel (ROAD warriors, or "retired on active duty")
- Sibson Consulting makes a distinction between "engaged" and "disengaged" personnel, as well as "enthusiasts" and "renegades" (those who want to perform the task but don't know how to do it) (those who know what to do but do not want to do it).

Employees who aren't interested in their work are more likely to put in a low-quality effort. Employee disengagement may manifest itself in many ways, including a sudden 9-to-5 work ethic, a lack of interest in socialising outside the workplace, or an inability to connect with others. When someone who is usually open and passionate appears to have disappeared and has nothing constructive to say, it becomes very apparent. It's possible that they're resentful of their work, and their negative attitudes toward their co-workers reflect this.

How does employee engagement differ from job satisfaction?

There is a tendency to use the phrases "engagement" and "work satisfaction" interchangeably. According to a study, there is considerable overlap between the drivers of engagement and pleasure, but the components that determine both vary significantly from one another.

Employees' emotions and actions are two ways that some experts describe involvement. The work of engaged workers may be described as fiercely concentrated and involved. They have a feeling of urgency and excitement about what they're doing. Consistent, proactive and flexible behaviour is a hallmark of an engaged workforce that can grow with the company's needs. Employees that are actively involved in their work go above and beyond the responsibilities of their job descriptions. Employees who are engaged experience a feeling of urgency and focus on how they approach their work, while those who are pleased feel comfortable, happy, and appreciative of their work environment. When it comes to an employee's degree of work happiness, the organisation has a lot of effect, but when it comes to their level of engagement, their manager has more of an impact on the employee's level of satisfaction (through job assignments, trust, recognition, day-to-day communications, etc.)

What Drives Employee Engagement?

Research has been done to identify the elements that impact the amount of employee engagement in an organisation. Research shows that both organisational and management factors have a role in a company's success.

Organizational drivers

Organizational factors that contribute to employee engagement have been identified in certain research studies. When it comes to boosting employee engagement, Quantum Workplace has found six key factors:

1. Its company's management are dedicated to making it a desirable place to work for their employees.
2. The leaders of the company should be trusted to guide the organisation in the appropriate direction.
3. Belief in the future prosperity of the company.
4. The ability to see how I fit into the organization's long-term goals.
5. People are regarded as the most crucial resource by the company's top executives.
6. The company invests in its workers in order to improve their performance.

Management drivers

When workers have a good connection with their immediate supervisors or managers, their level of engagement improves significantly. Direct supervisory behaviours that have been linked to employee engagement include the following:

- ❖ Employees have a positive working connection with their manager.
- ❖ Employees are well-equipped to do their duties.
- ❖ Employees have the authority they need to carry out their duties effectively.
- ❖ Employees are allowed to make their own choices about their job.

Activities of employee engagement

- Parties in the office. Annual summer and winter get-togethers are commonplace among businesses as a way to mark the end of another successful year.
- Trainings.
- Competitions, Tournaments, and Employee Games. ...
- Special Days.
- Team-building Activities.
- Recognition Programs.
- Sports Events.
- Learning Lunches.

Element of employee engagement

1. Leadership

In order to sustain high levels of employee engagement, managers must be readily available and actively involved in social settings. Managers who share images of their interests, hobbies, and personal life with their teams are also better able to foster stronger bonds among their employees. It's important for remote teams to have more regular updates from their supervisors and managers in order to keep everyone updated and involved in the company's activities.

2. Communication

A high degree of commitment can only be sustained through open and honest communication. Video and social media comments may be used instead of depending just on email, message systems, or out dated intranets. Keeping a dialogue going about industry and business news allows employees to contribute directly and exchange notes from their experiences with patients and workers.

3. Recognition and rewards

When employees feel appreciated, they are more likely to work harder and become more interested in the company. Celebrating work milestones, sending out thank-you cards after a success, and soliciting client feedback are all excellent methods for encouraging employees to put in extra effort. It's much more difficult for employees who operate across time zones or cultures, or for those who are on the front lines. However, a simple approach to show your staff that you appreciate their ideas and efforts is to reward them.

Why is employee engagement important?

An engaged workforce routinely outperforms their rivals, and this may be attributed to the importance of employee engagement.

The advantages of a company's employees becoming involved

1. Better customer satisfaction

To deliver excellent service to clients, motivated staff will go above and beyond their job descriptions. As a result, they will take great satisfaction in their work. Salespeople may take time out of their day to show a prospective customer around, while programmers may stay late to fix faults in a client's new application, or even a store clerk may spend as much time as necessary to assist a customer choose the ideal pair of jeans. The more satisfied customers you have, the more likely they are to return and spread the word about your company.

2. Improved productivity and efficiency

In order to help the company, a person who is committed to their job will discover methods to deliver high-quality work rapidly. In contrast to an employee who is just interested in collecting a pay check, an engaged employee will put in extra effort to ensure that their job is of the best quality.

3. Reduction of staff turnover

Another illustration of the difference between employee engagement and employee pleasure. An individual may be happy with their current position, but if they were given a significant rise, they would gladly accept a new one. 81 percent of small firms said

that staff turnover is an expensive issue, according to research. Replacing a departing employee may cost up to 40% of their income, causing service interruptions, financial loss for the company, and customer dissatisfaction. As long as a person is sincerely invested in the company's success, they will not want to quit their position. In order to avoid temptation, they won't have to search for information.

4. Lowered absenteeism

Employees who are motivated by a sense of purpose at work are more likely to show up to work on a regular basis, an advantage that follows on from the argument made above. Because of this, they are less likely to be absent from work and are more inclined to work on their own schedule.

5. Enhanced company culture

Employees are critical to a company's success, yet a weak company culture may doom it. An organization's greatest asset is its people, and when they are actively involved, they are more willing to volunteer their time and expertise for the benefit of others. To ensure that other workers can successfully contribute to the success of the business, they will be invested in the success of the organisation.

6. Better business outcomes

The profitability of companies with engaged personnel is 21% higher and productivity is 17% higher. When workers are engaged, they perform a better job, increase customer satisfaction and loyalty, and provide a lot of value to their employer. Employees that are passionate about their jobs are more productive and are more likely to take the lead on new ideas within their teams, departments, and organisations.

7. Decrease number of safety incidents

Employees that are invested in the success of the company are more likely to pay attention to the details of their work. When employees know that their activities and surroundings are being watched, they'll go the additional mile to do their jobs right. Employee involvement also boosts creativity, as they come up with new ideas for optimising operations and boosting efficiency in order to prevent future safety accidents.

How to Develop and Sustain Employee Engagement

Employers that want to see higher levels of employee participation in engagement programmes need to put some thinking into the approach they take. In order to improve employee engagement, HR managers should keep the following in mind:

- **Make sound investments:** Consider the strategic implications of different HR practises and decide which are more significant and demand higher investment in order to improve employee satisfaction.
- **Develop a compelling business case:** To show the value of their efforts, HR professionals should be able to quantify the benefits their companies have reaped.
- **Consider unintended consequences:** If you're looking at ways to improve employee engagement via HR reform, consider about how the new regulations will affect your workforce. The effect of this adjustment on workers in diverse conditions and life situations may have unanticipated, unfavourable implications.
- **Base investment decisions on sound data:** Every year, the level of employee satisfaction should be assessed. There should be a connection between the survey questions and the organization's key performance indicators such as profit margins and productivity. When doing employee engagement research, it is important to identify the most effective engagement levers and survey questions that separate the best and worst performing business units.
- **Create an "engagement culture."** Engaged employees may be communicated via the company's purpose statement and CEO communications, as well as through the implementation of engagement action plans, the monitoring of progress, and the adjustment and celebration of strategies or plans that need to be implemented.

Employee engagement strategies

After conducting an employee engagement survey, the next stage is to devise a plan of action for improving your company's performance. When it comes to improving employee engagement, there are a number of real activities that your firm can do regardless of its size and budget.

Employee engagement is influenced by seven primary factors:

1. Compensation and benefits
2. Rewards and recognition
3. Communication and goal setting
4. Organizational transparency
5. Autonomy and challenge
6. Work-life balance
7. Training and learning opportunities

Certain parts of your company's strategy may be dictated by the findings of your employee engagement study. It's a good idea to begin by identifying the two or three most pressing issues.

LITERATURE REVIEW

J. Swaminathan & U. Gowri Shankar [2010] in the article “a study on employee engagement a review of current research and its implications” published in the journal of Munich Personal RePEc Archive on 2010. The primary goal of this study is to discover and identify the level of employee engagement. To identify the drivers of employee engagement and suggest strategies for improvement. The current study uses the descriptive method to designed for the survey and the purpose of the study was to look at the response of 5 hospital employees who were asked to complete out an employee engagement questionnaire with a variety of questions. Data was acquired from non-medical private hospital employees in Mayiladuthurai, questionnaires were distributed to 200 employees in hospitals, primary data was collected by the 200 employees. In this research mean score calculation and Pearson chi-square is used for data analysis. The study includes only 200 nonmedical employees and applicable only private hospitals. The outcome of this research is the employee engagement are high in the private hospitals. The researcher suggested to the organization to focus on the work life balance, training program and feedback. It will help to improve the employee engagement in the organization.

M Siva ram prasad and prof B. Anita [2020] in the article “A study on employee engagement in UltraTech cement limited south cluster” published in Journal of Emerging technologies and innovative research (JETIR), The major objectives of this research is to learn more about Ultratech Cement's efforts to increase employee involvement and the overall degree of employee involvement in the company. To know the influence of socio-demographic factors on employee engagement. A questionnaires' was used to collect data for the study. The data for this study was gathered through a survey from 200 people in UltraTech cement organization. Secondary data is collected through research papers. The study was carried out in 5 units of the Ultratech. The researcher found that, communication is one of the factors leads for employee engagement and the organisation must consider the employees as important asset. This will lead for high level of engagement among the employees.

P. Anbuoli and V. B. Devibala [2009] the article “A study on employee engagement in Insurance sector Madurai” published in Singaporean Journal Scientific Research, this study aim is to identifying employee engagements in insurance sector and the employee engagement factors which influence the employee in their jobs, descriptive method is used for this study and simple random sampling was used to collect the data from the respondents,

here insurance sectors in Madurai they select white collar employees, data collected through the questionnaires' and analysis data by using statistical tools are chi-square, frequency distribution. And the researcher finds that employee disengagement is caused by the existing financial rewards and plans in term of employee engagement in the organization, the researcher suggest to the organizations must provide proper cash benefits and organize programs for employee's development.

Vivekanda Gaikwad, Aparna Shastri, Vijay Kumar Dhole (2021) Article published in Singed Institute of Business Administration journal, Pune, titled "A study of successful employee engagement in the IT industry." Emerging trends & challenges in implementing effective employee engagement mechanisms, as well as developing and understanding the impact of employee engagement in achieving organisational goals, are two primary objectives for the current study. Secondary data was collected from journals, magazines, article/blogs, and blogs; the gap of this study is to analyse employees' relationship with management, researcher findings. That's why the findings of this study reveal that the lives of workers have changed, as well as the possible obstacles that exist in both the internal and external environments.

Priyadarshini Nidan (2016) this article study “The impact of employee engagement on employee productivity and motivational level of employee in retail sector” published in IES Management College and Research Centre. In this exploratory research, 380 answers were gathered from five different retail locations, which demonstrates a comparative examination of worker involvement across the retail industry and how it influences worker productivity and motivation. The findings suggest that the factors listed in the study have a significant impact on the motivation and performance of the workforce. There are numerous elements that affect employee performance and motivation in the workplace, but this study just looks at employee engagement. Employee involvement is critical to the achievement of organisational goals, the development of successful work groups, the maintenance of positive interpersonal connections among co-workers and supervisors, and the creation of an organisational climate that boosts motivation and improves performance.

Preethi Thakur (2014) in the article studied the impact of employee engagement on job satisfaction in IT Sector. Published in Journal of Business Management & Social Sciences Research (JBM&SSR). Managers and secretaries in the information technology industry were investigated by the researchers. The goal of the research was to determine the effect of employee involvement on job satisfaction in the IT industry. There is a correlation between employee engagement and job happiness in the IT sector, according to the research. Based on both primary and secondary data obtained from the 120 IT employees, researcher discovered that work participation and awards and recognitions in the IT sector are closely linked. Researcher looked at a wide range of factors, including peer motivation, supervisor feedback and advice, workplace safety, timely information sharing, an awareness of job requirements, coaching opportunities, a healthy work-life balance, recognition from co-workers, and more. Research shows that a healthy work environment contributes to job satisfaction, which in turn increases employee engagement.

Vishal Gupta and Sushil Kumar (2013) this article studied “Impact of performance appraisal justice on employee engagement” Published by Emerald Group in Employee Relations an International Journal a survey of Indian professionals. As one of the most important HR activities, performance evaluation provides critical judgments that influence a wide range of human resource actions and results. Perceived fairness in performance evaluations is an important factor in employee engagement, and this research aims to find out why. There were two stages to the research. The first phase of the study examined the relationship between justice perceptions and a one-dimensional notion of participation. A three-dimensional

conception of engagement was the focus of Phase II of the study. Zero-order correlations and hierarchical regression analysis were used to examine the links between justice perceptions and engagement. findings suggest that distributive and informational justice take priority over procedural justice in this research. Employees who think that their evaluations were fair and accurate are more likely to believe that the methods used are reasonable and just. A worker's commitment to his or her task increases as soon as he or she realises that the benefits (such as a pay raise or other financial incentives) are commensurate with the effort expended. Distributive and informational justice characteristics are strongly linked to worker involvement, according to the results of the research. As opposed to burnout, worker engagement was more influenced by distributive justice and informational justice components.

Mamata, Sharma R. Baldev (2011), Study of Employee Engagement and its Predictors in an Indian Public Sector Undertaking was the focus of this investigation. In India, a public sector company's management were asked to rate their own company's degree of employee engagement. As an essential expression of employee engagement, the research also identified the drivers of organisational commitment in addition to emphasising the degree of engagement. 84 managers provided primary data for the research, which looked at numerous aspects of employee engagement and the factors that can influence it. Research shows that employee engagement is low in this company, according to the findings of the research. Employee involvement may be predicted by three variables: salary, work content, and objectivity.

Problem Statement

Increased employee participation may boost the efficiency of any firm. Personnel working in private hospitals in Bagalkot have to deal with a wide variety of operational issues and projects for which they lack the necessary competence. It is challenging to meet the different needs of employees in today's high-stress workplace, yet doing so would increase motivation and provide them more time to concentrate on their duties. Disengagement among hospital employees is a problem that affects the quality of care patients get for a number of reasons.

Objectives of the study

- To know the factors causes the engagement among the employees in the private hospitals
- To know the employee's satisfaction level towards employee engagement initiatives of the organization.

Research Methodology

- **Type of research:** Descriptive research.
- Sources of data:
 - Primary data: The data collection from individual respondent through a set of questions.
 - Secondary Data: The information is collected from the various websites through journals and research papers.

Sample Plan:

- Sample frame: Bagalkot city.
- Sample unit: Kumareshwar hospital and Kerudi Hospital Bagalkot.
- Sample size:100.
- Sampling technique: Random sampling
- Data collection tool: Questionnaires.
- Data analysing tool: SPSS

Scope of the study

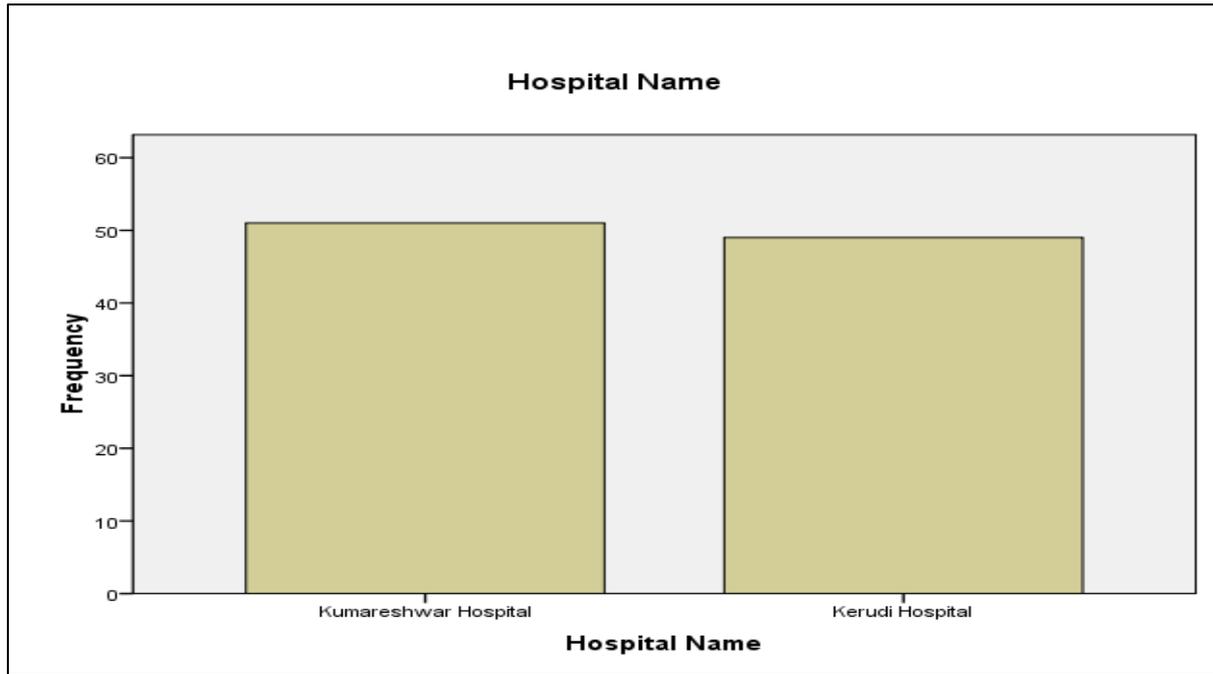
Organization-wide efforts to increase employee participation are called employee engagement. It is the goal of this research to learn why Kumareshwar and Kerudi Hospitals have introduced employee engagement viewpoints and how satisfied their workers are with these practises. To better understand how hospitals may enhance their employee engagement strategies, the research examined measures and elements that drive employee engagement, as well as the best practises that have been shown to boost staff morale and productivity.

Limitations of this study

- This survey was carried out for a sample sized of 100 employees only.
- This project covers only private hospitals employees in Bagalkot city

	Frequency	Percent	Valid Percent	Cumulative Percent
Kumareshwar Hospital	51	51.0	51.0	51.0
Kerudi Hospital	49	49.0	49.0	100.0
Total	100	100.0	100.0	

Analysis and Interpretation Hospital Name

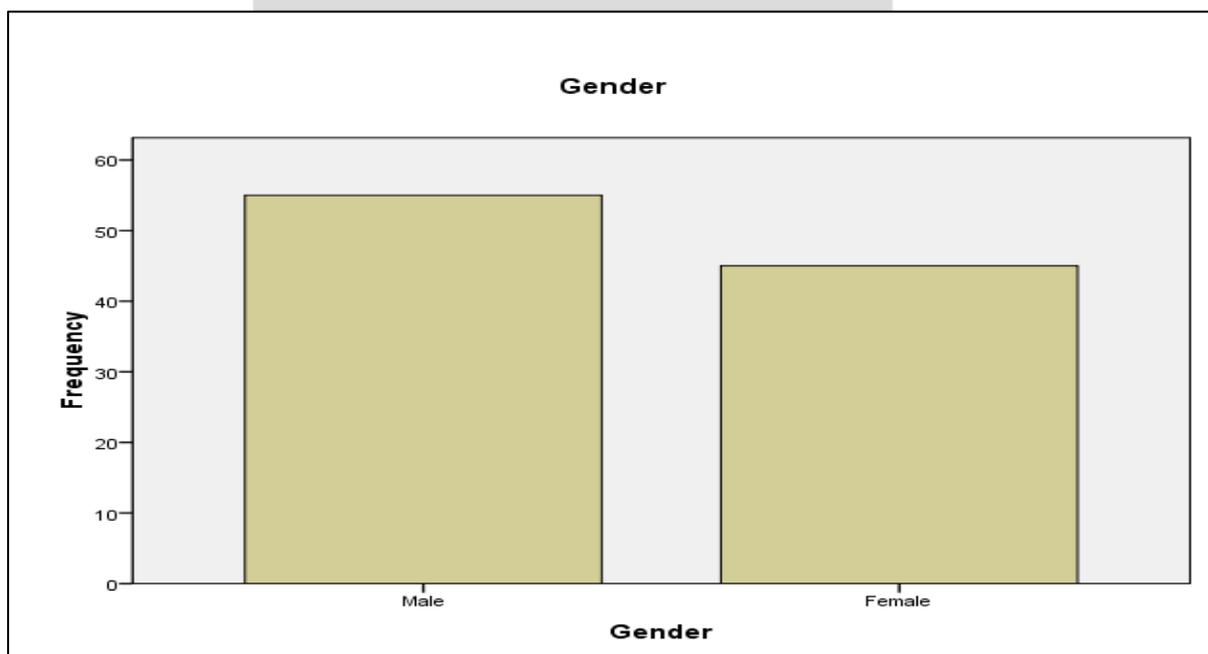


Analysis

Among the 100 respondents it can be inferred that 51% employees are from Kumareshwar Hospital Bagalkot, 49% employees are from Kerudi hospital Bagalkot.

1. Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Male	55	55.0	55.0	55.0
Female	45	45.0	45.0	100.0
Total	100	100.0	100.0	



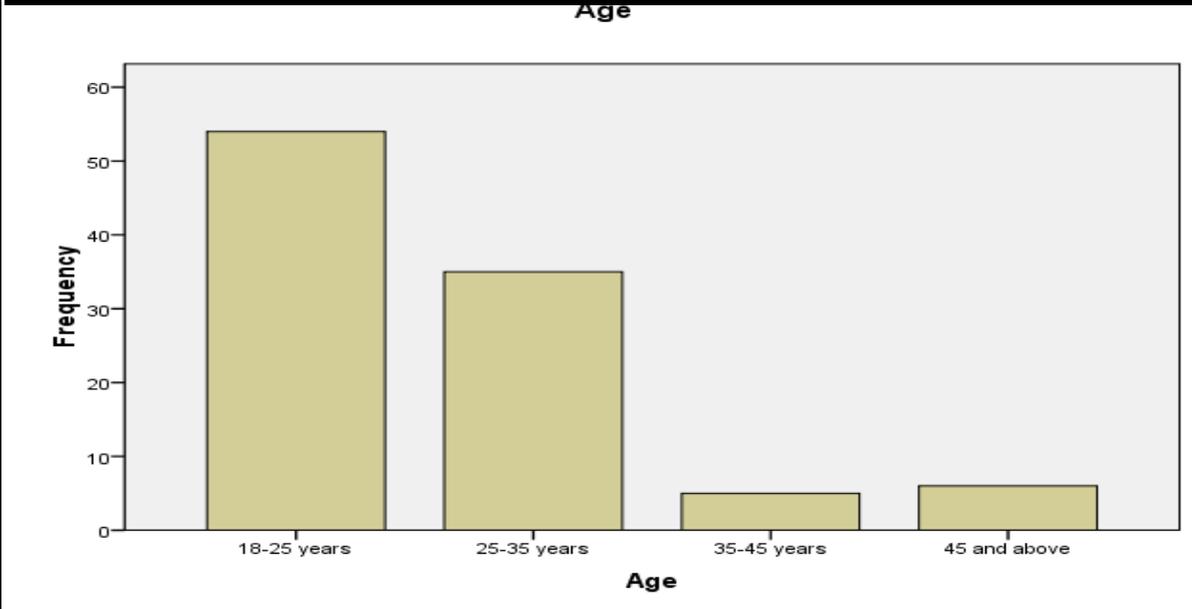
Analysis

Among the 100 respondent 55% employees are male, and the 45% of employees are female

2. Age

	Frequency	Percent	Valid Percent	Cumulative Percent
1-5 years	66	66.0	66.0	66.0
	Frequency	Percent	Valid Percent	Cumulative Percent
18-25 years	54	54.0	54.0	54.0
25-35 years	35	35.0	35.0	89.0
35-45 years	5	5.0	5.0	94.0
45 and above	6	6.0	6.0	100.0
Total	100	100.0	100.0	

Age



Analysis

Among the 100 respondents 54% employees belong to the age group of 18-25 years,34% employees are belonging to the age group of 25-35 years, 5% employees belong to the age group of 45 years above,4% employees belong to the 35-45 years.

3. Experience

Analysis:

Among the 100 respondents 66% employees have 1-5 years,21% employees are having 5-10 years' experience,2% employees having 10-15 years' experience and 8% employees having 15-20 years' experience.

4. Marital Status

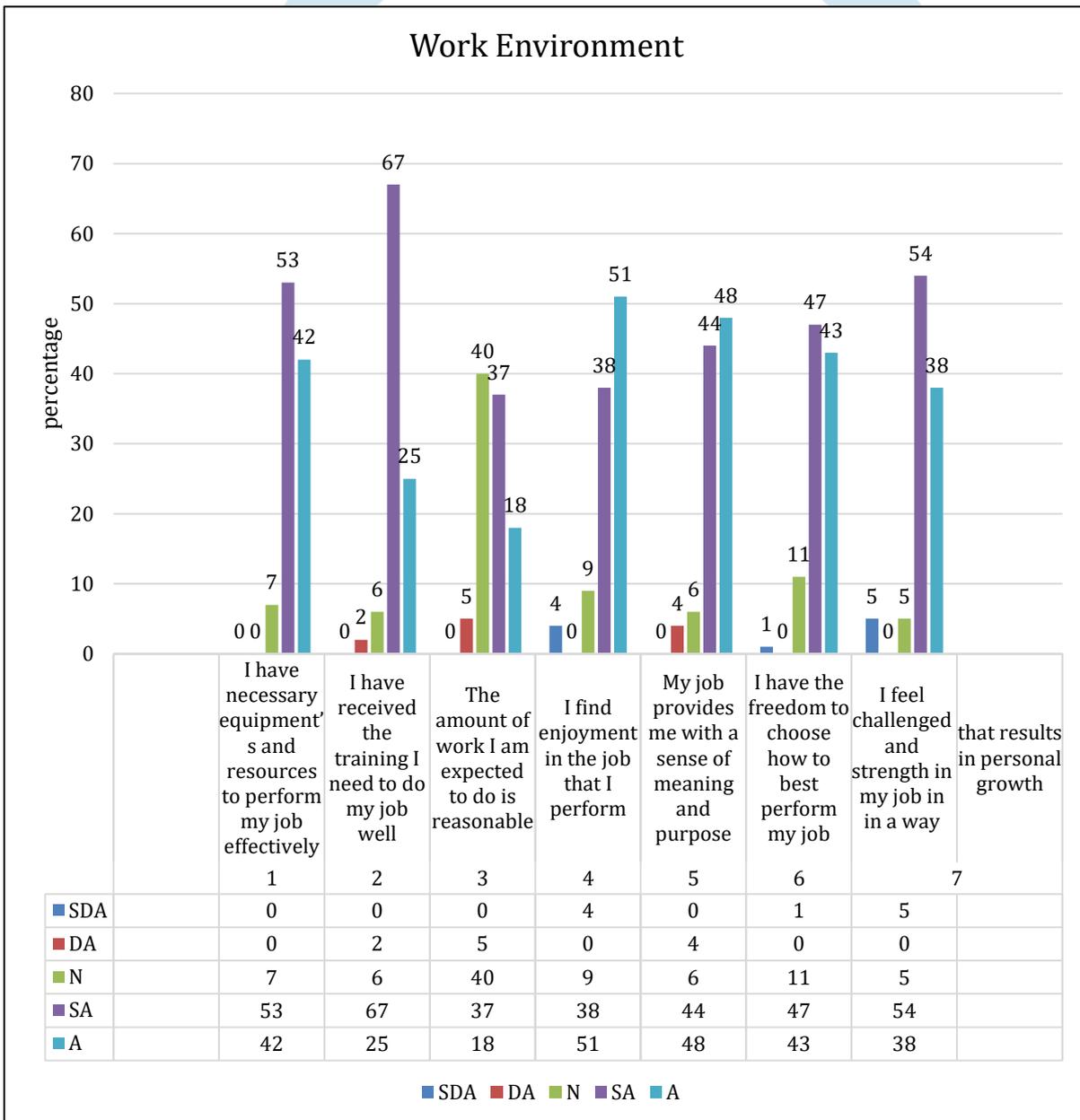
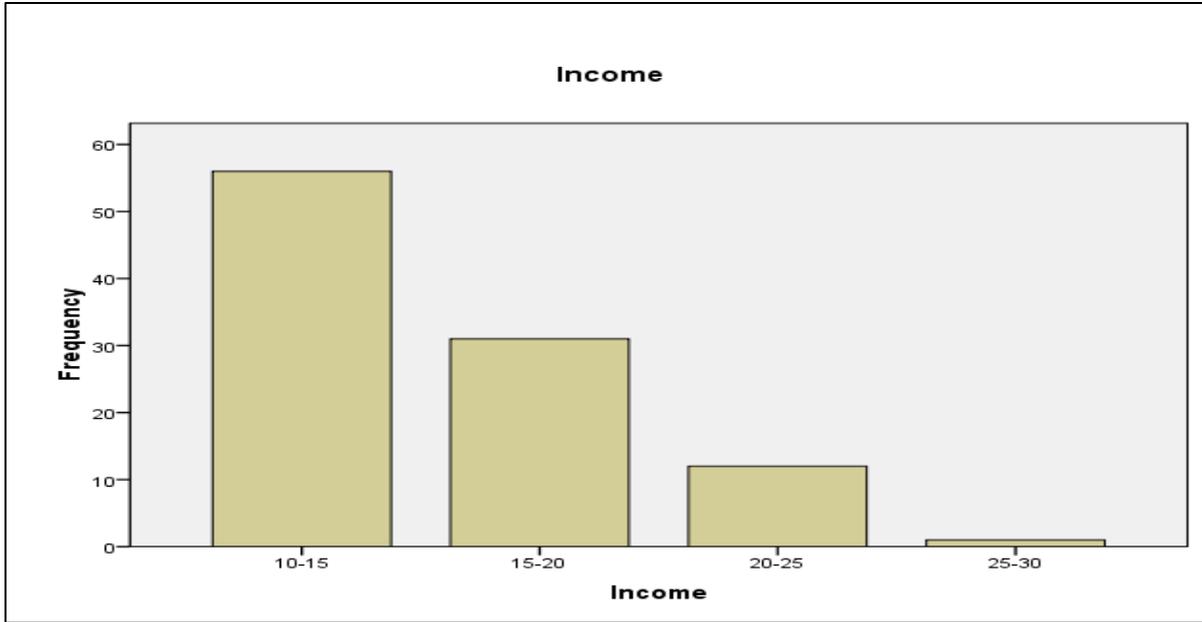


Analysis

Among the 100 respondents 60% of employees are unmarried and 40% employees are married.

5. Income

	Frequency	Percent	Valid Percent	Cumulative Percent
10-15	56	56.0	56.0	56.0
15-20	31	31.0	31.0	87.0
20-25	12	12.0	12.0	99.0
25-30	1	1.0	1.0	100.0
Total	100	100.0	100.0	



Analysis

The above data shows that out of 100 respondents, 56% employees get 10-15 thousand salary per month, 31% employees are take 15-20 thousand salary per month, 12% employees are take 20-25 thousand per month and 1% employees are get 25-30 thousand per month.

1. Work Environment

S. No	Statement	SDA	DA	N	SA	A
1	I have necessary equipment's and resources to perform my job effectively	0	0	6	53	41
2	I have received the training I need to do my job well	0	2	6	67	25
3	The amount of work I am expected to do is reasonable	0	5	40	37	18
4	I find enjoyment in the job that I perform	4	0	9	38	49
5	My job provides me with a sense of meaning and purpose	0	4	5	44	47
6	I have the freedom to choose how to best perform my job	1	0	11	46	42
7	I feel challenged and strength in my job in in a way that result in personal growth	4	5	0	54	37

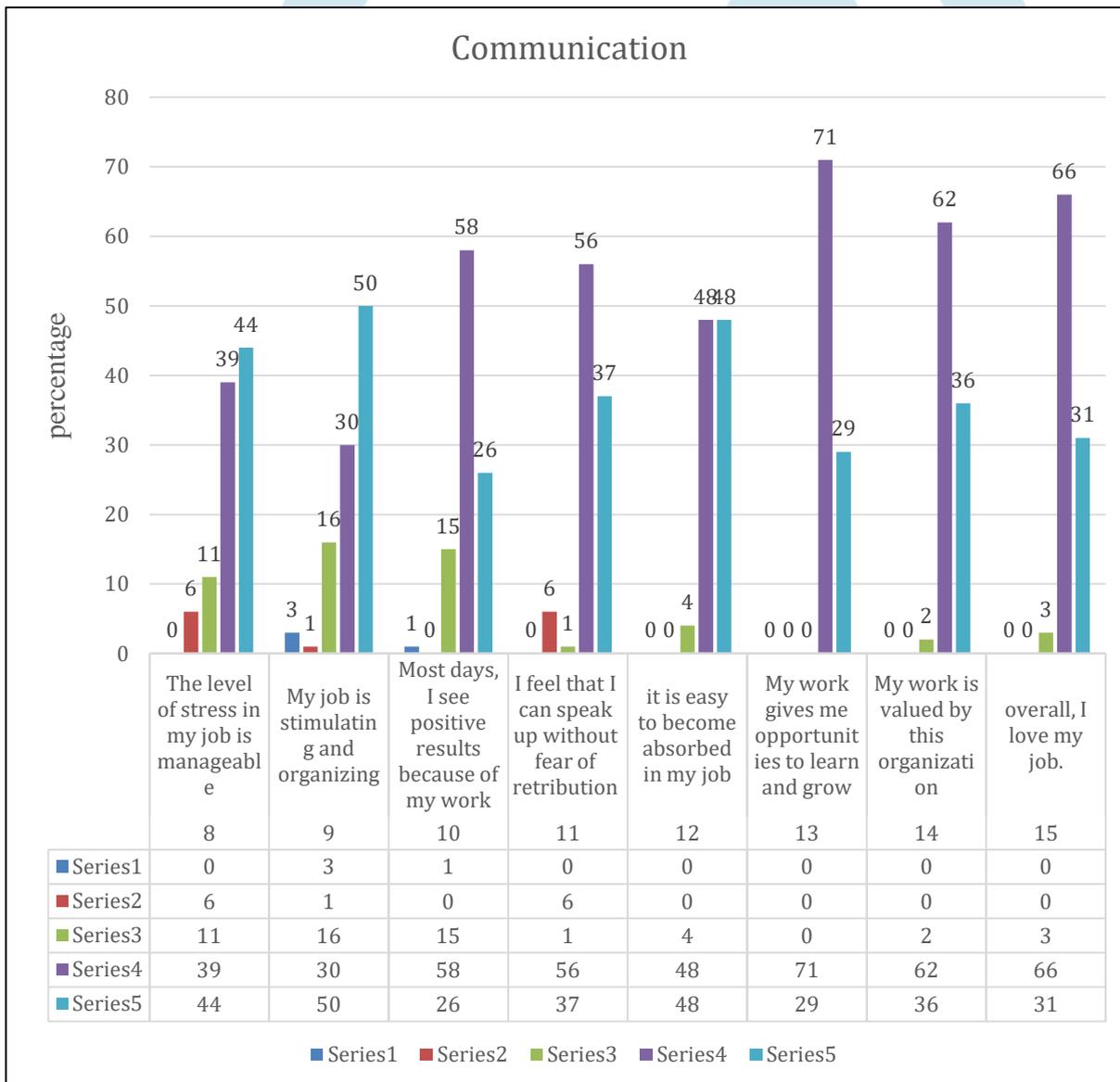
Analysis

- Among the 100 respondent 53% Employees are Strongly Agree that they have necessary equipment s and resource to perform their job effectively, 41% agree and 6% neutral this question.
- Six percent of employees at Kumareshwar and Kerudi hospitals are neutral on this question, while two percent disagree. Of the 100 people surveyed, 67% strongly agree and 25% agree that they have received the training they need to do their jobs well.
- 40% of workers from both Kumareshwar and Kerudi hospitals are indifferent about the amount of work they are required to accomplish, whereas 37% of employees strongly agree, 18% of employees agree, and 5% of employees disagree with the statement.
- 49% of the respondents agree that they enjoy their work, 38% strongly agree, and the 9% are neutral. The remaining 4% strongly disagree with the statement.
- As a result of the survey, 47 percent of workers agree that their job gives them with purpose, 44 percent of employees strongly agree, and 5 percent of employees are neutral or disagree with this question, according to the results from the 100 respondents.
- Sixty-six percent of respondents strongly agree that they have the freedom to choose how they best perform their job, while 42 percent agree from both hospitals, 11 percent are neutral, and 1 percent disagree with this question. Among the 100 respondents.
- More over half of the 100 workers polled strongly agreed that they were pushed and strengthened in their jobs in a manner that resulted in personal growth; 37% agreed, 37% agreed, and 5% disagreed.

2. Communication

8	The level of stress in my job is manageable	0	7	11	39	45
9	My job is stimulating and organizing	3	1	17	30	51

10	Most days, I see positive results because of my work	1	0	16	58	27
11	I feel that I can speak up without fear of retribution	0	7	1	56	38
12	it is easy to become absorbed in my job	0	0	5	48	49
13	My work gives me opportunities to learn and grow	0	0	0	72	30
14	My work is valued by this organization	0	0	3	62	37
15	overall, I love my job.	0	0	3	66	33



Analysis:

1. Among the 100 respondents, 44% are agree and 39% are strongly agree to the level of stress in their job is manageable, 11% employees are neutral and 6% employees are disagreed to manage their stress in their job.

2. Among the 100 respondents 50% of employees are agree, 30% are strongly agree that their job is stimulating and organizing ,16% employees are neutral, 3% employees are strongly disagreed and the 1% employees are disagreed for their job is stimulating and organizing.

3. Among the 100 respondents, 58% employees are strongly agreed, 26% employees are agreed they are most of the days see positive result because of their work,15% of employees are neutral and 1% employees are strongly disagreed

4. Among the 100 respondents, 56% employees are strongly agreed, 37% employees agree they are feeling that they can speak up without fear of retribution or negative consequences,6% employees are disagreed and the 1% employees are neutral.

5. Among the 100 respondents ,48% employees are agreed, 48% employees are strongly agreed that they are easily observed their job and the 4% employees are neutral.

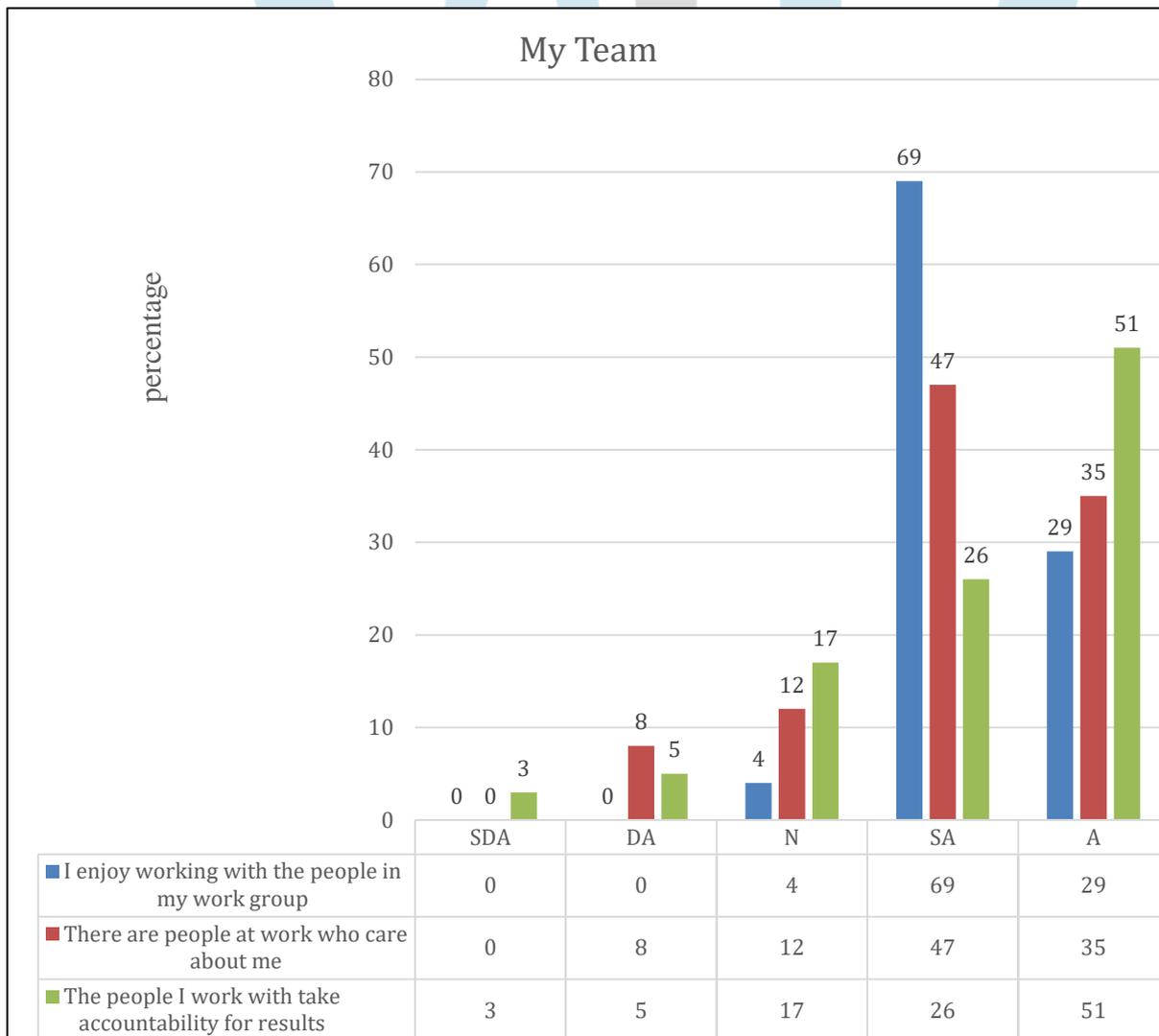
6. Among the 100 respondents 71% employees are strongly agree, 29% employees scared agree that their works gives them opportunities to learn and grow.

7. Among the 100 respondents 62% employees are strongly agree, 36% employees are agree that their work is valued by their organization 2% of employees are neutral.

8. Among the 100 respondents 66% employees are strongly agree, 31% employees are agreed that over all they love their job, 3% employees are neutral

3. Team support

	My team	SDA	DA	N	SA	A
16	I enjoy working with the people in my work group	0	0	4	69	29
17	There are people at work who care about me	0	8	12	47	35
18	The people I work with take accountability for results	3	5	17	26	51

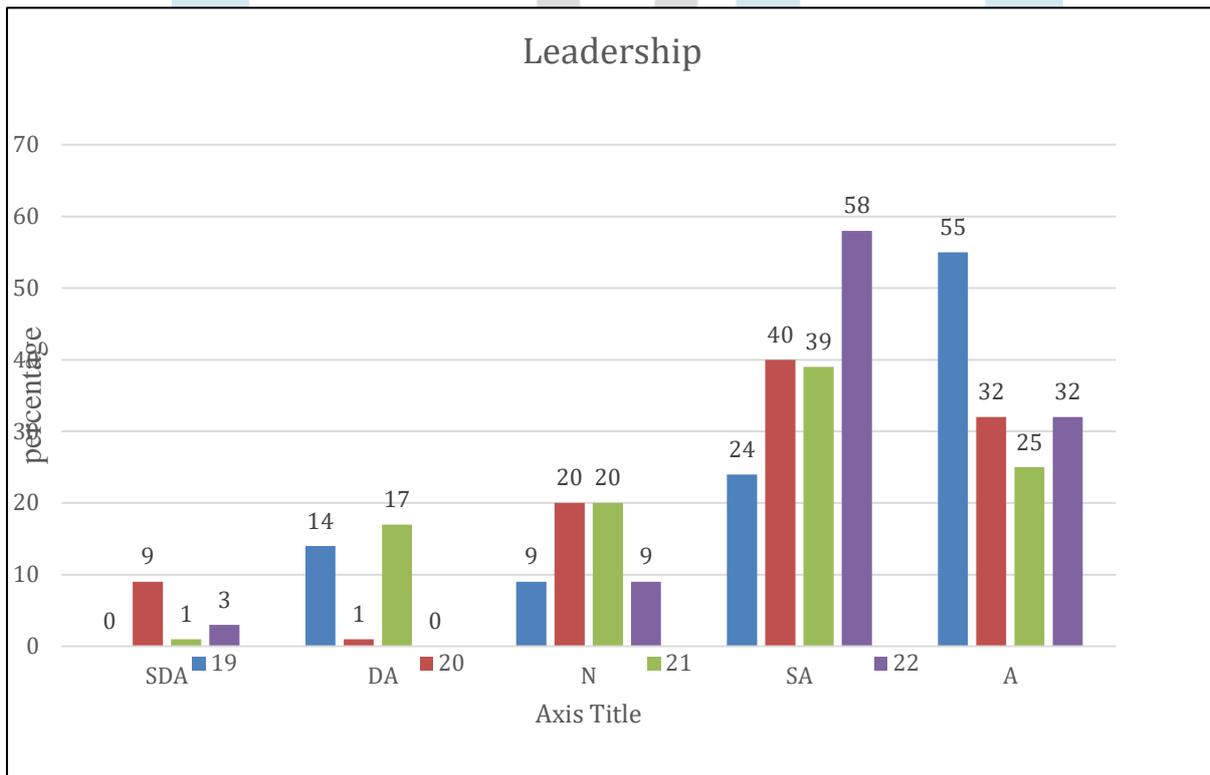


Analysis

1. Among the 100 respondents, 69% of employees are strongly agree,28% employees are agreed that they are enjoy working with the people in their group,3% employees are neutral to the enjoy working
2. Among the 100 respondents, 46% employees are strongly agreed, 34% are agree to there are people at work who care about them, 12% employees are neutral,8% employees are disagree.
3. Among the 100 respondents, 51% employees are strongly agreed, 26% employees are agreed that the people they work with take accountability for results, 16% employees are neutral, 5% employees are disagreed, 2% employees are strongly disagreed.

4. Leadership

My supervisor		SDA	DA	N	SA	A
19	My supervisor helps me understand how my work is important to the organization	0	14	9	24	55
20	My supervisor is approachable and easy to talk to	9	1	20	40	32
21	My supervisor creates a motivating and energizing workplace	1	17	20	39	25
22	My supervisor sets high expectations for our team's performance	3	0	9	58	32



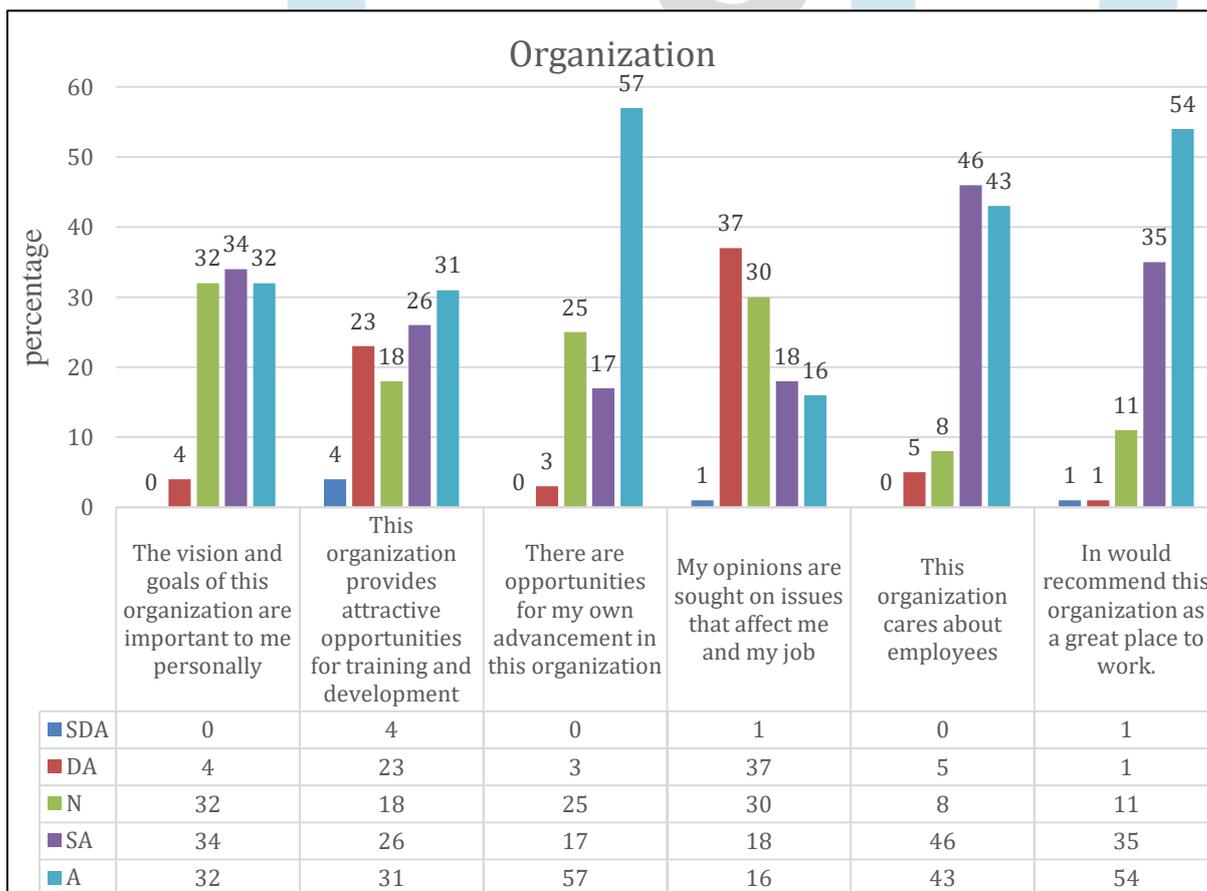
Analysis

1. Among the 100 respondents, 54% employees are agreeing,24% of employees are strongly agreed that their supervisor helps them to understand how their work is important to the organization,14% of employees are disagreed ,8% employees are neutral.
2. Among the 100 respondents, 40% employees are strongly agreeing,30% employees are agreed, to their supervisor is approachable and easy to talk,20% employees are neutral,9% employees are strongly this agree,1% of employees are disagreed.
3. Among 100 respondents,38% employees are strongly agreed,24% employees are agreed that their supervisor creates a motivating and energizing workplace,20% employees are neutral,17% employees are disagreed and 1% employees are strongly disagreed

4. Among the 100 respondents, 57% employees are strongly agreed, 32% employees are agreed that their supervisor sets high expectations for their team’s performance,9% employees are neutral,2% employees are strongly disagreed.

5. **Organization Culture**

My Organization	SDA	DA	N	SA	A
The vision and goals of this organization are important to me personally	0	4	32	34	32
This organization provides attractive opportunities for training and development	4	23	18	26	31
There are opportunities for my own advancement in this organization	0	3	25	17	57
My opinions are sought on issues that affect me and my job	1	37	30	18	16
This organization cares about employees	0	5	8	46	43
In would recommend this organization as a great place to work.	1	1	11	35	54



Analysis

Among the 100 respondents, 34% employees are strongly agreed, 31% employees are agreed that the vision and goals of this organization are important to them personally, 31% employees are neutral, 4% employees are disagreeing.

Among the 100 respondents, 30% employees are agreeing, 25% employees are strongly agreed that this organization provides attractive opportunities for training and development, 23% employees are disagreeing, 18% employees are neutral, 4% employees are strongly disagreed

Among the 100 respondents, 56% employees are agreed, 25% employees are neutral that there are opportunities for their own advancement in their organization, and 17% are strongly agree and 2% employees are disagreed

Among the 100 respondents, 36% employees are disagreed, 1% employees are strongly disagreed, 29% employees are neutral, 18% employees are strongly agreed, 16% employees are agreed that their opinion is sort of issues and affect their job.

Among the 100 employees, 45% employees are strongly agreed, 43% employees are agreed that these two organizations are care about their employees, 7% employees are neutral and 5% employees are disagreed.

Among the 100 employees, 52% employees are agree, 35% employees are strongly agree that they would be recommend their organization as a great place to work, and 11% employees are neutral and 1% employees are disagree

Findings:

1. As per the survey out of 100 respondent 55% employees are male, and the 44% of employees are female.
 2. As per the survey out of 100 respondents 54% employees belong to the age group of 18-25 years, 34% employees are belonging to the age group of 25-35 years, 5% employees belong to the age group of 45 years above, 4% employees belong to the 35-45 years.
- As per the survey 100 respondents 66% employees have 1-5 years, 21% employees are having 5-10 years' experience, 2% employees having 10-15 years' experience and 8% employees having 15-20 years' experience.
- As per the survey out of 100 respondents 60% of employees are unmarried and 40% employees are married.
- As per the survey out of 100 respondents 52% of the employees are strongly agree and the 41% of the employees are agree that they have necessary equipment's and resources to perform their job effectively, 7% of employees are neutral to have a necessary equipment to do their job effectively.
- As per the survey out of 100 respondents 68% employees from both hospitals they are strongly agree to they have received the training they need to do their job well, 26% employees are agreed and the 6% employees are neutral, 2% employees are disagreed for the organization's trainings.
- As per the survey out of 100 respondents 40% employees are neutral that the amount of work, they to do is reasonable and 36% employees are strongly agreed, 18% employees are agreed and the 5% employees are disagreed to the amount of work they to do is reasonable.
- As per the survey 100 respondents 50% employees are agree, 37% employees are strongly agreeing to they find enjoyment in the job what they perform and the 8% employees are neutral, 3% of the employees are strongly disagree.
- As per the survey out of 100 respondents, 47% employees are agreeing, 43% employees are strongly agreeing for their job provides to them with sense of meaning and purpose, 5% employees are neutral and the 3% employees are disagreeing.
- As per the survey out of 100 respondents, 46% employees are strongly agreeing, 42% employees are agreeing to they have freedom to choose how to best perform their job and the 10% employees are neutral, 1% employees are strongly disagreed.
- As per the survey out of 100% employees, 52% employees are strongly agreed, 38% employees are agreed they feel challenged and strength in their job in a way that results in personal grow, 5% employees are neutral and 5% employees are disagree for this.
- As per the survey out of 100 respondents, 44% are agree and 38% are strongly agree to the level of stress in their job is manageable, 10% employees are neutral and 6% employees are disagreed to manage their stress in their job
- As per the survey out of 100 respondents 50% of employees are agree, 29% are strongly agree that their job is stimulating and organizing, 16% employees are neutral, 2% employees are strongly disagreed and the 1% employees are disagree for their job is stimulating and organizing.
- As per the survey out of 100 respondents, 56% employees are strongly agree, 26% employees are agree they are most of the days see positive result because of their work, 15% of employees are neutral and 1% employees are strongly disagree
- As per the survey out of 100 respondents, 54% employees are strongly agree, 37% employees agree they are feel that they can speak up without fear of retribution or negative consequences, 6% employees are disagree and the 1% employees are neutral.
- As per the survey out of 100 respondents, 48% employees are agree, 47% employees are strongly agree that they are easily observed their job and the 5% employees are neutral.
- As per the survey out of 100 respondents 70% employees are strongly agree, 30% employees are agree that their works gives them opportunities to learn and grow.
- As per the survey out of 100 respondents 60% employees are strongly agree, 37% employees are agree that their work is valued by their organization 3% of employees are neutral.
- As per the survey out of the 100 respondents 66% employees are strongly agree, 33% employees are agree that over all they love their job, 3% employees are neutral.
- As per the survey out of 100 respondents, 67% of employees are strongly agree, 28% employees are agree that they are enjoy working with the people in their group, 4% employees are neutral to the enjoy working
- As per the survey out of 100 respondents, 46% employees are strongly agree, 34% are agree to there are people at work who care about them, 11% employees are neutral, 7% employees are disagree.

As per the survey out of 100 respondents, 50% employees are strongly agree, 25% employees are agree that the people they work with take accountability for results, 16% employees are neutral, 4% employees are disagree, 2% employees are strongly disagree. As per the survey out of 100 respondents, 53% employees are agreed, 23% of employees are strongly agree that their supervisor helps them to understand how their work is important to the organization, 13% of employees are disagree, 8% employees are neutral.

As per the survey out of 100 respondents, 39% employees are strongly agreed, 31% employees are agree, to their supervisor is approachable and easy to talk, 19% employees are neutral, 8% employees are strongly this agree, 1% of employees are disagree.

As per the survey out of 100 respondents, 38% employees are strongly agreed, 24% employees are agreed that their supervisor creates a motivating and energizing workplace, 19% employees are neutral, 16% employees are disagreed and 1% employees are strongly disagree

As per the survey out of 100 respondents, 56% employees are strongly agreed, 31% employees are agreed that their supervisor sets high expectations for their team's performance, 8% employees are neutral, 2% employees are strongly disagreed.

As per the survey out of 100 respondents, 33% employees are strongly agreeing, 31% employees are agreed that the vision and goals of this organization are important to them personally, 31% employees are neutral, 3% employees are disagreed.

As per the survey out of 100 respondents, 30% employees are agree, 25% employees are strongly agreed that this organization provides attractive opportunities for training and development, 22% employees are disagree, 17% employees are neutral, 3% employees are strongly disagree

As per the survey out of 100 respondents, 55% employees are agreed, 16% employees are strongly agreed that there are opportunities for their own advancement in their organization, 24% employees are neutral and 2% employees are disagree

As per the survey out of 100 respondents, 36% employees are disagree, 1% employees are strongly disagree, 29% employees are neutral, 17% employees are strongly agree, 15% employees are agree that their opinion is sort of issues and affect their job.

As per the survey out of 100 employees, 45% employees are strongly agree, 42% employees are agree that organizations are care about their employees, 7% employees are neutral and 4% employees are disagree.

As per the survey out of 100 employees, 52% employees are agree, 34% employees are strongly agree that they would be recommend their organization as a great place to work.

Suggestions

- The organisations doing good and providing facilities and appropriate environment for the employees, but still some of the respondents are not happy with the high expectations from the supervisor, which may create stress among employees, so the supervisors should discuss with the employees regarding the targets and expectations this will clear the doubts among employees.
- Some of the respondents unable to manage stress, the stressful environment may cause poor employee engagement, so the management should take care of these employees and counsel them. This may help them to reduce or manage the stress. This leads high engagement from the employees towards their work.
- Some of the respondents feel their job is not challenging and they are of opinion that there is no meaning or purpose they find in their work. The management should address these employees by conducting or discussing with such employees. This will also make the employees to involve in their work.

Conclusion

In the modern world organizations expects to commitment, enthusiasm, excitement towards the work, an engaged employee produces better results and does not switch on to other jobs, the engagement levels of the employees are dependent many factors. Human resources are essential to any business, and an organisation is nothing without them. Everyone agrees that the quality of a company's human resources is a major factor in its ability to remain competitive and profitable today. As a result, organisations' long-term viability and successes depend on how well they manage their human resources. Work environment, superior support, co-worker support, career growth, organisational support, and rewards and recognitions have all been identified as factors that contribute to employee engagement. Employee engagement improves work culture, reduces turnover, increases productivity, builds better work and customer relationships, and affect hospital service.