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# A Study on Employee Satisfaction in One of the Leading Multi-Speciality Hospital in Kerala

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**Abstract:** This study is being conducted to find out the satisfaction level of employees working in a multi-speciality hospital. Employees are the backbone of any of the organisation that can lead that firm to its success with the best quality outputs and services. Satisfied employees are the key factors that can help in the growth of such organisations. For finding out the employee satisfaction level different parameters are being used including teamwork, cooperation, trainings, culture and values, benefits provided, relationship between superiors and co-workers etc. Studies prove that most of the employees are not satisfied to their fullest due to different reasons including workplace stress, performance appraisal practices etc. The result and findings are also expected to pave for future research and studies.

**Keywords:** Employee Satisfaction, Team Work, Workplace Stress, HR Activities.

## I. INTRODUCTION

### A. Definition

1) **Employee Satisfaction:** Employee satisfaction is a measure of workers' contentedness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Employee satisfaction can be measured in cognitive, affective, and behavioural components. Lofquist and Davis (1991), defined job satisfaction as "an individual's positive affective reaction of the target environment as a result of the individual's appraisal of the extent to which his or her needs are fulfilled by the environment".

### B. Causes of Employee Dissatisfaction

Employee dissatisfaction refers to unhappy or negative feelings about the work one is doing.

There exist many factors that can result in employee dissatisfaction. Some of them are poor working environment, poor leadership, unplanned trainings, safety issues, decreased career development opportunities. But what is worst are the consequences of employee dissatisfaction which affect both the employees and the quality and service of the organization.

It may result in loss of motivation, lack of interest, frustration, poor productivity, absenteeism, and even high turnover rates.

- 1) Underpaid.
- 2) Limited Career Growth.
- 3) Lack of Interest.
- 4) Poor Management.
- 5) Unsupportive Boss.
- 6) Lack of Meaningful Work.
- 7) Opportunities for growth or incentives for meaningful work.
- 8) Work and Life Balance.

### C. About the Study

Employees are the backbones of any of the organisation thus study on employee satisfaction can help them find out how satisfied the employees are in their organisation.

Only satisfied employees can give better outcome that can affect the quality of the organisation

### D. Objectives

- 1) To Study the employee satisfaction level
- 2) To Analyse the factors influencing the employee satisfaction
- 3) To Suggest the measures to improve the employee satisfaction.

## II. LITERATURE REVIEW

Artz (2010)<sup>1</sup> studies the link between fringe benefits and employee satisfaction. Fringe benefits always don't lead to job satisfaction. It is always acceptable to an extent where in the employee has a feeling that he is able to satisfy his needs. Many a times it is found that it doesn't match the requirement of the employee leading to dissatisfaction. Therefore, organizations have to review their system in a better way which will provide fringe benefits as required and provide employees every opportunity to avail them, ultimately leading to job satisfaction.

According to Saari & Judge (2004)<sup>2</sup> discussed on employee positive attitudes leading to better satisfaction in work place. The employee attitude is related to the job, when a person has a liking towards to the job the satisfaction point increases there by increasing the institute performance as whole.

According to Harter et al (2002)<sup>3</sup> conducted a meta-analysis of studies previously conducted by the Gallup Organisation. The study examined aggregated employee job satisfaction sentiments and employee engagement, with the latter variable referring to individual's involvement with as well as enthusiasm for work. Based on 7939 business units in 36 organisations, the results showed positive and substantive correlation between employee satisfaction, engagement and business unit outcomes of productivity, profit, employee turnover, employee accidents and customer satisfaction

## III. METHODOLOGY

This is an exploratory research that aims on the employees and their satisfaction levels of the selected hospital. The simple random sampling is used in order to collect data. About 1800 employee including nursing staff, doctors, paramedical staffs and non-clinical staffs were present in the hospital and by considering the Morgan's table with 95% confidence and 5% significance level, 318 data was collected. For conducting this study, a questionnaire has been designed, making sure that the research questions are relevant and it's up to the point so that the survey can be more accurate and do justice to what the researcher is trying to find. Accordingly, the survey tool is a structured questionnaire divided into two parts. The first part includes the demographic questions such as gender, experience, department etc. and the second part is composed of 24 questions that test the employee satisfaction incorporating teamwork, leadership, career advancement opportunities, culture and safety, etc.,

## IV. ANALYSIS

1) Chart -I Chart showing the demographic data of the respondents

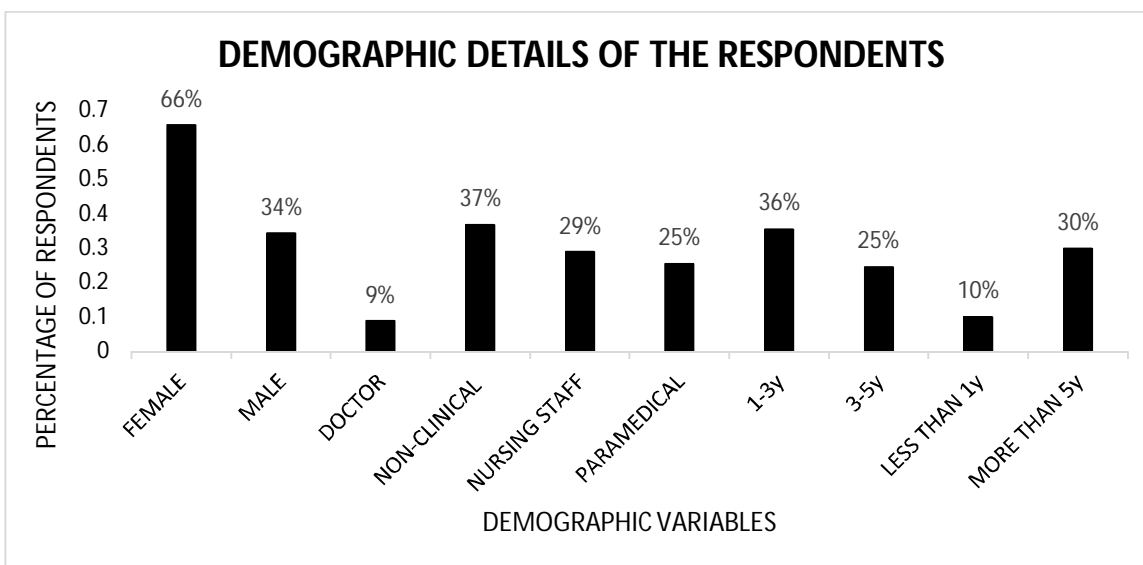
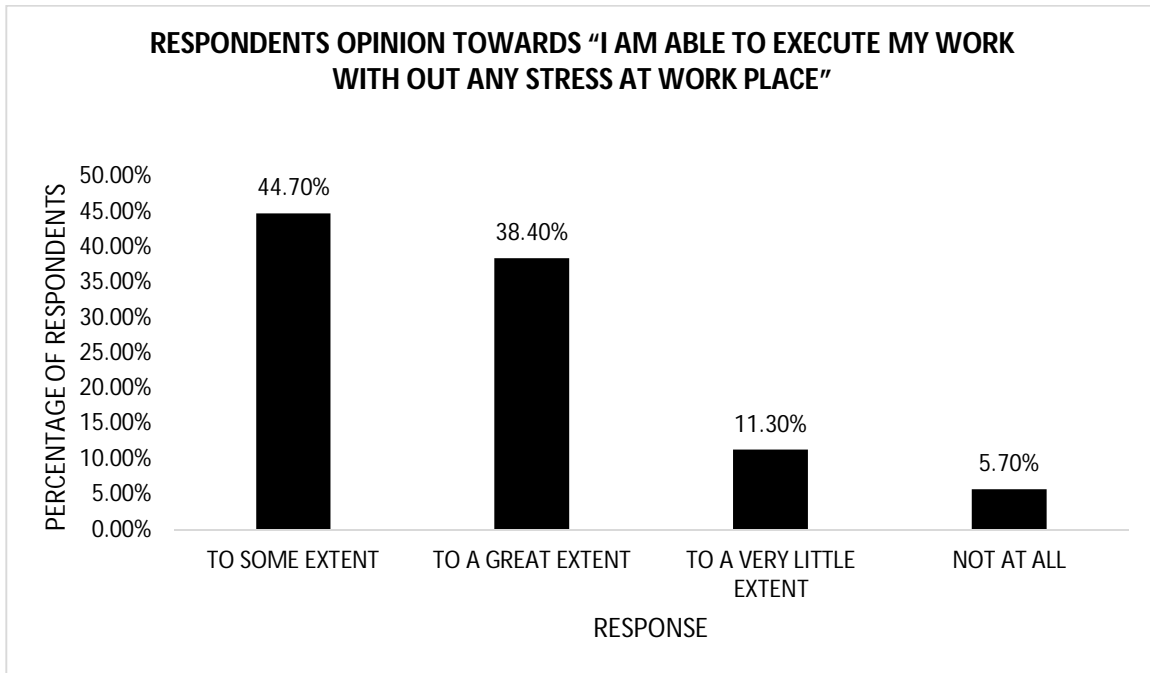


Chart I

The above table clearly shows that 66% of females and 34% of males participated in this study. And the participants were mainly from four important departments including doctors, nursing staffs, paramedical staff and non-clinical staffs. And about 36% of the participants were working in this organisation for about 1-3years, 30% of them for more than 5 years, 25% of them for about 3-5 years and just 10% are working there for less than 1 year.

2) Chart II showing how the respondents are able to execute their work without workplace stress



The above chart shows that more than half of the percentage of respondents could easily execute their work without much stress. Stress is considered to be one of the most important factor that leads to employee dissatisfaction. But in this organisation the stress rate is comparatively very less which means more employee engagement activities might be conducted and employees are more valued.

Table -I showing the correlation between the Ease of doing process and procedures and the basic amenities provided by the organisation

| Correlations   |                     |   |  |
|--|---------------------|---|--|
|  |                     | The Processes and Procedures Here Make It Easy to Do My Work Well | I am pleased with the basic amenities provided by the organization to feel comfortable and relaxed at work |
| The Processes and Procedures Here Make It Easy To Do My Work Well  | Pearson Correlation | 1   | .521**   |
|  | Sig. (2-tailed)     |   | .000   |
|  | N                   | 318   | 318  |
| I am pleased with the basic amenities provided by the organization to feel comfortable and relaxed at work | Pearson Correlation | .521**  | 1  |
|  | Sig. (2-tailed)     | .000  |  |
|  | N                   | 318   | 318  |

\*\* . Correlation is significant at the 0.01 level (2-tailed).

In the following interpretation, H denotes Hypothesis,

- a) *Null Hypothesis H0*: No relationship between the ease of process and procedures that help them do their work and the basic amnesties provided by the organisation
- b) *Alternative Hypothesis H1*: there is relationship between ease of process and procedures that help them do their work and the basic amnesties provided by the organisation

The above table interprets the correlation between the ease of process and procedures that help them do their work and the basic amenities provided by the organisation. as the significant value is less than 0.05, alternative hypothesis is accepted and hence t can be proved that there is correlation between the ease of process and procedures that help them do their work and the basic amenities provided by the organisation and It is a positive relationship.

Table-II showing the difference between the department and the ease of doing process and procedures

| ANOVA   |                |     |             |      |      |
|---|----------------|-----|-------------|------|------|
| The Processes and Procedures Here Make It Easy to Do My Work Well |                |     |             |      |      |
|   | Sum of Squares | Df  | Mean Square | F    | Sig. |
| Between Groups  | 1.253          | 3   | .418        | .851 | .467 |
| Within Groups   | 154.121        | 314 | .491        |      |      |
| Total   | 155.374        | 317 |             |      |      |

In the following interpretation, H denotes Hypothesis

- a) *Null Hypothesis H<sub>0</sub>*: There is no difference between department of the respondents and ease of doing their work.
- b) *Alternative Hypothesis H<sub>1</sub>*: There is difference between department of the respondents and ease of doing their work.

The above table interprets the results of significant difference between age and the overall satisfaction. As the significant value is .467 which is greater than .05, we accept H<sub>0</sub> and it is proved that there is no difference between the department of the respondents and ease of doing their work.

### V. MAJOR FINDINGS & RECOMMENDATIONS

Majority, 66% of the respondents were female and only about 34% were male. This shows that women are more interested to claim their opinion on their job satisfaction.

About 70% of the employees working in this organisation is stress free up to an extent that enables them to work well and maintain the quality of their work life.

Recommendations include,

- A. Better performance appraisal systems must be executed.
- B. Ensuring the participation of all the new staffs into training and induction classes.
- C. Better promotion and career growth policies

### VI. CONCLUSION

In a nutshell when we consider the real meaning of employee satisfaction it includes very vast concepts including teamwork, workplace safety, communication, co-worker relationships etc. thus the prime duty of any of the organisation is to keep its employees satisfied as they are the most valuable one which can bring the organisation all its success through quality outcomes.

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