

# A Study on Employee Satisfaction in one of the Multi – Speciality Hospital in Coimbatore

Ms. Suji U<sup>1</sup>, Ms. JEYASRI M<sup>2</sup>

<sup>1</sup>Assistant Professor, Department of Hospital Administration, Dr.N.G.P. Arts and Science College, Coimbatore, India,

<sup>2</sup>Student, Department of Hospital Administration, Dr.N.G.P. Arts and Science College, Coimbatore, India

## ABSTRACT

*Employee satisfaction is important for improving organizational performance and productivity. This study aims to assess the level of employee satisfaction and identify the main factors that influence it. Primary data were collected using a structured questionnaire from 196 employees chosen from a total of 400 through simple random sampling based on the Krejcie and Morgan sample size table. The data was analyzed using descriptive statistical tools like frequency and percentage analysis, mean score analysis, and ranking method. The results show that employees have a moderate level of job satisfaction. Salary and workload are the most significant factors affecting satisfaction, followed by management support and career growth opportunities. The study concludes that improving pay systems, reducing workload pressure, and fostering a supportive and respectful work environment can improve employee satisfaction and overall organizational effectiveness.*

**Keywords:** Employee Satisfaction, Salary, Workload, Management Support, Career Growth, and Workplace Environment.

## INTRODUCTION

### *Definition*

Employee satisfaction is defined as the overall level of satisfaction, happiness, positive feelings, and attitudes that employees experience towards their job, work environment, responsibilities, salary, and organizational policies. It is the degree to which employees' needs, expectations, and desires are fulfilled in the workplace. Employee satisfaction is an important concept that has been linked to motivation, productivity, and retention. Low levels of satisfaction can lead to stress, absenteeism, and turnover. Employee satisfaction is considered to be one of the keys to organizational success. It is in the organization's best interest to ensure that employees are satisfied

### *Causes of employee dissatisfaction*

Employee dissatisfaction may result from low salary, heavy workload, lack of recognition, poor management, limited career growth, unsafe or uncomfortable working conditions, lack of respect, and job insecurity. These factors reduce motivation, morale, and overall job performance.

### ***About the study:***

This study examines the level of employee satisfaction among hospital staff by analyzing their demographic profile, job satisfaction levels, and the key factors influencing their work experience. It identifies major concerns such as salary, workload, recognition, and workplace environment, and suggests measures to improve employee morale, performance, and overall job satisfaction.

### ***Objectives***

- To study the demographic profile of employees
- To assess the overall level of employee satisfaction among hospital staff.
- To identify the major factors influencing employee satisfaction.
- To suggest measures for improving employee satisfaction and work environment

## **LITERATURE REVIEW**

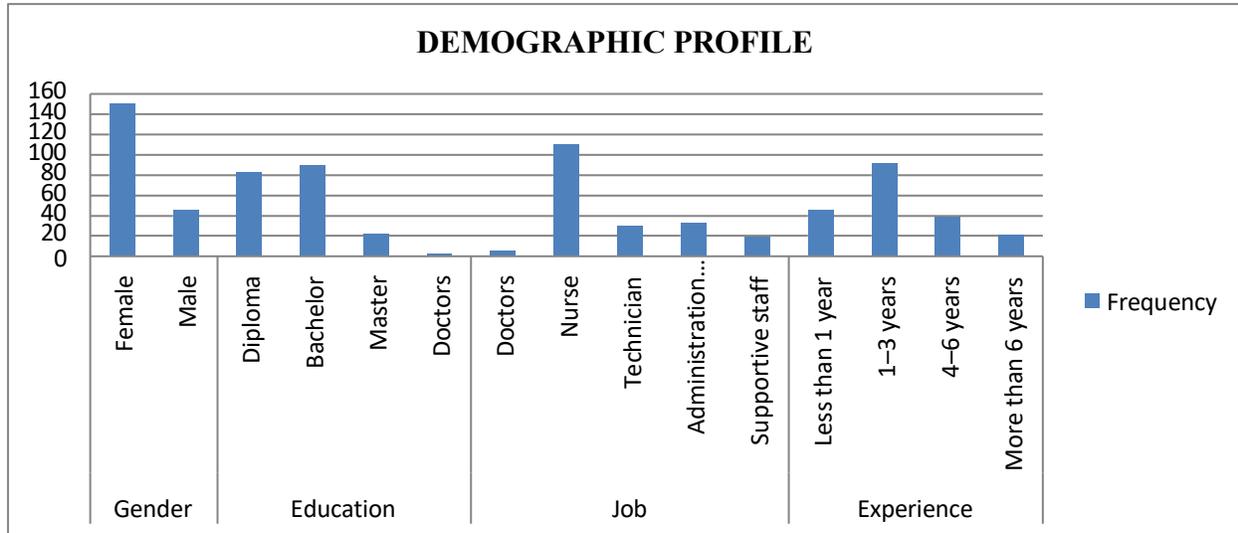
1. According to Theo Van der Voordt and Per Anker Jensen (2023), a healthy workplace is defined as an organization that contributes to the physical, mental, and social well-being of the employees. Too little time, too much work, and short deadlines make it difficult for employees, which cause sleep disturbances, mood changes, and irritability. This analysis helps find out the complex relationship between the environment and employees' well-being.
2. According to Mugira, A. (2022), as humans, employees have feelings, so proper leadership towards the employees is very important. A good attitude of leaders toward the employees has a positive impact on the employees' satisfaction. A good leadership model can make a pleasant working environment. Setting proper standards for the working satisfaction of employees will increase.
3. According to Chenyu Shan and Dragon Yongjun Tang (2023), employee treatment is very important, especially in corporate environments and government policies. Satisfying employees will increase the productivity of the organization but be costly for the shareholders. Using a unique method, Chinese firms confirm that having satisfied employees have better withstand in covid-19.

## **METHODOLOGY**

A structured questionnaire based on the study's goals, including questions about employee satisfaction and demographics, was used to gather primary data. The Krejcie and Morgan Sample Size Table was used to calculate the sample size of 196 respondents from the 400 employees that made up the study population. To ensure that each employee had an equal chance of being chosen, a simple method of random sampling was used. Descriptive statistical techniques like frequency and percentage analysis, mean score analysis, and rank analysis were used to examine the gathered data.

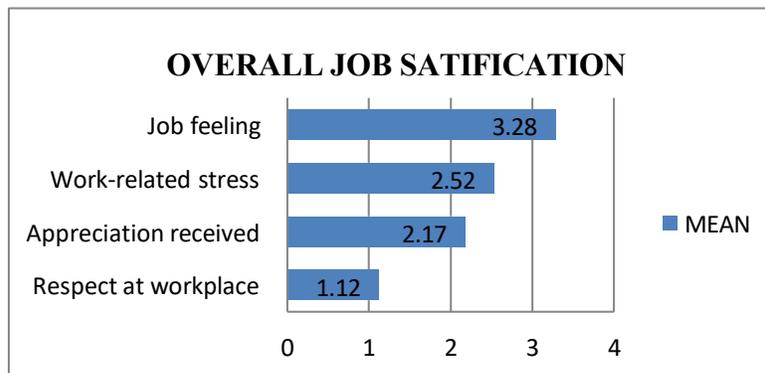
**ANALYSIS**

**DEMOGRAPHIC PROFILE OF EMPLOYEES**



From the chart above, it is evident that the majority of the respondents were females and the majority had an education level of Bachelor’s and Diploma. The majority of the respondents were also nurses, and the majority of the employees had an experience of 1-3 years. The workforce mainly comprises females who are nurses and have moderate work experience.

**OVERALL LEVEL OF EMPLOYEE SATISFACTION**



**Chart shows overall level of employee satisfaction**

The above chart indicates that Job Feeling has the highest mean score of 3.28, which shows that employees have positive feelings about the job. Work-related stress and appreciation received have a moderate mean score of 2.52 and 2.17, respectively. Respect at the workplace has the lowest mean score of 1.12, which shows that employees feel less respected.

**FACTOR AFFECTING A JOB SATISFACTION**

Factor	Frequency	Percentage	Rank
Salary	77	37.93%	1
Workload	75	36.95%	2
Management	23	11.68%	3
Career Growth	22	10.84%	4
Total	196	100%	

**Table shows factor affecting a job satisfaction**

From the table above, it is evident that the factor which has the highest weight in influencing the respondents is salary (37.93%), followed by workload (36.95%) ranked second. This indicates that the respondents are also highly concerned about the workload assigned to them. The management and career growth factors are ranked third and fourth, respectively, and have much less weight in influencing the respondents. It is evident that the financial benefits and workload are the main concerns for the respondents.

**DEPARTMENT WISE SATISFACTION**

S.NO	DEPARTMENT	AVERAGE SATISFACTION
1	Admin	3.8
2	Doctor	4.2
3	Nurse	2.7
4	Supportive	3.1

**Table shows department wise satisfaction**

From the table above, it is clear that doctors have the highest level of satisfaction (4.2), followed by admin staff (3.8). Supportive staff have moderate satisfaction level (3.1), while nurses have the least level of satisfaction (2.7).

**MAJOR FINDING & RECOMMENDATION**

- Majority of respondents are **female nurses with 1–3 years of experience**.
- Employees have **positive job feelings**, but **respect at the workplace is low**.
- **Salary and workload** are the most important factors influencing employees.
- **Nurses have the lowest satisfaction level** compared to other departments.

## Recommendations

- Provide **regular training programs** to improve employee skills.
- Encourage **open communication** between management and staff.
- Introduce **reward and recognition programs** to motivate employees.
- Maintain **proper work–life balance** through effective shift management.
- Ensure a **safe and supportive work environment**.

## CONCLUSION

The study concludes that employee satisfaction varies in different departments of the organization. The findings of the study show that salary and workload are the most significant factors influencing the attitudes of employees towards their job. Though employees have positive feelings about their job, the level of respect in the workplace is low, which needs to be enhanced. Moreover, the level of employee satisfaction varies in different departments of the organization, and some employees are less satisfied than others. Therefore, the organization needs to enhance employee recognition, respect in the workplace, and workload management to improve employee satisfaction.

## REFERENCES

1. Theo Van der voortd and per anker Jensen (2023) The impact of healthy workplaces on employee satisfaction, productivity and costs, volume 25, issue 1 - 25 (1): 29–49
2. Mugira. A (2022). Leadership Perspective Employee Satisfaction Analysis. *AKADEMIK: Jurnal Mahasiswa Humanis*, 2(3), 127–135.
3. Chenyu Shan and Dragon Yongjun Tang (2023) The Value of Employee Satisfaction in Disastrous Times: Evidence from COVID-19, *Review of Finance*, Volume 27, Issue 3, May 2023, Pages 1027–1076.
4. Chatterjee, S., & Priya, S. (2016). Employee satisfaction level – A study on multispeciality hospital. *International Journal of Emerging Trends in Science and Technology*, volume 3, issue (12), pages 4910–4918.
5. Sageer, A., Rafat, S., & Agarwal, P. (2012). Identification of variables affecting employee satisfaction and their impact on the organization. *IOSR Journal of Business and Management*, volume 5, issue (1), pages 32–39
6. Ardestani, S. S. (2017). A project report on employee satisfaction in private hospitals in Hyderabad–India. *International Academic Journal of Innovative Research*, volume 4, issue (4), pages 1–14.