



A STUDY ON JOB SATISFACTION AMONG EMPLOYEES IN THE SINGLE SPECIALITY HOSPITAL, COIMBATORE.

Dr. S. V. KAAVYA¹, M. KAVIYA²

Assistant Professor¹, Department of Masters in Hospital Administration

PG Student², Department of Masters in Hospital Administration

Dr. NGP Arts and Science College, Coimbatore- 641048, Tamil Nadu, India.

Abstract: - Job satisfaction refers to an individual's overall feeling of contentment and fulfillment with their work. It is a crucial aspect of employee well-being and can impact an organization's productivity, turnover rates, and overall success. Numerous factors can influence job satisfaction, including work-life balance, job security, compensation, relationships with colleagues and supervisors, and opportunities for growth and development. Research on job satisfaction has practical implications for employers looking to improve workplace culture, retain talent, and enhance employee engagement and productivity. Understanding the drivers of job satisfaction can also benefit individuals seeking to maximize their job satisfaction and overall career success.

Index Terms - Job satisfaction, Job security, Employee retention.

I. INTRODUCTION

Job satisfaction is defined as the level of contentment employees feel with their job. This goes beyond their daily duties to cover satisfaction with team members/managers, satisfaction with organizational policies, and the impact of their job on employees' personal lives. Job satisfaction, an unquantifiable metric, is defined as a positive emotional response you experience when doing your job or when you are present at work. Leading organizations are now trying to measure this feeling, with job satisfaction surveys becoming a staple at most workplaces.

To measure employees' job satisfaction, you can conduct an employee satisfaction survey. The survey can include questions related to various aspects of the job, such as:

- **Work environment:** Ask employees about their satisfaction with the physical work environment, including cleanliness, temperature, noise levels, lighting, and comfort.
- **Work-life balance:** Ask employees about their satisfaction between work and personal life, including work schedule, flexibility, and workload.
- **Compensation:** Ask employees about their satisfaction with compensation, including salary, benefits, and bonuses.
- **Career growth opportunities:** Ask employees about their satisfaction with opportunities for career growth and development, including training programs, promotions, and advancement opportunities.
- **Work relationships:** Ask employees about their satisfaction with relationships with coworkers and supervisors, including communication, teamwork, and support.
- **Job security:** Ask employees about their satisfaction with job security, including the stability of the organization and the likelihood of layoffs.
- **Recognition and rewards:** Ask employees about their satisfaction with recognition and rewards for their work, including appreciation from management, awards, and incentives.

OBJECTIVES OF THE STUDY

- To study employee job satisfaction.
- To identify the factors influencing job satisfaction.
- To identify the employees' job security
- To suggest measures to satisfy the employee's needs.

II. LITERATURE REVIEW

According to **Ayele Y, Hawulte B, Feto T, Basker GV, and Bacha YD¹ (2020)**, Poor job satisfaction has been associated with less productivity and high staff turnover. Various factors are thought to contribute to job dissatisfaction among pharmacy professionals and very limited studies have been conducted in the eastern part of Ethiopia. Therefore, the current study aimed to assess the level of job satisfaction among pharmacy professionals and its predictors.

According to **Lan YL, Huang WT, Kao CL, and Wang HJ³(2020)**, The results of this study can help hospitals to create a friendly and healthy workplace, instruct hospital managers on how to improve their organizational climates, and reduce pharmacists' job stress and workplace burnout, thereby enhancing the quality of pharmacy service and medication safety and eventually improving pharmacists' intention to stay.

According to **Singh T, Kaur M, Verma M, and Kumar R⁶ (2019)**, Job satisfaction is a multidimensional response to work and workplace environment. It depends on many factors and affects the behavior of employees that, in turn, affects organizational functioning. The study aimed to measure job satisfaction among different categories of healthcare providers from the Punjab government health services and to determine the factors that affect job satisfaction the most.

III. RESEARCH METHODOLOGY

3.1 Research Meaning

Research is a systematic, formal, rigorous, and precise process employed to gain solutions to problems or to discover and interpret new facts and relationships. This chapter explains the methods the researcher adopted for a study on "employee job satisfaction".

3.2 Research Design

A descriptive design is used in this study for research.

3.2.1 Descriptive Research Design

Descriptive research design is a type of research method that is used to describe and analyze a phenomenon or a group of phenomena. The primary goal of this research design is to provide an accurate and objective description of the subject being studied. The descriptive research design involves collecting data through observation, surveys, or other methods, and then analyzing the data to conclude the subject being studied. This type of research design is often used to answer questions about the characteristics or behaviors of a population or group of people, such as their attitudes, beliefs, values, or demographics.

3.3 Method of Data Collection

Primary data is used in this study.

3.3.1 Primary Data

Primary data refers to original data that is collected for a specific purpose or research project. This data is collected directly from the source, which could be an individual, a group of people, an organization, or any other entity. Primary data is usually collected through various methods, such as surveys, interviews, focus groups, observations, experiments, and questionnaires.

3.4 Population and Sample Size

The population consisted of employees who were working in one of the single specialty hospitals, Coimbatore. The total sample size of the hospital was 150 but the target population is 125.

3.5 Sampling Technique

A simple random sampling technique is used for the present study.

SIMPLE RANDOM TECHNIQUE

Simple random sampling is a common technique used in research to select a sample of participants from a larger population. It is a method of sampling in which every member of the population has an equal chance of being selected for the sample. To conduct simple random sampling, researchers first define the population of interest. They then use a random number generator or another method to randomly select participants from the population.

3.6 Analysis Tools

The analysis used in this study is as follows,

- Simple percentage analysis
- ANOVA – one-way analysis
- Correlation analysis

3.6.1 Simple percentage analysis

Simple percentage analysis is a method used to express a value or quantity as a percentage of a whole or total. It involves taking a part of a whole and expressing it as a percentage, often represented by the symbol "%".

$$\text{PERCENTAGE OF RESPONDENTS} = \frac{\text{NUMBER OF RESPONSES} * 100}{\text{TOTAL RESPONDENTS}}$$

3.6.2 ANOVA analysis

ANOVA (Analysis of Variance) is a statistical method used to compare the means of two or more groups or populations. It is used to determine whether there are any significant differences between the groups based on the variation in their means.

3.6.3 Correlation analysis

Correlation analysis can be used to investigate the relationship between various variables in different fields such as finance, economics, psychology, medicine, and social sciences. It is a powerful tool for identifying patterns and relationships in data and can help in predicting future trends and behaviors based on past correlations

3.7 Period of Study

The period of study in the single specialty hospital, Coimbatore was made from January 2023 to March 2023.

IV. RESULTS AND DISCUSSION

4.1 ANOVA

Table 4.1: Showing the difference between stress levels and the age of the employees

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	6.472	3	2.157	2.493	.063
Within Groups	104.728	121	.866		
Total	111.200	124			

Table 4.1

In the following interpretation, H denotes "Hypothesis"

H0: There is no difference between the stress level and age of the employees' job satisfaction in the hospital.

H1: There is a difference between the stress level and age of the employees' job satisfaction in the hospital.

From the above table, the significant value is 0.063, which is greater than 0.05, hence we accept H0 and reject H1.

Thus, we prove that there is no difference between the stress level and the age of the employees' job satisfaction in the hospital.

4.2 CORRELATION

Table 4.2: shows the relationship between the excitement of coming to work and the job pressure on employees.

		The excitement of coming to work	job pressure in your hospital
The excitement of coming to work	Pearson Correlation Sig. (2-tailed) N	1 125	.035 .697 125
job pressure in your hospital	Pearson Correlation Sig. (2-tailed) N	.035 .697 125	1 125

Table 4.2

In the following table interpretation,

H denotes "Hypothesis"

Null hypothesis H₀: There is no relationship between coming to work and job pressure of employees about job satisfaction in the hospital.

Alternative hypothesis H₁: There is a relationship between the coming to work and job pressure of employees about job satisfaction in the hospital.

From the above table, the significant value is 0.697, which is greater than 0.05, hence we accept H₀ and reject H₁. Thus, we prove that there is a relationship between the excitement of coming to work and the job pressure on employees.

Here the correlation between the excitement of coming to work is compared with the job pressure of the employees, it shows that there is a relation between the excitement of coming to work and the job pressure on employees.

There is a positive relationship between the excitement of coming to work and the job pressure on employees.

4.3 Findings and Suggestions

Findings

- Majority of employees are 2 to 3 years of experience, so they are all mostly satisfied in their job and some of them need some improvement
- Based on their work experience employees are satisfied with their salary. Some of the employees are expecting for promotion or increment.
- Most of the employees are low-stressed feel in their typical work day. But they have some pressure in their work.

Suggestion

- Providing opportunities for employees to learn new skills and advance in their careers can help them feel fulfilled and invested in the company.
- Competitive compensation and benefits can help employees feel valued and secure in their position. This can include health insurance, retirement plans, and paid time off.
- A positive company culture can make employees feel like they're part of a community and can increase job satisfaction. This can be achieved through team-building activities, company events, and a supportive work environment.
- Open communication between management and employees can help establish trust and create a positive work environment. Make sure to communicate expectations, goals, and any changes in the company.
- Recognition and appreciation can go a long way in making employees feel valued and motivated. This can be in the form of verbal praise, bonuses, or other incentives.

4.4 Conclusion

Job satisfaction is a critical component of a fulfilling career. It's important to identify your values, set goals, seek out meaningful tasks, build relationships, take breaks, get feedback, develop new skills, and find work-life balance. By implementing these strategies, you can increase your job satisfaction and overall well-being.

Additionally, employers can help increase employee satisfaction by providing clear communication, recognition and appreciation, opportunities for growth and development, fostering positive company culture, providing work-life balance, offering competitive compensation and benefits, and listening to employee feedback. Creating a work environment that prioritizes employee satisfaction can lead to increased productivity, decreased turnover, and a more successful organization.

IV. ACKNOWLEDGMENT

The authors are grateful to the management of Dr.N.G.P Arts and science college, Coimbatore. The principal and the staff members of the Department of Masters in Hospital Administration, Dr.N.G.P Arts and science college, Coimbatore.

REFERENCES

1. Basker GV and Bacha YD (2020). *Job satisfaction among pharmacy professionals working in public hospitals and its associated factors, eastern Ethiopia. Journal of Pharmaceutical Policy and Practice. 2020 Dec; 13:1-9*
2. Poongavanam S (2020). *Assessment of Job Satisfaction among Health Care Providers (A Study Related to the Selected Healthcare Provider in Chennai City). Age. 2020 Mar;87(41.8):58-2.*
3. Kao CL (2020) Wang HJ. *The relationship between organizational climate, job stress, workplace burnout, and retention of pharmacists. Journal of occupational health. 2020 Jan 20;62(1): e12079.*
4. Pandey S and Kaur J (2020). *Study to Evaluate Level of Job Satisfaction among Health Care Personnel. Indian Journal of Forensic Medicine & Toxicology. 2020 Oct 1;14(4).*
5. Cheong KC, Ng ST (2020). *Work satisfaction among nurses in a private hospital. International Journal of Healthcare Management. 2020 Dec 15;13(sup1):156-63.*
6. Verma M, Kumar R. (2020) *Job satisfaction among health care providers: A cross-sectional study in public health facilities of Punjab, India. Journal of family medicine and primary care. 2019 Oct;8(10):3268.*
7. Hussain A, Asif M, Shah SI (2019). *Patient Satisfaction with Health Care Services; An Application of Physician's Behavior as a Moderator. International Journal of environmental research and public health. 2019 Jan;16(18):3318.*
8. Lu H, Zhao Y, While A. (2019) *Job satisfaction among hospital nurses: A literature review. International journal of nursing studies. 2019 Jun 1; 94:21-31.*
9. Kaur S, Malodia L. (2017) *Influence of emotional labor on job satisfaction among employees of private hospitals: A structural equation modeling approach. Journal of Health Management. 2017 Sep;19(3):456-73*
10. Imran B. *Organizational Culture (2019), Organizational Commitment and Job Satisfaction in Hospital Employees In West Sulawesi. Business and Entrepreneurial Review. 2019 Aug 20;18(2):133-44.*