

**A STUDY ON JOB SATISFACTION OF NURSES WITH
REFERENCE TO PRIVATE HOSPITALS IN COIMBATORE
CITY**

Dr. R. UMA MAHESWARI M.Com., M.Phil., PGDCA., PhD.*

M. UMA**

ABSTRACT:

Job Satisfaction is a general expression of workers' positive attitudes built up towards their jobs. The objectives of the study are to know the job environment, monetary and non-monetary benefits provided and to know the overall satisfaction. The data was collected from 200 women nurses and analysed by Percentage analysis, Chi-square test and weighted average score. The study revealed that most of the respondents were satisfied with the collaborations made with other health professionals and they were also satisfied with the monetary and non-monetary benefits provided their institutions. Human resource management unit in a hospital take an important role in order to increase the nurses' job satisfaction. Hospital policy should support positively to the nurses' job.

KEYWORDS: Job satisfaction, Nurses.

* Assistant Professor, Department of Commerce, PSG CAS, Coimbatore-641 014.

** Department of Commerce, PSG CAS, Coimbatore 641 014.

INTRODUCTION

Job Satisfaction is a general expression of workers' positive attitudes built up towards their jobs. Workers maintain an attitude towards their jobs as a result of diverse features of their job, social status that they have gained about their jobs and experiences in their job environment. Job satisfaction is a concept which has a close relationship with motivation and activity. Nursing is unique in that is the only profession in the world of health care, which has got or produced the greatest number of quality assurance systems and techniques exclusively for and about nursing. There are different levels of job satisfaction for nurses, satisfaction predictors tend to be relatively similar, and include working conditions, relationships with co-workers and leaders, pay, promotion, security of employment, responsibility and working hours.

HISTORY OF NURSING IN INDIA

In 1857 the India Mutiny turned Miss Nightingale's interest to the health of the Army in India. It was for this purpose the Royal Commission was appointed in 1859. In 1868, a sanitary department was established. In March 1888, ten qualified British nurses arrived in India to look after the British Army in India. In 1905, during the British rule in India, missionary nurses arrived as members of Missionary Medical Association. This was the very start of formalized nursing service in India.

NURSING IN TAMIL NADU

- ❖ In 1664 the East India Company started the first hospital at St. George, Madras.
- ❖ In 1797 a Lying-in-hospital for the poor of Madras was started.
- ❖ In 1854, the government sanctioned a Training School for running mid-wives course in Madras.

STATEMENT OF THE PROBLEM

People choose nursing as it is the most portrayed form of service sector. But as of now, most of the service sector have become only for money oriented factors. In this case when considered about nursing sector, there are various responsibilities to be carried out. The satisfaction level derived out of the job is decreased when compared to previous eras. In order to

find out the reason and problems faced by them for decreased level of satisfaction towards their job, this study is been carried out.

OBJECTIVES OF THE STUDY

- To study the job environment of the respondents in their work and the monetary and non-monetary benefits provided.
- To know the overall job satisfaction of nurses in their work.

REVIEW OF LITERATURE

1. **Santana Lakshmi, T. Ramachandran, and David Boohene**, (2012), Analysis of Work Life Balance of Female Nurses in Hospitals - Comparative Study between Government and Private Hospital in Chennai, TN., India, suggested that both government hospital and private hospital needs to closely monitor towards the level of all factors regarding their demographic, work place, stress, motivation and other benefits will improve their quality of work life which in turn will give satisfaction in their personal life.

2. **Sathyajith S, Dr. R. Haridas**, (2013), conducted a research on Job satisfaction among nurses of private hospitals, to understand the level of satisfaction among nurses of private hospitals in Kerala. It is found from the study, the majority of the nurses working in private hospitals are moderately satisfied in their jobs and the independent variables, age, sex and experience have significant relationship with job satisfaction.

SAMPLE SIZE

The sample size consist of 200 women respondents who were selected on the basis of convenience sampling method from Coimbatore Town.

METHODOLOGY

Both primary and secondary data were used for the study. For collecting the first-hand information from the women nurses, two hundred of them were chosen by convenient sampling method. And also information was collected from Websites, Books and Journals with regard to work environment of nurses.

LIMITATION OF THE STUDY

1. The study was restricted to 200 nurses working in Coimbatore city only.
2. The data was obtained through questionnaire and it has its own limitations.
3. The result would be varying according to the individuals as well as time.

ANALYSIS & INTERPRETATION

The data collected are classified and tabulated and further the following statistical measures are also employed aim fulfilling the objective of the study.

TOOLS USED

- Simple percentage analysis
- Chi-square test
- Anova

SIMPLE PERCENTAGE ANALYSIS:

TABLE SHOWING PERSONAL FACTOR

Factor	Options	No of Respondents	Percentage
Age	Less than 25	74	37.0
	26-35	69	34.5
	36-45	45	22.5
	Above 45	12	6.0
Educational Qualification	Diploma	36	18.0
	Associate degree	28	14.0
	Bachelor degree	89	44.5
	Master degree	47	23.5
Monthly income	Below 10000	16	8.0
	10001-15000	101	50.5
	15001-20000	63	31.5
	Above 20001	20	10.0
Cadre of Job	Charge Nurse	102	51.0

	Nursing Supervisor	71	35.5
	Head Nurse	27	13.5
Nature of shift	Day Shift	69	34.5
	Night Shift	29	14.5
	Rotating Shift	102	51.0

It is revealed that majority(37%) of them are in the age group of less than 25years, majority (44.5%) have completed bachelor degree, majority (50.5%) are charge nurse, majority (51%) prefer rotating shifts and (51%) are earning a monthly income between10001 and 15000.

CHI SQUARE:

TABLE SHOWING THE RELATIONSHIP BETWEEN CADRE OF JOB AND SAFE AND SECURITY PROVIDED IN WORKPLACE

HYPOTHESIS

Null Hypothesis (H₀): There is no significant relationship between cadre of job and the safe and security provided in the workplace.

Particulars	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	27.735 ^a	6	.000
Likelihood Ratio	23.972	6	.001
Linear-by-Linear Association	3.587	1	.058
N of Valid Cases	200		

According to the Chi-Square table the p value is 0.000 which is smaller than the significant value (0.000<0.05). Hence there is a significant relationship between the cadre of job and safe and security provided in the workplace.

Hence, null hypothesis is rejected.

TABLE SHOWING THE RELATIONSHIP BETWEEN CADRE OF JOB AND INDIVIDUALITY ALLOWED

HYPOTHESIS

Null Hypothesis (H₀): There is no significant relationship between cadre of job and individuality allowed

Particulars	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.697 ^a	6	.718
Likelihood Ratio	3.783	6	.706
Linear-by-Linear Association	1.768	1	.184
N of Valid Cases	200		

According to the Chi-Square table the p value is 0.718 which is greater than the significant value (0.718>0.05). Hence there is no significant relationship between the cadre of job and individuality allowed in workplace.

Hence, null hypothesis is accepted.

ANOVA ANALYSIS

ANOVA ANALYSIS BETWEEN AGE OF THE RESPONDENTS AND OVERALL SATISFACTION LEVEL OF THE RESPONDENTS

Factor		Sum of Squares	df	Mean Square	F	Sig.
Salary provided	Between Groups	13.604	3	4.535	4.941	.002
	Within Groups	179.896	196	.918		
	Total	193.500	199			
Work allotted	Between Groups	4.266	3	1.422	1.975	.119
	Within Groups	141.089	196	.720		
	Total	145.355	199			

Partiality of superior	Between Groups	6.890	3	2.297	1.692	.170
	Within Groups	265.985	196	1.357		
	Total	272.875	199			
Appreciation from management	Between Groups	3.997	3	1.332	1.432	.235
	Within Groups	182.358	196	.930		
	Total	186.355	199			
Security provided during night shifts	Between Groups	7.385	3	2.462	3.545	.016
	Within Groups	136.115	196	.694		
	Total	143.500	199			
Patients relationship	Between Groups	2.877	3	.959	1.148	.331
	Within Groups	163.718	196	.835		
	Total	166.595	199			
Superior relationship	Between Groups	1.794	3	.598	.620	.603
	Within Groups	189.086	196	.965		
	Total	190.880	199			
Redressal of grievance technique applied	Between Groups	8.985	3	2.995	3.139	.026
	Within Groups	186.995	196	.954		
	Total	195.980	199			
Welfare measures adopted by hospital	Between Groups	1.343	3	.448	.639	.591
	Within Groups	137.212	196	.700		
	Total	138.555	199			
The concessional treatment provided	Between Groups	6.882	3	2.294	2.310	.078
	Within Groups	194.618	196	.993		
	Total	201.500	199			

Source: Computed Value

From the ANOVA analysis it is inferred that the significant value is lesser than the table value at 5% level of significant. There is a difference between the age group of the respondents and the salary provided(0.002), security provided during night shifts(0.016) and redressal of grievance technique applied(.026). **Hence, the hypothesis is rejected.**

There is no significant difference between the age of the respondents with work allotted(0.119), partiality of superior(0.170), appreciation from management(0.235), patients relationship(0.331), superior relationship(0.603), refreshment provided(0.980), welfare measures(0.591), concessional treatment(0.78).Hence, the hypothesis is accepted.

MONTHLY INCOME OF THE RESPONDENTS AND SATISFACTION LEVEL OF MONETARY AND NON-MONETARY BENEFITS.

Factor		Sum of Squares	df	Mean Square	F	Sig.
Incentives provided	Between Groups	5.557	3	1.852	4.559	.004
	Within Groups	79.638	196	.406		
	Total	85.195	199			
Bonus provided	Between Groups	12.537	3	4.179	12.972	.000
	Within Groups	63.143	196	.322		
	Total	75.680	199			
Pay for On Duty Services	Between Groups	10.127	3	3.376	6.953	.000
	Within Groups	95.153	196	.485		
	Total	105.280	199			
Medical facilities provided	Between Groups	1.662	3	.554	1.473	.223
	Within Groups	73.693	196	.376		
	Total	75.355	199			
Canteen facilities provided	Between Groups	6.273	3	2.091	5.500	.001
	Within Groups	74.522	196	.380		
	Total	80.795	199			
Reward and award for the work done	Between Groups	7.908	3	2.636	5.877	.001
	Within Groups	87.912	196	.449		
	Total	95.820	199			

Source: Computed Value

From the ANOVA analysis it is inferred that the significant value is lesser than the table value at 5% level of significant. There is a significant difference between income of respondents

and level of monetary and non-monetary benefits like and incentives provided(0.004), bonus provided(0.000), pay for on duty services(0.000), canteen facilities(0.001), reward and award for the work done(0.001). **Hence, the hypothesis is rejected.**

There is no significant different between monthly income of the respondents and monetary and non-monetary benefits like educational allowance (0.058), medical facilities(0.223). **Hence, the hypothesis is accepted.**

FINDINGS:

Simple percentage

It is revealed that majority(37%) of them are aged less than 25 and (44.5%) have completed bachelor degree and (34.5%) are in the mode of team nursing and (50.5%) are charge nurse and prefer rotating shifts and 51% are earning monthly income between10001-15000.

Chi square:

- There is a significant relationship between the cadre of job and safe and security provided in the workplace.
- There is no significant relationship between the cadre of job and individuality allowed in workplace.

Anova:

- There is a difference between the age group of the respondents and the salary provided (0.002), security provided during night shifts(0.016) and redressal of grievance technique applied(.026).
- There is no significant different between monthly income of the respondents and monetary and non-monetary benefits like educational allowance (0.058), medical facilities (0.223).

SUGGESTIONS:

- ❖ The management should get feedback regularly about the working condition through “suggestion box”.
- ❖ Grievance handling system must be enhanced by the management to improve the level of satisfaction.
- ❖ The management must enhance the motivational factors provided to improve their working behavior.
- ❖ The hospital management can provide the transport facilities to the staff members from long distance.
- ❖ The hospital management must avail the concessional treatment to the staff members working in the hospital.

CONCLUSION

Nursing is unique, that is the only profession in the world of health care. Job satisfaction is one significant issue in nursing which if it tends to become job dissatisfaction will diminish the quality of care and nursing shortage as well. Human resource management unit in a hospital and also nurse managers take an important role in order to increase the nurses' job satisfaction. Hospital policy should support positively to the nurses' job. Constructive relationships among interdisciplinary team should be maintained and be developed, and improvement in nursing workplace condition will give a significant effect on nurses' job satisfaction.

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