

Relationship between job performance motivation and employee satisfaction

[Business](#), [Employee](#)



Dedication

I dedicate all my efforts and struggles of the educational life to my parents without them I'm meaning less. I also devote the work of this report to respectable and honorable teachers who taught and support me in developing my personality as a competent professional.

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This report is important to fulfill part of program criteria that is requirement to fulfill the Master Degree Program in Human Resources Management at Global Institute Lahore. I know that there are still many lacks of arranging this report. And I thanks to those who have supported me to perform the training to carrying out this report.

Abstract

Work motivation is the most critical factor affecting human performance in carrying out task activities. High-level of motivation can be gained by increasing job satisfaction. The objective of this study was to investigate job motivational potential level and job satisfaction among workers of Indus hospital, assess the association between job satisfaction and motivation and also determine how motivation dimensions will be related to job satisfaction fields. Totally 150 workers completed the questionnaires measuring their

motivation and job satisfaction. Motivation was measured by Job Characteristics Questionnaire, designed, and job satisfaction was measured with a questionnaire adapted from Herzberg's theory. The employees' motivations and its all dimensions are related to their job satisfaction and its all fields. Considering the effect of all dimension of motivation potential score on job satisfaction, the survey revealed that Skill variety was ranked first among the five main job characteristics, followed by Task identity and Task significance. The results are in agreement with the literature which focuses attention to management and policy makers implementing effective interference to improve MPS and job satisfaction. Further research should be performed to find other factors influencing motivation and job satisfaction in under study company.

A Brief Overview of Hospital

The Indus Hospital is a triennial care multidisciplinary hospital that was constructed in 2004 and opened its door for the patients in July 2007. It is located in Korangi, one of the obtusely populated areas in Karachi with a population of around 18 million. It is the first paperless hospital in Pakistan. Indus Hospital has an e-cardiology system.

The exclusive feature of the hospital is that it is private but offers services without any cost. The idea of a ' free public hospital' was perceive by four medical students after they visited the 1987 Bohri Bazaar bomb blast site and experienced much frustration by the limited capacity of the nearby Civil Hospital emergency ward. " Their dream came true exactly 20 years later when the Indus Hospital was established in 2007.

Founded in 2004, Indus Hospital is an internationally renowned 250-bed hospital. For more than 10 years it has been fulfilling the medical needs of our community. Indus Hospital is continually improving the scope of services and skills available within the country. Its staff comprised of certified doctors provide a full spectrum of treatment and preventative services. It's nurses and support staff are committed to your well-being. Its services are designed to provide the most comprehensive benefits to patients from all walks of life.

Since we opened our doors, many people from all over world and abroad have come to Indus Hospital for inpatient and outpatient treatment thanks to our excellence in health care.

Access to quality healthcare is one of the fundamental human rights. Provision of indiscriminate healthcare is usually considered state's responsibility. However, many states - especially the developing nations - are unable to deliver healthcare facilities to their citizens. That's when the concept of mutual help emerges, which entails supporting your fellow countrymen in difficult times. Individuals and organizations have to play their part in making a society human-friendly.

The Indus Hospital came forward with a novel idea to provide quality healthcare absolutely free of cost without any discrimination. It was an effort to discourage commercialism in public health sector and to promote compassionate and selfless care. The system propagates that patients are not buyers of medical service. They are in need of help and they should be

treated with respect, utmost care and humanity irrespective of their financial standing.

Patient-centric care is the stepping-stone of The Indus Health Network and it believes that the doctor-patient relationship is much deeper than a customer relationship and hospital staff 's main objective should be restoration of health and lives, not accumulation of wealth.

1. 2 Mission and Vision Statement:

Vision Statement:

Excellence in Healthcare for all to Please Allah Subhanahu Wa Ta'ala.

Mission Statement:

- To focus on creating an excellence-driven, comprehensive, compassionate, free of charge and replicable healthcare system accessible to all.
- To be a not-for-profit entity, managed with the Islamic concept of Waqf and funded through donations and Zakat.
- To adhere to ethical best practices in all aspects of its operations, while following the Shariah and the Law of the Land.
- To empower its employees for their spiritual and professional growth
- To enhance and build human capacities through quality education and research.

1. 3 Core Values:

The core values are the managing principles that command behavior and action. Core values can help people to know what is correct from incorrect; they can help companies to regulate if they are on the right path and satisfying their business goals; and they create a stanch and unchanging conductor.

Quality, safety and respect are among Indus Hospital's core values, with ongoing excellence and honesty, these are the tools that allow us to build the future, to form something we value most of all... Trust.

- Responsibility to provide healthcare as the basic human right
- Excellence in quality of service delivery
- Indiscrimination in health delivery methods
- Dignity of patients and employees
- Teamwork in moving forward and achieving milestones
- Integrity in day to day activities
- Loyalty and commitment to self and the Indus Hospital's cause
- Passion to serve, bring smiles and change lives

Indus Hospital Network:

In order to cater to the ever-increasing number of patients coming from every nook and corner of the country, The Indus Hospital has been expanding its services by launching secondary and tertiary care hospitals. In the year 2016-17, the Indus Health Network emerged with 11 secondary and tertiary care hospitals across Pakistan. Some of these hospitals are managed

and financed by the network itself and some are only managed by the network under the umbrella of public-private partnership.

With the establishment of hospitals, the network soon identified that early detection and prevention are as important as provision of quality treatment. To cater to this need, the network established family medicine clinics and launched a large number of public health outreach programs across 41 districts of the country.

Our Hospitals:

- The Indus Hospital, Korangi, Karachi

300-bed tertiary care hospital revolutionized the concept of healthcare in Pakistan

- The Indus Hospital, Sheikh Saeed Memorial Campus, Korangi, Karachi

74-bed gynecology and obstetrics healthcare facility

- The Indus Hospital, Al-Fakir Trust Campus, PIB, Karachi

20-bed dialysis unit also offers family medicine, and diagnostic services

- Shahbaz Sharif General Hospital, Lahore

60-bed general hospital offers maternal and neonatal care services

- Recep Tayyip Erdogan Hospital, Muzaf→argarh

126-bed hospital specializes in mother and child care services

- Tehsil Headquarter Hospital Raiwind, Lahore

60-bed general hospital

- The Indus Hospital, Al-Ghazi Trust Campus, Bhong, Rahim Yar Khan

40-bed hospital provides maternal and neonatal care services

- District Headquarter Hospital, Badin

190-bed multidisciplinary hospital

- Manawan General Hospital, Lahore

100-bed general hospital provides Medicine, Surgery, Gynecology, Pediatric and Trauma care service

- Multan Institute of Kidney Diseases, Multan

150-bed secondary care hospital provides Urology, Nephrology, Anesthesia, and Radiology services

- Sabzazar Hospital, Lahore

60-bed secondary care hospital currently provides maternal and neonatal care services. The hospital is undergoing expansion program and after that it will serve as a general hospital.

1. 4 Problem Statement

This research study conducted a phenomenological approach to determine what, if any kind of motivation is related to employee job satisfaction and the factors that influence job choice and task significance.

1. 5 Background of Study

For all organizations common factor is that they consist of individuals which are there for various reasons. Every individual has different backgrounds, beliefs, and attitudes. There are two types of motivation that describe why employees work are identified in this study as intrinsic and extrinsic motivation. This study needed to find if there is a relationship between motivational factors and job satisfaction.