

A STUDY ON WORKERS JOB CONTENTMENT SURVEY IN VADAMALAYAN HOSPITAL PRIVATE LIMITED IN MADURAI

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ABSTRACT

Job contentment refers to a person's feelings of contentment on the job, which acts as a stimulus to work. It is not self-contentment, happiness or self-contentment but contentment on the job. Job contentment is not the same as stimulus. It is linked to productivity, stimulus, absenteeism, waste accidents, mental health, physical health and general life contentment. Job contentment is an emotional response to a job situation. It can't be seen, only inferred. Job contentment is often determined by how well outcomes meet or exceed expectations. Job contentment represents several related attitudes. The objectives of the study are identifying the various workers contentment measured offered to workers, to find out the workers contentment level towards welfare measure and to find the level of contentment on the working environment of workers. The primary data collected by using structured questionnaire and the secondary data is collected by using newspaper, journals, articles etc., the sampling, and the sample size 100. The tool used for the study is percentage analysis, Chi square test and ANOVA test. It is concluded that this project will be very much helpful to the management to impact better survey, working condition and social security schemes to the workers, if the suggestion are considered by the management.

Key Words: Workers contentment, Job contentment

INTRODUCTION

Job contentment is an emotional response to a job situation. It can't be seen, only inferred. Job contentment is often determined by how well outcomes meet or exceed expectations. Job contentment represents several related attitudes.

Job contentment describes how content an individual is with his or her job. There are a variety of factors that can influence a person's level of job contentment. Some of these factors include the levels of pay and benefits, the perceived fairness of the promotion system within a company, the quality of the working conditions, leadership and social relationships, the job itself (the variety of tasks involved, the interest and challenge the job generates, and clarity of the job description/requirement)

Job contentment in regards to one's feeling or state of mind regarding nature of their work. Job can

be influenced by variety of factors like quality of one's relationship with their supervisor, quality of physical environment in which they work, degree of fulfillment in their work. Job contentment can be taken as a summation of workers's feelings.

OBJECTIVE OF THE STUDY

- To measures the workers job contentment level.
- To study the attitude of the workers towards their work.
- To find the level of contentment on the working environment of workers.
- To find out the workers contentment level towards welfare measure.
- To give suggestions for the growth & perspective of the hospital.

REVIEW OF LITERATURE

Manzini and Gwandure (2011) studied that the concept of workers welfare has used by many organizations as a strategy of improving productivity of workers; especially in the mobile industry since work related problems can lead to poor quality of life for workers and a decline in performance. It is argued that, welfare services can be used to secure the labour force by providing proper human conditions of work and living through minimizing the hazardous effort on the workers and their family members.

Lalitha and Priyanka (2014) ideated that the welfare measures need not be in monetary terms only but in any kind forms. Workers welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for healthiness, developed relations and insurance against illness, accident and joblessness for the workers and their families.

Eric Breit (2014) this paper examines organizational identity work among members of publicly criticized and discredited organizations. It does so by exploring the Norwegian Labour and welfare Administration (NAV), an organization that has been the object of considerable persistent public critique over the years since its foundation in 2006. Based on a discursive analysis of how members of NAV have interpreted the critique and constructed senses of organizational identity, the paper highlights four types of discursive practice: 'accepting,' 'condemning,' 'distancing,' and 'positively calibrating'. These practices demonstrate how the critique was incorporated into members' organizational identity constructions in various ways and with various outcomes, and how members navigated and articulated ambivalent conceptions of the critique, the organization, and their role as organizational members. Based on the findings, implications for the role of discursive practice in remedial organizational identity work are discussed.

RESEARCH METHODOLOGY

The research design adopted for the studies is descriptive design. The researcher has to descriptive the present situation in order to know the behavior of

the workers. Hence descriptive research study is used. Descriptive can only report what has happened and what is happening. The sample taken for this study is 100 workers of Vadamalayan hospital. The secondary data has been collected by using structured questionnaire and the tools used are Weighted Average, Chi square and ANOVA to measure the relationship.

HYPOTHESIS OF THE STUDY

HYPOTHESIS: 1

H0: There is no relationship between gender of the respondent and working hours per week in the organization.

H1: There is a relationship between gender of the respondents and working hours per week in the organization.

HYPOTHESIS: 2

H0: There is no relationship between Experience of the respondents and Remuneration for the work in the organization.

H1: There is a relationship between Experience of the respondents and Remuneration for the work in the organization.

HYPOTHESIS: 3

H0: There is no significant different between educational qualification and workers benefits (health insurance, life insurance) in the organization.

H1: There is a significant different between educational qualification and workers benefits (health insurance, life insurance) in the organization.

DATA ANALYSIS AND INTERPRETATION

GENDER OF THE RESPONDENT

Gender	Frequency	Percentage
Male	20	20%
Female	80	80%
Total	100	100%

AGE OF THE RESPONDENT

Age	Frequency	Percentage
Below 25 years	45	45%
25-35	35	35%
Above 35 years	20	20%
Total	100	100%

EDUCATIONAL QUALIFICATION OF THE RESPONDENT

Qualification	Frequency	Percentage
Higher secondary	20	20%
Diploma	35	35%
Under graduate	40	40%
Post graduate	5	5%
Total	100	100%

EXPERIENCE OF THE RESPONDENT

Experience	Frequency	Percentage
0-2 years	39	39%
2-4 years	51	51%
4-6 years	10	10%
Total	100	100%

WEIGHTED AVERAGE

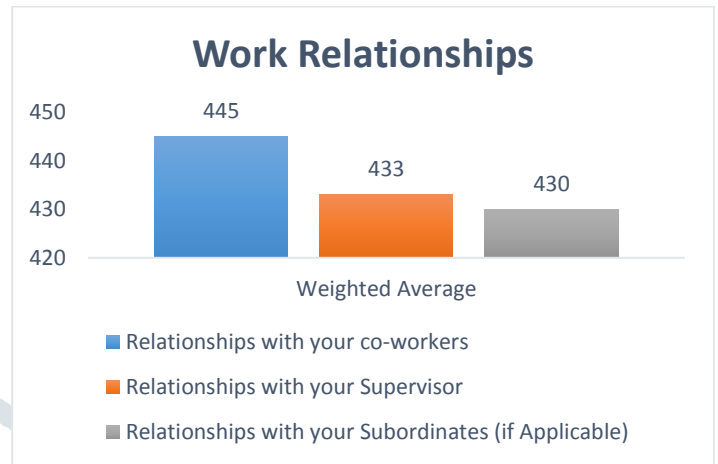
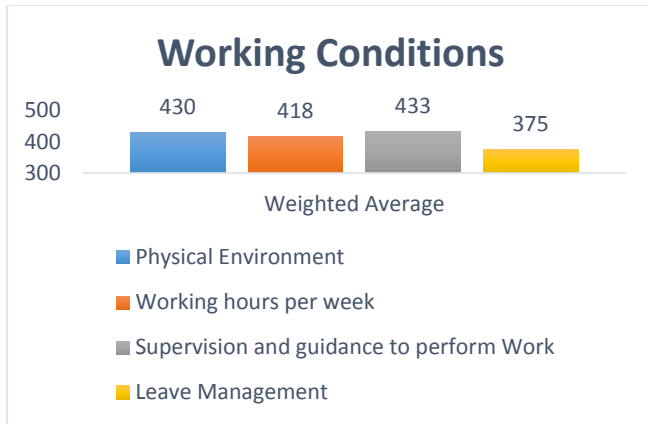
General working conditions	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Weighted Average
Physical Environment	35	61	3	1	0	430
Working hours per week	28	64	6	2	0	418
Supervision and guidance to perform Work	41	52	6	1	0	433
Leave Management	25	57	6	2	0	375

& Pay Perks & promotion	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Weighted Average
Remuneration For the Week	17	55	26	0	2	385
Increments and appraisals	17	61	12	1	0	367
Opportunities for Promotion	21	66	12	1	0	407
Benefits (Health Insurance, life insurance etc.)	24	61	13	1	1	406
Job Security	48	49	2	0	1	443
Recognition For work Accomplished	41	45	11	0	3	421
Work Activities	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Weighted Average
Job Responsibilities	41	52	7	0	0	434
Authority & Independence given to Accomplish Task	36	57	7	0	0	429
Work Relationships	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Weighted Average
Relationships with your co-workers	48	49	3	0	0	445
Relationships with your Supervisor	37	59	4	0	0	433
Relationships with your Subordinates (if Applicable)	35	60	5	0	0	430
& Use Development of Skills & Abilities	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Weighted Average
Opportunity to utilize your skills & Talents	30	63	5	1	1	420
Opportunity to learn new skills	35	77	6	2	0	425
On-job training & education	28	65	7	0	0	421

Opportunities For Personal development	20	70	9	1	0	409
Overall Job Contentment	18	75	7	0	0	411

INFERENCE

The above chart show that job responsibility is the highest value of work activities.

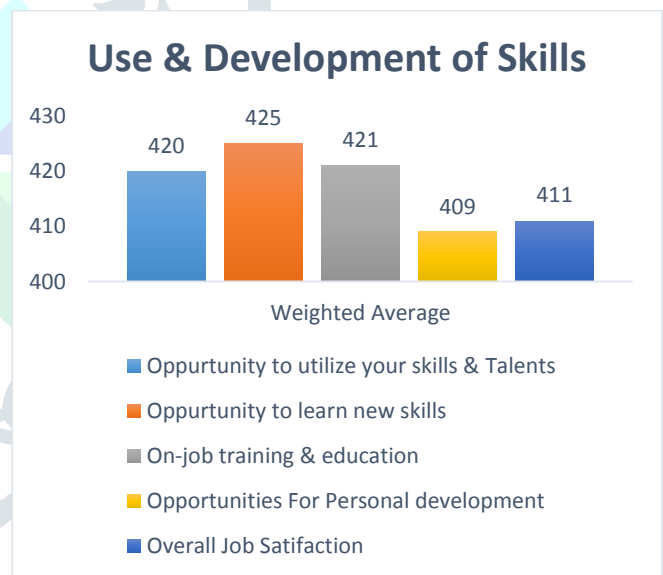
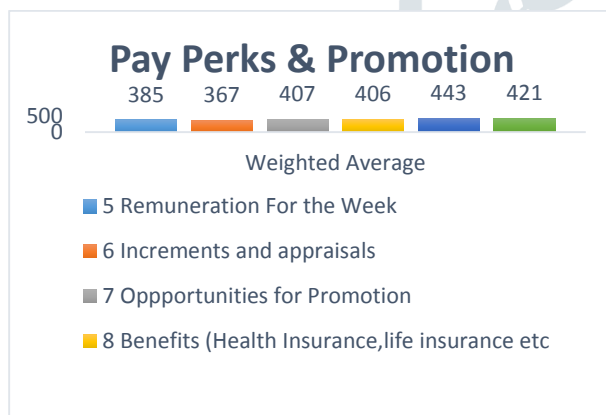


INFERENCE

The above chart show that supervision and guidance to perform work is the highest value of working conditions.

INFERENCE

The above chart show that Relationships with your co-workers is the highest value of work relationships.



INFERENCE

The above chart show that job security is the highest value of Pay perks & promotion.

INFERENCE

The above chart show that opportunity to utilize your Skills & Talents is highest value of Use and Development of Skills.



FINDINGS AND SUGGESTION

The Hospital should appoint supervisor to check and monitor all facility in the canteen. The management can provide better quality and variety of food in the

canteen. Also they shall arrange filtered and cooled water.

- Management should take proper care to maintain workers-employers relationships. Management should provide proper safety measures in the organization, so the workers will be secured.
- Management should provide proper leave to the workers. Management should take effective welfare measures to meet industry standards. Management should provide promotional facilities to the workers then only they will be motivated in the job.
- Management should provide more opportunities to workers in order to participate in decision making. The major findings from this research is that the majority of the respondents satisfied about the criticized by their colleague

CONCLUSION

Workers are satisfied with welfare measures but they are not aware of the non-statutory schemes. It is concluded that this project will be very much helpful to the management to impact better welfare measures, working condition and social security schemes to the workers. The Hospital may have rich resources of capital, material, infrastructure, machines and technology but if the quality of manpower is not good, the organization cannot succeed.

Findings and suggestion are based on the survey conducted and these points are to be looked into and steps are to be taken in this regard for higher growth.

From the analysis it is conclude that the job provides the opportunity to the workers to exercise his/her skills at work place. Number of the workers accepted that at times there is a considerable flexibility in co-ordinating with work and they are satisfied with the existing inter personal communication. In Vadamalayan Hospital Private limited in Madurai they follow the systematic planning and review process to evaluate the performance of workers.

From analysis it was also observed that was there is a scope for the improvement of working conditions in Vadamalayan Hospital Private Limited in

Madurai, salary package would hike so that it can be in par with market rate.

Finally, the research conclude that the workers of Vadamalayan Hospital Private Limited in Madurai are satisfied with their work and organization.

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