

Job Satisfaction Among the Clinical Staff at Sankara Eye Hospital, Coimbatore

By

Avranava Singha Roy

*Dissertation submitted in partial fulfillment of the requirements of the degree
MBA Hospital and Health Management*

Academic year, 2018-2020



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**JOB SATISFACTION AMONG CLINICAL STAFF WORKING IN THE
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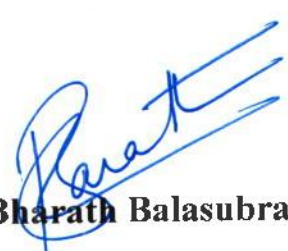
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He comes across as a committed, sincere & diligent person who has
a strong drive and zeal for learning

We wish him all the best for future endeavours


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Job Satisfaction among clinical staff working at Sankara Eye Hospital, Coimbatore.



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Abbreviations

MBA- Masters in Business Administration, **MS Excel** - Microsoft Office - Excel 365 , **IBM**- International Business Machines , **SPSS V23** - Statistical Package for the Social Sciences Version 23 , **i.e.** - that is , **HR** - Human Resources , **NPS** - Net Promoter Score , **JCM** - Job Characteristics Model, **MSQ** - Minnesota Satisfaction Questionnaire, **OPD** - Out Patient Department, **IPD** - In Patient Department, **DNB** - Diplomate of National Board, **OT** - Operation Theatre, **COVID-19** - Corona Virus Disease -2019, **V.D.** - Very Dissatisfied, **D** – Dissatisfied, **N** – Neutral, **S** – Satisfied, **V.S.** - Very Satisfied, **SD** - Standard Deviation, **N** - Frequency

ABSTRACT

The health care industry is a labour-intensive industry and the quality of services provided by the people in the health care sector is linked to skills, motivation, and satisfaction. Many studies in the past have reported relationships between job satisfaction, turnover rate and absenteeism among healthcare workers which ultimately provide and affect their organisational commitment and thus their quality of work delivered. This study aims to determine the factors related to job satisfaction among the doctors and clinical staff of Sankara Eye Hospital, Coimbatore and the study was conducted including the number of participants which included doctors, nurses, and clinical support staff. These participants were interviewed using a self-administered questionnaire, which consisted of a self-administered Socio-demographic questionnaire and the second part of the questionnaire was taken from the popular Minnesota Satisfaction Questionnaire -Short Form (Weiss et al. 15). The 20 scales containing 20 questions were circulated to the participants where-in the data was collected and was later analysed using MS Excel and IBM-SPSS Version 23. The main method used in this study was a cross-sectional study design using a purposive random sampling and the appropriate sample size was taken up after considering the total number of doctors, nurses and clinical support staff working at Sankara Eye Hospital, Coimbatore. Also, support for the implementation of the study patterns and the analysis framework was drawn mainly from the literature of job satisfaction and its determinants.

The results showed a higher i.e 66.27% of job satisfaction among the participants i.e. doctors and nurses and the clinical staff at Sankara Eye Hospital, Coimbatore. Also, 1/3rd of the participants seemed to be not happy on a few scales of the Minnesota Satisfaction Questionnaire. The average responses of each question were calculated, and it gave us a value of 3.83 ± 1.11 to 3.22 ± 1.35 which was well within the satisfactory limits. No association was found between the socio-demographic variables and the overall level of job satisfaction while analysing using Pearson's Chi-Square test in SPSS V.23.

Following this, an analytical relationship was drawn by using Correlation and Regression analysis in SPSS V.23 between the various scales of the questionnaire with the overall job satisfaction. The results obtained showed quite a significance where we found that some variables were absolute contributors to employee satisfaction whereas as some of them did not present to be a good fit of measure. Healthcare sector has always been extremely demanding and leaves no scope or chance for any decision-making errors. Also, more satisfaction in the job of a healthcare professional leaves more chances of enhanced patient care delivery. Dissatisfied clinical staff poses a great threat towards comprise of quality inpatient care delivery hence steps should be taken to enhance the job satisfaction level among doctors, nurse and clinical support staff working at Sankara Eye Hospital, Coimbatore. This will create both a conducive environment for the patients as well as the quality standard for performance from a hospital point of view.

CHAPTER 1

Background

1.1 Introduction

Each therapeutic help capable is a huge bit of the Health structure Since an absence of human administrations specialists in a large portion of the countries is all around detailed. Thusly, this inadequacy happening whenever, in any region makes issues for various units of workers. Industry-wide lacks make the probability that patients will get an inadmissible mind or even be set in danger. This lack has reached to such an extent, that a couple of crisis facilities are offering prizes to snare human administrations workers from various supervisors which make a space that doesn't help hold the most qualified and experienced Health specialists. The Health industry requires an inexorably talented workforce today by virtue of progress in clinical development and the enthusiasm for logically refined patient thought. Job satisfaction among human administrations specialists is dynamically being a measure that should be associated with the quality organization program and improvement. Low Job satisfaction can achieve extended staff turnover and truancy, which impact the adequacy and nature of human administrations organizations. In various countries, a couple of associations regularly lead their activity satisfaction surveys and labourer's satisfaction. The European Affiliation has called the thought of part states to the quality pieces of work and highlighted the criticalness of improving job quality opportunity to propel business and social joining (1). The activity satisfaction of an agent is a point that has gotten critical thought from researchers and managers the equivalent. The most noteworthy information concerning a labourer in an affiliation is endorsed by their activity satisfaction level (2).

The foundation of Job satisfaction speculation was set some place close Maslow with a five-stage chain of significance of human needs, which is by and by apparent as the hardship/ satisfaction recommendation. In any case, an extraordinary piece of the activity satisfaction requests about has been based on laborers in the private portion (3, 4). The motivation to inspect the degree of Job satisfaction rises up out of how an unrivalled cognizance of agent satisfaction is appealing to achieve an increasingly raised degree of motivation that is clearly associated with calm satisfaction.

Offering the most elevated bore of medicinal services organizations possible to a similar number of people who need them, inside a given circumstance of social, material, budgetary and HR is the essential target of the human administrations structure and each wellbeing mindfulness affiliation or unit inside an affiliation. Achieving this target requires a blend of high gauge and concentrated inclination power in a prosperity affiliation. As a result of the anticipated imperative impact of HR, the load up on the idea of organizations and it's growing incorporation in formalized quality systems, a medicinal services establishment must concentrate on the idea of HR in starting occasions of progress of a quality structure. Going to work satisfaction of staff is then a fundamental portion of HR quality. Various experts have demonstrated a strong positive association between work satisfaction of clinical staff and patient satisfaction with the organizations in the Health settings. Affiliation's profitability depends to a colossal degree on the affirmation of its specialist. Direct and human science investigate suggests that activity satisfaction and business execution have related. Job satisfaction and affirmation among clinical experts is a current worry the world over. Poor Job satisfaction prompts increase in specialist turnover, inimically impacting clinical thought work satisfaction, consequently, by making a circumstance that advances work satisfaction, a human services chief can make delegates who are motivated, beneficial, and fulfilled. This, in this manner, will add to more noteworthy patient thought and patient satisfaction (5-9)

India has a rapidly creating economy yet is a touch of falling behind to the extent dejection and has a marvellous prosperity system with widely different conditions winning in different states (10). In India, low Job satisfaction among prosperity workers in the open part is obvious from the most raised declared paces of non-appearance of any country (11). While concerns suffer about the presentation and motivation of a heterogeneous private prosperity division (12). In spite of the centrality of understanding worker's satisfaction in the close by setting, be that as it may, there is commonly negligible empiric information about prosperity expert job satisfaction, motivation, and execution in many making countries (13, 14) and in India explicitly. The journey for improved productivity has been a critical concern for all the relationship in continuously made social requests. In making countries, the prerequisite for the progression of benefit is furthermore an idea. Word related substance of delegates is viewed as a noteworthy factor affecting effectiveness and has gotten amazing energy as communicated by Collins in 2000(15). The evidence from circulated explore centres around express determinants and relationship of Job satisfaction and productivity. Various investigations have set up that failure with one's action may realize higher specialist turnover, non-appearance, delay, and grumbings. Improved Job satisfaction, on the other hand, achieves extended benefit (16)

Everybody has exceptional needs and needs that ought to be Fulfilled, which is related to the direct they appear, and these accept a basic activity in their tendencies in different domains, for instance, their workplace. Social, social and job factors all effect a labourer's lead (17). All things considered Job satisfaction is a blend of characteristic and outward Job satisfaction. Natural Job satisfaction is when workers consider only the kind of work they do and the endeavours that make up the action, while outward Job satisfaction is when workers consider the conditions of the work, for instance, Partners, the board style and correspondence and not obliged chance to pay. Various scientists have shown energy for why a couple of individuals report being content with their jobs, while others express lower levels of Job satisfaction. Nevertheless, almost no is considered which components sway work satisfaction in clinical centre staff.

Fulfilled agents will, as a rule, be dynamically productive and concentrated on their jobs (18). In a Health setting, agent satisfaction is earnestly related to the idea of organization and patient satisfaction as communicated by Tzeng, 2002 (19). Agents can authentically affect steady satisfaction in that their commitment and association with the patient accept a basic activity in quality perception. A couple of studies have looked into work satisfaction in the medicinal services setting (20) and the accentuation was on the need to grasp the activity satisfaction of human services providers

Herzberg and Mauser (1959) proposed a motivation tidiness theory where parts affecting job satisfaction are disengaged from those that lead to work disillusionment.

Factors that lead to work satisfaction, depicts an assistant, were constrained time and mindfulness openings, commitment, achievement, and affirmation. These are factors that are characteristically remunerating to the individual. Outward factors, portrayed as "tidiness" factors, inciting work frustration in corporate remuneration, physical working conditions, business soundness, association draws near, nature of the board and relationship with others (Robbins, 2003)

Since the human services specialists accept an essential activity in choosing the viability, effectiveness, and sensibility of Health structures, it is the destiny fundamental to appreciate what rouses them and to what degree they are Fulfilled by the affiliation and various components. Job satisfaction is also a central bit of ensuring quality thought, as baffled human administrations providers are presumably going to give low quality and less capable thought. Job satisfaction among specialists is a noteworthy concern for specialists and patients (21). Specialist's activity satisfaction is interrelated with the idea of human administrations (22), the idea of workforce pulled in to prescription as a calling (23), constant satisfaction with the organizations they get (24), calm consistency (25), and congruity of care (26). Also, dissatisfaction prompts extended turnover, all of which raises costs to the clinical structure (27).

Job satisfaction or agent satisfaction has been portrayed from different points of view. Some trust it is exactly how content an individual is with their action. In a manner of speaking, whether they like it the action or individual points or parts of jobs, for instance, work or oversight (28).

Others trust it isn't so distorted as this definition proposes and rather than multidimensional mental reactions to one's development are consolidated (29). Analysts have in addition seen that action satisfaction gauges change in the amount they measure inclines about the activity (30) or thanks about the activity dynamic Job satisfaction (31). Others trust it isn't so distorted as this definition suggests and as opposed to multidimensional mental responses to one's movement are incorporated (29). Researchers have moreover seen that activity satisfaction estimates change in how much they measure notions about the action (30) or understandings about the action abstract Job Satisfaction (31).

1.2 Research Question

What are the factors that influence job satisfaction among doctors and clinical staff working in Sankara Eye Hospital, Coimbatore?

1.3 Aim

The study aims to determine the factors influencing job satisfaction among doctors and clinical staff working in Sankara Eye Hospital, Coimbatore

1.4 Objectives

1. To determine the factors influencing job satisfaction among doctors and clinical staff working in Sankara Eye Hospital, Coimbatore
2. To identify the relationship between the factors influencing job satisfaction and level of satisfaction or dissatisfaction clinical staff in Sankara Eye Hospital, Coimbatore

CHAPTER 2

Review of Literature

2.1 Understanding Job Satisfaction

Job Satisfaction is portrayed by various perspectives. It is one of the most essential factors in foreseeing structures trustworthiness, diminished turnover, and expert motivation. An investigation of administrations of prosperity in 29 countries exhibited that low motivation was the second most huge prosperity workforce issue after staff lacks (Mathauer, 2006)

Job Satisfaction in like manner communicates that it portrays how the movement needs, the labourer's crucial needs, needs or wants impacts one's activity satisfaction (32). We understand that Activity satisfaction has been a legend with respect to setting up an association between work satisfaction - work execution which can almost certainly be suggested as the "Hallowed objective" of various levelled lead explore (33)

Job Satisfaction is an attitude that relates to all around points of view towards life, or life satisfaction (34) similarly as to help quality as referenced by Schneider and Bowen in 1985

A later importance of Job Satisfaction is from Hulin and Judge(35), who have seen that activity satisfaction fuses multidimensional mental responses to an individual's movement and that these individual responses having mental (evaluative), loaded with feeling (or enthusiastic), and social fragments. Job Satisfaction scales move in how much they review the brimming with feeling feelings about the action or the mental evaluation of the action. Loaded with feeling work satisfaction is a theoretical create concerning the depiction of an individual's eager tendency about their movement.

2.2 Factors influencing Job satisfaction

Job configuration is a critical factor affecting how laborers feel and react to their action today, they are impacting their introduction and worker satisfaction. As showed by Wood (37), work setup can be depicted as the orchestrating and points of interest of job tasks and the doled-out work settings where they are to be polished.

As demonstrated by Smith (2002), people respond awfully to restrictive working environments, so affiliations must make a work environment that offers agents the limit and the chance to think, associating with and rousing the workforce to show up at a progressively raised degree of job satisfaction. Ayers (38) prescribes that the work environment should convince delegates to perform at their best and show vow to the affiliation, overhauling work conditions to support the affiliation.

Also, the human condition highlight on HR overhauling effectiveness, quality if organization depend totally upon the affiliation's ability to manage the human resource (39). Human resource the board incorporates the various levelled unforeseen development, human resource progression and mechanical relations. Human resource works in an affiliation have an indistinguishable bind to people for instance enrolment, acknowledgment, support, government help, assessment, advancement, getting ready, capacity improvement, attitudinal bearing, pay, motivation, mechanical relations, and retirement, etc (40). People are an affiliation's most imperative resource. Attracting and holding the right people is fundamental to the accomplishment of an affiliation, particularly organization orchestrated affiliations (41). The human condition revolves around human edges that sway an agent's introduction and job satisfaction. How much agents experience mental or singular job satisfaction inside the movement content condition chooses the quality and measure of their yields (42)

2.3 Job satisfaction in Healthcare

In the Health setting, considers have risen displaying the association between work satisfaction and the idea of care. Evidence suggests that clinical guardians' activity satisfaction impacts calm satisfaction and the idea of patient thought (43-44); that extraordinary HR the administrators have any sort of impact in the crisis facility setting and even diminishing mortality (45). The positive connection between clinical orderlies' activity satisfaction and upkeep is settled (46). Job satisfaction requests about in Human services have been driven mostly in like way to different purposes for living, inspecting specialists, specialists, counsels, etc freely. Thusly, there seems to do not have an overall method to manage human administrations, at clinical centres, considering all delegates as a noteworthy bit of the medicinal services organization. Recollecting that Health is an assistance industry where the general help experience is critical for purchaser reliability and nature of care (whether or not in different degrees as demonstrated by the master being referred to) and that the composing has been understanding the congruity of such a widely inclusive philosophy (47), this study was driven inside this perspective

2.4 Job Satisfaction Speculations

We currently take a gander at various speculations of job satisfaction, to decide how they can be used to improve and build work satisfaction.

2.4.1 Influence Hypothesis

Edwin A. Locke's Extent of Impact Theory (1976) is the most eminent activity satisfaction model. The essential explanation if this speculation is that satisfaction is constrained by a blunder between what one needs in a job and what one has in a livelihood. Further, the speculation communicates that the sum one characteristics a given component of work (for instance the degree of autonomy in a position) coordinates how satisfied/baffled one becomes when wants are not met. Exactly when an individual characteristics a part of a business, his satisfaction is even more massively influenced both firmly (when wants are met) and conversely (when wants are not met), stood out from one who doesn't regard that include. This theory also communicates that an over the top component will make more grounded slants of frustration, the more an authority regards that angle

2.4.2 Dispositional Methodology:

The dispositional approaches suggest that individuals move in their penchant to be content with their activity. In a manner of speaking, work satisfaction is to some degree to an individual trait (48). This strategy transformed into an astounding explanation of job satisfaction considering evidence that activity satisfaction will, when all is said in done, be consistent over a period and across jobs and job s (49). Research also shows that vague twins raised isolated have tantamount degrees of job satisfaction (50). An imperative model that constrained the degree of the dispositional approach was essentially the Inside Appraisal Model, proposed by Timothy. A. Judge, Edwin A. Locke, and Cathy C. Durham kn 1997(51). Having an inside locus of control prompts higher job satisfaction. Finally, lower levels of neuroticism lead to higher job satisfaction (52)

2.4.3 Equity Hypothesis:

This theory shows how an individual points of view sensibility seeing the social relationship, for instance, with a business. An individual perceives the proportion of data (things got) from a relationship contemplates to the yield (things accommodated) produce a data/yield extent. They by then balance the extent with the extent of the others in picking whether they have a fair relationship (53,54). Worth Speculation suggests that

if an individual thinks there is a lop-sidedness between two parties or individuals, the individual is most likely going to be disturbed in light of the fact that the extent between the data and the yield are not proportional (55). For example, consider two agents who work a comparable movement and get a comparative lay and favourable circumstances. If one individual gets a pay raise for achieving a comparative work than the other, by then the less benefitted individual will be disturbed in the workplace of his own. In case on the other hand, one individual gets a pay raise and relatively few obligations, by then the tendency if the worth will be kept up (56). Various specialists have widened the worth theory, proposing three lead response structures time conditions of saw worth or difference (Huseman, Hattfield, and Mile, 1987; O'Neil and Mine 1998). These three sorts are thoughtful hearted, esteem tricky, and entitles. The level by each sort impacts motivation, work satisfaction and business execution

- Benevolent and satisfied when they are under-repaid differentiated and colleagues
- Equity sensitive - Acknowledge everyone should be compensated
- Entitled-People acknowledge that all that they get us their just due (57)

2.4.4 Discrepancy Hypothesis:

The thought explains an authoritative wellspring of apprehension and ruin (58). An individual, who has bit fulfilled his obligation feels the sentiment of anxiety and mourn not performing incredible, they will in like manner feel discouragement in light of not having the choice to achieve their desires and wants. As showed by this theory, all individuals will acknowledge what their responsibilities and obligations in regard to a limit, after some time, and if they disregard to fulfil those duties they are repelled. After some time, these commitments, and duties converge to outline a distracted game plan of gauges, allocated as a self-direct (59). Disrupting and strain are the standard responses when an individual fails to achieve the responsibilities or commitment (60). This speculation similarly explains that if the achievement of the responsibilities or is gotten, by then the prize can be adulation, underwriting, or love. These achievements and objectives moreover structure a separated course of action of gauges, implied as the ideal freely coordinated (61). Exactly when the individual fails to get these prizes, they have begun to have suppositions of debilitation, thwarted expectation, or even misery (62)

2.4.5 The two-factor hypothesis (spark - cleanliness hypothesis):

Fredrick Herzberg's two-factor theory attempts to explain satisfaction and motivation in the workplace (63). This speculation communicates that satisfaction and frustration are driven by different segments - motivation and neatness factors, separately. A laborer's motivation to work is continually related to work satisfaction of an oppressed. Motivation can be an inner force that drives individuals to achieve individual and legitimate goals. (Hoskinsin, Custodian, and Wrench, p. 133). Animating factors are those pieces of the action that make people need to perform, and give people satisfaction, for example, achievement in work, affirmation, progression openings (64). These prodding factors are normal for the movement, or the work did. Tidiness factors join the pieces of the work environment, for instance, pay, association procedures, authoritative practices, and other working conditions (65)

2.5 Job Qualities Model

Hackman and Oldham proposed the Movement properties model which is commonly used as a framework to focus on how explicit characteristics influence on work results, including work satisfaction. The model communicates that there are five focus business characteristics (fitness, variety, task, character, task

criticalness, independence and info) which influence three fundamental mental states, experienced reality, experienced commitment in regards to results, and data on the veritable results, in this manner affecting work results (work satisfaction, truancy, work motivation and execution. The five community movement characteristics can be merged to outline a prodding potential score NPS for an job, which can be used as a rundown of how likely an job is to impact an agent's mindsets and practices. Only one out of every odd individual is likewise impacted by the NPS of work. People who are high being developed need quality the hankering for self-administration, challenge, and headway of new capacities at work and particularly affected the action characteristics (66). A meta-investigation of the Studys that assess the arrangement of the model offers some assistance for the authenticity of JCM (67)

Pushing ahead we will discuss the most by and large recognized Model of Job satisfaction, A couple of philosophies have been viewed as looking over and evaluating work satisfaction in both speculative and convenient sorts of research.

2.6 Minnesota Satisfaction Questionnaire

Operationally, maybe the best difficulty in assessing work satisfaction is that it is possible to be content with specific pieces of an employment and at the same time be disillusioned with others (68).

The composing bolsters two guideline approaches to manage evaluating work satisfaction: a general extent of occupation satisfaction or one with respect to a couple of parts of employment satisfaction

The essential procedure takes a full-scale perspective and involves in getting some data about their general feelings about the movement, being as frequently as conceivable create with only a solitary thing (69); the ensuing technique underlines different pieces of the action. It is how much an individual is content with the couple of parts of the action that chooses the general degree of occupation satisfaction, as frequently as conceivable grasping an element entire strategy. Likely the most standard measures in the field, for instance, the Movement Particular Record (70), the Minnesota satisfaction Survey (71), the Activity satisfaction Audit (Spector, 1985) grasp this perspective. One likely great situation of multidimensional extents of occupation satisfaction is that parts may relate unmistakably to various variables of energy adding to an increasingly significant appreciation with respect to the issue, pushing science, and practice of mechanical legitimate mind look into (Hirschfeld, 2000). The Minnesota Satisfaction Study was one of the yields from the "Work Change Undertaking" at the School of Minnesota; the major speculation relies upon the assumption that work fit is dependent upon the correspondence between the individual capacities and the strongholds that exist in the working environment (71). This is a self-uncovering measure, sensible for individuals of all school levels that can be administrated autonomously or independently. The 20 MSQ short-structure things are evaluated on a 5-point Likert scale (1 "frustrated with this piece of my action", 2 "baffled with this piece of my action", 3 "can't pick in case I'm satisfied or disillusioned with this piece of my movement", 4 "content with this piece of my action" and 5 "content with this piece of my action"). Thing responses are included or discovered the center estimation of to make a hard and fast score – the lower the score, the lower the level of occupation satisfaction. The MSQ "long-structure" involves 100 requests that make up 20 subscales assessing satisfaction; twenty of these things make up a constantly used extent of general employment satisfaction and are suggested as the short type of the MSQ (Fields, 2002). The MSQ "short structure" joins only 20 of the 100 extraordinary things the ones that better addressed all of the 20 one of a kind subscale (Ahmadi and Alireza, 2007). Moorman (1993, cit. in Fields, 2002) factor researched the MSQ and found two segments: one looking over satisfaction with intrinsic pieces of the action and the other assessing satisfaction with the incidental perspectives. Schriesheim et al. (1993) found a structure of 3 subscales: inborn, unessential, and general satisfaction. In Mathieu (1991), an exploratory factor investigation of the MSQ yielded four parts. These four subscales included satisfaction with working conditions, organization, obligation, and superfluous prizes. Verifying variable investigation performed by Igalens and Roussel (1999, cit. in Fields, 2002) demonstrated that a four-factor study fit the data best. The four components were inherent satisfaction, outward satisfaction,

acknowledgment, and authority/social utility. The different sizes of Minnesota Satisfaction Questionnaire short structure are as expressed in the table beneath

Table 1: Minnesota Satisfaction Questionnaire Scales

SCALE TITLE	SATISFACTION CATEGORY
Ability to utilisation	Intrinsic & General
Achievement	Intrinsic & General
Activity	Intrinsic & General
Advancement	Intrinsic & General
Authority	Intrinsic & General
Company policy and practices	Extrinsic and General
Compensation	Extrinsic and General
Co-workers	General
Creativity	Intrinsic & General
Independence	Intrinsic & General
Moral Values	Intrinsic & General
Recognition	Extrinsic and General
Responsibility	Intrinsic & General
Security	Intrinsic & General
Social Services	Intrinsic & General
Social Status	Intrinsic & General
Supervision- human relation	Extrinsic and General
Supervision – Technical	Extrinsic and General
Variety	Intrinsic & General
Working Condition	General

Source: https://www.researchgate.net/figure/Minnesota-Satisfaction-Questionnaire-MSQ-scales_tbl2_301676366

CHAPTER 3

Methodology

3.1 Key Research Question:

What are the factors that influence job satisfaction among doctors and clinical staff working in Sankara Eye Hospital, Coimbatore?

When this remains the key research question for the study, our study gets streamlined to the methodology for identifying the employee satisfaction level among clinical staff and identifying the factors responsible for that.

3.2 Study Design:

A cross-sectional survey design was used to determine the various factors affecting job satisfaction among Clinical staff at Sankara Eye Hospital, Coimbatore

3.3 Study Site:

This study was led among the doctors and clinical staff working in Sankara Eye hospital, Coimbatore which is one of the biggest ophthalmology centres in the nation with an 11-unit focus spreading India. Sankara Eye Hospital considers all the specialities identified with eye care and consequently it has a decent number of OPD just as IPD inflow. Likewise, its catchment territory is spread over separations to the extent 300-400kms. In this way, the hospital had enough doctors and nurses and clinical support staff who might be a decent example for this study. The hospital staff were facilitated to the study structure in their Hospital Information System Data Framework and afterwards, the information was to be recorded. The doctors, nurses and other clinical support staff could fill in the study structures from their workplaces or by straightforwardly signing into the arrangement of the Hospital Information System. Consequently, the information assortment was completely founded on the own volition of clinical experts

3.4 Study participants:

Since the study is mainly catering to the clinical staff working in Sankara Eye Hospital, Coimbatore. The staff were categorised into three categories: Doctors, Nurses and Clinical Support Staff. Since it was a questionnaire that was circulated in the hospital and the data was recorded on an online platform hence the sample size was taken as per the count of the number of doctors, clinical support staff and nurses working at Sankara Eye Hospital, Coimbatore. The sample size for the study was considered at 95% confidence interval and the margin of error was 5%, power of study being 90%, the expected frequency of job satisfaction is assumed at 50%, the calculation for which is mentioned in **Appendix A**. So, the sample size was calculated which is represented in the table below.

Table 2: The count of participants for the study and Sample Size

<i>Participants</i>	<i>Total number</i>	<i>Confidence interval</i>	<i>Error Margin</i>	<i>Power of Study</i>	<i>Frequency of assumption</i>	<i>of Sample Size</i>
Doctors (including Fellows, Residents, DNB students, consultants)	50	95% (1.96)	5%	90%	50%	45
Nurses (including Vision Care Technicians, IP Nurses, OT-Nurses)	111	95% (1.96)	5%	90%	50%	87

Clinical Support Staff (including refractionists, optometrists and interns)	43	95% (1.96)	5%	90%	50%	39
TOTAL	204					171

3.5 Sampling Method:

Purposive random sampling was used as a method for sampling the participants. This included the clinical staff that were present in the hospital at that moment, as due to government regulations post-outbreak of COVID-19, organisations could operate at 30% workforce. Hence, the sample collection was done based on the availability of the clinical staff.

3.6 Inclusion Criteria and Exclusion Criteria:

All the participants included in the study, who were willing to participate while those who did not participate or were on leave were excluded. Also, those who decided to quit in between while answering the questionnaire were excluded from the study. Also, the management staff were not included in the study.

3.7 Reasons for Exclusion:

The reason behind the non-interest of the participants was

- The doubts regarding the benefits of the study.
- Doctors being reluctant to fill the survey form due to lack of time.
- Those respondents who did not complete the survey were not included, one of the reasons for not completing the questionnaire was to work overburden because of the limited manpower
- The reason for not being able to participate can also be attributed to the fact that in the limited workforce the influx of patients

3.8 Data collection:

The data for this study were collected using a well-known tool known as the Minnesota Satisfaction Questionnaire (MSQ) and a self-designed questionnaire. The details of which will be described in the following sections:

3.8.1 Tool

The initial segment of the survey included inquiries in regard to the sociodemographic qualities and work conditions of the clinical staff at Sankara Eye Hospital, Coimbatore. Inquiries on sociodemographic qualities included age, sex, conjugal status, work job, long periods of experience and level of training. Inquiries on socio-segment factors like training, long stretches of understanding and occupation job would improve the specialist's information about the expected set of responsibilities of the member.

The second piece of the survey was the short type of the Minnesota Satisfaction Survey (MSQ). The MSQ was created by (Weiss et al. 15) and is a very much respected proportion of occupation satisfaction that has been utilized in different investigations. The short type of the MSQ incorporates 20 things that are pertinent to a few activity aspects. Respondents demonstrate their degrees of relative satisfaction utilizing a 5-point, Likert type scale running from 1 (disappointed) to 5 (fulfilled). Satisfaction score of the members was determined by summarizing the Likert scale esteems allotted for all spaces. Members with a satisfaction score surpassing 60 were viewed as fulfilled. The mean score of every area in the MSQ was determined by partitioning the aggregate of the announced Likert scale esteems by the quantity of members taking part in the investigation . The survey is joined in **Appendix B**.

Table:3 Short Form of Minnesota Satisfaction Questionnaire by (Weiss et al. 15)

	<i>QUESTIONS</i>	<i>SCALE</i>
MSQ -1	Being able to keep busy all the time	Intrinsic & General
MSQ -2	The chance to work alone on the job	Intrinsic & General
MSQ -3	The chance to do different things from time to time	Intrinsic & General
MSQ -4	The chance to be somebody in the community	Intrinsic & General
MSQ -5	The way my boss handles his/her workers	Extrinsic and General
MSQ -6	The competence of my supervisor in making decisions	Extrinsic and General
MSQ -7	Being able to do things that do not go against my conscience	General
MSQ -8	The way my job provides for steady job	Intrinsic & General
MSQ -9	The chance to do things for other people	Intrinsic & General
MSQ -10	The chance to tell people what to do	Intrinsic & General
MSQ -11	The chance to do something that makes use of my abilities	Extrinsic and General
MSQ -12	The way my company policies are put into practice	Extrinsic and General
MSQ -13	My pay and the amount of work I do	Intrinsic & General
MSQ -14	The chances for advancement in this job	Intrinsic & General
MSQ -15	The freedom to use my judgement	Intrinsic & General
MSQ -16	The chance to try my methods of doing the job	Intrinsic & General
MSQ -17	The working conditions	Extrinsic and General
MSQ -18	The way my co-workers get along with each other	Extrinsic and General
MSQ -19	The praise I get for doing a good job	Intrinsic & General
MSQ -20	The feeling of accomplishment that I get from the job	General

Source: https://www.researchgate.net/figure/Minnesota-Satisfaction-Questionnaire-MSQ-scales_tbl2_301676366

3.8.2 Method

Data were collected over 15 days from the doctors and other clinical staff. Among the clinical staff, doctors, DNB, fellows, nurses, optometrists, and other relevant clinical staff were included. Also, both males and females of all groups were considered and included in the study and data was collected using the Minnesota Satisfaction Questionnaire (MSQ) and the data was then collected using a web-based questionnaire containing MSQ questions which were uploaded in the Hospital Information System. Although, before collecting the data the participants were made aware of the ethical considerations and only after the informed consent of the participants was the questionnaire administered to them. After which the data that was obtained was recorded in MS-Excel.

3.9 Data Analysis:

Of the sample size of 171, 19 participants left in between during the data recording in the digital survey of the Hospital Information System. So, the effective number of participants turned out to be 150. And the response rate comes out to be 87%. Now, this data was transferred to Microsoft Excel spreadsheet the generated data was then analysed with the help of statistical software SPSS. Description, 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 the statistical significance. The various variables affecting job satisfaction among the clinical staff at Sankara Eye Hospital, Coimbatore were also determined using the Linear regression analysis.

Table 4: Data Characteristics

<i>TOTAL POPULATION</i>	<i>204</i>
Sample Size	171
Total number of participants interviewed	171
Participants who left in between	19
Total number of completed respondents	150
Response Rate	87%

3.10 Ethical Considerations

An assent structure intended for the investigation was utilized to take educated assent from all the members who elected to participate in the study. Before managing the surveys, the points and goals of the investigation were unmistakably disclosed to the members and educated assent was acquired. All through the investigation secretly, namelessness and security of the considerable number of members were kept up. Likewise, the information gathered was kept secure and was not utilized for some other reason. Members were educated that their support was wilful and that they could pull back from the investigation anytime of time on the off chance that they wished to **Appendix C**

3.11 Limitations of the Study

In such a sort of review, the constraints of the overview are impending in light of the fact that the data introduced by the members depends on their abstract recognitions. In spite of the fact that members were guaranteed of privacy, there is consistently a likelihood that they either finished or-under report their degree of satisfaction. Likewise, even with a significant level of interest in this investigation, the people who didn't take part may have various reactions from the individuals who did. The discoveries of the investigation may not be summed up to Health experts in different emergency clinics since there is a distinction in nature which was progressively improved because of the episode of COVID-19, which thusly may have influenced the activity satisfaction of the clinical staff working at Sankara Eye Hospital, Coimbatore

CHAPTER 4

Results

The results are divided into firstly the descriptive statistic followed by the inferential statistics and then the relations will be cited.

The apparatus and the hypothesis backing it which was utilized to gauge the activity satisfaction level among clinical staff in Sankara Eye Hospital, Coimbatore depended on a 20 scale Minnesota Satisfaction Survey - short type of 1977. There are 20 scales dependent on which the activity satisfaction level was checked on a Likert size of 1-5. Prior to organization of the questionnaire, the sociodemographic factors like Age, Sex, Marital Status, Work Experience, Level of Education, and Job Role were recorded by giving the members the decision to choose among the normalized choices.

4.1 Descriptive Statistics

The results of the survey fundamentally gave us results which can be quantified in terms of the frequency and their respective percentages. In this section we will be seeing the graphical representation of the results that we have achieved by our analysis. Firstly, we will be seeing the various frequencies of the different socio-demographic contents of our study and then also we will be seeing what the overall satisfaction percentage in terms of its descriptive nature. So, here are the results

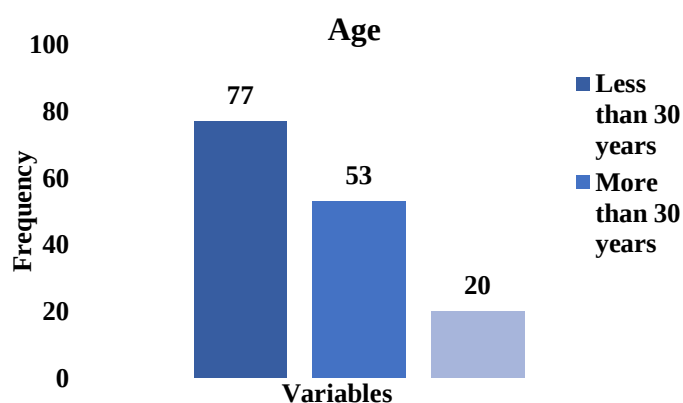


Fig 1: The bar graph showing the frequency of participants having their age more than, less than or equal to 30 years

In this Fig (1) we see that the graphical representation of the Age parameter has been done and we find that 77 participants are having an age of less than 30 years, 53 participants having an age of more than 30 years and 20 participants have an age of 30 years. Hence, the results that were obtained were plotted in a histogram and we got the results as such. Hence, it is interesting to know that maximum people working here at Sankara Eye Hospital, Coimbatore are of the age of above 30 years. Up

next, we will move on to similarly corresponding the Sex parameter where we will be categorising them into male and female and thus obtain the results. Here, in Fig (2) we see that among the participants there are 34 males and a total of 116 females. Now, this is also an interesting fact to be noted that there are a greater number of females working at Sankara Eye Hospital, Coimbatore as compared to males. Also, we have seen in time in and time out that the healthcare skills and the health care delivery service sector has been catered to more by females as compared to males.

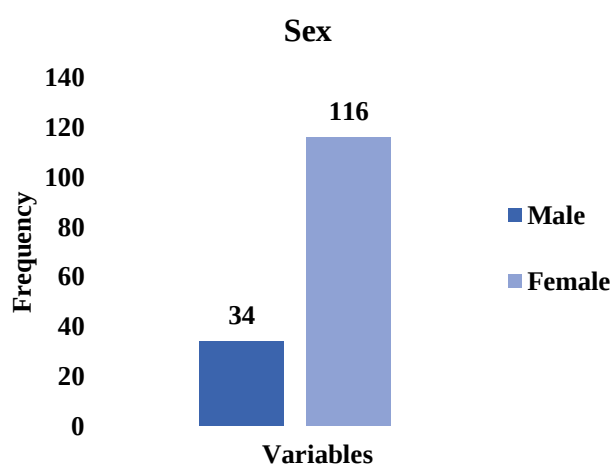


Fig 2: The bar graph showing the frequency of participants having their sex as Male or Female

Now we will move on to our next socio-demographic variable which is Level of Education in which we have classified the participants based on Under Certificate, Certificate, Diploma and Degree and then we plotted the results in the form of a bar chart and hence we got the following results. In this Fig (3) we find that the participants who were the maximum number were those who had a degree as their level of education and the count was around 92, followed by diploma which were 29 and under certificate were 6. Hence, this gives us a clear proposition that the clinical staff working at Sankara Eye Hospital, Coimbatore were having their maximum level of education as degree and those with minimum education were the under certificates who counted only to 6 in number.

Moving on with our next representation of the descriptive statistics would be the marital status of the employees. Hence a similar plot was drawn using the histogram and the results were depicted as such.

Hence, as we see in Fig (4) that the marital status of the employees working at Sankara Eye Hospital Coimbatore is considered and the results are such

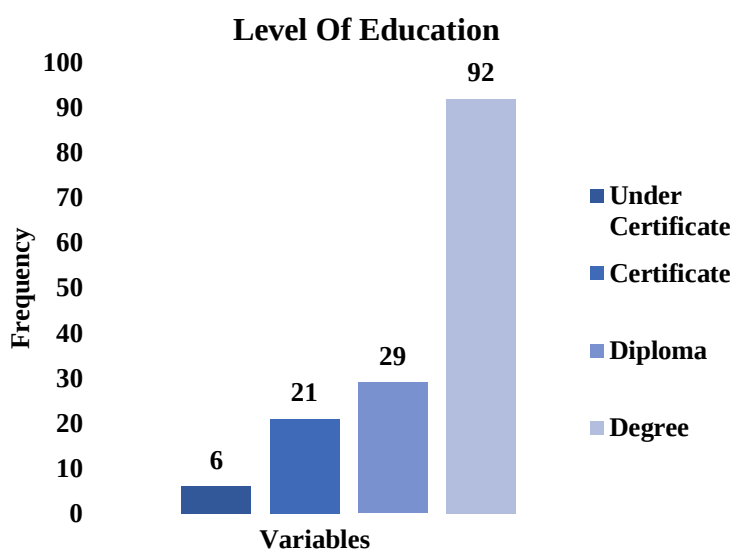


Fig 3: The bar graph showing the frequency of participants having their Level of Education as Under Certificate, Certificate, Diploma or Degree

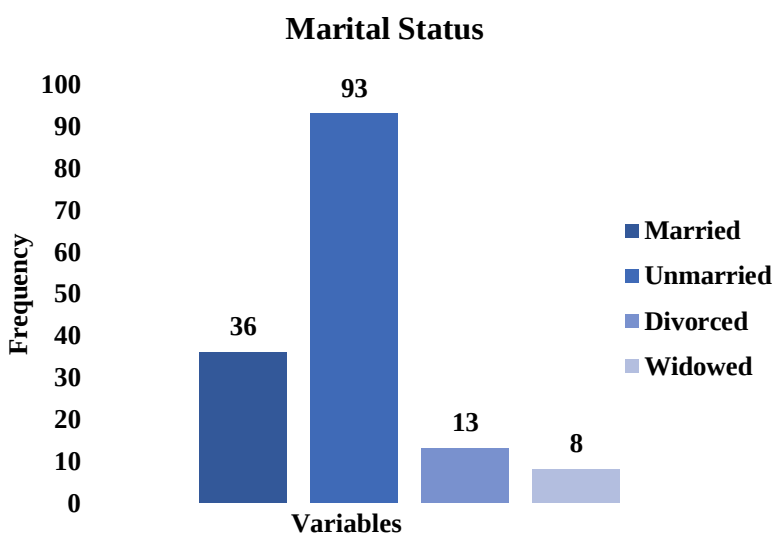


Fig 4: The frequency of participants having their Marital Status as Married, Unmarried, Divorced or Widowed

plotting the results for the same.

In the Fig (5) we see that the frequency of people having an work experience of less than 2 years is more in Sankara Eye Hospital, Coimbatore which accounts for the total number of 92 people who have their experience less than 2 years. Also, people having work experience of more than 2 years counts to a total of 58 which is pretty much the other half of the participants that were interviewed in respect to our survey.

So, that brings us to our last socio demographic variable and the most important one, which is the Job Title. The Job titles of our questionnaire had

that we find that around 93 of the participants were unmarried and 36 participants were married. Also, a very few numbers of people were divorced and widowed which were 13 and 8, respectively. Hence, this comes to show that the clinical staff working at Sankara Eye Hospital, Coimbatore who were a part of our study were majorly unmarried whereas some of the staff were married and a very few of them were either divorced or widowed.

After having seen, the analysis that leaves us with two of the most vital descriptive statistics which I the Job role and the Years of Experience, whereas the total number of participants were classified into the years of experience with either less than 2 years or more than 2 years. Hence, we will be

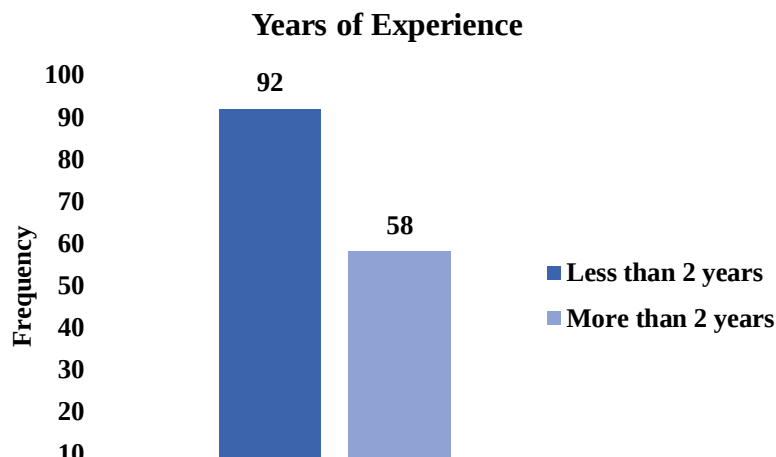
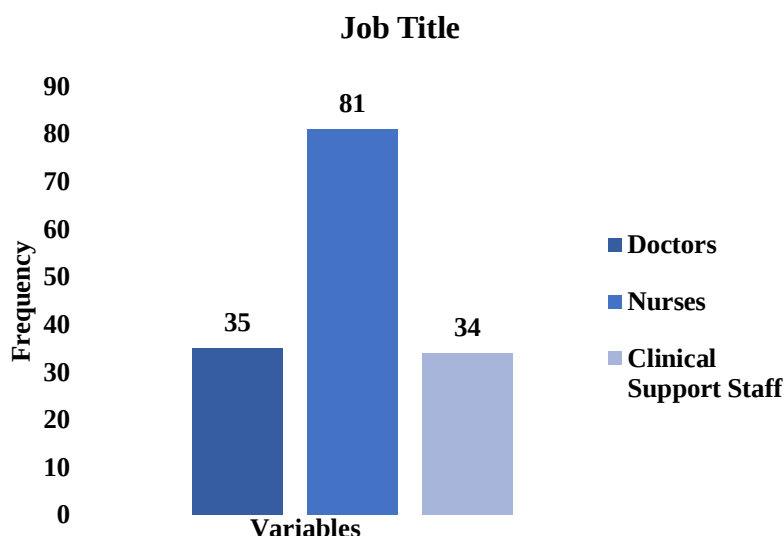


Fig 5: The bar graph showing the frequency of participants having their Years of experience as either less than 2 years or more than 2 years

been defined as the either Doctors, nurses, or clinical staff. The results similarly were plotted in the form of a histogram and the graph was developed.



In the Fig (6) we see that the maximum number of participants of our survey were those of nurses and almost there were equal number of doctors and clinical support staff around 35 and 34 respectively. The maximum number were 81 which turned out to be the nurses working in Sankara Eye Hospital, Coimbatore. Hence, we can come to the conclusion from this fact that out of the participants who were working at Sankara Eye Hospital, the maximum number of people who answered or participated in this questionnaire were the nurses of the hospital.

Fig 6: The bar graph showing the frequency of participants having their Job titles as either Doctors, Nurses, or clinical support staff

Now, after we have enlisted the list of socio demographic variables and the frequencies of the variables in the way that they presented in the results, now we would be looking into the actual results of our studies and which will take us to the analysis as to what is the overall level of satisfaction among the doctors and the clinical staff working at Sankara Eye Hospital, Coimbatore. To make the graphical representation we have developed the pie-chart as to the percentage of overall satisfaction between Very Dissatisfied, Satisfied, Neutral, Satisfied and Very Satisfied. To our surprise, we got interesting results and here will be discussing them.

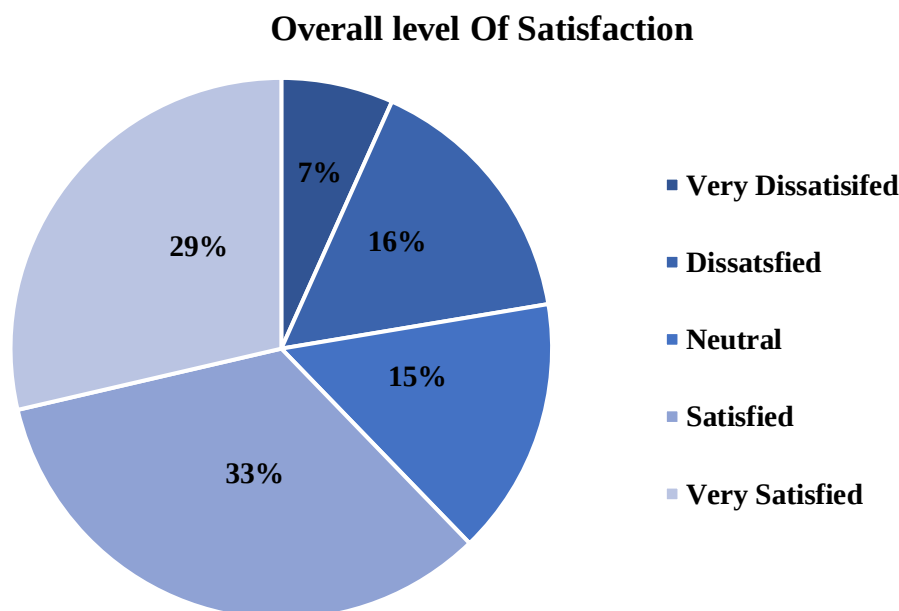


Fig 7: Pie-chart showing the overall level of satisfaction in percentages as Very Dissatisfied, Dissatisfied, Neutral, Satisfied and Very Satisfied. ****percentage out of total number of responses N=300**

In Fig (7) we come to the pie-chart depiction of the overall level of satisfaction among the participants who took the survey. The results thus obtained were plotted in the form of a pie-chart and there we have the results. A majority i.e. around 33% of the total number of participants showed a Very high level of satisfaction, followed by 29% of the employees who were just satisfied. 15% of the respondents were basically on neutral grounds when it came to satisfaction level. That leaves us with 7% very dissatisfied employees and 16% of the dissatisfied employees working at Sankara Eye Hospital, Coimbatore. This shows us that at an overall satisfaction level all the employees working as clinical staff in the Sankara Eye Hospital, Coimbatore have higher levels of satisfaction with their respective job environments compared to those who were dissatisfied.

After doing these analyses we will now look at the individual responses to the questions of the MSQ-Short Form. The 20 questions will be assessed based on the Likert scale ranking (1-5) where 1 being the Very dissatisfied and 5 being the Very Satisfied. The results have been drawn and tabulated in Table (6) and corresponding to the results the bar graph has been plot.

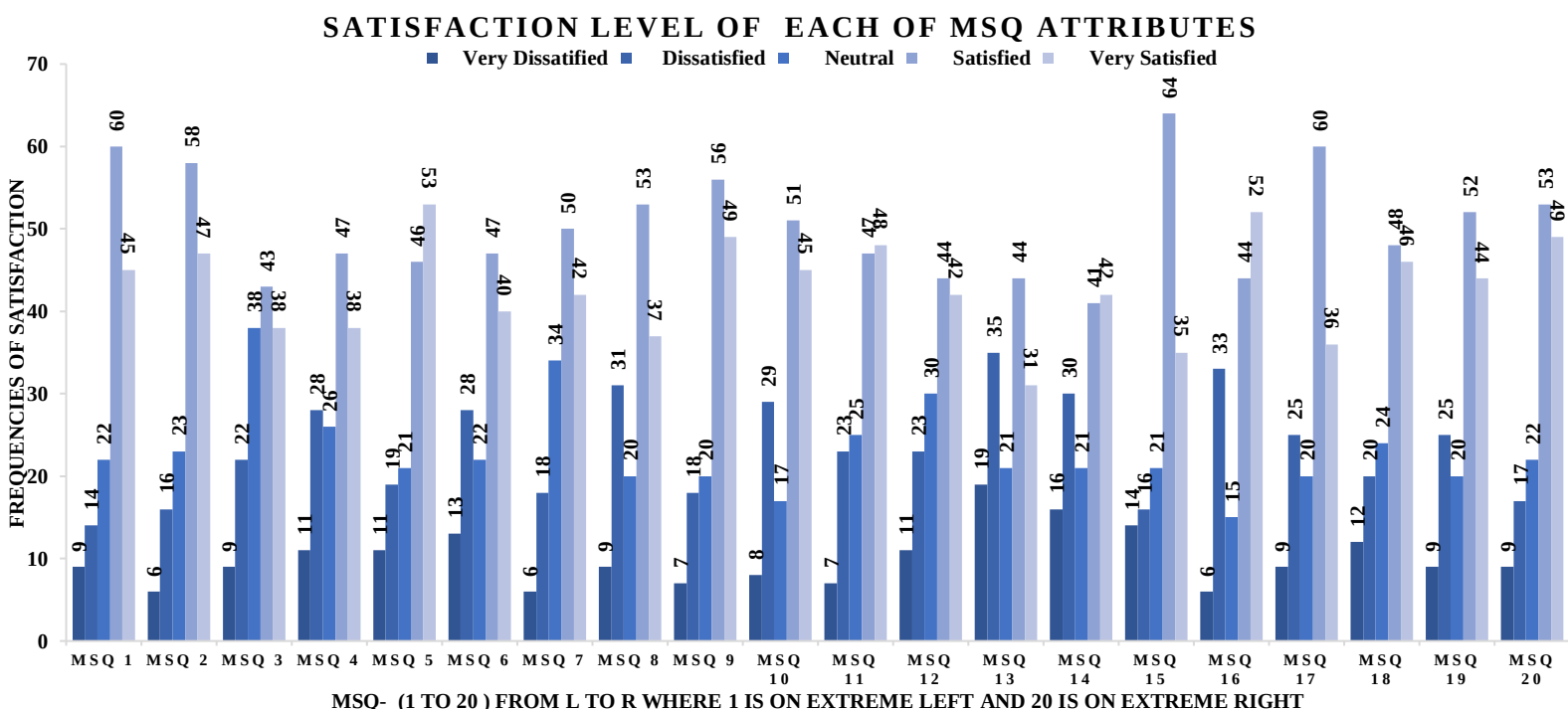


Fig 8: Histogram containing each of the attributes of the MSQ-Short Form where the responses have been plotted in their frequencies from Very Dissatisfied to Very Satisfied.

In the Fig (8) we see that the MSQ questionnaires had been sorted from 1 – 20 and they are colour coded based on Very Dissatisfied to Very Satisfied with colours ranging from Dark Blue to Light blue, respectively. Hence, this histogram proves the point that the satisfaction levels among the employees i.e. the clinical staff working at Sankara Eye Hospital, Coimbatore is higher than the dissatisfaction levels. The details of the findings from the descriptive statistics have been updated and tabulated in the inferential statistics. Hence, moving on we will be now checking the results of the inferential statistics of the survey conducted.

4.2 Inferential Statistics

Enlightening insights fundamentally manage the frequencies, rates, implies and so on. The very motivation behind playing out an elucidating factual study is taking a gander at the heaviness of the investigation and refer to some essential outcomes which appear to show up on the substance of the information. Here, in Table 6 which will give us some great outcomes with respect to the level of individuals falling under the different sociodemographic factors as expressed in the study structure and the different frequencies.

Table 5: Sociodemographic Variables of the Respondents and their results

VARIABLE		Frequency(N)	Percentage
Age	Less than 30 years	77	51.33%
	More than 30 years	53	35.33%
	Equal to 30 years	20	13.33%
Sex	Male	34	22.67%
	Female	116	77.33%
Marital Status	Married	36	24%
	Unmarried	93	62%
	Divorced	13	8.67%
	Widowed	8	5.33%
Level of Education	Under Certificate	6	4%
	Certificate	21	14%
	Diploma	29	19.33%
	Degree	92	61.33%
Years of Experience	Less than 2 years	92	61.33%
	More than 2 years	58	38.67%
Job Title	Doctors	35	23.33%
	Nurses	81	54%
	Clinical Support Staff	34	22.67%

**The total count N = 150*

Table (5) shows that the absolute number of respondents taking part in the investigation were 150. The quantity of female members in the study was 116 which was 77.3% of the all-out members, while the quantity of male members in the investigation was 34 which was around 22.7%. The rates for the workers being hitched were 24%, 62% were unmarried, 8.67% separated and 5.33% were bereaved, individually. Practically 61.33% of the workers were taught at the degree of degree with 19.33% of the members having a recognition. The complete number of clinical staff was 116 which included 35 specialists, 81 medical caretakers and the clinical care staff were checked to 34 which was around 22.67% of the absolute members. The investigation was done dependent on MS-Excel expectations and the outcomes were deciphered in a plain structure.

Taking a gander at the socio-segment factors it tends to be seen unmistakably that the accomplice comprised of more specialists having a degree and their long periods of experience were under 2 years. Although the most extreme number of members were unmarried. Subsequently, in the wake of seeing these socio-segment factors we will additionally proceed onward to the following arrangement of study and their outcomes, which is to decide and evaluate the degree of satisfaction for every one of our MSQ scales, the level of disappointment and satisfaction will be surveyed dependent on the tally and isolating them with the all-out tally. Let us currently take a gander at Table 6 to see the outcomes.

Table 6: Percentage Level of Satisfaction for each scale of MSQ Short Form

	V.D.		D		N		S		V.S.	
	N	%	N	%	N	%	N	%	N	%
MSQ – 1	9	6%	14	9.33%	22	14.6%	60	40%	45	30%
MSQ -2	6	4%	16	10.67%	23	15.33%	58	38.67%	47	31.33%
MSQ -3	9	6%	22	14.67%	38	25.33%	43	28.67%	38	25.33%
MSQ -4	11	7.33%	28	18.67	26	1.33%	47	31.33%	38	25.33%
MSQ -5	11	7.33%	19	12.67%	21	14%	46	30.67%	53	35.33%

MSQ -6	13	8.67%	28	18.67%	22	14.67%	47	31.33%	40	26.67%
MSQ -7	6	4%	18	12%	34	22.67%	50	33.33%	42	28%
MSQ -8	9	6%	31	20.67%	20	13.33%	53	35.33%	37	24.67%
MSQ -9	7	4.67%	18	12%	20	13.33%	56	37.33%	49	32.67%
MSQ -10	8	5.33%	29	19.33%	17	11.33%	51	34%	45	30%
MSQ -11	7	4.67%	23	15.33%	25	16.67%	47	31.33%	48	32%
MSQ -12	11	7.33%	23	15.33%	30	20%	44	29.33%	42	28%
MSQ -13	19	12.67%	35	23.33%	21	14%	44	29.33%	31	20.67%
MSQ -14	16	10.67%	30	20%	21	14%	41	27.33%	42	28%
MSQ -15	14	9.33%	16	10.67%	21	14%	64	42.67%	35	23.33%
MSQ -16	6	4%	33	22%	15	10%	44	29.33%	52	34.67%
MSQ -17	9	6%	25	16.67%	20	13.33%	60	40%	36	24%
MSQ -18	12	8%	20	13.33%	24	16%	48	32%	46	30.67%
MSQ -19	9	6%	25	16.67%	20	13.33%	52	34.67%	44	29.33%
MSQ -20	9	6%	17	11.33%	22	14.67%	53	35.33%	49	32.67%

N = frequencies. the count in numbers

% = percentage out of 150 total number of participants

Table 6 outlines the recurrence of the members to be on the satisfaction size of Very Dissatisfied "1" and Very Satisfied as "5". Keeping these into contemplations we have arranged the outcomes for each inquiry that was being posed in the MSQ-Short Structure Henceforth, we locate the suitable rates of the satisfaction over the other, etc we can contrast similarly as with which scale draws the greatest measure of satisfaction with regards to work satisfaction among specialists, medical caretakers and clinical staff at Sankara Eye Hospital, Coimbatore.

With a taking off high level of occupation satisfaction, the representatives are seen as content with "Having the option to keep occupied constantly" and "The way my manager handles his/her laborers". It is an unmistakable sign that the activity that the representatives are doing is pretty including and the authoritative couture additionally is at adequate for them to work. Then again, some astounding disappointment is being appeared for the scales "My compensation and the measure of work I do" and "my odds of progressions on this activity". This can be credited to the way that the activity job can be somewhat tedious for the individuals over the long haul and with a diminish extent of employment improvement. Since Table 6 is clear as crystal

we will move to our next table for example Table 7 which will give some fascinating outcomes. In Table 7 we have estimated one of the most significant parts of Proportions of Focal Propensity for example ascertaining the Mean and here are the outcomes.

Table 7: Mean and S.D. for the level of satisfaction for each question in MSQ- short form

	<i>QUESTIONS</i>	<i>Mean $\pm$ S.D.</i>
MSQ – 1	Being able to keep busy all the time	3.79 $\pm$ 1.15
MSQ –2	The chance to work alone on the job	3.83 $\pm$ 1.11
MSQ –3	The chance to do different things from time to time	3.53 $\pm$ 1.19
MSQ –4	The chance to be somebody in the community	3.49 $\pm$ 1.26
MSQ –5	The way my boss handles his/her workers	3.74 $\pm$ 1.27
MSQ –6	The competence of my supervisor in making decisions	3.49 $\pm$ 1.30
MSQ –7	Being able to do things that do not go against my conscience	3.69 $\pm$ 1.12
MSQ –8	The way my job provides for steady job	3.52 $\pm$ 1.24
MSQ –9	The chance to do things for other people	3.81 $\pm$ 1.16
MSQ –10	The chance to tell people what to do	3.64 $\pm$ 1.24
MSQ –11	The chance to do something that makes use of my abilities	3.71 $\pm$ 1.20
MSQ –12	The way my company policies are put into practice	3.55 $\pm$ 1.25
MSQ –13	My pay and the amount of work I do	3.22 $\pm$ 1.35
MSQ –14	The chances for advancement in this job	3.42 $\pm$ 1.36
MSQ –15	The freedom to use my judgement	3.60 $\pm$ 1.22
MSQ –16	The chance to try my methods of doing the job	3.69 $\pm$ 1.26
MSQ –17	The working conditions	3.59 $\pm$ 1.19
MSQ –18	The way my co-workers get along with each other	3.64 $\pm$ 1.27
MSQ –19	The praise I get for doing a good job	3.65 $\pm$ 1.23
MSQ –20	The feeling of accomplishment that I get from the job	3.77 $\pm$ 1.19

SD = Standard Deviation

**The mean is calculated as the average of the scores assigned out of 1 to 5 for each question answered*

Figuring the mean and the standard deviation of the complete frequencies of satisfaction we arrive at this resolution, that practically all the parameters: characteristic, outward, and general of the MSQ are basically inside the palatable level for example over 3, with a standard deviation more than 1. To additionally refer to the subtleties, we see that the most noteworthy mean among these are of the MSQ-2 with a mean of 3.83 ± 1.11 which is the sign that all the investigation members have a satisfaction towards the accomplishment on their activity. Likewise, on the off chance that we watch intently, we will find that the factor that a large portion of the representatives at Sankara Eye Medical clinic is miserable about is their compensation structure and the compensation that they get. Consequently, we find that there is 3.22 ± 1.35 is the most reduced mean as far as incentive among the various components of this questionnaire

4.2.1 Association and Chi-Square Distribution

Looking at the descriptive, we have concluded that the overall satisfaction level of the employees working at Sankara Eye Hospital is well within the satisfactory range except for a few attributes that need to be looked at. Further moving on with the analysis, we would be very keen to know the cross-tabulation between the socio-demographic variables of our study i.e. Age, Sex, Marital Status, Level of Education, Job Title, Work Experience in years and the overall satisfaction level. For analysing this, we would be using Pearson's Chi-Square test for finding out the association between the socio-demographic variables and the overall satisfaction level. For this very purpose, we would be considering the significance at 50%, hence our *p-value* would be placed at 0.05. Those variables whose *p-value* would be more than 0.05, they would be considered as statistically insignificant and those variables whose *p-value* would be less than 0.05, they would be considered as statistically significant. Hence ($p < 0.05 = \text{Statistically significant}$ and $p > 0.05 = \text{statistically insignificant}$). Also, the working of this Chi-Square distribution has been done using IBM-SPSS Version 23. The working and the output of which is mentioned in detail in **Appendices D**. Alright, so now after computing and calculating the Chi-square values and also determining the p-values for each of these socio-demographic variables with the overall job satisfaction level, we come to the conclusion mentioned in Table 8

Table 8: Association of Socio-demographic variables with the overall satisfaction among participants

VARIABLE				OVERALL SATISFACTION				Chi-Square Values	p- values (p =0.05)
				Dissatisfaction		Satisfaction			
		N	%	N	%	N	%		
Age	Less than 30 years	77	51.33%	25	32.6%	52	67.53%	93.449*	0.182
	More than 30 years	53	35.33%	19	35.2%	34	64.15%		
	Equal to 30 years	20	13.33%	5	25%	15	75%		
Sex	Male	34	22.67%	9	27.3%	25	72.7%	36.700*	0.662
	Female	116	77.33%	31	26.6%	85	73.4%		
Marital Status	Unmarried	36	24%	9	25%	27	75%	93.287*	0.979
	Married	93	62%	20	21.25%	73	78.5%		
	Divorced	13	8.67%	3	28.3%	10	77%		
	Widowed	8	5.33%	1	21%	7	87.5%		
Years of Experience	Less than 2 years	92	61.33%	10	10.28%	82	89.13%	47.843*	0.215
	More than 2 years	58	38.67%	10	17.16%	48	82.75%		
Level of Education	Under Certificate	6	4%	1	16.67%	5	83.33%	123.541*	0.469
	Certificate	21	14%	5	23.80%	16	76.19%		
	Diploma	29	19.33%	7	22.63%	22	75.86%		
	Degree	92	61.33%	20	21.06%	71	77.17%		
Job Role	Doctors	35	23.33%	5	13.56%	30	85.71%	71.707*	0.784
	Nurses	81	54%	19	22.45%	62	76.54%		
	Clinical	34	22.67%	7	19.26%	27	79.41%		
	Support Staff								

*Pearson Chi-Square values at Asymptomatic Significance (2-Sided)

The above-mentioned Table 8 has given us the results that there is no statistical significance between any of the socio-demographic variables and the overall level of job satisfaction. Hence, we can deduct this assumption form of the analysis that at a 95% confidence interval since the ($p > 0.05$) hence the Chi-square test for the socio-demographic variables are statistically insignificant. Thus, we can now say that there is no

association between the socio-demographic variables and the level of job satisfaction since the cross-tabulation showed statistically insignificant results

Having known that, we will further move on to our next method of analysis with which we would be trying to determine the strength of association among the intrinsic, general, and extrinsic parameters or variables to our total job satisfaction. For this very purpose, we will be assessing the independent variables using Correlation and Regression effect to check for the strengths of the association among the variables

4.3 Strength of Association using Correlation and Regression

Since descriptive statistics is done away with, we will now look at the strength of association of the independent variables to the dependant variable i.e. Overall Satisfaction. For this very purpose, we will be using Pearson's Correlation and a Linear Regression Analysis. As we know, Correlation analysis deals with the correlation coefficient which in this case will be the *Pearson's Correlation Coefficient (r)*. The value of r should be $(-1 < r < +1)$. Since we are correlating the independent variables to check for the strength of association, we are already sure that the p -value will be significant at 1- tailed. Also, if $(r > 0, \text{close to } +1)$ then we find a strong correlation, and if $(r \text{ tends towards } 0)$ then there is no significant correlation and if $(r < 0, \text{close to } -1)$ then we find that the correlation is negative. The working of the correlation is done in SPSS and will be shown and mentioned in **Appendix E**. Hence, moving on we will look at the *Pearson's correlation coefficient (r)* for each of these variables

Table 9: Strength of Association between Scales and Overall Satisfaction (Pearson's Correlation)

	<i>SCALE</i>	<i>SATISFACTION CATEGORY</i>	<i>Pearson's Correlation Co-efficient (r)</i>	<i>p- Value</i>
MSQ – 1	Ability to utilisation	Intrinsic & General	0.412**	0.000
MSQ -2	Achievement	Intrinsic & General	0.532***	0.000
MSQ -3	Activity	Intrinsic & General	0.331*	0.000
MSQ -4	Advancement	Intrinsic & General	0.596***	0.000
MSQ -5	Authority	Extrinsic and General	0.495**	0.000
MSQ -6	Company policy and practices	Extrinsic and General	0.539***	0.000
MSQ -7	Compensation	General	0.532***	0.000
MSQ -8	Co-workers	Intrinsic & General	0.483**	0.000
MSQ -9	Creativity	Intrinsic & General	0.475**	0.000
MSQ -10	Independence	Intrinsic & General	0.580***	0.000
MSQ -11	Moral Values	Extrinsic and General	0.522***	0.000
MSQ -12	Recognition	Extrinsic and General	0.528***	0.000
MSQ -13	Responsibility	Intrinsic & General	0.437**	0.000
MSQ -14	Security	Intrinsic & General	0.613***	0.000
MSQ -15	Social Services	Intrinsic & General	0.420**	0.000
MSQ -16	Social Status	Intrinsic & General	0.470**	0.000
MSQ -17	Supervision-human relation	Extrinsic and General	0.522***	0.000

MSQ -18	Supervision Technical	–	Extrinsic and General	0.411**	0.000
MSQ -19	Variety		Intrinsic & General	0.459**	0.000
MSQ -20	Working Condition		General	0.518***	0.000

***High strength of association, Pearson's Coefficient (r) is significant to 0.01 level(1-tailed)

**Moderate Strength of association, Pearson's Coefficient (r) is significant to 0.01 level(1-tailed)

*Low Strength of association, Pearson's Coefficient (r) is significant to 0.01 level(1-tailed)

To facilitate the evaluation of the variables who are closely associated with the Overall Satisfaction we have assigned various markings to ensure a high, moderate, and low level of association with the dependant variable. Hence, looking at Table 9 we can clearly say that the variables according to Pearson's correlation that have a very high association with the overall satisfaction are Achievement, Advancement, Working Conditions, Supervision, Security, Moral Values, Independence, compensations, and company policies. On the other hand, those that have low strength of association compared to the others are Activity, Variety of work, Social status etc. to name a few. Hence, from the correlation, we infer that the doctors, nurses, and clinical support staff working in Sankara Eye Hospital are not happy with the monotony of their work as well as the lack of social status that they get. Also, on the other hand, they seem to be happy about the company policies, compensations, wiring conditions etc. which plays in the favour of the organisation at large.

Now that we are done with correlating the different variables, we will now be moving on to performing the Linear Regression analysis. Before moving onto Linear Regression results, we will first discuss what are the things that we want to evaluate using this method. Linear regression application in this study for job satisfaction would be to measure the multivariate distribution of the independent variables and assessing the *goodness of measure or the fit of measure*. After fitting a linear regression model, we need to determine how well the model fits the data. Does it do a good job of explaining changes in the dependent variable? Which in this case would be the overall job satisfaction. There are several key goodness-of-fit statistics for regression analysis. In this study, we will examine *R-squared* (R^2) which is a goodness-of-fit measure. This statistic indicates the percentage of the variance in dependant variables that independent variables explain collectively. *R-squared* measures the strength of the relationship between our independent variables and the dependent variable on a convenient 0 – 100% scale. Again, the working of the Linear Regression is done using IBM-SPSS Version 23 and the working is explained in **Appendix F**. The analysis is tabulated in Table 10 below. Also, the results obtained from the regression analysis backed up the correlation analysis where we found that the Pearson's coefficient *R-squared* (R^2) has shown the results that very high association with the overall satisfaction are Achievement, Advancement, Working Conditions, Supervision, Security, Moral Values, Independence, compensations, and company policies. On the other hand, those that have low strength of association compared to the others are Activity, Variety of work, Social status etc. to name a few. Hence, from the correlation, we infer that the doctors, nurses, and clinical support staff working in Sankara Eye Hospital are not happy with the monotony of their work as well as the lack of social status that they get. Also, on the other hand, they seem to be happy about the company policies, compensations, wiring conditions etc. which plays in the favour of the organisation at large. The level of goodness or fit of the measure was measured using the percentage variance in the dependant variable that the independent variable is responsible for making. For this very aspect, we had calculated the Adjusted R^2 in percentages although we did not mention it here. The more the percentage variance, the more the goodness of fit that the independent variable is for the dependant variable. For example, in this case, we see that the scale of creativity has an adjusted R^2 value of 0.220, this indicates that the percentage variance of creativity would be 22%. Hence, 22% is the strength of association of the creativity scale to the overall job satisfaction. Similarly, the other scales are measured and that is how we can tell the percentage variance of the independent variables as mentioned below and how they would affect the dependant variable

Table 10: Strength of Association between Scales and Overall Satisfaction (Linear Regression)

	<i>SCALE</i>	<i>SATISFACTION CATEGORY</i>	<i>R-Squared</i>	<i>Adjusted R- Squared</i>
MSQ – 1	Ability to utilisation	Intrinsic & General	0.170	0.164
MSQ -2	Achievement	Intrinsic & General	0.283	0.279
MSQ -3	Activity	Intrinsic & General	0.109	0.103
MSQ -4	Advancement	Intrinsic & General	0.353	0.348
MSQ -5	Authority	Extrinsic and General	0.245	0.240
MSQ -6	Company policy and practices	Extrinsic and General	0.290	0.285
MSQ -7	Compensation	General	0.283	0.278
MSQ -8	Co-workers	Intrinsic & General	0.233	0.228
MSQ -9	Creativity	Intrinsic & General	0.225	0.220
MSQ -10	Independence	Intrinsic & General	0.337	0.332
MSQ -11	Moral Values	Extrinsic and General	0.273	0.268
MSQ -12	Recognition	Extrinsic and General	0.279	0.274
MSQ -13	Responsibility	Intrinsic & General	0.191	0.185
MSQ -14	Security	Intrinsic & General	0.376	0.371
MSQ -15	Social Services	Intrinsic & General	0.223	0.218
MSQ -16	Social Status	Intrinsic & General	0.221	0.216
MSQ -17	Supervision- human relation	Extrinsic and General	0.272	0.267
MSQ -18	Supervision – Technical	Extrinsic and General	0.169	0.164
MSQ -19	Variety	Intrinsic & General	0.211	0.206
MSQ -20	Working Condition	General	0.268	0.263

**Regression coefficient R^2 and Adjusted R^2 , is significant to 0.01 level(1-tailed)*

The predictor variables are the independent variables and constant is Overall Satisfaction

CHAPTER 4

Discussion

Investigations of this sort have intrinsic limitations since the responses are each passionate and the people who didn't check out the study may have different motivations behind points of view so it can't be summarized to all the clinical staff of this country the revelations of this study with the Minnesota Satisfaction Questionnaire showed very significant results and the locales that were recognized to be the best a part of their duties were Accomplishment, Progression, Working Conditions, Management, Security, Virtues, Freedom, pay, and Working Conditions. Agents had all the earmarks of being happy and substance in the areas of their action which was all around reflected in their answering of the MSQ-Short structure, the locales that need upgrade for their action will be Action, Assortment of work, Economic wellbeing, etc.

In the investigation that was driven we see that the Natural, Extraneous and General scales for Employment satisfaction each appeared to fundamentally influence delegate satisfaction. Disillusionment in this study was moreover observed concerning some degree by the neatness factors obligated for work frustration, which joins pay rates, nature of the executives and working conditions.

The general Healthsystem in India and the unselfish region has compelled resources when appeared differently in relation to the private division which has more resources and serves in a more diminutive get-together of the masses, due to this clarification these open portions and philanthropic Trust asserted affiliations could have the level of disillusionments as communicated and surveyed in the investigation. The consequences of this study when out into affiliation utilizing Chi-Squared dissemination demonstrated no noteworthy connection between the socio-segment attributes and the degree of satisfaction Factors, for example, sexual orientation, age, conjugal status, term of administration, level of instruction and employment title are not related with the degree of satisfaction among the clinical staff for example specialists, medical caretakers and clinical staff working at Sankara Eye hospital, Coimbatore.

The outcomes for the relationship and relapse investigation was gotten by estimating the quality of relationship between the free factors Capacity to usage, Accomplishment, Movement, Headway, Authority, Innovativeness, Compensatory strategies, Societal position, Working Conditions and so on and the dependant variable By and large Satisfaction. The relationship gave us some astounding outcomes where we evaluated which were the most firmly estimated factors or factors that gave us the general satisfaction commitment, and which were the individuals who contributed little towards that. Likewise, By and large discoveries demonstrated that since there was no factual centrality between the socio-segment factors and the general employment satisfaction among the specialists, clinical care staff and medical attendants working at Sankara Eye hospital, Coimbatore. A few smidgens of proof indicated a high positive relationship with the dependant factors according to the Minnesota Satisfaction Survey which was controlled to the representatives.

With everything taken into account, we can say alluding to all the classified outcomes that the representatives at Sankara Eye hospital, Coimbatore particularly the representatives filling in as specialists, medical attendants, and clinical staff were fulfilled in a general scale just as individual scales.

There are different effects accomplished by high occupation satisfaction. Astoundingly satisfied delegates will, when all is said in done, have better physical and passionate prosperity, become acquainted with the new position related assignments adequately, have less occupation stress and tumult. Such delegates will end up being more co-employable, for instance, helping partners, helping customers, etc. Such lead will improve unit execution and definitive amplex.

A satisfied authority will reliably be wary and careful towards his action, and the chances of setbacks will be less. To wrap up, we can say that action satisfaction results from the laborer's insight that the movement substance and setting give what an agent quality in the work condition. The organisationally critical degree of employment satisfaction reflects an extraordinarily perfect definitive climate achieving pulling in and holding better experts

CHAPTER 5

Conclusion

Health Industry is work concentrated and the idea of organizations gave by the people in the human administrations' division is associated with aptitudes, motivation, and satisfaction. Various studies in the past have reported associations between work satisfaction, turnover and non-appearance among Medicinal services workers which finally impacts their legitimate obligation and this the quality passed on. Satisfaction is considered as crucial to one's activity since it impacts motivation just as so affecting individual prosperity, people's relationship with others and dynamic. Health portion has reliably been very mentioning and leaves no degree for any powerful slip-ups. In like manner, more satisfaction in one's movement prompts better capability with the most noteworthy bore of patient thought transport. Baffled therapeutic administrations providers not simply give low quality, less powerful thought; there is similarly evidence of a positive connection between action satisfaction and patient satisfaction (Tzeng, 2002). Given the critical activity that therapeutic administrations specialists play in choosing the amplexness, profitability, and viability of Medicinal services systems, it is essential to appreciate what motivates them and how much applicable elements and the affiliation satisfy them.

This study intended to decide the variables impacting work satisfaction among specialists and other clinical staff working at Sankara Eye Medical clinic, Coimbatore. The investigation was directed among 204 members with a reaction pace of 87%. A self-regulated survey alongside the sizes of Minnesota Satisfaction Questionnaire - Short Structure was utilized to gather the information and was later broke down utilizing MS-Excel. The outcomes demonstrated that 66.75% of the clinical staff for example specialists, medical attendants and clinical staff were happy with their employments which showed that around 2/3rd of the members were content with their occupations and the rest 33.25% of the members were discontent with the present place of employment portrayal which included 1/3rd of the members met altogether.

An affiliation was drafted between socio-segment factors and the general satisfaction utilizing Pearson's Chi-Square Study and it was discovered that there was no relationship and no corresponding distinction between socio-segment attributes and level of employment satisfaction among respondents as (p -esteem > 0.05) in all socio-segment factors tried n 95% certainty stretch. For relapse study of occupation satisfaction generally with different sizes of autonomous factors, those that demonstrated most elevated decency of fit or quality of affiliation were freedom at the particular employment, acknowledgment, working conditions, virtues, social administrations, security, collaborators, organization strategies and so on to give some examples and the individuals who indicated lower quality of affiliation or not all that the solid match of the measure were specialized oversight, duty, assortment of work and action at work to give some examples. Every one of these factors were found to have a critical degree of relationship with the degree of satisfaction among the specialists, medical caretakers and clinical care staff at Sankara Eye Hospital, Coimbatore. Disappointed representatives give low quality of care, so it gets critical to find a way to expand the activity satisfaction among the clinical staff at Sankara Eye Medical clinic, Coimbatore.

Underneath enrolled are the key discoveries from the study:

- The study yielded us with the way that a more noteworthy number of representatives roughly 66.75% which contained 2/3rd of the workers were over the satisfaction level at Sankara Eye Hospital, Coimbatore. Consequently, we can refer to the end that the specialists, medical attendants, and clinical staff working at Sankara Eye Hospital, Coimbatore were happy with their occupations.
- No affiliation was clear between the socio-segment factors, for example, Age, Sex, Conjugal Status, Employment Job, Long periods of Experience and Level of Instruction and the general satisfaction level

of the specialists, attendants and clinical staff at Sankara Eye Hospital, Coimbatore. Hence, socio-segment factors didn't influence or in any capacity improve the activity satisfaction among the representatives.

- Also, Relapse Study of the free factors with the general satisfaction demonstrated the outcomes as indicated by which it very well may be reasoned that the scales and parameters, for example, were autonomy at the particular employment, acknowledgment, working conditions, virtues, social administrations, security, collaborators, organization arrangements were supporters of the general occupation satisfaction though then again we additionally found that there were factors that were going about as depreciators, for example, specialized oversight, duty, assortment of work and movement at work to give some examples. Consequently, as the Minnesota Satisfaction Survey expresses these 20 scales for work satisfaction, a constant information investigation uncovered the connection of these variables influencing work satisfaction in an incredible manner.
- The results acquired from the study are well in accordance with the writing that we have seen up until this point. Henceforth, the legitimacy and the dependability of the Minnesota Satisfaction Questionnaire and its technique for surveying work satisfaction was additionally put to a test. To our merriment, the outcomes were very hopeful.

Having stated, it comes to see that we ought to rather enrol or talk about what ought to be never really increment the representative satisfaction at Sankara Eye Clinic, Coimbatore.

Not at all like most other study the present investigation attempted to portray the need of the wellbeing experts in detail by doing pragmatic changes which have been unmistakably recognizes. This is significant as approach producers can get inputs structure the outcomes while planning methodologies to improve/increment Health laborers satisfaction in various altruistic just as government offices.

Since work satisfaction among the specialists, medical caretakers and clinical staff influences the nature of administrations conveyed as well as patient satisfaction, so it turns out to be exceptionally imperative to take vital activities so as to expand the degrees of satisfaction among the specialists, attendants and clinical staff at Sankara Eye Hospital, Coimbatore

- Continuous work satisfaction assessments, and checking ought to be done to figure out which parts of the activity could be improved
- Improvement in connection among the executives and clinical staff ought to be given most extreme significance.
- Regular preparing procedure and projects will help in enabling the staff to settle on choices that are important to accomplish quality results.
- Incentives, for example, reward, house stipend, compensation increase, improving emergency clinic offices and foundation can be utilized to build satisfaction among specialists, medical attendants and clinical staff at Sankara Eye Medical clinic, Coimbatore.

CHAPTER 6

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Appendices

APPENDIX- A

Sample size: **45**

This means 45 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within $\pm 5\%$ of the measured/surveyed value.

Confidence Level:?	95%	▼
Margin of Error:?	5%	
Population Proportion:?	50%	Use 50% if not sure
Population Size:?	50	Leave blank if unlimited population size.
Calculate ▶ Clear		

Sample size: **87**

This means 87 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within $\pm 5\%$ of the measured/surveyed value.

Confidence Level:?	95%	▼
Margin of Error:?	5%	
Population Proportion:?	50%	Use 50% if not sure
Population Size:?	111	Leave blank if unlimited population size.
Calculate ▶ Clear		

Sample size: **39**

This means 39 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within $\pm 5\%$ of the measured/surveyed value.

Confidence Level:?	95%	▼
Margin of Error:?	5%	
Population Proportion:?	50%	Use 50% if not sure
Population Size:?	43	Leave blank if unlimited population size.
Calculate ▶ Clear		

APPENDIX- B

JOB SATISFACTION QUESTIONNAIRE

PART I: SOCIO DEMOGRAPHIC VARIABLES

VARIABLE	OPTIONS	RESPONSE
Age (வயது)	Less than 30 years (30 வருடங்களுக்கும் குறைவானது)	
	More than 30 years (30 ஆண்டுகளுக்கும் மேலாக)	
	Equal to 30 years (30 ஆண்டுகளுக்கு சமம்)	
Sex (பாலினம்)	Male (ஆண்)	
	Female (பெண்)	
Marital Status (திருமண நிலை)	Married (திருமணமானவர்)	
	Unmarried (திருமணமாகாதவர்)	
	Divorced (விவாகரத்து)	
	Widowed (விதவை)	
Level of Education (கல்விநிலை)	Under Certificate (சான்றிதழின் கீழ்)	
	Certificate (சான்றிதழ்)	
	Diploma (டிப்ளோமா)	
	Degree (பட்டம்)	
Years of Experience (அனுபவ ஆண்டு காலம்)	Less than 2 years (2 வருடங்களுக்கும் குறைவானது)	
	More than 2 years (2 ஆண்டுகளுக்கு மேல்)	
Job Title (வேலை பங்கு)	Doctors (மருத்துவர்கள்)	
	Nurses (செவிலியர்கள்)	
	Clinical Support Staff (மருத்துவ ஆதரவு ஊழியர்கள்)	

PART II: MINNESOTA SATISFACTION QUESTIONNAIRE

QUESTIONS	Very Dissatisfied (மிகவும் அதிருப்தி)	Dissatisfied (அதிருப்தி)	Neutral (நடுநிலை)	Satisfied (திருப்தி)	Very Satisfied (மிக திருப்தி)
Being able to keep busy all the time (எல்லா நேரத்திலும் பிஸியாக இருக்க முடிகிறது)					

The chance to work alone on the job (வேலையில் தனியாக வேலை செய்ய வாய்ப்பு)					
The chance to do different things from time to time (அவ்வப்போது வெவ்வேறு விஷயங்களைச் செய்ய வாய்ப்பு)					
The chance to be somebody in the community (சமூகத்தில் யாரோ ஒருவர் ஆக வாய்ப்பு)					
The way my boss handles his/her workers (எனது முதலாளி தனது / அவள் தொழிலாளர்களைக் கையாளும் விதம்)					
The competence of my supervisor in making decisions (முடிவுகளை எடுப்பதில் எனது மேற்பார்வையாளரின் திறன்)					
Being able to do things that do not go against my conscience (என் மனசாட்சிக்கு எதிரான விஷயங்களைச் செய்ய முடிந்தது)					
The way my job provides for steady job (எனது வேலை நிலையான வேலைவாய்ப்பை வழங்கும் வழி)					
The chance to do things for other people (மற்றவர்களுக்காக விஷயங்களைச் செய்ய வாய்ப்பு)					
The chance to tell people what to do (என்ன செய்ய வேண்டும் என்று மக்களுக்குச் சொல்லும் வாய்ப்பு)					

The chance to do something that makes use of my abilities (எனது திறன்களைப் பயன்படுத்தக்கூடிய ஒன்றைச் செய்ய வாய்ப்பு)					
The way my company policies are put into practice (எனது நிறுவனத்தின் கொள்கைகள் நடைமுறையில் உள்ள விதம்)					
My pay and the amount of work I do (எனது ஊதியம் மற்றும் நான் செய்யும் வேலையின் அளவு)					
The chances for advancement in this job (இந்த வேலையில் முன்னேற்றத்திற்கான வாய்ப்புகள்)					
The freedom to use my judgement (எனது தீர்ப்பைப் பயன்படுத்துவதற்கான சுதந்திரம்)					
The chance to try my methods of doing the job(வேலையைச் செய்வதற்கான எனது முறைகளை முயற்சிக்க வாய்ப்பு)					
The working conditions (வேலை நிலைமைகள்)					
The way my co-workers get along with each other (எனது சக ஊழியர்கள் ஒருவருக்கொருவர் பழகும் விதம்)					
The praise I get for doing a good job (ஒரு நல்ல வேலை செய்ததற்காக எனக்கு கிடைக்கும் பாராட்டு)					
The feeling of accomplishment that I get from the job (நான் வேலையிலிருந்து பெறும் சாதனை உணர்வு)					

APPENDIX- C

Ethical Consent

This informed consent is for the doctors, nurses and clinical staff at Sankara Eye Hospital, Coimbatore who are invited to participate in the research titled "Job Satisfaction among Clinical Staff at Sankara Eye Hospital, Coimbatore" With the objective to determine the factors influencing job satisfaction among the clinical staff working here and also to assess what dissatisfies them and what satisfied them and also to identify the interventions for improving satisfaction among the clinical staff

Your participation in this research will be kept confidential and it will be utilised only for the above research. Also, the privacy and confidentiality of all the participants will be kept secure. If there were any doubts regarding the research or any clarifications are needed, you can directly call the concerned person on +918171371059

I have read the foregoing information, ore it has been read to me. I have had the opportunity times ask questions about and any questions I have been asked to have been answered to my satisfaction, I consent voluntarily to be a participant in this study.

Next

Statement by the researcher/ person taking consent

I have accurately read out the information sheet to the potential participant and to the best of my ability made sure that the participant understands what is being told to him/her. I confirm that the participant was given an opportunity to ask questions about the study, and all the questions asked by the participant have been answered correctly and to the best of my ability I confirm that the individual has not been coerced into giving consent, and the consent has been given freely and voluntarily.

Move to Survey

APPENDIX- D

Working of Chi-Square between Sociodemographic Variables and Overall satisfaction in SPSS

```
CROSSTABS
  /TABLES=AGE BY OverallSatisfaction
  /FORMAT=AVALUE TABLES
  /STATISTICS=CHISQ PHI
  /CELLS=COUNT EXPECTED
  /COUNT ROUND CELL.
```

AGE * Overall Satisfaction

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	93.449 ^a	82	.182
Likelihood Ratio	109.370	82	.023
Linear-by-Linear Association	3.691	1	.055
N of Valid Cases	150		

a. 125 cells (99.2%) have expected count less than 5. The minimum expected count is .13.

Symmetric Measures			
		Value	Approximate Significance
Nominal by Nominal	Phi	.789	.182
	Cramer's V	.558	.182
N of Valid Cases		150	

MARITAL STATUS * Overall Satisfaction

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	93.287 ^a	123	.979
Likelihood Ratio	95.171	123	.970
Linear-by-Linear Association	3.107	1	.078
N of Valid Cases	149		

a. 165 cells (98.2%) have expected count less than 5. The minimum expected count is .05.

Symmetric Measures

		Value	Approximate Significance
Nominal by Nominal	Phi	.791	.979
	Cramer's V	.457	.979
N of Valid Cases		149	

YEARS OF EXPERIENCE * Overall Satisfaction

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	47.843 ^a	41	.215
Likelihood Ratio	60.508	41	.025
Linear-by-Linear Association	2.954	1	.088
N of Valid Cases		150	

a. 81 cells (96.4%) have expected count less than 5. The minimum expected count is .39.

Symmetric Measures

		Value	Approximate Significance
Nominal by Nominal	Phi	.585	.215
	Cramer's V	.585	.215
N of Valid Cases		150	

SEX * Overall Satisfaction

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	36.700 ^a	41	.662
Likelihood Ratio	43.866	41	.351
Linear-by-Linear Association	1.038	1	.308
N of Valid Cases		150	

a. 78 cells (92.9%) have expected count less than 5. The minimum expected count is .23.

Symmetric Measures

		Value	Approximate Significance
Nominal by Nominal	Phi	.495	.662
	Cramer's V	.495	.662
N of Valid Cases		150	

JOB ROLE * Overall Satisfaction

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	71.707 ^a	82	.784
Likelihood Ratio	93.650	82	.178
Linear-by-Linear Association	.078	1	.780
N of Valid Cases	150		

a. 125 cells (99.2%) have expected count less than 5. The minimum expected count is .23.

Symmetric Measures

		Value	Approximate Significance
Nominal by Nominal	Phi	.691	.784
	Cramer's V	.489	.784
N of Valid Cases		150	

LEVEL OF EDUCATION * Overall Satisfaction

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	123.541 ^a	123	.469
Likelihood Ratio	119.647	123	.569
Linear-by-Linear Association	7.810	1	.005
N of Valid Cases	148		

a. 165 cells (98.2%) have expected count less than 5. The minimum expected count is .04.

Symmetric Measures

		Value	Approximate Significance
Nominal by Nominal	Phi	.914	.469
	Cramer's V	.527	.469
N of Valid Cases		148	

APPENDIX- E

Working of Correlation between the Independent and Dependant Variables of The Minnesota Satisfaction Questionnaire

```
CORRELATIONS
/VARIABLES=OverallSatisfaction Beingabletokeepbusyallthetime
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

		Overall Satisfaction	Being able to keep busy all the time
Overall Satisfaction	Pearson Correlation	1	.412**
	Sig. (1-tailed)		.000
	N	150	150
Being able to keep busy all the time	Pearson Correlation	.412**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```
NONPAR CORR
/VARIABLES=OverallSatisfaction Beingabletokeepbusyallthetime
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

			Overall Satisfaction	Being able to keep busy all the time
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.411**
		Sig. (1-tailed)	.	.000
		N	150	150
	Being able to keep busy all the time	Correlation Coefficient	.411**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```
CORRELATIONS
/VARIABLES=OverallSatisfaction Thechancetoworkaloneonthejob
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

		Overall Satisfaction	The chance to work alone on the job
Overall Satisfaction	Pearson Correlation	1	.532**

	Sig. (1-tailed)		.000
	N	150	150
The chance to work alone on the job	Pearson Correlation	.532**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```
NONPAR CORR
/VARIABLES=OverallSatisfaction Thechancetoworkaloneonthejob
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to work alone on the job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.548**
		Sig. (1-tailed)	.	.000
		N	150	150
The chance to work alone on the job		Correlation Coefficient	.548**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```
CORRELATIONS
/VARIABLES=OverallSatisfaction Thechancetodifferentthingsfromtimetotime
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

Correlations

		Overall Satisfaction	The chance to do different things from time to time
Overall Satisfaction	Pearson Correlation	1	.331**
	Sig. (1-tailed)		.000
	N	150	150
The chance to do different things from time to time	Pearson Correlation	.331**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```
NONPAR CORR
/VARIABLES=OverallSatisfaction Thechancetodifferentthingsfromtimetotime
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to do different things from time to time
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.387**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to do different things from time to time	Correlation Coefficient	.387**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```
/VARIABLES=OverallSatisfaction Thechance to be somebody in the community
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

Correlations

		Overall Satisfaction	The chance to be somebody in the community
Overall Satisfaction	Pearson Correlation	1	.594**
	Sig. (1-tailed)		.000
	N	150	150
The chance to be somebody in the community	Pearson Correlation	.594**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```
/VARIABLES=OverallSatisfaction Thechance to be somebody in the community
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to be somebody in the community
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.596**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to be somebody in the community	Correlation Coefficient	.596**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction The way my boss handles his/her workers
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The way my boss handles his/her workers
Overall Satisfaction	Pearson Correlation	1	.495**
	Sig. (1-tailed)		.000
	N	150	150
The way my boss handles his/her workers	Pearson Correlation	.495**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

NONPAR CORR
/VARIABLES=OverallSatisfaction The way my boss handles his/her workers
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The way my boss handles his/her workers
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.514**
		Sig. (1-tailed)	.	.000
		N	150	150
	The way my boss handles his/her workers	Correlation Coefficient	.514**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction The competence of my supervisor in making decisions
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The competence of my supervisor in making decisions
Overall Satisfaction	Pearson Correlation	1	.539**
	Sig. (1-tailed)		.000
	N	150	150
The competence of my supervisor in making decisions	Pearson Correlation	.539**	1
	Sig. (1-tailed)	.000	

N	150	150
---	-----	-----

**. Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

/VARIABLES=OverallSatisfaction The competence of my supervisor in making decisions
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

Nonparametric Correlations

Correlations

			Overall Satisfaction	The competence of my supervisor in making decisions
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.505**
		Sig. (1-tailed)	.	.000
		N	150	150
	The competence of my supervisor in making decisions	Correlation Coefficient	.505**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

/VARIABLES=OverallSatisfaction Beingabletodothingsthatdon'tgoagainstmyconscience
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

Correlations

Correlations

		Overall Satisfaction	Being able to do things that don't go against my conscience
Overall Satisfaction	Pearson Correlation	1	.532**
	Sig. (1-tailed)		.000
	N	150	150
Being able to do things that don't go against my conscience	Pearson Correlation	.532**	1
	Sig. (1-tailed)	.000	
	N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

/VARIABLES=OverallSatisfaction Beingabletodothingsthatdon'tgoagainstmyconscience
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

Nonparametric Correlations

Correlations

			Overall Satisfaction	Being able to do things that don't go against my conscience
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.521**
		Sig. (1-tailed)	.	.000
		N	150	150
	Being able to do things that don't go against my conscience	Correlation Coefficient	.521**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```

/VARIABLES=OverallSatisfaction The way my job provides for steady job
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The way my job provides for steady job
Overall Satisfaction	Pearson Correlation	1	.483**
	Sig. (1-tailed)		.000
	N	150	150
The way my job provides for steady job	Pearson Correlation	.483**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```

/VARIABLES=OverallSatisfaction The way my job provides for steady job
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The way my job provides for steady job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.443**
		Sig. (1-tailed)	.	.000
		N	150	150
	The way my job provides for steady job	Correlation Coefficient	.443**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction Thechancetodothingsforotherpeople
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The chance to do things for other people
Overall Satisfaction	Pearson Correlation	1	.475**
	Sig. (1-tailed)		.000
	N	150	150
The chance to do things for other people	Pearson Correlation	.475**	1
	Sig. (1-tailed)	.000	
	N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

```

NONPAR CORR
/VARIABLES=OverallSatisfaction Thechancetodothingsforotherpeople
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to do things for other people
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.478**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to do things for other people	Correlation Coefficient	.478**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction Thechancetotellpeoplewhatto do
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The chance to tell people what to do
Overall Satisfaction	Pearson Correlation	1	.580**
	Sig. (1-tailed)		.000
	N	150	150
The chance to tell people what to do	Pearson Correlation	.580**	1
	Sig. (1-tailed)	.000	

N	150	150
---	-----	-----

**. Correlation is significant at the 0.01 level (1-tailed).



NONPAR CORR

~~/VARIABLES=OverallSatisfaction Thechancetotellpeoplewhatto do~~
~~/PRINT=SPEARMAN ONETAIL NOSIG~~
~~/MISSING=PAIRWISE.~~

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to tell people what to do
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.813**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to tell people what to do	Correlation Coefficient	.813**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

~~/VARIABLES=OverallSatisfaction Thechancetodosomethingthatmakesuseofmyabilities~~
~~/PRINT=ONETAIL NOSIG~~
~~/MISSING=PAIRWISE.~~

Correlations

Correlations

		Overall Satisfaction	The chance to do something that makes use of my abilities
Overall Satisfaction	Pearson Correlation	1	.522**
	Sig. (1-tailed)		.000
	N	150	150
The chance to do something that makes use of my abilities	Pearson Correlation	.522**	1
	Sig. (1-tailed)	.000	
	N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

~~/VARIABLES=OverallSatisfaction Thechancetodosomethingthatmakesuseofmyabilities~~
~~/PRINT=SPEARMAN ONETAIL NOSIG~~
~~/MISSING=PAIRWISE.~~

Nonparametric Correlations

Correlations

		Overall Satisfaction	The chance to do something that makes use of my abilities

Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.524**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to do something that makes use of my abilities	Correlation Coefficient	.524**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```

/VARIABLES=OverallSatisfaction The way company policies are put into practice
/PRINT=ONETAIL NOSIG
/MISSING=FAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The way company policies are put into practice
Overall Satisfaction	Pearson Correlation	1	.528**
	Sig. (1-tailed)		.000
	N	150	150
The way company policies are put into practice	Pearson Correlation	.528**	1
	Sig. (1-tailed)	.000	
	N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```

/VARIABLES=OverallSatisfaction The way company policies are put into practice
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=FAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The way company policies are put into practice
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.535**
		Sig. (1-tailed)	.	.000
		N	150	150
	The way company policies are put into practice	Correlation Coefficient	.535**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```

/VARIABLES=OverallSatisfaction My view of the amount of work I do

```

```

/PRINT=ONETAIL NOSIG
/MISSING=FAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	My pay and the amount of work I do
Overall Satisfaction	Pearson Correlation	1	.437**
	Sig. (1-tailed)		.000
	N	150	150
My pay and the amount of work I do	Pearson Correlation	.437**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

NONPAR CORR

```

```

/VARIABLES=OverallSatisfaction My pay and the amount of work I do
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=FAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	My pay and the amount of work I do
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.409**
		Sig. (1-tailed)	.	.000
		N	150	150
	My pay and the amount of work I do	Correlation Coefficient	.409**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS

```

```

/VARIABLES=OverallSatisfaction The chances for advancement in this job
/PRINT=ONETAIL NOSIG
/MISSING=FAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The chances for advancement in this job
Overall Satisfaction	Pearson Correlation	1	.813**
	Sig. (1-tailed)		.000
	N	150	150
The chances for advancement in this job	Pearson Correlation	.813**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

NONPAR CORR

```

```

/VARIABLES=OverallSatisfaction The chances for advancement in this job

```

```

/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chances for advancement in this job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.832**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chances for advancement in this job	Correlation Coefficient	.832**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```

/VARIABLES=OverallSatisfaction Thefreedomtousemyownjudgment
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The freedom to use my own judgment
Overall Satisfaction	Pearson Correlation	1	.472**
	Sig. (1-tailed)		.000
	N	150	150
The freedom to use my own judgment	Pearson Correlation	.472**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```

/VARIABLES=OverallSatisfaction Thefreedomtousemyownjudgment
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The freedom to use my own judgment
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.420**
		Sig. (1-tailed)	.	.000
		N	150	150
	The freedom to use my own judgment	Correlation Coefficient	.420**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```
/VARIABLES=OverallSatisfaction Thechancetotrymyownmethodsofdoingthejob
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

Correlations

		Overall Satisfaction	The chance to try my own methods of doing the job
Overall Satisfaction	Pearson Correlation	1	.470**
	Sig. (1-tailed)		.000
	N	150	150
The chance to try my own methods of doing the job	Pearson Correlation	.470**	1
	Sig. (1-tailed)	.000	
	N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```
/VARIABLES=OverallSatisfaction Thechancetotrymyownmethodsofdoingthejob
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to try my own methods of doing the job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.448**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to try my own methods of doing the job	Correlation Coefficient	.448**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```
/VARIABLES=OverallSatisfaction Theworkingconditions
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

Correlations

		Overall Satisfaction	The working conditions
Overall Satisfaction	Pearson Correlation	1	.522**

	Sig. (1-tailed)		.000
	N	150	150
The working conditions	Pearson Correlation	.522**	1
	Sig. (1-tailed)	.000	
	N	150	150

** Correlation is significant at the 0.01 level (1-tailed).



NONPAR CORR

```
/VARIABLES=OverallSatisfaction Theworkingconditions
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The working conditions
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.494**
		Sig. (1-tailed)	.	.000
		N	150	150
	The working conditions	Correlation Coefficient	.494**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```
/VARIABLES=OverallSatisfaction Thewaymycoworkersgetalongwitheachother
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

Correlations

		Overall Satisfaction	The way my coworkers get along with each other
Overall Satisfaction	Pearson Correlation	1	.411**
	Sig. (1-tailed)		.000
	N	150	150
The way my coworkers get along with each other	Pearson Correlation	.411**	1
	Sig. (1-tailed)	.000	
	N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```
/VARIABLES=OverallSatisfaction Thewaymycoworkersgetalongwitheachother
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

Correlations

```

REGRESSION
/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Beingabletokeepbusyallthetime.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Being able to keep busy all the time		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.412 ^a	.170	.164	.55799	.170	30.225	1	148	.000

a. Predictors: (Constant), Being able to keep busy all the time

```

REGRESSION
/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancestoworkaloneonthejob.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to work alone on the job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

			Overall Satisfaction	The way my coworkers get along with each other
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.392**
		Sig. (1-tailed)	.	.000
		N	150	150
	The way my coworkers get along with each other	Correlation Coefficient	.392**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction ThepraiseIgetfordoingagoodjob
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The praise I get for doing a good job
Overall Satisfaction	Pearson Correlation	1	.459**
	Sig. (1-tailed)		.000
	N	150	150
The praise I get for doing a good job	Pearson Correlation	.459**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

NONPAR CORR
/VARIABLES=OverallSatisfaction ThepraiseIgetfordoingagoodjob
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The praise I get for doing a good job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.449**
		Sig. (1-tailed)	.	.000
		N	150	150
	The praise I get for doing a good job	Correlation Coefficient	.449**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction ThefeelingofaccomplishmentIgetfromthejob
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The feeling of accomplishment I get from the job
Overall Satisfaction	Pearson Correlation	1	.518**
	Sig. (1-tailed)		.000
	N	150	150
The feeling of accomplishment I get from the job	Pearson Correlation	.518**	1
	Sig. (1-tailed)	.000	
	N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

/VARIABLES=OverallSatisfaction ThefeelingofaccomplishmentIgetfromthejob
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

Nonparametric Correlations

Correlations

			Overall Satisfaction	The feeling of accomplishment I get from the job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.540**
		Sig. (1-tailed)	.	.000
		N	150	150
	The feeling of accomplishment I get from the job	Correlation Coefficient	.540**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

APPENDIX- F

Working of Regression between the Independent and Dependant Variables of The Minnesota Satisfaction Questionnaire

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.532 ^a	.283	.279	.51835	.283	58.530	1	148	.000

a. Predictors: (Constant), The chance to work alone on the job

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancestodo differentthingsfromtimetotime-

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to do different things from time to time		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.331 ^a	.109	.103	.57785	.109	18.185	1	148	.000

a. Predictors: (Constant), The chance to do different things from time to time

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancestodo differentthingsfromtimetotime-

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1			

1	The chance to be somebody in the community		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).
---	--	--	---

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.594 ^a	.353	.348	.49265	.353	80.638	1	148	.000

a. Predictors: (Constant), The chance to be somebody in the community

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE The way my boss handles his/her workers.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The way my boss handles his/her workers		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE The competence of my supervisor in making decisions.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The competence of my supervisor in making decisions		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.539 ^a	.290	.285	.51588	.290	60.508	1	148	.000

a. Predictors: (Constant), The competence of my supervisor in making decisions

REGRESSION

/MISSING LISTWISE

/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE

/CRITERIA=PIN(.05) POUT(.10)

/NOORIGIN

/DEPENDENT OverallSatisfaction

/METHOD=STEPWISE Beingabletodothings that don't go against my conscience.

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Being able to do things that don't go against my conscience		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.532 ^a	.283	.278	.51865	.283	58.289	1	148	.000

a. Predictors: (Constant), Being able to do things that don't go against my conscience

REGRESSION

/MISSING LISTWISE

/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE

/CRITERIA=PIN(.05) POUT(.10)

/NOORIGIN

/DEPENDENT OverallSatisfaction

/METHOD=STEPWISE The way my job provides for steady job.

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The way my job provides for steady job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.483 ^a	.233	.228	.53621	.233	44.998	1	148	.000

a. Predictors: (Constant), The way my job provides for steady job

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancetodothingsforotherpeople.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to do things for other people		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.475 ^a	.225	.220	.53894	.225	43.049	1	148	.000

a. Predictors: (Constant), The chance to do things for other people

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancetotellpeoplewhatto do.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to tell people what to do		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics		
					R Square Change	F Change	df1
1	.580 ^a	.337	.332	.49874	.337	75.087	1

a. Predictors: (Constant), The chance to tell people what to do

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancetodosomethingthatusesuseofabilities.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to do something that makes use of my abilities		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.522 ^a	.273	.268	.52224	.273	55.466	1	148	.000

a. Predictors: (Constant), The chance to do something that makes use of my abilities

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE The way company policies are put into practice.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The way company policies are put into practice		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.528 ^a	.279	.274	.51998	.279	57.232	1	148	.000

a. Predictors: (Constant), The way company policies are put into practice

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE My pay and the amount of work I do.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	My pay and the amount of work I do		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.437 ^a	.191	.185	.55090	.191	34.844	1	148	.000

a. Predictors: (Constant), My pay and the amount of work I do

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE The chances for advancement in this job.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chances for advancement in this job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.613 ^a	.376	.371	.48387	.376	89.014	1	148	.000

a. Predictors: (Constant), The chances for advancement in this job
REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thefreedomtousemyownjudgment.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The freedom to use my own judgment		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics			
					R Square Change	F Change	df1	df2
1	.472 ^a	.223	.218	.53970	.223	42.511	1	148

a. Predictors: (Constant), The freedom to use my own judgment

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancetotrymyownmethodsofdoingthejob.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to try my own methods of doing the job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.470 ^a	.221	.216	.54047	.221	41.967	1	148	.000

a. Predictors: (Constant), The chance to try my own methods of doing the job

```
REGRESSION /MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Theworkingconditions.
```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The working conditions		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.522 ^a	.272	.267	.52244	.272	55.310	1	148	.000

a. Predictors: (Constant), The working conditions

```
REGRESSION /MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thewaymycoworkersgetalongwitheachother.
```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The way my coworkers get along with each other		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.411 ^a	.169	.164	.55814	.169	30.133	1	148	.000

a. Predictors: (Constant), The way my coworkers get along with each other

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thepraiselgetfordoingagoodjob-

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The praise I get for doing a good job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.459 ^a	.211	.208	.54395	.211	39.544	1	148	.000

a. Predictors: (Constant), The praise I get for doing a good job

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE ThefeelingofaccomplishmentIgetfromthejob-

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The feeling of accomplishment I get from the job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.518 ^a	.268	.263	.52381	.268	54.247	1	148	.000

a. Predictors: (Constant), The feeling of accomplishment I get from the job

**“JOB SATISFACTION AMONG THE CLINICAL STAFF AT SANKARA
EYE HOSPITAL, COIMBATORE”**

By

AVRANAVA SINGHA ROY

*Dissertation submitted in partial fulfilment of the requirements of the
degree*

MBA Hospital and Health Management

Academic year, 2018-2020

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The certificate is awarded to

AVRANAVA SINGHA ROY

In recognition of having successfully completed his
Internship in the department of

HUMAN RESOURCES

and has successfully completed his Project on

**JOB SATISFACTION AMONG CLINICAL STAFF WORKING IN THE
HOSPITALS**

Date: 3RD FEBRUARY 2020 to 2ND MAY 2020

Organization: SANKARA EYE HOSPITAL, COIMBATORE

He comes across as a committed, sincere & diligent person who has
a strong drive and zeal for learning

We wish him all the best for future endeavours


Ms Srinj Karthikeyan
(Chief People Officer)


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(President – Operations)

TO WHOMSOEVER MAY CONCERN

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The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical. The Internship is in fulfilment of the course requirements.

I wish him all success in all his future

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Dr. Shweta Aggarwal
Assistant Professor
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THE IIHMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled **JOB SATISFACTION AMONG THE CLINICAL STAFF AT SANKARA EYE HOSPITAL, COIMBATORE** and submitted by **AVRANAVA SINGHA ROY**, Enrolment No **0727** under the supervision of **Dr. Shweta Aggarwal** for award of MBA in Hospital and Health Management in of the University carried out during the period from FEBRUARY, 2020 to MARCH, 2020 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other institute or other similar institution of higher learning.

Signature

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Abbreviations

MBA- Masters in Business Administration, **MS Excel** - Microsoft Office - Excel 365 , **IBM**- International Business Machines , **SPSS V23** - Statistical Package for the Social Sciences Version 23 , **i.e.** - that is , **HR** - Human Resources , **NPS** - Net Promoter Score , **JCM** - Job Characteristics Model, **MSQ** - Minnesota Satisfaction Questionnaire, **OPD** - Out Patient Department, **IPD** - In Patient Department, **DNB** - Diplomate of National Board, **OT** - Operation Theatre, **COVID-19** - Corona Virus Disease -2019, **V.D.** - Very Dissatisfied, **D** – Dissatisfied, **N** – Neutral, **S** – Satisfied, **V.S.** - Very Satisfied, **SD** - Standard Deviation, **N** - Frequency

ABSTRACT

The health care industry is a labour-intensive industry and the quality of services provided by the people in the health care sector is linked to skills, motivation, and satisfaction. Many studies in the past have reported relationships between job satisfaction, turnover rate and absenteeism among healthcare workers which ultimately provide and affect their organisational commitment and thus their quality of work delivered. This study aims to determine the factors related to job satisfaction among the doctors and clinical staff of Sankara Eye Hospital, Coimbatore and the study was conducted including the number of participants which included doctors, nurses, and clinical support staff. These participants were interviewed using a self-administered questionnaire, which consisted of a self-administered Socio-demographic questionnaire and the second part of the questionnaire was taken from the popular Minnesota Satisfaction Questionnaire -Short Form (Weiss et al. 15). The 20 scales containing 20 questions were circulated to the participants where-in the data was collected and was later analysed using MS Excel and IBM-SPSS Version 23. The main method used in this study was a cross-sectional study design using a purposive random sampling and the appropriate sample size was taken up after considering the total number of doctors, nurses and clinical support staff working at Sankara Eye Hospital, Coimbatore. Also, support for the implementation of the study patterns and the analysis framework was drawn mainly from the literature of job satisfaction and its determinants.

The results showed a higher i.e 66.27% of job satisfaction among the participants i.e. doctors and nurses and the clinical staff at Sankara Eye Hospital, Coimbatore. Also, 1/3rd of the participants seemed to be not happy on a few scales of the Minnesota Satisfaction Questionnaire. The average responses of each question were calculated, and it gave us a value of 3.83 ± 1.11 to 3.22 ± 1.35 which was well within the satisfactory limits. No association was found between the socio-demographic variables and the overall level of job satisfaction while analysing using Pearson's Chi-Square test in SPSS V.23.

Following this, an analytical relationship was drawn by using Correlation and Regression analysis in SPSS V.23 between the various scales of the questionnaire with the overall job satisfaction. The results obtained showed quite a significance where we found that some variables were absolute contributors to employee satisfaction whereas as some of them did not present to be a good fit of measure. Healthcare sector has always been extremely demanding and leaves no scope or chance for any decision-making errors. Also, more satisfaction in the job of a healthcare professional leaves more chances of enhanced patient care delivery. Dissatisfied clinical staff poses a great threat towards comprise of quality inpatient care delivery hence steps should be taken to enhance the job satisfaction level among doctors, nurse and clinical support staff working at Sankara Eye Hospital, Coimbatore. This will create both a conducive environment for the patients as well as the quality standard for performance from a hospital point of view.

CHAPTER 1

Background

1.1 Introduction

Each therapeutic help capable is a huge bit of the Health structure Since an absence of human administrations specialists in a large portion of the countries is all around detailed. Thusly, this inadequacy happening whenever, in any region makes issues for various units of workers. Industry-wide lacks make the probability that patients will get an inadmissible mind or even be set in danger. This lack has reached to such an extent, that a couple of crisis facilities are offering prizes to snare human administrations workers from various supervisors which make a space that doesn't help hold the most qualified and experienced Health specialists. The Health industry requires an inexorably talented workforce today by virtue of progress in clinical development and the enthusiasm for logically refined patient thought. Job satisfaction among human administrations specialists is dynamically being a measure that should be associated with the quality organization program and improvement. Low Job satisfaction can achieve extended staff turnover and truancy, which impact the adequacy and nature of human administrations organizations. In various countries, a couple of associations regularly lead their activity satisfaction surveys and labourer's satisfaction. The European Affiliation has called the thought of part states to the quality pieces of work and highlighted the criticalness of improving job quality opportunity to propel business and social joining (1). The activity satisfaction of an agent is a point that has gotten critical thought from researchers and managers the equivalent. The most noteworthy information concerning a labourer in an affiliation is endorsed by their activity satisfaction level (2).

The foundation of Job satisfaction speculation was set some place close Maslow with a five-stage chain of significance of human needs, which is by and by apparent as the hardship/ satisfaction recommendation. In any case, an extraordinary piece of the activity satisfaction requests about has been based on laborers in the private portion (3, 4). The motivation to inspect the degree of Job satisfaction rises up out of how an unrivalled cognizance of agent satisfaction is appealing to achieve an increasingly raised degree of motivation that is clearly associated with calm satisfaction.

Offering the most elevated bore of medicinal services organizations possible to a similar number of people who need them, inside a given circumstance of social, material, budgetary and HR is the essential target of the human administrations structure and each wellbeing mindfulness affiliation or unit inside an affiliation. Achieving this target requires a blend of high gauge and concentrated inclination power in a prosperity affiliation. As a result of the anticipated imperative impact of HR, the load up on the idea of organizations and it's growing incorporation in formalized quality systems, a medicinal services establishment must concentrate on the idea of HR in starting occasions of progress of a quality structure. Going to work satisfaction of staff is then a fundamental portion of HR quality. Various experts have demonstrated a strong positive association between work satisfaction of clinical staff and patient satisfaction with the organizations in the Health settings. Affiliation's profitability depends to a colossal degree on the affirmation of its specialist. Direct and human science investigate suggests that activity satisfaction and business execution have related. Job satisfaction and affirmation among clinical experts is a current worry the world over. Poor Job satisfaction prompts increase in specialist turnover, inimically impacting clinical thought work satisfaction, consequently, by making a circumstance that advances work satisfaction, a human services chief can make delegates who are motivated, beneficial, and fulfilled. This, in this manner, will add to more noteworthy patient thought and patient satisfaction (5-9)

India has a rapidly creating economy yet is a touch of falling behind to the extent dejection and has a marvellous prosperity system with widely different conditions winning in different states (10). In India, low Job satisfaction among prosperity workers in the open part is obvious from the most raised declared paces of non-appearance of any country (11). While concerns suffer about the presentation and motivation of a heterogeneous private prosperity division (12). In spite of the centrality of understanding worker's satisfaction in the close by setting, be that as it may, there is commonly negligible empiric information about prosperity expert job satisfaction, motivation, and execution in many making countries (13, 14) and in India explicitly. The journey for improved productivity has been a critical concern for all the relationship in continuously made social requests. In making countries, the prerequisite for the progression of benefit is furthermore an idea. Word related substance of delegates is viewed as a noteworthy factor affecting effectiveness and has gotten amazing energy as communicated by Collins in 2000(15). The evidence from circulated explore centres around express determinants and relationship of Job satisfaction and productivity. Various investigations have set up that failure with one's action may realize higher specialist turnover, non-appearance, delay, and grumblings. Improved Job satisfaction, on the other hand, achieves extended benefit (16)

Everybody has exceptional needs and needs that ought to be Fulfilled, which is related to the direct they appear, and these accept a basic activity in their tendencies in different domains, for instance, their workplace. Social, social and job factors all effect a labourer's lead (17). All things considered Job satisfaction is a blend of characteristic and outward Job satisfaction. Natural Job satisfaction is when workers consider only the kind of work they do and the endeavours that make up the action, while outward Job satisfaction is when workers consider the conditions of the work, for instance, Partners, the board style and correspondence and not obliged chance to pay. Various scientists have shown energy for why a couple of individuals report being content with their jobs, while others express lower levels of Job satisfaction. Nevertheless, almost no is considered which components sway work satisfaction in clinical centre staff.

Fulfilled agents will, as a rule, be dynamically productive and concentrated on their jobs (18). In a Health setting, agent satisfaction is earnestly related to the idea of organization and patient satisfaction as communicated by Tzeng, 2002 (19). Agents can authentically affect steady satisfaction in that their commitment and association with the patient accept a basic activity in quality perception. A couple of studies have looked into work satisfaction in the medicinal services setting (20) and the accentuation was on the need to grasp the activity satisfaction of human services providers

Herzberg and Mauser (1959) proposed a motivation tidiness theory where parts affecting job satisfaction are disengaged from those that lead to work disillusionment.

Factors that lead to work satisfaction, depicts an assistant, were constrained time and mindfulness openings, commitment, achievement, and affirmation. These are factors that are characteristically remunerating to the individual. Outward factors, portrayed as "tidiness" factors, inciting work frustration in corporate remuneration, physical working conditions, business soundness, association draws near, nature of the board and relationship with others (Robbins, 2003)

Since the human services specialists accept an essential activity in choosing the viability, effectiveness, and sensibility of Health structures, it is the destiny fundamental to appreciate what rouses them and to what degree they are Fulfilled by the affiliation and various components. Job satisfaction is also a central bit of ensuring quality thought, as baffled human administrations providers are presumably going to give low quality and less capable thought. Job satisfaction among specialists is a noteworthy concern for specialists and patients (21). Specialist's activity satisfaction is interrelated with the idea of human administrations (22), the idea of workforce pulled in to prescription as a calling (23), constant satisfaction with the organizations they get (24), calm consistency (25), and congruity of care (26). Also, dissatisfaction prompts extended turnover, all of which raises costs to the clinical structure (27).

Job satisfaction or agent satisfaction has been portrayed from different points of view. Some trust it is exactly how content an individual is with their action. In a manner of speaking, whether they like it the action or individual points or parts of jobs, for instance, work or oversight (28).

Others trust it isn't so distorted as this definition proposes and rather than multidimensional mental reactions to one's development are consolidated (29). Analysts have in addition seen that action satisfaction gauges change in the amount they measure inclines about the activity (30) or thanks about the activity dynamic Job satisfaction (31). Others trust it isn't so distorted as this definition suggests and as opposed to multidimensional mental responses to one's movement are incorporated (29). Researchers have moreover seen that activity satisfaction estimates change in how much they measure notions about the action (30) or understandings about the action abstract Job Satisfaction (31).

1.2 Research Question

What are the factors that influence job satisfaction among doctors and clinical staff working in Sankara Eye Hospital, Coimbatore?

1.3 Aim

The study aims to determine the factors influencing job satisfaction among doctors and clinical staff working in Sankara Eye Hospital, Coimbatore

1.4 Objectives

1. To determine the factors influencing job satisfaction among doctors and clinical staff working in Sankara Eye Hospital, Coimbatore
2. To identify the relationship between the factors influencing job satisfaction and level of satisfaction or dissatisfaction clinical staff in Sankara Eye Hospital, Coimbatore

CHAPTER 2

Review of Literature

2.1 Understanding Job Satisfaction

Job Satisfaction is portrayed by various perspectives. It is one of the most essential factors in foreseeing structures trustworthiness, diminished turnover, and expert motivation. An investigation of administrations of prosperity in 29 countries exhibited that low motivation was the second most huge prosperity workforce issue after staff lacks (Mathauer, 2006)

Job Satisfaction in like manner communicates that it portrays how the movement needs, the labourer's crucial needs, needs or wants impacts one's activity satisfaction (32). We understand that Activity satisfaction has been a legend with respect to setting up an association between work satisfaction - work execution which can almost certainly be suggested as the "Hallowed objective" of various levelled lead explore (33)

Job Satisfaction is an attitude that relates to all around points of view towards life, or life satisfaction (34) similarly as to help quality as referenced by Schneider and Bowen in 1985

A later importance of Job Satisfaction is from Hulin and Judge(35), who have seen that activity satisfaction fuses multidimensional mental responses to an individual's movement and that these individual responses having mental (evaluative), loaded with feeling (or enthusiastic), and social fragments. Job Satisfaction scales move in how much they review the brimming with feeling feelings about the action or the mental evaluation of the action. Loaded with feeling work satisfaction is a theoretical create concerning the depiction of an individual's eager tendency about their movement.

2.2 Factors influencing Job satisfaction

Job configuration is a critical factor affecting how laborers feel and react to their action today, they are impacting their introduction and worker satisfaction. As showed by Wood (37), work setup can be depicted as the orchestrating and points of interest of job tasks and the doled-out work settings where they are to be polished.

As demonstrated by Smith (2002), people respond awfully to restrictive working environments, so affiliations must make a work environment that offers agents the limit and the chance to think, associating with and rousing the workforce to show up at a progressively raised degree of job satisfaction. Ayers (38) prescribes that the work environment should convince delegates to perform at their best and show vow to the affiliation, overhauling work conditions to support the affiliation.

Also, the human condition highlight on HR overhauling effectiveness, quality if organization depend totally upon the affiliation's ability to manage the human resource (39). Human resource the board incorporates the various levelled unforeseen development, human resource progression and mechanical relations. Human resource works in an affiliation have an indistinguishable bind to people for instance enrolment, acknowledgment, support, government help, assessment, advancement, getting ready, capacity improvement, attitudinal bearing, pay, motivation, mechanical relations, and retirement, etc (40). People are an affiliation's most imperative resource. Attracting and holding the right people is fundamental to the accomplishment of an affiliation, particularly organization orchestrated affiliations (41). The human condition revolves around human edges that sway an agent's introduction and job satisfaction. How much agents experience mental or singular job satisfaction inside the movement content condition chooses the quality and measure of their yields (42)

2.3 Job satisfaction in Healthcare

In the Health setting, considers have risen displaying the association between work satisfaction and the idea of care. Evidence suggests that clinical guardians' activity satisfaction impacts calm satisfaction and the idea of patient thought (43-44); that extraordinary HR the administrators have any sort of impact in the crisis facility setting and even diminishing mortality (45). The positive connection between clinical orderlies' activity satisfaction and upkeep is settled (46). Job satisfaction requests about in Human services have been driven mostly in like way to different purposes for living, inspecting specialists, specialists, counsels, etc freely. Thusly, there seems to do not have an overall method to manage human administrations, at clinical centres, considering all delegates as a noteworthy bit of the medicinal services organization. Recollecting that Health is an assistance industry where the general help experience is critical for purchaser reliability and nature of care (whether or not in different degrees as demonstrated by the master being referred to) and that the composing has been understanding the congruity of such a widely inclusive philosophy (47), this study was driven inside this perspective

2.4 Job Satisfaction Speculations

We currently take a gander at various speculations of job satisfaction, to decide how they can be used to improve and build work satisfaction.

2.4.1 Influence Hypothesis

Edwin A. Locke's Extent of Impact Theory (1976) is the most eminent activity satisfaction model. The essential explanation if this speculation is that satisfaction is constrained by a blunder between what one needs in a job and what one has in a livelihood. Further, the speculation communicates that the sum one characteristics a given component of work (for instance the degree of autonomy in a position) coordinates how satisfied/baffled one becomes when wants are not met. Exactly when an individual characteristics a part of a business, his satisfaction is even more massively influenced both firmly (when wants are met) and conversely (when wants are not met), stood out from one who doesn't regard that include. This theory also communicates that an over the top component will make more grounded slants of frustration, the more an authority regards that angle

2.4.2 Dispositional Methodology:

The dispositional approaches suggest that individuals move in their penchant to be content with their activity. In a manner of speaking, work satisfaction is to some degree to an individual trait (48). This strategy transformed into an astounding explanation of job satisfaction considering evidence that activity satisfaction will, when all is said in done, be consistent over a period and across jobs and job s (49). Research also shows that vague twins raised isolated have tantamount degrees of job satisfaction (50). An imperative model that constrained the degree of the dispositional approach was essentially the Inside Appraisal Model, proposed by Timothy. A. Judge, Edwin A. Locke, and Cathy C. Durham kn 1997(51). Having an inside locus of control prompts higher job satisfaction. Finally, lower levels of neuroticism lead to higher job satisfaction (52)

2.4.3 Equity Hypothesis:

This theory shows how an individual points of view sensibility seeing the social relationship, for instance, with a business. An individual perceives the proportion of data (things got) from a relationship contemplates to the yield (things accommodated) produce a data/yield extent. They by then balance the extent with the extent of the others in picking whether they have a fair relationship (53,54). Worth Speculation suggests that

if an individual thinks there is a lop-sidedness between two parties or individuals, the individual is most likely going to be disturbed in light of the fact that the extent between the data and the yield are not proportional (55). For example, consider two agents who work a comparable movement and get a comparative lay and favourable circumstances. If one individual gets a pay raise for achieving a comparative work than the other, by then the less benefitted individual will be disturbed in the workplace of his own. In case on the other hand, one individual gets a pay raise and relatively few obligations, by then the tendency if the worth will be kept up (56). Various specialists have widened the worth theory, proposing three lead response structures time conditions of saw worth or difference (Huseman, Hattfield, and Mile, 1987; O'Neil and Mine 1998). These three sorts are thoughtful hearted, esteem tricky, and entitles. The level by each sort impacts motivation, work satisfaction and business execution

- Benevolent and satisfied when they are under-repaid differentiated and colleagues
- Equity sensitive - Acknowledge everyone should be compensated
- Entitled-People acknowledge that all that they get us their just due (57)

2.4.4 Discrepancy Hypothesis:

The thought explains an authoritative wellspring of apprehension and ruin (58). An individual, who has bit fulfilled his obligation feels the sentiment of anxiety and mourn not performing incredible, they will in like manner feel discouragement in light of not having the choice to achieve their desires and wants. As showed by this theory, all individuals will acknowledge what their responsibilities and obligations in regard to a limit, after some time, and if they disregard to fulfil those duties they are repelled. After some time, these commitments, and duties converge to outline a distracted game plan of gauges, allocated as a self-direct (59). Disrupting and strain are the standard responses when an individual fails to achieve the responsibilities or commitment (60). This speculation similarly explains that if the achievement of the responsibilities or is gotten, by then the prize can be adulation, underwriting, or love. These achievements and objectives moreover structure a separated course of action of gauges, implied as the ideal freely coordinated (61). Exactly when the individual fails to get these prizes, they have begun to have suppositions of debilitation, thwarted expectation, or even misery (62)

2.4.5 The two-factor hypothesis (spark - cleanliness hypothesis):

Fredrick Herzberg's two-factor theory attempts to explain satisfaction and motivation in the workplace (63). This speculation communicates that satisfaction and frustration are driven by different segments - motivation and neatness factors, separately. A laborer's motivation to work is continually related to work satisfaction of an oppressed. Motivation can be an inner force that drives individuals to achieve individual and legitimate goals. (Hoskinsin, Custodian, and Wrench, p. 133). Animating factors are those pieces of the action that make people need to perform, and give people satisfaction, for example, achievement in work, affirmation, progression openings (64). These prodding factors are normal for the movement, or the work did. Tidiness factors join the pieces of the work environment, for instance, pay, association procedures, authoritative practices, and other working conditions (65)

2.5 Job Qualities Model

Hackman and Oldham proposed the Movement properties model which is commonly used as a framework to focus on how explicit characteristics influence on work results, including work satisfaction. The model communicates that there are five focus business characteristics (fitness, variety, task, character, task

criticalness, independence and info) which influence three fundamental mental states, experienced reality, experienced commitment in regards to results, and data on the veritable results, in this manner affecting work results (work satisfaction, truancy, work motivation and execution. The five community movement characteristics can be merged to outline a prodding potential score NPS for an job, which can be used as a rundown of how likely an job is to impact an agent's mindsets and practices. Only one out of every odd individual is likewise impacted by the NPS of work. People who are high being developed need quality the hankering for self-administration, challenge, and headway of new capacities at work and particularly affected the action characteristics (66). A meta-investigation of the Studys that assess the arrangement of the model offers some assistance for the authenticity of JCM (67)

Pushing ahead we will discuss the most by and large recognized Model of Job satisfaction, A couple of philosophies have been viewed as looking over and evaluating work satisfaction in both speculative and convenient sorts of research.

2.6 Minnesota Satisfaction Questionnaire

Operationally, maybe the best difficulty in assessing work satisfaction is that it is possible to be content with specific pieces of an employment and at the same time be disillusioned with others (68).

The composing bolsters two guideline approaches to manage evaluating work satisfaction: a general extent of occupation satisfaction or one with respect to a couple of parts of employment satisfaction

The essential procedure takes a full-scale perspective and involves in getting some data about their general feelings about the movement, being as frequently as conceivable create with only a solitary thing (69); the ensuing technique underlines different pieces of the action. It is how much an individual is content with the couple of parts of the action that chooses the general degree of occupation satisfaction, as frequently as conceivable grasping an element entire strategy. Likely the most standard measures in the field, for instance, the Movement Particular Record (70), the Minnesota satisfaction Survey (71), the Activity satisfaction Audit (Spector, 1985) grasp this perspective. One likely great situation of multidimensional extents of occupation satisfaction is that parts may relate unmistakably to various variables of energy adding to an increasingly significant appreciation with respect to the issue, pushing science, and practice of mechanical legitimate mind look into (Hirschfeld, 2000). The Minnesota Satisfaction Study was one of the yields from the "Work Change Undertaking" at the School of Minnesota; the major speculation relies upon the assumption that work fit is dependent upon the correspondence between the individual capacities and the strongholds that exist in the working environment (71). This is a self-uncovering measure, sensible for individuals of all school levels that can be administrated autonomously or independently. The 20 MSQ short-structure things are evaluated on a 5-point Likert scale (1 "frustrated with this piece of my action", 2 "baffled with this piece of my action", 3 "can't pick in case I'm satisfied or disillusioned with this piece of my movement", 4 "content with this piece of my action" and 5 "content with this piece of my action"). Thing responses are included or discovered the center estimation of to make a hard and fast score – the lower the score, the lower the level of occupation satisfaction. The MSQ "long-structure" involves 100 requests that make up 20 subscales assessing satisfaction; twenty of these things make up a constantly used extent of general employment satisfaction and are suggested as the short type of the MSQ (Fields, 2002). The MSQ "short structure" joins only 20 of the 100 extraordinary things the ones that better addressed all of the 20 one of a kind subscale (Ahmadi and Alireza, 2007). Moorman (1993, cit. in Fields, 2002) factor researched the MSQ and found two segments: one looking over satisfaction with intrinsic pieces of the action and the other assessing satisfaction with the incidental perspectives. Schriesheim et al. (1993) found a structure of 3 subscales: inborn, unessential, and general satisfaction. In Mathieu (1991), an exploratory factor investigation of the MSQ yielded four parts. These four subscales included satisfaction with working conditions, organization, obligation, and superfluous prizes. Verifying variable investigation performed by Igalens and Roussel (1999, cit. in Fields, 2002) demonstrated that a four-factor study fit the data best. The four components were inherent satisfaction, outward satisfaction,

acknowledgment, and authority/social utility. The different sizes of Minnesota Satisfaction Questionnaire short structure are as expressed in the table beneath

Table 1: Minnesota Satisfaction Questionnaire Scales

SCALE TITLE	SATISFACTION CATEGORY
Ability to utilisation	Intrinsic & General
Achievement	Intrinsic & General
Activity	Intrinsic & General
Advancement	Intrinsic & General
Authority	Intrinsic & General
Company policy and practices	Extrinsic and General
Compensation	Extrinsic and General
Co-workers	General
Creativity	Intrinsic & General
Independence	Intrinsic & General
Moral Values	Intrinsic & General
Recognition	Extrinsic and General
Responsibility	Intrinsic & General
Security	Intrinsic & General
Social Services	Intrinsic & General
Social Status	Intrinsic & General
Supervision- human relation	Extrinsic and General
Supervision – Technical	Extrinsic and General
Variety	Intrinsic & General
Working Condition	General

Source: https://www.researchgate.net/figure/Minnesota-Satisfaction-Questionnaire-MSQ-scales_tbl2_301676366

CHAPTER 3

Methodology

3.1 Key Research Question:

What are the factors that influence job satisfaction among doctors and clinical staff working in Sankara Eye Hospital, Coimbatore?

When this remains the key research question for the study, our study gets streamlined to the methodology for identifying the employee satisfaction level among clinical staff and identifying the factors responsible for that.

3.2 Study Design:

A cross-sectional survey design was used to determine the various factors affecting job satisfaction among Clinical staff at Sankara Eye Hospital, Coimbatore

3.3 Study Site:

This study was led among the doctors and clinical staff working in Sankara Eye hospital, Coimbatore which is one of the biggest ophthalmology centres in the nation with an 11-unit focus spreading India. Sankara Eye Hospital considers all the specialities identified with eye care and consequently it has a decent number of OPD just as IPD inflow. Likewise, its catchment territory is spread over separations to the extent 300-400kms. In this way, the hospital had enough doctors and nurses and clinical support staff who might be a decent example for this study. The hospital staff were facilitated to the study structure in their Hospital Information System Data Framework and afterwards, the information was to be recorded. The doctors, nurses and other clinical support staff could fill in the study structures from their workplaces or by straightforwardly signing into the arrangement of the Hospital Information System. Consequently, the information assortment was completely founded on the own volition of clinical experts

3.4 Study participants:

Since the study is mainly catering to the clinical staff working in Sankara Eye Hospital, Coimbatore. The staff were categorised into three categories: Doctors, Nurses and Clinical Support Staff. Since it was a questionnaire that was circulated in the hospital and the data was recorded on an online platform hence the sample size was taken as per the count of the number of doctors, clinical support staff and nurses working at Sankara Eye Hospital, Coimbatore. The sample size for the study was considered at 95% confidence interval and the margin of error was 5%, power of study being 90%, the expected frequency of job satisfaction is assumed at 50%, the calculation for which is mentioned in **Appendix A**. So, the sample size was calculated which is represented in the table below.

Table 2: The count of participants for the study and Sample Size

<i>Participants</i>	<i>Total number</i>	<i>Confidence interval</i>	<i>Error Margin</i>	<i>Power of Study</i>	<i>Frequency of assumption</i>	<i>Sample Size</i>
Doctors (including Fellows, Residents, DNB students, consultants)	50	95% (1.96)	5%	90%	50%	45
Nurses (including Vision Care Technicians, IP Nurses, OT-Nurses)	111	95% (1.96)	5%	90%	50%	87

Clinical Support Staff (including refractionists, optometrists and interns)	43	95% (1.96)	5%	90%	50%	39
TOTAL	204					171

3.5 Sampling Method:

Purposive random sampling was used as a method for sampling the participants. This included the clinical staff that were present in the hospital at that moment, as due to government regulations post-outbreak of COVID-19, organisations could operate at 30% workforce. Hence, the sample collection was done based on the availability of the clinical staff.

3.6 Inclusion Criteria and Exclusion Criteria:

All the participants included in the study, who were willing to participate while those who did not participate or were on leave were excluded. Also, those who decided to quit in between while answering the questionnaire were excluded from the study. Also, the management staff were not included in the study.

3.7 Reasons for Exclusion:

The reason behind the non-interest of the participants was

- The doubts regarding the benefits of the study.
- Doctors being reluctant to fill the survey form due to lack of time.
- Those respondents who did not complete the survey were not included, one of the reasons for not completing the questionnaire was to work overburden because of the limited manpower
- The reason for not being able to participate can also be attributed to the fact that in the limited workforce the influx of patients

3.8 Data collection:

The data for this study were collected using a well-known tool known as the Minnesota Satisfaction Questionnaire (MSQ) and a self-designed questionnaire. The details of which will be described in the following sections:

3.8.1 Tool

The initial segment of the survey included inquiries in regard to the sociodemographic qualities and work conditions of the clinical staff at Sankara Eye Hospital, Coimbatore. Inquiries on sociodemographic qualities included age, sex, conjugal status, work job, long periods of experience and level of training. Inquiries on socio-segment factors like training, long stretches of understanding and occupation job would improve the specialist's information about the expected set of responsibilities of the member.

The second piece of the survey was the short type of the Minnesota Satisfaction Survey (MSQ). The MSQ was created by (Weiss et al. 15) and is a very much respected proportion of occupation satisfaction that has been utilized in different investigations. The short type of the MSQ incorporates 20 things that are pertinent to a few activity aspects. Respondents demonstrate their degrees of relative satisfaction utilizing a 5-point, Likert type scale running from 1 (disappointed) to 5 (fulfilled). Satisfaction score of the members was determined by summarizing the Likert scale esteems allotted for all spaces. Members with a satisfaction score surpassing 60 were viewed as fulfilled. The mean score of every area in the MSQ was determined by partitioning the aggregate of the announced Likert scale esteems by the quantity of members taking part in the investigation . The survey is joined in **Appendix B**.

Table:3 Short Form of Minnesota Satisfaction Questionnaire by (Weiss et al. 15)

	<i>QUESTIONS</i>	<i>SCALE</i>
MSQ -1	Being able to keep busy all the time	Intrinsic & General
MSQ -2	The chance to work alone on the job	Intrinsic & General
MSQ -3	The chance to do different things from time to time	Intrinsic & General
MSQ -4	The chance to be somebody in the community	Intrinsic & General
MSQ -5	The way my boss handles his/her workers	Extrinsic and General
MSQ -6	The competence of my supervisor in making decisions	Extrinsic and General
MSQ -7	Being able to do things that do not go against my conscience	General
MSQ -8	The way my job provides for steady job	Intrinsic & General
MSQ -9	The chance to do things for other people	Intrinsic & General
MSQ -10	The chance to tell people what to do	Intrinsic & General
MSQ -11	The chance to do something that makes use of my abilities	Extrinsic and General
MSQ -12	The way my company policies are put into practice	Extrinsic and General
MSQ -13	My pay and the amount of work I do	Intrinsic & General
MSQ -14	The chances for advancement in this job	Intrinsic & General
MSQ -15	The freedom to use my judgement	Intrinsic & General
MSQ -16	The chance to try my methods of doing the job	Intrinsic & General
MSQ -17	The working conditions	Extrinsic and General
MSQ -18	The way my co-workers get along with each other	Extrinsic and General
MSQ -19	The praise I get for doing a good job	Intrinsic & General
MSQ -20	The feeling of accomplishment that I get from the job	General

Source: https://www.researchgate.net/figure/Minnesota-Satisfaction-Questionnaire-MSQ-scales_tbl2_301676366

3.8.2 Method

Data were collected over 15 days from the doctors and other clinical staff. Among the clinical staff, doctors, DNB, fellows, nurses, optometrists, and other relevant clinical staff were included. Also, both males and females of all groups were considered and included in the study and data was collected using the Minnesota Satisfaction Questionnaire (MSQ) and the data was then collected using a web-based questionnaire containing MSQ questions which were uploaded in the Hospital Information System. Although, before collecting the data the participants were made aware of the ethical considerations and only after the informed consent of the participants was the questionnaire administered to them. After which the data that was obtained was recorded in MS-Excel.

3.9 Data Analysis:

Of the sample size of 171, 19 participants left in between during the data recording in the digital survey of the Hospital Information System. So, the effective number of participants turned out to be 150. And the response rate comes out to be 87%. Now, this data was transferred to Microsoft Excel spreadsheet the generated data was then analysed with the help of statistical software SPSS. Description, 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 the statistical significance. The various variables affecting job satisfaction among the clinical staff at Sankara Eye Hospital, Coimbatore were also determined using the Linear regression analysis.

Table 4: Data Characteristics

TOTAL POPULATION	204
Sample Size	171
Total number of participants interviewed	171
Participants who left in between	19
Total number of completed respondents	150
Response Rate	87%

3.10 Ethical Considerations

An assent structure intended for the investigation was utilized to take educated assent from all the members who elected to participate in the study. Before managing the surveys, the points and goals of the investigation were unmistakably disclosed to the members and educated assent was acquired. All through the investigation secretly, namelessness and security of the considerable number of members were kept up. Likewise, the information gathered was kept secure and was not utilized for some other reason. Members were educated that their support was wilful and that they could pull back from the investigation anytime of time on the off chance that they wished to **Appendix C**

3.11 Limitations of the Study

In such a sort of review, the constraints of the overview are impending in light of the fact that the data introduced by the members depends on their abstract recognitions. In spite of the fact that members were guaranteed of privacy, there is consistently a likelihood that they either finished or-under report their degree of satisfaction. Likewise, even with a significant level of interest in this investigation, the people who didn't take part may have various reactions from the individuals who did. The discoveries of the investigation may not be summed up to Health experts in different emergency clinics since there is a distinction in nature which was progressively improved because of the episode of COVID-19, which thusly may have influenced the activity satisfaction of the clinical staff working at Sankara Eye Hospital, Coimbatore

CHAPTER 4

Results

The results are divided into firstly the descriptive statistic followed by the inferential statistics and then the relations will be cited.

The apparatus and the hypothesis backing it which was utilized to gauge the activity satisfaction level among clinical staff in Sankara Eye Hospital, Coimbatore depended on a 20 scale Minnesota Satisfaction Survey - short type of 1977. There are 20 scales dependent on which the activity satisfaction level was checked on a Likert size of 1-5. Prior to organization of the questionnaire, the sociodemographic factors like Age, Sex, Marital Status, Work Experience, Level of Education, and Job Role were recorded by giving the members the decision to choose among the normalized choices.

4.1 Descriptive Statistics

The results of the survey fundamentally gave us results which can be quantified in terms of the frequency and their respective percentages. In this section we will be seeing the graphical representation of the results that we have achieved by our analysis. Firstly, we will be seeing the various frequencies of the different socio-demographic contents of our study and then also we will be seeing what the overall satisfaction percentage in terms of its descriptive nature. So, here are the results

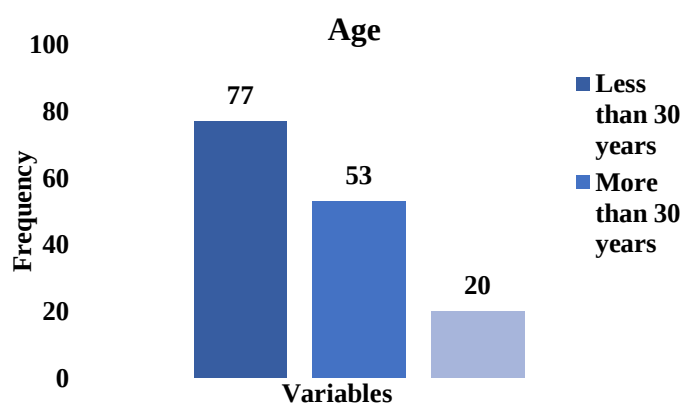


Fig 1: The bar graph showing the frequency of participants having their age more than, less than or equal to 30 years

In this Fig (1) we see that the graphical representation of the Age parameter has been done and we find that 77 participants are having an age of less than 30 years, 53 participants having an age of more than 30 years and 20 participants have an age of 30 years. Hence, the results that were obtained were plotted in a histogram and we got the results as such. Hence, it is interesting to know that maximum people working here at Sankara Eye Hospital, Coimbatore are of the age of above 30 years. Up

next, we will move on to similarly corresponding the Sex parameter where we will be categorising them into male and female and thus obtain the results. Here, in Fig (2) we see that among the participants there are 34 males and a total of 116 females. Now, this is also an interesting fact to be noted that there are a greater number of females working at Sankara Eye Hospital, Coimbatore as compared to males. Also, we have seen in time in and time out that the healthcare skills and the health care delivery service sector has been catered to more by females as compared to males.

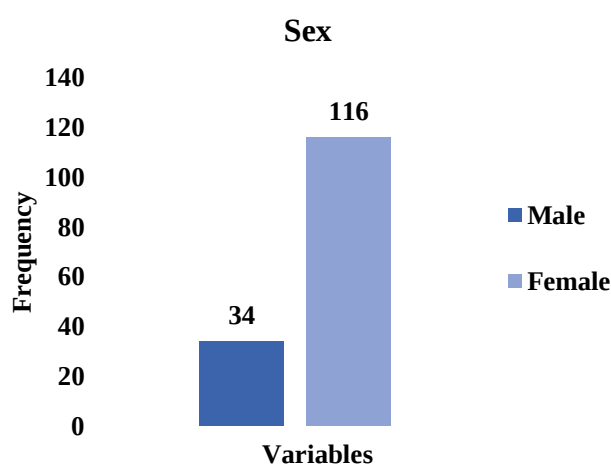


Fig 2: The bar graph showing the frequency of participants having their sex as Male or Female

Now we will move on to our next socio-demographic variable which is Level of Education in which we have classified the participants based on Under Certificate, Certificate, Diploma and Degree and then we plotted the results in the form of a bar chart and hence we got the following results. In this Fig (3) we find that the participants who were the maximum number were those who had a degree as their level of education and the count was around 92, followed by diploma which were 29 and under certificate were 6. Hence, this gives us a clear proposition that the clinical staff working at Sankara Eye Hospital, Coimbatore were having their maximum level of education as degree and those with minimum education were the under certificates who counted only to 6 in number.

Moving on with our next representation of the descriptive statistics would be the marital status of the employees. Hence a similar plot was drawn using the histogram and the results were depicted as such.

Hence, as we see in Fig (4) that the marital status of the employees working at Sankara Eye Hospital Coimbatore is considered and the results are such

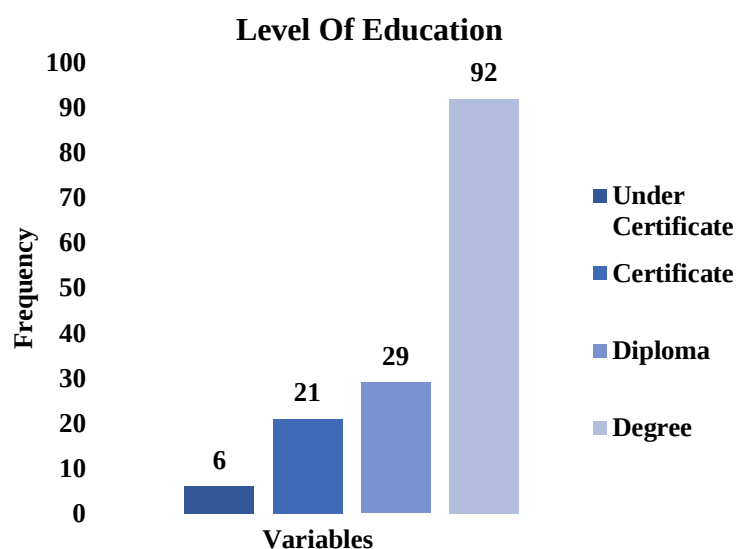


Fig 3: The bar graph showing the frequency of participants having their Level of Education as Under Certificate, Certificate, Diploma or Degree

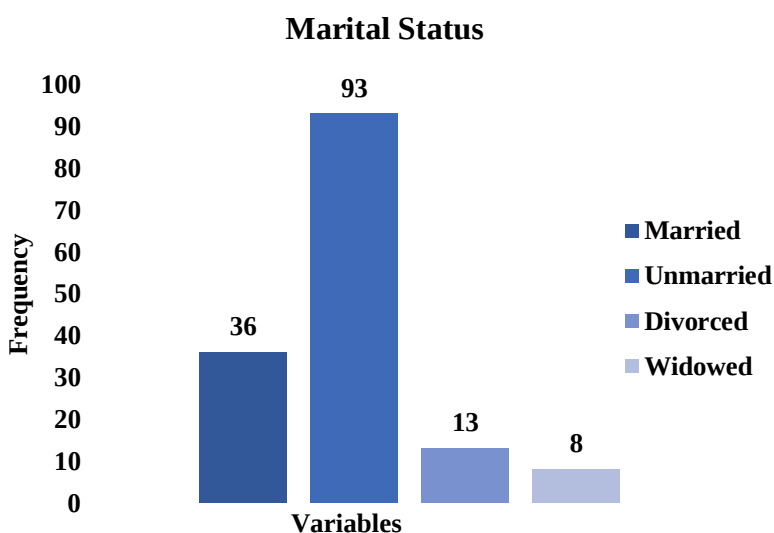


Fig 4: The frequency of participants having their Marital Status as Married, Unmarried, Divorced or Widowed

plotting the results for the same.

In the Fig (5) we see that the frequency of people having an work experience of less than 2 years is more in Sankara Eye Hospital, Coimbatore which accounts for the total number of 92 people who have their experience less than 2 years. Also, people having work experience of more than 2 years counts to a total of 58 which is pretty much the other half of the participants that were interviewed in respect to our survey.

So, that brings us to our last socio demographic variable and the most important one, which is the Job Title. The Job titles of our questionnaire had

that we find that around 93 of the participants were unmarried and 36 participants were married. Also, a very few numbers of people were divorced and widowed which were 13 and 8, respectively. Hence, this comes to show that the clinical staff working at Sankara Eye Hospital, Coimbatore who were a part of our study were majorly unmarried whereas some of the staff were married and a very few of them were either divorced or widowed.

After having seen, the analysis that leaves us with two of the most vital descriptive statistics which I the Job role and the Years of Experience, whereas the total number of participants were classified into the years of experience with either less than 2 years or more than 2 years. Hence, we will be

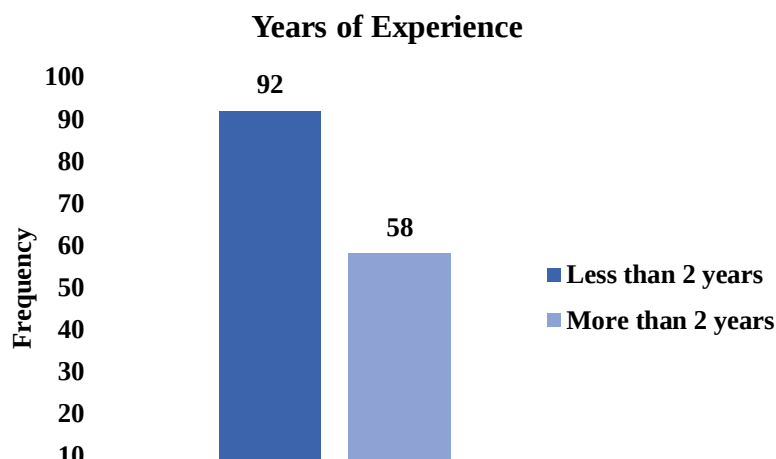
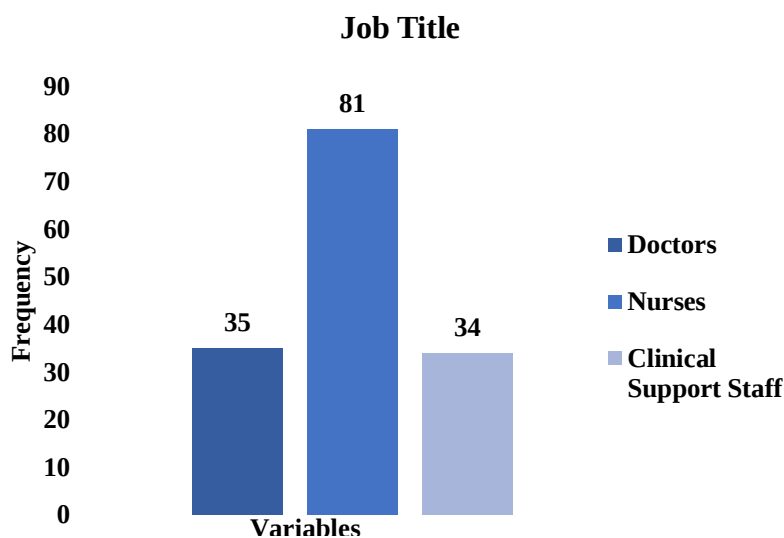


Fig 5: The bar graph showing the frequency of participants having their Years of experience as either less than 2 years or more than 2 years

been defined as the either Doctors, nurses, or clinical staff. The results similarly were plotted in the form of a histogram and the graph was developed.



In the Fig (6) we see that the maximum number of participants of our survey were those of nurses and almost there were equal number of doctors and clinical support staff around 35 and 34 respectively. The maximum number were 81 which turned out to be the nurses working in Sankara Eye Hospital, Coimbatore. Hence, we can come to the conclusion from this fact that out of the participants who were working at Sankara Eye Hospital, the maximum number of people who answered or participated in this questionnaire were the nurses of the hospital.

Fig 6: The bar graph showing the frequency of participants having their Job titles as either Doctors, Nurses, or clinical support staff

Now, after we have enlisted the list of socio demographic variables and the frequencies of the variables in the way that they presented in the results, now we would be looking into the actual results of our studies and which will take us to the analysis as to what is the overall level of satisfaction among the doctors and the clinical staff working at Sankara Eye Hospital, Coimbatore. To make the graphical representation we have developed the pie-chart as to the percentage of overall satisfaction between Very Dissatisfied, Satisfied, Neutral, Satisfied and Very Satisfied. To our surprise, we got interesting results and here will be discussing them.

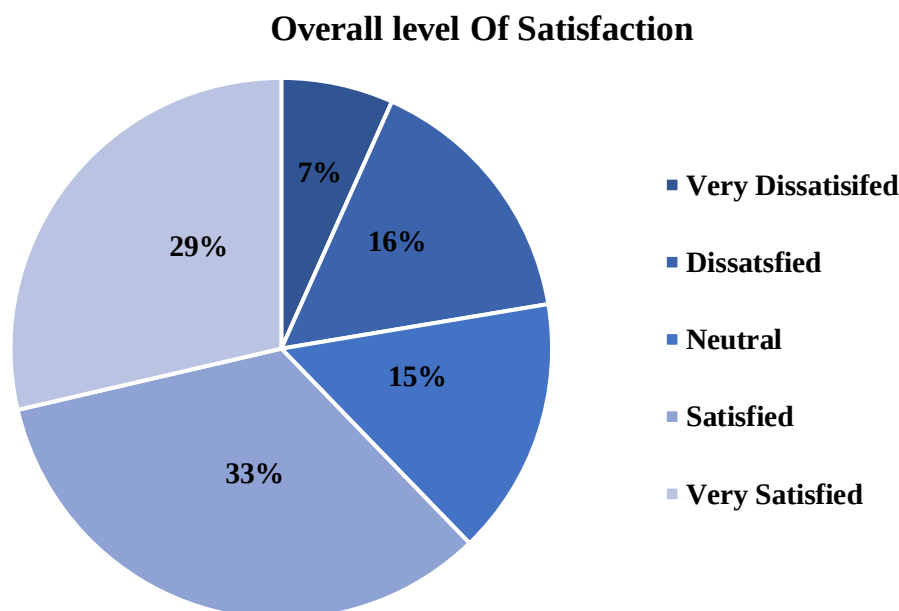


Fig 7: Pie-chart showing the overall level of satisfaction in percentages as Very Dissatisfied, Dissatisfied, Neutral, Satisfied and Very Satisfied. ****percentage out of total number of responses N=300**

In Fig (7) we come to the pie-chart depiction of the overall level of satisfaction among the participants who took the survey. The results thus obtained were plotted in the form of a pie-chart and there we have the results. A majority i.e. around 33% of the total number of participants showed a Very high level of satisfaction, followed by 29% of the employees who were just satisfied. 15% of the respondents were basically on neutral grounds when it came to satisfaction level. That leaves us with 7% very dissatisfied employees and 16% of the dissatisfied employees working at Sankara Eye Hospital, Coimbatore. This shows us that at an overall satisfaction level all the employees working as clinical staff in the Sankara Eye Hospital, Coimbatore have higher levels of satisfaction with their respective job environments compared to those who were dissatisfied.

After doing these analyses we will now look at the individual responses to the questions of the MSQ-Short Form. The 20 questions will be assessed based on the Likert scale ranking (1-5) where 1 being the Very dissatisfied and 5 being the Very Satisfied. The results have been drawn and tabulated in Table (6) and corresponding to the results the bar graph has been plot.

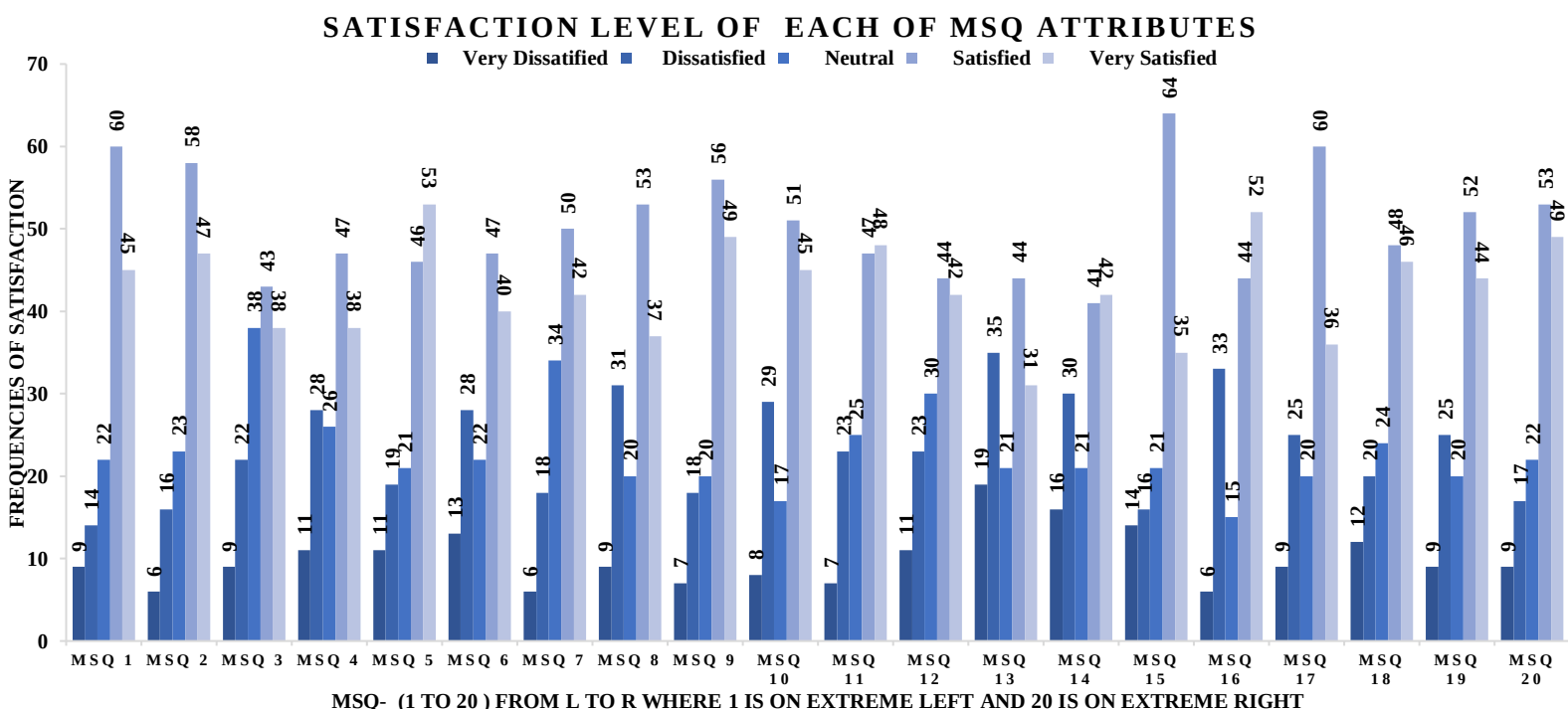


Fig 8: Histogram containing each of the attributes of the MSQ-Short Form where the responses have been plotted in their frequencies from Very Dissatisfied to Very Satisfied.

In the Fig (8) we see that the MSQ questionnaires had been sorted from 1 – 20 and they are colour coded based on Very Dissatisfied to Very Satisfied with colours ranging from Dark Blue to Light blue, respectively. Hence, this histogram proves the point that the satisfaction levels among the employees i.e. the clinical staff working at Sankara Eye Hospital, Coimbatore is higher than the dissatisfaction levels. The details of the findings from the descriptive statistics have been updated and tabulated in the inferential statistics. Hence, moving on we will be now checking the results of the inferential statistics of the survey conducted.

4.2 Inferential Statistics

Enlightening insights fundamentally manage the frequencies, rates, implies and so on. The very motivation behind playing out an elucidating factual study is taking a gander at the heaviness of the investigation and refer to some essential outcomes which appear to show up on the substance of the information. Here, in Table 6 which will give us some great outcomes with respect to the level of individuals falling under the different sociodemographic factors as expressed in the study structure and the different frequencies.

Table 5: Sociodemographic Variables of the Respondents and their results

VARIABLE		Frequency(N)	Percentage
Age	Less than 30 years	77	51.33%
	More than 30 years	53	35.33%
	Equal to 30 years	20	13.33%
Sex	Male	34	22.67%
	Female	116	77.33%
Marital Status	Married	36	24%
	Unmarried	93	62%
	Divorced	13	8.67%
	Widowed	8	5.33%
Level of Education	Under Certificate	6	4%
	Certificate	21	14%
	Diploma	29	19.33%
	Degree	92	61.33%
Years of Experience	Less than 2 years	92	61.33%
	More than 2 years	58	38.67%
Job Title	Doctors	35	23.33%
	Nurses	81	54%
	Clinical Support Staff	34	22.67%

**The total count N = 150*

Table (5) shows that the absolute number of respondents taking part in the investigation were 150. The quantity of female members in the study was 116 which was 77.3% of the all-out members, while the quantity of male members in the investigation was 34 which was around 22.7%. The rates for the workers being hitched were 24%, 62% were unmarried, 8.67% separated and 5.33% were bereaved, individually. Practically 61.33% of the workers were taught at the degree of degree with 19.33% of the members having a recognition. The complete number of clinical staff was 116 which included 35 specialists, 81 medical caretakers and the clinical care staff were checked to 34 which was around 22.67% of the absolute members. The investigation was done dependent on MS-Excel expectations and the outcomes were deciphered in a plain structure.

Taking a gander at the socio-segment factors it tends to be seen unmistakably that the accomplice comprised of more specialists having a degree and their long periods of experience were under 2 years. Although the most extreme number of members were unmarried. Subsequently, in the wake of seeing these socio-segment factors we will additionally proceed onward to the following arrangement of study and their outcomes, which is to decide and evaluate the degree of satisfaction for every one of our MSQ scales, the level of disappointment and satisfaction will be surveyed dependent on the tally and isolating them with the all-out tally. Let us currently take a gander at Table 6 to see the outcomes.

Table 6: Percentage Level of Satisfaction for each scale of MSQ Short Form

	V.D.		D		N		S		V.S.	
	N	%	N	%	N	%	N	%	N	%
MSQ – 1	9	6%	14	9.33%	22	14.6%	60	40%	45	30%
MSQ -2	6	4%	16	10.67%	23	15.33%	58	38.67%	47	31.33%
MSQ -3	9	6%	22	14.67%	38	25.33%	43	28.67%	38	25.33%
MSQ -4	11	7.33%	28	18.67	26	1.33%	47	31.33%	38	25.33%
MSQ -5	11	7.33%	19	12.67%	21	14%	46	30.67%	53	35.33%

MSQ -6	13	8.67%	28	18.67%	22	14.67%	47	31.33%	40	26.67%
MSQ -7	6	4%	18	12%	34	22.67%	50	33.33%	42	28%
MSQ -8	9	6%	31	20.67%	20	13.33%	53	35.33%	37	24.67%
MSQ -9	7	4.67%	18	12%	20	13.33%	56	37.33%	49	32.67%
MSQ -10	8	5.33%	29	19.33%	17	11.33%	51	34%	45	30%
MSQ -11	7	4.67%	23	15.33%	25	16.67%	47	31.33%	48	32%
MSQ -12	11	7.33%	23	15.33%	30	20%	44	29.33%	42	28%
MSQ -13	19	12.67%	35	23.33%	21	14%	44	29.33%	31	20.67%
MSQ -14	16	10.67%	30	20%	21	14%	41	27.33%	42	28%
MSQ -15	14	9.33%	16	10.67%	21	14%	64	42.67%	35	23.33%
MSQ -16	6	4%	33	22%	15	10%	44	29.33%	52	34.67%
MSQ -17	9	6%	25	16.67%	20	13.33%	60	40%	36	24%
MSQ -18	12	8%	20	13.33%	24	16%	48	32%	46	30.67%
MSQ -19	9	6%	25	16.67%	20	13.33%	52	34.67%	44	29.33%
MSQ -20	9	6%	17	11.33%	22	14.67%	53	35.33%	49	32.67%

N = frequencies. the count in numbers

% = percentage out of 150 total number of participants

Table 6 outlines the recurrence of the members to be on the satisfaction size of Very Dissatisfied "1" and Very Satisfied as "5". Keeping these into contemplations we have arranged the outcomes for each inquiry that was being posed in the MSQ-Short Structure Henceforth, we locate the suitable rates of the satisfaction over the other, etc we can contrast similarly as with which scale draws the greatest measure of satisfaction with regards to work satisfaction among specialists, medical caretakers and clinical staff at Sankara Eye Hospital, Coimbatore.

With a taking off high level of occupation satisfaction, the representatives are seen as content with "Having the option to keep occupied constantly" and "The way my manager handles his/her laborers". It is an unmistakable sign that the activity that the representatives are doing is pretty including and the authoritative couture additionally is at adequate for them to work. Then again, some astounding disappointment is being appeared for the scales "My compensation and the measure of work I do" and "my odds of progressions on this activity". This can be credited to the way that the activity job can be somewhat tedious for the individuals over the long haul and with a diminish extent of employment improvement. Since Table 6 is clear as crystal

we will move to our next table for example Table 7 which will give some fascinating outcomes. In Table 7 we have estimated one of the most significant parts of Proportions of Focal Propensity for example ascertaining the Mean and here are the outcomes.

Table 7: Mean and S.D. for the level of satisfaction for each question in MSQ- short form

	<i>QUESTIONS</i>	<i>Mean ± S.D.</i>
MSQ – 1	Being able to keep busy all the time	3.79 ± 1.15
MSQ –2	The chance to work alone on the job	3.83 ± 1.11
MSQ –3	The chance to do different things from time to time	3.53 ± 1.19
MSQ –4	The chance to be somebody in the community	3.49 ± 1.26
MSQ –5	The way my boss handles his/her workers	3.74 ± 1.27
MSQ –6	The competence of my supervisor in making decisions	3.49 ± 1.30
MSQ –7	Being able to do things that do not go against my conscience	3.69 ± 1.12
MSQ –8	The way my job provides for steady job	3.52 ± 1.24
MSQ –9	The chance to do things for other people	3.81 ± 1.16
MSQ –10	The chance to tell people what to do	3.64 ± 1.24
MSQ –11	The chance to do something that makes use of my abilities	3.71 ± 1.20
MSQ –12	The way my company policies are put into practice	3.55 ± 1.25
MSQ –13	My pay and the amount of work I do	3.22 ± 1.35
MSQ –14	The chances for advancement in this job	3.42 ± 1.36
MSQ –15	The freedom to use my judgement	3.60 ± 1.22
MSQ –16	The chance to try my methods of doing the job	3.69 ± 1.26
MSQ –17	The working conditions	3.59 ± 1.19
MSQ –18	The way my co-workers get along with each other	3.64 ± 1.27
MSQ –19	The praise I get for doing a good job	3.65 ± 1.23
MSQ –20	The feeling of accomplishment that I get from the job	3.77 ± 1.19

SD = Standard Deviation

**The mean is calculated as the average of the scores assigned out of 1 to 5 for each question answered*

Figuring the mean and the standard deviation of the complete frequencies of satisfaction we arrive at this resolution, that practically all the parameters: characteristic, outward, and general of the MSQ are basically inside the palatable level for example over 3, with a standard deviation more than 1. To additionally refer to the subtleties, we see that the most noteworthy mean among these are of the MSQ-2 with a mean of 3.83 ± 1.11 which is the sign that all the investigation members have a satisfaction towards the accomplishment on their activity. Likewise, on the off chance that we watch intently, we will find that the factor that a large portion of the representatives at Sankara Eye Medical clinic is miserable about is their compensation structure and the compensation that they get. Consequently, we find that there is 3.22 ± 1.35 is the most reduced mean as far as incentive among the various components of this questionnaire

4.2.1 Association and Chi-Square Distribution

Looking at the descriptive, we have concluded that the overall satisfaction level of the employees working at Sankara Eye Hospital is well within the satisfactory range except for a few attributes that need to be looked at. Further moving on with the analysis, we would be very keen to know the cross-tabulation between the socio-demographic variables of our study i.e. Age, Sex, Marital Status, Level of Education, Job Title, Work Experience in years and the overall satisfaction level. For analysing this, we would be using Pearson's Chi-Square test for finding out the association between the socio-demographic variables and the overall satisfaction level. For this very purpose, we would be considering the significance at 50%, hence our *p-value* would be placed at 0.05. Those variables whose *p-value* would be more than 0.05, they would be considered as statistically insignificant and those variables whose *p-value* would be less than 0.05, they would be considered as statistically significant. Hence ($p < 0.05 = \text{Statistically significant}$ and $p > 0.05 = \text{statistically insignificant}$). Also, the working of this Chi-Square distribution has been done using IBM-SPSS Version 23. The working and the output of which is mentioned in detail in **Appendices D**. Alright, so now after computing and calculating the Chi-square values and also determining the p-values for each of these socio-demographic variables with the overall job satisfaction level, we come to the conclusion mentioned in Table 8

Table 8: Association of Socio-demographic variables with the overall satisfaction among participants

VARIABLE				OVERALL SATISFACTION				Chi-Square Values	p- values (p =0.05)
				Dissatisfaction		Satisfaction			
		N	%	N	%	N	%		
Age	Less than 30 years	77	51.33%	25	32.6%	52	67.53%	93.449*	0.182
	More than 30 years	53	35.33%	19	35.2%	34	64.15%		
	Equal to 30 years	20	13.33%	5	25%	15	75%		
Sex	Male	34	22.67%	9	27.3%	25	72.7%	36.700*	0.662
	Female	116	77.33%	31	26.6%	85	73.4%		
Marital Status	Unmarried	36	24%	9	25%	27	75%	93.287*	0.979
	Married	93	62%	20	21.25%	73	78.5%		
	Divorced	13	8.67%	3	28.3%	10	77%		
	Widowed	8	5.33%	1	21%	7	87.5%		
Years of Experience	Less than 2 years	92	61.33%	10	10.28%	82	89.13%	47.843*	0.215
	More than 2 years	58	38.67%	10	17.16%	48	82.75%		
Level of Education	Under Certificate	6	4%	1	16.67%	5	83.33%	123.541*	0.469
	Certificate	21	14%	5	23.80%	16	76.19%		
	Diploma	29	19.33%	7	22.63%	22	75.86%		
	Degree	92	61.33%	20	21.06%	71	77.17%		
Job Role	Doctors	35	23.33%	5	13.56%	30	85.71%	71.707*	0.784
	Nurses	81	54%	19	22.45%	62	76.54%		
	Clinical	34	22.67%	7	19.26%	27	79.41%		
	Support Staff								

*Pearson Chi-Square values at Asymptomatic Significance (2-Sided)

The above-mentioned Table 8 has given us the results that there is no statistical significance between any of the socio-demographic variables and the overall level of job satisfaction. Hence, we can deduct this assumption form of the analysis that at a 95% confidence interval since the ($p > 0.05$) hence the Chi-square test for the socio-demographic variables are statistically insignificant. Thus, we can now say that there is no

association between the socio-demographic variables and the level of job satisfaction since the cross-tabulation showed statistically insignificant results

Having known that, we will further move on to our next method of analysis with which we would be trying to determine the strength of association among the intrinsic, general, and extrinsic parameters or variables to our total job satisfaction. For this very purpose, we will be assessing the independent variables using Correlation and Regression effect to check for the strengths of the association among the variables

4.3 Strength of Association using Correlation and Regression

Since descriptive statistics is done away with, we will now look at the strength of association of the independent variables to the dependant variable i.e. Overall Satisfaction. For this very purpose, we will be using Pearson's Correlation and a Linear Regression Analysis. As we know, Correlation analysis deals with the correlation coefficient which in this case will be the *Pearson's Correlation Coefficient (r)*. The value of r should be $(-1 < r < +1)$. Since we are correlating the independent variables to check for the strength of association, we are already sure that the p -value will be significant at 1- tailed. Also, if $(r > 0, \text{close to } +1)$ then we find a strong correlation, and if $(r \text{ tends towards } 0)$ then there is no significant correlation and if $(r < 0, \text{close to } -1)$ then we find that the correlation is negative. The working of the correlation is done in SPSS and will be shown and mentioned in **Appendix E**. Hence, moving on we will look at the *Pearson's correlation coefficient (r)* for each of these variables

Table 9: Strength of Association between Scales and Overall Satisfaction (Pearson's Correlation)

	<i>SCALE</i>	<i>SATISFACTION CATEGORY</i>	<i>Pearson's Correlation Co-efficient (r)</i>	<i>p- Value</i>
MSQ – 1	Ability to utilisation	Intrinsic & General	0.412**	0.000
MSQ -2	Achievement	Intrinsic & General	0.532***	0.000
MSQ -3	Activity	Intrinsic & General	0.331*	0.000
MSQ -4	Advancement	Intrinsic & General	0.596***	0.000
MSQ -5	Authority	Extrinsic and General	0.495**	0.000
MSQ -6	Company policy and practices	Extrinsic and General	0.539***	0.000
MSQ -7	Compensation	General	0.532***	0.000
MSQ -8	Co-workers	Intrinsic & General	0.483**	0.000
MSQ -9	Creativity	Intrinsic & General	0.475**	0.000
MSQ -10	Independence	Intrinsic & General	0.580***	0.000
MSQ -11	Moral Values	Extrinsic and General	0.522***	0.000
MSQ -12	Recognition	Extrinsic and General	0.528***	0.000
MSQ -13	Responsibility	Intrinsic & General	0.437**	0.000
MSQ -14	Security	Intrinsic & General	0.613***	0.000
MSQ -15	Social Services	Intrinsic & General	0.420**	0.000
MSQ -16	Social Status	Intrinsic & General	0.470**	0.000
MSQ -17	Supervision-human relation	Extrinsic and General	0.522***	0.000

MSQ -18	Supervision Technical	–	Extrinsic and General	0.411**	0.000
MSQ -19	Variety		Intrinsic & General	0.459**	0.000
MSQ -20	Working Condition		General	0.518***	0.000

***High strength of association, Pearson's Coefficient (r) is significant to 0.01 level(1-tailed)

**Moderate Strength of association, Pearson's Coefficient (r) is significant to 0.01 level(1-tailed)

*Low Strength of association, Pearson's Coefficient (r) is significant to 0.01 level(1-tailed)

To facilitate the evaluation of the variables who are closely associated with the Overall Satisfaction we have assigned various markings to ensure a high, moderate, and low level of association with the dependant variable. Hence, looking at Table 9 we can clearly say that the variables according to Pearson's correlation that have a very high association with the overall satisfaction are Achievement, Advancement, Working Conditions, Supervision, Security, Moral Values, Independence, compensations, and company policies. On the other hand, those that have low strength of association compared to the others are Activity, Variety of work, Social status etc. to name a few. Hence, from the correlation, we infer that the doctors, nurses, and clinical support staff working in Sankara Eye Hospital are not happy with the monotony of their work as well as the lack of social status that they get. Also, on the other hand, they seem to be happy about the company policies, compensations, wiring conditions etc. which plays in the favour of the organisation at large.

Now that we are done with correlating the different variables, we will now be moving on to performing the Linear Regression analysis. Before moving onto Linear Regression results, we will first discuss what are the things that we want to evaluate using this method. Linear regression application in this study for job satisfaction would be to measure the multivariate distribution of the independent variables and assessing the *goodness of measure or the fit of measure*. After fitting a linear regression model, we need to determine how well the model fits the data. Does it do a good job of explaining changes in the dependent variable? Which in this case would be the overall job satisfaction. There are several key goodness-of-fit statistics for regression analysis. In this study, we will examine *R-squared* (R^2) which is a goodness-of-fit measure. This statistic indicates the percentage of the variance in dependant variables that independent variables explain collectively. *R-squared* measures the strength of the relationship between our independent variables and the dependent variable on a convenient 0 – 100% scale. Again, the working of the Linear Regression is done using IBM-SPSS Version 23 and the working is explained in **Appendix F**. The analysis is tabulated in Table 10 below. Also, the results obtained from the regression analysis backed up the correlation analysis where we found that the Pearson's coefficient *R-squared* (R^2) has shown the results that very high association with the overall satisfaction are Achievement, Advancement, Working Conditions, Supervision, Security, Moral Values, Independence, compensations, and company policies. On the other hand, those that have low strength of association compared to the others are Activity, Variety of work, Social status etc. to name a few. Hence, from the correlation, we infer that the doctors, nurses, and clinical support staff working in Sankara Eye Hospital are not happy with the monotony of their work as well as the lack of social status that they get. Also, on the other hand, they seem to be happy about the company policies, compensations, wiring conditions etc. which plays in the favour of the organisation at large. The level of goodness or fit of the measure was measured using the percentage variance in the dependant variable that the independent variable is responsible for making. For this very aspect, we had calculated the Adjusted R^2 in percentages although we did not mention it here. The more the percentage variance, the more the goodness of fit that the independent variable is for the dependant variable. For example, in this case, we see that the scale of creativity has an adjusted R^2 value of 0.220, this indicates that the percentage variance of creativity would be 22%. Hence, 22% is the strength of association of the creativity scale to the overall job satisfaction. Similarly, the other scales are measured and that is how we can tell the percentage variance of the independent variables as mentioned below and how they would affect the dependant variable

Table 10: Strength of Association between Scales and Overall Satisfaction (Linear Regression)

	<i>SCALE</i>	<i>SATISFACTION CATEGORY</i>	<i>R-Squared</i>	<i>Adjusted R- Squared</i>
MSQ – 1	Ability to utilisation	Intrinsic & General	0.170	0.164
MSQ -2	Achievement	Intrinsic & General	0.283	0.279
MSQ -3	Activity	Intrinsic & General	0.109	0.103
MSQ -4	Advancement	Intrinsic & General	0.353	0.348
MSQ -5	Authority	Extrinsic and General	0.245	0.240
MSQ -6	Company policy and practices	Extrinsic and General	0.290	0.285
MSQ -7	Compensation	General	0.283	0.278
MSQ -8	Co-workers	Intrinsic & General	0.233	0.228
MSQ -9	Creativity	Intrinsic & General	0.225	0.220
MSQ -10	Independence	Intrinsic & General	0.337	0.332
MSQ -11	Moral Values	Extrinsic and General	0.273	0.268
MSQ -12	Recognition	Extrinsic and General	0.279	0.274
MSQ -13	Responsibility	Intrinsic & General	0.191	0.185
MSQ -14	Security	Intrinsic & General	0.376	0.371
MSQ -15	Social Services	Intrinsic & General	0.223	0.218
MSQ -16	Social Status	Intrinsic & General	0.221	0.216
MSQ -17	Supervision- human relation	Extrinsic and General	0.272	0.267
MSQ -18	Supervision – Technical	Extrinsic and General	0.169	0.164
MSQ -19	Variety	Intrinsic & General	0.211	0.206
MSQ -20	Working Condition	General	0.268	0.263

**Regression coefficient R^2 and Adjusted R^2 , is significant to 0.01 level(1-tailed)*

The predictor variables are the independent variables and constant is Overall Satisfaction

CHAPTER 4

Discussion

Investigations of this sort have intrinsic limitations since the responses are each passionate and the people who didn't check out the study may have different motivations behind points of view so it can't be summarized to all the clinical staff of this country the revelations of this study with the Minnesota Satisfaction Questionnaire showed very significant results and the locales that were recognized to be the best a part of their duties were Accomplishment, Progression, Working Conditions, Management, Security, Virtues, Freedom, pay, and Working Conditions. Agents had all the earmarks of being happy and substance in the areas of their action which was all around reflected in their answering of the MSQ-Short structure, the locales that need upgrade for their action will be Action, Assortment of work, Economic wellbeing, etc.

In the investigation that was driven we see that the Natural, Extraneous and General scales for Employment satisfaction each appeared to fundamentally influence delegate satisfaction. Disillusionment in this study was moreover observed concerning some degree by the neatness factors obligated for work frustration, which joins pay rates, nature of the executives and working conditions.

The general Healthsystem in India and the unselfish region has compelled resources when appeared differently in relation to the private division which has more resources and serves in a more diminutive get-together of the masses, due to this clarification these open portions and philanthropic Trust asserted affiliations could have the level of disillusionments as communicated and surveyed in the investigation. The consequences of this study when out into affiliation utilizing Chi-Squared dissemination demonstrated no noteworthy connection between the socio-segment attributes and the degree of satisfaction Factors, for example, sexual orientation, age, conjugal status, term of administration, level of instruction and employment title are not related with the degree of satisfaction among the clinical staff for example specialists, medical caretakers and clinical staff working at Sankara Eye hospital, Coimbatore.

The outcomes for the relationship and relapse investigation was gotten by estimating the quality of relationship between the free factors Capacity to usage, Accomplishment, Movement, Headway, Authority, Innovativeness, Compensatory strategies, Societal position, Working Conditions and so on and the dependant variable By and large Satisfaction. The relationship gave us some astounding outcomes where we evaluated which were the most firmly estimated factors or factors that gave us the general satisfaction commitment, and which were the individuals who contributed little towards that. Likewise, By and large discoveries demonstrated that since there was no factual centrality between the socio-segment factors and the general employment satisfaction among the specialists, clinical care staff and medical attendants working at Sankara Eye hospital, Coimbatore. A few smidgens of proof indicated a high positive relationship with the dependant factors according to the Minnesota Satisfaction Survey which was controlled to the representatives.

With everything taken into account, we can say alluding to all the classified outcomes that the representatives at Sankara Eye hospital, Coimbatore particularly the representatives filling in as specialists, medical attendants, and clinical staff were fulfilled in a general scale just as individual scales.

There are different effects accomplished by high occupation satisfaction. Astoundingly satisfied delegates will, when all is said in done, have better physical and passionate prosperity, become acquainted with the new position related assignments adequately, have less occupation stress and tumult. Such delegates will end up being more co-employable, for instance, helping partners, helping customers, etc. Such lead will improve unit execution and definitive amplex.

A satisfied authority will reliably be wary and careful towards his action, and the chances of setbacks will be less. To wrap up, we can say that action satisfaction results from the laborer's insight that the movement substance and setting give what an agent quality in the work condition. The organisationally critical degree of employment satisfaction reflects an extraordinarily perfect definitive climate achieving pulling in and holding better experts

CHAPTER 5

Conclusion

Health Industry is work concentrated and the idea of organizations gave by the people in the human administrations' division is associated with aptitudes, motivation, and satisfaction. Various studies in the past have reported associations between work satisfaction, turnover and non-appearance among Medicinal services workers which finally impacts their legitimate obligation and this the quality passed on. Satisfaction is considered as crucial to one's activity since it impacts motivation just as so affecting individual prosperity, people's relationship with others and dynamic. Health portion has reliably been very mentioning and leaves no degree for any powerful slip-ups. In like manner, more satisfaction in one's movement prompts better capability with the most noteworthy bore of patient thought transport. Baffled therapeutic administrations providers not simply give low quality, less powerful thought; there is similarly evidence of a positive connection between action satisfaction and patient satisfaction (Tzeng, 2002). Given the critical activity that therapeutic administrations specialists play in choosing the amplexness, profitability, and viability of Medicinal services systems, it is essential to appreciate what motivates them and how much applicable elements and the affiliation satisfy them.

This study intended to decide the variables impacting work satisfaction among specialists and other clinical staff working at Sankara Eye Medical clinic, Coimbatore. The investigation was directed among 204 members with a reaction pace of 87%. A self-regulated survey alongside the sizes of Minnesota Satisfaction Questionnaire - Short Structure was utilized to gather the information and was later broke down utilizing MS-Excel just as IBM-SPSS Version 23. The outcomes demonstrated that 66.75% of the clinical staff for example specialists, medical attendants and clinical staff were happy with their employments which showed that around 2/3rd of the members were content with their occupations and the rest 33.25% of the members were discontent with the present place of employment portrayal which included 1/3rd of the members met altogether.

An affiliation was drafted between socio-segment factors and the general satisfaction utilizing Pearson's Chi-Square Study and it was discovered that there was no relationship and no corresponding distinction between socio-segment attributes and level of employment satisfaction among respondents as (p -esteem > 0.05) in all socio-segment factors tried in 95% certainty stretch. For relapse study of occupation satisfaction generally with different sizes of autonomous factors, those that demonstrated most elevated decency of fit or quality of affiliation were freedom at the particular employment, acknowledgment, working conditions, virtues, social administrations, security, collaborators, organization strategies and so on to give some examples and the individuals who indicated lower quality of affiliation or not all that the solid match of the measure were specialized oversight, duty, assortment of work and action at work to give some examples. Every one of these factors were found to have a critical degree of relationship with the degree of satisfaction among the specialists, medical caretakers and clinical care staff at Sankara Eye Hospital, Coimbatore. Disappointed representatives give low quality of care, so it gets critical to find a way to expand the activity satisfaction among the clinical staff at Sankara Eye Medical clinic, Coimbatore.

Underneath enrolled are the key discoveries from the study:

- The study yielded us with the way that a more noteworthy number of representatives roughly 66.75% which contained 2/3rd of the workers were over the satisfaction level at Sankara Eye Hospital, Coimbatore. Consequently, we can refer to the end that the specialists, medical attendants, and clinical staff working at Sankara Eye Hospital, Coimbatore were happy with their occupations.
- No affiliation was clear between the socio-segment factors, for example, Age, Sex, Conjugal Status, Employment Job, Long periods of Experience and Level of Instruction and the general satisfaction level

of the specialists, attendants and clinical staff at Sankara Eye Hospital, Coimbatore. Hence, socio-segment factors didn't influence or in any capacity improve the activity satisfaction among the representatives.

- Also, Relapse Study of the free factors with the general satisfaction demonstrated the outcomes as indicated by which it very well may be reasoned that the scales and parameters, for example, were autonomy at the particular employment, acknowledgment, working conditions, virtues, social administrations, security, collaborators, organization arrangements were supporters of the general occupation satisfaction though then again we additionally found that there were factors that were going about as depreciators, for example, specialized oversight, duty, assortment of work and movement at work to give some examples. Consequently, as the Minnesota Satisfaction Survey expresses these 20 scales for work satisfaction, a constant information investigation uncovered the connection of these variables influencing work satisfaction in an incredible manner.
- The results acquired from the study are well in accordance with the writing that we have seen up until this point. Henceforth, the legitimacy and the dependability of the Minnesota Satisfaction Questionnaire and its technique for surveying work satisfaction was additionally put to a test. To our merriment, the outcomes were very hopeful.

Having stated, it comes to see that we ought to rather enrol or talk about what ought to be never really increment the representative satisfaction at Sankara Eye Clinic, Coimbatore.

Not at all like most other study the present investigation attempted to portray the need of the wellbeing experts in detail by doing pragmatic changes which have been unmistakably recognizes. This is significant as approach producers can get inputs structure the outcomes while planning methodologies to improve/increment Health laborers satisfaction in various altruistic just as government offices.

Since work satisfaction among the specialists, medical caretakers and clinical staff influences the nature of administrations conveyed as well as patient satisfaction, so it turns out to be exceptionally imperative to take vital activities so as to expand the degrees of satisfaction among the specialists, attendants and clinical staff at Sankara Eye Hospital, Coimbatore

- Continuous work satisfaction assessments, and checking ought to be done to figure out which parts of the activity could be improved
- Improvement in connection among the executives and clinical staff ought to be given most extreme significance.
- Regular preparing procedure and projects will help in enabling the staff to settle on choices that are important to accomplish quality results.
- Incentives, for example, reward, house stipend, compensation increase, improving emergency clinic offices and foundation can be utilized to build satisfaction among specialists, medical attendants and clinical staff at Sankara Eye Medical clinic, Coimbatore.

CHAPTER 6

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Appendices

APPENDIX- A

Sample size: **45**

This means 45 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within $\pm 5\%$ of the measured/surveyed value.

Confidence Level:?	95%	▼
Margin of Error:?	5%	
Population Proportion:?	50%	Use 50% if not sure
Population Size:?	50	Leave blank if unlimited population size.
Calculate ▶ Clear		

Sample size: **87**

This means 87 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within $\pm 5\%$ of the measured/surveyed value.

Confidence Level:?	95%	▼
Margin of Error:?	5%	
Population Proportion:?	50%	Use 50% if not sure
Population Size:?	111	Leave blank if unlimited population size.
Calculate ▶ Clear		

Sample size: **39**

This means 39 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within $\pm 5\%$ of the measured/surveyed value.

Confidence Level:?	95%	▼
Margin of Error:?	5%	
Population Proportion:?	50%	Use 50% if not sure
Population Size:?	43	Leave blank if unlimited population size.
Calculate ▶ Clear		

APPENDIX- B

JOB SATISFACTION QUESTIONNAIRE

PART I: SOCIO DEMOGRAPHIC VARIABLES

VARIABLE	OPTIONS	RESPONSE
Age (வயது)	Less than 30 years (30 வருடங்களுக்கும் குறைவானது)	
	More than 30 years (30 ஆண்டுகளுக்கும் மேலாக)	
	Equal to 30 years (30 ஆண்டுகளுக்கு சமம்)	
Sex (பாலினம்)	Male (ஆண்)	
	Female (பெண்)	
Marital Status (திருமண நிலை)	Married (திருமணமானவர்)	
	Unmarried (திருமணமாகாதவர்)	
	Divorced (விவாகரத்து)	
	Widowed (விதவை)	
Level of Education (கல்விநிலை)	Under Certificate (சான்றிதழின் கீழ்)	
	Certificate (சான்றிதழ்)	
	Diploma (டிப்ளோமா)	
	Degree (பட்டம்)	
Years of Experience (அனுபவ ஆண்டு காலம்)	Less than 2 years (2 வருடங்களுக்கும் குறைவானது)	
	More than 2 years (2 ஆண்டுகளுக்கு மேல்)	
Job Title (வேலை பங்கு)	Doctors (மருத்துவர்கள்)	
	Nurses (செவிலியர்கள்)	
	Clinical Support Staff (மருத்துவ ஆதரவு ஊழியர்கள்)	

PART II: MINNESOTA SATISFACTION QUESTIONNAIRE

QUESTIONS	Very Dissatisfied (மிகவும் அதிருப்தி)	Dissatisfied (அதிருப்தி)	Neutral (நடுநிலை)	Satisfied (திருப்தி)	Very Satisfied (மிக திருப்தி)
Being able to keep busy all the time (எல்லா நேரத்திலும் பிஸியாக இருக்க முடிகிறது)					

The chance to work alone on the job (வேலையில் தனியாக வேலை செய்ய வாய்ப்பு)					
The chance to do different things from time to time (அவ்வப்போது வெவ்வேறு விஷயங்களைச் செய்ய வாய்ப்பு)					
The chance to be somebody in the community (சமூகத்தில் யாரோ ஒருவர் ஆக வாய்ப்பு)					
The way my boss handles his/her workers (எனது முதலாளி தனது / அவள் தொழிலாளர்களைக் கையாளும் விதம்)					
The competence of my supervisor in making decisions (முடிவுகளை எடுப்பதில் எனது மேற்பார்வையாளரின் திறன்)					
Being able to do things that do not go against my conscience (என் மனசாட்சிக்கு எதிரான விஷயங்களைச் செய்ய முடிந்தது)					
The way my job provides for steady job (எனது வேலை நிலையான வேலைவாய்ப்பை வழங்கும் வழி)					
The chance to do things for other people (மற்றவர்களுக்காக விஷயங்களைச் செய்ய வாய்ப்பு)					
The chance to tell people what to do (என்ன செய்ய வேண்டும் என்று மக்களுக்குச் சொல்லும் வாய்ப்பு)					

The chance to do something that makes use of my abilities (எனது திறன்களைப் பயன்படுத்தக்கூடிய ஒன்றைச் செய்ய வாய்ப்பு)					
The way my company policies are put into practice (எனது நிறுவனத்தின் கொள்கைகள் நடைமுறையில் உள்ள விதம்)					
My pay and the amount of work I do (எனது ஊதியம் மற்றும் நான் செய்யும் வேலையின் அளவு)					
The chances for advancement in this job (இந்த வேலையில் முன்னேற்றத்திற்கான வாய்ப்புகள்)					
The freedom to use my judgement (எனது தீர்ப்பைப் பயன்படுத்துவதற்கான சுதந்திரம்)					
The chance to try my methods of doing the job(வேலையைச் செய்வதற்கான எனது முறைகளை முயற்சிக்க வாய்ப்பு)					
The working conditions (வேலை நிலைமைகள்)					
The way my co-workers get along with each other (எனது சக ஊழியர்கள் ஒருவருக்கொருவர் பழகும் விதம்)					
The praise I get for doing a good job (ஒரு நல்ல வேலை செய்ததற்காக எனக்கு கிடைக்கும் பாராட்டு)					
The feeling of accomplishment that I get from the job (நான் வேலையிலிருந்து பெறும் சாதனை உணர்வு)					

APPENDIX- C

Ethical Consent

This informed consent is for the doctors, nurses and clinical staff at Sankara Eye Hospital, Coimbatore who are invited to participate in the research titled "Job Satisfaction among Clinical Staff at Sankara Eye Hospital, Coimbatore" With the objective to determine the factors influencing job satisfaction among the clinical staff working here and also to assess what dissatisfies them and what satisfied them and also to identify the interventions for improving satisfaction among the clinical staff

Your participation in this research will be kept confidential and it will be utilised only for the above research. Also, the privacy and confidentiality of all the participants will be kept secure. If there were any doubts regarding the research or any clarifications are needed, you can directly call the concerned person on +918171371059

I have read the foregoing information, ore it has been read to me. I have had the opportunity times ask questions about and any questions I have been asked to have been answered to my satisfaction, I consent voluntarily to be a participant in this study.

Next

Statement by the researcher/ person taking consent

I have accurately read out the information sheet to the potential participant and to the best of my ability made sure that the participant understands what is being told to him/her. I confirm that the participant was given an opportunity to ask questions about the study, and all the questions asked by the participant have been answered correctly and to the best of my ability I confirm that the individual has not been coerced into giving consent, and the consent has been given freely and voluntarily.

Move to Survey

APPENDIX- D

Working of Chi-Square between Sociodemographic Variables and Overall satisfaction in SPSS

```
CROSSTABS
  /TABLES=AGE BY OverallSatisfaction
  /FORMAT=AVALUE TABLES
  /STATISTICS=CHISQ PHI
  /CELLS=COUNT EXPECTED
  /COUNT ROUND CELL.
```

AGE * Overall Satisfaction

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	93.449 ^a	82	.182
Likelihood Ratio	109.370	82	.023
Linear-by-Linear Association	3.691	1	.055
N of Valid Cases	150		

a. 125 cells (99.2%) have expected count less than 5. The minimum expected count is .13.

Symmetric Measures			
		Value	Approximate Significance
Nominal by Nominal	Phi	.789	.182
	Cramer's V	.558	.182
N of Valid Cases		150	

MARITAL STATUS * Overall Satisfaction

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	93.287 ^a	123	.979
Likelihood Ratio	95.171	123	.970
Linear-by-Linear Association	3.107	1	.078
N of Valid Cases	149		

a. 165 cells (98.2%) have expected count less than 5. The minimum expected count is .05.

Symmetric Measures

		Value	Approximate Significance
Nominal by Nominal	Phi	.791	.979
	Cramer's V	.457	.979
N of Valid Cases		149	

YEARS OF EXPERIENCE * Overall Satisfaction

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	47.843 ^a	41	.215
Likelihood Ratio	60.508	41	.025
Linear-by-Linear Association	2.954	1	.088
N of Valid Cases		150	

a. 81 cells (96.4%) have expected count less than 5. The minimum expected count is .39.

Symmetric Measures

		Value	Approximate Significance
Nominal by Nominal	Phi	.585	.215
	Cramer's V	.585	.215
N of Valid Cases		150	

SEX * Overall Satisfaction

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	36.700 ^a	41	.662
Likelihood Ratio	43.866	41	.351
Linear-by-Linear Association	1.038	1	.308
N of Valid Cases		150	

a. 78 cells (92.9%) have expected count less than 5. The minimum expected count is .23.

Symmetric Measures

		Value	Approximate Significance
Nominal by Nominal	Phi	.495	.662
	Cramer's V	.495	.662
N of Valid Cases		150	

JOB ROLE * Overall Satisfaction

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	71.707 ^a	82	.784
Likelihood Ratio	93.650	82	.178
Linear-by-Linear Association	.078	1	.780
N of Valid Cases	150		

a. 125 cells (99.2%) have expected count less than 5. The minimum expected count is .23.

Symmetric Measures

		Value	Approximate Significance
Nominal by Nominal	Phi	.691	.784
	Cramer's V	.489	.784
N of Valid Cases		150	

LEVEL OF EDUCATION * Overall Satisfaction

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	123.541 ^a	123	.469
Likelihood Ratio	119.647	123	.569
Linear-by-Linear Association	7.810	1	.005
N of Valid Cases	148		

a. 165 cells (98.2%) have expected count less than 5. The minimum expected count is .04.

Symmetric Measures

		Value	Approximate Significance
Nominal by Nominal	Phi	.914	.469
	Cramer's V	.527	.469
N of Valid Cases		148	

APPENDIX- E

Working of Correlation between the Independent and Dependant Variables of The Minnesota Satisfaction Questionnaire

```
CORRELATIONS
/VARIABLES=OverallSatisfaction Beingabletokeepbusyallthetime
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

		Overall Satisfaction	Being able to keep busy all the time
Overall Satisfaction	Pearson Correlation	1	.412**
	Sig. (1-tailed)		.000
	N	150	150
Being able to keep busy all the time	Pearson Correlation	.412**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```
NONPAR CORR
/VARIABLES=OverallSatisfaction Beingabletokeepbusyallthetime
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

			Overall Satisfaction	Being able to keep busy all the time
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.411**
		Sig. (1-tailed)	.	.000
		N	150	150
	Being able to keep busy all the time	Correlation Coefficient	.411**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```
CORRELATIONS
/VARIABLES=OverallSatisfaction Thechancetoworkaloneonthejob
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

		Overall Satisfaction	The chance to work alone on the job
Overall Satisfaction	Pearson Correlation	1	.532**

	Sig. (1-tailed)		.000
	N	150	150
The chance to work alone on the job	Pearson Correlation	.532**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```
NONPAR CORR
/VARIABLES=OverallSatisfaction Thechancetoworkaloneonthejob
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to work alone on the job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.548**
		Sig. (1-tailed)	.	.000
		N	150	150
The chance to work alone on the job		Correlation Coefficient	.548**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```
CORRELATIONS
/VARIABLES=OverallSatisfaction Thechancetodifferentthingsfromtimetotime
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

Correlations

		Overall Satisfaction	The chance to do different things from time to time
Overall Satisfaction	Pearson Correlation	1	.331**
	Sig. (1-tailed)		.000
	N	150	150
The chance to do different things from time to time	Pearson Correlation	.331**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```
NONPAR CORR
/VARIABLES=OverallSatisfaction Thechancetodifferentthingsfromtimetotime
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to do different things from time to time
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.387**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to do different things from time to time	Correlation Coefficient	.387**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction Thechance to be somebody in the community
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The chance to be somebody in the community
Overall Satisfaction	Pearson Correlation	1	.594**
	Sig. (1-tailed)		.000
	N	150	150
The chance to be somebody in the community	Pearson Correlation	.594**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

NONPAR CORR
/VARIABLES=OverallSatisfaction Thechance to be somebody in the community
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to be somebody in the community
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.596**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to be somebody in the community	Correlation Coefficient	.596**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction The way my boss handles his/her workers
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The way my boss handles his/her workers
Overall Satisfaction	Pearson Correlation	1	.495**
	Sig. (1-tailed)		.000
	N	150	150
The way my boss handles his/her workers	Pearson Correlation	.495**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

NONPAR CORR
/VARIABLES=OverallSatisfaction The way my boss handles his/her workers
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The way my boss handles his/her workers
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.514**
		Sig. (1-tailed)	.	.000
		N	150	150
	The way my boss handles his/her workers	Correlation Coefficient	.514**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction The competence of my supervisor in making decisions
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The competence of my supervisor in making decisions
Overall Satisfaction	Pearson Correlation	1	.539**
	Sig. (1-tailed)		.000
	N	150	150
The competence of my supervisor in making decisions	Pearson Correlation	.539**	1
	Sig. (1-tailed)	.000	

N	150	150
---	-----	-----

**. Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

/VARIABLES=OverallSatisfaction The competence of my supervisor in making decisions
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

Nonparametric Correlations

Correlations

			Overall Satisfaction	The competence of my supervisor in making decisions
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.505**
		Sig. (1-tailed)	.	.000
		N	150	150
	The competence of my supervisor in making decisions	Correlation Coefficient	.505**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

/VARIABLES=OverallSatisfaction Beingabletodothingsthatdon'tgoagainstmyconscience
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

Correlations

Correlations

		Overall Satisfaction	Being able to do things that don't go against my conscience
Overall Satisfaction	Pearson Correlation	1	.532**
	Sig. (1-tailed)		.000
	N	150	150
Being able to do things that don't go against my conscience	Pearson Correlation	.532**	1
	Sig. (1-tailed)	.000	
	N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

/VARIABLES=OverallSatisfaction Beingabletodothingsthatdon'tgoagainstmyconscience
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

Nonparametric Correlations

Correlations

			Overall Satisfaction	Being able to do things that don't go against my conscience
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.521**
		Sig. (1-tailed)	.	.000
		N	150	150
	Being able to do things that don't go against my conscience	Correlation Coefficient	.521**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```

/VARIABLES=OverallSatisfaction The way my job provides for steady job
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The way my job provides for steady job
Overall Satisfaction	Pearson Correlation	1	.483**
	Sig. (1-tailed)		.000
	N	150	150
The way my job provides for steady job	Pearson Correlation	.483**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```

/VARIABLES=OverallSatisfaction The way my job provides for steady job
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The way my job provides for steady job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.443**
		Sig. (1-tailed)	.	.000
		N	150	150
	The way my job provides for steady job	Correlation Coefficient	.443**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction Thechancetodothingsforotherpeople
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The chance to do things for other people
Overall Satisfaction	Pearson Correlation	1	.475**
	Sig. (1-tailed)		.000
	N	150	150
The chance to do things for other people	Pearson Correlation	.475**	1
	Sig. (1-tailed)	.000	
	N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

```

NONPAR CORR
/VARIABLES=OverallSatisfaction Thechancetodothingsforotherpeople
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to do things for other people
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.478**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to do things for other people	Correlation Coefficient	.478**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction Thechancetotellpeoplewhattodo
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The chance to tell people what to do
Overall Satisfaction	Pearson Correlation	1	.580**
	Sig. (1-tailed)		.000
	N	150	150
The chance to tell people what to do	Pearson Correlation	.580**	1
	Sig. (1-tailed)	.000	

N	150	150
---	-----	-----

**. Correlation is significant at the 0.01 level (1-tailed).



NONPAR CORR

~~/VARIABLES=OverallSatisfaction Thechancetotellpeoplewhatto do~~
~~/PRINT=SPEARMAN ONETAIL NOSIG~~
~~/MISSING=PAIRWISE.~~

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to tell people what to do
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.813**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to tell people what to do	Correlation Coefficient	.813**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

~~/VARIABLES=OverallSatisfaction Thechancetodosomethingthatmakesuseofmyabilities~~
~~/PRINT=ONETAIL NOSIG~~
~~/MISSING=PAIRWISE.~~

Correlations

Correlations

		Overall Satisfaction	The chance to do something that makes use of my abilities
Overall Satisfaction	Pearson Correlation	1	.522**
	Sig. (1-tailed)		.000
	N	150	150
The chance to do something that makes use of my abilities	Pearson Correlation	.522**	1
	Sig. (1-tailed)	.000	
	N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

~~/VARIABLES=OverallSatisfaction Thechancetodosomethingthatmakesuseofmyabilities~~
~~/PRINT=SPEARMAN ONETAIL NOSIG~~
~~/MISSING=PAIRWISE.~~

Nonparametric Correlations

Correlations

		Overall Satisfaction	The chance to do something that makes use of my abilities

Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.524**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to do something that makes use of my abilities	Correlation Coefficient	.524**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```

/VARIABLES=OverallSatisfaction The way company policies are put into practice
/PRINT=ONETAIL NOSIG
/MISSING=FAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The way company policies are put into practice
Overall Satisfaction	Pearson Correlation	1	.528**
	Sig. (1-tailed)		.000
	N	150	150
The way company policies are put into practice	Pearson Correlation	.528**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```

/VARIABLES=OverallSatisfaction The way company policies are put into practice
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=FAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The way company policies are put into practice
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.535**
		Sig. (1-tailed)	.	.000
		N	150	150
	The way company policies are put into practice	Correlation Coefficient	.535**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```

/VARIABLES=OverallSatisfaction My view of the amount of work I do

```

```

/PRINT=ONETAIL NOSIG
/MISSING=FAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	My pay and the amount of work I do
Overall Satisfaction	Pearson Correlation	1	.437**
	Sig. (1-tailed)		.000
	N	150	150
My pay and the amount of work I do	Pearson Correlation	.437**	1
	Sig. (1-tailed)	.000	
	N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```

/VARIABLES=OverallSatisfaction My pay and the amount of work I do
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=FAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	My pay and the amount of work I do
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.409**
		Sig. (1-tailed)	.	.000
		N	150	150
	My pay and the amount of work I do	Correlation Coefficient	.409**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```

/VARIABLES=OverallSatisfaction The chances for advancement in this job
/PRINT=ONETAIL NOSIG
/MISSING=FAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The chances for advancement in this job
Overall Satisfaction	Pearson Correlation	1	.813**
	Sig. (1-tailed)		.000
	N	150	150
The chances for advancement in this job	Pearson Correlation	.813**	1
	Sig. (1-tailed)	.000	
	N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```

/VARIABLES=OverallSatisfaction The chances for advancement in this job

```

```

/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chances for advancement in this job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.632**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chances for advancement in this job	Correlation Coefficient	.632**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```

/VARIABLES=OverallSatisfaction Thefreedomtousemyownjudgment
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The freedom to use my own judgment
Overall Satisfaction	Pearson Correlation	1	.472**
	Sig. (1-tailed)		.000
	N	150	150
The freedom to use my own judgment	Pearson Correlation	.472**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```

/VARIABLES=OverallSatisfaction Thefreedomtousemyownjudgment
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The freedom to use my own judgment
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.420**
		Sig. (1-tailed)	.	.000
		N	150	150
	The freedom to use my own judgment	Correlation Coefficient	.420**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```
/VARIABLES=OverallSatisfaction Thechancetotrymyownmethodsofdoingthejob  
/PRINT=ONETAIL NOSIG  
/MISSING=PAIRWISE.
```

Correlations

Correlations

		Overall Satisfaction	The chance to try my own methods of doing the job
Overall Satisfaction	Pearson Correlation	1	.470**
	Sig. (1-tailed)		.000
	N	150	150
The chance to try my own methods of doing the job	Pearson Correlation	.470**	1
	Sig. (1-tailed)	.000	
	N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```
/VARIABLES=OverallSatisfaction Thechancetotrymyownmethodsofdoingthejob  
/PRINT=SPEARMAN ONETAIL NOSIG  
/MISSING=PAIRWISE.
```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The chance to try my own methods of doing the job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.448**
		Sig. (1-tailed)	.	.000
		N	150	150
	The chance to try my own methods of doing the job	Correlation Coefficient	.448**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```
/VARIABLES=OverallSatisfaction Theworkingconditions  
/PRINT=ONETAIL NOSIG  
/MISSING=PAIRWISE.
```

Correlations

Correlations

		Overall Satisfaction	The working conditions
Overall Satisfaction	Pearson Correlation	1	.522**

	Sig. (1-tailed)		.000
	N	150	150
The working conditions	Pearson Correlation	.522**	1
	Sig. (1-tailed)	.000	
	N	150	150

** Correlation is significant at the 0.01 level (1-tailed).



NONPAR CORR

```
/VARIABLES=OverallSatisfaction Theworkingconditions
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The working conditions
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.494**
		Sig. (1-tailed)	.	.000
		N	150	150
	The working conditions	Correlation Coefficient	.494**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

CORRELATIONS

```
/VARIABLES=OverallSatisfaction The way my coworkers get along with each other
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

Correlations

		Overall Satisfaction	The way my coworkers get along with each other
Overall Satisfaction	Pearson Correlation	1	.411**
	Sig. (1-tailed)		.000
	N	150	150
The way my coworkers get along with each other	Pearson Correlation	.411**	1
	Sig. (1-tailed)	.000	
	N	150	150

** Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

```
/VARIABLES=OverallSatisfaction The way my coworkers get along with each other
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.
```

Nonparametric Correlations

Correlations

```

REGRESSION
/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Beingabletokeepbusyallthetime.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Being able to keep busy all the time		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.412 ^a	.170	.164	.55799	.170	30.225	1	148	.000

a. Predictors: (Constant), Being able to keep busy all the time

```

REGRESSION
/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancestoworkaloneonthejob.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to work alone on the job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

			Overall Satisfaction	The way my coworkers get along with each other
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.392**
		Sig. (1-tailed)	.	.000
		N	150	150
	The way my coworkers get along with each other	Correlation Coefficient	.392**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction ThepraiseIgetfordoingagoodjob
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The praise I get for doing a good job
Overall Satisfaction	Pearson Correlation	1	.459**
	Sig. (1-tailed)		.000
	N	150	150
The praise I get for doing a good job	Pearson Correlation	.459**	1
	Sig. (1-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

NONPAR CORR
/VARIABLES=OverallSatisfaction ThepraiseIgetfordoingagoodjob
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Nonparametric Correlations

Correlations

			Overall Satisfaction	The praise I get for doing a good job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.449**
		Sig. (1-tailed)	.	.000
		N	150	150
	The praise I get for doing a good job	Correlation Coefficient	.449**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

** . Correlation is significant at the 0.01 level (1-tailed).

```

CORRELATIONS
/VARIABLES=OverallSatisfaction ThefeelingofaccomplishmentIgetfromthejob
/PRINT=ONETAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Correlations

		Overall Satisfaction	The feeling of accomplishment I get from the job
Overall Satisfaction	Pearson Correlation	1	.518**
	Sig. (1-tailed)		.000
	N	150	150
The feeling of accomplishment I get from the job	Pearson Correlation	.518**	1
	Sig. (1-tailed)	.000	
	N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

NONPAR CORR

/VARIABLES=OverallSatisfaction ThefeelingofaccomplishmentIgetfromthejob
/PRINT=SPEARMAN ONETAIL NOSIG
/MISSING=PAIRWISE.

Nonparametric Correlations

Correlations

			Overall Satisfaction	The feeling of accomplishment I get from the job
Spearman's rho	Overall Satisfaction	Correlation Coefficient	1.000	.540**
		Sig. (1-tailed)	.	.000
		N	150	150
	The feeling of accomplishment I get from the job	Correlation Coefficient	.540**	1.000
		Sig. (1-tailed)	.000	.
		N	150	150

**. Correlation is significant at the 0.01 level (1-tailed).

APPENDIX- F

Working of Regression between the Independent and Dependant Variables of The Minnesota Satisfaction Questionnaire

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.532 ^a	.283	.279	.51835	.283	58.530	1	148	.000

a. Predictors: (Constant), The chance to work alone on the job

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancestodo differentthingsfromtimetotime-

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to do different things from time to time		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.331 ^a	.109	.103	.57785	.109	18.185	1	148	.000

a. Predictors: (Constant), The chance to do different things from time to time

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancestodo differentthingsfromtimetotime-

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method

1	The chance to be somebody in the community		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).
---	--	--	---

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.594 ^a	.353	.348	.49265	.353	80.638	1	148	.000

a. Predictors: (Constant), The chance to be somebody in the community

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE The way my boss handles his/her workers.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The way my boss handles his/her workers		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE The competence of my supervisor in making decisions.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The competence of my supervisor in making decisions		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.539 ^a	.290	.285	.51588	.290	60.508	1	148	.000

a. Predictors: (Constant), The competence of my supervisor in making decisions

REGRESSION

/MISSING LISTWISE

/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE

/CRITERIA=PIN(.05) POUT(.10)

/NOORIGIN

/DEPENDENT OverallSatisfaction

/METHOD=STEPWISE Beingabletodothings that don't go against my conscience.

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Being able to do things that don't go against my conscience		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.532 ^a	.283	.278	.51865	.283	58.289	1	148	.000

a. Predictors: (Constant), Being able to do things that don't go against my conscience

REGRESSION

/MISSING LISTWISE

/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE

/CRITERIA=PIN(.05) POUT(.10)

/NOORIGIN

/DEPENDENT OverallSatisfaction

/METHOD=STEPWISE The way my job provides for steady job.

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The way my job provides for steady job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.483 ^a	.233	.228	.53621	.233	44.998	1	148	.000

a. Predictors: (Constant), The way my job provides for steady job

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancetodothingsforotherpeople.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to do things for other people		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.475 ^a	.225	.220	.53894	.225	43.049	1	148	.000

a. Predictors: (Constant), The chance to do things for other people

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancetotellpeoplewhatto do.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to tell people what to do		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics		
					R Square Change	F Change	df1
1	.580 ^a	.337	.332	.49874	.337	75.087	1

a. Predictors: (Constant), The chance to tell people what to do

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancetodosomethingthatusesuseofabilities.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to do something that makes use of my abilities		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.522 ^a	.273	.268	.52224	.273	55.466	1	148	.000

a. Predictors: (Constant), The chance to do something that makes use of my abilities

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE The way company policies are put into practice.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The way company policies are put into practice		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.528 ^a	.279	.274	.51998	.279	57.232	1	148	.000

a. Predictors: (Constant), The way company policies are put into practice

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE My pay and the amount of work I do.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	My pay and the amount of work I do		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.437 ^a	.191	.185	.55090	.191	34.844	1	148	.000

a. Predictors: (Constant), My pay and the amount of work I do

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE The chances for advancement in this job.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chances for advancement in this job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.613 ^a	.376	.371	.48387	.376	89.014	1	148	.000

a. Predictors: (Constant), The chances for advancement in this job
REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thefreedomtousemyownjudgment-

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The freedom to use my own judgment		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics			
					R Square Change	F Change	df1	df2
1	.472 ^a	.223	.218	.53970	.223	42.511	1	148

a. Predictors: (Constant), The freedom to use my own judgment

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thechancetotrymyownmethodsofdoingthejob-

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The chance to try my own methods of doing the job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.470 ^a	.221	.216	.54047	.221	41.967	1	148	.000

a. Predictors: (Constant), The chance to try my own methods of doing the job

```
REGRESSION /MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Theworkingconditions.
```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The working conditions		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.522 ^a	.272	.267	.52244	.272	55.310	1	148	.000

a. Predictors: (Constant), The working conditions

```
REGRESSION /MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thewaymycoworkersgetalongwitheachother.
```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The way my coworkers get along with each other		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.411 ^a	.169	.164	.55814	.169	30.133	1	148	.000

a. Predictors: (Constant), The way my coworkers get along with each other

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE Thepraiselgetfordoingagoodjob-

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The praise I get for doing a good job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.459 ^a	.211	.208	.54395	.211	39.544	1	148	.000

a. Predictors: (Constant), The praise I get for doing a good job

REGRESSION

```

/MISSING LISTWISE
/STATISTICS COEFF OUTS CI(95) R ANOVA CHANGE
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT OverallSatisfaction
/METHOD=STEPWISE ThefeelingofaccomplishmentIgetfromthejob-

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	The feeling of accomplishment I get from the job		Stepwise (Criteria: Probability-of-F-to-enter <= .050, Probability-of-F-to-remove >= .100).

a. Dependent Variable: Overall Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.518 ^a	.268	.263	.52381	.268	54.247	1	148	.000

a. Predictors: (Constant), The feeling of accomplishment I get from the job