

**AMOGHVARTA**

**ISSN : 2583-3189**



## Study of Job Satisfaction of Nurses in DKS Multispecialty Hospital at Raipur

**ORIGINAL ARTICLE**



### **Authors**

**Ravi Kishor Agrawal**  
Ph.D. Scholar, Department of Management

and

**Dr. Nikita Dholakia**  
Associate Professor  
Department of Management  
Shri Rawatpura Sarkar University  
Raipur, Chhattisgarh, INDIA

### **Abstract**

*Without personnel that is happy in their position, a healthcare system cannot function successfully. The fundamental resource of the healthcare system is the human aspect; many disgruntled health care's workers either leave their profession or their employment in search of better opportunities. In Raipur, the public health sector has begun to pay attention to the issue of unhappiness since these people are constantly under a lot of stress in addition to their jobs. In a public health hospital in Raipur, a study was conducted to evaluate the stress and job satisfaction of healthcare workers as well as their relationships with several dimensional variables. The data was collected using the Job Satisfaction Survey (JSS) questionnaire, and SPSS-9 was utilized to analyze it. the degree of job satisfaction as determined by a five-point Likert scale. According to the study's findings, the majority of respondents are young and enthusiastic people who are unhappy with their jobs, direct supervision, freedom to pick their work style, income,*

*promotions, a healthy work-life balance, reorganization, and acknowledgment. The majority of healthcare workers are content with their morale at work, teamwork, the working environment, and their own morale.*

### **Key Words**

*Job satisfaction, Nurses, Public, Hospital.*

### **Introduction**

A nurse's contribution to the population's improved access to and use of high-quality healthcare is crucial and significant. Without a happy workforce, a healthcare system cannot function properly. The fundamental resource of the healthcare system is its workforce, and many disgruntled healthcare workers either leave their profession or their jobs in search of better opportunities. In Raipur, the public health sector has begun to pay attention to the issue of employee unhappiness because they are constantly under a lot of stress in addition to their jobs. In a public health territorial hospital in Raipur, a study was conducted to gauge the stress and job satisfaction levels of healthcare professionals. Job satisfaction is determined by a variety of attitudes employees have towards their work, how they feel about their jobs and other things. A positive

attitude towards the job reflects job satisfaction, whereas a negative attitude reflects job unhappiness. Numerous studies have demonstrated that a variety of management-controlled elements, including security, pay, fringe benefits, possibilities for advancement, working environment, coworkers, and responsibilities, have a favourable impact on job satisfaction. In contrast, issues like workload, family disputes, a poor work environment, poor management, the doctor-patient connection, a lack of communication, poor training opportunities, low pay, a low increase, poor facilities, and financial rewards may have a negative impact on job satisfaction.

## **Aim**

- The aim of the study is to evaluate the job satisfaction of nurses in DKS Multispecialty Hospital in Raipur, Chhattisgarh.
- To identify the associated factors of Job satisfaction.

## **Methodology**

### **Study Design and Sample**

A Cross-sectional study using Non-Probabilistic Convenience sampling; and stratified random sampling was conducted in DKS Multispecialty Hospital in Raipur, Chhattisgarh. The hospital was unable to provide information on the number of staff members, but all of those who were accessible from the hospital-staff, part-time workers, or AV staff who provided care on an as-needed basis-were included in the research population. The sample included healthcare professionals from several strata, such as residential doctors, staff nurses, management and administration, paramedical workers and technicians, and security. A well-structured questionnaire is utilized as the data collection tool for gathering primary information from the workforce. The job satisfaction questionnaire used to obtain the data covered both internal and external elements affecting employees' job satisfaction. Stress, compensation, marital status, prospects for career progress, workplace environment, coworkers, duties, and supervision. Through these job satisfaction (JSS) elements, the respondents would be asked to score the various parameters within each area chosen for the study on a Five-Point Likert scale. Assigning scores to the respondents' ratings of the various parameters under each section will be used to carry out the analysis.

### **Data Collection and Analysis**

A total of 400 structured questionnaires were distributed and collected over a period of one month. Out of 400, 232 responded with complete answers. The data was analyzed using (SPSS-9). Chi-Square Tests and correlation analysis were carried out.

## **Result**

A study sample had shown (69.4%) Males and (30.6%) Females and 47.0% of them were in the 20-25 Year Age Group. Were 42.7% married and 57.3% unmarried. 35 Resident Doctors, 70 Nurse Staff, 35 Admin & Management, 60 Paramed & Others, and 32 Security. 141 worked in the hospital for less than 1 year, 83 for 1-5 years, 3 for 5-10 years, 5 had been more than 10 years, were 174 are having below 10,000 salaries and 58 were having more than 10,000 salaries.

**Table 1:** Socio-demographic characteristics of Nurses Working in Public Tertiary Care Hospital of Raipur Chhattisgarh.

S. No.	Socio Demographic Variable		Frequency	%
1	Gender	Male	71	30.6
		Female	161	69.4
2	Age	20-25	64	27.6
		25-30	109	47.0
		30-35	22	9.5
		Above 35	37	15.9
3	Marital Status	Unmarried	99	42.7
		Married	133	57.3
4	Designation of the respondent	Sister Grade III	70	30.2
		Sister Grade II	60	25.9
		Sister Grade I	35	15.1
		Assistant Nursing Superintendent	32	13.8
		Deputy Nursing Superintendent	35	15.1
5	Working experience	0-2	140	60.8
		2-5 year	84	35.8
		5-10 year	5	2.2
		More than 10 years	3	1.3
6	Salary of the respondent	Below 10,000	172	74.0
		More than 10,000	60	26.0

(Source: Primary Data)

Chi-Square Test for each socio-demographic characteristic and Job Satisfaction

S. No.	Characteristics	Value	P-Values
1	Age of the respondents	8.388	.230
2	Marital status of the respondents	4.459	.095
3	Working experience of the respondents	7.259	.313
4	Stress other than job	2.625	.291

**Explanation:** For the age of the respondents, Working experience of the respondents and Stress other than the job we see that the p-value is more than 0.1 therefore, for these three demographical factors we accept the null hypothesis and reject the alternative hypothesis so, we conclude that the age group, working experience, presence of stress other than the job and job satisfaction are independent of each other i.e.; people of any age can have job satisfaction, working experience is not the determining factor for job satisfaction and if the people are having stress factors (personal projects, etc.) other than job than they are not dissatisfied with their jobs. For marital status, since the p-value is less than 0.1 therefore, we reject the null hypothesis and accept the alternative hypothesis so, we conclude that the marital status of the respondents and job satisfaction is dependent on each other i.e.; the marital status of the respondent is the determining factor for job satisfaction.

Most of the workers showed dissatisfaction with their direct supervisor, when questioned asked about the supervisor's skills and his interest in solving the problem of those who work under his supervision and his fairness, only 9.5% were satisfied and 56.5% were dissatisfied with their director supervisors' way of working. The relationship with fellow workers has a vital role to play in work performance, and moral efficiency and the same has been shown with the analysis i.e., 75.9% were satisfied with the relationship they have with their fellow workers and 5.2% were dissatisfied. Regarding the nature of work with the organization 63.4% were dissatisfied and 7.3 were satisfied with their organization. 66.8% were satisfied with the team spirit working environment in the organization. Regarding the freedom to choose their own working methods, 58.6% of the

respondents have shown dissatisfaction reflecting the high level of dissatisfaction among the respondents when it comes to thinking out of the box in the public sector. 59.5% were dissatisfied to balance their family life and working life.

**Table 2:** Frequency table for job satisfaction based on overall satisfaction and dissatisfaction by factor – Highly dissatisfied and dissatisfied are summed up to represent dissatisfied and the same is done for the matter of representation of satisfied.

Factor	Level of JS	Frequency	Percentage
Type of work	Disagree	181	78.0%
	Agree	17	7.3%
Supervision	Disagree	174	75.0%
	Agree	26	11.2%
Opinions and Involvements	Disagree	148	63.8%
	Agree	26	11.2%
Hospital staff professionalism	Disagree	125	53.9%
	Agree	81	34.9%
With own confidence	Disagree	189	81.5%
	Agree	24	10.3%
Rewards, and appreciation	Disagree	159	68.5%
	Agree	36	15.5%
Freedom to select a working strategy	Disagree	155	66.8%
	Agree	28	12.1%
Co-Workers spirit in working space	Disagree	174	75.0%
	Agree	18	7.8%
Promotional program	Disagree	44	19.0%
	Agree	147	63.4%
Work-Life Balance	Disagree	152	65.5%
	Agree	52	22.4%
The effectiveness and morale of coworkers	Disagree	191	82.3%
	Agree	13	5.6%

(Source: Primary Data)

## Interpretation

So, with the above frequency table, it can interpret that the majority (66.3%) of the respondents were found to be dissatisfied with their job and a few (18.3%) were found to be satisfied while 15.4% preferred to remain neutral.

## Discussion

Due to the economic and awareness instability in the area, Raipur’s health system is battling a number of obstacles, and one of these crucial obstacles is a lack of human resources for healthcare. In this developing nation, unhappiness with all aspects of life is evident, and the availability of healthcare services is no exception. This is something that can be disregarded because it will eventually. Only 18.3% of those who took part in the study expressed work satisfaction. And 66.3% of the nurses displayed a high level of job dissatisfaction. The public health system, which already lacks financial resources and cannot afford to lose its qualified workforce as disgruntled workers go to other cities in quest of better employment possibilities, might benefit greatly from this. The survey found that neither doctors nor nurses are happy with their jobs and that there needs to be an improvement in the happiness of these key members of the healthcare system, without whom it would be impossible to provide treatment to the poor. According to our study, 19.0% of respondents were unhappy

with the hospital's advancement program, and 65.5% were unhappy with their capacity to strike a balance between their personal and professional lives. All of these outcomes are in terms of adulation and recognition, promotions, and harmony between family and work life. Tally with the study's findings, which show that public nurses in Raipur are satisfied with their jobs.

The results for direct supervision revealed that only 9.5% of respondents liked their supervisor overall, and the majority of respondents were unhappy with their supervisor's talents and the mentoring role he plays. Healthcare workers must learn to scale up their capabilities and deal with patients rather than machines. If they feel that their supervisor lacks the ability to guide them and does not give them tasks, then the supervisor needs to acquire new skills and receive training on how to deal with their subordinate. The majority of medical professionals enjoy helping people and appreciate the professionalism of hospital staff. They see this as an opportunity to help people and are proud of the work they do; their job satisfaction rate was 32.5%, and they also showed high levels of satisfaction with their coworkers' morale and productivity. The majority of them enjoy working with them and consider them to be good team players.

The majority of the participants in the study demonstrated that their marital status was influenced by their level of job satisfaction and that they were unable to strike a balance between their personal and professional lives. Additionally, stress and family troubles are common among healthcare workers. They can't manage the disruption to their regular routine, employment, or family life. The stress level in health workers outside of their jobs has increased by 52.2% due to job satisfaction. Additionally, a health worker's degree of job happiness rises with experience, and the majority of respondents do not have adolescents or parents in their households. Job satisfaction is also unrelated to the presence of adolescents or parents in the family. For those who develop health policies and planners, low job satisfaction creates a challenging environment since low job satisfaction subsequently translates into a poor ability to provide services to the community, leading to services that are wasteful and ineffective. The results of every study conducted in Raipur to yet are remarkably comparable to those of our study, demonstrating that the public health sector has not made any significant attempts to raise employee work satisfaction. The results are indisputable because, if the same mentality persists, Raipur will continue to lose its highly skilled workforce to either foreign nations or people choosing other professions. Workers in the health sector go through arduous and repetitive training exercises to keep up with the most recent developments in the medical area. If the experienced and trained Nurses leave their professions due to discontent with the above-discussed causes, it will be an irreparable loss of both money and time. Additionally, everyone who joins an organization has the aspiration of developing along with the company where they provide their services; however, if these aspirations are not realized, the consequences may include a subpar performance by health professionals and a subpar health system with an unstable and constantly changing workforce.

## **Conclusion**

1. All of the world's health systems struggle with a lack of job satisfaction that leads to high employee turnover. According to the report, the majority of healthcare professionals are not content with their jobs, promotions, lack of direct supervision, freedom to pick one's own working style, professionalism of hospital employees, reorganization, and appreciation.
2. The working environment, organizational culture, marital status, and inability to strike a balance between family and work life are the main reasons why employees are less satisfied.
3. If the health care system in Raipur is to be improved, we must devote particular focus to enhancing the management system, organizational performance, and quality. The administration should regularly counsel the workers, and the hospital staff should have access to recreation areas on-site so they can unwind during working hours. The hospital should also use proper performance appraisal processes.

## References

1. A M Natarajan, & A Tamilarasi, *Probability Random Process & Queuing*, 2nd Edition, New Age International Publishers.
2. Abdullah MA, Mukhtar F, Wazir S, Gilani I, Gorar Z, Shaikh BT. The health workforce crisis in Pakistan: A critical review and the way forward. *World Health Popul*, 2014; 15(3): 4-12.
3. Atif K, Khan HU, Maqbool S. Job satisfaction among doctors, a multi-faceted subject studied at a tertiary care hospital in Lahore. *Pak J Med Sci*, 2015; 31(3): 610-4
4. Golshan NM, Kaswuri AH, Aghashahi B, Amin M, Wan Ismail WK. Effects of Motivational Factors on Job Satisfaction: An Empirical Study on Malaysian Gen-Y Administrative and Diplomatic Officers. In: 3rd International Conference on Advanced Management Science; 2011; pp. 2011; 19: 1-7.
5. Gudeta N. Job Satisfaction Across Some Selected Demographic Variables Among Hospital Health Workers in South-West Shoa Zone, Oromia Regional State, Ethiopia. *Inter J Clinic Oncol Cancer Res* 2017; 2(1): 22-8.
6. Jahan S., Human Development Report 2016, Human Development for Everyone 2016.
7. Kothari C.R., *Resources Methodology and Techniques*, 2nd Edition 2003, Wishwa Publication, New Delhi
8. Locke EA., *The nature and causes of job satisfaction*. Handbook of industrial and organizational psychology 1976; 1297-349.
9. Lofquist LH, Dawis RV. Essentials of person-environment-correspondence counseling 1991.
10. Nikic D, Arandjelovic M, Nikolic M, Stankovic A. Job satisfaction in health care workers. *Acta Medica Medianae*, 2008; 47(4): 9-12.
11. Nikic D, Arandjelovic M, Nikolic M, Stankovic A. Job satisfaction in health care workers. *Acta Medica Medianae*, 2008; 47(4): 9-12.
12. Seccombe I, Smith G. Taking Part: Registered Nurses and the Labour Market in 1997.

---==00==---