



A Study On Job Satisfaction Of Employees In Health Care Industry

¹Dr. S. Sharmila, ²Dr.S.Saranya, ³Dr. M. Vanishree,

¹ Assistant Professor, ²Assistant Professor, ³Associate Professor,

Department of Business Administration & M.A Human Resource Management, Ethiraj College for Women, Chennai

ABSTRACT

This study investigates the relationship between job satisfaction and employee performance within the healthcare industry, emphasizing its significance for organizational success. It identifies key factors influencing job satisfaction, including pay scales, employee participation in policy-making, workplace safety, and recognition. The findings reveal a mostly dissatisfied workforce, with dissatisfaction stemming from inadequate compensation, promotions, and management relationships. The study underscores the urgent need for organizations to enhance employee satisfaction to foster productivity and improve overall performance. The sample size used for the study is 100. It is an important feature of an empirical study in which the goal is to make inferences about a population from a sample. In practice, the sample size used in a study is determined based on the expense of data collection and need to have sufficient statistical power. The highest value of T-test is for the significance difference between gender with respect to job satisfaction. From the analysis it can be inferred that there exist a positive relationship between gender and monthly income of the employees in the chi-square test. This is a study based on employee job satisfaction in Healthcare industry.

Keywords: Job satisfaction, health care industry, Employee participation, policy making.

INTRODUCTION

Job is one of the vital components of individuals' lives. Their lifestyle and social interactions are influenced by their jobs. Hence, it is essential for every organization to maintain a satisfied workforce. Currently, private hospitals play a crucial role in boosting the economy of India. They are not only delivering quality services but are also creating job opportunities for a large number of individuals. Considering the contribution of the private sector to society and the significant impact of job satisfaction on enhancing employee performance, the goal of this study is to examine the job satisfaction of employees & its connection with their performance levels.

It is commonly recognized that the overall productivity and success of an organization hinge on the effective and efficient performance of employees, and that superior performance is linked to employees' job satisfaction. To this end, researchers have pinpointed various elements of job satisfaction, its relative significance, and its correlation with performance and productivity. Job satisfaction encompasses the positive and negative emotions an employee has regarding their job or the degree of happiness associated with the job. Therefore, job satisfaction is one of the most extensively researched subjects within organizational psychology. According to Locke, job satisfaction is the positive and rewarding feeling that arises from the assessment of one's job.

Previous studies indicate that when employees are satisfied, they will strive to perform at their highest level to meet the organizational goals. Employees who experience high satisfaction tend to be regular and punctual, more productive, more committed, and generally more satisfied in their lives. To enhance job satisfaction and consequently improve performance, employees should be provided with opportunities for advancement, such as pay scales, involvement in policymaking, and initiatives aimed at increasing organizational commitment. Similarly, safety and positive relationships with supervisors and co-workers are major contributors to satisfaction; job nature, supervision style, job security, recognition, and advancement are crucial factors for employees' organizational commitment. Additionally, involvement in pension schemes, profit-sharing options, and job security show a positive correlation with job satisfaction, whereas many studies have highlighted opportunities for professional development as the most significant determinant of job satisfaction.

REVIEW OF LITERATURE

HOPPOKK. R. (1935) conducted a survey that involved a questionnaire and interviews with 309 of the 351 employed adults approached in a typical community. Data were collected from 500 teachers across 51 urban and rural communities who assessed the level of satisfaction with their jobs, revealing connections between job satisfaction and factors such as emotional adjustment, religion, social status, interest, age, fatigue, community size, and more. The findings imply that the fraction of workers dissatisfied with their jobs is likely to be under one-third. A tentative definition of satisfaction is provided, with consideration given to its measurement and theoretical implications. Brief sketches of interviews with 20 employed and 20 unemployed individuals (aged 20 to 70 years) are presented. Earnings and 22 other elements are examined in relation to job satisfaction. Sixteen quantitative studies are reviewed and relationships analyzed.

KARIM BABAYI et. al. (2013) explored the Relationship between Job Satisfaction and the mental health of employees. The sample size chosen for the study consisted of 90 employees. They were requested to fill out the Birfield job satisfaction and Ruth questionnaire along with Goldberg's general health scale. The analysis of data was performed using multiple regressions and t-tests. Results from the research indicated that there exists a positive correlation between employees' job dissatisfaction and the global index of mental health, social action, and depression. It was discovered that employed women experience higher job satisfaction than employed men. Furthermore, employees with longer tenures in their positions reported significantly higher levels of job

satisfaction. This study's outcomes reaffirmed earlier findings regarding the importance of job satisfaction in supporting mental health among workers, particularly concerning enhancing social relationships and mitigating depression.

RALF SCHRODER, (2008) investigated the job satisfaction of staff at a Christian university. In this quantitative research, a survey questionnaire was distributed to 835 university employees to assess levels of overall, intrinsic, and extrinsic job satisfaction. The survey encompassed items from the Professional Satisfaction Scale, a tool designed based on Herzberg's two-factor theory. Responses were evaluated using a 5-point Likert-type scale along with five demographic questions. The data underwent statistical analysis through descriptive statistics and analysis of variance. The findings indicated that university employees experienced moderate job satisfaction, with the highest satisfaction levels reported in their relationships with students and colleagues. Conversely, the lowest satisfaction was observed with salaries, as well as organizational policies and administration. This research highlighted that demographic variables, including occupation, age, and education level, had a significant impact on job satisfaction.

OBJECTIVE OF THE STUDY

- To evaluate the components of job satisfaction among workers in the healthcare field.
- To investigate the various employee benefit programs provided in the healthcare field.
- To investigate the different compensation frameworks available to workers.
- To evaluate the influence of employee performance on job satisfaction.
- To identify the various elements that impact employees' job satisfaction.
- To establish the connection between job satisfaction and employee performance.

STATISTICAL ANALYSIS

RELIABILITY ANALYSIS

Reliability analysis is assessed by calculating the fraction of systematic variation within a scale, which is achievable by evaluating the relationship between scores received from various administrations of the scale. A high score suggests a high level of efficiency, reliability, and consistency in the intended outcomes. SPSS serves as a statistical instrument in the research process. The subsequent table illustrates a summary of the reliability analysis for all factors including work environment, rewards, job security, job satisfaction, training, and career development.

S.No	Factors	No. of items	Cronbach's alpha
1	Work environment	7	0.898
2	Rewards	4	0.864
3	Job security	4	0.788
4	Job satisfaction	3	0.880

Interpretation:

To test the instrument validity, Cronbach's alpha was used as a tool to measure the validity and consistency of the validated instrument. In the above table, it alpha for work environment(0.898), rewards (0.864), job security (0.788), job satisfaction (0.880), training and career development (0.888). Therefore the instrument is considered to be reliable for the study.

T-Test

T-test for significance difference between Gender with respect to factors of job satisfaction of the employees in the health care industry.

FACTORS	GENDER				t value	p value
	MALE		FEMALE			
	MEAN	SD	MEAN	SD		
WORK ENVIRONMENT	14.01	5.14	13.07	4.21	0.94	0.39
REWARDS	8.25	3.31	7.60	2.64	1.02	0.16
TRAINING AND CAREER DEVELOPMENT	9.62	3.87	9.15	3.18	0.63	0.33
JOB SECURITY	8.04	3.47	7.89	2.85	0.22	0.31
JOB SATISFACTION	5.98	2.67	5.71	2.40	0.51	0.43

INTERPRETATION

From the above table, since the P value is greater than 0.051 to 1.000, we accept the null hypothesis and it is significant at 5% level. There is no significant difference between male and female with respective dimension to job satisfaction, rewards, work environment, training and development, job security.

CHI-SQUARE TEST FOR ASSOCIATION BETWEEN GENDER AND MONTHLY INCOME OF EMPLOYEES IN HEALTH CARE INDUSTRY

Gender	Monthly income				Total	Chi-square value	P value
	Less than Rs.20,000	Rs.21,000 – Rs.40,000	Rs.41,000 – Rs.60,000	Above Rs.60,000			
Male	10	16	17	19	62	6.191	0.103
Female	12	12	4	10	38		
Total	22	28	21	29	100		

** Denotes significant 1% **INTERPRETATION**

Since P value is greater than 0.050, the Null hypothesis is rejected at 5% level of significance. Hence concluded there is an association between gender and monthly income of health care industry. Based on row percentage, 10% of male employees has average level of monthly income less than Rs.20,000, 16% of male employees has above average level of monthly income between Rs.21,000-Rs40,000, 17% of male employees has good level of monthly income between Rs.41,000-Rs60,000 and 19% of male employees have very good level of monthly income which is above Rs.60,000. 12% of female employees has average level of monthly income less than Rs.20,000. 12% of female employees have above average level of monthly income between Rs.21,000-Rs,40,000, 4% of female employees have good level of monthly income between Rs.41,000-Rs.60,000 and 10% of female employees have very good level of monthly income which is above Rs.60,000. Hence both male and female employees, of the health care industry has above average level of monthly income. Therefore it is clear from the statement, employees have a better understanding of their monthly income with the gender.

REGRESSION**VARIABLES IN THE MULTIPLE REGRESSION ANALYSIS OF JOB SATISFACTION ON, WORK ENVIRONMENT, REWARDS, TRAINING AND CAREER DEVELOPMENT AND JOB SECURITY.**

Variables	Unstandardized Coefficients	SE of B	Standardized Coefficients	t value	P value
(Constant)	0.075	0.482		0.155	0.877
X1	0.099	0.054	0.186	1.826	0.071
X2	0.152	0.090	0.183	1.686	0.095
X3	0.229	0.092	0.323	2.487	0.015
X4	0.153	0.095	0.193	1.610	0.111

Note: ** Denotes significant at 1% level

* Denotes significant at 5% level

Dependent Variable: Job satisfaction(Y) Independent Variable:

1. Work environment(X1)
2. Rewards(X2)
3. Training and career development(X3)
4. Job security(X4)

F value: 45.193

P value: <0.001**

Variable: 1. Work environment(X1)

2. Rewards(X2)
3. Training and career development(X3)
4. Job security(X4)

F value: 45.193

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FINDINGS & SUGGESTION

The greatest value of the T-test is for identifying the significant difference between genders concerning job satisfaction. From the analysis, it can be deduced that a positive correlation exists between gender and the monthly income of employees in the chi-square test. This research focuses on the job satisfaction of employees within the Healthcare industry. From this research, we can conclude that a majority of individuals are not content with their jobs, compensation, promotions, relationships with management, and numerous other factors. It is evident that a majority of employees are pleased with the company's policies. Moreover, job satisfaction is crucial in every organization, as dissatisfied employees tend to dislike their jobs and lack the motivation to continue, making full productivity unattainable. Ensuring employee satisfaction is the responsibility of the company, thus when the survey was conducted, some respondents expressed dissatisfaction with certain factors, making it the company's duty to address their concerns. If employees remain dissatisfied and this continues, they might project their negative feelings onto customers, which could tarnish the company's reputation and lead to its decline.

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