

**JOB SATISFACTION AT RAJA RAJESWARI HOSPITAL, DINDIGUL****Authors****Mr.M.Dheiventhiran<sup>1</sup> Dr.S.Saranya<sup>2</sup> Dr.B.Velmurugan<sup>3</sup>**<sup>1</sup>II Year MBA, NPR College of Engineering & Technology, Natham, Dindigul<sup>2</sup>Dr.S.Saranya, Assistant Professor, Department of Management Studies, NPR College of Engineering and Technology, Natham, Dindigul<sup>3</sup>Dr.B.Velmurugan, Professor & Head, Department of Management Studies, NPR College of Engineering and Technology, Natham, Dindigul**ABSTRACT**

Job satisfaction is one of the most widely researched subjects in the area of organizational behavior and human resource management. Satisfied employees are likely to be more productive and committed to their job and committed employee implies low turnover. Due to globalization of health sector there is a lot of migration of employees towards good opportunities, overall growth and satisfied job. Health care sector is more people centric service sector which is growing rapidly in recent years. Ensuring hospital employee job satisfaction is important to retain the employees and to deliver health services effectively. This paper presents review of past literature of job satisfaction among hospital employees. The purpose of the review is to identify gaps and explore different factors affecting job satisfaction. On the basis of previous literature review, it has been found that apart from monetary benefits other motivational factors such as recognition, autonomy, achievement, opportunities for growth and development were positively correlated with job satisfaction.

**Keywords:** Job satisfaction, hospital employees, factors affecting job satisfaction

**INTRODUCTION**

Job satisfaction is a multifaceted concept that plays a crucial role in the overall functioning and success of an organization. It encompasses various elements, including the nature of the job itself, the work environment, interpersonal relationships, compensation, and opportunities for personal and professional growth. The intrinsic factors of job satisfaction, such as the nature of the work, autonomy, and the ability to utilize one's skills and abilities, significantly influence an employee's sense of fulfillment. When employees find their work meaningful and aligned with their personal and professional goals, they are more likely to experience higher levels of job satisfaction.

Additionally, extrinsic factors such as compensation, job security, and working conditions also play a vital role. Competitive salaries, comprehensive benefits, and a safe, comfortable work environment can enhance employees' overall satisfaction. Furthermore, effective communication and strong leadership are critical in creating a positive workplace culture. Leaders who are approachable, supportive, and transparent in their communication foster trust and respect, which are essential for job satisfaction.

Recognition and appreciation for employees' efforts and achievements also contribute significantly to their satisfaction, as feeling valued and acknowledged boosts morale and motivation. Opportunities for career advancement and professional development are equally important. When employees see a clear path for growth within the organization, they are more likely to remain engaged and committed. Providing training programs, mentorship, and other development opportunities helps employees enhance their skills and advance their careers, leading to greater job satisfaction.

Job dissatisfaction can stem from various sources, such as poor management practices, inadequate compensation, lack of recognition, and limited opportunities for growth. Employees who feel

undervalued, unsupported, or stagnant are less likely to be engaged in their work, which can negatively impact their performance and the overall productivity of the team. Moreover, job dissatisfaction can lead to increased stress levels, which can have serious implications for both physical and mental health.

### **DEFINITION OF THE JOB SATISFICATION**

Job satisfaction is the extent to which employees feel content and fulfilled with their work. It encompasses various factors, including the nature of the job, work environment, relationships with colleagues and supervisors, compensation, and opportunities for growth. High job satisfaction typically leads to increased productivity, engagement, and loyalty, while low job satisfaction can result in absenteeism, high turnover, and diminished performance. Essentially, it reflects how positively or negatively employees perceive their job and workplace, influencing their overall well-being and contribution to the organization.

### **IMPORTANCE OF THE JOB SATISFICATION**

Job satisfaction is crucial for maintaining high levels of employee engagement and productivity within an organization. Satisfied employees are more likely to be motivated, committed, and willing to go above and beyond in their roles. This increased engagement leads to better performance, higher quality work, and greater innovation. When employees feel valued and fulfilled, they are more inclined to collaborate effectively with colleagues, fostering a positive and cohesive work environment. Additionally, high job satisfaction reduces turnover rates, saving organizations the costs and disruptions associated with recruiting and training new employees.

Conversely, low job satisfaction can have detrimental effects on both employees and the organization. Dissatisfied employees are more prone to absenteeism, decreased productivity, and a lack of motivation. This can lead to a toxic work culture, where negativity and disengagement become pervasive. Furthermore, high turnover rates associated with job dissatisfaction can result in significant financial losses and disrupt team dynamics. Addressing job satisfaction is therefore not only about enhancing employee well-being but also about ensuring the overall health and success of the organization.

By investing in factors that promote job satisfaction, such as recognition, career development, and supportive management, organizations can create a thriving workplace that benefits everyone. High job satisfaction reduces turnover rates, saving organizations the costs and disruptions associated with recruiting and training new employees.

Job satisfaction is a pivotal element in the overall success and functioning of any organization. It is not just a feel-good factor, but a critical aspect that influences various dimensions of business performance and employee well-being. At its core, job satisfaction refers to the level of contentment employees feel about their work, which can be influenced by a variety of factors including the nature of the job, the work environment, compensation, interpersonal relationships, and opportunities for professional growth. Understanding and improving job satisfaction can lead to numerous positive outcomes for both employees and the organization.

First and foremost, high job satisfaction is closely linked to increased productivity. When employees are satisfied with their jobs, they are more likely to be engaged and motivated, which translates into higher levels of efficiency and output. Engaged employees tend to put in extra effort, show greater commitment to their tasks, and are more willing to go the extra mile to achieve organizational goals.

This heightened level of engagement can lead to better performance, both individually and collectively. For instance, satisfied employees are more likely to take initiative, solve problems creatively, and contribute innovative ideas, all of which can drive the organization forward.

Moreover, job satisfaction plays a significant role in employee retention. High turnover rates can be detrimental to any organization, leading to increased costs associated with recruiting, hiring, and training new employees. Satisfied employees are less likely to leave their jobs, which means organizations can retain valuable talent and reduce the costs and disruptions caused by high turnover. Employee retention also helps maintain continuity and stability within the organization, preserving institutional knowledge and expertise.

In addition, long-term employees often have deeper relationships with clients and a better understanding of the company's processes and culture, which can enhance overall performance and customer satisfaction. Job satisfaction also has a profound impact on the overall work environment and company culture. Satisfied employees contribute to a positive workplace atmosphere, fostering a culture of cooperation, respect, and mutual support. This positive

This is because job satisfaction is often linked to a sense of purpose and fulfillment, which can enhance an individual's overall quality of life. When people feel good about their work, they are likely to carry that positivity into other aspects of their lives, leading to better mental and physical health. Conversely, job dissatisfaction can lead to a host of negative outcomes, including stress, burnout, and mental health issues such as anxiety and depression. Therefore, fostering job satisfaction is not only about improving work performance but also about caring for the holistic well-being of employees.

Effective leadership and management practices are critical to enhancing job satisfaction. Leaders who are approachable, supportive, and transparent in their communication can build trust and respect among their team members. Recognition and appreciation of employees' efforts and achievements are also essential. When employees feel valued and acknowledged for their contributions, it boosts their morale and motivation.

Providing regular feedback, both positive and constructive, helps employees understand their strengths and areas for improvement, fostering a sense of growth and development. Moreover, opportunities for career advancement and professional development are vital. When employees see a clear path for growth within the organization, they are more likely to remain engaged and committed to their work. Offering training programs, mentorship, and other development opportunities helps employees enhance their skills and advance their careers, leading to greater job satisfaction.

On the other hand, a lack of job satisfaction can have severe repercussions for both employees and organizations. When employees are dissatisfied, it often manifests in decreased productivity, higher absenteeism, and increased turnover rates. Job dissatisfaction can stem from various sources, such as poor management practices, inadequate compensation, lack of recognition, and limited opportunities for growth.

Employees who feel undervalued, unsupported, or stagnant are less likely to be engaged in their work, which can negatively impact their performance and the overall productivity of the team. Moreover, job dissatisfaction can lead to increased stress levels, which can have serious implications for both physical and mental health.

High turnover rates associated with job dissatisfaction also pose significant challenges for organizations. The costs related to recruiting, hiring, and training new employees can be substantial, and frequent turnover can disrupt team dynamics and negatively affect morale.

Additionally, the loss of experienced employees can lead to a decrease in organizational knowledge and expertise, further impacting productivity and performance. To mitigate these issues, organizations must prioritize creating a work environment that supports employee satisfaction. This involves not only addressing the tangible aspects of job satisfaction, such as competitive pay and benefits but also fostering a culture of respect, recognition, and growth.

Implementing regular feedback mechanisms, promoting work-life balance, and encouraging open communication are also essential strategies. By actively working to improve job satisfaction, organizations can enhance employee well-being, boost productivity, and achieve long-term success. Investing in employee satisfaction is not just a matter of ethical responsibility but a strategic imperative that drives organizational performance and sustainability.

Satisfied employees are more likely to be loyal, productive, and engaged, contributing to a positive work environment and the overall success of the organization. Therefore, understanding and addressing the factors that influence job satisfaction is crucial for any organization that aims to thrive in today's competitive business landscape.

### **FEATURES OF THE JOB SATISFICATION**

- Nature of the Job
- Work Environment
- Interpersonal Relationships
- Compensation and Benefits
- Job Security
- Opportunities for Professional Growth
- Autonomy and Independence
- Recognition and Appreciation
- Work-Life Balance
- Leadership and Management Quality

### **STATEMENT OF THE PROBLEM**

The issue of job satisfaction is becoming increasingly critical in the contemporary workplace as organizations strive to maintain high levels of productivity, employee retention, and overall organizational success at Raja Rajeswari hospital at Dindig Job satisfaction, which refers to the level of contentment employees feel about their work, is influenced by various factors such as the nature of the job, work environment, compensation, interpersonal relationships, and opportunities for personal and professional growth.

➤ Job satisfaction impacts employee motivation, productivity, and retention, influencing overall organizational success.

➤ Disparities among demographic groups highlight diversity and inclusion needs. It also affects employee well-being and organizational reputation, attracting top talent and stakeholders.

### **OBJECTIVE OF THE STUDY**

The primary objective of the study on job satisfaction is to comprehensively understand the factors that influence employees' contentment and fulfillment in the workplace. This study aims to identify the key elements such as work environment, job roles, compensation, interpersonal relationships, and opportunities for personal and professional growth that contribute to job satisfaction. By exploring these factors, the study seeks to determine the impact of job satisfaction on employee productivity, engagement, and retention. Additionally, the study aims to uncover the relationship between job satisfaction and

organizational outcomes, including performance, turnover rates, and overall workplace culture. Furthermore, the study intends to provide actionable insights and recommendations for organizations to enhance job satisfaction among their employees.

### **PRIMARY OBJECTIVE**

Studying job satisfaction is to analyze and understand the factors that contribute to employees' fulfillment and contentment in their work, aiming to enhance organizational performance, productivity, and retention through targeted improvements in workplace conditions and management practices.

### **SECONDARY OBJECTIVE**

To analyse assess the impact of demographic factors such as age, gender, education level, and tenure on employees' perceptions of satisfaction. Understanding how these variables influence job satisfaction can provide insights into tailored strategies for improving workplace satisfaction across diverse employee demographics.

### **1.1 NEED OF THE STUDY**

The need to study job satisfaction arises from its profound implications for both individual employees and organizational success. Job satisfaction significantly influences employee motivation, productivity, retention rates, and overall well-being, making it a critical area of focus for organizations aiming to maintain a competitive edge and sustainable growth in today's dynamic business environment.

Firstly, studying job satisfaction is essential for understanding its direct impact on employee performance and productivity. Satisfied employees are generally more motivated and engaged in their work, leading to higher levels of productivity and efficiency. Research has consistently shown that when employees find their work meaningful and fulfilling, they are more likely to invest additional effort and creativity into their tasks, which ultimately contributes to organizational success. Conversely, dissatisfied employees may exhibit reduced productivity, increased absenteeism, and lower quality of work, negatively impacting business outcomes.

Secondly, the study of job satisfaction is crucial for addressing employee retention challenges. High turnover rates can be costly and disruptive to organizations, affecting continuity, morale, and overall team dynamics. Job satisfaction plays a pivotal role in employee retention; when employees are satisfied with their jobs, they are more likely to remain with the organization for the long term. Understanding the factors that contribute to job satisfaction can help organizations implement strategies to improve retention rates, such as enhancing workplace culture, providing career development opportunities, and ensuring fair compensation and benefits.

### **SCOPE OF THE STUDY**

The scope of studying job satisfaction encompasses a broad range of factors that influence employees' perceptions, attitudes, and behaviors in the workplace. This includes examining various dimensions such as the nature of the job itself, work environment, compensation and benefits, interpersonal relationships, opportunities for growth and development, leadership quality, and organizational culture. Understanding these factors allows researchers and organizations to gain insights into what contributes to employee satisfaction and how it impacts organizational outcomes. Additionally, the scope extends to exploring how demographic variables such as age, gender, education level, and tenure influence job satisfaction. These demographic factors can provide valuable insights into understanding differences in satisfaction levels across different groups within the workforce and inform targeted strategies for improving satisfaction and engagement.

### **HYPOTHESIS OF THE STUDY**

#### **Null Hypothesis**



➤ A hypothesis which assumes that there is significant difference between sample statistics and population parameter is called null hypothesis. It is denoted by  $H_0$ .

#### **Alternative Hypothesis**

➤ A hypothesis which assumes that there is significant difference between sample statistics and population parameter is called alternative hypothesis. It is denoted by  $H_1$ .

### **RESEARCH DESIGN**

Research design is the strategic framework that guides the process of collecting, analyzing, and interpreting data in a systematic and logical manner. It defines the study type, research problem, hypotheses, variables, and data collection methods. A well-crafted research design ensures that the research question is addressed effectively, providing valid and reliable results. It encompasses various methodologies, including qualitative, quantitative, or mixed methods, depending on the research objectives.

### **RESEARCH METHODOLOGY**

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#### **Population**

- The study will be carried out among employees, working Raja Rajeswari hospital at Dindigul 500.

#### **Sample size**

Raja Rajeswari hospital male and female is included in the survey. Survey has a total no of 130.

### **METHOD OF DATA COLLECTION**

Data collection methods are techniques used to gather information for research purposes. These methods can be broadly categorized into qualitative and quantitative approaches. Qualitative methods include interviews, focus groups, and observations, which provide in-depth, detailed insights into participants' behaviors and perspectives. Quantitative methods involve surveys, experiments, and secondary data analysis, which generate numerical data that can be statistically analyzed. The choice of data collection method depends on the research objectives, the nature of the study, and the type of data required. Effective data collection ensures the accuracy, reliability, and validity of the research findings, enabling informed conclusions and decisions.

#### **Primary data**

Primary data collection for studying on job stratification typically involves direct interactions and surveys with the target demographic. This includes gathering firsthand insights through structured interviews, focus group discussions, and questionnaires.

#### **Secondary data**

Secondary data on job satisfaction typically includes statistics, research findings, and analyses from existing studies, surveys, and reports conducted by organizations, government agencies, and academic institutions.

#### **Tool for data collection**

Surveys are a powerful tool for data collection. They gather quantitative and qualitative data from targeted respondents, providing insights into behaviors, preferences, and opinions. Online platforms like SurveyMonkey or Google Forms streamline the process, offering easy distribution, real-time analytics, and comprehensive reporting capabilities.

### **ANALYTICAL TOOL FOR STUDY**

The common used statistical tools for analysis of data collection for

- Chi square
- Correlation
- Percentage analysis

### **ABOUT THE HOSPITAL**

Raja Rajeswari Hospital is committed to protecting the privacy of our patients and ensuring the confidentiality of their personal health information. This Privacy Policy outlines our practices regarding the collection, use, and disclosure of personal information.

#### **Collection of Information**

We collect personal information from patients, including name, contact details, medical history, and treatment information. This information is gathered during registration, consultations, and treatment processes.

#### **Use of Information**

The collected information is used to provide and manage healthcare services, process payments, and communicate with patients regarding their treatment and appointments. We also use this information for internal purposes such as improving our services and conducting medical research, with appropriate safeguards in place.

#### **Disclosure of Information**

We do not share personal information with third parties except as necessary for treatment, payment, or healthcare operations, and as required by law. This may include sharing information with other healthcare providers, insurance companies, and regulatory bodies.

#### **Security Measures**

We implement robust security measures to protect personal information from unauthorized access, alteration, or disclosure. This includes using secure systems and regularly reviewing our privacy practices.

#### **Patient Rights**

Patients have the right to access their personal health information, request corrections, and obtain a copy of their medical records. For any concerns or questions regarding our privacy practices, patients can contact our privacy officer.

### **DATA ANALYSIS AND INTERPRETATION**

#### **Frequently meet team members for formal career planning session**

S.No	Particular	No of Respondents	Percentage
1	Very satisfied	24	18%
2	Satisfied	80	62%
3	Neutral	26	20%
4	Dissatisfied	0	0%
5	Very dissatisfied	0	0%

Total	130	100%
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**Satisfaction of Career Development Opportunities**

S.No	Particular	No of Respondents	Percentage
1	Very satisfied	32	25%
2	Satisfied	81	62%
3	Neutral	17	13%
4	Dissatisfied	0	0%
5	Very dissatisfied	0	0%
Total		130	100%

**Nature of the job**

S.No	Particular	No of Respondents	Percentage
1	Very satisfied	40	24%
2	Satisfied	66	39%
3	Neutral	24	14%
4	Dissatisfied	30	18%
5	Very dissatisfied	10	6%
Total		130	100%

**Valued and appreciated by your team and superiors**

S.No	Particular	No of Respondents	Percentage
1	Very satisfied	28	22%
2	Satisfied	78	60%
3	Neutral	22	17%
4	Dissatisfied	2	2%
5	Very dissatisfied	0	0%
Total		130	100%

**Work-life balance provided by the company**

S.No	Particular	No of Respondents	Percentage
1	Very satisfied	32	25%
2	Satisfied	66	51%
3	Neutral	29	22%
4	Dissatisfied	3	2%
5	Very dissatisfied	0	0%
Total		130	100%

**Satisfied with the opportunities for career growth and advancement**

S.No	Particular	No of Respondents	Percentage
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1	Very satisfied	33	25%
2	Satisfied	75	58%
3	Neutral	19	15%
4	Dissatisfied	3	2%
5	Very dissatisfied	0	0%
Total		130	100%

**Gender and procedure of welfare measure**

**Gender**

	Observed N	Expected N	Residual
male	47	65.0	-18.0
female	83	65.0	18.0
Total	130		

**Procedure of welfare measure**

	Observed N	Expected N	Residual
very satisfied	36	43.3	-7.3
satisfied	79	43.3	35.7
neutral	15	43.3	-28.3
Total	130		

**Test Statistics**

	Gender	Procedure of welfare measure
Chi-Square	9.969 <sup>a</sup>	49.123 <sup>b</sup>
df	1	2
Asymp. Sig.	.002	.000

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 65.0.

b. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 43.3.

**SUGGESTION**

- The company should hire more of experienced candidates.
- The health care policies of the company should be improved.
- The on board and technical training of the company should be improved.
- The company should also conduct regular performance appraisal.
- The company should implement some new HR Practices according to the Current market situation.

## CONCLUSION

The objective of the study was to find out the employee job satisfaction towards organization among employees at Raja Rajeswari Hospital. The study found that workers of garment sector in do near are not satisfied with leave policy; and behavior of the owner. The study also found that the workers in garment sector are satisfied with working environment; present health care facility and overtime benefits. It is known that job satisfaction is a matter of perception and that perception may or may not be accurate. There are many factors that influence satisfaction of employees. It is identified that it is a multidimensional factor such as job stratification , adequate pay, work environment, organizational culture these factors affects on the employee performance, productivity, absenteeism, retention rate etc. These human factors may affect employee commitment. People's acceptance of change initiates employee commitment to change. This acceptance leads to the evolution of different forms of commitment to change which involves individuals, not organisation. Therefore, employee commitment is an individual level concept, not a group-level concept. The ever important top management sanction for investment in time and resources towards employee commitment is also at an all-time high. This is particularly because of the present recessionary times where the pressures of change and adaptation have amplified the difficulties in and importance of harnessing and sustaining employee commitment.

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