



## A Study of Various Aspects of Job Satisfaction among Nursing Staff in Health Sector

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### Abstract

One of the most studied topics in HRM and business effectiveness is how to maximize workers' happiness at work. As the healthcare industry continues to develop and expand internationally, professionals in this field will have enough opportunities to further their careers and find meaningful work. The health care industry has been growing at a rapid rate in recent years because it is increasingly focused on patients. Maintaining a happy and productive workforce is essential to the smooth operation of any hospital and the provision of quality healthcare to patients. The purpose of this study is to investigate how satisfied nursing staff members generally are with their jobs. The purpose of this study is to examine the relationship between employee work satisfaction and non-financial elements such as social recognition, autonomy, success, and professional development chances in a large, multi-specialty hospital. Using a secondary data like publish article, magazines, journals etc we were able to collect and analyze some data for this study. In addition to the total benefits and package, the research found that the hospital's first training had a substantial impact on nursingstaff satisfaction.

**Keywords:** Nursing staff, job satisfaction, benefits and packages, employee training

### Introduction

Research on hospital female workers' levels of job satisfaction has recently risen in priority. Nurses deserve respect and fair treatment. Job contentment is a leading indicator of positive therapy and psychological health. As unsatisfied workers become more irritable, they deliver lower quality work, managers should prioritize improving workers' contentment with their jobs. Having a job is crucial to having a comfortable lifestyle and providing for one's family. Job consumes much of an employee's time and energy and also affects a person's social



position. Job satisfaction is crucial to the well-being of workers, but it is increasingly threatened by a number of modern-day pressures. One's degree of contentment may be affected by personal characteristics including one's conduct, level of education, level of intellect or ability, one's age, one's marital situation, and one's outlook on life and work. Connection with co-workers, group work as norm, possibility for communication, and informal structure are examples of social aspects. Attitudes, ideas, and values that are inherent to a culture. Various aspects of management, including the company's physical location and size, its organizational chart, its approach to hiring and firing, its handling of employee complaints, its use of technology and methods of work organization, its leadership structure and the quality of its working conditions. The economic, social, technological, and governmental contexts.

### **Importance of job satisfaction among hospital nursing staff**

It may be challenging for hospital staff to accommodate patients' particular demands, which can lead to patient dissatisfaction. Therefore, managers of hospitals have duties to both their employees and their patients. From the perspective of a hospital, it is essential to consider both employee and patient satisfaction. One of the primary indicators of healthcare quality is patient happiness. Work-life balance is crucial in the health care administration field. Long-term staff retention in hospitals depends on variables such as overall growth and work satisfaction. Nurses' motivation and commitment are thus dependent on job contentment. It is crucial to the efficient delivery of healthcare and the retention of staff that hospital personnel feel fulfilled and motivated in their work. The level of care provided to patients and the happiness of their loved ones who work in hospitals is correlated with the level of satisfaction among hospital staff. Employees have direct control on patients' levels of satisfaction by their level of interest in and interaction with them. Hospital administrators have dual duties both their employees and the patients they serve since the former can't satisfy the latter's demands until the latter's are addressed first. From the perspective of the hospital, it is crucial that both employees and patients be satisfied. One of the key measures of hospital quality is patients' level of satisfaction with their care. Satisfaction with one's job is a crucial factor in any field, but particularly in the medical field. Long-term staff retention in hospitals may be improved by initiatives aimed at personal development and enhancing work happiness. As a result, theories of employee motivation and devotion to work and retention have included job satisfaction as a key component. The level of care provided to patients and the happiness of their loved ones who work in hospitals is correlated with the level of satisfaction among hospital staff. Employee



participation and engagement with patients may have a significant impact on patient satisfaction.

### **Conceptual Approach to Job Satisfaction**

Numerous studies have looked at the correlation between job satisfaction and other positive outcomes. Reading up on the subject matter is what it means to study international literature. Researchers agree that job satisfaction is a multidimensional concept and consists of many components, but they disagree on the best way to approach the phenomenon. His two seminal books on the topic are widely considered to be the gold standard in the field. As long as one's professional ideals are respected on the job, the author of "What is job satisfaction?" claims, "job satisfaction" is the pleasant emotional reaction one has to one's work. Handbook of industrial psychology places a premium on taking stock of one's own work experience. Thus, the concept emphasizes the significance of both emotional and intellectual factors in determining work satisfaction. Another common definition links work satisfaction to how one feels about their employment, either positively (job satisfaction) or negatively (job dissatisfaction).

### **Review of literature**

(Nimona Shaka Gudeta & Shaka Gudeta, 2017) studied “Comparative Study on Job Satisfaction among Health Workers in Public and Private Sector Hospitals” discovered, and As the primary factor in healthcare professionals' commitment to their jobs, job satisfaction has risen to the forefront of policy discussions. It seems that public and private institutions in the healthcare industry report wildly different levels of employee job satisfaction. So, this research set out to compare the levels of job satisfaction in the public and private hospital sectors. In order to make a comparative cross-sectional study, 220 healthcare professionals were recruited through a stratified sample technique and surveyed. Professional disciplines serve as the basis for the classification system. The level of work happiness was measured using a self-administered version of Spector's Job Satisfaction Scale. Mean and standard deviation were employed for descriptive purposes, while inferential statistics such the independent sample t-test and one-way analysis of variance (ANOVA) with Bonferroni post-hoc analysis were used to draw conclusions. Pearson In addition, we calculated correlations between work satisfaction levels and their component parts.



(Sattigeri, 2017) studied “Job Satisfaction in Hospital Employees: A Review of Literature” discovered, and The importance of health care workers' contentment with their jobs as a factor in maximizing human resource potential has grown in recent years. The purpose of this piece is to highlight the need for research into the factors that contribute to employee happiness in healthcare settings. One of the most studied topics in the fields of organizational psychology and human resource management is the concept of job satisfaction. It seems to reason that a satisfied workforce would be a more productive one with more loyalty to the company. Workers in the health care industry are more willing to relocate in search of better wages, more advancement chances, and more fulfilling work as a direct result of globalization. The health care industry is expanding quickly because it focuses on individuals. For the sake of patient care and staff retention, hospitals should do everything they can to foster a positive work environment. The review's goal is to discover unanswered questions and to go into many aspects of what contributes to contentment on the job. According to a study of the relevant research, work satisfaction is positively connected not only with monetary rewards but also with recognition, autonomy, success, and possibilities for growth and development.

(Soundara & Charlet, 2017) studied “a study on job satisfaction of employees at the multi-specialty hospital” discovered, and One of the most studied topics in HRM and business effectiveness is how to maximize workers' happiness at work. As the healthcare industry continues to develop and expand internationally, professionals in this field will have enough opportunities to further their careers and find meaningful work. The health care industry has been growing at a rapid rate in recent years because it is increasingly focused on patients. Maintaining a happy and productive workforce is essential to the smooth operation of any hospital and the provision of quality healthcare to patients. The purpose of this survey is to investigate how satisfied hospital staff members generally are with their jobs. The purpose of this study is to examine the relationship between employee work satisfaction and non-financial elements such as social recognition, autonomy, success, and professional development chances in a large, multi-specialty hospital. Using a questionnaire, we were able to collect and analyze some data for this study. In addition to the total benefits and package, the research found that the hospital's first training had a substantial impact on staff satisfaction.

(Chowdhury & Chakraborty, 2017) studied “Job satisfaction among health care providers: A cross-sectional study in public health facilities of” discovered, and A person's level of job satisfaction may be affected by several factors, including their relationship with their employer and the nature of their employment. As a result of a complex interplay of elements, it influences



employee actions and, by extension, the efficiency of businesses. The study's overarching objective was to identify the characteristics that most significantly influence job satisfaction among various kinds of healthcare workers working for the government of Punjab's health services. The research was carried out between September 2015 and February 2016 with 462 individuals employed by the health services of the Punjab Government. Telephonic interviews with a sample selected by a multistage random sampling procedure. Socio-demographic information and items from the Job Satisfaction Scale were included in the research instrument (JSS). Conclusion: Job happiness is linked to success in other areas of life, including personal and social connections and physical well-being. Extreme working pressure may leave employees feeling vulnerable to insecurity and poor self-esteem. Policies concerning healthcare workers and their working circumstances should be reviewed and strengthened on a regular basis. To prevent boredom and burnout, employees need the opportunity to take on new challenges as part of their regular work. The development of a country's health care system may be aided by a supportive business environment.

(Adamopoulos, 2022) studied “Job Satisfaction in Public Health Care Sector, Measures” human resources are the wealth and fundamental component in the most significant social systems, which include Public Health care organizations and the healthcare sector. This research is a literature review on the topic of public health care worker satisfaction; it offers preventative methods, such as scales and theoretical context, to address this issue. Organizations and services providing public health care in Greece and across the world report high levels of employee satisfaction. There is little research linking occupational health and safety to job satisfaction from a policy and management perspective. The advantages of using excellent Job satisfaction strategies should not be lost on public health care professionals and administration managers in the healthcare sector. This study set out to determine the factors that contribute to public health workers' levels of job satisfaction in order to improve the overall quality of services provided by the public health care sector. Understanding the factors that boost job satisfaction and contribute to better psychosocial risks and well-being is the first step in implementing the necessary measures and scales to build a healthy and hygienic workplace. Impacting health economics directly, as well as organizational efficiency and performance quality. Recent two years' worth of content from Scopus, Web of Science, Science Direct, and Scientific Journals were analyzed in a methodical manner. The article's title is so cutting-edge that it has only been used in a handful of publications, yet it still meets all the eligibility requirements we've set forth for this kind of content.



(MohiteNamrata 2014) in the study “Job Satisfaction among Nurses Working at Selected Tertiary Care Hospitals” says that the research aimed to measure job satisfaction among tertiary hospital nurses. Nurse discontent is rising. Job discontent affects individual health, wellbeing, and organisation absenteeism and turnover, which affects patient care. To measure nurse work satisfaction, a descriptive study design and exploratory technique were utilised. 100 staff nurses were sampled by convenience. Job satisfaction was measured using the modified Minnesota scale. Self-reporting questionnaire takes 15-30 minutes to complete. Findings-Most nurses were happy with all job-reinforcing factors except freedom and salary. Conclusion - Nurses in a selected tertiary care hospital are highly satisfied with their jobs in terms of ability utilisation, achievement, activity, advancement, authority, hospital policy, co-workers, creativity, security, social service, social status, moral value, recognition, responsibility, supervision, variety, and working conditions.

(ChatterjeeSudeshna 2017) in the study “Job Satisfaction Among Nursing Personnel Working in Government and Private Teaching Institutions: A Questionnaire-Based Cross-sectional Study” says that Satisfied A health professional improves efficiency, productivity, and quality of treatment in resource-limited and high-burden illness settings. Validated and qualitative work satisfaction assessments may reveal its many influences. A systematic questionnaire survey was undertaken on 200 nursing workers in Kolkata's public and private tertiary care teaching institutes. Multiple demographic characteristics were independent variables, and three Satisfaction Index (S.I.) locations were outcome variables. All nurse participants were questioned using a 15-item modified Likert scale. In the private sector, S.I. scores remained higher in areas like technical support (P 0.0003) and environmental ambience (P 0.0001), but job security ratings remained unchanged. Private sector S.I. scores were higher (P 0.0006). The research finds that a user-friendly questionnaire survey may detect intrinsic and extrinsic variables impacting nurse work satisfaction in both sectors. Interventions may be needed to improve hospital nursing care quality and growth.

(AbdullahWaleed 2019) in the study “The Relationship between Nurses’ Job Satisfaction and Nurses’ Performance in the Public Health Care Sector in Yemen” says Nurses improve patient care and the health system's performance. Thus, health care facilities must pay attention to nurse satisfaction to determine their success. This research intends to measure job happiness and performance among 220 nurses in Yemen's Aden and Abyan governorates. Examine the association between nurses' work happiness and performance. Along with the connection, the influence of nurses' work satisfaction on their performance will be explored. To meet study





goals, a self-administered questionnaire was disseminated and analysed using Pearson correlation and multiple regression in IBM SPSS Statistics. (SPSS). The survey found low work satisfaction and poor performance among nurses. Overall nurse work satisfaction was strongly connected with performance. Pay and Benefits are the most significant work satisfaction characteristics determining nurses' performance.

## Conclusion

Workplace connections and daily motivation may be affected by a person's level of job satisfaction. Feelings of insecurity, poor self-esteem, and anxiety about one's professional future are common outcomes of the high pressure environment of the modern workplace. The goal of this article is to get policymakers thinking more deeply about nurses' happiness and its ramifications. There is a consensus that nursing staff are highly engaged in their work if they have opportunities to learn new skills and take on new challenges. The rules that govern healthcare workers and their working circumstances must be periodically strengthened. Employee happiness will increase as a result of interventions that target these distinct aspects. The developing health care system of a nation may benefit from a supportive work environment and a motivated and dedicated personnel. According to the research collected for this article, many different variables affect nursing staff happiness on the workplace. A study of the relevant research reveals that intrinsic characteristics like success, recognition, responsibility, and potential for personal improvement are just as significant as monetary compensation, bonuses, and favorable working circumstances when it comes to predicting job happiness. These reflect Maslow's esteem and self-actualization demands in the hierarchy of needs and Herzberg's motivators in two-factor theory. The research shows that when workers are happy in their jobs, they are more productive and loyal to their employers, which in turn reduces employee turnover. Specifically, in the healthcare sector should prioritize the needs of hospital staff in order to create a more positive work atmosphere that encourages nurses to feel invested in their jobs and care about the patients they serve. There needs to be more systematic, large-scale research on the topic of hospital female workers satisfaction, particularly in healthcare sectors where nursing staff members are responsible for patient care.

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