



JOB SATISFACTION OF EMPLOYEES IN MULTISPECIALTY HOSPITAL

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ABSTRACT

Background: Job satisfaction “a pleasurable emotional state resulting from the appraisal of one's job or job experiences.” Work, promotions, recognition, benefits, pay, working conditions, supervision, coworkers, company, and management are all typical factors of job satisfaction.¹ Employees who are satisfied with their jobs are more productive and dedicated to their employers, and there is a clear link between employee happiness and patient satisfaction in health care sector.^{6,7} According to Herzberg's two-factor theory satisfiers is a motivator and dissatisfiers is a hygiene factor to minimize employee discontent, hygiene factor should be adequate

Methods: cross-sectional survey was conducted in Tertiary care, multispecialty hospital over 201 bedded capacities from Delhi city. For the purpose of the study, out of 502 workers within the hospital 50 were randomly chosen (except housekeeping) and the information was gathered using 15 structured questionnaires

Results: Out of 50 respondents, 68% of respondents are females and 32% are males. So, we came to know that workers within the hospital are female dominated.

Conclusion: Work Satisfaction of employees in the hospital is of foremost significance to attain the targeted objectives on a sustainable basis. It is observed that food at free cafeteria and flexible programs are not sufficient. It is experienced that work satisfaction is inferable to high self-certainty of the person.

KEYWORDS : job satisfaction, work satisfaction, employ satisfaction**INTRODUCTION**

Job satisfaction “a pleasurable emotional state resulting from the appraisal of one's job or job experiences.” Work, promotions, recognition, benefits, pay, working conditions, supervision, coworkers, company, and management are all typical factors of job satisfaction.¹ Job satisfaction is higher in an environment where managers and subordinates collaborate and individuals participate in decision-making and job defining with their peers.²

Work satisfaction has long been a central notion in organizational behavior, and it has been used to assess employees' proactivity or enjoyment at job based on their assessments of work qualities. Workplace happiness is a key indicator of whether a company's incentive system is working.³ Staff job satisfaction is linked to the quality and results of healthcare services. Job satisfaction appears to be unaffected by the gender or experience of hospital personnel. Age, gender, present work position, marital status, and experience were all factors that influenced job satisfaction or discontent.⁴

According to Herzberg's two-factor theory satisfiers is a motivator and dissatisfiers is a hygiene factor. Hygiene factor include Working circumstances, position, supervision quality, pay, security, interpersonal relations and corporate policies these elements do not enhance motivation, but they do cause discontent when they are absent and Employees will not be unsatisfied if hygiene aspects are in place. Motivational factors include task responsibility, job interest, achievement, recognition, promotion and growth all required to drive an employee to perform at a greater level these factors inspire an employee to perform better. To minimize employee discontent, hygiene factor should be adequate.⁵

Employees who are satisfied with their jobs are more productive and dedicated to their employers, and there is a clear link between employee happiness and patient satisfaction in health care sector.^{6,7} Job unhappiness is linked to a higher employee quitting, and poor clinical outcomes, such as adverse events and reduced patient adherence, as well as poorer patient satisfaction.^{8,9} Increased hospital employee job satisfaction leads to higher patient satisfaction and reduced medical expenses, making a hospital more competitive.¹⁰

The following are the most important determinants of work satisfaction- Good communication, Good decision-making freedom, Belief in the organization's ability to carry out its mission, less

commonly asked to do an excessive quantity of work, Satisfaction with the level of pay, Employee satisfaction with the organization's acknowledgement of their efforts, Allowing adequate time to complete the task, Being female, role clarity, Having faith in the organization's ability to keep personnel informed, teamwork, and Staff interactions and organization should be excellent.¹¹

METHODOLOGY

This is a cross-sectional survey was conducted in Tertiary care, multispecialty hospital over 201 bedded capacities from Delhi city. For the purpose of the study, out of 502 workers within the hospital 50 were randomly chosen (except housekeeping) and the information was gathered using 15 structured questionnaires. The survey was organized in such a way that respondents will be able to reply it effortlessly. In this way, the set of survey was organized utilizing the Likert arrange with a five-point reaction scale. A Likert Scale is a rating scale that requires the subject to show his or her degree of assertion or difference to a statement. In this sort of survey, the respondents were given five reaction choices these include Strongly disagree, Agree, Neutral, Disagree, Strongly disagree. These options served as the evaluation of the participants' assertion or difference on each address thing. Individual meeting is the leading strategy for collecting subjective data. Beside survey strategy, individual interviews with workers and HR supervisor to know more approximately association and the fulfillment of the workers. All data was collected using 15 structured questionnaires and analyzed.

RESULTS

For the purpose of the study, out of 502 workers within the hospital 50 were randomly chosen (except housekeeping). The data was collected with the assistance of questionnaire.

Out of 50 respondents, 68% of respondents are females and 32% are males. So, we came to know that workers within the hospital are female dominated. In the organization 68% female and 32 % male was satisfied with their job.

Table 1- Gender Wise Classification of employees

Gender	No. of respondents	Percentage (%)
Male	16	32
Female	34	68
Total	50	100

Table 2 – Distribution of employee on the basis of questionnaire

Questions	Agree (No. of employee & %)	Disagree (No. of employee & %)	Neutral (No. of employee & %)	Strongly agree (No. of employee & %)	Strongly disagree (No. of employee & %)
employees' opinion on whether they feel that their salary is fair for Their job	15 (30%)	26 (52%)	5 (10%)	2 (4%)	2 (4%)
employees' opinion on whether they are satisfied with the benefits Given by the hospital	30 (60%)	12 (24%)	3 (6%)	3 (6%)	2 (4%)
employees' opinion on whether they are happy with the working Hours of the hospital	25 (50%)	8 (16%)	4 (8%)	2 (4%)	11 (22%)
employees' opinion on whether their work life and personal life is Balanced	32 (64%)	5 (10%)	3 (6%)	10 (20%)	0 (0%)
employees' opinion on whether the supervisors treat them fairly	35 (70%)	0 (0%)	3 (6%)	12 (24%)	0 (0%)
employees' opinion on whether the supervisor gives adequate Support to the employees	38 (76%)	2 (4%)	4 (8%)	6 (12%)	0 (0%)
employee's opinion on whether the supervisor ask for inputs from the workers while making decisions	40 (80%)	2 (4%)	3 (6%)	5 (10%)	0 (0%)
employees' opinion on whether they are given recognition by Management for work that is well done	34 (68%)	2 (4%)	3 (6%)	10 (20%)	1 (2%)
employees' opinion on whether there is a strong team work and cooperation among the employees	28 (56%)	2 (4%)	6 (12%)	12 (24%)	2 (4%)
employee's opinion on whether they feel valued at the organization	42 (84%)	0 (0%)	3 (6%)	5 (10%)	0 (0%)
whether employees like the type of work they perform in the organization	40 (80%)	1 (2%)	1 (2%)	8 (16%)	0 (0%)
employee's opinion on whether their job is secure or not	38 (76%)	3 (6%)	1 (2%)	7 (14%)	1 (2%)
employees' opinion on whether they can count on being Promoted if they do good work	38 (76%)	1 (2%)	3 (6%)	7 (14%)	1 (2%)
employees' opinion about whether the physical conditions are Good in the hospital	25 (50%)	1 (2%)	4 (8%)	20 (40%)	0 (0%)
Employee's opinion that whether there is adequate planning in the hospital	45 (90%)	0 (0%)	1 (2%)	4 (8%)	0 (0%)

The above table showing both number of employees as well as percentage of employees where majority of people agree with the asked questions, very few people strongly disagree and remaining comes in other category like disagree, neutral, and strongly agree.

- Ninety percent employee agree 8% strongly agree and 2% neutral about the adequate planning in the hospital.
- Hospital has the good physical working condition for the employees and Fifty percent of the employees agree to the statement while 40% strongly agree. 8% of them are neutral and only 2% of them disagree with the statement.
- As per table 76% employees agree 14% strongly agree that they can count on being promoted if they do the good work while only 2% of them disagree and strongly disagree to the statement.
- From the above table we can infer that 76% of the employees agree that their jobs are secure while 14% of them strongly agree to the statement. 6% of them disagree while 2% of them strongly disagree to the statement.
- Eighty percent of employees like the type of work they do in the hospital while 16% of them strongly agree with the statement. 2% neutral & 2% disagree
- Table shows 84% of the employees feel they are being valued in the organization while 10% of them strongly agree, nobody disagrees while 6% of them are neutral
- As per table 56% of the employees agree while 24% of them strongly agree that there is a strong team work and cooperation among the employees. 4% of the employees disagree while 4% of them strongly disagree & 12% neutral.
- From the above table 76% of the employees agree while 12% of them strongly agree that the supervisors give them adequate support to them. 8% of them have no opinion, they are neutral. No one disagrees with the statement.
- We found 70% of employees agree and 24% of them strongly agree that they are being treated fairly by their supervisor which helps them to work with positive mindset.
- From the above table only 30% of the employees agree while 4% of them strongly agree that their salary is fair enough. 52% of the employees do not agree with the statement.
- sixty percent of the employees agree whereas 6% of them strongly agree and satisfied with the benefits Given by the hospital but 24% of the employees disagree that they are given enough benefits by the hospital.
- Fifty percent of the employees agree while 4% strongly agree and satisfied with the timings at the hospital. Sixteen percent of them disagree whereas 22% of the employees strongly disagree that they are satisfied with the timings at the hospital.
- from the above table we can infer that 64% of the employees agree and 20% of them strongly agree and found good balance between their work and personal life. 10% of the employees disagree that there is no balance between their work and personal life.

Observations

The observations are as follows: -

- It is seen that majority of the workers are female in the hospital (68%).
- It is observed that the working condition of the hospital is good.
- It is seen that 76% of the employees feel that they can be promoted if they do good work in the hospital.
- The study shows that majority of the employees agree that their job is being secure.
- It is seen that there is a great team work in the hospital.
- The study shows that majority of the employees (80%) likes the work they do in the hospital.
- It is seen that majority of the employees feel that they are being valued at the hospital.
- The study shows that there is a great spirit of team work and cooperation among the employees.
- It observed that majority of the employees agreed that they are being recognized by the management for the work that they do well.
- It is observed that employees are being treated fairly by their supervisors.
- Majority of the employees feel that the salary given to them is not worth enough.
- Majority of the employees agree that they are satisfied with the benefits given by the hospital.
- Only 50% of the employees are happy with the working hours in the hospital.
- 64% of the employees agree that their personal life and professional life is being balanced

Limitations of the study

- Within the constrained time frame a lot of data needs to be collected.
- The workers state of mind and conclusion may alter in future, so future significance to the study cannot be guaranteed.
- Few employees have not replied to the questions seriously.
- Some employees felt hesitated to express their opinion. Therefore, attaining accurate result is not possible.
- The interpretation part is done on available data gathered only.
- As the hospital is large, many employees were busy all the time; it was not possible to cover all the workers.
- As the top administration employees were exceptionally busy and time cognizant, it was not conceivable to meet them personally and to have discussion with them.
- Due to the limited time, the research could not be made in detail

CONCLUSION

Work Satisfaction of employees in the hospital is of foremost significance to attain the targeted objectives on a sustainable basis. It is observed that food at free cafeteria and flexible programs are not sufficient. It is experienced that work satisfaction is inferable to high self-certainty of the person. It varies from person to person. The proactive state of mind both physical and emotional assets which are

brought by the workers to the work to decide the degree of work fulfillment among them. Human Resource Manager ought to keep in mind that they are working in healthcare organizations, which render the most elevated and noblest shape of devoted and committed individual. Being completely individuals oriented, and their improvement and development becomes the concern of the human Resource supervisors. Hence, they ought to create team spirit, among their persons that have diverse social instructive, ethnic and financial foundations. Human resource supervisors ought to keep in mind those workers whether of businesses or of health care are dynamic in their viewpoint other than being well organized through their exchange unions. The administration of human resource is basic to empower the delivery of productive and effective medical services and to utilize patient fulfillment. The practices of human resource administration are exceptionally critical in healthcare segment and modern hospitals require ought to have elective approaches for practicing HRM successfully. The senior administration in hospital ought to have a clear key course and clear objectives to progress the administration of workers and staff within the hospital.

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