

Assessment of Job Satisfaction among Health Care Providers (A Study Related to the Selected Healthcare Provider in Chennai City)

Dr.S.Hemalatha¹, Dr.S.Ganapathy², Dr. S. Poongavanam³

¹Associate Professor Department of Maritime Commerce, AMET Deemed to be University, Chennai.

²HOD & Associate Professor, Department of Corporate Secretaryship, S.A. College of Arts and science, Chennai

³ Associate professor, AMET Business School, AMET Deemed to be University, Chennai

Article Info

Volume 83

Page Number: 8649 - 8653

Publication Issue:

March - April 2020

Abstract

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. The aim of the study is to analyse the job satisfaction level among different group of healthcare providers from Chennai, Tamil Nadu health service and to identify the factors which affect job satisfaction the most. The study was conducted between November 2019 and January 2020 and included 200 participants working under the Tamil Nadu health services. The study used multistage random sampling and sometimes, telephonic interview were also taken. The questionnaire includes socio demographic information and about their working condition , salary, fringe benefits , rewards etc. The resul of the study shows that most of the healthcare provider are satisfied with their job It is suggested that policies in health care to be revised in such a ways to provide good working condition to the work force in the sector..

Article History

Article Received: 24 July 2019

Revised: 12 September 2019

Accepted: 15 February 2020

Publication: 09April 2020

Keywords: Job satisfaction, salary, rewards, fringe benefits, working condition

I. INTRODUCTION

Job satisfaction is defined as feelings of employees about their job (Schermerhorn JR., 2010). It can defined as a generalized feeling about their job which in turn results their performance (Ojakaa D, Olango, 2014). It improves the positive thinking, energy and performance towards work(Bhatnagar K, Srivastava K, 2012).

Numerous factors affect level of job satisfaction of the employees. One may get satisfaction in one aspects but dissatisfied with other aspects. But when the level of dissatisfaction over takes the level of satisfaction, employees ends up with resigning the job. There are many factors like motivating factors, hygiene factors, are associated with job satisfaction. Motivating factors like salary ,

contingent rewards , fringe benefit. Hygiene factors are working condition, nature of work, communication system, support of peers and other coworkers. Mostly motivation factors boost the satisfaction level but hygiene factors are associated with dissatisfaction level. Hygiene theory explains that hygiene factors plays a vital role in boosting level of satisfaction of the employees.

Organizational performances are highly get affected by job satisfaction of the employees. There are three sets of basic needs : existence, relatedness and growth , as per the theory of ERG (Alderfer CP, 1972). If an employees cannot satisfy his high priority needs, aims to satisfy the low priority needs which may lead to frustration and dissatisfaction in job. Therefore, the job satisfaction in work is considered as main indicator for emotional well-

being and to take care of psychological health of an individual. Job dissatisfaction may lead to absenteeism, labour turnover, stress that ultimately affect the productivity. Contingent rewards play a significant role, as the healthcare settings provide round the clock services (Artz B.,2008). Team leader qualities, coworkers, team dynamics, nature of work also plays a vital role with overall job satisfaction (Merga H, Fufa T,2019). Working condition and environments contributes level of job satisfaction of healthcare providers (Gopalan SS, Mohanty S, Das A, 2012). Job satisfaction of the worker at healthcare services reflects in their quality of services. There is a global concern for deficit of human resource in health care as per the World Health Organization (WHO) Report.

The job performance of the employees can be improved if the employers find out the important factors which affect their satisfaction level.

Therefore, the objectives of the present study is to measure the level of job satisfaction among different category of health care providers in Chennai(Tamilnadu) and to identify the major factors influencing the level of job satisfaction.

II. METHODOLOGY

Sampling Techniques

The study was conducted between November 2019 and January 2020 in Chennai city, Tamilnadu. The Population of Chennai in 2019 is 10.6392 Million. A list of eligible healthcare providers- who were permanently employed for more than 1 year at primary health centers, community health centers in Chennai were prepared. Healthcare providers includes doctors, nurses, lab technician and pharmacists. Around 2000 doctors and 3500 nurses are rendering services in Chennai. The sample size of the study is 200. The questionnaire was used to collect the data. Pilot study was conducted to pretest the questionnaire. Reliability and validity was tested in the pilot study. Random sampling was conducted. The instrument has Part A

demographical questions and Part B job satisfaction scale questions were asked. 5 point likert scale was used in the questionnaire.

III. RESULTS

A total of 150 healthcare providers were interviewed during the survey. The mean age of the respondents was 42.08 ± 10.23 years (minimum 25 years, maximum of 62 years) [Table 1]. 41.8% (n = 63) respondents were females and male 58.2%(n=87)and working as pharmacists (n = 44; 29.2%), medical officers (n = 44, 29.0%), staff nurses (n = 30; 19.9%), and lab technicians (n = 28; 18.9%). Overall, 66% (n = 99) of the respondents were satisfied with their present job, only 2.8% (n = 4) were dissatisfied while 31.2% (n = 47) were a neither satisfied nor dissatisfied [Table 2]. Among the satisfied respondents, majority were lab technicians (77%) and medical officers (72%;), followed by pharmacist (56.3%;), and nurses (55.4%;).

Table 1: Table showing socio demographical results of the respondents

Demographical variables	n	percentage
Gender		
Female	63	41.8%
Male	87	58.2%
Age Group		
21-30 years	29	19.3%
31-40 years	36	24.2%
41-50 years	44	29%
Above 50 years	41	27.5%
Designation		
Medical Officer	44	29%
Staff Nurse	30	19.9%
Lab technician	28	18.8%
Pharmacist	44	29.2%
Senior Medical office	5	3%
Marital Status		
Married	127	84.4%
Single	23	15.6%
Education Degree		
Less than Graduation	15	10.2%

Graduation	99	66%
Post Graduation	36	23.8%
Participant according to their caste		
Reserved	89	59.3%
Unreserved	59	40.7%
No. of transfer in the last five years		
Less than two transfer	91	80.9%
Above and equal to two transfer	59	19.1%

Table 2: Table shows the scoring pattern questions

	Dissatisfied		Neither dissatisfied nor satisfied		Satisfied	
	n (%)	Mean score±SD	n (%)	Mean score±SD	n (%)	Mean score±SD
Pay	25 (16.4)	9.52±2.30	32 (21.0)	14.16±0.74	94 (62.6)	18.93±4.04
Promotion	38 (25.3)	10.08±1.29	61 (40.2)	13.96±0.78		17.45±1.42
Supervision	3 (1.9)	9.78±2.28	10.4 (6.9)	15.22±1.13		21.15±2.11
Fringe Benefits	51 (34.2)	9.30±2.44	40 (26.8)	14.10±0.80		18.12±1.88
Contingent rewards	36 (23.8)	11.25±1.22	82 (54.5)	14.18±1.01		18.12±2.55
Operating conditions	112 (75.3)	9.72±1.63	32 (21.4)	13.64±0.76		16.73±9.96
Co-workers	4 (0.2)	11	4 (2.8)	14.23±0.72		21.8±1.89
Nature of work	3 (2.2)	9.50±2.50	7 (4.5)	14.52±0.51		20.76±2.35
Communication	6 (4.3)	10.35±1.88	22 (15.1)	14.29±0.80		19.61±2.47
Total	4 (2.8)	100.77±5.77	47 (31.2)	131.76±7.96		160.98±11.80

IV. DISCUSSION

Table3: Comparison of the mean score of job related questions among satisfied and dissatisfied

Questions	Mean		P
	Dissatisfied or Neither satisfied nor dissatisfied	Satisfied	
You feel motivated to work in the public health sector	4.65±0.964	5.50±0.678	0.000
Your staff members understand each other's role	5.04±0.817	5.48±0.692	0.000
The equipment is adequate	4.92±0.900	5.18±0.899	0.004
The timeliness of receiving TA/DA/reimbursement	4.37±0.885	4.88±0.857	0.000
You believe that you have to face bias by seniors	1.37±0.832	1.18±0.629	0.013
Your seniors listen to your issues	4.29±0.960	4.95±0.746	0.000
The patients are satisfied with the services you provide	5.09±0.685	5.44±0.626	0.000
You feel that you can help your patients	5.13±0.732	5.50±0.618	0.000
You feel that you can meet patients needs	5.10±0.724	5.52±0.612	0.000

In our study, job satisfaction was similar with all age groups. Elderly professionals have higher satisfaction compared to younger professionals (Carrillo García C 2013) . However, a Spanish study reported the opposite results (Carrillo García C 2013) . Some other reviews concluded that gender is not a strong independent predictor(Keeton K, Fenner DE, 2007). In India, women comprise 25% percent of the Indian workforce, but women with families are still doing 90% of household responsibilities and childcare du(Batra JK, P A, Sehgal M. , 2016) ties so even a little inconvenience at any of the two places can make them feel dissatisfied.

The study results that pharmacist have high level of job satisfaction then followed by medical officers. The attributes for high scores are job stability, good administration, regular duty off, good salary. Apart

from these benefits, the other benefits are maternity leaves, child care leaves, pension benefits etc.,

Our study reported less satisfaction among nurses (55.4%) but another study from India reported higher satisfaction among the nurses (Jaiswal P, Gadpayle A, 2015). This may be due to shortage of manpower and high level of work stress in primary health centres. This instability of job and low salary may affect the peace of mind and hence the satisfaction (Kohli S, Bagga R, 2013). Jaiswal et al. reported that in Delhi, technicians are least satisfied which working in a tertiary care institute and the reasons for dissatisfactions are less educational qualification, improper recruitment, improper deployment, no career growth opportunities (Jaiswal P, Gadpayle A, 2015). Rates of job satisfaction depicted in our study among the medical officers were similar to studies conducted outside India (Kohli S, Bagga R, 2013). The attributes for dissatisfaction may be due to different pay scale for the same job, contractual job, injustice to the professional skills, lack of autonomy power, less salary etc (Hwara AHi., 2009). Job dissatisfaction of doctors affect the society directly. (Jaiswal P, Gadpayle A, 2015)

62.6% of the workers felt satisfied with current salary. Majority of them (40.2%) had good opinion about opportunities of promotion. Pay and promotion are positively related with job satisfaction. Healthcare division should consider these variables to retain workforce (Ehsan Malik M, 2012). 91% of the employees are satisfied with their supervisors. In the present study large number of workers were dissatisfied from fringe benefits and contingent rewards offered to them. Duties of healthcare settings and provider differs from country to country. For instance, a medical officer in a primary health centers is supposed to perform both clinical and administrative duties, while there are only clinical duties to be completed in most of the district level hospitals.

Our study had certain limitations. The major

limitation of the study is the researcher did not consider the efficiency of the employees to measure the job satisfaction. The study was a cross sectional study, hence the casual relationship between the factors cannot be assessed. But the study provides good insights about the present job satisfaction level among the healthcare providers.

V. CONCLUSION

Daily motivation to go to job happily depends on the level of job satisfaction one has in their work place. Work stress and poor motivational factors results in less productivity. The present study intends to assist the policy makers on the importance of job satisfaction of the workforce of healthcare provider and its implications. Highly job satisfied workforce can bring positive impact on the evolving health system of a country.

REFERENCES

- [1]. MBhatnagar K, Srivastava K. Job satisfaction in health-care organizations. *Ind Psychiatry J* 2012;21:75-8.
- [2]. Carrillo-García C, Solano-Ruiz M del C, Martínez-Roche ME, Gómez-García CI. Job satisfaction among health care workers: The role of gender and age. *Rev Lat Am Enfermagem* 2013;21:1314-20.
- [3]. Gopalan SS, Mohanty S, Das A. Assessing community health workers' performance motivation: A mixed-methods approach on India's Accredited Social Health Activists (ASHA) programme. *BMJ Open* 2012;2:e001557.
- [4]. Kaur S, Sharma R, Talwar R, Verma A, Singh S. A study of job satisfaction and work environment perception among doctors in a tertiary hospital in Delhi. *Indian J Med Sci* 2009;63:139-44.
- [5]. Kumar R, Ahmed J, Shaikh BT, Hafeez R, Hafeez A. Job satisfaction among public health professionals working in public sector: A cross sectional study from Pakistan. *Hum Resour Health* 2013;11:2.

- [6]. Lee E. Why newly graduated nurses in South Korea leave their first job in a short time? A survival analysis. Hum Resour Health 2019;17:61.
- [7]. Poongavanam S (2019) Impact oh Health Care Laws and Employee Relationship, policies in pharma companies –A study. Indian Journal of Public Health research and Development. Vol.10 issue.7
- [8]. Poongavanam S (2019) A study on awareness among employees on Health care and appraisal system adopted in pharmacy companies . Indian Journal of Public Health research and Development . vol.10 issue 7