

A Study on Job Satisfaction of Nursing Attendants working in Home Healthcare

Under the guidance of
Dr. P.R.Sodani



INTRODUCTION

- Employee satisfaction is the terminology used to describe whether employee is happy and contented with the work. The happier people are within their job, the more satisfied they are said to be.
- Job satisfaction is not the same as motivation, although it is clearly linked. Many measures purport that employee motivation in the workplace play an important role in job satisfaction.
- Nurse and Nursing Attendants shortage is a critical phenomenon which the Hospitals face world-wide. Not only the hospitals, but even the Home healthcares Organizations all across the world find it difficult to hire, motivate and retain the nurses and nursing attendants. Therefore understanding the job satisfaction of nursing attendants and motivating them is very important.

WHAT IS IT??

- **Home healthcare:** Home health care is a wide range of health care services that can be given in your home for an illness or injury.
- **Nursing attendant:** An unlicensed nursing staff who assists with basic patient care such as giving baths, checking vital signs, bed-making, and positioning. Nursing assistants here in the organization must complete a training course, including classroom instructions and clinical practice under supervision.

RATIONALE

- The organization is facing high attrition among the nursing attendants. They have come up with incentives, extra benefits and referral policies for the nursing attendants to motivate them.
- But no much change was noticed in the attrition rate.
- This is now a major concern for the organization. Therefore understanding the job satisfaction level of the nursing attendants was necessary.

RESEARCH QUESTION

1. What are the factors that lead to job satisfaction and dissatisfaction of the nursing attendants working in Portea?

OBJECTIVE

- To assess the factors which lead to satisfaction and dissatisfaction among the nursing attendants working in Portea.

RESEARCH METHODOLOGY

- **Descriptive study** was conducted to find out the factors that lead to satisfaction and dissatisfaction among the nursing attendants.

DATA COLLECTION

Primary data:

- The primary data was collected from the nursing attendants by interacting with them and administering them a self-structured questionnaire based on the objectives and also observations, and discussion with the management team.

Secondary data:

- The secondary data was collected from the Organization Operation Portal which includes dashboards and other reports which was used in the study.

SAMPLING

Sample population:

- There are a total of 417 Nursing Attendants in Bangalore. The constitutes both the localities of Bangalore and those hired from the other states.

Sample size:

- Out of the total population, the sample size taken was 117 employees across Bangalore.

Sampling area:

- The study was conducted at Portea Medical Home Healthcare, various PGs of the Nursing Attendants in Bangalore.

SAMPLE METHOD:

- The study was made in accordance with the convenience and availability of the employees. So the sample type is convenience sampling.

417 Cases in the database



361 Cases with complete data



298 hired from other States.



117 Cases could be interviewed due to work
schedules

CASE INCLUSION AND EXCLUSION CRITERIA:

- The nursing attendants hired from other states were considered for the study.
- The local nursing attendants or the nursing attendants who were local to Bangalore were excluded from the study.
- The cases that finished their training but not yet assigned the role on field were excluded from the study.

TOOLS USED IN THE ANALYSIS

Instrument:

- A structured questionnaire is used, and the type of questions is target questions.

Method:

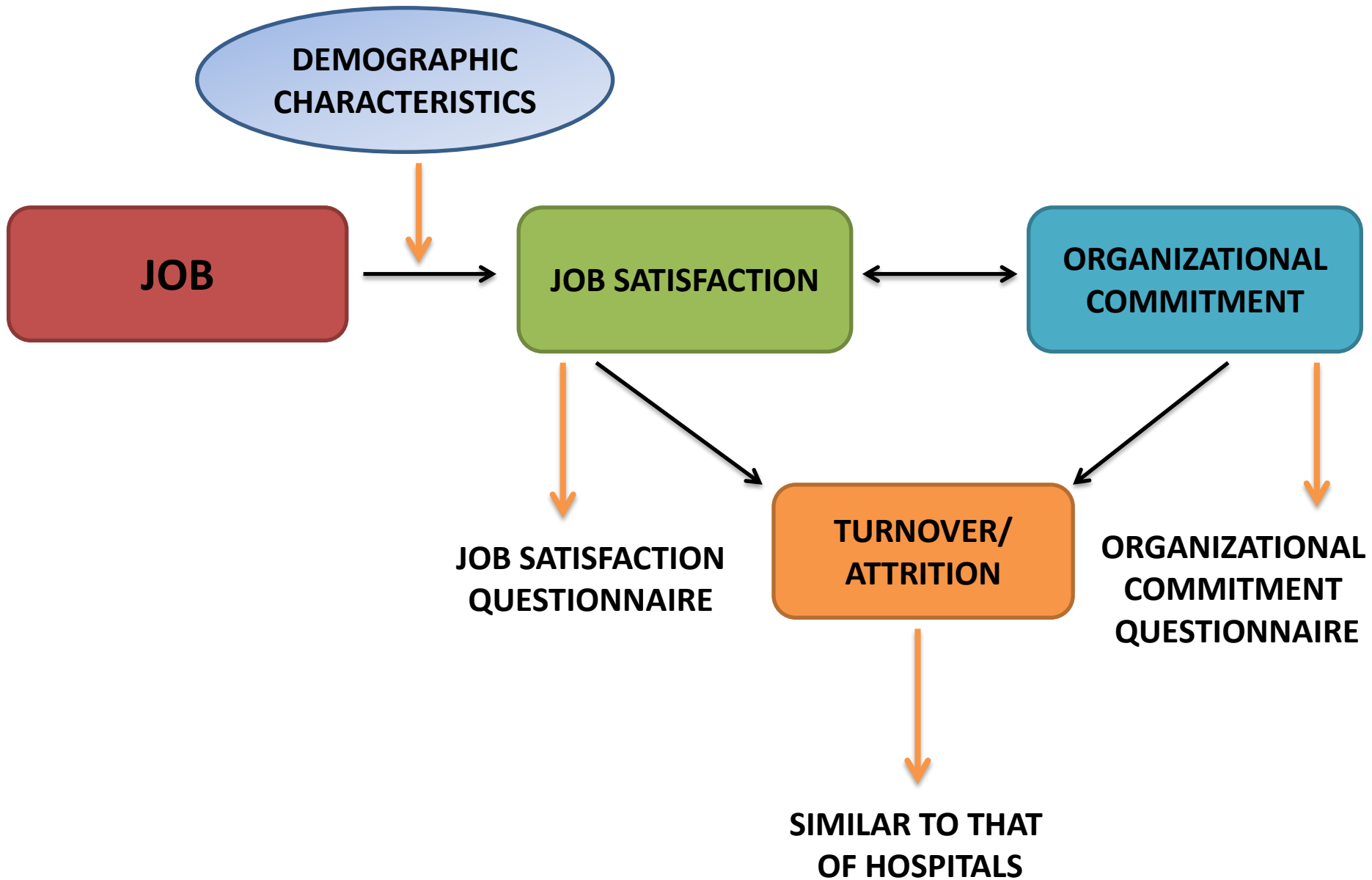
- The questionnaire was conducted by using contact methods through questionnaire, interviews and observations. The information was collected from the Nursing Attendants for NA service only.

FRAMEWORK OF THE STUDY

- There are many determining factors for Job satisfaction.
- The following factors were considered in the questionnaire.
 - Working conditions
 - Relationship with the Co-workers
 - Relationship with the Supervisors
 - Relationship with the Patients and their Family
 - Pay and the non-monetary benefits
 - Career advancement

JOB SATISFACTION SCALE

- Strongly satisfied
- Satisfied
- No response
- Dissatisfied
- Strongly dissatisfied



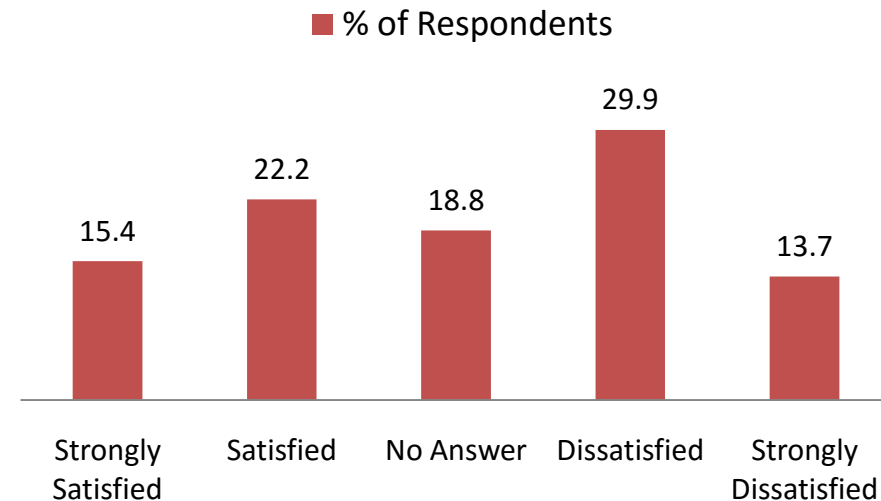
RESULTS

DEMOGRAPHIC CHARACTERISTICS

Characteristics	Total respondents (n)	Frequency (%)
GENDER		
Female	78	66.7
Male	39	33.3
MARITAL STATUS		
Single	101	86.3
Married	16	13.7
AGE (in years)		
15-20	52	44.4
21-25	31	26.5
25-30	23	19.7
> 30	11	9.4
EDUCATION		
Primary	22	18.8
Secondary	36	30.8
Higher secondary	33	28.2
Graduation	20	17.1
Post Graduation	6	5.1
EXPERIENCE		
0-6 months	40	34.2
7-12 months	36	30.8
> 1 year	27	23.1
> 2 years	14	12.0

PHYSICAL CONDITIONS OF WORK

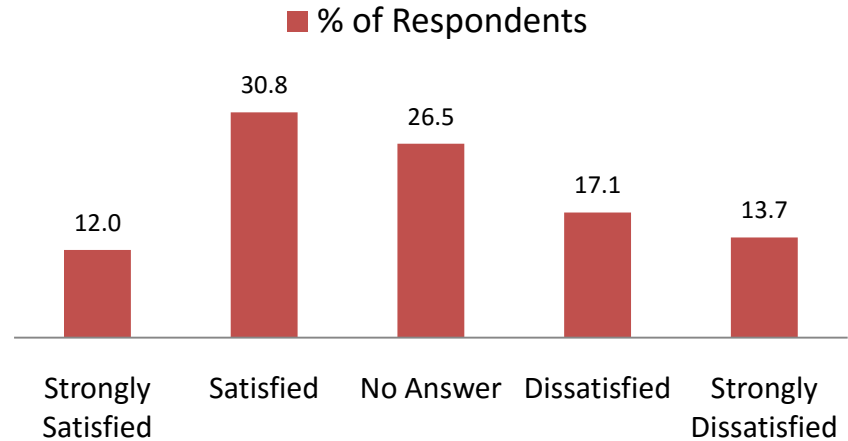
Level of Satisfaction	No. of Respondents	% of Respondents
Strongly Satisfied	18	15.4
Satisfied	26	22.2
No Answer	22	18.8
Dissatisfied	35	29.9
Strongly Dissatisfied	16	13.7



- It is observed that nearly 63% of the respondents are dissatisfied or not sure about the physical working conditions.

DURATION OF WORK

Level of Satisfaction	No. of Respondents	% of Respondents
Strongly Satisfied	14	12.0
Satisfied	36	30.8
No Answer	31	26.5
Dissatisfied	20	17.1
Strongly Dissatisfied	16	13.7

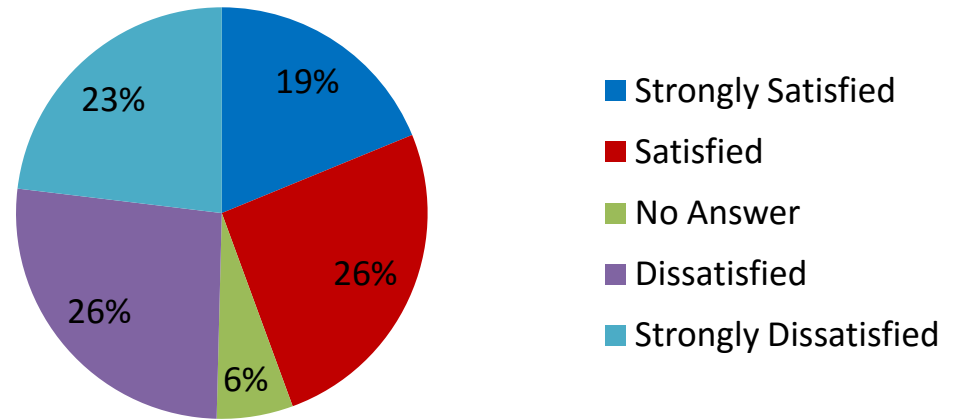


- Nearly 40% of the respondents are dissatisfied with the duration of work. Approximately 43% of the respondents were found to be satisfied with it.

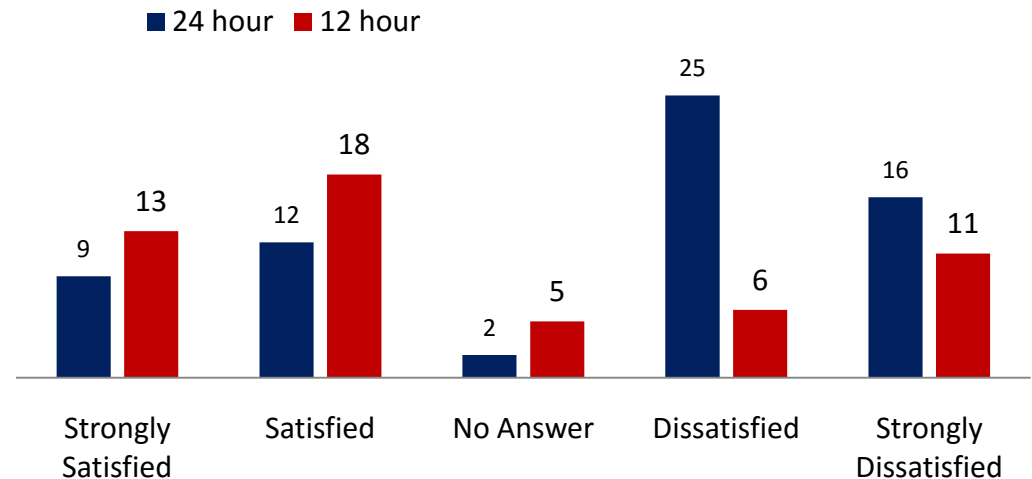
AMOUNT OF WORK

Level of Satisfaction	% of Respondents
Strongly Satisfied	18.8
Satisfied	25.6
No Answer	6.0
Dissatisfied	26.5
Strongly Dissatisfied	23.1

% of Respondents

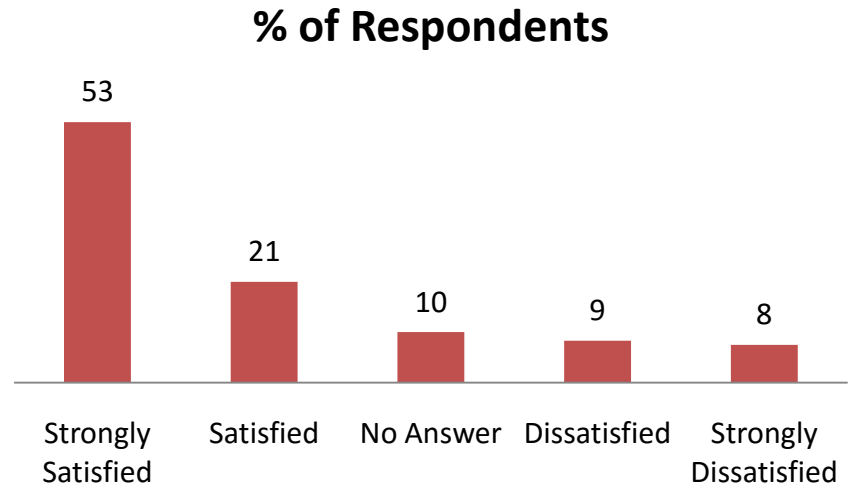


Level of Satisfaction	24 hour	12 hour
Strongly Satisfied	9	13
Satisfied	12	18
No Answer	2	5
Dissatisfied	25	6
Strongly Dissatisfied	16	11



RELATIONSHIP WITH THE CO-WORKERS

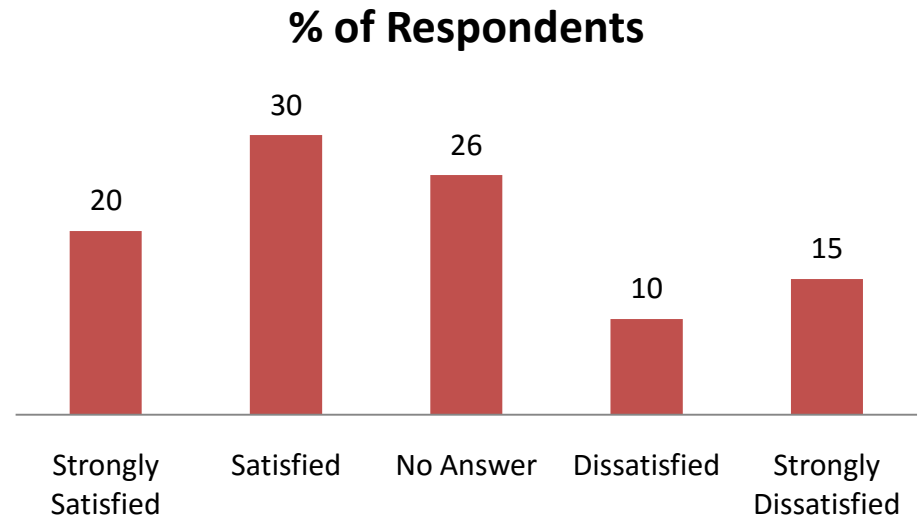
Level of Satisfaction	No. of Respondents	% of Respondents
Strongly Satisfied	62	53
Satisfied	24	21
No Answer	12	10
Dissatisfied	10	9
Strongly Dissatisfied	9	8



- Three-fourths (75%) of the respondents are satisfied with their co-workers.

RECOGNITION BY THEIR SUPERVISORS

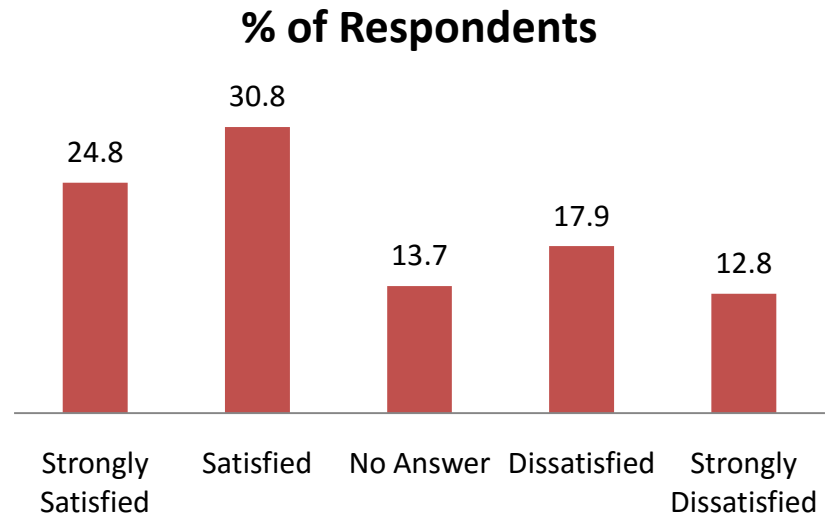
Level of Satisfaction	No. of Respondents	% of Respondents
Strongly Satisfied	23	20
Satisfied	35	30
No Answer	30	26
Dissatisfied	12	10
Strongly Dissatisfied	17	15



- Fifty percent of the respondents are recognized for their work by their respective supervisors.
- Nearly 25% are dissatisfied and other 25% were not sure.

RELATIONSHIP WITH THE MANAGER

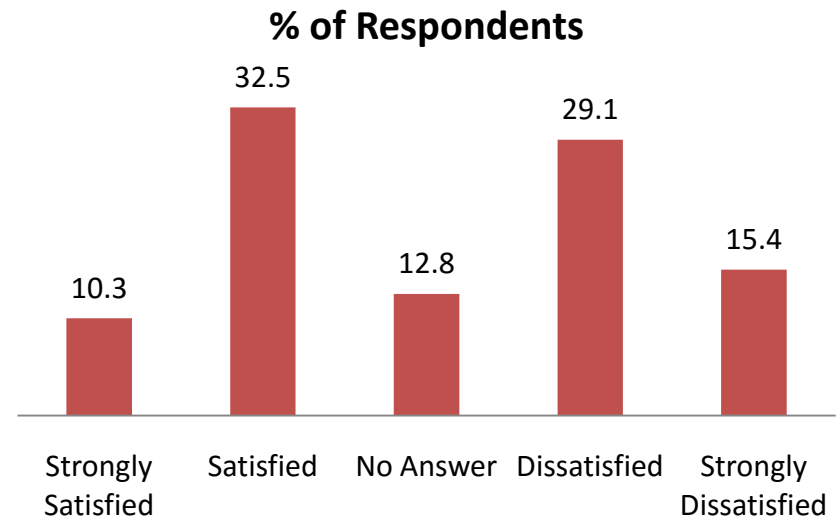
Level of Satisfaction	No. of Respondents	% of Respondents
Strongly Satisfied	29	24.8
Satisfied	36	30.8
No Answer	16	13.7
Dissatisfied	21	17.9
Strongly Dissatisfied	15	12.8



- More than 50% of the NAs were satisfied with their managers.

SATISFACTION WITH THE PAY/SALARY

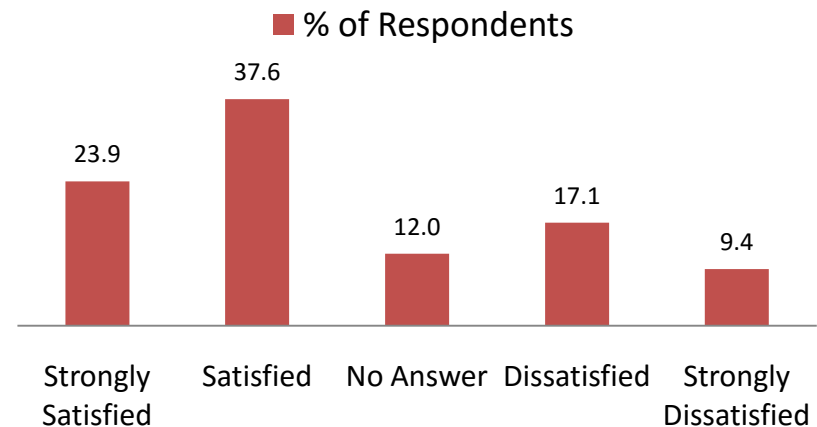
Level of Satisfaction	No. of Respondents	% of Respondents
Strongly Satisfied	12	10.3
Satisfied	38	32.5
No Answer	15	12.8
Dissatisfied	34	29.1
Strongly Dissatisfied	18	15.4



- Nearly 66% of the respondents are either dissatisfied or did not want to speak about their salary.

APPRECIATION FOR WORK BY THE PATIENT AND HIS FAMILY

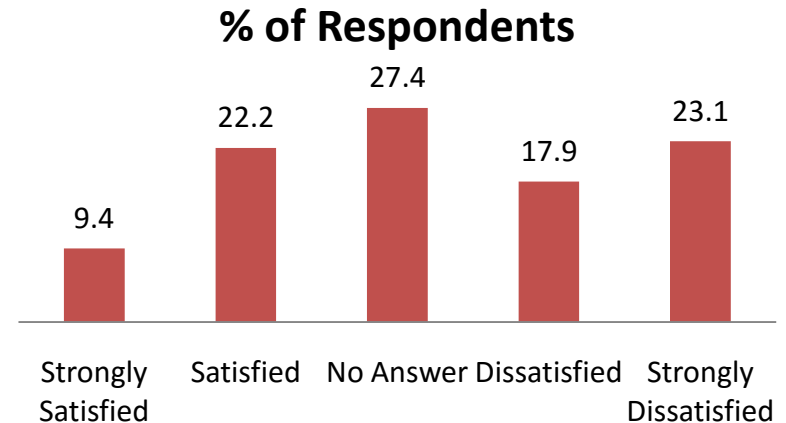
Level of Satisfaction	No. of Respondents	% of Respondents
Strongly Satisfied	28	23.9
Satisfied	44	37.6
No Answer	14	12.0
Dissatisfied	20	17.1
Strongly Dissatisfied	11	9.4



- More than 50% of the NAs were appreciated by their patients or their family.

NON-MONETARY AND OTHER MONETARY BENEFITS

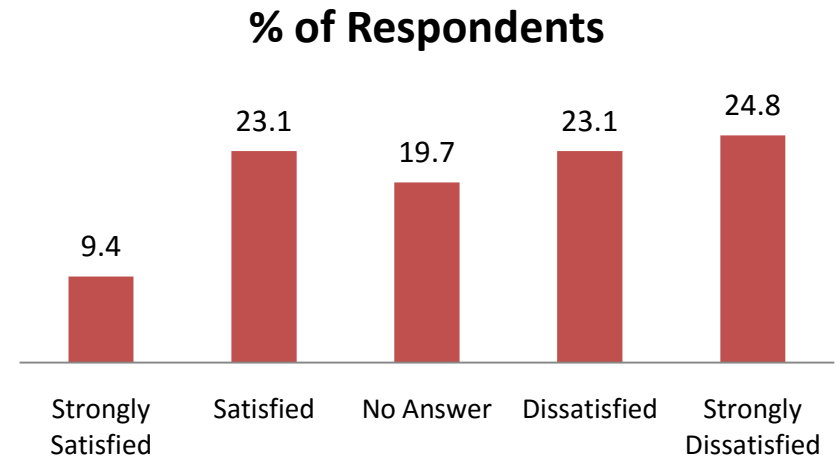
Level of Satisfaction	No. of Respondents	% of Respondents
Strongly Satisfied	11	9.4
Satisfied	26	22.2
No Answer	32	27.4
Dissatisfied	21	17.9
Strongly Dissatisfied	27	23.1



- Approximately 70% of the NAs were either dissatisfied or not sure about the extra monetary and non-monetary benefits

CAREER ADVANCEMENT

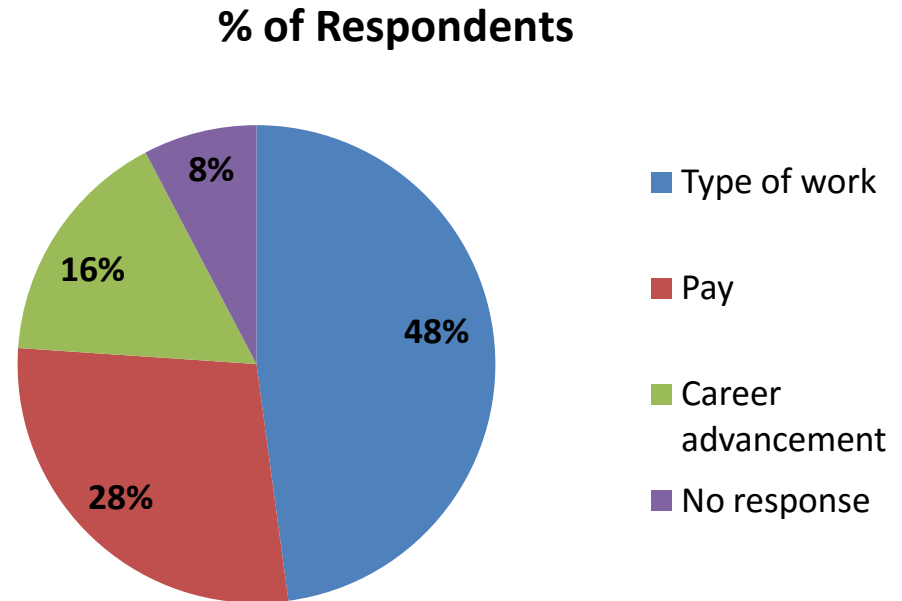
Level of Satisfaction	No. of Respondents	% of Respondents
Strongly Satisfied	11	9.4
Satisfied	27	23.1
No Answer	23	19.7
Dissatisfied	27	23.1
Strongly Dissatisfied	29	24.8



- More than two-thirds were dissatisfied and unsure about the career advancement. Only 32% felt that it would help them in gaining nursing experience.

MOTIVATION

Level of Satisfaction	No. of Respondents	% of Respondents
Type of work	56	47.9
Pay	33	28.2
Career advancement	19	16.2
No response	9	7.7



CONCLUSION

- From the above, it can be concluded that more than half of the nursing attendants are not satisfied with the duration and amount of the work. It is mostly for the NA doing 24 hour stay duty.
- Nearly 50% of the NAs were not happy with their supervisors and managers.
- The dissatisfaction was high for salary and non-monetary benefits.
- More than half of them were not satisfied with the promotion and career advancement and also company policies.
- Type of work and pay was found to be motivating factors for many of them.

High Attrition rate among the NAs

Leaving immediately or during the training

leaving within first 3 months

May not be able
to adjust
(External factors)

may not be
interested
(Internal factors)

-too far from their home
-cultural, language, food
differences

-behaviour and attitude
-not the correct person to
who fits the job

Leave the job/
Abscond

stay and try to adjust

- persistence of earlier problems
-salary and pay issues
- PG issues
-did not like the duties of the job
-not trying to adjust
-relationship between the coord-
inator and the managers

-could not adjust (home sick)
-inactive accounts, F&F, on hold, bus pass
-improper food and uncleanness
-not the correct person who fits the job
-Coordinators and Bench managers unable
to explain the things properly

SUGGESTIONS

- Motivation of the employees was found to be less and also there is a need to modify the behavior of the NAs towards the job.
- As they come from low socio-economic class, the care of their living conditions to be properly taken up and also the salary to be paid on time as much as possible.
- Many of the NAs do not know about the non-monetary and other monetary benefits. It should be made visible.
- The managers and the supervisors should treat them like the employees of the organization.
- The education of the customers availing service is also important.
- The NA's who do 24 hours duty for a period of time or the NAs' who handle critical patients for a long time, would be considered and given either 4 hr or 8 hr duty as a part of their fatigue or stress management.