



A STUDY ON JOB SATISFACTION AMONG EMPLOYEES IN ONE OF THE MULTI-SPECIALITY HOSPITAL

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ABSTRACT

Job satisfaction is one of the most essential factors in the health organization. The study examines the job satisfaction attributes of the employee's in the health care industry. Job satisfaction is the employees own perception on their work. It is literally mentioned that "A happy employee is a productive employee" Job satisfaction play a vital role in employees working place,as they spend a major time in it.An analysis of job satisfaction factors was completed in order to help the organization growth. The study implies that employees welfare and growth factors, affect the satisfaction level of employee in the multispeciality hospital.

KEY WORDS: *job satisfaction, job security and employee turnover.*

I. INTRODUCTION

Job satisfaction is defined as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences." Few models have been proposed for studying job satisfaction. The common aspects of job satisfaction are work, pay, promotions, recognition, benefits, working conditions, supervision, co-workers, company and management. Job satisfaction or employee satisfaction is a measure of workers' contentness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision. In hospitals, job dissatisfaction is highly associated with staff's intention to quit, suboptimal healthcare delivery and poor clinical outcomes, for instance due to adverse events and reduced patient adherence, and lower patient satisfaction. For the healthcare workers themselves, lowered job satisfaction is also associated with higher levels of stress and burnout. Research suggests that job satisfaction and job performance are positively correlated. Doctors with higher job satisfaction are more likely to provide more satisfactory services and produce better therapeutic effect than those with lower job

satisfaction. Higher job satisfaction of hospital staff results in higher patient satisfaction and lower medical costs, thereby making a hospital more competitive. The most important predictors of job satisfaction are:

1. Good communication,
2. Less frequently being asked to perform an excessive amount of work,
3. Good decision latitude,
4. Satisfaction with the pay level,
5. Satisfaction with the organization's recognition of employee contributions,
6. Being female,
7. Good role clarity,
8. Being satisfied that the organization keeps employees informed,
9. Good teamwork,
10. Being given enough time to get the job done.
11. Good organization/staff relations.
12. Evidence suggests that many health care workers are unsatisfied with their income and overall working conditions.

Everything you need to know about job satisfaction. Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a



motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job.

OBJECTIVES OF THE STUDY

- ❖ To study the employee job satisfaction among one of the multispeciality hospital in Madurai.
- ❖ To identify the factors influencing the job satisfaction.
- ❖ To determine the employee perception towards their job within the organization.

II.LITERATURE REVIEW

The employee satisfaction is a crucial factor for the advancement of any organization. Employees’ commitment for the development of an organization and the satisfaction of their customers are greatly influenced by the employee satisfaction. Employees are considered as the internal customers of an organization. Hence their satisfaction with the existing working environment of the organization will support to achieve the long term and short term financial and non-financial goals of an organization.

According to Hemalatha S, Ganapathy S, Poongavanam S(2020), Job satisfaction of workforce has an important role for the performance of the health care sector. Job satisfaction depends on many factors which affect the behavior of employees and also affect the function of organisation. A effective working health system is not possible without the job satisfaction of the employees. Every year many employees quit their profession due to dissatisfaction of their job.

According to Gopinath R, Kalpana R(2019), Job satisfaction is one of the main interests in the field of organizational behavior and the practice of human resource management. Job satisfaction is the result of Job involvement and organizational commitment. When employees involve their work, satisfaction occurred. . Job involvement and organizational commitment have been acting as important factors that contribute to job satisfaction.

According to Dhamija P, Gupta S, Bag S(2019), Job satisfaction of employees is one of the important pre-requisites to ensure smooth functioning of banks. The purpose of this paper is to explore the association of job satisfaction with the quality of work life factors of bank employees followed by the essential influential relationship of these concepts with socio-demographic characteristics, thereby, proving its own distinct contribution to the subsist body of literature.

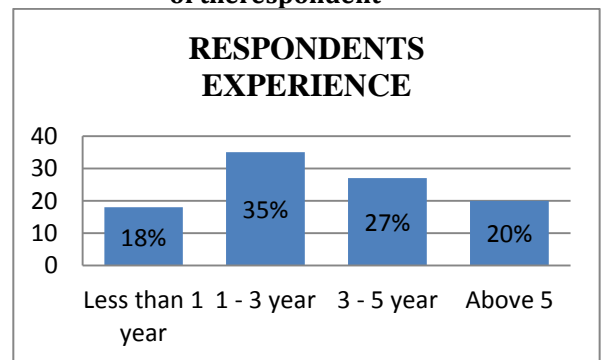
III.METHODOLGY

This is an descriptive research that aims on the employees of the selected hospital. The

simple random sampling is used in order to collect data. The sampling size is 100. For this purpose, a questionnaire has been designed, making sure that the research questions do justice to what the researcher is trying to find and to provide the direction and shape of the research. Accordingly the survey tool is a structured questionnaire divided into two parts. The first part includes the demographic questions such as gender, experience, marital status etc. and the second part is composed of twenty questions that test the employee job satisfaction.

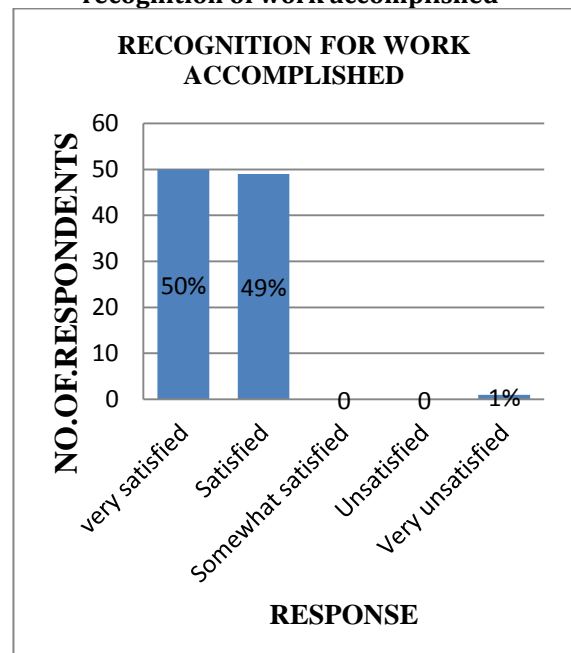
IV.ANALYSIS

Chart -I Chart showing the experience data of therespondent



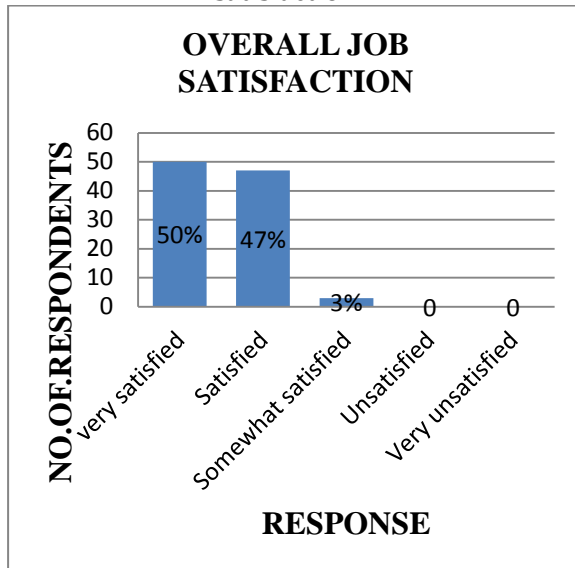
The above chart – 1 shows that, 35% of the employees are 1 – 3 years, 27% of the employees are 3- 5 years, 20% of the employees are above 5years, and 18% of the employees are less than 1 year.

Chart -II Chart showing the respondents of recognition of work accomplished



The above chart – II shows that 50% of the employees are very satisfied, 49% of the employees are satisfied and 1% of the employees are very unsatisfied for recognise of work accomplished.

Chart – III shows the respondents overall job satisfaction



The above chart –III shows that 50% of the employees are very satisfied, 47% of the employees are satisfied and 3 % of the employees are somewhat satisfied on their overall job satisfaction.

V. FINDINGS AND RECOMMENDATION

- Majority, 35% of the employee's are belonged to 3 - 5 years.
- About 50% of the employee's are very satisfied on recognise of work accomplished.
- About 50% of the employee's are very satisfied for their overall job satisfaction.

RECOMMENDATION

- Management can initiate remedial measures to improve general working conditions there by employees will be satisfied in their job.
- Proper guidance and counselling can be provided to employees so that their mental satisfaction will be improved.
- Organization can improve promotional facilities to the employees so that they will be motivated in their job.
- They can offer an better opportunities to employee's for their personal development.
- Providing health insurance and life

insurance to the employee will ke helpful for their job satisfaction.

VI. CONCLUSION

Job satisfaction of employees in any organization is of paramount importance to achieve the targeted goals on a sustainable basis. it is experienced that job satisfaction is attributable to high self confidence of the individuals. It varies from individual to individual. job satisfaction is a positive approach about one's job resulting from an evaluation of its characteristics. Job satisfaction represents an attitude rather than behaviour. They believe that satisfied employees are more productive than dissatisfied has been a basic tenet. A person with a high level of job satisfaction holds positive feeling about the job. They also want a constant feeling of well being, demand better work and family life balance, and look to the organization for fulfilling even their community needs.

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