

## AN ANALYSIS OF JOB SATISFACTION OF EMPLOYEES WORKING AT GOVERNMENT, TEACHING AND TRUST HOSPITALS IN AHMEDNAGAR DISTRICT

<sup>1</sup>\*S.S. Kadam and <sup>2</sup>B.H. Das

<sup>1</sup>IBMRD, Ahmednagar, Maharashtra, India

<sup>2</sup>PIRENS, Loni, Dist. Ahmednagar, Maharashtra, India

\*saptranjan@gmail.com

### ABSTRACT

*Employee Job Satisfaction is a key concept in Organization and Management of all the organizations. With the advent of aspects like Service Quality, the topic assumes special significance in the context of service organizations like hospitals. This study examines the relationship between the type of Hospital Organizations (Government, Educational & Trust) and Employee Job Satisfaction for hospitals in Ahmednagar District. While a good number of studies on the conceptual relationship in the context of hospitals are on record, those that have been carried in a set-up of rural-urban mix, the mix of government, trust and medical college run hospitals is not seen. This study aims at providing specialized information on the concept with reference to impact of variables like type of organization on employee job satisfaction. If a hospital is run by Government, or a Private Trust or a Medical College, how does it impact employee job satisfaction? Such interesting relationships will be investigated. Preliminaries of the study are discussed in this article.*

**Keywords:** Employee Job Satisfaction, Hospitals, Types of Hospitals, Ahmednagar District

### Introduction

Employee Job Satisfaction is a key concept in Organization and Management of all the organizations. With the advent of aspects like Service Quality, the topic assumes special significance in the context of service organizations like hospitals. This study examines the relationship between the type of Hospital Organizations (Government, Educational & Trust) and Employee Job Satisfaction for hospitals in Ahmednagar District.

Indian medicinal services include world class framework and extremely creative ability pool too. Legislature of India is likewise contributing vigorously as it has declared to set AIIMS in a few states over the India.

### Employee Job Satisfaction

*Satisfied employees help produce satisfied customers. Satisfied employees are probably going to help customers with a progressively charming aura and a more elevated level of customer support. This makes an additionally fulfilling customer experience, expands customer dependability, and at last drives expanded benefit. Then again, low employee satisfaction and in general low employee resolve can contrarily impact organization*

activities significantly, causing disappointed customers and hurt gains.

### Employee Job satisfaction in Hospitals

Job satisfaction is characterized as a pleasurable or positive passionate state coming about because of the examination of one's activity or professional adventures. Few models have been proposed for contemplating work satisfaction. The most famous activity satisfaction model is Locke's scope of effect hypothesis, which hypothesizes that activity satisfaction is controlled by a disparity between what one needs in an occupation and what one has in a vocation. The hypothesis additionally makes reference to that the amount one qualities a given feature of work (e.g., the level of self-governance) directs how fulfilled/disappointed one becomes with the activity when desires are/are not met. The regular parts of employment satisfaction are work, pay, advancements, acknowledgment, benefits, working conditions, supervision, colleagues, organization and the board. On the other hand, the dispositional hypothesis places that individuals have inborn airs that cause them to have propensities toward a specific degree of satisfaction, paying little heed to the idea of the activity.

### **Hospitals in Ahmednagar District**

Ahmednagar is the biggest District of Maharashtra. In 2011, Ahmednagar had populace of 45.43 lakhs of which male and female were 23.42 lakhs and 22.00 lakhs separately. In 2001 enumeration, Ahmednagar had a populace of 40.41 lakh of which guys were 20.83 lakh and staying 19.58 lakh were females. Ahmednagar District populace established 4.04% of all out Maharashtra populace. In 2001 registration, this figure for Ahmednagar District was at 4.17 % of Maharashtra populace. There was change of 12.44 % in the populace contrasted with populace according to 2001. In the past statistics of India 2001, Ahmednagar District recorded increment of 19.80% to its populace contrasted with 1991. The anticipated populace for 2020 is 48.79 lakhs (Source: Census 2011). Out of the complete Ahmednagar populace for 2011 evaluation, 20.09 percent lives in urban locales of region while 79.91 % populace lives in country zones of towns. There are various significant emergency clinics in the locale. Prominent amongst these are ShirdiSansthan, Pravara Medical Trust Hospital, VikhePatil Hospital, Anandrishiji Hospital, St.Lukes Hospital and others. The district has a unique mix of hospitals that are run by the Government, Trusts and also Medical Colleges. Hence it is felt that the concept of employee satisfaction can be well studied in the context of hospitals in Ahmednagar District. The topic not only deals with an important concept of marketing and HR, it has its own contextual relevance given the number of major hospitals that are run in Ahmednagar District. It is also to be noted that the concept of employee job satisfaction is strongly associated with another key concept, customer satisfaction and this relationship has been duly considered for this study.

### **Review of Literature**

Bruno et. al. (2017) identified with the work environment social emotionally supportive network and its suggestion on soundness of employees and working environment result in medicinal services administration area. Finding of research indicated that work environment social emotionally supportive network for

worker had association with more elevated level of customer direction.

Alameddine et. al.(2017) uncovered that confusing relationship exist between work satisfaction and employment disorder among German medical attendants. Pattern investigation from 1990 to 2013 was done in look into. Pattern demonstrated that medical attendants with higher satisfaction had higher tenacity rate.

Leggat, et. al. (2017) led to cross sectional review directed in metropolitan clinic. It gave exact proof on staff discernment identified with the nature of care in connection of patient satisfaction. Research additionally mirrored different factors likewise answerable for persistent experience for example working environment mental disposition and other hierarchical factor.

Rehaman and Husnain (2018) distinguished that there is connection between persistent satisfaction and employee satisfaction in quality consideration. The exploration additionally demonstrated that there are different variables of employee's conduct that brought about patient satisfaction. There were factor like compassion (minding frame of mind, individualized consideration), appearance of social insurance supplier.

Guarnaccia et. al. (2018) portrayed relationship of employment satisfaction and word related self – viability on wellbeing of employees that brought about their general execution.

Lee et. al. (2018) examined and tried a model on employee encounters of work environment could convey brought about by and large satisfaction of life.

Cherian et. al. (2018) it was discovered that medical attendant's satisfaction in work environment was emphatically identified with the responsibility level for association. The plan of research was exploratory in nature. It demonstrated that association responsibility and occupation satisfaction were significant factor that had huge effect on understanding satisfaction. Fulfilled customers needed to allude same association to other people.

AL-Mhasnahet. al. (2018) inspected the patient satisfaction and nature of care conveyed by human services supplier. SERVQUAL model

was utilized to recognize connection between quiet satisfaction and nature of care in Jordan. Aloisio et al., (2018) proposed that employee level and association level variable were answerable for work satisfaction in medicinal services experts and that prompts better nature of care. This examination was done in senior consideration setting (Long term care setting). Ghareebet. al. (2018) uncovered that employees working in wellbeing setting considered accreditation as a positive angle for the association and this particular staff discernment decidedly corresponded with the nature of care in human services association. It legitimately demonstrated frame of mind of employees straightforwardly connected with nature of care in medicinal services association.

### **Research Gap**

While a good number of studies on the conceptual relationship in the context of hospitals are on record, those that have been carried in a set-up of rural-urban mix, the mix of government, trust and medical college run hospitals is not seen. This study will provide specialized information on the concept with reference to impact of variables like type of organization on employee job satisfaction. If a hospital is run by Government, or a Private Trust or a Medical College, how does it impact employee job satisfaction? Such interesting relationships will be investigated.

### **Statement of the research problem**

Employee job satisfaction is an important part for any service organization. Employee job satisfaction plays a major role when ascertaining the total satisfaction of the customers with the service provided by the organization. The objective of this study is to examine the relationship between the type of hospital organization and employee job satisfaction.

The research questions to be investigated are as under –

RQ1 – What is the level of employee job satisfaction of employees working in the Hospitals in Ahmednagar District?

RQ2 – Are there any special organizational and demographic features that impact employee job

satisfaction in Hospitals in Ahmednagar District?

RQ3 – Is there any relationship between employee job satisfaction at different levels in the organization?

At a broad level the study proposes to investigate the association between type of hospital and employee job satisfaction. At finer level the study proposes to examine association between special organizational and demographic features that impact employee job satisfaction. The research will study intra-conceptual relationship like what are the factors that affect employee job satisfaction and also inter-conceptual relationship in terms of association of employee job satisfaction working at different levels.

### **Relevance and Significance of the study**

The healthcare landscape in India is changing quiet fast. The evolution of healthcare since the first half of the 20<sup>th</sup> Century was characterized by large hospitals, predominantly government or Para government driven. Most of these were driven on a platform of charity. This situation continued in to the post-independence period, though some corporates invested in hospital and many successful private doctors began to grow their consultancy services or practices. It is only post liberalization (1991) that the “Corporatization” of hospital increased pace and today has led to investment in hospitals being viewed purely as a commercial proposition that have resulted in many corporate hospital chains- Apollo, Fortis, Escort, Max, Wockhardt etc.

### **Research objectives, Scope and limitations**

#### **Research objectives**

Following objectives were set for the research-

1. To study and assess the employee job satisfaction levels at major Hospitals in Ahmednagar District,
2. To measure the relationship between the type of hospitals and employee job satisfaction at major Hospitals in Ahmednagar District
3. To examine special relationship, if any, between employee job satisfaction at different levels of employees at major Hospitals in Ahmednagar District and

- To investigate into organizational and demographic factors that have an impact on employee job satisfaction.

#### **Scope of research**

The scope is summarized as under -

Concept(s) –

- Employee Job Satisfaction
- Type of organizational structure
- Relationship between the two

Context(s)

- Hospitals in Ahmednagar District
- Types of hospitals (Government, Trust, Medical College)

The research will study intra-conceptual relationship like what are the factors that affect employee job satisfaction and also inter-conceptual relationship in terms of association of employee job satisfaction working at different levels. At finer level the study proposes to examine association between special organizational and demographic features that impact employee job satisfaction and customer satisfaction.

#### **Limitations**

- The study will have limitations in terms of geographical location since it will be conducted only on customers (patients) from Ahmednagar District of Maharashtra.
- Moreover limitations of sampling will apply to the study.

#### **Conclusion**

Hospital is an organization with multifunctional activities whose objective is as follows:-

- To provide medical care to sick & injured regardless of race, color and economic status.
- To educate patients, their relatives and community regarding health.

But in the long run they have become commercial & profit making organizations. The quality of healthcare delivery in India is highly variable and is dependent on location (urban/rural), delivery format (small facilities/large hospitals), sector (public/private) and the intent of the healthcare provider. This is compounded by the fact there are no quality indicators or performance parameters available in the public domain.

Health care system across the world has undergone significant change in the last few years. The objective is to study the employee practices and employee job satisfaction in relation to the delivery of service in health care organization. Given the fact that Ahmednagar District is the largest in the State of Maharashtra and there are number of hospitals catering to a big mix of rural and urban population, the study assumes significance not only in terms of the key concepts being investigated but also in contextual reference.

#### **References**

- Alameddine, M., Bauer, J. M., Richter, M., & Sousa-Poza, A. (2017). The paradox of falling job satisfaction with rising job stickiness in the German nursing workforce between 1990 and 2013. *Human Resources for Health*, 15(1), 1–11. <https://doi.org/10.1186/s12960-017-0228-x>
- AL-Mhasnah, A. M., Salleh, F., Afthanorhan, A., & Ghazali, P. L. (2018). The relationship between services quality and customer satisfaction among Jordanian healthcare sector. *Management Science Letters*, 8, 1413–1420. <https://doi.org/10.5267/j.msl.2018.10.003>
- Aloisio, L. D., Gifford, W. A., McGilton, K. S., Lalonde, M., Estabrooks, C. A., & Squires, J. E. (2018). Individual and organizational predictors of allied healthcare providers' job satisfaction in residential long-term care. *BMC health services research*, 18(1), 491.
- Bruno, A., Dell'Aversana, G., & Zunino, A. (2017). Customer orientation and leadership in the health service sector: The role of workplace social support. *Frontiers in Psychology*, 8(NOV), 1–6. <https://doi.org/10.3389/fpsyg.2017.01920>
- Cherian, S., Alkhatib, A. J., & Aggarwal, M. (2018). Relationship between organizational commitment and job satisfaction of nurses in Dubai hospital. *Journal of Advances in Social Science and*

- Humanities, 4(1), 36373–36400.  
<https://doi.org/10.15520/jassh41276>
6. Ghareeb, A., Said, H., & El Zoghbi, M. (2018). Examining the impact of accreditation on a primary health care organization in Qatar. *BMC Medical Education*, 18 (1), 1–8 .
  7. Guarnaccia, C., Scrima, F., Civilleri, A., & Salerno, L. (2018). The Role of Occupational Self- Efficacy in Mediating the Effect of Job Insecurity on Work Engagement, Satisfaction and General Health. *Current Psychology*, 37(3), 488–497.
  8. Lee, D. J., Yu, G. B., Sirgy, M. J., Singhapakdi, A., & Lucianetti, L. (2018). The Effects of Explicit and Implicit Ethics Institutionalization on Employee Life Satisfaction and Happiness: The Mediating Effects of Employee Experiences in Work Life and Moderating Effects of Work–Family Life Conflict. *Journal of Business Ethics*, 147(4), 855–874.  
<https://doi.org/10.1007/s10551-015-2984-7>
  9. Leggat, S. G., Karimi, L., & Bartram, T. (2017). A path analysis study of factors influencing hospital staff perceptions of quality of care factors associated with patient satisfaction and patient experience. *BMC Health Services Research*, 17(1), 1–8. <https://doi.org/10.1186/s12913-017-718-x>
  10. Rehaman B and Husnain M. (2018). The Impact of Service Quality Dimensions on Patient Satisfaction in the Private Healthcare Industry in Pakistan, *Journal of Hospital & Medical Management* ISSN 2471-978, Vol.4 No.1:4