

A STUDY ON JOB SATISFACTION AMONG HEALTH CARE WORKERS

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ABSTRACT

Human resource is considered to be the most valuable asset in any organization. It is the sum-total of inherent abilities, aptitudes of the employed persons who comprise executives, supervisors and the rank and file employees. The human resources should be utilized to the maximum possible extent, in order to achieve individual and organizational goals. job satisfaction among health care workers is to measure the extent how the health care workers are satisfied with the job. The aim of the study is to assess the job satisfaction among health care workers in hospital. The main objective is to know about the relationship among various factors influencing job satisfaction. To evaluate the difference towards the factor influencing job satisfaction. The research is analyzed how the health care workers are satisfied with the job, Another aspects of the study is to find out how there are satisfied with the working conditions, pay and promotions, skills and ability, and working environment in the hospital data was collected by research method through which questionnaire is collected from the 50 health care workers (nurses and CRRI,) the study on workers satisfactions level that employees were satisfied on majority of the factor, From Mean Analysis, it is clear that the employee agrees the organization is supportive to them; the management changes based on their suggestions and feedback, organization rules make it easy to do their job; the department provides all the equipment's supplies and resources to perform their duties; new suggestions and opinion are always appreciated and they would recommend a friend to this organization for employment.

Keywords: Job satisfaction, health care workers, organization.

REVIEW OF LITERATURE

- Bodur, S.. (2000)The objective of the study was to identify job satisfaction levels and their causes among health care workers employed at public health centers. Working environment and income were the most important factors for disappointment. Improving working conditions and income may improve the overall quality of health care facility.

- Piko, B. F. (2006.) the relationships between the organizational conditions and social workers working health care services and their job satisfaction is authority. type of work activities, job satisfaction and intention to presented that the organizational conditions are strong for job satisfaction and purpose to authority. between the professional expectations of social workers and the part of health care environment.
- Manongi, R. N., et al (2006) workers working in the primary health care services in terms of motivation to do work, satisfaction and prevention, and to identify areas for supportable improvement to the services they provide. the primary issues increasing the effect of multitasking in an environment, the organization is supportive from managers, and improved the career development opportunities.
- Byrne, E,et al (2000). The infrastructure of hospitals are changing quickly as a result of major changeovers in health care. Reducing hospitals has caused employees to have to take on new tasks frequently, multiple tasks with a decrease in available resources and an increase in job difficulty. Naturally, such organizational changes have a thoughtful effect on the nature and duration of patient care and on the job responsibilities and roles of inpatient staff. In many hospitals, there is a perception of disorder, sometimes resulting among the nursing personnel. The purpose of the study to describe the relationship between nurses 'job satisfaction and organizational environment.
- Khamisa, N., et al (2015). The work is focused on related stress, burnout, and job satisfaction of nurses is apparent within developing the job satisfaction. the samples and multiple linear regression analysis was used to determine significant relationships between variables. Staff issues are associated with burnout as well as job satisfaction. E explained the highest amount of variance in psychological health of nurses
- Watson, L. M. (2009). The leadership styles, and the supervisors are examining the relationship between leadership skills & performances, motivational factors that influence job satisfaction of staff in critical care facilities administrators' leadership behaviors and basic and motivating factors that effect job satisfaction and organizational commitment. This study shows that there are strong, positive relationships between supervisors' transformational and conditional reward behaviors and motivators that effect staff members of job satisfaction. The behaviors with the strongest relationship to fundamental esteem motivators were personalized consideration and conditional rewards.
- Van Knippenberg, D. (2000). The Work motivation and performance were observed from the social identity theory and self-category theory. of organizational identification with motivation and performance leads to the that identification is positively related to work motivation, task routine, and background performance to the extent that (a) social identity is outstanding, and (b) high performance is perceived to be in the group's or organization's interest.
- Shore, L. M., et al (1989) the job satisfaction and organizational commitment have with job performance and turnover intentions were studied in a sample of hospital workers Job satisfaction was stronger than

organizational commitment with supervisory evaluations of performance. The suggest that specific job attitudes are more closely associated with task-related out-comes such as performance evaluations, the global administrative attitudes are more closely associated with the organization-related outcomes and business purpose

- Roodt, G., et al (2002). The relationship between the variables of job satisfaction and organizational culture of workers within a service organization. The managerial implications of the findings were further through the study.
- Gilbreath, B et al (2004). The employees approve that supervisors affect the employee well-being, and research has established the organization between administrator behavior and employee emotional well-being., health performs, support from other people at work, support from home, and stressful work events. It provides extra suggestion to the supervisor behavior can affect worker well-being and suggests that to create better workplaces in the organization. and evaluating supervisor behavior that potential to value in future studies.
- Tansky, J. W, et al (2001) the hospital found that organizational commitment and perceived organizational support were significantly correlated with satisfaction with career development. The study suggested that when organizations make efforts to develop their managers, the managers become more committed to the organization and also more likely to develop their employees.

NEED FOR STUDY

This study was carried out in order to find

1. The job satisfaction is carried out for various health care workers in hospital.
2. Analyze the job satisfaction of health care workers in multispecialty hospital.

OBJECTIVES OF THE STUDY

Primary objectives

To study the job satisfaction of health care workers in hospital.

Secondary objectives

- To know about the relationship among various factors influencing job satisfaction.
- To evaluate the difference in perception towards the factor influencing job satisfaction.
- To find out the most influencing variable in each factor influencing job satisfaction.

SCOPE OF THE STUDY

The benefit of the study for the researcher is that is helped to gain knowledge and experience and also provided the opportunity to study and understand the job satisfaction of health care workers in hospital.

1. To understand and analyze the job satisfaction of healthcare workers in hospital
2. To measure the workers job satisfaction in hospital.
3. Limitations of study include data are only collected through primary data

LIMITATIONS OF THE STUDY

The administration and management activities reported here are based on the direct Observation carried out during the internship period.

DATA ANALYSIS AND INTERPRETATION

MEAN ANALYSIS:

1.1 ANALYSIS OF MEAN FOR ORIENTATION AND TRAINING:

The table shows the most influencing factor among the orientation and training.

Table 4. 1.1 ANALYSIS OF MEAN FOR ORIENTATION AND TRAINING

	N	Minimum	Maximum	Mean	Std. Deviation
organization is supportive to me	50	1.00	5.00	2.7800	.78999
i receive right support from my supervisor	50	1.00	4.00	2.3800	.63535
i am provided with all trainings to perform my job	50	1.00	4.00	2.3800	.80534
i have learned many skills in this position	50	1.00	4.00	2.3200	.89077
Valid N (listwise)	50				

INTERPRETATION

If the table shows that the employees agree the organization is supportive to them.

1.2. ANALYSIS OF MEAN FOR PAY AND PROMOTION.

The table shows the most influencing factor among the pay & promotion.

TABLE 1.2. ANALYSIS OF MEAN FOR PAY AND PROMOTION.

	N	Minimum	maximum	Mean	std. deviation
the management changes based on my suggestions and feedback	50	1.00	5.00	3.4800	1.11098
i am recognized when iam performed well at my regular work duties	50	1.00	3.00	2.2000	.63888
the organization rules make it easy for me to do job	50	1.00	5.00	3.4800	.83885
iam satisfied with the appraisal system	50	2.00	5.00	3.3000	.88641
valid n (listwise)	50				

INTERPRETATION

If the table shows that the employee agree the management changes based on their suggestions and feedback, organization rules make it easy to do their job

1.3. ANALYSIS OF MEAN FORSKILLS & ABILITY

The table shows the most influencing factor among skills &ability.

Table 1.3. ANALYSIS OF MEAN FOR SKILLS & ABILITY

	N	Minimum	Maximum	Mean	Std. Deviation
my work environment is comfortable to meet my needs	50	1.00	4.00	2.7000	.78895
the culture of the organization is supportive	50	1.00	5.00	2.5000	.95298
the department provides all the equipment's supplies and resources to perform my duties	50	2.00	5.00	3.1200	1.04276
the environment is safe to do my job	50	1.00	5.00	2.8200	.91896
Valid N (listwise)	50				

INTERPERTATION

If the table shows that the department provides all the equipment's supplies and resources to perform their duties.

1.4. ANALYSIS OF MEAN FORWORKING CONDITIONS .

The table shows the most influencing factor among working conditions.

Table 41.4. ANALYSIS OF MEAN FOR WORKING CONDITIONS

	N	Minimum	Maximum	Mean	Std. Deviation
my work environment is comfortable to meet my needs	50	1.00	4.00	2.7000	.78895

the culture of the organization is supportive	50	1.00	5.00	2.5000	.95298
the department provides all the equipment's supplies and resources to perform my duties	50	2.00	5.00	3.1200	1.04276
the environment is safe to do my job	50	1.00	5.00	2.8200	.91896
Valid N (listwise)	50				

INTERPERTATION

If the table shows that the department provides all the equipment's supplies and resources to perform their duties.

1.5. ANALYSIS OF MEAN FOR COORDINATION & COMMUNICATION

The table shows that most influencing factor among the coordination & communication.

Table 4.1.5. ANALYSIS OF MEAN FOR COORDINATION & COMMUNICATION

	N	Minimum	Maximum	Mean	Std. Deviation
my coworkers are working well together	50	1.00	4.00	2.2200	1.01599
i feel easy to communicate with all the members from all the levels of this organization	50	1.00	5.00	2.9800	1.07836
i feel proud to be a part of the team	50	1.00	5.00	2.9000	.86307

new suggestions and opinion are always appreciated	50	1.00	5.00	3.0400	.72731
Valid N (listwise)	50				

INTERPRETATION

If the table shows that new suggestions and opinion are always appreciate.

1.6. ANALYSIS OF MEAN FOR COORDINATION & COMMUNICATION

The table shows that most influencing factor among the loyalty.

Table 4.1.6. ANALYSIS OF MEAN FOR COORDINATION & COMMUNICATION

	N	Minimum	Maximum	Mean	Std. Deviation
I am willing to work for this organisation in the future	50	2.00	5.00	3.4600	.93044
I would recommend a friend to this organization for employment	50	1.00	5.00	3.5000	1.05463
I feel the work I do for this organization is important	50	1.00	5.00	2.6400	1.00529
I feel responsible	50	1.00	5.00	2.4000	1.26168
Valid N (listwise)	50				

INTERPRETATION.

The above table shows that they would recommend a friend to this organization for employment.

2. ANALYSIS BETWEEN ORIENTATION & TRAINING, PAY & PROMOTIONS, SKILLS & ABILITY, WORKING CONDITIONS, COORDINATION & COMMUNICATION, LOYALTY

The above table shows the most influencing factor among the orientation & training, pay & promotions, skills & ability, working conditions, coordination & communication, loyalty

TABLE 4.3.1 ANALYSIS BETWEEN ORIENTATION & TRAINING, PAY & PROMOTIONS, SKILLS & ABILITY, WORKING CONDITIONS, COORDINATION & COMMUNICATION, LOYALTY

		A	B	C	d	E	F
A	Pearson Correlation	1	.220	.374**	-.019	.577**	.738**
	Sig. (2-tailed)		.125	.007	.894	.000	.000
	N	50	50	50	50	50	50
B	Pearson Correlation	.220	1	.049	.205	.273	.278
	Sig. (2-tailed)	.125		.735	.153	.055	.051
	N	50	50	50	50	50	50
C	Pearson Correlation	.374**	.049	1	.315*	.425**	.409**
	Sig. (2-tailed)	.007	.735		.026	.002	.003
	N	50	50	50	50	50	50
D	Pearson Correlation	-.019	.205	.315*	1	.000	.034
	Sig. (2-tailed)	.894	.153	.026		1.000	.813
	N	50	50	50	50	50	50
E	Pearson Correlation	.577**	.273	.425**	.000	1	.703**
	Sig. (2-tailed)	.000	.055	.002	1.000		.000
	N	50	50	50	50	50	50
F	Pearson Correlation	.738**	.278	.409**	.034	.703**	1
	Sig. (2-tailed)	.000	.051	.003	.813	.000	
	N	50	50	50	50	50	50

** . Correlation is significant

INTERPRETATION

1. Since the significant value between orientation and training & coordination and communication and loyalty are less than 0.05 so there is a significant relationship between coordination & communication and loyalty with respect to orientation and training. -
2. Since the significant value between pay and promotions & coordination and communication and loyalty are greater than 0.05 there is a significant relationship between coordination & communication with respect to pay and promotion.
3. Since the significant value between skills and ability & working conditions and coordination and communication and loyalty are less than 0.05 so there is a significant relationship between loyalty and & with respect to skills and ability.
4. Since the significant value between working conditions & skills and ability are less than 0.05 so there is a significant relation between working conditions respect to working conditions.
5. Since the significant value between coordination and communication & orientation and training and pay promotions and skills and ability are less than 0.05 so there is a significant relation between loyalty with respect to coordination and communication.
6. Since the significant value between loyalty and orientation and training & pay and promotions and skills and ability are less than 0.05 so there is a significant relation between coordination and communication with respect to loyalty.

FINDINGS

1. From Mean Analysis, it is clear that the employee agrees the organization is supportive to them; the management changes based on their suggestions and feedback, organization rules make it easy to do their job; the department provides all the equipment's supplies and resources to perform their duties; new suggestions and opinion are always appreciated and they would recommend a friend to this organization for employment.
2. From ANOVA it is found that there is no significant difference between age and designation with respect to orientation training, pay of promotion, skills ability, working conditions, coordination and communication and loyalty.
3. The correlation shows that there is a significant relationship among coordination & communication, loyalty and orientation & training., there is a significant relationship among coordination and communication, loyalty and pay of promotion. there is a significant relationship among orientation and training, working conditions, coordination and communication, and loyalty.

SUGGESTION

The valuable suggestions for the hospital improve the current job satisfaction level of their employees.

- Working environment, safety measures, latest technology are extremely good.
- working hours and working environment for the employees and this is to be maintain.
- Promotion policies, opportunities and rewards may be increased.
- Employees abilities useful to the hospital management.
- Most of the employees are not satisfied with the environment and culture of the organization, so the hospital should improve the employee needs in hospital.
- The hospital should maintain and improve on staff member's participation and decision making.
- To improve more equipment's and resources for employee to perform the job.

CONCLUSION

Job satisfaction is general attitude towards the job which varies between the individuals the level of satisfaction of employees on the job in the hospital is good. It shows that job satisfaction strongly influences the productive efficiency of a hospital and increases effectiveness by making the employees more participative with the immediate superiors and providing the training programs the study on workers satisfactions level that employees were satisfied on majority of the factors, From Mean Analysis, it is clear that the employee agrees the organization is supportive to them; the management changes based on their suggestions and feedback, organization rules make it easy to do their job; the department provides all the equipment's supplies and resources to perform their duties; new suggestions and opinion are always appreciated and they would recommend a friend to this organization for employment.

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