

Work Environment and Job Satisfaction among the Nurses: A Field Based Study on Hospitals in Jorhat District, Assam.

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Job includes all aspects, such as how it is carried out and completed, as well as the responsibilities that are involved. It also includes job activities such as mentorship, control over one's professional activities, feelings of accomplishment, variation in tasks, and intrinsic value for a job. The intrinsic component of job satisfaction has been the subject of several studies. The results showed a connection between the environment at work and job satisfaction. Additionally it has been defined as occupational satisfaction in terms of its surroundings, which encompasses both physical, psychological, and cultural working conditions (Sousa-Poza & Sousa-Poza, 2000; Gazioglu & Tanselb, 2006; Skalli, Theodossiou, & Vasileiou, 2008;).

Locke's definition is one of the mostly used definitions in the context of job satisfaction where he defines job satisfaction as positive and pleasurable emotional state of mind which results from appraisals of one's experiences of his/ her job (Locke, 1976). Job satisfaction has cognitive, affective and behavioural components and it also includes multidimensional psychological responses towards own work or job (Hulin & Judge, 1993).

Researchers identify job satisfaction as a global phenomenon which is indicated by various facets. Many researchers identify various facets which impacts on one's job satisfaction. Smith, Kendall & Hulin consider pay, coworkers, supervision, promotion and the work itself as five facets of job satisfaction (Smith, et. al, 1969). According to Locke, working condition, management, company, recognitions are those important facets which play vital role in having job satisfaction (Locke, 1976). There are many researches who divide the factors of job satisfaction into two parts.

ii. Intrinsic Factors

iii. Extrinsic Factors

Intrinsic factor includes coworkers, supervision, and the work itself and pay and promotion are considered as extrinsic factors (Judge & Klinger, 2008)

So, job satisfaction is a result of a confluence of cognitive, physical and cultural conditions that motivate employees to realize the value of what they do for a living. Additionally, the importance of each member's contribution is emphasized because a member's effectiveness inside the organisation is influenced by a variety of factors (Hoppok and Spielgler ,1938).

Nurses are one of the important work forces who work variety of work environments. In this study an investigation has been done on the impact of work environment in job satisfaction of the nurses who are working in the hospitals of Jorhat district, Assam.

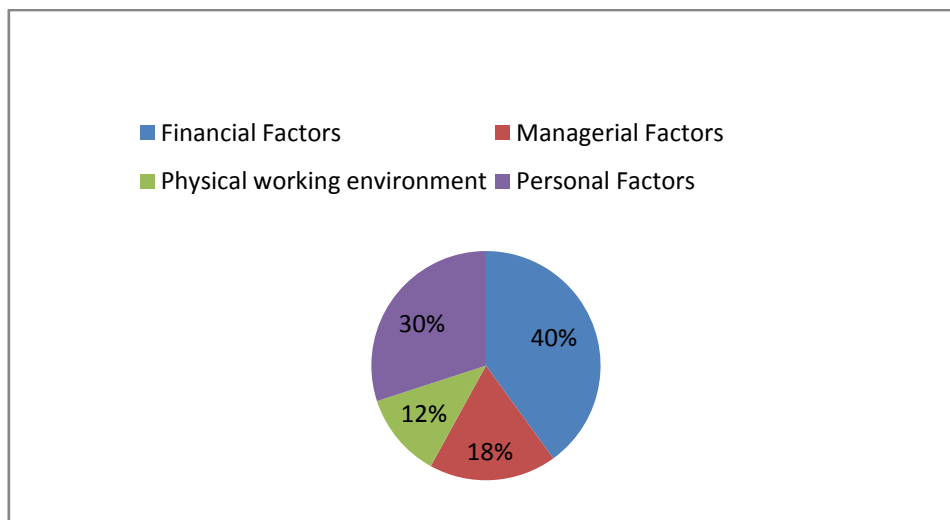
Samples of the study:

There are 1,186 nurses are working in both public and private sector hospitals and using Taro Yamane formula 300 samples have been selected and 300 samples have been picked from the hospitals by using simple random sampling method.

Discussion:

In this investigation it has been found that total 40% respondents are not satisfied and 30% of the respondents are partly satisfied. There are few causes of dissatisfaction has been found. These are financial factors, managerial factors, physical working environment and personal factors. 40% of respondents dissatisfied in their job due to financial factors, 18% respondents are dissatisfied due to managerial factors, 18% are not satisfied in their job due to physical working environment, 12% are not satisfied due to physical working environment and 30% are not satisfied due the impact of their personal problems in their professional life. In the following diagram the percentage of the factors has been presented:

Fig 1.1: Causes of job dissatisfaction among respondents



Financial factors:

Financial factors include pay and other financial allowances, in service post retirement financial facilities, salary increment etc. Under payment, absence of post retirement financial facilities are the main aspects of financial dissatisfaction in their job. On the other hand, New Pension Scheme of government of India, delay in increment are the main factors of financial dissatisfaction in government sector.

So, there are lots of causes in financial sector. There is a huge gap in payment among public and private sectors which makes the private sector's respondents more dissatisfied in their job.

Personal factors:

There is a co- relation between life satisfaction and job satisfaction. Both are interlinked in many ways. Work and personal life balance matters in getting satisfaction in both ways. Role conflict is the main cause of job dissatisfaction in both sectors. The married and unmarried both have role conflicts over personal life and professional lives but the rate of job dissatisfaction is more among the married respondents. The patriarchal family pattern and division of labour is the main cause of this conflict which makes the dissatisfied.

Managerial factors:

The conduct, management, norms are very important for an organisation. Job satisfaction also depends how the employees are being managed and treated. Delay in promotion, unpleasant behaviour from management, colleagues, and patients, long working hours, subordination are the managerial factors which make the respondents dissatisfied in their jobs.

Physical working environment: In physical working sphere hygiene factors, improper accommodation, lack of transportation , lack of canteen and other facilities, lack of rest room and staff room have been found. The respondents from public sector are mostly dissatisfied than the respondents of private sector.

Conclusion of the study: So, from the above discussion we can conclude that in nursing profession dissatisfaction in Job is very prominently present which affects in their professional performances and in their personal life too. So, some mechanisms have to be adopted by both the public and private sector hospital for reducing dissatisfaction in job.

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