

Job satisfaction among health care providers in a tertiary care hospital in Gadag, Karnataka.

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Abstract

Background: Job satisfaction refers to a sum of all positive and/or negative feelings that an individual holds towards his or her job. Employees who are more satisfied with their job will usually have more attendance, are more worthy and they are satisfied with their lives. **Objective:** To determine job satisfaction level among health care providers working in Gadag Institute of Medical Sciences, Gadag Government Hospital. **Methodology:** A Cross Sectional study was conducted in Gadag Institute of Medical Sciences, Gadag Government Hospital for a period of one month from 1/5/2017 to 30/5/2017. Doctors, nurses, pharmacist and lab technicians who were willing to participate and present during the study period were included. Using 5 point Likerts scale, their job satisfaction level was assessed using job satisfaction scale developed by Pawan Kumar and Khan AM for Government Hospitals. **Results:** In our study we found 62.7% of the subjects were in the age group of 21-30 years, 56.4% were females, 57.14 were married and 61.1% and 14.3% were nurses and doctors respectively. Highest job satisfaction was seen in pharmacist (3.2) and least job satisfaction with doctors (2.72). Among different domains, organizational facility is with least score and interpersonal relation and cooperation with highest score. **Conclusion:** From this study we conclude that permanent and contract basis job hardly makes any difference in job satisfaction. Inter-personal relation and cooperation domain is the most important for job satisfaction. Doctors are the least satisfied with their job. Hence a study in detail to determine the factors relating to that and how we can improve them has to be done.

Key-words: Job satisfaction, Health care providers, Cross Sectional study, Government Hospital.

INTRODUCTION

Job satisfaction refers to a sum of all positive and /or negative feelings that an individual holds towards his or her job. Job satisfaction is the level of contentment employees feel about their work, which can affect performance¹. Locke (1976), defines job satisfaction as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience.

Employees who are more satisfied with their job will usually have more attendance, are more worthy, and they are satisfied with their lives¹. Researchers have observed that dissatisfied employees, if remain in the organization, may involve in counter-productive activities as theft, poor service, destructive rumours and sabotage of equipment. Employee's job dissatisfaction gives rise to

high level of turnover intention which ultimately leads to actual workers turnover².

Over the years, studies have shown that experiencing stress in the work setting leads to undesirable consequences on the well-being and safety of an individual and invariably for the organization. Occupational stress leads to reduced productivity and performance, increased sickness and absenteeism, decreased motivation, and morale among employees³.

Job satisfaction is most essential driving forces for determining the quality of services of health care organizations⁴. It means that we form attitudes towards our jobs by taking into account our feelings, our beliefs and our behaviour⁴. A lot of research has been done on client satisfaction in the health sector, but it is in limited

context for provider’s satisfaction in health care system.Over the years it has been seen that our health care workers are not satisfied with their professional lives⁴.Job satisfaction does not only depend on payment but also depend on working environment.

OBJECTIVE: To determine job satisfaction level among health care providers.

MATERIALS AND METHODS

A Cross Sectional study was conducted in Gadag Institute of Medical Sciences, Gadag Government Hospital for a period of one month from 1/5/2017 to 30/5/2017. Total staff strength consisting of doctors, nurses, pharmacists and laboratory technicians of GIMS government hospital is 272. After removing staffs who didn’t gave consent to the study, and who did not return the filled questionnaire and staffs who returned with half-filled form, the total sample size came to be 126.

Inclusion criteria:–

- 1) Doctors, nurses, pharmacist and laboratory technicians of Gadag Institute of Medical Sciences (GIMS), Gadag, Karnataka who gave consent and available during our study period.
- 2) Permanent staff – working experience of at least one year in current institute
- 3) Contract based staff – working experience of at least six months in the current institute.

Hospital was visited for one month from 1/5/2017 to 30/5/2017 and consent of each participant was taken and the questionnaire was administered. Individual responses were taken after reading out the questions and explaining them wherever they find it difficult to follow.

Job satisfaction level was assessed using job satisfaction scale developed by Pawan Kumar and Khan AM⁴ for Government Hospitals, which has five point Likert scale. The scores being

- 1- I am very much dissatisfied
- 2- I am dissatisfied
- 3- Can’t say
- 4- I am satisfied
- 5- I am very much satisfied

Cut off being 2.5, above which indicates satisfaction and below 2.5 meaning dissatisfaction.

The questionnaire includes – socio-demographic profile and questions relating to job satisfaction.

Questionnaire was administered to the participants after taking consent and explaining them the purpose of the study.Whichever question they found difficult, was explained to them. Details of the scoring was told. After collecting all the proforma, data was entered in excel sheet and analyzed. The mean score was calculated in each domain for the participants. Quality control was done by ensuring focused group discussion

regarding most common difficult questions collected from pilot study using the Likert’s scale by investigators prior to the start of the study.

RESULTS

Table. 1:Showing distribution according to age group, sex and marital status of staffs

	Frequency	Percentage
Age (Years)		
21-30	79	62.7
31-40	28	22.2
41-50	9	7.14
51-60	10	7.96
Gender		
Male	55	43.6
Female	71	56.4
Marital status		
Married	72	57
Unmarried	54	43

The age group between 21-30 years was 62.7%, which is the highest. Next highest distribution was in the age group of 31-40years with 22.2%. Least was in the age group of 41-50 years.56.4% of the respondents were females and the remaining 43.6% were males.The distribution of married and unmarried study subjects were 57% and 43% respectively(Table 1).

Table.2: Overall job satisfaction according to type of employment

Type of Employment	Frequency	Percentage	Overall job satisfaction
Permanent	70	55.5	3.05
Contract	56	44.5	3.09

The permanent employees constituted 55.5% and contract basis were 44.5%, and their overall job satisfaction was 3.05 and 3.09 respectively. This shows that type of employment hardly plays any role in job satisfaction and hence indirectly shows money is not everything for job satisfaction(Table 2).

Table. 3:Overall job satisfaction according to type of occupation

Occupation	Frequency	Percentage	Overall job satisfaction
Doctors	18	14.3	2.72
Nurses	77	61.1	3.12
Pharmacist	9	17.4	3.2
Lab technicians	22	7.1	2.94

Overall job satisfaction with respect to cadre, we found that highest job satisfaction is with pharmacist (3.2), followed by nurses (3.12), then comes lab technicians (2.94) and least satisfied are doctors with scoring of 2.72.

Table. 4: Domain wise job satisfaction

Domains	Overall job satisfaction
Factor 1: privileges attached with jobs	2.6
Factor 2: interpersonal relation and cooperation	3.5
Factor 3: working environment	3.3
Factor 4: patient relationship	3.2
Factor 5: organization facility	2.59
Factor 6: career development	3.4
Factor 7: human resource issues	3.3

Overall job satisfaction according to domains, highest score was 3.5 being in interpersonal relation and cooperation and least score of 2.59 being in organization facility.

DISCUSSION

In our study, the age group between 21-30 years was 62.7%, which is the highest. Next highest distribution was in the age group of 31-40 years with 22.2%. Least was in the age group of 41-50 years. According to age wise distribution, upto 66.7% were middle age group (31-50 years)⁵, 15% were in the age group of 20-30 years in a study done by Cesar Carrillo Garcia⁵ in Spain. Increasing age was found to be associated with higher levels of satisfaction⁶. A longitudinal study among Norwegian doctors by Nylenna et al showed positive correlation with age (job satisfaction better with growing age)⁷. This may be attributed to fact that as age increases, expectations decrease and are replaced by gradual acceptance of the situation and adaptation⁸. In our study 56.4% of the respondents were females and the remaining 43.6% were males. Female constituted 73.4% and male 26.6% in a study done by Cesar Carrillo Garcia⁵ in Spain. Females were found to be more satisfied than their male colleagues^{9,10,11}.

In our study we found, irrespective of nature of employment whether permanent or contract the job satisfaction level remained the same, with doctors being least satisfied (score 2.72) and pharmacist being most satisfied (score 3.2). A study done by Poonam Jaiswal et al, mean job satisfaction was highest for nurses (0.68), followed by doctors (0.66)¹². A study done by Anne Ene and Adah-Ogoh in Nigeria, more than half (53.2%) of the respondents were dissatisfied with their job¹³. A study done by Sharmista Bhattacharjee et al showed more than 50% of the participants were satisfied⁶. Study done by Sharma M¹⁴ and Madaan N⁹ showed the same result. But a

study done by Chaudary S and Bannerjee A¹⁵ showed job satisfaction to be 40%. A study done in European union¹⁶ showed 25% job dis-satisfaction, where as a study done in Karachi showed only 32% were satisfied with their jobs¹⁷ and 43.6% in a study in Sri Lanka¹⁸. A study done by Jackie Mamitsa and Banyana Ramasodi, showed 53.4% were not satisfied with their current job and 26.2% of the participants were highly dissatisfied¹⁹.

In our study none of the employees were planning of resigning the job, reason being carrier development. Carrier development being the second in list for reasons for job satisfaction in contrast to other studies mainly because it is a new government medical teaching hospital with many promotions due and also super speciality clinics being planned in future. 33% of the respondents said that, they are likely to leave their current job¹³.

In our study we found, organization facility and privileges attached with jobs are the main domains for job dissatisfaction. Causes for dissatisfaction were – management support (69%), implementation of policies and procedures (66%), employee benefit including salary and wages (33%)¹³. 82.4% were satisfied with their opportunity to develop¹⁸. Many employees rated motivational factors like good working relationships with colleagues (96%), environmental factors (92%) and good physical conditions (93%) as more important than income (76%)²⁰.

LIMITATION OF THE STUDY: Sample size could have been increased by giving more time to participants and trying to convince them that their names will be kept confidential. If we could get chance to collect data from private hospital institutions and compare with this study we could have come with some more factors affecting job satisfaction. Unfortunately in a place like Gadag, we don't have large private institutions to do the same.

CONCLUSION: From this study we could see that permanent and contract basis job hardly makes any difference in job satisfaction, making it clear that money is not the criteria for job satisfaction. Inter-personal relation and cooperation domain is the most important for job satisfaction because this is very important for duty adjustment and trust on each other and also assistance during operating the case. The domain with organizational facilities is the least satisfied area, which is obvious in a government hospital. This is one area where the government has to improve the infrastructure.

Doctors are the least satisfied with their job among all the participants. The reasons being hectic duty hours, lack of surgical instruments for surgery, lack of availability of various diagnostics at the facility, and most importantly slowness in administration. Hence a study in detail to determine the factors relating to that and how we can improve them has to be done.

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