

A STUDY ON JOB SATISFACTION AMONG THE EMPLOYEES AT FORTIS HOSPITAL IN BANGALORE

Mrs.Suji U¹,B. Vishnu Priya²

¹Assistant Professor, Department of Hospital Administration, Dr.N.G.P. Arts and Science College, Coimbatore, India

²Student, Department of Hospital Administration, Dr.N.G.P. Arts and Science College, Coimbatore, India

Abstract:- The Study of Employment Satisfaction is legitimized based on its latent capacity benefit of comprehension and in creating the positive results from both the hierarchical and individual viewpoints. There are an assortment of elements that can impact an individual's degree of Job Satisfaction. The nature of the working conditions, authority and social relationship, the activity itself. The target of the investigation is to gauge the degree of satisfaction of Employees regarding the organization on different parameters, for example, working condition, Salary, Relationship with employees of Company and discover the components which generally influence their activity satisfaction level. Factor Study was performed utilizing Statistical Package for the Social Sciences (SPSS). Study further distinguished the single direction anova and relationship of each came about factor with the activity satisfaction scores. The Analysis was utilized on an example of 234 workers of the Fortis Hospital of Bangalore in India. As indicated by them great working condition is the primary factor that influences their activity satisfaction level.

Keywords: Job Satisfaction, Working condition , Factor Analysis, Hospital Employees.

1. INTRODUCTION

1.1 Definition:

Job Satisfaction:

Job Satisfaction has been seen as emphatically identified with quality help and patient satisfaction. Employees would straight be able to control understanding satisfaction in view of their advantage and correspondence with patients.

1.2 About the Study

Job Satisfaction is a significant yield that employees work for Organization.

In short employment Satisfaction is an individual's mentality towards work.

Job Satisfaction is a demeanor which comes about because of adjusting and summation of numerous particular preferences.

The analysis made on the subject of Job Satisfaction will uncover the factor of sentiments of employees.

Employment Satisfaction can likewise be considered as marker of enthusiastic prosperity.

This report is valuable to the administration of the organization to realize the Satisfaction levels of Employees.

1.3 Objectives of the study

- To Study the employee satisfaction level at Fortis Hospital
- To Analyze the factors influencing the employee satisfaction
- To Suggest the measures to improve the employee satisfaction.

2. Literature review

According to Mohammad Sayed. A., & Akhtar N. (2014) studied the effects of perceived work life balance and job satisfaction on organizational commitment among healthcare employees. It was predicted that perceived work life balance fosters job satisfaction which leads to the organizational commitment among employees in the long run. Results showed that respondents

have moderate level of perceived work life balance, job satisfaction and organizational commitment. Author concludes that work life balance and job satisfaction are important for developing and enhancing organizational commitment among healthcare workers

According to Singh Rajkumar G. (2013) conducted a study on hospital employees to probe the factors influencing job satisfaction. Author states that positive performance of employee in the organization is an outcome of his satisfactory job experience. Study investigated the factors influencing the job satisfaction among the private hospital employees of Manipur in India. There was a significant association between job satisfaction of employees and relationship behavior factors, pay and compensation factors and training and career growth factors. Pay and compensation factors were the most important factors positively correlated with employee job satisfaction.

According to Bagheri S., et.al. (2012) in their study investigated factors affecting job satisfaction from the perspective of employees working in the health system. Using eight focus group discussions, factors affecting job satisfaction of the employees of health system were discussed. The factors identified from literature review were categorized in four groups: structural and managerial, social, work in itself, environment and welfare. The findings confirmed the significance of structural and managerial, social, work in itself, environment and welfare

3. Methodology

The Analysis that point on the Employees of the chose Hospital and their work environment culture that is kept up in their hospitals. The evaluation strategy is utilized so as to gather information. Around 234 employees are working in the hospital. So as to gather information a survey has been encircled, thinking about that examination questions legitimize what the analyst is attempting to discover and furthermore to shape and direct the exploration. In like manner the overview instrument is an organized survey separated into two sections. The initial segment incorporates the segment addresses, for example, port of the respondent, sexual orientation, length of administration, area and so on and the subsequent part made out of twenty four inquiries that addresses the work environment culture among employees. The review apparatus has been changed over into Google form structures group and coursed among the Employees of that hospital.

4. Analysis:

Chart-1 Chart Showing That the Work Goals and Senior Leadership in this Organization

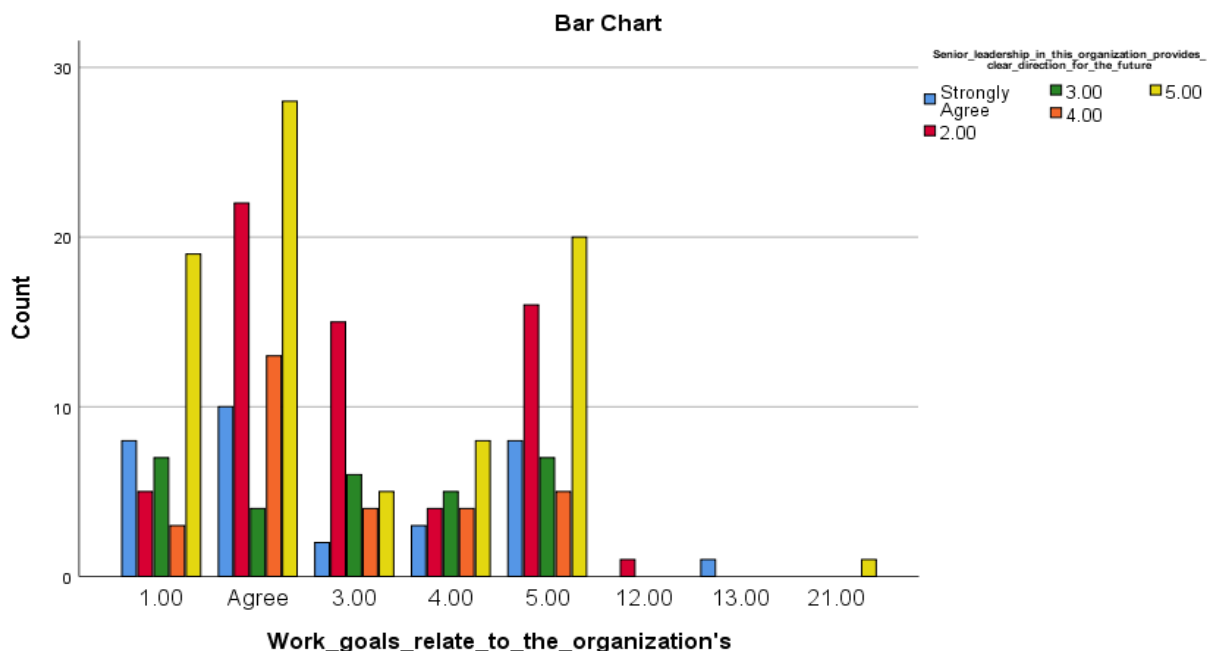


Table-1 Showing the association between the work goals and senior citizenship

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	19.115	4	4.779	2.483	.045
Within Groups	440.701	229	1.924		
Total	459.816	233			

H0: There is no difference between work goals and senior citizenship

H1: There is no difference between work goals and senior citizenship

From the above table, the significant value is .045 which is less than .05, hence we reject H0 and accept H1. Thus, we prove that there is a difference between the work goals of the employees and their satisfaction over the job satisfaction of the hospital.

Chart 2: Chart Showing That the Effective Cooperation & Appropriate Recognition in this organization

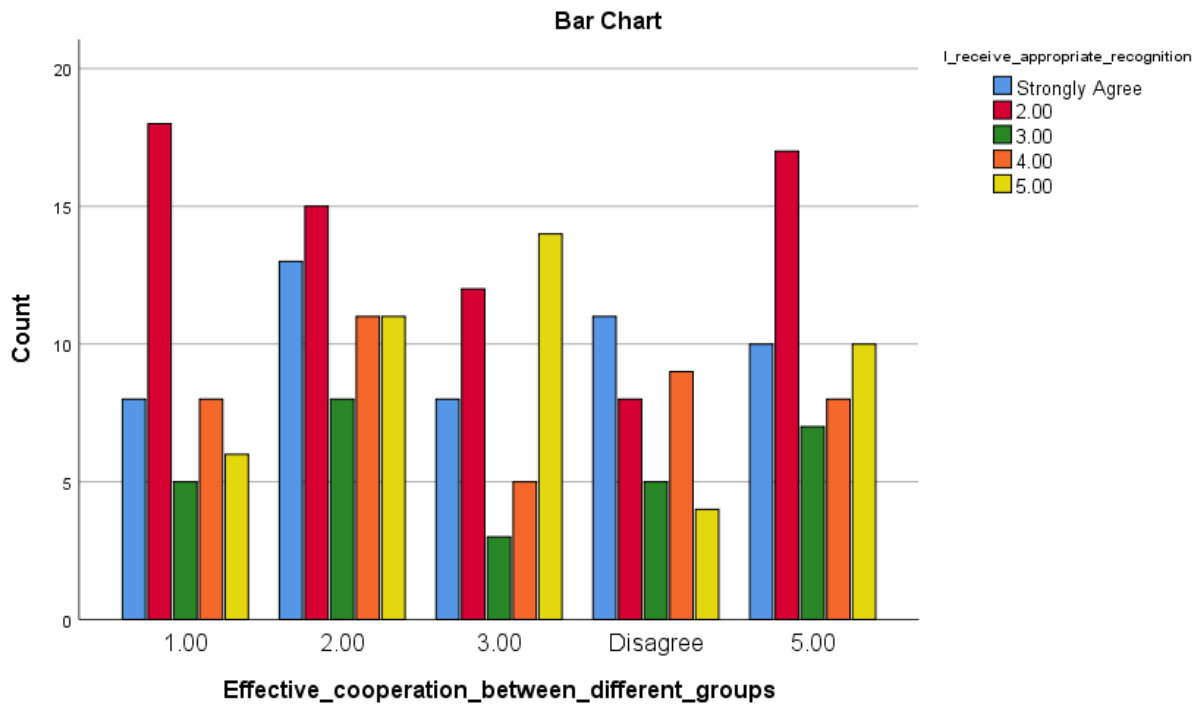


Table 2 showing the association between the Effective cooperation and appropriate recognition

Correlations			
		Effective_cooperation_between_differen_t_groups	I_receive_approp_riate_recognition
Effective_cooperation_between_differen_t_groups	Pearson Correlation	1	.008
	Sig. (2-tailed)		.904
	N	234	234

I_receive_appropriate_recog	Pearson Correlation	.008	1
Nition	Sig. (2-tailed)	.904	
	N	234	234

H0: There is no difference between the isolation from colleagues at work & belongings.

H1: There is no difference between Effective cooperation and appropriate recognition.

From the above correlation table, has the significant value is .000 which is greater than .05, we accept alternative.

Hypothesis & reject null hypothesis. Hence, it is concluded that there is correlation between variable with respect to Pearson correlation value is .008 which is highly -ve & hence, the hypothesis is proved that is strong -ve correlation between isolation from colleagues, work & belongings to the team.

5. Major finding & recommendations

- There is acceptable collaboration at the Hospital.
- The introductory preparing give by the hospital is as much as requirement for the employees.
- Majority of the employees that their compensation isn't worth.

The Recommendations include,

- Reduce Working hours, to propel the employees.
- More Attention ought to be given for by and large improvement of employee's government assistance offices.
- More Attention for execution connected compensation structure.

6. Conclusion:

The Majority of staff working right now, happy with their employments anyway there is extent of further upgrade inside a practical range. Monitoring of Job Satisfaction could be attempted all the time to discover the components that need improvement. By upgrading work satisfaction, hospital, overseer and supervisors can improve not just the psychological, mental and social prosperity of work power, yet additionally the monetary soundness of an association. From study it was additionally seen that there is a degree for the improvement of working conditions.

7. References

1. Mohammad, Syed, A., & Akhtar, N. (2014). The Influence of Work Life Balance and Job Satisfaction on Organizational Commitment of Healthcare Employees. *International Journal of Human Resource Studies*, 4(2), 18-24.
2. Singh, Rajkumar Giridhari. (2013). Factors Explaining Job Satisfaction Among Hospital Employees. *OPUS: Annual HR Journal*, [S.l.], p. 29-43
3. Bagheri, S., Kousha, A., Janati, A., & Asghari-Jafarabadi, M. (2012). Factors Influencing the Job Satisfaction of Health System Employees in Tabriz, Iran. *Health Promotion Perspectives*, 2(2), 190-196.
4. Jathanna, R., Melisha, R., Mary, G., & Latha, K. (2011). Determinants of Job Satisfaction among Healthcare Workers at a Tertiary Care Hospital. *Online Journal of Health ...*, 10(3), 3-5.
5. Kaur, S., Sharma, R., Talwar, R., Verma, A., & Singh, S. (2009). A Study of Job Satisfaction and Work Environment Perception among Doctors in a Tertiary Hospital in Delhi. *Indian Journal of Medical Sciences*, 63(4), 139-144.
6. Peltier, J., & Dahl, A. (2009). The Relationship between Employee Satisfaction and Hospital Patient Experiences
7. Mosadeghrad, A. M., Ferlie, E., & Rosenberg, D. (2008). A Study of the Relationship between Job Satisfaction, Organizational Commitment and Turnover Intention among Hospital Employees. *Health Services Management Research*, 21, 211-227.
8. Selebi, C., & Minnaar, A. (2007). Job Satisfaction among Nurses in a Public Hospital in Gauteng. *Curationis*, 30(3), 53-61.

9. Lu, H., While, A. E., & Barriball, K. L. (2007). Job Satisfaction and Its Related Factors: A Questionnaire Survey of Hospital Nurses in Mainland China. *International Journal of Nursing Studies*, 44(4), 574–588.

10. Pietersen, C. (2005). Job Satisfaction of Hospital Nursing Staff. *Journal of Human Resource Management*. 3(2), 19–25.