

A STUDY TO MEASURE THE SIGNIFICANCE OF FACTORS AFFECTING JOB SATISFACTION AMONG HEALTHCARE PROFESSIONALS IN RAIPUR CITY

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Abstract:-

Job satisfaction has been an important topic of discussion since ages and indeed it holds a very significant role in all the sectors. This research paper focuses on Health care professionals or health care workers in public and private Hospitals in Raipur city. It is known that an effective health care system is not possible without a satisfied workforce with his/her job as human factor is the primary resource of health care system. In recent years, many dissatisfied health care work either quit their profession or leave their job for better opportunity. They are continuously facing a lot of stress, depression either personally or professionally, this is why the subject of dissatisfaction has gained attention in private and public health sector in Raipur. This study is done to asses the job satisfaction and stress of health care worker associated with different dimensional variable in public- private health territory hospital in Raipur. The data was collected using Job Satisfaction Survey (JSS) questionnaire & analysed using SPSS-9. The level of job satisfaction was measured in Five-Point Likert's scale rating. The result of the study showed that Most of the respondents are young and energetic and are dissatisfied with their job, direct supervision, reorganization and appreciation, Freedom to choose work method, salary, promotion, Balance between family life and work life , where as most of the health care worker are satisfied with the their moral efficiency of work, team spirit and working environment , and with their own moral system. The study concludes and suggest various parameters to be focused on if we want the quality of health services to be effective.

Key words: - Job satisfaction, stress, Behaviour relationship, Job Satisfaction Survey, healthcare

1.INTRODUCTION

Health care workers play a critical & important role to improving access and quality health care for the population. The world health of organization (WHO) Global strategy on human resource on heath workforce on 2030 began the policy agenda to make sure the workforce to suit the aim to attain the target of sustainable development goal.

Motivation of the health care workers can initiate them to maintain the efforts towards to achieve the organizational goal. Motivation can have many factors. and one of the most important factors is job satisfaction which play the vital role to achieve the organizational goals.

Job satisfaction is defined the result of various attitudes possessed by an employee towards his/her job, how the employees feel about their job and different factors. Positive attitude towards the job indicate the job satisfaction, negative attitude towards the job indicate the job dissatisfaction.

Job satisfaction affect the health care professional workers is preemprory, stimulating productive as well as quality of work performance and effectiveness of worker in particular job satisfaction the healthcare worker significantly affected by the job stress and quality of work. Low job satisfaction may refers the behavior relation to the staff Turnover, Absenteeism, Accidents, poor quality of worker Performance, poor service to client.

Many studies shown that Job satisfaction refers the positively influence by the many performance Management controlled factors such as Security, Payment, Fringe benefits, Advancement opportunities and Working conditions, Co-workers, Responsibilities, conversely job satisfaction could be negatively affected factors such as work load , family conflicts, poor working environment, poor management, Doctor – Patients relationship, lack of communication, poor training opportunity, low salary , lower increment, low facility and financial rewards.

Stress related to job satisfaction in healthcare works is a complex and multifaced issue that can be significantly impact their overall well-being and job performance in healthcare workers there are various factors that affect the job satisfaction level.

- 1) Workload and job demand: healthcare workers often face high level of Workload and job demands that including long working hours, tight deadlines, and the need to make critical decision under pressure, and this constant pressure can lead to stress and dissatisfaction.
- 2) Emotional and Psychological Stress: Healthcare professionals frequently deal with emotionally challenging situations, that is scaring for critically ill patients, delivering bad news to patients and their families, and witnessing suffering and death. This emotional burden can contribute to stress, burnout, and compassion fatigue, affecting job satisfaction.
- 3) Work-Life Balance: Balancing the demands of work with personal life can be challenging for healthcare professionals, especially those working irregular shifts or long hours. Poor work-life balance can lead to increased stress and dissatisfaction, as healthcare workers may feel overwhelmed and unable to fulfill their personal responsibilities and commitments.
- 4) Job Insecurity and Career Progression: Job insecurity, limited opportunities for career advancement, and a lack of recognition and reward for their work can also contribute to stress among healthcare workers. Feeling undervalued or uncertain about their future within the organization can negatively impact job satisfaction and overall well-being.
- 5) Workplace Environment: Factors within the workplace environment, such as poor communication, lack of support from colleagues and supervisors, inadequate resources, and organizational culture issues, can also contribute to stress among

healthcare workers. A negative work environment can undermine job satisfaction and lead to increased stress levels.

Stress related to job satisfaction in healthcare workers requires a comprehensive approach that focuses on creating supportive work environments, providing resources for coping with stress, promoting work-life balance, and offering opportunities for professional development and growth. these factors, can help the healthcare organizations to support the well-being of their employees and enhance job satisfaction, The aim of the study is to evaluate the job satisfaction in health care professional working in Raipur Chhattisgarh referral hospital and to identify the associated factors.

Objectives:

1. To assess the overall level of job satisfaction among healthcare professionals in private hospitals in Raipur, Chhattisgarh.
2. To identify the factors influencing job satisfaction among healthcare professionals, including but not limited to work environment, compensation, workload, career development opportunities, and organizational culture.
3. To analyze the relationship between demographic variables (such as age, gender, educational qualifications, years of experience) and job satisfaction among healthcare professionals.
4. To explore the impact of job satisfaction on employee turnover intentions and organizational commitment within private hospitals in Raipur, Chhattisgarh

Hypothesis:

1. Hypothesis 1 (H1): Healthcare professionals in private hospitals in Raipur, Chhattisgarh, exhibit varying levels of job satisfaction.
2. Hypothesis 2 (H2): Factors such as work environment, compensation, workload, career development opportunities, and organizational culture significantly influence the job satisfaction of healthcare professionals in private hospitals.
3. Hypothesis 3 (H3): There is a significant relationship between demographic variables (age, gender, educational qualifications, years of experience) and job satisfaction among healthcare professionals in private hospitals.

2. Methods.

2.1 Study Design and Sample

A Cross sectional study using Non Probabilistic Convenience Sampling. And stratified Random Sampling Was conducted in private territory multispecialty hospital in Raipur Chhattisgarh which has more than 400 + beds. But data regarding number of staffs couldn't be found. All those who Accessible hospital staff, part time employees, or ad hoc basis AV staff were involved in patient care were considered as study population The sample involved health care worker of different strata including residential doctors, staff nurses, administration & management, paramedical staff & technicians, security. Out of 400 employees consent to interview was obtained from 180 of them. stratified sampling methods. The instrument for data A well-structured

questionnaire will be use for collecting the primary data from the employees. Data collection was job satisfaction questionnaire encompassing the both the internal and external factors affecting job satisfaction of employees. Stress, Payment, marital status, Advancement opportunities and Working conditions, Co-workers, Responsibilities, Supervision. Through this factors in this job satisfaction (JSS). The different parameters under each area selected for the study will be asked to be rated by the respondents on a Five-Point Likert scale rating. Analysis will be carried out by assigning scores to these ratings given by the respondents to the different parameters under each area.

2.2 DATA COLLECTION AND ANALYSIS

A total of 300 questionnaire were distributed and collected over a period of two months. Out of 232 will responded (Response Rate of 78%), The data was analysed using (SPSS-9). With necessary precaution taken to ensure that there are no missing values. Chi-Square Tests and correlation analysis was used.

RESULTS

A study sample had shown (69.4%) Males and (30.6%) Females and 47.0% of them were in 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, 32 Security. 141 worked in the hospital for less than 1 year, 83 for 1-5 year, 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)

Table 1. Socio-demographic characteristics of Health care Workers Working in Public Tertiary Care Hospital of Raipur Chhattisgarh.

Socio Demographic Variable		Frequency	Percent
Gender	Male	161	69.4
	Female	71	30.6
Age	20-25	109	47.0
	25-30	64	27.6
	30-35	37	15.9
	Above 35	22	9.5
Marital Status	Unmarried	133	57.3
	Married	99	42.7
Designation of the respondent	Res Doc	35	15.1
	Nursing	70	30.2
	Admin & Management	35	15.1
	Paramed & Others	60	25.9
	Security	32	13.8
Working experience	Less than 1 year	141	60.8

	1-5 year	83	35.8
	5-10 year	3	1.3
	More than 10 year	5	2.2
Salary of the respondent	Below 10,000	174	75.0
	More than 10,000	58	25.0

Chi- Square Test for each socio demographic characteristic.

1. Chi-Square Tests for Age of the respondents and job satisfaction

H0- Job Satisfaction is independent of Age group

H1- Job Satisfaction is dependent of Age group

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.398(a)	6	.210

Interpretation: Since the p value is more than 0.1 therefore we accept the null hypothesis and reject the alternative hypothesis so, we conclude that the age group and job satisfaction are independent of each other i.e.; people of any age can have job satisfaction.

2. Chi-Square Tests for marital status of the respondents and job satisfaction

H0- Job Satisfaction is independent of marital status of the respondents

H1- Job Satisfaction is dependent of marital status of the respondents

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.663(a)	2	.097

Interpretation: 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 are dependent of each other i.e.; marital status of the respondent is the determining factor for job satisfaction.

3. Chi-Square Tests for working experience of the respondents and job satisfaction

H0- Job Satisfaction is independent of working experience of the respondents

H1- Job Satisfaction is dependent of working experience of the respondents

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.196(a)	6	.303

Interpretation: Since the p value is more than 0.1 therefore we accept the null hypothesis and reject the alternative hypothesis so, we conclude that the working experience of the respondents and job satisfaction are independent of each other i.e.; working experience is not the determining factor for job satisfaction.

4) Chi-Square Tests for presence of stress other than job and job satisfaction

H0- Job Satisfaction is independent of presence of stress other than job

H1- Job Satisfaction is dependent of presence of stress other than job

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.770(a)	2	.250

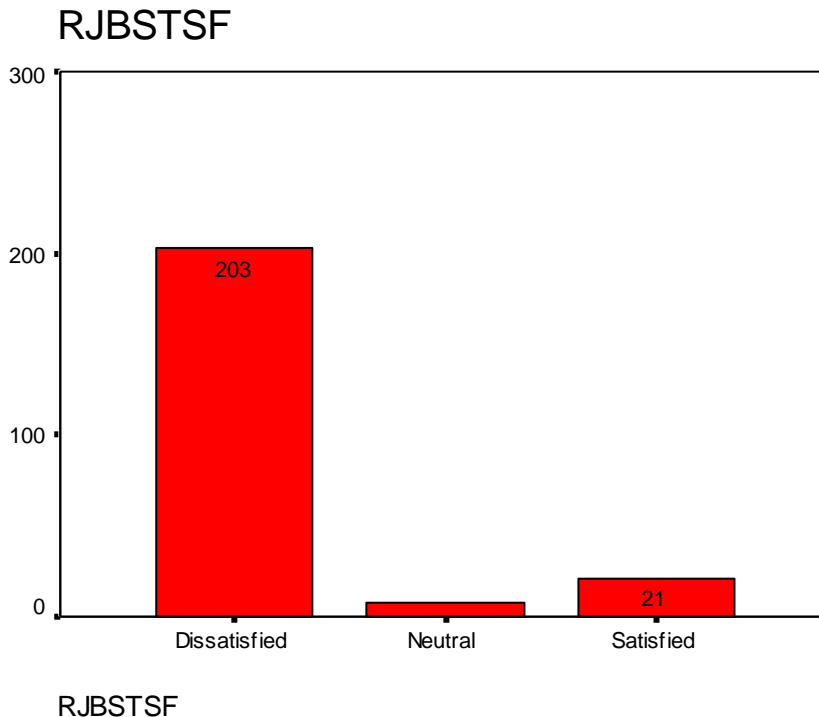
Interpretation: Since the p value is more than 0.1 therefore, we accept the null hypothesis and reject the alternative hypothesis so, we conclude that the presence of stress other than job and job satisfaction are independent of each other i.e; if the people are having stress factors (personal projects etc.) other than job than they are not dissatisfied with their jobs.

Regarding the correlation between different variable and job satisfaction have numerous packages. Developmental benefits , opportunities which is offered by the organization job recognition most of the workers showed the dissatisfied with direct supervisor , when questioned asked about supervisor's skills and his interest for solving the problem those who work under his supervision and his fairness , 9.5% were satisfied and 56.5% participants were showed dissatisfied with their working conditions. The relationship with fellow workers have vital role in work performance , moral efficiency and results showed that 75.9% were satisfied with the relation 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 team spirit working environment in organization. Workers they don't have freedom to choose their own working methods 58.6% work showed dissatisfaction, 59.5% were dissatisfied to balance between their family life and working life. (Table-2)

Table 2. Frequency Table for job satisfaction and its various dimensions.

Job Satisfaction Variables		Frequency	Percentage
	Highly Dissatisfied	34	14.7
Nature of work	Dissatisfied	147	63.4
	Neutral	34	14.7
	Satisfied	17	7.3
Direct Supervisor	Highly Dissatisfied	43	18.5
	Dissatisfied	131	56.5
	Neutral	32	13.8
	Satisfied	22	9.5
	Highly Satisfied	4	1.7
Values of views and participation	Highly Dissatisfied	9	3.9
	Dissatisfied	139	59.9
	Neutral	58	25.0
	Satisfied	22	9.5
	Highly Satisfied	4	1.7
Professionalism of hospital staffs	Highly Dissatisfied	15	6.5
	Dissatisfied	110	47.4
	Neutral	26	11.2
	Satisfied	75	32.3
	Highly Satisfied	6	2.6
With own morale	Highly Satisfied	21	9.1
	Satisfied	168	72.4
	Neutral	19	8.2
	Dissatisfied	22	9.5
	Highly Dissatisfied	2	.9
Recognition and appreciation	Highly Dissatisfied	20	8.6
	Dissatisfied	139	59.9
	Neutral	37	15.9
	Satisfied	32	13.8
	Highly Satisfied	4	1.7
Freedom to choose work method	Highly Dissatisfied	19	8.2
	Dissatisfied	136	58.6
	Neutral	49	21.1

	Satisfied	26	11.2
	Highly Satisfied	2	.9
Team spirit in working environment	Highly Satisfied	19	8.2
	Satisfied	155	66.8
	Neutral	40	17.2
	Dissatisfied	16	6.9
	Highly Dissatisfied	2	.9
Promotion program (GR1-12)	Highly Satisfied	1	.4
	Satisfied	43	18.5
	Neutral	41	17.7
	Dissatisfied	140	60.3
	Highly Dissatisfied	7	3.0
Balance between family life and work life	Highly Dissatisfied	14	6.0
	Dissatisfied	138	59.5
	Neutral	28	12.1
	Satisfied	45	19.4
	Highly Satisfied	7	3.0
Morale and efficiency of fellow workers	Highly Satisfied	15	6.5
	Satisfied	176	75.9
	Neutral	28	12.1
	Dissatisfied	12	5.2
	Highly Dissatisfied	1	.4

Bar Graph showing the overall job satisfaction level of all the respondents

Interpretation: Majority (87.5%) of the respondents were found to be dissatisfied with their job, a few (9.1%) were found to be satisfied while 3.4% preferred to be neutral.

Pearson Correlation coefficient was used to measure the strength of linear relationship between overall job satisfaction and the various eight factors pertaining to job satisfaction in the questionnaire as the responses were collected on likert scale. Job Satisfaction (dependent) is negatively correlated with the presence of stress other than job (independent variable). It implies that when the stress (independent variable) increases job satisfaction (dependent variable) decreases. Also Job Satisfaction is positively correlated with independent variables such as age, gender, marital status, presence of adolescent children/aged parents and working experience. It implies that these variables are less correlated i.e. increase in age, gender, marital status, presence of adolescent children/aged parents and working experience increases job satisfaction.

Table -3 Correlation between total satisfaction and the various dimensions of job

		RJBSTSF	Age of the respondent	Marital Status of the respondent	Working experience	Presence of stress other than job	Presence of adolescent children
RJBSTSF	Pearson Correlation	1	.000	.025	.133	-.111	.050
Age of the respondent	Pearson Correlation	.000	1	.699	.310	-.126	-.254
Gender of the respondent	Pearson Correlation	.043	-.267	-.251	-.130	-.154	.039
Marital Status of the respondent	Pearson Correlation	.025	.699	1	.256	-.063	-.266
Designation of the respondent	Pearson Correlation	-.153	-.046	.112	-.254	.423	.042
Working experience	Pearson Correlation	.133	.310	.256	1	-.251	-.224
Presence of stress other than job	Pearson Correlation	-.111	-.126	-.063	-.251	1	.124
Presence of adolescent children	Pearson Correlation	.050	-.254	-.266	-.224	.124	1

*Correlation is significant at the 0.05 level (2-tailed) ** correlation is significant at the 0.01 level. (2- tailed).

Discussion: - the health system of Raipur is struggling with various blocks due to the economic, and awareness instability in region and one of those pivotal blocks is human resources for health. there is dissatisfaction in all walks of life which is observed in this developing country and healthcare resources are no exception. this is something which can be overlooked as it will in the long.

Only 9.1% of the study participants showed satisfaction with their job. Where 87.5% of the employees showed high dissatisfaction with their jobs. This has big suggestion for the public health system which is already facing shortage of financial resources and can't afford to lose the skilled workforce. Dissatisfaction workers who leave their cities in search of better opportunities. The study revealed that the either doctors or nurses are not satisfied with their job, the improvement in the satisfaction of health service employees who are part and parcel

of the health system and without whom the delivery of healthcare services to the needy can't be achieved.

Our study revealed that the participants had overall low satisfaction with various global dimension of the job with 59.9% were dissatisfied with the recognition and appreciation, 60.3% were dissatisfied with the promotion program (GR1-18) of the hospital, 59.5% were dissatisfied with their ability to maintain balance between family life and work life. All these results regarding recognition and appreciation, promotion, balance between family life and work life. Tally with the finding which were presented in the study reflecting job satisfaction in public health care workers in Raipur.

The result for direct supervision showed that most of the respondents were dissatisfied with the capabilities of their supervisor, the role he plays in mentoring them and showed overall liking for their supervisor with 9.5% of the opinion that they like their supervisor. This is particularly important in regards to healthcare industry like as worker deal with the patient not machine and learn to scale up the capabilities and if they believe that their supervisor lacks the ability to guide them and does not entrust them with task than add to skills and training should be provided to supervisor how to deal with their subordinate. Most of the health worker enjoy offering the service to the mankind and think of the professionalism of hospital staff and take this as the opportunity to serve the humanity and feel pride to their job the satisfaction level were 32.5% and also good satisfaction percentage were observed in relationship with Morale and efficiency of fellow workers. Most of them enjoying the working with them and they count them a good team worker.

The study showed that the most of our participants showed that marital status of were affected by the job satisfaction, they cannot balance between family life and worker life in both. And most of the healthcare worker faces family issues and stress. And disturbance in their daily life routine they can't control their work and family. The job satisfaction were 52.2 % increases the stress level in health worker other than job. And the working experience of the health worker increases the job satisfaction level, and Most of the respondents don't have adolescent children/aged parents in their family, also Job satisfaction are independent of presence of adolescent children/aged parents in the family, Most of the respondents have salary below 10,000/- and the salary is not enough to meet the cost of living, were most of the respondents are dissatisfied with their job i.e. 87.5%, while 3.4% were neutral in their job, 9.1 % were satisfied their job and other variable.

Low rates of job satisfaction create an a difficult situation for health policy makers and planners, as low job satisfaction then translates into poor ability to render services to the community and resultantly services which are inefficient and ineffective . All the studies done in Raipur so far have nearly similar findings to our study which shows that no rigorous efforts have been taken by the public health sector to bring improvement in the job satisfaction of employees. The results cannot be ignored because if the same attitude continues in the future Raipur will keep on losing its skilled workforce to either foreign countries or people will be choosing other professions. Health sector workers undergo

repetitive and difficult training drills in order to keep themselves abreast with latest advancements in the field of health. This involves a lot of money as well effort so it will be an irreversible loss if the skilled and trained health care workers leave their jobs because of dissatisfaction with the factors discussed above. In addition, all those who join an organization have the dream of growing with the organization where they render their services however if these dreams are not fulfilled its side effects can be seen as poor performance by the health worker and poor performing health system with unstable and always changing workforce.

Conclusion: - lack of the job satisfactions and resultant turnover of the employees is a global problem faced by all the health system of the world. The study showed that most of the health care worker are dissatisfied to their job, promotion, lack of direct supervision, freedom to choose the working method, professionalism of hospital staff, reorganization and appreciation They can't handle to balance between family life to professional life, the working environment and organizational cultural, Marital Status, were the major factor that decreases the satisfaction. In Raipur public health system is poor if we really need to improve the quality of health care system, we need to pay special attention to improve the management system, quality and performance organization, And Proper performance appraisal techniques should be followed by the hospital, Periodic counselling of the employees should be done by the management, and Hospital staff should be provided with recreation facilities inside the hospital, to relax during their working hours so. As nurses, front desk executives and paramedical staffs were the major ones having high dissatisfaction level, they should be rotated in duties so that the change in workload can provide them with a chance to spend time for them and to keep them motivated at work.

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