

# **A Study on Factors That Lead to Job Satisfaction among the Employees in Health Care Concerning Fort is Healthcare Ltd**

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## **Abstract :**

The toughest job for any present employer is to keep their employees happy. It is necessary for the organization to encourage and satisfy employees so that they remain in the organization for the longer time. It is been observed that the Service sector is facing a lot of problems in keeping employees happy these days. The study aimed at identifying factors that lead to job satisfaction among employees. This study specified the effectiveness of various practices used by the hospital to make employees happy. The study included various practices followed by the organizations in order to keep the employees happy. More than one-third of HR professionals in the Health Care Sector view retention as one of their pressing issues. The study was conducted to directly find out from the employees the factors that do motivate them to continue employment with hospital. A well designed questionnaire was formulated with a few factors such as Promotion, Leave, Motivational talks, Recognition, and other reasons to find out whether the employee is happy with the organization. The sample size of 100 respondents was taken into consideration while conducting the survey. The collected data was analyzed and interpreted in form of a pie chart and bar diagram. The findings of the study conveyed that employees were very happy with the organization.

**Keywords:** *job satisfaction, motivation, health care, Retention*

## **1. Introduction :**

Job satisfaction is defined as “the extent to which people like (satisfaction) or dislike

(dissatisfaction) their jobs.” This definition suggests job satisfaction is an image that they hold about their job. Many researchers and practitioners most often measure job satisfaction, as their interest in measuring different factors or aspects of job satisfaction. Traditional job satisfaction factors include co-workers, pay, job conditions, supervision, nature of the work, and benefits. As per the studies, conducted by various researchers, it is found that there is no strong acceptance among researchers, consultants, etc., it is found that increased job satisfaction produces improved job performance improved job satisfaction can sometimes be achieved by sitting around all day and doing nothing. Such things can make employees more satisfied with their work in the short run, but their performance doesn’t improve in the long run.

Employee satisfaction can lead to employee retention. Employee satisfaction improves because workers believe that the company is using their skills and appreciating their service and commitment. Employee satisfaction means that workers are fully engaged in their tasks and feel that the company appreciates their effort and conscientiousness. While many employees leave the organizations for other jobs in search of higher salaries the primary reason for turnover in many cases is dissatisfaction. According to a global study of 10 countries, they are Austria, Belgium, Canada, China, Egypt, France, Germany, Italy, the United Kingdom, and the United States, there was this issue with current global trends in attraction, satisfaction, and retention, from the employee perspectives. Hence to solve this issue the main three aspects i.e., attraction, satisfaction, and retention were made important by these countries and are elaborated further.

## 2. LITERATURE REVIEW

**Singh Rajkumar G. (2013)** investigated the weather that influence work satisfaction among hospital personnel in analysis. In keeping with the author, an associate degree employee's nice performance within the work may be a result of his pleasant work expertise. The determinants impacting work satisfaction among personal hospital workers in the province, of India, were explored during this study. Worker work satisfaction was shown to be coupled to relationship behavior components, financial gain and compensation factors, and coaching and career progression factors. The foremost necessary parameters completely connected with worker job satisfaction were pay and compensation.

**Iran, Mosadeghrad, et al. (2008)** investigated the association between work satisfaction, organizational commitment, and the need to depart among hospital personnel. The Three components of the task with that respondents were most happy were associate, nature of the task, and task demand, in keeping with the queries on the task satisfaction scale. Earnings and edges,

operating conditions, recognition, advancement, and job security were the areas wherever respondents were least happy. Job satisfaction and organizational commitment were found to own a favorable relationship. This means that individuals in UN agency square measure most proud of their jobs also are a lot of dedication to the aid business.

**Keshtkaran A. (2005)** investigated college members' satisfaction with varied parts of their academic career, like the nature of labor pay, promotion, and relations with managers and colleagues. Study results unconcealed the very best and therefore the second highest level of satisfaction with the character of their work and their colleagues severally. Analysis of information unconcealed a statistically important linear relationship between age and promotion aspects of pay and overall satisfaction score, years of employment and quantity of pay, academic rank, and promotion variable.

**Gnaneshwar Koorella1 & Dr. R. Perumal (2019)** According to the authors there is an impact of job satisfaction on an employee. This study included various factors that lead to employee satisfaction. In the study, a questionnaire survey was used. The results of the study proved that there is a direct impact of all the factors in the organization. The findings of the study reveal that personnel factors such as Age, gender, Incentives, Working Environment, Education, number of hours of work, etc also have a direct impact on the job satisfaction of the employees.

**Naser Hoboubi, Alireza Choobineh, Fatemeh Kamari Ghanavati, Sareh Keshavarzi, Ali Akbar Hosseini, (2017)** This study aimed to explore job stress, job satisfaction, and workforce productivity levels. The authors find out that the factors such as job stress, and job satisfaction have an impact on productivity for data collection the employees of the petrochemical industry were considered. The sample from 125 employees of an Iranian petrochemical company was taken for research. SPSS was used to analyze the data test such as ANOVA, and Pearson correlation analysis was applied to the research. The findings of the study after applying the test revealed that there is no significant relationship between job stress and job satisfaction.

### **3. OBJECTIVE OF THE STUDY**

- 1.** To study the satisfaction of existing employees in the nursing department of Fortis hospital.
- 2.** To study the elements that influence employees at Fortis Hospitals Ltd.
- 3.** To study the factors that retain employees in the hospital
- 4.** To study the factors that motivate the employees to work with the hospital

#### 4. Research Methodology

##### Sources and methods of data collection:

The study is carried out using both primary sources of data and secondary source of data

##### Primary Source :

A well-structured questionnaire was designed and the survey was conducted based on the questionnaire. The questionnaire was distributed among the respondents

##### Secondary Source:

The secondary data was collected with the help of journals, magazines, research articles, Thesis, ProQuest, etc

##### Sampling Technique :

Random sampling method was used to collect the data from the employees

##### Sample Size:

The sample size of the study was decided as 100 respondents these were the employees of Fortis Hospital.

##### Tools used :

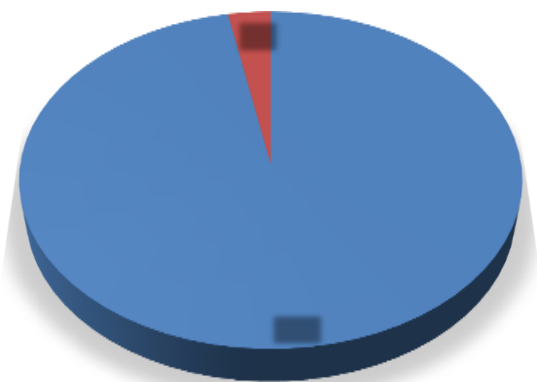
The collected data were analyzed in the form of bar diagrams and pie-chart

#### 5. Data Analysis and Data Interpretation:

The collected data through questionnaire circulation were analyzed in the form of pie charts and bar diagrams

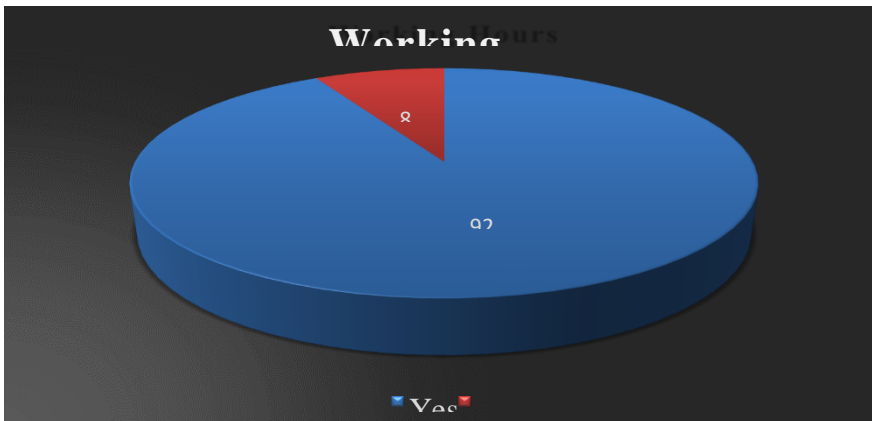
When the questions from the respondents were asked such as :

##### 1. Are you satisfied with working with Fortis Hospital



**Interpretation:** 97% of the employees working said they are happy working with Fortis Hospital and only 3% of the employees are not happy with the working environment.

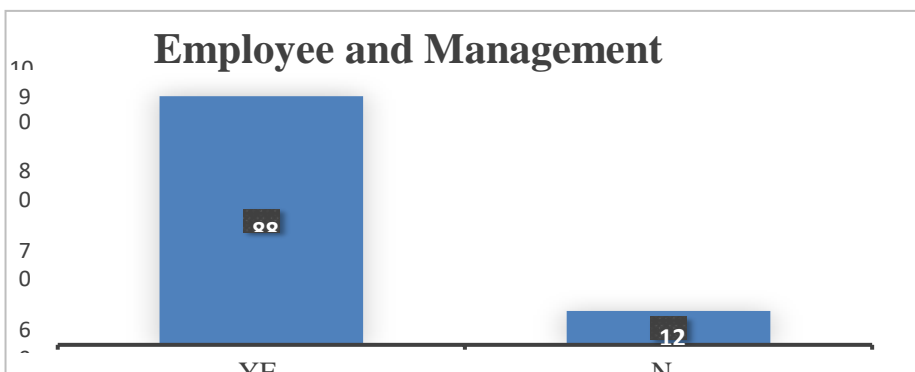
## 2. Are you satisfied with the working hours of Fortis Hospital?



### Interpretation :

92% of the employees said yes they are satisfied with the working hours of Fortis Hospital and only 8% of the employees said they are not satisfied with the working hours of Fortis hospital

## 3. Are you satisfied with the relationship between management and employees?



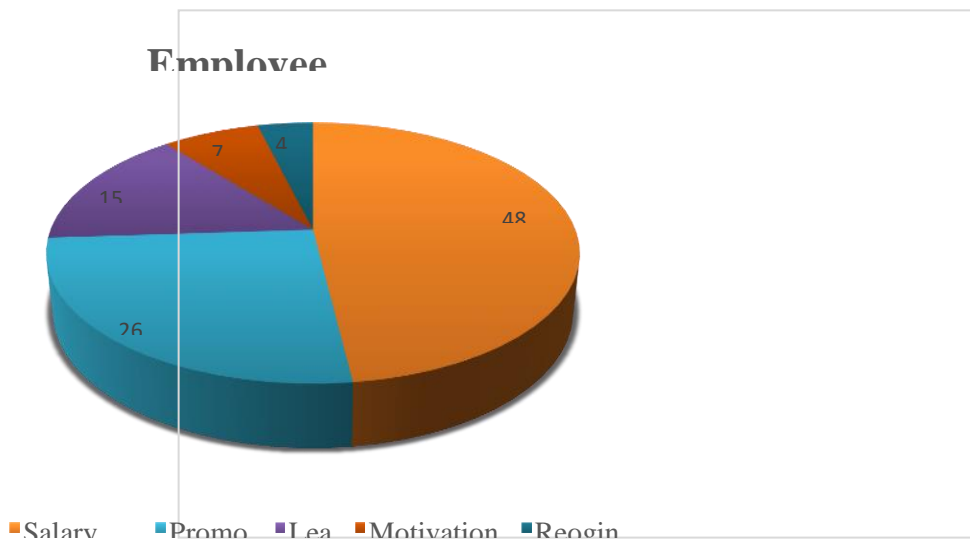
### Interpretation :

88% of the employees agreed that they are satisfied with the relationship between management and employees and only 12% of the employees are not satisfied with the relationship between management and employees.

## 4. Which of the following factors motivates you most?

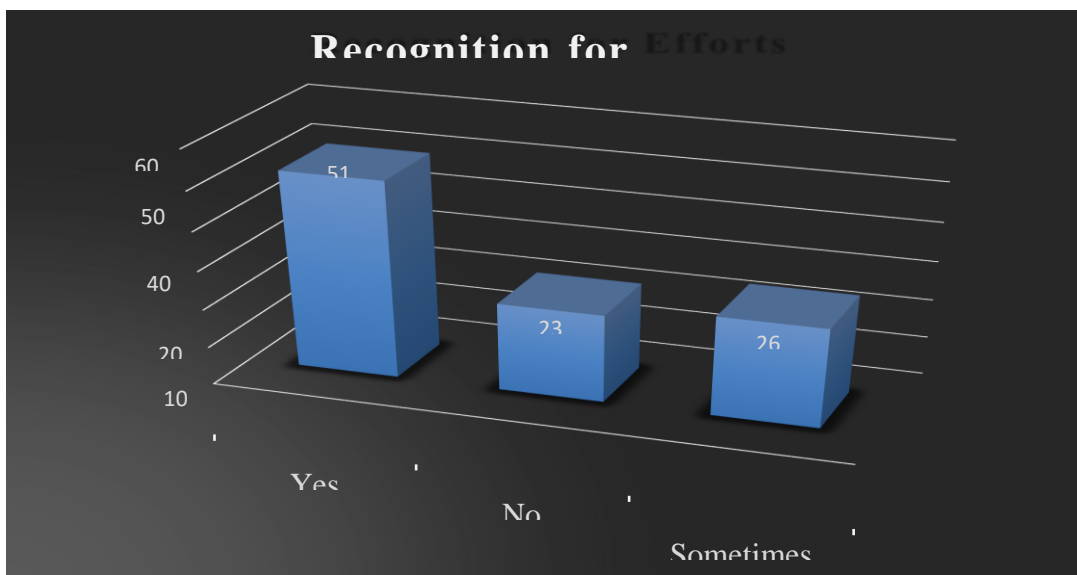
- A. Salary Increase - 48
- B. Promotion - 26
- C. Leave - 15
- D. Motivational talks - 7

## E. Recognition – 4

**Interpretation:**

When the question was asked 48% of the employees said salary motivates them. 26% of employees said promotion. 15% of employees said to leave 7% said motivational talks 4 % said recognition

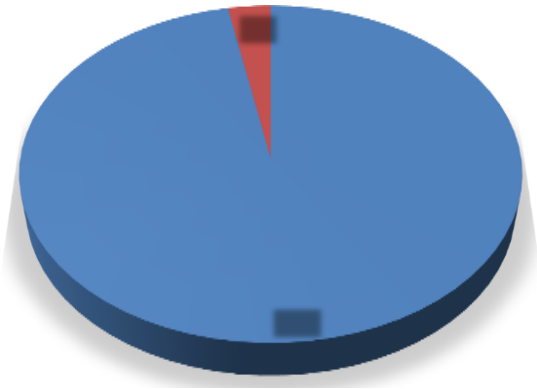
5. Do you receive praise and recognition from the management for your extraordinary efforts?

**Interpretation:**

51% of the employees said yes they receive praise and recognition from the management for their extraordinary efforts. 23% of the employees said they do not receive praise and recognition from the management for their extraordinary efforts. whereas 26% of the employees said sometimes they

do receive praise and recognition from the management for their extraordinary efforts.

6. Does your organization conduct personal interaction sessions?



**Interpretation :**

98% of the employees working said that fortis does conduct personal interaction sessions and only 2% of the employees said fortis doesn't conduct personal interaction sessions.

7. When the question “Does the organization provide satisfactory Salary according to your Work” was asked to the employees 67% said yes and the remaining 33% said no the organization does not provide satisfactory Salary according to your Work.

**6. Findings :**

1. People who are attracted to the organization seem to be happy with the organization and always prove to be loyal
2. Employees tend to have a firm belief in the ideologies of the hospital and always love to support
3. Employees also have a firm belief that the organization will always show respect and dignity
4. The employees also are happy with the training, coaching, and mentoring provided by the hospital.
5. Employees highly recommend working with the hospital to their friends, relatives, and whomever they know.

**6. Conclusion :**

From the collected information and findings the following points can be concluded

1. One of the important factors which are responsible for the productivity of the employees is the satisfaction of the employees.
2. If the employees leave the organization the reason behind it is that the employee is not

satisfied with the working of the organization.

3. This survey conducted provides valuable input which is directly given by employees, working in the hospital provides a clear understanding of the workability of the hospital.

4. It is a guide to help those who conduct an employee opinion survey.

5. It can be concluded that it is a Job that provides an opportunity for employees so they can use their skills at the workplace.

6. From the analysis, it was observed that there is a scope for the improvement of the hospital in providing employee benefits.

7. It can also be concluded that FORTIS HOSPITAL is taking extra efforts to make its human resource processes as efficient as possible and investing all the resources to do the same.

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