

A STUDY ON JOB SATISFACTION AMONG NURSES OF PRIVATE HOSPITALS IN MADURAI DISTRICT, TAMILNADU

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ABSTRACT

Job satisfaction is a personal feeling associated with work that is very important for motivation to work and for health. Job satisfaction is characterized by the attitude of a person at work or in this regard. The role of nurses is very important in providing good quality services to the public. Nurses should take on additional responsibilities with other doctors and also work with them in a group of people to ensure continuity of health care. They work in different settings and have more stress, but many hospitals are not aware of their work. Their role is different from the medical assistant of the health community. The objective of the study is to understand the factors responsible for Job Satisfaction. These research findings can be used by administrators to provide the better working environment for the nurses that help to encourage the job satisfaction. The study is based on the primary data collected from 150 nurses working in private hospitals in Madurai district using the survey questionnaire by applying the statistical tools like Simple Percentage method, mean, median, mode and standard deviation for analysis. To conclude the private hospitals should provide employees with fair wages & salaries with pension benefits and reduced workload, good transition and liberalization of management policies. The employee must be constantly evaluated to motivate them and maintain a high level of job satisfaction.

Key words: *Job Satisfaction, Motivation, Private hospitals, etc.*

1. INTRODUCTION

Job satisfaction is an individual's feeling of pleasure on the job which is very significant for motivation to work and serve healthier. Job satisfaction is characterized by a group of a person's attitude on or about the work. Job satisfaction refers to task of satisfaction with different part of the work, such as environment of work, managers, colleagues, leadership, etc., and of the specific significance one connects to these components.

The role of nurses is very vital in providing good quality service to the public. Nurses have given the impression of being part of everything in the hospitals and also the service to the patients with more patience. All these are possible only if they have satisfaction in the work. Along with the stress and other factors they play a crucial role in the hospitality services.

For promoting the primary health services along with keen and rehabilitative is very important in the service of nurses. Nurses should to take extra accountability with other physicians and also work with them in group of people setting to make certain on the continuity of the health care service. They work in different circumstances with more stress but a lot of public are ignorant of their service. Their roles differ from medical assistant to only health care proficient in a community providing inclusive health care services.

2. REVIEW OF LITERATURE

According to **Jathanna R. et al.**, a study to explore the correlation between employee's personal profile and their satisfaction in their job. The demographic factors were compared with overall work. It exposed that majority of the factors studied were having optimistic impact on job satisfaction. It is also shows that majority young employees were more satisfied with their work.

Jahan T. and Kiran U.V. observed in study to examine the job satisfaction of nurses in the government and private hospital of Lucknow, Uttar Pradesh. The outcome of the study shows that government sector nurses are better than private sector nurses. Also unmarried nurses have less stress compared to the married nurses.

Gupta M.K. et al. has compared the level of job satisfaction among nurses in government and private hospitals of Andhra Pradesh, India. The outcome reflects that Government nursing employees were more satisfied on their profession and salary as compared to the private nurses.

According to **Sharma S.K** the study conducted on patient satisfaction in selected government and private hospital at Ludhiana also shows that nurses' job satisfaction in directly related to patient satisfaction.

3. STATEMENT OF PROBLEM

Job satisfaction has significance to nursing from different perspectives like economic then humanitarian and also professional. The nurse is essentially a critical resource of any hospitals. Total funds spent on nursing personal in remuneration and benefits, also income and service delivery are openly linked to the performance and efficiency of the nurse. Improving the work life and satisfaction in the work are important factors in competence and strength in health care organization. Understanding the work life and the enhancement of job satisfaction for nurses have humanitarian and legitimate objective in itself. There should be a research to understand the forces that predict work satisfaction in nursing and which may help the policy makers to strategies and serve the needs of nurses under social and economic environment changes. These research findings can be used by administrators to provide the better working environment for the nurses that help to encourage the job satisfaction. The research on the study of job satisfaction in nursing is very limited. So this study helps in understanding the level of Job Satisfaction among Nurses of Private Hospitals in Madurai District, TamilNadu.

4. OBJECTIVES OF THE STUDY

- To study the demographic factors of the nurses
- To identify the association of demographic factors with the job satisfaction of nurses.
- To study the factors responsible for Job Satisfaction

5. METHODOLOGY

The study is based on the primary data collected from 150 nurses working in private hospitals. In the present study primary data was collected systematically. Secondary data has collected from various sources like Magazines, Text books, Journals and websites. Purposive sampling technique was adopted for the study. The survey questionnaire was circulated

among the nurses to examine each item and determinants. The concept of job satisfaction is determined by querying subjective assessment of the variables using Likert's 5 point scale of agreement and disagreement. The statements were designed for getting the opinion of nurses on their job satisfaction. Statistical tools used are Simple Percentage method, mean, median, mode and standard deviation.

6. LIMITATIONS OF THE STUDY

1. The opinions have been collected from the sample nurses of the private hospitals in Madurai district.
2. The study has been conducted only in Madurai district. Other districts have not been covered.
3. A few respondents might not have given the real facts. Therefore the results may be misleading to some extent.

7. RESULTS OF ANALYSIS

7.1 Demographic Variables

Table: 1 Demographic variables

FACTORS		No. of nurses	Percentage
Age	< 25 yrs	56	37
	26 - 30 yrs	43	29
	31 - 40 yrs	32	21
	> 40 yrs	19	13
	Total	150	100
Experience	< 5	40	27
	6 to 15	56	37
	16 to 20	39	26
	> 20	15	10
	Total	150	100
Marital status	Married	62	41
	Unmarried	88	59
	Total	150	100
Status of Job	Permanent	89	59
	Temporary	61	41
	Total	150	100
Income level	Below 10000	21	14
	Rs.10001-15000	69	46
	Rs.15001-20000	39	26
	Rs.20000 & above	21	14
	Total	150	100

From the above table it could be observed that majority of the nurses (37%) are in the age group of below 25 years and nearly (59%) are not married and most of them (37%) hold a 6 to 15 years of experience. More than half of the nurses (59%) are in the permanent job. Most of the nurse's income level (46%) is between Rs.10000 to 15000.

7.2 Difference of overall satisfaction in various groups:

Table: 2 Difference of overall satisfaction in various groups

		Total	Very dissatisfied	somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied
Age	< 25 yrs	56	4	7	9	17	13
	26 - 30 yrs	43	4	3	12	5	19
	31 - 40 yrs	32	2	3	5	9	13
	> 40 yrs	19	1	2	2	5	9
Experience	< 5	40	1	11	4	5	19
	6 to 15	56	2	17	3	17	17
	16 to 20	39	0	0	6	9	24
	> 20	15	0	0	3	3	9
Marital Status	Married	62	2	3	11	19	27
	Unmarried	88	4	4	13	24	43
Status of Job	Permanent	89	2	3	19	23	42
	Temporary	61	3	4	11	16	27
Income level	Below 10000	21	0	1	2	11	7
	Rs.10001-15000	69	2	6	17	18	26
	Rs.15001-20000	39	0	2	6	9	22
	Rs.20000 & above	21	0	0	2	5	14

In the age group of less than 25 years, out of 56 nurses, 13 are very satisfied, 17 are somewhat satisfied, 9 are neutral, 7 are somewhat dissatisfied and 4 are very dissatisfied with the job. While in the age group of 26 - 30 years, out of 43 nurses, 19 are very satisfied, 5 is somewhat satisfied, 12 are neutral, 3 are somewhat dissatisfied and 4 is very dissatisfied with job. While in the age group of 31 - 40 years, out of 32 nurses, 13 are very satisfied, 9 are somewhat satisfied, 5 are neutral, 3 are somewhat dissatisfied and 2 is very dissatisfied with job. Coming to the age group of more than 40 years, out of 19 nurses, 9 are very satisfied, 5 is somewhat satisfied, 2 are neutral, 2 are somewhat dissatisfied and 1 is very dissatisfied with job.

In the experience group of less than 5 years, out of 40 nurses, 19 are very satisfied, 5 are somewhat satisfied, 4 are neutral, 11 are somewhat dissatisfied and 1 are very dissatisfied with the job. While in the experience group of 6 - 15 years, out of 56 nurses, 17 are very satisfied, 17 is somewhat satisfied, 3 are neutral, 17 are somewhat dissatisfied and 2 is very dissatisfied with job. While in the experience group of 16 - 20 years, out of 39 nurses, 24 are very satisfied, 9 is somewhat satisfied, 6 are neutral, 0 are somewhat dissatisfied and 0 is very dissatisfied with job. Coming to the experience group of more than 20 years, out of 15 nurses, 9 are very satisfied, 3 are somewhat satisfied, and 3 are neutral.

In the Marital status the married group, out of 62 nurses, 27 are very satisfied, 19 are somewhat satisfied, 11 are neutral, 3 are somewhat dissatisfied and 2 are very dissatisfied with the job. While in the unmarried group of out of 88 nurses, 43 are very satisfied, 24 is somewhat satisfied, 13 are neutral, 4 are somewhat dissatisfied and 4 is very dissatisfied with job.

In the status of job the permanent group, out of 89 nurses, 42 are very satisfied, 23 are somewhat satisfied, 19 are neutral, 3 are somewhat dissatisfied and 2 are very dissatisfied with the job. While in the temporary group of out of 61 nurses, 27 are very satisfied, 16 is somewhat satisfied, 11 are neutral, 4 are somewhat dissatisfied and 3 is very dissatisfied with job.

In the Income level of less than 10000, out of 21 nurses, 7 are very satisfied, 11 are somewhat satisfied, 2 are neutral, 1 are somewhat dissatisfied and 0 are very dissatisfied with the job. While in the income group between Rs.10001 to 15000, out of 69 nurses, 26 are very satisfied, 18 is somewhat satisfied, 17 are neutral, 6 are somewhat dissatisfied and 2 is very dissatisfied with job. While in the income group between Rs.15001 to 20000, out of 39 nurses, 22 are very satisfied, 9 is somewhat satisfied, 6 are neutral, 2 are somewhat dissatisfied. Coming to the income group of more than Rs.20001, out of 21 nurses, 14 are very satisfied, 5 are somewhat satisfied, and 2 are neutral.

7.3 Factors Responsible For Job Satisfaction

Table: 3 Factors Responsible For Job Satisfaction

Factors	Mean	Median	Mode	SD
Working Environment	3.97	4.00	4	0.723
Nature of work	3.79	3.75	4	0.727
Relationships with colleagues	3.65	3.75	4	0.816
Communication	3.59	3.75	4	0.856
Motivation	3.29	3.75	4	0.916
Pay	3.64	3.67	4	0.997
Promotion	3.71	3.75	3	0.997
Skills and abilities	3.34	3.43	3	0.832
Job factors	3.71	3.75	4	0.778
HR practices	3.34	3.43	3	0.865

The above table shows that the working environment and nature of work the mean is 3.97 and 3.79, median is 4.00 & 3.75, mode is 4 & 4, and Standard deviation is 0.723 & 0.727. Since Standard deviation is less than 1/3 of mean. Mean is the representation of entire data. In the relationship with colleagues the mean is 3.65, median is 3.75, mode is 4 and Standard deviation is 0.816. Since Standard deviation is less than 1/3 of mean. Mean is the representation of entire data we can therefore conclude that respondents agree that the relationship with colleagues is healthy. Regarding the communication the mean is 3.59, median is 3.75, mode is 4 and Standard deviation is 0.856. Since Standard deviation is less than 1/3 of mean. Mean is the representation of entire data we can therefore conclude that respondents agree that there is a smooth flow of communication. On motivation the mean is 3.29, median is 3.75, mode is 4 and Standard deviation is 0.916. Since Standard deviation is less than 1/3 of mean. Mean is the representation of entire data we can therefore conclude that respondents agree that there is a huge Motivation. It is observed in the Pay and Promotion the mean is 3.64 & 3.71, median is 3.67 & 3.75, mode is 4 & 3 and Standard deviation is 0.997. Since Standard deviation is less than 1/3 of mean. Mean is the representation of entire data we can therefore conclude that respondents agree with the Pay and Promotion is good which live up to the requirement. On the Skills and Ability the mean is 3.34, median is 3.43, mode is 3 and Standard deviation is 0.832. Since Standard deviation is less than 1/3 of mean. Mean is the representation of entire data we can therefore conclude that respondents agree that the Skills and Ability provided by the organization is inclined

towards the individual growth and organization requirement. According to the Job Factors the mean is 3.71, median is 3.75, mode is 4 and Standard deviation is 0.778. Since Standard deviation is less than 1/3 of mean. Mean is the representation of entire data we can therefore conclude that respondents agree that the Job Factor plays a significant role in overall satisfaction of employee. On HR Practices the mean is 3.34, median is 3.43, mode is 3 and Standard deviation is 0.865. Since Standard deviation is less than 1/3 of mean. Mean is the representation of entire data we can therefore conclude that respondents agree that the HR Practices carried out in the organization helps an individual to perform better.

8. SUMMARY OF RESULTS

8.1 Demographic Variables

- Maximum (37%) of the nurse's fall in the age group of below 25 years
- Most (59%) of the employees are unmarried
- Majority (37%) of nurses are between 6 to 15 years experience
- Majority (59%) of nurses are in permanent job
- Maximum (46%) of nurses are having monthly income of between Rs.10,001 and Rs.15,000

8.2 Difference of overall satisfaction in various groups:

- In the age group of less than 25 years, out of 56 nurses, 13 are very satisfied, 17 are somewhat satisfied, 9 are neutral, 7 are somewhat dissatisfied and 4 are very dissatisfied with the job.
- While in the experience group of 6 - 15 years, out of 56 nurses, 17 are very satisfied, 17 is somewhat satisfied, 3 are neutral, 17 are somewhat dissatisfied and 2 is very dissatisfied with job.
- While in the unmarried group, out of 88 nurses, 43 are very satisfied, 24 is somewhat satisfied, 13 are neutral, 4 are somewhat dissatisfied and 4 is very dissatisfied with job.
- In the status of job the permanent group, out of 89 nurses, 42 are very satisfied, 23 are somewhat satisfied, 19 are neutral, 3 are somewhat dissatisfied and 2 are very dissatisfied with the job.
- While in the income group between Rs.10001 to 15000, out of 69 nurses, 26 are very satisfied, 18 is somewhat satisfied, 17 are neutral, 6 are somewhat dissatisfied and 2 is very dissatisfied with job.

9. SUGGESTIONS AND CONCLUSION

Private hospitals should provide employees with fair wages & salaries with pension benefits and reduced workload, good transition and liberalization of management policies. The employee must be constantly evaluated to motivate them and maintain a high level of job satisfaction. It is necessary to create a complete section of human resources to address staff problems. An open meeting should take place regularly, with employee involvement, to address key issues faced by employees and invite employees to make suggestions. In order to understand their expectations and requirements, a personal meeting and interviews with employees are also required. You can announce a monthly prize and a star that helps employees motivate them. Quality of working life plays an important role in ensuring employee satisfaction with work. The factors of high-quality working life include health and safety policies, personal growth and development, good snacks and canteens and work-related training programs. Important areas of dissatisfaction for private hospitals are the benefits of pensions, insurance policies and job protection to be improved to bring job satisfaction.

10. REFERENCES

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