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## To study the level of job satisfaction among hospital employees in Uttar Pradesh rural institute of medical sciences & research at Saifai, Etawah

**M Rohitash Kumar, Eenu and Timsy**

### **Abstract**

**Background:** The progress of any organization is dependent on its workers and their attitude towards their work and their patients.

**Objective:** to determine the level of job satisfaction of hospital employees & association between level of job satisfaction and demographic characteristics of hospital employees, and also various welfare measures for employees to increase motivation.

**Results:** Findings of study reveals that in the job satisfaction more than half of the respondents (57.5%) had good satisfaction, 37% had average, and 2.5% respondents had poor and 2.5% respondents were in the excellent satisfaction. it was concluded that job satisfaction level had no association with the baseline characteristics namely, age, gender, marital status, number of children, profession, work experience in this hospital & working experience in the same profession

**Keywords:** Level of job satisfaction; among hospital employee; UPRIMS&R Saifai.

### **1. Introduction**

**1.1 Background of the study:** The progress of any organization is dependent on its workers and their attitude towards their work and their patients. Health services are affected by many factors such as human resources, delivery system and health infrastructures. Among these, human resource is a vital component. Job satisfaction of the health workers is extremely important in increasing employee motivation, productivity and efficiency as higher job satisfaction means better performance, greater quality of care and consequently, a greater degree of patient satisfaction.

**1.2 Need of the study:** There is a definite link between employee attitudes and patient satisfaction. If employees are unhappy or dissatisfied, despite their best efforts; it is difficult for them to conceal this factor when interacting with patients and other staff members. Job satisfaction is also linked with a healthier work force and has been found to be a good indicator of longevity. Retaining talented employees is the greatest challenge faced today by organizations. Human asset is the most important asset and retaining it is more important than finding a successor to the vacant position. The cost of employee turnover is from 40% - 100% of an employee's annual salary, when productivity, recruiting costs, reduced efficiency in transition and time is considered. The challenge is not only to attract the best talent but also to retain them. Rising opportunities for carrier development, lifestyle decisions, job changing, unbalanced work life, poor mentoring and stress are some factors which influence an individual's decision to continue or quit.

**1.3 Aim and Objective:** to determine the level of job satisfaction of hospital employees & association between level of job satisfaction and demographic characteristics of hospital employees, and also various welfare measures for employees to increase motivation.

**2. Material and Methods:** Descriptive research approach was used to assess the job satisfaction among hospital employees. The prospective study by observation and interview was adopted for this study. The questionnaire used in this study has baseline characteristics (07 items) and semi structured questionnaire (50 items). The design did not include any control group. Sample in the present study were 40 hospital employee’s who was working in the hospital. Stratified random sampling technique is used to select the sample. Data was collected between 13<sup>th</sup> may 2015 to 30<sup>th</sup> may 2015.

**3. Data collection:** The data was collected from 40 hospital employees who were interested to participate in the study. Data was collected between 13<sup>th</sup> may 2015 to 30<sup>th</sup> may 2015. Prior permission was obtained through a letter from Director of

UPRIMS & R Saifai, Etawah and on his direction Dean of UPRIMS & R Saifai; Etawah gave permission (Annexure) to data collection. Prior to data collection, the investigator familiarized him with subjects and explained the purpose of the study to them; confidentiality was assured to all subjects. An informed consent was taken from the subjects.

**4. Result:** Findings of study reveals that in the job satisfaction more than half of the respondents (57.5%) had good satisfaction, 37% had average, and 2.5% respondents had poor and 2.5% respondents were in the excellent satisfaction. it was concluded that job satisfaction level had no association with the baseline characteristics namely, age, gender, marital status, number of children, profession, work experience in this hospital & working experience in the same profession.

**Table 1:** Frequency and percentage distribution of sample characteristics N= 40

Sl. No.	Variable	Frequency	Percentage
1.	<b>Age</b>		
	A. Under 21	0	0
	B. 21 to 30	29	72.5
	C. 31 to 40	11	27.5
	D. 41 to 50	0	0
2.	<b>Gender</b>	23	57.5
	A. Male	17	42.5
3.	<b>Marital status</b>		
	A. Married	35	87.5
4.	<b>Number of children</b>		
	A. None	12	30
	B. One	19	47.5
	C. Two	9	22.5
	D. Three	0	0
5.	<b>Profession</b>		
	A. Medical	10	25
	B. Nursing	10	25
	C. Paramedical	10	25
6.	<b>Worked in this Hospital</b>		
	A. Less than 1 year	3	7.5
	B. 1 year to less than 2 years	7	17.5
	C. 2 years to less than 5 years	9	22.5
	D. 5 years to less than 10 years	20	50
7.	<b>Worked in this profession</b>		
	A. Less than 1 year	1	2.5
	B. 1 year to less than 2 years	1	2.5
	C. 2 years to less than 5 years	7	17.5
	D. 5 years to less than 10 years	12	30
	E. 10 years or more	19	47.5

**Table 2:** Frequency and percentage distribution of job satisfaction of hospital employee’s N=40

Job satisfaction score	Job satisfaction score	
	Frequency	Percentage
50 – 100	1	2.5
101 – 150	15	37.5
151 – 200	23	57.5
201 – 250	1	2.5

**Table 3:** Frequency and percentage distribution of subjects according to their level score on job satisfaction. N = 40

Grading of job satisfaction	Job satisfaction level of employees	
	Frequency	Percentage
Poor	1	2.5
Average	15	37.5
Good	23	57.5
Excellent	1	2.5

Max score =250

**Table 4:** Range, mean & median of Job satisfaction level of employees  
N = 40

Range	Mean	Median
81 – 220	155.975	156.5

Maximum score = 350

**Table 5:** Table showing association between hospital employees and baseline characteristics of the subjects.

Association between baseline characteristics and level of job satisfaction				
Variable	≤ Median	> Median	df	$\chi^2$
1. Age (in years)				
21-30 year	14	15	1	0.124
31-40 year	6	5		
2 Gender				
MALE	15	8	1	5
FEMALE	5	12		
3. Marital status				
MARRIED	20	15	1	5.7
UNMARRIED	0	5		
4. NO. OF CHILDREN				
NONE	6	6	2	0.152
ONE	9	10		
TWO	5	4		
5. PROFESSION				
MEDICAL	7	3	6	5.2
NURSING	4	6		
PARAMEDICAL	3	7		
ADMINISTRATION	7	3		
6. EXPERIENCE IN RIMS&R				
< 1 Year	2	1	8	1.7623
1 - <2 YEAR	4	3		
2-< 5 YEAR	5	4		
5-<10 YEAR	9	11		
10 YEAR AND ABOVE	0	1		
7. TOTAL WORKING EXPERIENCE				
< 1 Year	0	1	8	2.51
1 - <2 YEAR	0	1		
2-< 5 YEAR	4	3		
5-<10 YEAR	7	5		
10 YEAR AND ABOVE	9	10		

## 5. Discussion

The findings of the study have been discussed with reference to the objectives stated and with the findings of the other studies. The findings in the baseline characteristics and the job satisfaction of hospital employees were discussed with the findings of the other studies

## 6. Conclusion

From all profession i.e. medical, nursing, paramedical, and administrative equal numbers of subjects were taken. Half of subjects (50%) had experience in this hospital between 5 to < 10 years. Most of subjects (47.5%) had experience in this hospital between 5 to < 10 year.

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