

# A Study of Job Satisfaction of Hospital Staff in Hospital Ward

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## Abstract

**Introduction:** Job satisfaction is defined as “a pleasurable of positive emotional state resulting from the appraisal of one’s job experiences.” The primary objective of this study is to measure the level of employee satisfaction towards their job. Any employee in any organization has two tips of job satisfaction. The first is in terms of money gain and second is in terms of mental gains. This study attempts to evaluate the overall job satisfaction of employee in tooth planet dental clinic. Job satisfaction is a result of employee’s perception of how well their job provides those things that are viewed as important. It is generally recognized in the organizational behaviour. **Material and Methods:** The study was conducted among the sample 20 respondents. Data collected through survey, interview and discussion and with the help of questionnaire, each question in the questionnaire must satisfy the objective of the study. Secondary data are those which have been collected by some other persons for his purpose and published secondary data collected through journals and annual report of the company. The project was carried out in tooth planet dental clinic. The collected data were properly edited and processed by computer techniques using excel and word and was entered into a master sheet for analysis and interpretation. Finding and conclusion are based on interpretation of data presented in the form of tables and graphs. **Results:** In our study 90 % respondents are under 30 years old. 10 % employees under 30-40 years old and employees are under 40-50 years old and no one employees are above 50 years old. In this study 75 % respondents are satisfied with his salary whereas 25 % respondents cannot satisfy with their salary because they want more salary and 0% respondents can’t say anything. It can be interpreted that 20 % respondents say the company cleanliness is good, 0 % respondents say the cleanliness is somewhat good and 0 % respondents say that company cleanliness is somewhat bad. Majority of the employees are agreed with the technology adopted by the organization to finish their work smoothly. **Conclusion:** Job satisfaction is a key aspect for success of every enterprise, when employees are satisfied work of performance will increase. Job satisfaction of employees in any organization is of paramount importance to achieve the targeted goals on a sustainable basis. The research on the subject has put that building of employee’s competencies and self confidence through training, feedback, and recognition should be a permanent activity of the organization. It is noticed that high job satisfaction is closely related to the feeling of effectiveness on the job.

**Keywords:** Hospital ward, Job satisfaction, Hospital staff.

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## INTRODUCTION

Job satisfaction is defined as “a pleasurable of positive emotional state resulting from the appraisal of one’s job experiences.” The primary objective of this study is to measure the level of employee satisfaction towards their job.

Any employee in any organization has two tips of job satisfaction. The first is in terms of money gain and second is in terms of mental gains. This study attempts to evaluate the overall job satisfaction of employee in tooth planet dental clinic. Job satisfaction is a result of employee’s perception of how well their job

provides those things that are viewed as important. It is generally recognized in the organizational behavior.

Among other things the result of the study showed that the organization have developed program which could be improved on. Major findings include. Company provides training and development program for both new and old employee. The major recommendation is that every training and development program should not be less than one month. In conclusion training and development is necessary for any organization that wants to survive.

It is said that satisfied employee is a productive employee. Any kind of grievance relating to organizational or personal to a greater extent influences on the job. So every organization is giving higher priority to keep their employee with satisfaction by providing several facilities which improve satisfaction and which reduce dissatisfaction. Job satisfaction is considered as a key issue by the entrepreneur where efforts are taken and programs are initiated.

If an employee is not satisfied with the job, there are chances for absenteeism, low turnover, lower productivity, committing of mistakes, diverting energy for different types of conflicts etc. Satisfied employees are also more likely to be creative and innovative and come up with breakthroughs that allow a company to grow and change positively with time and changing market conditions.

The common aspects of job satisfaction are work, pay, promotions, recognition, benefit, working conditions, supervision, coworkers, company and management. Job satisfaction is an employee's measure of workers' contentment with their job, whether they like the job or individual aspects or facets of job, such as nature of work or supervision. In hospital jobs, dissatisfaction is highly associated with staff's intention to quit, suboptimal healthcare delivery and poor clinical outcomes. For instance, due to adverse events and reduced patient adherence and lower patient satisfaction. For the healthcare workers themselves, lower job satisfaction is also associated with higher levels of stress and burnout. Research suggests that job satisfaction and job performance positively correlate, and doctors with higher job satisfaction are more likely to provide more satisfactory services and produce better therapeutic effects than those with lower job satisfaction. Higher job satisfaction of hospital staff results in higher patient satisfaction and job satisfaction is directly proportional to the growth of organization.

Everything you need to know about job satisfaction. Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job.

## MATERIAL AND METHODS

- a) **Primary Data:** Data collected through survey, interview and discussion and with the help of questionnaire, each question in the questionnaire must satisfy the objective of the study.
- b) **Secondary Data:** Secondary data are those which have been collected by some other persons for his purpose and published secondary data collected through journals and annual reports of the company.

**Nature of Sampling:** The study was conducted among the sample of 20 respondents.

**Period of Study:** The project was carried out at the tooth planet dental clinic.

### Data Interpretation and Analysis

The collected data were properly edited and processed by computer techniques using Excel and Word and was entered into a master sheet for analysis and interpretation. Findings and conclusions are based on interpretation of data presented in the form of tables and graphs.

### Data Analysis & Interpretation Introduction

Analysis of the data involves a number of closely related operations that are performed with the purpose of summarizing the collected data and organizing this data in such a manner that they will yield answers to research questions if no such question had initiated the study.

After collection and analysis of data, the researcher has to accomplish the task of drawing inferences from the collected data or facts after an analytical and/or experimental study is called as interpretation.

### Data Analysis and Interpretation

The analysis of data is the most important step in the research process. Data analysis is a process of inspecting, cleaning, transforming and modeling data with the goal of discovering useful information, informing conclusions, and supporting decision making. Analysis of the data involves a number of closely related operations that are performed with the purpose of summarizing the collected data and organizing this data in such a manner that they will yield answers to the research question if no such question had initiated the study.

After collection and analysis of data, the researcher has to accomplish the task of drawing inferences from the collected data or facts after an analytical and/or experimental study is called as interpretation. Data analysis has multiple facts and approaches, encompassing diverse techniques under a variety of names, while being used in different business, science and social science domains. For the purpose of analysis of data, the researcher has used various statistical as well as analytical tools like tabulation and percentage. Analysis refers to breaking a whole into its separate components for individual examination. Data analysis is a process for obtaining raw data and converting it into information. Useful for decision making by users. Data is collected and analyzed to answer questions, test hypotheses or disprove theories.

**What is your age?**

Respondent Option	No of Responses	Percentage
18-30	18	90%
30-40	2	10%

**Interpretation:** From the above graph interpreted that 90 % respondents is under 30 years old. 10 % employees under 30-40 years old and employs are under 40-50 years

old and no one employees is above 50 years old.

**What is your working Hour?**

Respondent option	No of Responses	Percentage
8hr	14	70%
12hr	6	30%
Above 12hr	0	0 %
Sometimes 8hr, sometimes 12hr	0	0%
<b>Total</b>	<b>20</b>	<b>100%</b>

**Interpretation:** From the above graph it can be interpreted that 70 % respondents do their work in 8hr. the 30 % respondents do work in 12hr and 0 % respondents do their job above 12 hour and 0%

respondents do their job for sometimes 8hr of sometimes 12hr.

**Whether you are satisfied with your work?**

Respondent option	No of responses	Percentage
Yes	19	95%
No	1	5 %
Can't say	0	0%
<b>Total</b>	<b>20</b>	<b>100%</b>

**Interpretation:** From the above graph it can be interpreted that 75 % respondents are satisfied with his salary whereas 25 % respondents cannot satisfy with their salary because they want more salary and 0%

respondents can't say anything.

**Whether you enjoy with your work?**

Respondent	No Of Responses	Percentage
Yes	18	90 %
No	2	10 %
<b>Total</b>	<b>20</b>	<b>100 %</b>

**Interpretation:** From above graph it can be interpreted that 90 % respondents enjoy their work and do their work carefully and 10 respondents are not enjoy their work as

per their opinion the company environment is not good.

**What are the safety facilities provided by the organization?**

Respondent option	No of Responses	Percentage
Air conditioner Aprons Face shield Sanitizer	20	100 %
All the above	20	100 %
None the above	0	0

**Interpretation:** The company provides safety facility to their workers. Which includes all the facility like

watchman, fire? Extinguisher, hand gloves and mask etc.

**What you think about management?**

Respondent option	No of Responses	Percentage
Good	18	90 %
Bad	00	0 %
Can't say	2	10 %
<b>Total</b>	<b>50</b>	<b>100 %</b>

**Interpretation:** From above graph it can be interpreted that 90 % respondents feel good above management of the company 10 % respondents can't able to say anything.

**Are you satisfied with physical working environment of the clinic?**

Respondent option	No of Responses	Percentage
Excellent	20	100 %
Good	00	0 %
Poor	00	0 %
<b>Total</b>	<b>20</b>	<b>100 %</b>

**Interpretation:** From the above graph interpret that 0 % employee were feeling good above working environment and 100 % employee were feeling excellent about their

working environment.

**Are you satisfied with top management?**

	No of Responses	Percentage
Satisfied	15	75 %
Neutral	2	10 %
Dis-satisfied	3	15 %
<b>Total</b>	<b>20</b>	<b>100 %</b>

**Interpretation:** From the above graph interpreted that 75 % employee are satisfied 15 % employees are Neutrally satisfied with top management. 30 %

employees are dis-satisfied with top management.

**What is your opinion about clinic cleanness?**

Respondent option	No of Responses	Percentage
Good	20	100 %
Medium	0	0 %
Bad	0	0 %
<b>Total</b>	<b>20</b>	<b>100 %</b>

**Interpretation:** From the above graph it can be interpreted that 20 % respondents says the company cleanness is good, 0 % respondents says the cleanness is somewhat good and 0 % respondents say that company

cleanness is somewhat bad.

**Do you think that the incentives and other benefits will influence your performance?**

Respondent option	No of Responses	Percentage
Influence	17	85 %
Does not in influence	0	0 %
No Opinion	3	15 %
<b>Total</b>	<b>20</b>	<b>100 %</b>

**Interpretation:** The above graph interpreted that maximum respondent's think above the benefits and incentives are influence the employee performance.

**The Technology adopted by the organization helps to you finishes your work smoothly?**

Respondent option	No of Responses	Percentage
Agree	20	100 %
Undecided	0	0 %
Dis-agree	0	0 %
<b>Total</b>	<b>20</b>	<b>100 %</b>

**Interpretation:** Majority of the employee are agree with the technology adopted by the organization to finish their work smoothly.

### Is the management helpful and sympathetic to your problems in workstation?

Respondent option	No of Responses	Percentage
To some extent	15	75 %
To Large extent	5	25 %

75 % of the employee feels that the management is sympathetic to same extent in their problems faced by workstation.

## FINDINGS, SUGGESTIONS, RECOMMENDATION

### Introduction

From analysis and interpretation of data, researcher has some findings. On the basis of finding the researcher has given some suggestions to the organization. For improving the service provided to the customers and for increasing the sales and customer satisfaction.

### Findings

- Majority of employees under 30 years old. (Ref table no 4.2.1)
- The maximum workers are working in the organization for 8 hours. (Ref table no. 4.2.2)
- Employee are satisfied with organization (Ref table no. 4.2.3)
- Organization provide better salary depend on their work. (Ref table no.4.2.4)
- Tooth Planet provides the better facilities to their workers/staff. (Ref table no. 4.2.5)
- Organization fulfill the less worker needs. (Ref table no.4.2.6)
- Majority of worker are enjoying their work. (Ref table no. 4.2.7)
- Organization provide good training facilities like on Job training and off job training (Ref table no 4.2.8)
- All the respondents are secure in the organization (Ref table no. 4.2.9)
- It is found that the organization provides all security facility to the workers (Ref table no 4.2.10)
- Maximum employee said that company can arrange the programs which his related to the development of Employees. (Ref table no 4.2.11)
- Majority of the employees good opinion about organization discipline. (Ref table no. 4.2.12)
- Majority of employees were feeling good about management. (Ref table no. 4.2.13)
- Maximum employees were feeling good about physical working environment of the company. (Ref table no 4.2.14).
- Employees were feeling good with Co-worker.

(Ref table no. 4.2.15)

- Majority of the employees are satisfied with welfare activities taken by the organization. (Ref table no 4.2.16)
- Majority of employees are satisfied with top management. (Ref table no. 4.2.17)
- Maximum employees agree that management involved in management decisions. (Ref table no.4.2.18)
- Workers say that company cleanness is very good. (Ref table no. 4.2.19)
- Maximum respondent's think about the benefits and incentives are influence the employee performance. (Ref table no. 4.2.20)
- Most of the employees agrees that they get opportunity to learning and growth of the organization. (Ref table no. 4.2.21)
- Majority of the employees are agree with the technology adopted by the organization to finish their work smoothly. (Ref table no. 4.2.22)
- Majority of respondents are satisfied with promotional policies provided by the organization. (Ref table no. 4.2.23)
- Employees feel that the management is sympathetic to some extent in their problems faced by workstation. (Ref table no 4.2.24)
- Maximum respondent are satisfied with monitory benefit provided by the company. (Ref table no. 4.2.25)

### Suggestions

- Training program should be conducted for both personal as well as technical development. Management key should recognize talents and encourage them to grow in the organization.
- To provide more carrier opportunity and promotional policy.
- To provide performance based reperfrds and recognition to improve motivation of the employees.
- Organization can try and increase the level of workers participation in decision making.
- More attention should be given for overall development of employee's welfare activities.
- Organization can motivate individual through proper counseling and guidance.

## CONCLUSION

Job satisfaction is a key aspect for success of every enterprise, when employees are satisfied work of performance will increase.

Job satisfaction of employees in any organization is of paramount importance to achieve the targeted goals on a sustainable basis. The research on the subject has put that building of employee's competencies and self confidence through training, feedback, and recognition should be a permanent activity of the organization. It is noticed that high job satisfaction is closely related to the feeling of effectiveness on the job.

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