

## A Study on Job Satisfaction of Employees in the health organizations of Indore

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### Abstract

The purpose of this study is to explore few of the several parameters that influence people to pursue job in the healthcare industry, mainly in private and trust hospitals, in Indore. The study also includes the analysis of present level of satisfaction among the healthcare employees. The study seeks to answer the analysis question, “How satisfied are the healthcare workers with their jobs at the several prestigious and big names in the industry?” The goal is to analyze the demographics of job satisfaction and determine whether or not there is a major focus on the importance of satisfaction at the job in the ever growing health care sector in the tier two city, Indore.

Job satisfaction among health care professionals acquires significance for the purpose of maximization of human resource potential. This article is aimed at emphasizing importance of the job satisfaction in health-care organizations based upon their gender. In an organization, productivity and quality of service depend entirely on the organization’s ability to manage the human resource. The method used to perform the study was a job Satisfaction questionnaire. The respondents belonged to various designations in different departments of five major hospitals of Indore. Collective problem solving and the attitude of management are important to the satisfaction of the employees. Rewards and

considerations should be given to the deserving employees as per industry standards, irrespective of their demographic basis.

KeyWords:

HealthCare , Job satisfaction, Questionnaire, Gender.

### Introduction

The same number of studies propose, bosses profit by fulfilled representatives as they are bound to benefit from lower staff turnover and higher profitability if their workers experience an abnormal state of employment fulfillment. Be that as it may, representatives ought to likewise *'be happy in their work, given the amount of time they have to devote to it throughout their working lives'* (Nguyen, Taylor and Bradley, 2003)[1]. Occupation fulfillment has additionally been characterized as a pleasurable passionate state coming about because of the examination of one's activity; an emotional response to one's activity; and a

mentality towards one's activity. Weiss (2002)[2] has contended that activity fulfillment is a mentality however calls attention to that specialists ought to plainly recognize the objects of intellectual assessment which are influence (feeling), convictions and practices .This definition proposes that we structure demeanors towards our employments by considering our sentiments, our convictions, and our practices. Occupation fulfillment can likewise be characterized as either as the by and large or general employment fulfillment of a representative or as the fulfillment with specific aspects of the activity, for example, the work itself, associates, supervision, pay, working conditions, organization strategies, methods and open doors for promotion(Smith et al.,1969). In view of these two perspectives of occupation fulfillment , it might be estimated either as the general or by and large fulfillment of a worker with the activity or it might be

estimated as the fulfillment of a representative with the different work aspects.

#### Significance of Job Satisfaction :

Past the exploration writing and studies, job satisfaction is significant in ordinary advancement. Organizations have significant effects on the people who work for them and a portion of those impacts are reflected in how individuals feel about their work. This makes work fulfillment an issue of generous significance for the two businesses and representatives. Employment fulfillment is basically how individuals feel about their occupations and distinctive parts of their employments. It is the degree to which individuals like (fulfillment) or aversion (disappointment) their employments. (Spector, 1997)[3]. Disappointed specialists are bound to give substandard administrations, and the physical and mental status and the social working of these laborers can be influenced

considerably by the dimension of their activity fulfillment. Notwithstanding, as Schermerhorn (1993) [4] calls attention to, work fulfillment alone is anything but a reliable indicator of individual work execution.

The present investigation looks forward to respond to the analysis question, "How fulfilled are the wellbeing specialist organizations with their positions at the few lofty and enormous names in the business?" The objective is to break down the socioeconomics of occupation fulfillment and decide if there is a noteworthy spotlight on the significance of fulfillment at the specific employment in the consistently developing medicinal services area in the level two city, Indore. Employment fulfillment among medicinal services experts obtains importance with the end goal of amplification of human asset potential. The Indian restorative administrations section is assessed to stretch around ₹19 trillion by

2020. Rising compensation level, conspicuous prosperity and care, extended need of lifestyle diseases and improved access to insurance would be the key supporters of the advancement. The business is depended upon to make 40 million occupations in India by 2030. 100,000 livelihoods are depended upon to be produced using Aayushman Bharat, the National Health Protection Scheme. In April 2018 the administration declared the Aayushman Bharat conspires that intends to conceal to Rs. 5 lacs to 100,000,000 defenseless families (around 500,000,000 people – 40% of the nation's populace). This will cost around 118 billion rupees every year. Arrangement would be halfway through private suppliers. As of February 07, 2019, number of sub centers accomplished 168,216 and number of Primary Health Centers (PHCs) extended to 33,257.[5]

The private section has ascended as a vivacious power in India's social protection

industry, crediting it both national and all inclusive reputation. It speaks to practically 74 percent of the country's hard and fast social protection use. Social and health insurance in Indore has taken a monster jump of progress in the previous couple of years and now one has everything that could be thought of, when they scan for good medicinal services in this city. The days are a distant memory when individuals used to race to the metros so as to get best medicines and that situation has taken a totally new turn. The medicinal offices that one gets in Indore now are so world-class and relatively at low costs that individuals from metros come to Indore so as to complete the medications. In any case, the percent of employment fulfillment in Tier 1 urban areas is essentially higher than that in the Tier 2 urban communities with noteworthy contrasts in the normal exercises.

### Objectives of the study

- To analyze the demographic profile of the respondents.
- To assess the satisfaction level of employees with regard to monetary and non monetary benefits from employment at healthcare organizations in Indore.
- To identify the satisfaction level of employees with regard to gender differences.

### Review of Literature

Disappointed laborers are bound to give sub-par administrations, and the physical and mental status and the social working of these specialists can be influenced generously by the dimension of their activity fulfillment as indicated by NCBI [17]. Be that as it may, as Schermerhorn calls attention to, work fulfillment alone is certainly not a steady indicator of individual work performance.[4] One of the greatest preludes to the investigation of occupation fulfillment was the Hawthorne theory. These investigations

(1924-1933), basically credited to Elton Mayo of the Harvard Business School, tried to discover the impacts of different conditions (most prominently enlightenment) on laborers' profitability. These investigations at last demonstrated that novel changes in work conditions incidentally increment efficiency (called the Hawthorne Effect).[6] It was later discovered that this expansion came about, not from the new conditions, yet from the learning of being watched. This finding gave solid proof that individuals work for purposes other than pay, which made ready for scientists to research different factors in employment fulfillment. Logical administration additionally significantly affected the investigation of employment fulfillment. Frederick Winslow Taylor's 1911 book, Principles of Scientific Management[7], contended that there was a solitary most ideal approach to play out some random work task. This book added to a change in

mechanical creation methods of insight, causing a move from gifted work and piecework towards the more present day approach of sequential construction systems and time-based compensations. The underlying utilization of logical administration by enterprises enormously expanded efficiency since specialists were compelled to work at a quicker pace. Nonetheless, laborers wound up depleted and disappointed, along these lines leaving scientists with new inquiries to answer in regards to work fulfillment. It ought to likewise be noticed that crafted by W.L. Bryan, Walter Dill Scott, and Hugo Munsterberg[8] set the tone for Taylor's work. Some contend that Maslow's chain of command of requirements hypothesis, an inspiration hypothesis, established the framework for occupation fulfillment hypothesis. This hypothesis discloses that individuals look to fulfill five explicit needs throughout everyday life – physiological

necessities, wellbeing needs, social needs, confidence needs, and self-completion. This model filled in as a decent premise from which early specialists could create work fulfillment speculations. Occupation fulfillment as a noteworthy determinant of hierarchical responsibility has been all around archived in various investigations (Porter et al., 1974[9]; Mottaz, 1987[10]; Williams and Anderson, 1991[11]; Vandenberg and Lance, 1992 [12]; Knoop, 1995[13]; Young, Worchel and Woehr, 1998[14]; Testa, 2001[15]).

### **Research Methodology**

A questionnaire was prepared to know the employee satisfaction level of the employees with reference to William Sealy Gosset, who developed the "t-statistic"[16]. The independent t-test, also called the two sample t-test, independent-samples t-test or student's t-test, is an inferential statistical test that determines whether there is a statistically significant difference between

the means in two unrelated groups. The tool used for the comparison of the means was the Independent – Samples T - Test. On a 5 - point scale (*consisting of: 1-Strongly Dissatisfied, 2-Dissatisfied, 3- Neutral, 4-Satisfied, 5- Highly Satisfied*) 20 questions were asked, in order to measure the experience, expectations and overall satisfaction. The data was collected from the several departments of 5 leading private multi specialty hospitals of Indore, using direct survey method. A face-to-face interview along with filling of the questionnaire forms was done in the hospitals to collect a reasonably sufficient sample of respondents from both the genders. A sample size of 200 from different departments was considered. A representative sample of several demographic variables including Age, Gender, Family Structure and Monthly Income was collected as the basis of screening of the respondents. The selected

group of respondents was on the random sampling or the convenient sampling basis. The score was measured by taking the difference of opinions of the two genders upon the listed questions in the questionnaire. Use of SPSS packages and MS-Excel was done for the calculations and analysis.

## **Result**

### **Statistical Data Analysis**

#### **Independent Samples T Test**

#### **Hypothesis :**

**There is no significant difference between employee's Gender and Overall Job Satisfaction.**

Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
OVERALL	1	148	11.4971	1.43917	.11830
	2	52	11.9973	1.58739	.22013

Independent Samples Test

	t-test for Equality of Means					
	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	
OVERALL	Equal variances assumed	-2.098	198	.037	-.50015	.23839
	Equal variances not assumed	-2.001	82.329	.049	-.50015	.24990

**Observation**

- From the above table, we can infer the t value (t), degree of freedom (df), and the significant value (Sig. (2-tailed)) which is below the required criteria (0.05).
- Thus the hypothesis is rejected. There is a significant difference between employee’s gender and overall job satisfaction.

**Conclusion**

Job satisfaction addresses a mien rather than lead. Associations trust that fulfilled workers are more beneficial than disappointed and have been an essential

fundamental. The hole between the required and current development in human services industry's representative fulfillment in India can't be tended to through a steady and straight methodology. Human services conveyance in autonomous India has been under the domain of the legislature. Although the government has secondary and tertiary care facilities, it is the private sector that runs a majority of secondary, tertiary and quaternary care facilities. Private facilities are also majorly concentrated in and around tier 1 and tier 2 cities. Despite this, the Indian healthcare ecosystem faces numerous challenges. One major challenge is the low level of satisfaction at work place among the care-providers of the industry, specially the females. The key to effective work performance is in understanding what domains of work are important for job satisfaction among clinical and the non clinical employees, irrespective of gender and other demographic basis. Accomplishing

this objective requires a submitted and devoted workforce in the management.

### Recommendations

Rewards and considerations should be given to the deserving employees as per industry standards, irrespective of their demographic basis. Aggregate critical thinking and the frame of mind of the board are imperative as per the general inclination of the representatives. Occupation fulfillment can be expanded by taking care of persuading factors, for example, making work all the more fascinating, requiring progressive activity, inventiveness, and management. It is of most extreme significance to look for the sentiments of representatives and incorporate them in basic leadership and critical thinking forms. Fundamental changes can be taken to improve working conditions, regardless of the sexual orientation. Better correspondence may yield some more results. Recompenses may be improved to guarantee better

fulfillment to the workers. Same wages for a specific kind of work must be guaranteed, irrespective of the gender.

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