

Employee Satisfaction in Healthcare Organizations

Prof.Dr.J.Antonette Asumptha, Vp Dhiyaneshvaran,

Faculty@madurai kamarajar university, department of entrepreneurship studies, madurai.

*Mba(hospital administration), department of entrepreneurship studies,
Madurai kamarajar university, madurai.*

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ABSTRACT: The observation of this study is to find the employee satisfaction in healthcare organisation. The healthcare organisation in plays a major role in our environment. In the healthcare employee satisfaction in may lead a organisation to the higher level on the right way. Employee satisfaction helps to lead healthcare organisation in a vital roll , the employees ready to give their feedback of working of their healthcare organizations.

AIM:The aim of this study to analysis or observe the employee satisfaction in healthcare organization or concern in MADURAI,TAMILNADU,INDIA.

KEYWORDS:Employee satisfaction , Feedback, Questionnaire in healthcare organizations.

Key Messages: Doctors derive satisfaction from their work, but are not very satisfied with their work environment.

I. INTRODUCTION :

India is considered to have a good health care network available in both rural and urban area of the country. The important component of the value chain in the Indian healthcare industry rendering services is the hospital industry.many new hospitals are being established in response to growing disappointment in the role of healthcare for the public in general. the new hospitals, which are coming up as government, charitable, contemporary and private hospitals, are making healthcare the new emerging, largest service sector in india. employee satisfaction has been variously linked with increased productivity/performance , and negatively with absenteeism and turnover in an organization .naturally, it follows that doctors, nee caregivers, who are happy with their jobs are likely to give much better service and greater customer satisfaction.however, in many states in india , the private sector is not well developed and medical education remains the domain of state medical colleges/ institutions run by the concerned governments. the doctors who hold the health of the public in their hands and shape the attitudes and

aptitudes of the budding generations a contented a lot or , the governments be satisfied in sitting back and watching as foreign shores and the lure of the private sector continue to lap up the best brains in the country

Job satisfaction is a complex function of a number of variables.A person may be satisfied with one or more aspects of his/her job but at the same time may be unhappy with other things related to their job. i.e, A healthcare organisation'S workerS oremployees may be satisfied with his/her designation but may not be satisfied with the level of income.The major motivation of behavioral for studying job satisfaction has been to create a link between workers' job satisfaction and job performance.

Work content, age, gender, educational level, working conditions, location (rural or urban), co-workers, salary and working hours are some of the factors related to job satisfaction. Low job satisfaction among health providers in primary health care in Turkey is thought to be a problem. Likewise, it is also known that there is close correlation between the job satisfaction of health care staff and the total quality of health services. Different groups have reported differences between the job satisfaction of doctors and that of other health providers.Various satisfaction levels of health care workers, including general practitioners, nurses and midwives, have been

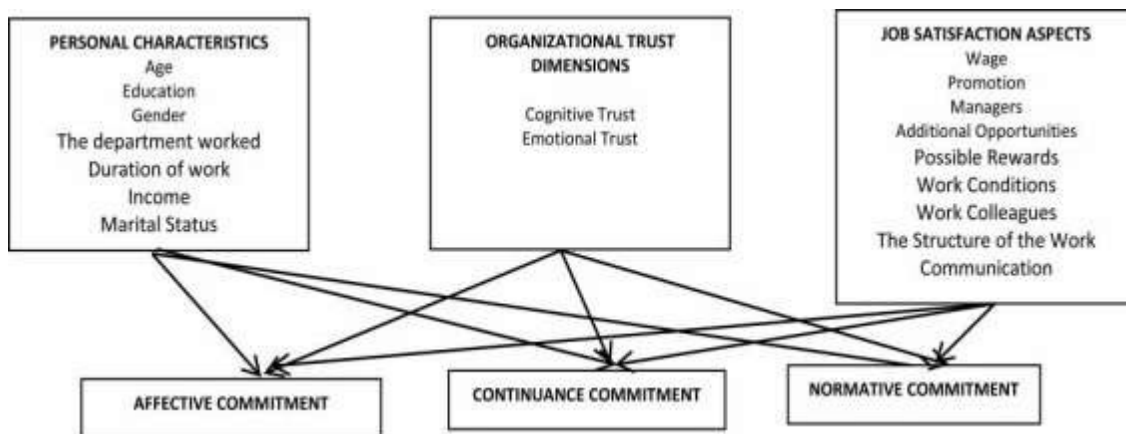
reported previously . However, there are no published reports on this topic in Turkey. We carried out a study to determine the job satisfaction level of health centre staff, and the relationship between job satisfaction and demographic factors.

II. MATERIALS AND INSTRUMENT :

A structured list of questions adapted from the Word Health Professions Alliance (WHPA,2008) checklist on positive practice

environment for health care professionals was used to assess five facets of nurses' work environment :“professional recognition”, “management

practices” , support structure in the work place ” , “education and career advancement”, and “occupational health and safety”.



III. REVIEW OF LITERATURE

YEAR	TITLE YEAR OF PUBLISHED	AUTHOR	FINDING
2002	Job satisfaction of health care staff employed at health centres in Turkey(2002)	S. Bodur	<ul style="list-style-type: none"> We carried out a study to determine the job satisfaction level of health centre staff (general practitioners, midwives, nurses and health technicians), and the relationship between job satisfaction and demographic factors. The main reason for the dissatisfaction of midwives who work in these units may be the variety and difficulty of the job they carry out in accordance with the administrative regulations
2008	JOB SATISFACTION IN HEALTH CARE WORKERS (2008),	Dragana Nikic	<ul style="list-style-type: none"> Job satisfaction is very important factor of productivity and job quality, especially in health care workers. The aim of the paper was to assess some of the parameters of job satisfaction among health care workers. The pilot

			cross-sectional study conducted in the Clinical Center
2010	MEASURING INDIAN PATIENTS' SATISFACTION: A CASE OF PRIVATE HOSPITALS (2010)	S. Samar Ali Faizan Ahmed	<ul style="list-style-type: none"> Many new hospitals are being established in response to growing disappointment in the role of healthcare for the public in general. The new hospitals, which are coming up as government, charitable, contemporary and private hospitals, are making healthcare the new emerging, largest service sector in India.
2013	Job Satisfaction and Work Environment of Primary Health Care Nurses in Ekiti State, Nigeria: an Exploratory Study (2013)	Sunday Joseph Ayamolowo,	<ul style="list-style-type: none"> Community health nursing as a product of decades of responsiveness and growth has a practice adapted to accommodate the needs of a changing society
2015	Determinants of Job Satisfaction among Healthcare Workers at a Tertiary Care Hospital (2015)	Dr. Roopalekha Jathanna,	<ul style="list-style-type: none"> The use of open ended responses and their qualitative analysis will enable further exploration of how family and work positively contribute to one another from the perspectives of employees
2015	Effect of organisational trust, job satisfaction, individual variables on the organisational commitment in healthcare services	Sabahattin Tekingu"ndu"z	which is a sectional field research, the questionnaire method has been used as a measurement tool. In the research, to determine the job satisfaction levels of hospital
2015	Job satisfaction among hospital staff working in a Government teaching hospital of India	Poonam Jaiswal, A. K. Gadpayle	Considering operational feasibility, a total of 200 staff members, 50 in each category, that is, doctors, nurses, technicians, and support staff were covered using systematic

			random sampling from the universe
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RESEARCH GAP:
 PREFERENCE OF **STUDIES** HAS EMPLOYEE
 IN HEALTH CARE SET CONNER THIS IN OUR
 IN HEALTH CARE **PARTICULARS IN TAMIL**
NADU MADURAI FOR ME CONNER THIS
 GAP IN THIS STUDY.
 WE HAVE USE LIKERNT SCALE:
 Survey OF 1 TO 5 WHERE

- (1) VERY SATISFIED
- (2)SATISFIED
- (3)FOR NUTRAL
- (4)DISSATISFIED
- (5)VERY DISSATISFIED

QUESTIONNAIRES:

Survey Data

The following is the actual responses to all questions asked. The current data is displayed in blue; last year's data is pink.

1. How would you describe the level of your overall job satisfaction with your work at _____ Hospital?

	Very Satisfied 1	2	3	4	Very Dissatisfied 5
Number of responses (2000/1999)	2 4	4 13	13 10	4 2	1 2
% of total responses	8% 13%	17% 42%	54% 32%	17% 6.5%	4% 6.5%

Describe your level of agreement/disagreement with each statement:

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
2. I understand the long-term plan of _____ Hospital (37/39)	Number responses	2/3	12/7	13/13	7/10	3/6
	% responses	5%/8%	32%/18%	35%/33%	19%/26%	8%/15%
3. I have confidence in the hospital leadership to implement the plan (38/39)	Number responses	4/2	14/10	10/5	6/15	4/7
	% responses	11%/5%	37%/26%	26%/13%	16%/38%	11%/18%
4. There is adequate planning of hospital objectives (38/39)	Number responses	1/0	8/5	15/10	10/17	4/7
	% responses	3%/0%	21%/13%	39%/26%	26%/44%	11%/18%
5. I contribute to the planning process at _____ Hospital (38/39)	Number responses	3/5	7/12	6/8	11/5	11/9
	% responses	8%/13%	18%/30%	16%/21%	29%/13%	29%/23%

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
6. I am proud to work for Hospital (38/39)	Number responses	12/14	7/13	11/7	6/3	2/2
	% responses	32%/38%	18%/33%	29%/18%	16%/8%	5%/5%
7. I feel I contribute to the facility's plan and mission (37/38)	Number responses	6/11	14/12	8/10	5/4	4/2
	% responses	16%/29%	38%/32%	22%/24%	14%/10%	11%/5%
8. I am given enough authority to make decisions I need to make. (38/37)	Number responses	4/7	9/17	12/2	8/8	5/5
	% responses	11%/19%	24%/48%	32%/5%	21%/16%	13%/14%
9. My physical working conditions are good (37/39)	Number responses	6/14	7/13	19/4	5/8	0/0
	% responses	16%/38%	19%/33%	51%/10%	14%/21%	0%/0%
10. If I do good work I can count on making more money (38/39)	Number responses	3/1	1/1	10/5	11/9	13/23
	% responses	8%/3%	3%/3%	26%/12%	29%/23%	34%/59%
11. If I do good work I can count on being promoted (37/39)	Number responses	1/0	3/4	9/8	12/8	12/19
	% responses	3%/0%	8%/10%	24%/20%	32%/20%	32%/49%
12. I believe my job is secure (38/39)	Number responses	2/1	5/3	15/5	5/9	11/21
	% responses	5%/3%	13%/8%	40%/13%	13%/23%	29%/54%
13. I feel part of a team working toward shared goals (38/39)	Number responses	2/5	5/3	12/12	13/11	6/8
	% responses	5%/13%	13%/8%	32%/31%	34%/28%	16%/21%
14. I like the type of work that I do (38/39)	Number responses	16/28	13/9	5/0	1/1	3/1
	% responses	42%/72%	34%/23%	13%/0%	3%/3%	8%/3%

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
15. I feel valued at _____ Hospital (38/39)	Number responses	5/9	10/7	11/7	4/8	8/8
	% responses	13%/23%	28%/18%	29%/18%	11%/21%	21%/21%
16. I like the people I work with at _____ Hospital (38/39)	Number responses	11/25	13/8	10/5	3/1	1/0
	% responses	29%/64%	34%/21%	26%/13%	8%/3%	3%/0%
17. I experience a spirit of cooperation at _____ Hospital (38/37)	Number responses	3/3	6/4	17/9	7/11	5/10
	% responses	8%/8%	16%/11%	45%/24%	18%/30%	13%/27%
18. At _____ Hospital I am treated like a person, not a number (38/39)	Number responses	8/8	10/8	9/13	7/4	4/6
	% responses	21%/21%	26%/21%	24%/33%	18%/10%	11%/15%
19. I am given enough recognition by management for work that's well done (38/39)	Number responses	5/3	7/11	8/7	10/8	8/10
	% responses	13%/8%	18%/28%	21%/18%	26%/20%	21%/26%
20. Communication from management are frequent enough (38/39)	Number responses	5/2	5/4	14/9	7/8	7/16
	% responses	13%/5%	13%/10%	37%/23%	18%/21%	18%/41%
21. Communication from management keep me up to date on the hospital (37/39)	Number responses	6/2	9/4	11/6	6/8	5/18
	% responses	16%/5%	24%/10%	30%/18%	16%/21%	14%/46%
22. I feel I can trust what I am told by the management staff (36/39)	Number responses	5/4	10/2	5/8	7/9	9/18
	% responses	14%/10%	28%/5%	14%/15%	19%/23%	25%/46%

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
23. Quality is a top priority at _____ Hospital (36/39)	Number responses	6/4	6/11	14/14	7/8	3/2
	% responses	17%/10%	17%/28%	39%/36%	19%/21%	8%/5%
24. My supervisor asks me for input to help make decisions (37/39)	Number responses	5/7	14/10	7/8	5/7	6/7
	% responses	14%/18%	38%/28%	19%/21%	14%/18%	16%/18%
25. I feel that my supervisor gives me adequate support (37/38)	Number responses	7/12	12/4	11/11	2/7	5/4
	% responses	19%/32%	32%/11%	30%/29%	5%/18%	14%/11%
26. My supervisor treats me with respect (37/39)	Number responses	11/15	13/10	9/7	1/3	3/4
	% responses	30%/38%	35%/28%	24%/18%	3%/8%	8%/10%
27. I feel that my supervisor treats me fairly (37/39)	Number responses	10/15	16/11	5/6	4/2	2/5
	% responses	27%/38%	43%/28%	14%/15%	11%/5%	5%/13%
28. My supervisor tells me when my work needs to be improved (37/38)	Number responses	7/9	15/20	13/6	2/2	0/1
	% responses	19%/24%	41%/53%	35%/16%	5%/5%	0%/3%
29. My supervisor tells me when I do my work well (36/38)	Number responses	4/10	11/12	10/8	3/4	8/4
	% responses	11%/26%	31%/32%	28%/21%	8%/11%	22%/11%
30. I am provided enough information by the Hospital to do my job well (37/39)	Number responses	4/5	5/8	17/10	7/12	4/4
	% responses	11%/13%	14%/21%	46%/26%	19%/31%	11%/10%
31. My initial training provided by the Hospital was as much as I needed (36/38)	Number responses	2/5	7/11	9/10	11/8	7/4
	% responses	6%/13%	19%/29%	25%/26%	31%/21%	19%/11%

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
32. As much ongoing training as I need is provided by the Hospital (37/38)	Number responses	4/3	8/10	13/12	6/6	6/7
	% responses	11%/8%	22%/26%	35%/32%	16%/16%	16%/18%
33. I believe my salary is fair for my responsibilities (37/39)	Number responses	2/6	4/3	12/8	12/10	7/14
	% responses	5%/15%	11%/8%	32%/15%	32%/26%	19%/36%
34. I would recommend employment at _____ Hospital to my friend (37/38)	Number responses	4/3	10/8	15/9	3/5	5/14
	% responses	11%/8%	27%/21%	41%/23%	8%/13%	14%/36%

I am satisfied with the:

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
35. Overall benefits package (36/37)	Number responses	1/0	1/4	13/2	10/12	11/19
	% responses	3%/0%	3%/11%	36%/5%	28%/32%	31%/51%
36. Amount of vacation (37/38)	Number responses	4/10	16/16	12/8	3/3	2/1
	% responses	11%/26%	43%/42%	32%/21%	8%/8%	5%/3%
37. Sick leave policy (36/38)	Number responses	2/9	13/18	10/7	7/2	4/2
	% responses	6%/24%	36%/47%	28%/18%	19%/5%	11%/5%
38. Amount of health care paid for by health insurance (34/38)	Number responses	2/1	4/3	9/7	7/8	12/19
	% responses	6%/3%	12%/8%	26%/18%	21%/21%	35%/50%

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
39. Retirement plan benefits (34/38)	Number responses	1/3	3/4	10/2	7/8	13/23
	% responses	3%/8%	9%/11%	29%/5%	21%/16%	38%/61%
40. Life insurance (35/37)	Number responses	3/3	6/8	14/7	4/6	8/13
	% responses	9%/8%	17%/22%	40%/19%	11%/16%	23%/35%
41. Disability benefits (30/38)	Number responses	2/3	4/3	15/10	2/7	7/13
	% responses	7%/8%	13%/8%	50%/28%	7%/19%	23%/36%

42. Are there any benefits you would like to see added to _____ Hospital's benefits package?

Yes 25 (66%) No 5 (13%) No Answer 8 (21%) Total 38

Same response as last year except one less "no answer".

What would you like added?

Response	# Responses	% of Respondents
1. Health Insurance	5/7	13%/23%
2. Dental	13/7	33%/23%
3. Lower deductions & deductibility	2/6	5%/20%
4. Vision	11/12	28%/40%
5. Retirement plan	6/1	15%/3%
6. Reduced fee for clinic visits	0/1	0%/3%
7. The current basics	0/3	0%/10%
8. Paid continuing education and professional fees	1/0	13%/0%
9. Bonuses for longevity and years of service	1/0	13%/0%

43. How long do you plan to continue your employment at _____ Hospital?

Response	# Responses	% Respondents
1. 3 to 4 more years	3/1	9%/3%
2. Will leave as soon as possible	3/1	9%/3%
3. Until retirement	7/5	21%/13%
4. Not long	0/1	0%/3%
5. As long as possible	11/19	32%/49%
6. 2 to 3 months	2/1	6%/3%
7. 3 weeks	0/1	0%/3%
8. Unknown	6/8	18%/21%
9. 5+ years	1/1	3%/3%
10. Will leave if no health insurance	1/0	3%/0%

44. Please tell us what _____ can do to increase your satisfaction as an employee.

RESPONSES

- Put people in positions of management that know what they are doing and that don't do the crisis micro management thing. Also provide insurance that is affordable and wages that are competitive to other facilities and that allow us to pay for the insurance.
- Quit changing 3 or 4 people's schedules to accommodate one person and let seniority actually mean something!
- There needs to be more communication between ALL employees, management and staff.
- They need to hire more dependable help and then treat them good.
- Training for specific job duties to improve skills, cross train other employees to fill in while on vacation or ill.

These questions are for statistical use only. This section was optional.

45. What is your age?

Under 21	0/ 2
21 to 34	15/ 9
35 to 44	5/ 8
45 to 54	5/12
55 or older	6/ 4

46. What is your sex?

Male	3/ 7
Female	27/29

47. What is your marital status?

Married	22/25
Unmarried	7/11

48. How many children under the age of 18 do you have?

None	11/29
One	7/ 3
Two	5/ 3
Three	2/ 2
Four	2/ 1
Five or more	1/ 0

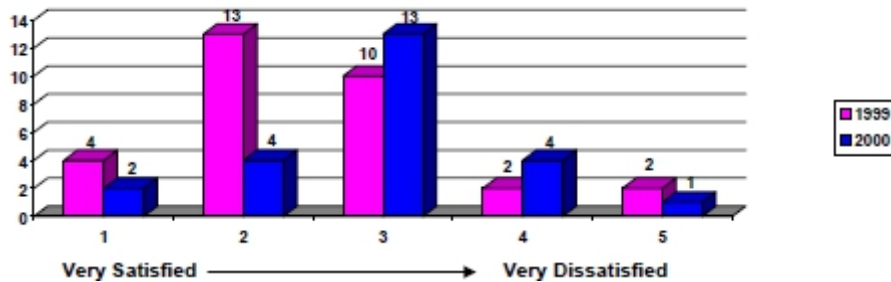
49. How long have you worked for _____ Hospital?

Less than one year	8/ 5
One year to less than two years	4/ 7
Two years to less than five years	8/ 6
Five years to less than ten years	5/ 5
Ten years or more	6/11

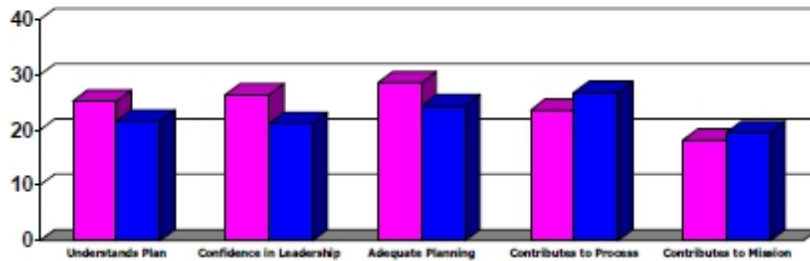
50. What is your total before-tax annual income from this job, including overtime and bonuses?

Less than \$20,000	15/24
\$20,000 to less than \$30,000	10/ 5
\$30,000 to less than \$40,000	5/ 2
\$40,000 to less than \$50,000	1/ 1
\$50,000 to less than \$75,000	0/ 2
\$75,000 or more	0/ 0

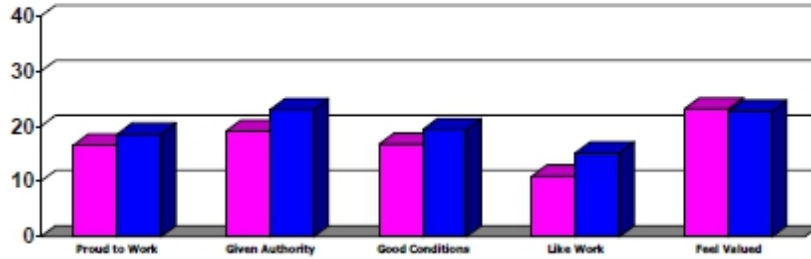
IV. DATA COLLECTION:
Level of Satisfaction



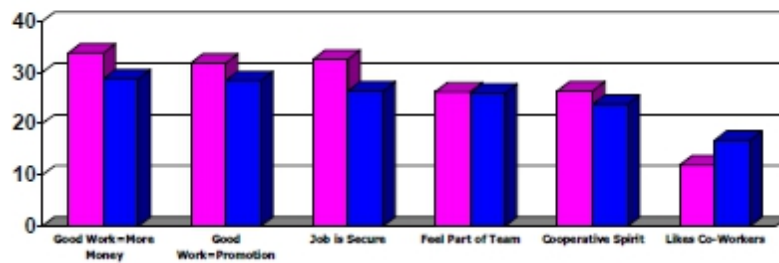
Planning



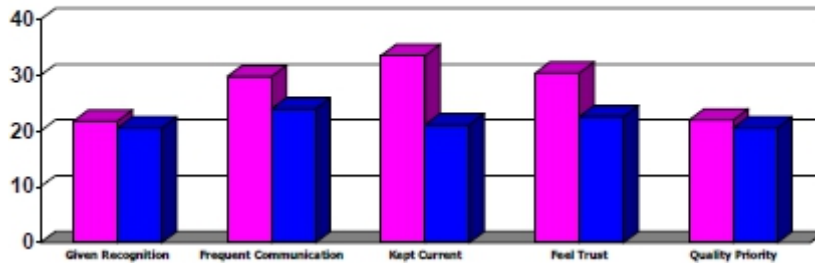
General Attitudes



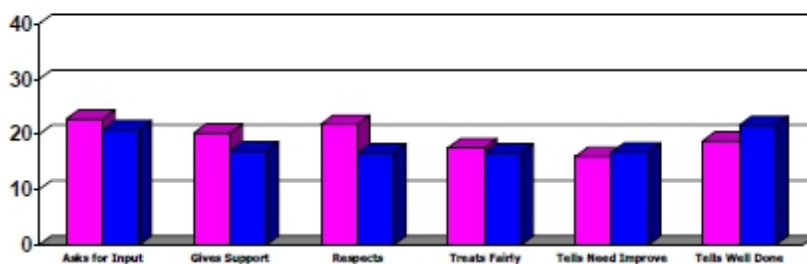
Performance Issues



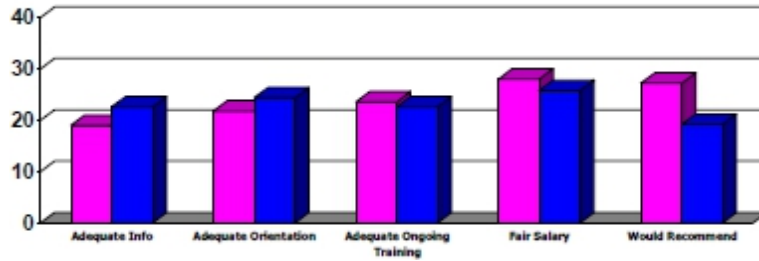
Management Issues



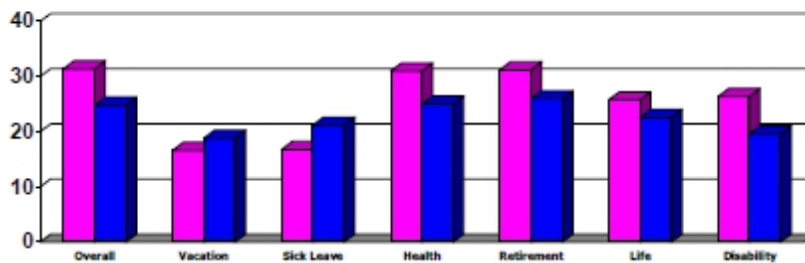
Supervisory Issues



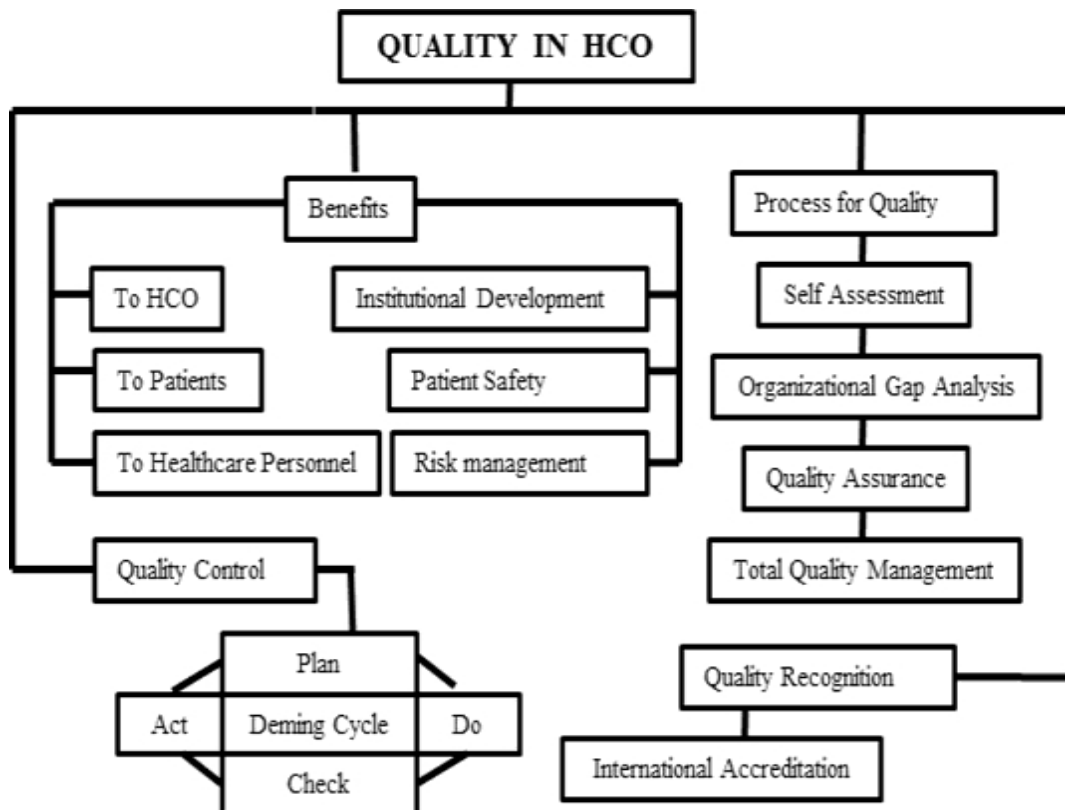
Training & Salary Issues



Benefits



V. FLOW CHART:



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