

Job Satisfaction among Housekeeping Workers in Tertiary Care Hospital

Mahadeo Shinde¹, Nutan Potdar², Sushma Shete³

¹ Professor, Krishna Institute of Nursing Sciences Karad, Krishtna Institute of Medical Sciences Deemed University Karad

² Lecturer, Krishna Institute of Nursing Sciences Karad, Krishtna Institute of Medical Sciences Deemed University Karad

³ Clinical Instructor, Krishna Institute of Nursing Sciences Karad, Krishtna Institute of Medical Sciences Deemed University Karad

Abstract: A study aimed to assess the job satisfaction among housekeeping workers in tertiary care hospital. Objectives were to assess the existing level of job satisfaction To find association between selected demographic variables and level of job satisfaction among housekeeping workers in tertiary care hospital. **Methodology:** Descriptive survey approach non-experimental survey design was used. The study was conducted in Tertiary care hospital. The study population was housekeeping workers in the Tertiary care hospital. The sample size for the present study was 100 housekeeping workers. The sampling technique used was purposive sampling. **Results:** Majority of workers are above the age of 30 years (83%) and 17% of workers are below 30 years of age. Majority of the workers are males (67%) and 33% of workers are females. Majority of the workers are having less than 2 years of experience in this job. 23% of the workers are having 2-5 years of experience, 8% of the workers are having 5-10 years of experience and 12% of the workers having greater than 10 years of experience. 100 samples 56% of workers are very satisfied in their job, 43% of workers are satisfied in their job and only 1% of workers are not satisfied in their job. There was an association between Age Group and job satisfaction level among housekeeping workers. It represents that if age group of house keeper increases satisfaction level also increases. There was no statistical association between sex and job satisfaction level among housekeeping workers. There was an association between experience and job satisfaction level among housekeeping workers. **Conclusion:** Assessing satisfaction is not one time action; instead, it needs continuous monitoring and evaluation. Study concluded that housekeeping workers in selected tertiary care hospital were 56% of workers very satisfied in their job, 43% of workers are satisfied though housekeeping workers working at selected tertiary care hospital are highly satisfied with their job, they have to face frequent occurrence of stress which could have negative impact on organizational climate in the future.

Keywords: Job Satisfaction, Housekeeping, Workers, Tertiary Care, Hospital

1. Introduction

Generally ward housekeepers and the use of multi-skilled non-clinical workers is an under researched sector. Job satisfaction of housekeeping workers survey can be useful tools providing information on the success of their work place programmes, and alerting workers to any gaps in communication. They can also be a valuable resource when assessing the organization understands how the employees feel about his or her work environment. This feedback is essential to organizational change and allows the organization to focus on the needs of the employees. It also provides management with employee feedback both positive and negative. It also can be used to motivate employees and improve overall satisfaction. Attitude surveys can be a great motivator for employers as well since it shows the employee that their opinions and their views are considered important for the success of the hospital. While there are many factors that can affect employee satisfaction, an attitude survey can pinpoint the main concerns of the workers.

Level of job satisfaction is an extent to which person likes or dislikes his job. Multiple factors can influence persons level of job satisfaction; this factor range from the level of pay and benefits, perceived fairness of promotion system within the organization, the quality of working conditions to leadership and social relationship [1]. Satisfied workers tend to be more productive, creative, and committed. Therefore, a highly satisfied and free from burnout nurses' will eventually be effective in rendering a quality nursing care since their ultimate goal is the patient satisfaction [2]. Work account for

large amount of waking hours per day of most people and there is evidence that work has substantial influence on peoples self concept and self esteem. Job satisfaction and life satisfaction are positively and reciprocally related to each other [3].

From the point of view of employees, job satisfaction may reflect benefits that people might be looking for when they take the job; these benefits are usually determined by the employer based on their strategy to be profitable and competitive in recruiting and retaining people. On the other hand job-related factors that affect satisfaction relate to employees' desire to use their skills and abilities to make a meaningful contribution and to be valued. From an organization's point of view, they employ people to perform specific tasks in order to achieve their business goals. When organizations finds people who fit their job requirements and are happy with what is being offered, then a win-win situation is created between the employer and the employee [3].

The low job satisfaction among nurses and the achievement of positive outcome such as a low patient fall rate are issues that affect both quality and cost of patient care. Although the cost of nurse job dissatisfaction has not been directly measured, the high cost of turnover rate has been well established. Poor patient outcome such as an increased patient fall rate also increases the cost of healthcare [4].

Studies have provided evidence that satisfied workers tend to be more productive, creative, committed and will eventually

contribute to higher quality patient care and patient satisfaction, tend to care more about work quality and are more generally productive. Low Job satisfaction indeed contributes into the nurses' inefficiency and affects their dedication to job quality and care given [5].

Both organizations recognized staff satisfaction as a human resources quality indicator. In addition, both organizations listed patient fall rate as an outcome indicator. Dissatisfied not only give poor quality, less efficient care. Nurses who were not satisfied at work were also found to distance themselves from their patients and their nursing chores. Multinational study by WHO on migration and mobility of nurses found that inadequate working condition was main factor driving nurses mobility [6].

Employees can directly influence patient satisfaction in that their involvement and interaction with patients plays a significant role in quality perception [7].

Assessing satisfaction is not one time action; Instead, it needs continuous monitoring and evaluation by adopting this procedure, services providers are able to learn about deficiencies in health delivery system and will be able to take timely appropriate alternative steps[8]. Study concluded that nurses in selected tertiary care hospital are highly satisfied in their job with respect to almost all job reinforcing factor namely Ability utilization, Achievement, Activity, Advancement, Authority, Hospital policy, Coworkers, Creativity, Security, Social service, Social status, Moral value, Recognition, Responsibility, Supervision, Variety, Working condition. Where as in case of independence and compensation they have reported only average level of satisfaction. Special measures improve independence and compensation of nurses will help to improve their performance and hence will positively effect on quality of care given to the patients.[9][11].

2. Problem Statement

A study to assess the job satisfaction among housekeeping workers in tertiary care hospital.

3. Objectives

- To assess the existing level of job satisfaction among housekeeping workers in tertiary care hospital.
- To find association between selected demographic variables and level of job satisfaction among housekeeping workers in tertiary care hospital.

4. Hypothesis

H0; There is no significant difference between socio-demographic variables and satisfactory level among housekeeping workers

H1; There is significant difference between socio-demographic variables and satisfactory level among housekeeping workers.

5. Research Methodology

Planning is the cognitive activity that moves the researcher from the broad image of a problem situation in nursing practice to a sophisticated investigation. Data collection is a pragmatic activity that propels the planned study from an idea to an actuality. Research methodology is a way to systematically solve the research problem [10].

5.1 Research Approach

Descriptive survey approach is considered as the appropriate research approach for the present study.

5.2 Research Design

This study has utilized a non-experimental survey design.

5.3 Setting of the Study

The study was conducted in Tertiary care hospital.

5.4 Population

The study population was housekeeping workers in the Tertiary care hospital.

5.5 Sample

The samples for the present study were the housekeeping workers in the Krishna hospital, Karad.

5.5 Sample Size and Sampling Technique

- 1) The sample size for the present study was 100 housekeeping workers.
- 2) The sampling technique used was purposive sampling.

5.6 Criteria for Selection of Samples

Inclusion Criteria

- 1) Housekeeping workers who were available at the time of data collection.
- 2) Housekeeping workers who were willing to participate in the study

Exclusion Criteria

Who are not willing to participate in the study.

5.7 Data Collection Instrument

Fine point Likert scale was used for data collection. Very unsatisfactory, Unsatisfactory, uncertain, satisfactory and Very Satisfactory

5.8 Data Collection

In this study survey method is used to collect the data by questionnaire.

Findings related to demographic variable

In the present study the demographic variables considered are age, sex, and experience.

Majority of workers are above the age of 30 years (83%) and 17% of workers are below 30 years of age. Majority of the workers are males (67%) and 33% of workers are females. Majority of the workers are having less than 2 years of experience in this job. 23% of the workers are having 2-5 years of experience, 8% of the workers are having 5-10 years of experience and 12% of the workers having greater than 10 years of experience.

Table 1: Job satisfaction level among housekeeping

	Frequency	%
Very unsatisfactory	0	0
Unsatisfactory	0	0
Uncertain	1	1
satisfactory	43	43
Very Satisfactory	56	56

From this study we get the result that, from 100 samples 56% of workers are very satisfied in their job, 43% of workers are satisfied in their job and only 1% of workers are not satisfied in their job.

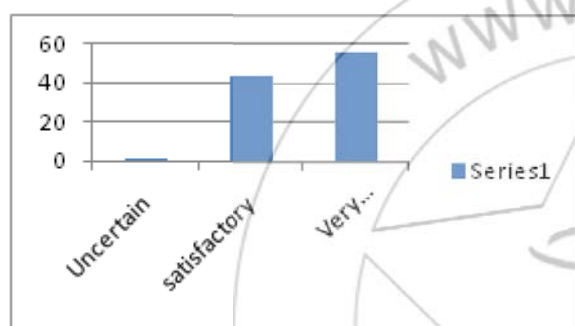


Fig: Showing job satisfaction score percentage among housekeeping workers

By above we can state that job satisfaction among housekeeping worker among all 56% out of 100 gives reply very satisfactory i.e. proportion of job satisfaction level was high, 43% out of 100 housekeeping worker opinions to have a satisfactory level. Only 1% was in the group on not satisfactory.

According to age group chi-square value was 6.416 and p-value was 0.0404 i.e. $P < 0.05$ it means our H_0 is rejected. Hence we can conclude that there was an association between Age Group and job satisfaction level among housekeeping workers. It represents that if age group of house keeper increases satisfaction level also increases. According to sex chi-square value was 4.017 and pvalue was 0.1342 i.e. $P > 0.05$ it means our H_0 is accepted. Hence we can conclude that there was no statistical association between sex and job satisfaction level among housekeeping workers. According to experience chi-square value was 13.208 and p-value was 0.0398 i.e. $P < 0.05$ it means our H_0 is rejected. Hence we can conclude that there was an association between experience and job satisfaction level among housekeeping workers.

6. Conclusion

Assessing satisfaction is not one time action; Instead, it needs continuous monitoring and evaluation. Study

concluded that housekeeping workers in selected tertiary care hospital were 56% of workers very satisfied in their job, 43% of workers are satisfied though housekeeping workers working at selected tertiary care hospital are highly satisfied with their job, they have to face frequent occurrence of stress which could have negative impact on organizational climate in the future.

7. Scope of Study

Administration- planning measures to improving interpersonal relationship among team members. Stress reduction programme targeting specific important stressors will be helpful manages occupational stress of nurses. To maintain job satisfaction Specific job reinforcing factors like compensation and independence in which group have shown only average satisfaction can be more focused to changing satisfaction from average to high level. Some measures recommended to improve job satisfaction with compensation are extra pay for extra working hours, periodical increment depending on performance of particular nurse. Seniority cum merit type promotion policy would help to improve satisfaction of nurses. Independence can be fostered with clear description of job.

To maintain job satisfaction of housekeeping workers at high level following measures need to take in the organization

- Providing work as per interest of the person
- Appreciating good work done by individual in terms of words, awards, increments etc.
- Providing challengeable work by recognizing capacity and ability of each individual so that they can remain active all the time at work site.
- Seniority cum merit promotion policy can be adapted in order to give chance for advancement in hospitals.
- Promoting leadership qualities and providing them opportunities to lead small projects in work settings.
- Formulating clear policies regarding promotions, salary increments and retirements.
- Promoting team spirit among housekeeping workers.
- Providing opportunity to housekeeping workers to try out their new ideas and creates something different from traditional methods of patient care.
- Respecting religious belief of each individual.
- Recognizing good work done by the individual housekeeping worker and appreciating her for it
- Involving all the housekeeping worker in decision making process may be even for small task.
- Providing assurance about security of job
- Providing opportunities to work for people
- Improving interpersonal relationship among supervisors and housekeeping workers.
- Organizing training programs for supervisors in field of administration.
- Providing variety in work of each individual.
- Improving safe and secure environment

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Author Profile



Mahadeo Shinde is Professor, Krishna Institute of Nursing Sciences Karad, Krishna Institute of Medical Sciences Deemed University Karad



Nutan Potdar Lecturer, Krishna Institute of Nursing Sciences Karad, Krishna Institute of Medical Sciences Deemed University Karad



Sushma Shete is Clinical Instructor, Krishna Institute of Nursing Sciences Karad, Krishna Institute of Medical Sciences Deemed University Karad