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A STUDY ON JOB SATISFACTION WITH REFERENCE TO MAHADEV SUPER SPECIALTY HOSPITAL, BILASPUR (C.G.)

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KEYWORDS: Motivation, performance, leadership, attitude, conflict, moral, career Job satisfaction.

ABSTRACT

This study is about Job satisfaction with reference to Mahadev Super Specialty Hospital, Bilaspur which will help us to understand all the factors which influence the job satisfaction and it will also tell us the impact of job satisfaction on efficiency of the employees. Job Satisfaction is a part of life satisfaction. The nature of one's environment of job is an important part of life as Job Satisfaction influences one's general life satisfaction. Mahadev Super Specialty Hospital located in Bilaspur, was started in 2016, a super speciality centre with world class medical facilities. The hospital offers comprehensive healthcare facilities and providing services for all super specialties like Neurosurgery, Urology, Orthopedics including Joint Replacements, Rheumatology, General and Laparoscopic Surgery, Plastic Surgery, Nephrology, Cardiology, Oncology, Gastroenterology, Gynecology, Physiotherapy and broad specialties like General Medicine, Pediatrics, etc. The hospital has highly qualified doctors of their specific streams, each one of them are experienced in their respective fields. Hospital has 24x7 emergency services with critical care facilities. To measure the job satisfaction of employees of Mahadev Super Specialty Hospital, Bilaspur (C.G.), stratified sampling was done and responses were collected from 100 employees. The dependent variable in this study is Job Satisfaction, whereas Independent variable are Working Condition; Nature of Work, Compensation, Benefits, Relationship with Peers and Supervisors, Opportunities, Grievance Handling, Appreciation, Decision Making, Job Security etc. Here some Demographic Variables like Age, Education, Marital Status, Management level, Experience and Income level also affect the job satisfaction. All these factors were deeply analyzed and summarized. At last, I can say that Employees of Mahadev Super Specialty Hospital, Bilaspur (C.G.), are satisfied with their job.

INTRODUCTION

Job satisfaction describes how content an individual is with his or her job. There are a variety of factors that can influence a person's level of job satisfaction. Some of these factors include the level of pay and benefits, the perceived fairness of the promotion system within a company, the quality of the working conditions, leadership and social relationships, the job itself (the variety of tasks involved, the interest and challenge the job generates, and the clarity of the job description/requirements).

Job Satisfaction is the favorableness or un-favorableness with which the employee views his work. It expresses the amount of agreement between one's expectation of the job and the rewards that the job provides. Job Satisfaction is a part of life satisfaction. The nature of one's environment of job is an important part of life as Job Satisfaction influences one's general life satisfaction. Job Satisfaction, thus, is the result of various attitudes possessed by an employee. In a narrow sense, these attitudes are related to the job under condition with such specific factors such as wages. Supervisors of employment, conditions of work, social relation on the job, prompt settlement of grievances and fair treatment by employer.

In service industries such as hospitals, there are a variety of factors that can influence a person's level of job satisfaction. Some of these factors include the level of pay and benefits, the perceived fairness of the promotion system within a company, the quality of the working conditions, leadership and social relationships, the job itself (the variety of tasks involved, the interest and challenge the job generates, and the clarity of the job description/requirements).



JOB SATISFACTION

Definitions

Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job; an affective reaction to one's job; and an attitude towards one's job. Weiss (2007) has argued that job satisfaction is an attitude but points out that researchers should clearly distinguish the of cognitive evaluation which are objects affect (emotion), beliefs and behaviors. This definition suggests that we from attitudes towards our jobs by taking into account our feelings, our beliefs, and our behaviors.

Measuring Job Satisfaction

There are many methods for measuring job satisfaction. By far, the most common method for collecting data regarding job satisfaction is the Likert scale (named after Rensis Likert). Other less common methods of for gauging job satisfaction include. Yes/No questions True/ False question point systems checklist forced choice answers

The Job Descriptive Index (JDI), created by Smith, Kendall, & Hulin (1969), job satisfaction that has been widely used. It measures one's satisfaction in five facets: pay, promotions and opportunities, coworkers, supervision, and the work itself. The scale is simple, participants answer either yes, no, or decide in response to whether give statement accurately describe one job.

The Job in General Index is an overall measurement of job satisfaction. It was an improvement to the job Descriptive Index because the JDI focused too much on individual facets and not enough on work satisfaction in general.

LITERATURE REVIEW

The study of job satisfaction is a topic of wide interest to both people who work in organizations and people who study them. Job satisfaction as a personal evaluation of conditions present in the job, or outcomes that arise as a result of having a job. Job satisfaction thus, has to do with an individual's perception and evaluation of his job, and this perception is influenced by the person's unique circumstances like needs, values and expectations.

Job satisfaction has been closely related with many organizational phenomena such as motivation, performance, leadership, attitude, conflict, moral etc. Researchers have attempted to identify the various components of job satisfaction, measure the relative importance of each component of job satisfaction and examine what effects these components have on employees' productivity.

Abraham Maslow (1954) suggested that human needs from a five-level hierarchy ranging from physiological needs, safety, belongingness and love, esteem to self-actualization. Based on Maslow's theory, job satisfaction has been approached by some researchers from the perspective of need fulfillment (Kuhlen, 1963; Worf, 1970; Conrad et al., 1985) Job satisfaction and dissatisfaction not only depends on the nature of the job, it also depend on the expectation what's the job supply to an employee.

J.P. Wanous and E.E. Lawler (1972) refers job satisfaction is the sum of job facet satisfaction across all facets of a job.

Schneider and Snyder (1975) on the other hand defined job satisfaction as a personal evaluation of conditions present in the job, or outcomes that arise as a result of having a job. Job satisfaction thus, has to do with an individual's perception and evaluation of his job, and this perception is influenced by the person's unique circumstances like needs, values and expectations.

C.R. Reilly (1991) defines job satisfaction as the feeling that a worker has about his job or a general attitude towards work or a job and it is influenced by the perception of one's job.

Locke (1996) defines job satisfaction as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences.



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Spector (1997) refers to job satisfaction in terms of how people feel about their jobs and different aspects of their jobs. Job satisfaction is a positive state, resulting from the appraisal of one's job experiences. Job satisfaction is a collection of feelings and beliefs that managers have about their jobs. Managers, who are high in job satisfaction generally like their jobs, feel that they are being fairly treated and believe that their jobs have many desirable features such as interesting work, good pay and job security.

Robbins (2001) advocates that working conditions will influence job satisfaction, as employees are concerned with a comfortable physical work environment. In turn this will render a more positive level of job satisfaction.

Ellickson and Logsdon (2002) support this view by defining job satisfaction as the extent to which employees like their work.

Schermerhorn (1993) defines job satisfaction as an affective or emotional response towards various aspects of an employee's work.

Gumato (2003) job satisfaction is the extent to which employees favorably perceive their work. High job satisfaction indicates a strong correlation between an employee's expectations of the rewards accruing from a job and what the job actually provides. Workers who are satisfied in their jobs will be co-operative and well-motivated while those who are dissatisfied will be more inclined than others to produce low quality output, go on strike, and be absent from work, invoke grievance procedures or even leave the organization.

According to Frame (2004) work conditions are defined as an employee's work place, work instruments, the work itself, organization policy, and organizational rules.

Arnold and Feldman (1996) promoted factors such as temperature, lighting, ventilation, hygiene, noise, working hours, and resources as part of working conditions. The worker would rather desire working conditions that will result in greater physical comfort and convenience. The absence of such working conditions, amongst other things, can impact poorly on the worker's mental and physical well-being (Baron and Greenberg, 2003).

RESEARCH METHODOLOGY

The main aim of research is extend the frontiers of knowledge. It is research that provide the cutting age of technology. Technology in its term sustains industry & business.

Research is useful in social sciences for the sake of knowledge as well as the use of this knowledge in practical life. According to Young (1996), Social Research may be defined as a scientific undertaking which, by means of logical and systematized techniques, aims to: (i) discover new facts or verify and test old facts; (ii) analyse their sequences, interrelationships, and causal explanations which were derived within an appropriate theoretical frame of reference; and (iii) develop new scientific tools, concepts and theories which would facilitate reliable and valid study of human behavior. Social research is a systematic method of exploring, analyzing, and conceptualizing social life in order to extend, correct, or verify knowledge, whether that knowledge aid in the construction of a theory or in the practice of an art (Slessinger and Stevenson, 1930). Social research seeks to find explanations to unexplained social phenomena, to clarify the doubtful and correct the misconceived ideas of social life.

Research Process: Research type: this research is a descriptive Research.

Universe: I have selected Mahadev Super Specialty Hospital, Bilaspur (C.G.) as universe for the purpose of my study.

Sampling:

Sampling Unit: A decision has to be taken concerning a sampling unit selecting sample. The sample unit in my research is the employees of Mahadev Super Specialty Hospital, Bilaspur (C.G.).

Sampling Size: In this research the sample size is 100.

Sample Plan: I have used Stratified Sampling to fulfill the purpose of my study.



Scaling Technique: Likert Scale is used as a scaling technique in this study.

Data Collection Method

Primary source:-

- The data can be collected through face-to-face interviews & questionnaire.
- Telephonic interviews with clients & candidates.
- Mail survey through questionnaire.

Secondary source:-

- Printed material files
- Journals & news paper
- Internet
- Books

Test Applied: Chi Square Test is used to fulfill the requirement of the study.

Objective of the study:

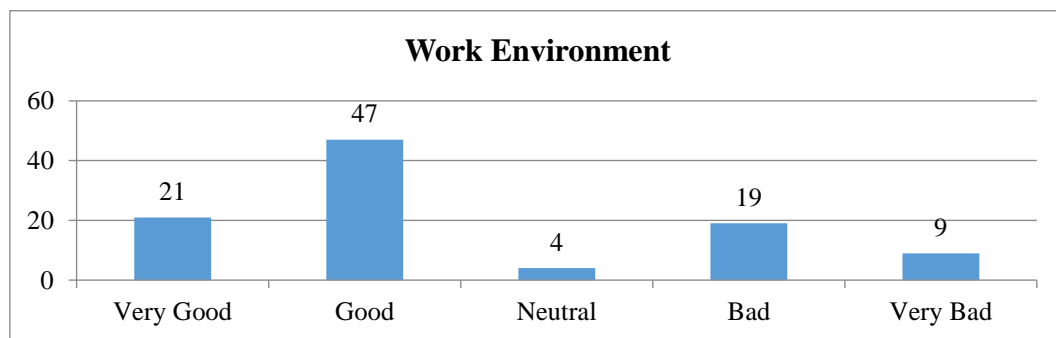
- To understand concept of Job Satisfaction.
- To identify the factors which influence the Job Satisfaction of Employees of Mahadev Super Specialty Hospital, Bilaspur (C.G.).
- To measure the level of Job Satisfaction of Employees of Mahadev Super Specialty Hospital, Bilaspur (C.G.).

Hypothesis

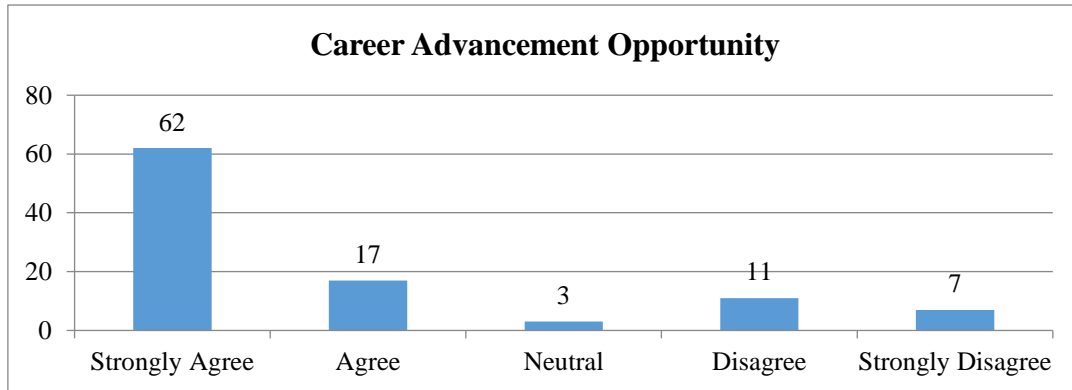
H₀: Employees are not satisfied with their job at Mahadev Super Specialty Hospital, Bilaspur(C.G.).

H₁: Employees are satisfied with their job at Mahadev Super Specialty Hospital, Bilaspur(C.G.).

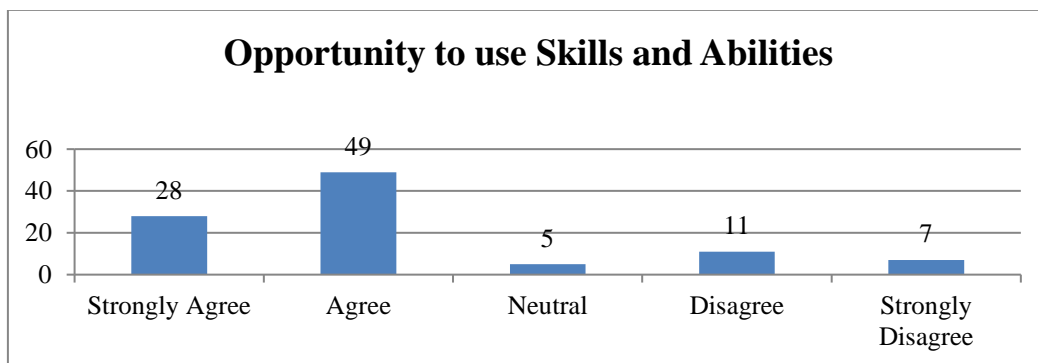
DATA ANALYSIS AND INTERPRETATION



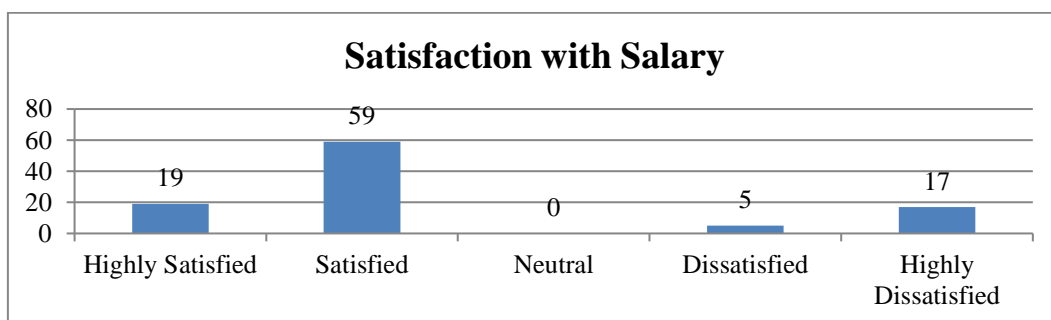
It is inferred that 21% employees think that the working environment is very good, 47% think it is good, 4% are neutral, 19% think it is bad and 9% think very bad about the working environment in the organization.



It is inferred that 62% of the employees are highly satisfied, 17% are satisfied, 3% are neutral, 11% are dissatisfied and 7% of the employees are highly dissatisfied with the career advancement opportunities provided by the organization.



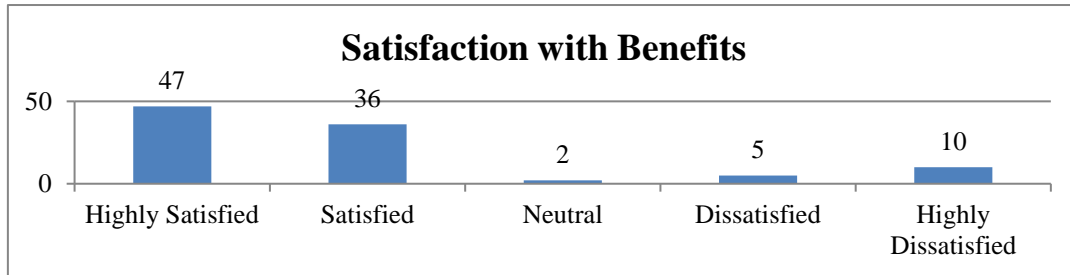
It is inferred that 28% of the employees are Strongly agree, 49% are agree, 5% are neutral, 11% are disagree and 7% of the employees are strongly disagree with the fact that organization provide opportunities to use skills and abilities.



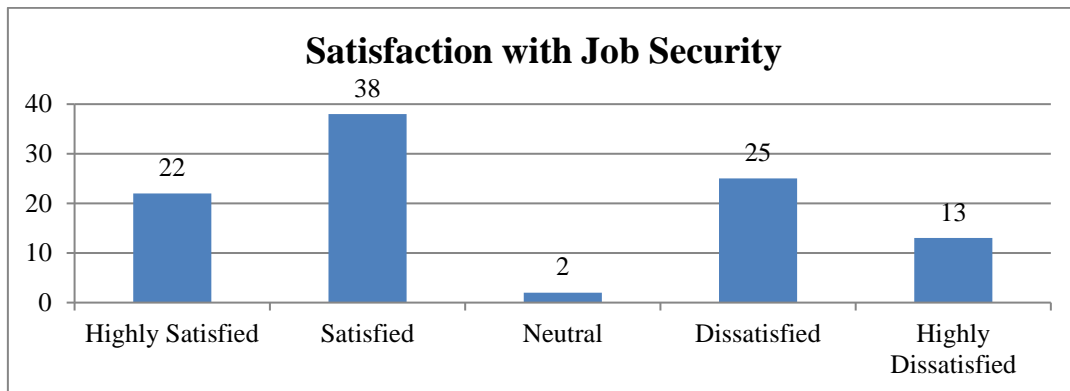
It is inferred that 19% of the employees are highly satisfied, 59% are satisfied, 0% is neutral, 5% are dissatisfied and 17% of the employees are highly dissatisfied with the salary.



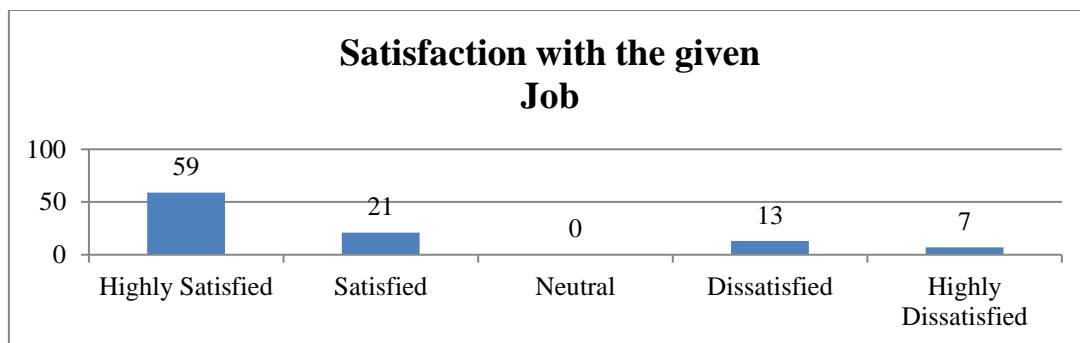
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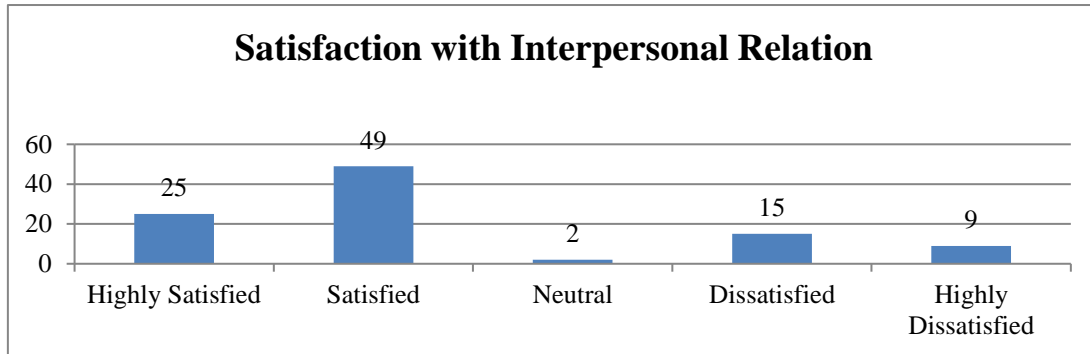
It is inferred that 47% of the employees are highly satisfied, 36% are satisfied, 2% are neutral, 5% are dissatisfied and 10% of the employees are highly dissatisfied with the benefits provided by Mahadev Super Specialty Hospital.



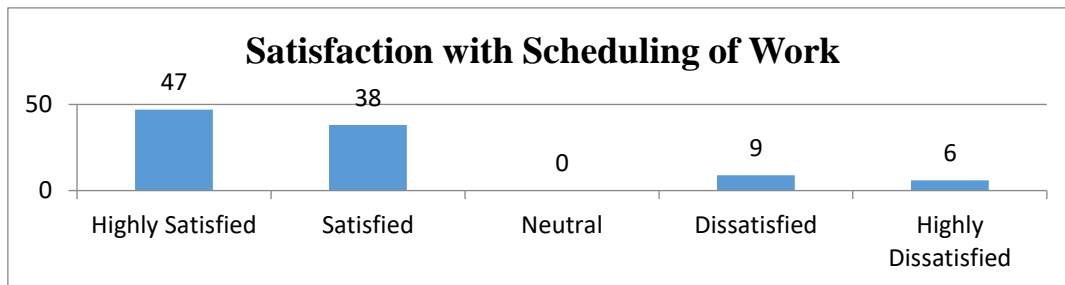
It is inferred that 60% of the employees are satisfied, 2% are neutral, 5% are dissatisfied and 38% of the employees are dissatisfied with the job security issue of the organization.



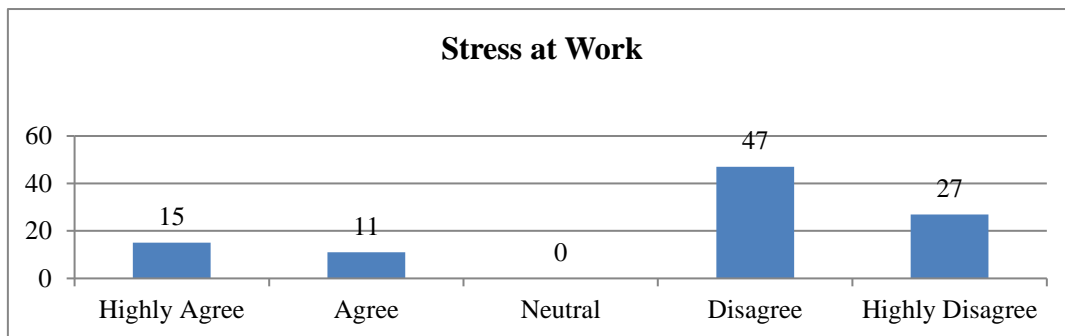
It is inferred that 59% of the employees are highly satisfied, 21% are satisfied, 0% is neutral, 13% are dissatisfied and 7% of the employees are highly dissatisfied with the job given to them.



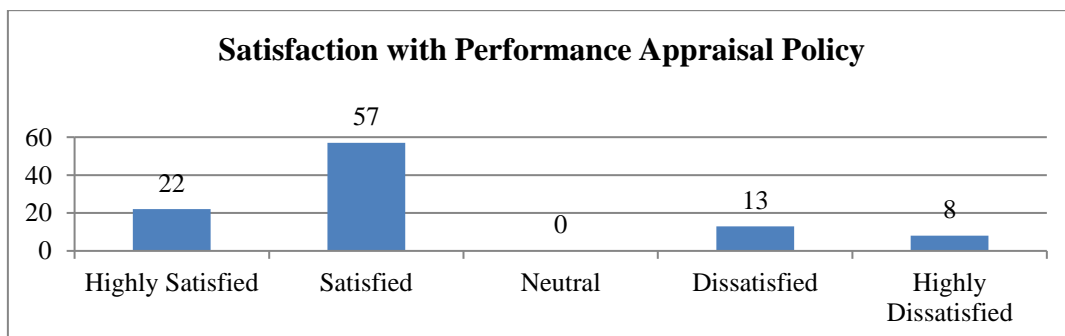
It is inferred that 25% of the employees are highly satisfied, 49% are satisfied, 2% are neutral, 15% are dissatisfied and 9% of the employees are highly dissatisfied with the interpersonal relations in the organization.



It is inferred that 47% of the employees are highly satisfied, 38% are satisfied, 0% is neutral, 9% are dissatisfied and 6% of the employees are highly dissatisfied with the schedule of work.



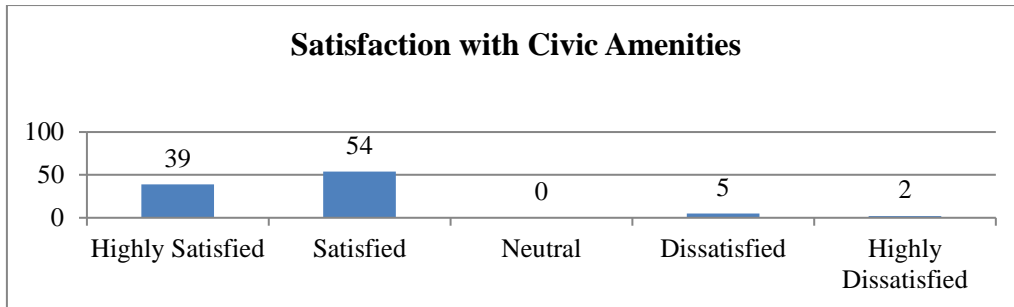
It is inferred that 15% of the employees are Highly agree, 11% are agree, 0% is neutral, 47% disagree and 27% of the employees are strongly disagree with the fact that they feel stress at work.



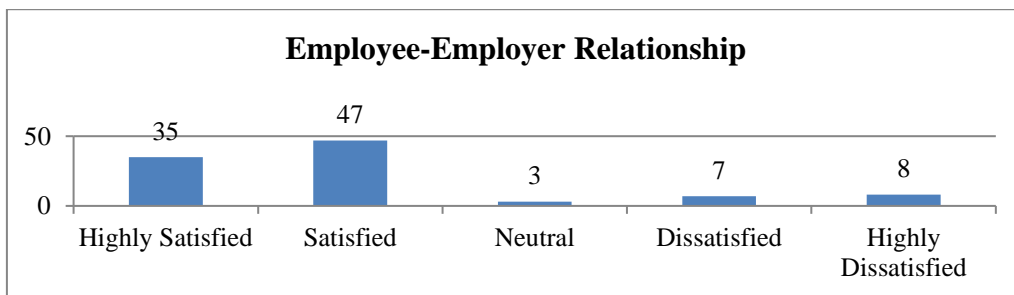


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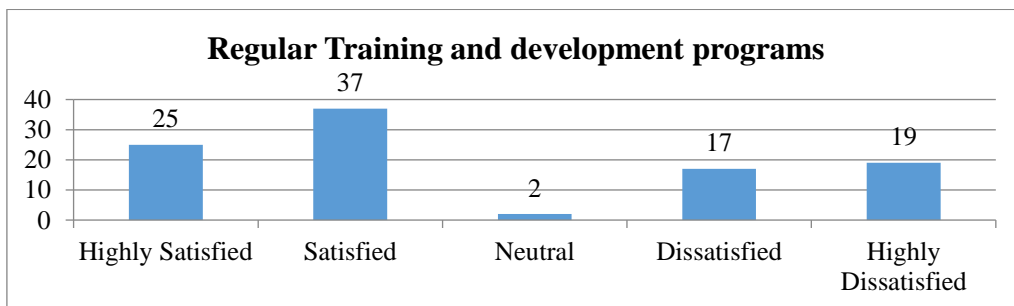
It is inferred that 22% of the employees are Highly agree, 57% are agree, 0% is neutral, 13% disagree and 8% of the employees are strongly disagree with the performance appraisal policy of the organization.



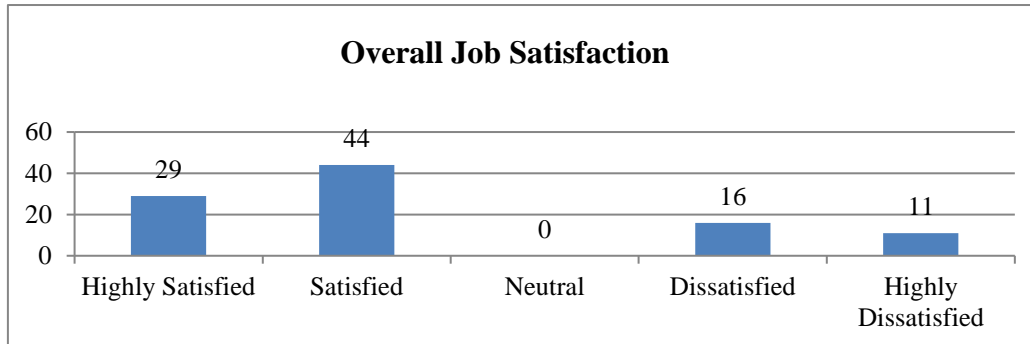
It is inferred that 39% of the employees are Highly agree, 54% are agree, 0% is neutral, 5% disagree and 2% of the employees are strongly disagree with the Civic Amenities provided by the organization.



It is inferred that 35% of the employees are Highly agree, 47% are agree, 3% are neutral, 7% disagree and 8% of the employees are strongly disagree with the Employee-Employer Relationship at the organization.



It is inferred that 25 of the employees are Strongly agree, 37 are agree, 2% are neutral, 17% disagree and 19% of the employees are strongly disagree with the fact that Century conducts training and development program regularly.



It is inferred that 29% of the employees are found highly satisfied, 44% are satisfied, 0% is neutral, 16% are dissatisfied and 11% are highly dissatisfied when asked about their overall job satisfaction with the organization.

TESTING OF HYPOTHESIS

H₀: Employees are not satisfied with their job at Mahadev Super Specialty Hospital, Bilaspur (C.G).
H₁: Employees are satisfied with their job at Mahadev Super Specialty Hospital, Bilaspur (C.G).

Calculation of χ^2

(O _i)	(E _i)	(O _i -E _i)	(O _i -E _i) ²	(O _i -E _i) ² /E _i
29	20	9	81	4.05
44	20	24	576	28.8
16	20	-4	16	0.8
11	20	-9	81	4.05
			Total	37.7

Degree of freedom: 4-1 = 3

Calculated value: 37.7

Tabulated value: 9.488

Calculated value (37.7) > Tabulated value (9.488)

Hence, we reject the null hypothesis.

We can conclude that overall the employees are satisfied with their job at Mahadev Super Specialty Hospital, Bilaspur (C.G).

FINDINGS OF THE STUDY

- More than 43% employees are working from more than 7 years in the organization.
- 82% of the employees agree with the fact that work is according to their qualification and skills.
- 68% employees think that the working environment is good enough.
- 79% of the employees are satisfied with the career advancement opportunities provided by the organization.
- 77% of the employees agree with the fact that organization provides opportunities to use their skills and abilities.
- 19% of the employees are highly satisfied, 59% are satisfied with the salary.
- 83% of the employees are satisfied with the benefits provided by the organisation.
- 60% of the employees are satisfied, 2% are neutral, 5% are dissatisfied and 38% of the employees are dissatisfied with the job security issue.
- 80% of the employees are satisfied with the job given to them.
- 74% of the employees are satisfied with the interpersonal relations in the organization.



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- 47% of the employees are highly satisfied, 38% are satisfied with the schedule of work.
- Employees do not feel stress at work.
- 22% of the employees are highly agreed, 57% are agreeing to the performance appraisal policy of the organization.
- 39% of the employees are highly agreed, 54% are agreeing with the Civic Amenities provided by the organization.
- 35% of the employees are highly agreed, 47% are agreeing with the Employee-Employer Relationship at the organization.
- 25 of the employees are strongly agreed, 37 are agreeing with the fact that Century conducts training and development program regularly.
- 29% of the employees are found highly satisfied, 44% are satisfied, 0% is neutral, 16% are dissatisfied and 11% are highly dissatisfied when asked about their overall job satisfaction with the organization.

SUGGESTIONS

- Physical working condition is not satisfactory in the organization. The company should improve the same.
- Employees should be sufficiently trained to cope up with change.
- Employees should be provided with enough opportunities for learning and growth. Appropriate training should be imparted to them.
- Required tools and tackles should be supplied to all to enable to do the job well.
- The career path of the employees should be well defined.

CONCLUSION

Job satisfaction is a collection of feelings and beliefs that managers have about their jobs. Job satisfaction is the extent to which employees like their work. Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences. To measure the job satisfaction of employees of Mahadev Super Specialty Hospital, Bilaspur (C.G.), stratified sampling was done and responses were collected from 100 employees. The dependent variable in this study is Job Satisfaction, whereas Independent variable are Working Condition; Nature of Work, Compensation, Benefits, Relationship with Peers and Supervisors, Opportunities, Grievance Handling, Appreciation, Decision Making, Job Security etc. Here some Demographic Variables like Age, Education, Marital Status, Management level, Experience and Income level also affect the job satisfaction. All these factors were deeply analyzed and summarized. At last, I can say that Employees of Mahadev Super Specialty Hospital, Bilaspur (C.G.), are satisfied with their job.

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