

# Job Satisfaction of Nurses in Private Hospitals in Coimbatore District of Tamil Nadu

Dr. J. Balamurugan<sup>1</sup>, Dr. S. Ramesh<sup>2</sup>, Dr. S. Sudharkar<sup>3</sup>, and Dr. A. Rajalakshmi<sup>4</sup>

<sup>1,2</sup>Assistant Professor, Department of Business Administration, Don Bosco College of Arts and Science, Keela Eral, Thoothukudi, Tamil Nadu

<sup>3</sup>Assistant Professor, Department of Co-Operative Management, Rajiv Gandhi Arts and Science College, Puducherry

<sup>4</sup>Department of Rural Industries and Management, Gandhigram Rural Institute-Deemed University, Gandhigram, Dindigul, Tamil Nadu

drjbalamuruganpdf@gmail.com<sup>1</sup>, rameshsm@gmail.com<sup>2</sup>, sudhakaran77@yahoo.com<sup>3</sup>, rajigru83@gmail.com<sup>4</sup>

## Article Info

Volume 83

Page Number: 7575 - 7581

Publication Issue:

March - April 2020

## Abstract

In the contemporary era, the medical horizon reaches in tremendous level with the advent of technologies advancement which makes the medical services more convenient and cost-effective so technological growth has made possibilities to efficiently scaling up patient care, disease control, diagnosis, and research and development. At the same time, the challenges and issues are increasing rapidly which makes the medical personnel abject. Even though the barriers are curbing the services of medical practitioners, they are considered medical services as a noble profession so as providing holy services to the patients.

In this scenario, the present study is an attempt to understand the medical practitioners' Job Satisfaction especially nurses on their services in private healing centers of Coimbatore, Tamil Nadu. For the study, the researcher constructed a well-designed questionnaire and used the stratified sampling research methodology was used to collect the data with 200 respondents and obtained data are analyzed with Statistical Package for Social Science [SPSS] and hypothesis are tested with Chi-square test.

**Keywords;** *Job Satisfaction, Nurses, Hospitals, Medical Services, and Hospital Management.*

## Article History

Article Received: 24 July 2019

Revised: 12 September 2019

Accepted: 15 February 2020

Publication: 07 April 2020

## I. INTRODUCTION

The medical field is becoming a challenging service sector in recent phenomena due to heavy competition. In this context, medical administration has been focusing to get a higher level of market share so as they are fixing the targets and working accordingly and build the pressure on the medical practitioners. Therefore, medical practitioners in particularly nurses/ attendants are put under pressure to complete their target level or tasks within the stipulated time and period these types of pressure build-up complexity and make boredom in their job and also affect satisfaction.

In addition to that, which is not only challenged

inside the environment of the hospital working condition and also affects the outside which is their personal life too. It is imperative to understand that nurses are considered as experts in their field to manage the day-to-day issues and challenges of the hospital and also taking their patients with care which bring quality services to the people and create goodwill to the institutions. However, in general, nurses are confronting with working hospitals due to mistreating such as work overload, inadequate wages, salary, stipend, duty allotment and shift and disgrace in caste and socio-economic miserable.

In this background, the present study has drawn to find out the nurses' Job Satisfaction at private

clinics in Coimbatore which is examined with objectives. Further, the study inquired that the nurse's commitments contribute to making a high level of turnover and propelled workers are more productive so as Job Satisfaction is the factor to effectively scaling up the relationship and also determines that what one needs from one's work and what he/she gets therefrom. Moreover, it could act as a positive change agent to create a feeling of one's work by assessing the characteristics and nurses who were not fulfilled at work are too found to remove themselves from their patients and their nursing chores.

The plethora of study highlighted that Job Satisfaction is experienced by making difference clients are specified as the major source of delight and fulfillment as expressed by 68.4 percent of medical attendants. It is interesting to note that 9 percent of medical attendants expressed as proficient joy as their source of satisfaction. It is also understood that Dissatisfaction of job caused by over workload was the major source of disappointment as specified by 28.9 percent of medical attendants and execution assessment too another source of disappointment. Destitute state of mind towards nursing by other personals, supply deficiency such as water, therapeutic gear, compensation, and obligation is not given on time, destitute work recognition from higher authority additionally administrators do not know well what to be directed and a few taking an interest medical attendants communicated being a sustain by itself might be a source of disillusionment.

## II. OBJECTIVES OF THE STUDY

The present study is undertaken to study job satisfaction among nurses.

- ❖ To identify the determinants of Job Satisfaction of nursing in private hospitals
- ❖ To study the level of Job Satisfaction of nurses
- ❖ To find out the constraints faced by the nurses

## III. RESEARCH METHODOLOGY

The study was conducted in Coimbatore of Tamil Nadu. For the study, both primary and secondary data are used and the present study is descriptive in nature. The researchers selected the private hospital on the basis of stratified sampling with random techniques. For the study, 200 samples are collected with a questionnaire and collected data are analyzed with Statistical Package for Social Science [SPSS] and hypothesis have framed and tested with the chi-square test.

## IV. THE HYPOTHESES SET FOR THE STUDY ARE

- H01: There is no significant relationship between job satisfaction and age
- H02: There is no significant relationship between job satisfaction and sex
- H03: There is a significant relationship between job satisfaction and Experience

For the analysis of the study hypotheses, the Chi-square test is used.

## V. RESULT AND DISCUSSION OF THE STUDY

The study results have discussed in a detailed manner which is explained the determinants of Job satisfaction along with the satisfaction level and constraints of the Nurses at Private Hospitals in the following tables.

### 1. Age

Age has been considered as a factor, as it may reveal the mental maturity of an individual to make decisions and provide job satisfaction. Therefore, it has been included in this study. Data collected on the age of the respondents were analyzed and presented in Table.1

**Table. 1**

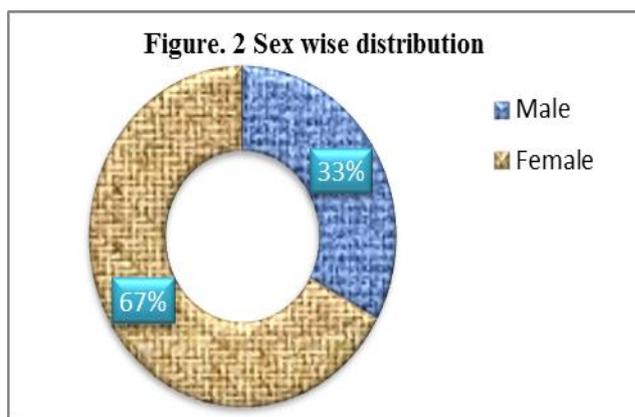
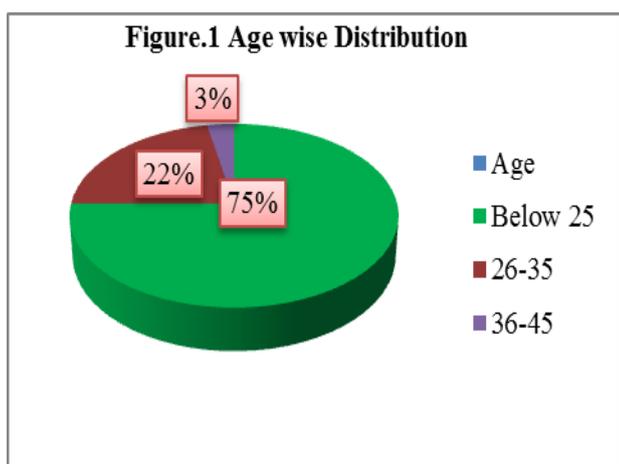
**Age wise classification of the respondents**

Age	Respondents	Percentage
Below 25	150	75
26-35	44	22
36-45	6	3
46-55	0	0
55 and about	0	0

**Table. 2**

**Sex wise distributions of respondent**

Sex	Respondents	Percentage
Male	66	33
Female	134	67
<b>Total</b>	<b>200</b>	<b>100</b>



Source: Primary data

Table 1 reveals that, among total respondents, a large spectrum [75%] of the respondents are under the age group of 25 years old, followed by [22%] the age group of 26 to 35 years old. Further, the study found that only a few 3 percents of the respondents are in the age group of 36 to 45 age groups. The study may be implied that young aged personnel is working in hospitals as training nurses so as they are working with a minimum level of experience and for gaining experience from their existing job.

**2. Sex**

Sex is the most significant factor in determining the desirable changes in human attitude, behavior, and care of others. It decides one's perception to cope with rational thinking in managing correct decisions. The distribution of respondents according to their sex status was analyzed and presented in Table.2

Source: Primary data

The study found those in tables 2 among the total respondents, a significant proportion [67%] of the female nurses are found to be accounted for, followed by male respondents [33%]. The study may be confined that female nurses are working in private hospital or healing centers in large spectrum due to the hospitals are offering medical counsel approved course such as diploma in lab technician it attracts number of female nurses and also course offers stipends these are the reasons to increase the female interest in nursing course at private hospital.

**3. Experience**

'Experience is the best teacher', is a proverb. Medical service sector experience gained over a period of time could help in making rational decisions in the acceptance and adoption of improved modernized technologies and using strategies by the nurses to get a better result in

inpatient care. The responses were collected and analyzed and presented in Table 3.

**Table. 3**

**Experience wise distributions of respondent**

Experience	Respondents	Percentage
Below- 5 years	172	86
6-10	16	8
11-15	10	5
16-20	2	1
21 and above	0	0
<b>Total</b>	<b>200</b>	<b>100</b>

The study has observed that a large spectrum [86%] of respondents is having less than 5 years of working experience in the hospital as nurses. An only a small portion [14%] of the respondents is having above 5 years of working experience. The study may be implied that a number of fresher is joined in very recently in private hospitals as mid-wife and they may be joined for gaining the knowledge and enhancing the skill in handling the patients and also administration transactions.

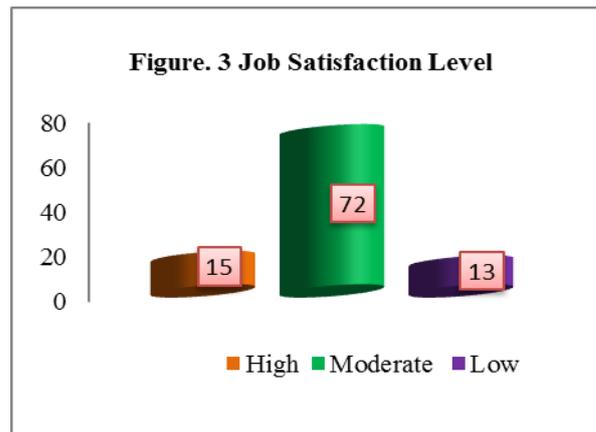
Source: Primary data

**4. Level Of Job Satisfaction**

The job satisfaction has measured by examining the levels such as High, Moderate and Low which are presented in the Table.4

**Table. 4**

Level of job satisfaction	Respondents	Percentage
High	30	15
Moderate	144	72
Low	26	13
<b>Total</b>	<b>200</b>	<b>100</b>



**The Overall Level Of Job Satisfaction**

Source: Primary data

The study corroborated in table 4 that, a significant amount [72%] of the respondents are felt that their job satisfaction level is moderated due face the various challenges and issues each and every day such as different types of patients and their treating habits which caused to make the nursing personnel to put in stress so their level of satisfaction is moderated based on their patients and their relations.

Further, the study found that only 15 percent of the respondents are satisfied with their job in high level due to their working environment is more user friendly so as they could be working without any pressure and also there are diploma courses for nurses which provides dual benefits such as hands-on training with stipend and also academic certificate. Moreover, there is a hi-fi facility in hospitals whereas there is opportunity to learn modernized technologies and its usages which provides interest among the medical practitioners to work with enthusiasm and also offers various government-approved medical-related courses whereas the trainees are working and share their responsibilities so that workload significantly reduced which provides high level of satisfaction to the respondents.

The study also revealed that only 13 percent of the respondents is felt that they are dissatisfied with their job of nursing in private healing centers due to work overload, minimum freedom, low salary,

overtime work, limited leave offering, and night shift. The study may be implied that, the nursing job satisfaction is moderated which results are affected medical services in patient care so as the hospital administration should take of their medical practitioners such as nurses with adequate leave provision, wages, salary, stipend, prescribed time and duty for making their services more meaningful way in order to create working environment user friendly and providing quality services to the patients with affordable cost.

### 5. Result Of Chi-Square Test

The hypotheses are tested with a chi-square test in which results are discussed and presented in the table.5

The study findings revealed that chi-square test results have complied with in-dependent variables such as age, sex, and experience.

H01: There is no significant relationship between job satisfaction and age. This hypothesis disproved with there is a relationship with age [ $X^2 < 0.03 = 16.54$ ].

**Table. 5**

**Result of test of hypotheses**

Relationship	$\chi^2$ Value	P-value
Job satisfaction and age	16.54	0.0353
Job satisfaction and sex	12.15	0.0023
Job satisfaction and Experience	39.86	0.0001

H02: There is no significant relationship between job satisfaction and sex. This hypothesis disproved with there is a relationship with the sex

[ $X^2 < 0.02 = 12.15$ ].

H03: There is a significant relationship between job satisfaction and Experience. This hypothesis nullified so as it is proved that there is an association with experience [ $X^2 < 0.01 = 39.86$ ].

Source: Primary data

### VI. MAJOR FINDINGS OF THE STUDY

➤ The study found that, among the total respondents, the majority [75%] of the respondents are under the age group of 25 years old, followed by [22%] the age group of 26 to 35 years old. It is noted that only a few 3 percents of the respondents are in the age group of 36 to 45 age groups.

➤ The study revealed that a significant proportion [67%] of the respondents are female

➤ The study observed that a large spectrum [86%] of respondents is having less than 5 years of working experience in the hospital as nurses.

➤ It is understood that only a small portion [14%] of the respondents is having above 5 years of working experience.

➤ It is evident that a significant amount [72%] of the respondents are felt that their job satisfaction level is moderated due face the various challenges and issues each and every day such as different types of patients and their treating habits which caused to make the nursing personnel to put in stress so their level of satisfaction is moderated based on their patients and their relations.

➤ It is also understood that 15 percent of the respondents are satisfied with their job in high level due to their working environment is more user-friendly so as they could be working without any pressure and also there are diploma courses for nurses which provides dual benefits such as hands-on training with a stipend and also academic certificate. Moreover, there is a hi-fi facility in hospitals whereas there is opportunity to learn modernized technologies and its usages which provides interest among the medical practitioners to work with enthusiasm and also offers various government-approved medical-related courses

whereas the trainees are working and share their responsibilities so that workload significantly reduced which provides high level of satisfaction to the respondents.

➤ The study also revealed that 13 percent of the respondents is felt that they are dissatisfied with their job of nursing in private healing centers due to work overload, minimum freedom, low salary, overtime work, limited leave offering, and night shift. The study may be implied that, the nursing job satisfaction is moderated which results are affected medical services inpatient care so as the hospital administration should take of their medical practitioners such as nurses with adequate leave provision, wages, salary, stipend, prescribed time and duty for making their services more meaningful way in order to create working environment user friendly and providing quality services to the patients with affordable cost.

➤ The study revealed the hypothesis testing result of in-dependent variables such as age, sex, and experience.

➤ In the case of age and sex, the hypothesis testing revealed that there is no significant relationship between job satisfaction and age and also sex.

➤ In the case of experience, hypothesis testing revealed that there is a significant relationship between job satisfaction and Experience. This hypothesis nullified so as it is proved that there is an association with experience.

## **VII. RECOMMENDATION FOR IMPROVEMENT OF NURSING JOB SATISFACTION**

- The Government should ensure the basic amenities in the working environment.
- The Government and Hospital administration should ensure the affordable and reasonable wage/ salary package to the nurses.
- The Hospital administration should ensure the stress-free working environment so as it should arrange to visit tours and brainstorming sessions in

the regular environment.

- The Hospital administration should ensure the nurse's duties and shift on the basis of their availability.
- The Government and Hospital administration should provide residential quarters with the campus of the hospital for enabling their services without time-bound.
- The public should cooperative with nurses to enable their services of those who needed
- The Government should create a grievance and redressal committee at every hospital for enabling their welfare and development.

## **VIII. CONCLUSION**

In the 21st century, medical service is imperative for curing diseases and also do research and development of the unknowing disease. In this context, medical practitioners such as nurse's roles are key for serving the medical services needed persons and enabling the services of medical more effectively and efficiently in order to take care of the diseased patients with the unbound time limit and act as a bridge of gap between hospital and patients. The medical practitioner's role is a multi-functional one whereas job satisfaction is varying based on the personnel. However, it could be made possibilities to improve their services in providing facilities such as modernized equipment handling skills, proper training in customer relationship management, patient care, convenient in working time, shift and affordable salary, wage and stipend to them for content in work and also creating working atmosphere more user friendly manner and provide appropriate power and freedom for ensuring the Job Satisfaction which could be streamlined the administration and also strengthened their confidence level to meet out the challenges and overcome the issues persisting in hospital healing centers.

**REFERENCES**

- [1]. Grol, R., Lawrence, M., 1995, Quality Improvement by Peer Review, Oxford University Press, London.
- [2]. Prasad L M. 2006, Organizational Behaviour, Sultan Chand & Sons. Educational Publishers. New Delhi.
- [3]. Robbins, S. P., Judge, T. A., Vohra, N., 2012, Organizational Behavior, Pearson Education, New Delhi.
- [4]. Moyle, W, et.al, 2003, Views of Job Satisfaction and Dissatisfaction in Australian Long-Term Care, Journal of Clinical Nursing, Vol. 12, No. 2, pp 43-52.
- [5]. Pestonjee D. M., 1973, Organizational Structure and Job Attitudes, Minerva Associates, Calcutta.
- [6]. Chu, C. I., et.al., 2003, Job Satisfaction of Hospital Nurses: An Empirical Test of a Causal Model in Taiwan. International Nursing Review, Vol.50, pp.176-182.
- [7]. Fung-Kam, L., 1998, Job Satisfaction and Autonomy of Hong Kong Registered Nurses”, Journal of Advanced Nursing, Vol. 27, No. 2, pp.36-42.
- [8]. Locke, E.A., 1969, Job Satisfaction and Job Performance: A Theoretical Analysis, Organizational Behavior and Human Performance, Vol. 4, pp. 309-336.
- [9]. Demerouti, E., et.al., 2000, A Model of Burnout and Life Satisfaction Amongst Nurses, Journal of Advanced Nursing, Vol. 32, No. 2, pp. 454-464.
- [10]. Mc Neese-Smith, D. K., 1999, A Content Analysis of Staff Nurse Descriptions of Job Satisfaction and Dissatisfaction. Journal of Advanced Nursing, Vol. 29, No. 6, pp.56-67.
- [11]. Seo, Y, Ko, J. & Price, J. L. 2004, The Determinants of Job Satisfaction among Hospital Nurses: A Model Estimation in Korea. International Journal of Nursing Studies, No. 4, pp.437-447.
- [12]. Dr. C. Swarnalatha and Mr. G. SureshKrishna., 2012, Job Satisfaction and Work Locus of Control: An Empirical Study among Employees of Automotive Industries in India, International Journal of Management, Vol. 3, No. 3, pp. 92-99.
- [13]. Sathyajith S, R. Haridas., 2013, Job Satisfaction of Nurses of Private Hospitals in Kerala, An International Journal of Management, Vol. 4, No. 2, pp. 176-179.
- [14]. Karthikeyan and Dr.Dinesh.K.Srivastava, 2012, "The Relationship between Core Self Evaluations, Individual Level Job Performance and Its Components", International Journal of Management Vol.3, Issue 2, pp. 319-334.