

Factors affecting employee satisfaction among internal clients of Civil Hospital, Rohtak

Introduction

- ❖ Health Care Industry is labor intensive and the quality of services provided by the people in the health care sector is linked to skills, motivation and satisfaction.

- ❖ The study is based on Herzberg two factor theory.

- ❖ The aim of this study is to determine the factors affecting job satisfaction among the Internal Clients of Civil Hospital, Rohtak. It was conducted among 91 participants. A self-administered questionnaire was used to collect data, which was later analyzed with the help of statistical software SPSS version 22.0.

- ❖ The results showed a high level of job satisfaction among the Internal Clients of the Civil Hospital, Rohtak.

- ❖ Around 68% of the respondents were found to be satisfied while 32% were unsatisfied

- ❖ Socio-demographic variables were found to have no association with the satisfaction of the Internal Clients while salary, opportunity to develop, patient relations, staff relations were found to be associated with job satisfaction since the p value was $<.005$

Rationale Of the study:

- ❖ Healthcare sector has always been extremely demanding and leaves no scope for any decision errors.
- ❖ More satisfaction in one's job leads to better efficiency with highest quality of patient care delivery while dissatisfied internal customers provide poor quality of care.
- ❖ Dearth of healthcare providers is well documented and lower satisfaction rates lead to higher turn over rates.
- ❖ Little empiric information about health workers job satisfaction in developing countries and particularly in India.



Research Question:

What are the factors that influence job satisfaction among Internal Clients at 100 bedded Civil Hospital, Rohtak?

Aim and Objectives:

The aim of the study is to determine the factors influencing job satisfaction among Internal Clients at 100 bedded Civil Hospital, Rohtak?

Specific objectives

- ❖ To determine factors influencing job satisfaction among Internal Clients at Civil Hospital, Rohtak?
- ❖ To find what satisfies and what dissatisfies Internal Clients?

Study subjects

The study population consists of all the Internal Clients at Civil Hospital from all departments and wards at the time, the study was conducted.

Sample Population

- All the Internal Clients at the hospital are included in the study, since the total no of Internal Clients working in the hospital are 118, all of them were included in the study.
- The sample is grouped into two categories: clinical staff (doctors and all categories of nurses), and clinical support staff (pharmacists, physiotherapists, speech therapists, radiographers, oral and dental hygienists etc.).
- Sample size is calculated with the help of EPI Info 7.14 software at 95 %confidence interval and power of study being 90%, the expected frequency of job satisfaction is assumed as 50 %, so the calculated sample size comes out to be 91.

Sampling method

A stratified random sampling is done for each department. Included staff consists of the staff that was available during 30 working days (data collection period) from 2nd June to 10th July .In one-day around three interviews were conducted.

Researcher was responsible for collecting all the data and the data was recorded with the help of a printed two page questionnaire

Data collection tool

- A structured self-administered questionnaire was used to collect data from the participants.
- The questionnaire had two sections, section A consisted of the socio-demographic characteristics consisting of six questions, while section B derived from the literature Baron (1997) and was slightly modified according to the needs of the study.
- Section B consisted of five key variables including general job satisfaction, opportunity to develop, responsibility, patient care and staff relations. It consisted of 26 job satisfaction statements (Appendix B) measured on a five-point Likert scale ('strongly agree' to 'strongly disagree' having values 5 to 1).
- For the ease of calculation, value of 5 was given to the highest level of job satisfaction (strongly agree) and the value of 1 to the lowest level of job satisfaction (strongly disagree).
- Assuming that data follows normal distribution, each person's individual score was further categorized based on the range level assigned. Those who obtained a median score of 5 were classified as "highly satisfied", 4 were classified as "moderately satisfied", 3 as "not satisfied" and 2 and below as "highly dissatisfied".

Data analysis

- Of the sample size of 91, 19 participants left in between . So the effective number of response was 72. So the response rate comes out to be 64.44%.
- Data was transferred to Microsoft excel spread sheet. The generated data was then analyzed with the help of statistical software SPSS version 22.0.
- Descriptive as well as inferential statistical analyses were conducted.
- Association between socio-demographic characteristics and job satisfaction was found out with the help of Pearson chi square test to see statistical significance.
- For regression analysis of job satisfaction, level of satisfaction was used as a dependent variable and opportunity to develop, responsibility, patient care, time pressure and staff relation was used as an independent variables.



Results:

Descriptive Statistics:

- 70% of the internal clients at civil hospital, Rohtak were females.
- 85% of the Internal clients were either 30 or more than 30 years of age.
- 96% of the Internal clients were married and had been working there for more than a year.
- Almost 3/4th of the employees were diploma holders
- 70% of the internal clients constituted Clinical Staff while while 30% were Clinical support staff.

Inferential Statistics:

- 68% of the internal clients were found to be satisfied while 32% were dissatisfied.
- No association was found between socio-demographic variables and level of satisfaction.
- All the five variables i.e. general satisfaction ,opportunity to develop, level of responsibility, patient care and staff relation were significantly associated with the level of satisfaction.

Conclusion

Two-factor theory proposed by Herzberg, which lists responsibility, achievement, recognition and opportunity to develop as motivators and hygiene factors such as salaries, quality of supervision and working conditions as dissatisfaction factors is in line with the findings of the study.

Unlike most other studies ,current study tried to describe the need of health professionals in detail so that policy makers can take inputs from the results while designing strategies to improve satisfaction levels in different government health care facilities.