

Influence of Environmental Factors on Job Satisfaction: A Case Study on Hospital Staff of Chhattisgarh

Dr. Budheshwar Prasad Singhraul

Assistant Professor, Department of Commerce,
Guru Ghasidas Vishwavidyalaya,
Bilaspur, C.G., India

(Ms.) Vanita Kumari Soni

Research Scholar, Department of Commerce,
Guru Ghasidas Vishwavidyalaya,
Bilaspur, C.G., India

Abstract

Job satisfaction has its own description for each and every individual. Everyone has got his / her own taste and preference and thus is the variability in the level of job satisfaction. Every individual is influenced by his / her surroundings at home / workplace by family members, friends and colleagues. This environmental influence has a major impact on the job satisfaction of the individuals. The basic objective of the research paper is to study the satisfaction level of employees regarding job characteristics like Neat and Clean Place, Working Conditions, Security at Work Place, Stressful Environment, Workload according to Responsibility, Sufficient Opportunity for Future Development, Full Support for Innovative Ideas, Senior's Support for Initiation, Work Environment, Proper Recognition from Patients and their Relatives, Maintain Living Standards with Salary Income, Full Support from Administration, Full Support for Innovative Ideas, Support from Seniors and Relationship and Coordination with Others have been selected for the study. The primary data has been collected through the preset questionnaire from 351 employees including 53 Doctors, 18 Rural Medical Assistant, 73 Nurses and 207 Paramedical staff. For analysing the data chi-square test has been used. The selected job characteristics are greatly influenced by the age of the respondents, nature of the job, category of the respondents, salary of the respondents and the working duration. Overall the hospital staffs of Bilaspur and Durg division of Chhattisgarh are satisfied with their present job conditions.

Keywords: Work Environment, Job Satisfaction, Environmental Influence, Hospital Staff.

Introduction

Job satisfaction is the feeling of satisfaction in each and every aspect from the depth of heart and soul. Environment is the surrounding which affects the individual in positive / negative way. It may allow the individual to flourish, if it has positive influence on the individual. Similar to this is the effect of environment at the work place which affects its employees and is responsible for the level of job satisfaction he has.

Environment includes both living and non-living elements. Physical element includes illumination / humidity / temperature / water / ventilation and building. Proper provision for aeration / ventilation, drinking water, maintenance of cleanliness / hygiene of the surrounding, adequate illumination at work station, proper disposal of

waste / effluent and provision for good building / architecture, provision for proper toilets / washrooms and rest rooms / duty rooms. These all and many others directly / indirectly affect the level of satisfaction among the employees. Although these are not given much importance by the employers of the company / institute but it has very specific role in deciding the level of job satisfaction among the employees.

Along with these, environment influences like employer-employee relationship, employee-employee relationship, employee-customer relationship, relationship of employee with his / her family, provision for self upgradation / skill improvement, sense of improved enthusiasm, respect of each and every staff especially females, mutual understanding, security at the work place, avoidance of stress / nuisance and antisocial activities at the workplace, recreational activities at the end of the day / shift / breaks have significant effect on job satisfaction of the employees.

“We want our employees to bring a smile from their homes and to reach with a smile to their homes” should be the motto of the company.

Literature Review

Earlier studies done on job satisfaction emphasised on salary, promotion, appraisal, relationship between management and co-employees, recognition, responsibility, supervision, training and development, work load, working conditions, personal growth and achievements.

For improving the job satisfaction of employees, influencing factors are salary, promotional strategies, performance appraisal system, employee's relationship with the management and other co-employees, work burden, training and development programmes along with the working hours (Chahal et al., 2013).

Job satisfaction is greatly influenced by job characteristics if other job characteristics are satisfactory and positive. For job satisfaction, salary is not a major factor but a catalectic factor (Al-Zombi, 2012).

Policy, salary and administration are the major determinants of job satisfaction while personal growth, recognition, supervision, personal achievement, interpersonal relations, responsibility, overall working conditions and the work itself corresponds to dissatisfaction (Heng & Wong, 2009).

Basic factors influencing the job satisfaction of employees are work conditions, pay, fairness, promotion along with fringe, supervision and co-worker relations (Parvin & Kabir, 2011).

Welfare facilities, working conditions, rewards provided, accident compensation, grievance handling procedure along with the certain factors like rest room facilities, canteen, promotion policy, rewards and recognition improve the job satisfaction level of employees (Anitha, 2011).

The previous authors have done research mainly on employees of banks, universities, paper mills, pharmaceutical sectors and have paid least / minimal attention to the characteristics like security at work place, relationship with family, relationship with customers, job security, quality of work life, maintaining living standard with salary income, sufficient opportunity for further development. Through this research paper authors have tried to study the various characteristics of job satisfaction as mentioned above in health care sector especially in Government hospitals of Bilaspur and Durg divisions of Chhattisgarh.

Research Methodology

Information from primary source has been collected through structured questionnaire designed to collect the relevant information from the respondents available. From both the medical and paramedical staffs of various Government Hospitals of Bilaspur and Durg Divisions of Chhattisgarh, Primary data was collected. For completing the research paper detailed literature review has been conducted by the authors.

Objectives of the study

- To study the satisfaction level of Government Hospitals employees working in Bilaspur and Durg Division of Chhattisgarh.
- To study the satisfaction level of employees regarding job characteristics like Neat and Clean Place, Working Conditions, Security at Work Place, Stressful Environment, Workload according to Responsibility, Sufficient Opportunity for Future Development, Full Support for Innovative Ideas, Senior's Support for Initiation, Work Environment, Proper Recognition from Patients and their Relatives, Maintain Living Standards with Salary Income, Full Support from Administration, Full Support for Innovative Ideas, Support from Seniors and Relationship and Coordination with Others.

Sampling Design

For completing the research paper descriptive research design has been used. For studying the satisfaction level, employees working in various Government Hospitals of Chhattisgarh from Bilaspur and Durg Divisions have been selected. Duly filled questionnaire was collected from 351 employees consisting of 53 Doctors, 18 Rural Medical Assistant, 73 Nurses and 207 Paramedical staff working in various District Hospitals, Community Health Centres, Primary Health Centres, Sub Health Centres of Chhattisgarh from Bilaspur and Durg Divisions.

Methods of Data Collection

Data from primary source has been collected through structured questionnaire designed for the purpose of

analysis. The primary data has been collected on convenient non – probability sampling basis from the employees working in various Government hospitals of Bilaspur and Durg divisions of Chhattisgarh.

Research Tools

For analysis pie charts and chi-square has been used. Pie charts have been used to present the frequency of the respondents while chi-square test has been used to find the association between various job characteristics. IBM SPSS version 20 software has been used for analysing the data.

Hypothesis of the study

- There is no significant association between various job characteristics like Neat and Clean Place, Working Conditions, Security at Work Place, Stressful Environment, Workload according to Responsibility, Sufficient Opportunity for Future Development, Full Support for Innovative Ideas, Senior's Support for Initiation, Work Environment, Proper Recognition from Patients and their Relatives, Maintain Living Standards with Salary Income, Full Support from Administration, Full Support for Innovative Ideas, Support from Seniors and Relationship and Coordination with Others and Job Satisfaction of employees.

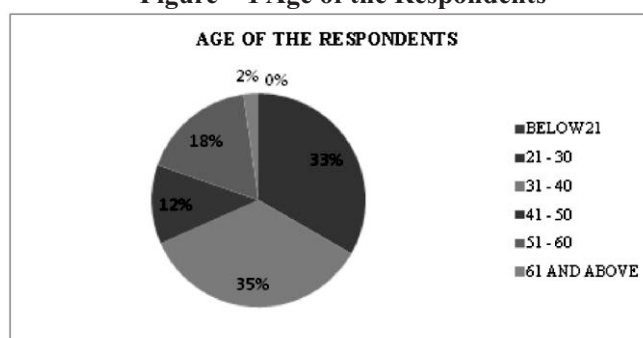
- There is no significant association among various job characteristics considered for study and demographic profile like Age, Gender, Category of the respondents, Working Duration, Salary and Nature of the job.
- Employees are not satisfied with their present job conditions.

Limitation and scope of the study

The present study is limited to the employees working in the Government Hospitals of Bilaspur and Durg divisions of Chhattisgarh. For completing the study, job characteristics like Neat and Clean Place, Working Conditions, Security at Work Place, Stressful Environment, Workload according to Responsibility, Sufficient Opportunity for Future Development, Full Support for Innovative Ideas, Senior's Support for Initiation, Work Environment, Proper Recognition from Patients and their Relatives, Maintain Living Standards with Salary Income, Full Support from Administration, Full Support for Innovative Ideas, Support from Seniors and Relationship and Coordination with Others has been considered to know the present satisfaction level of employees. The future research can be extended to various other job characteristics like Training and Development Programmes, Human Resource Policies, Quality of Work Life, etc. The study can also be extended to other division of Chhattisgarh with large sample size.

Analysis of Data

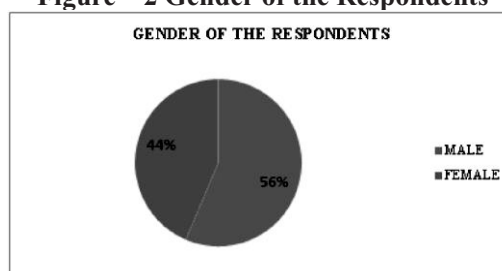
Figure – 1 Age of the Respondents



It is clear that out of the total, 35.0% respondents in majority belong to 31 – 40 years age group. 33.3% respondents come under 21 – 30 years age group. Respondents belonging to 51 – 60 years age group constitute 17.4%. 12.0%

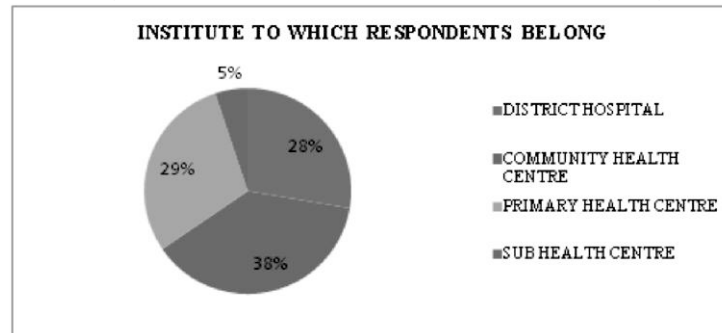
respondents belong to 41 – 50 years age group while there were only 2.3% respondents who belong to 61 and above years age group. However, there were no respondents in below 21 years age group.

Figure – 2 Gender of the Respondents



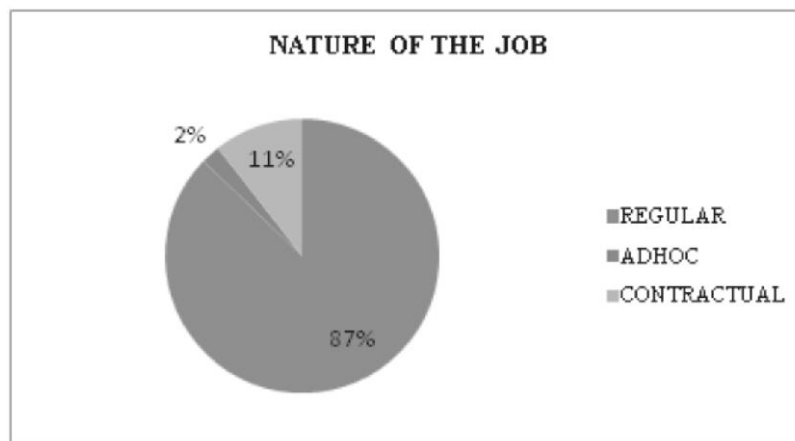
Male respondent with majority constitute 56.4% while 43.6% are female respondents.

Figure – 3 Institute to which Respondents belong



37.9% respondents with majority belong to Community Centre and District Hospital constitute 29.3% and 27.6 Health Centre. Respondents from both Primary Health while 5.1% respondents are from Sub Health Centre.

Figure – 4 Nature of the job



87.2% respondents with majority are Regular employees. respondents are on Adhoc basis. 10.5% respondents are Contractual employees while 2.3%

TABLE – 1
INFLUENCING JOB CHARACTERISTICS ON THE BASIS OF AGE OF THE RESPONDENTS

S. No.	Particulars	Chi Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Age of the Respondents * Work Environment	20.299	.207	Accepted	
2.	Age of the Respondents * Neat and Clean Place	40.857	.001***		Rejected
3.	Age of the Respondents * Working Conditions	28.471	.028**		Rejected
4.	Age of the Respondents * Security at Work Place	37.184	.002***		Rejected
5.	Age of the Respondents * Stressful Environment	28.299	.029**		Rejected
6.	Age of the Respondents * Workload According to Responsibility	32.563	.008***		Rejected

7.	Age of the Respondents * Sufficient Opportunity for Future Development	40.853	.001***		Rejected
8.	Age of the Respondents * Proper Recognition from Patients and their Relatives	18.481	.297	Accepted	
9.	Age of the Respondents * Maintain Living Standards with Salary Income	23.952	.091	Accepted	
10.	Age of the Respondents * Full Support from Administration	17.528	.352	Accepted	
11.	Age of the Respondents * Full Support for Innovative Ideas	33.515	.006***		Rejected
12.	Age of the Respondents * Support from Seniors	17.207	.372	Accepted	
13.	Age of the Respondents * Senior's Support for Initiation	35.776	.003***		Rejected
14.	Age of the Respondents * Good Relationship and Coordination with Others	17.270	.368	Accepted	

*** indicates significance at 1% level and ** indicates significance at 5% level

In the above table it is clear that there is significant association between job characteristics like Neat and Clean Place, Working Conditions, Security at Work Place, Stressful Environment, Workload according to Responsibility, Sufficient Opportunity for Future Development, Full Support for Innovative Ideas and Senior's Support for Initiation and the age of the respondent since their P-Value is less than 0.05 at 5% significance level

and therefore H₀ is rejected whereas job characteristics like Work Environment, Proper Recognition from Patients and their Relatives, Maintain Living Standards with Salary Income, Full Support from Administration, Support from Seniors and Relationship and Coordination with Others shows no significant association since the P-Value is greater than 0.05 at 5% significance level and hence for these variables H₀ is accepted.

TABLE – 2
INFLUENCING JOB CHARACTERISTICS ON THE BASIS OF GENDER OF THE RESPONDENTS

S. No.	Particulars	Chi Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Gender of the Respondents * Work Environment	.676	.954	Accepted	
2.	Gender of the Respondents * Neat and Clean Place	7.104	.130	Accepted	
3.	Gender of the Respondents * Working Conditions	4.453	.348	Accepted	
4.	Gender of the Respondents * Security at Work Place	3.976	.409	Accepted	
5.	Gender of the Respondents * Stressful Environment	3.298	.509	Accepted	
6.	Gender of the Respondents * Workload According to Responsibility	2.498	.645	Accepted	
7.	Gender of the Respondents * Sufficient Opportunity for Future Development	7.848	.097	Accepted	

8.	Gender of the Respondents * Proper Recognition from Patients and their Relatives	4.221	.377	Accepted	
9.	Gender of the Respondents * Maintain Living Standards with Salary Income	4.971	.290	Accepted	
10.	Gender of the Respondents * Full Support from Administration	6.080	.193	Accepted	
11.	Gender of the Respondents * Full Support for Innovative Ideas	2.488	.647	Accepted	
12.	Gender of the Respondents * No Support from Seniors	8.753	.068	Accepted	
13.	Gender of the Respondents * Senior's Support for Initiation	8.210	.084	Accepted	
14.	Gender of the Respondents * Good Relationship and Coordination with Others	11.332	.023**		Rejected

*** indicates significance at 1% level and ** indicates significance at 5% level

It is depicted that there is significant association at 5% significance level between gender and the job characteristics like good relationship and coordination with the others as the P- value is less than 0.05 for this reason H₀

is rejected for the same while rest of the job characteristics shows no significant association with the gender of the employees as the P- value is more than 0.05 at 5% significance level therefore H₀ is accepted.

TABLE NO. – 3
INFLUENCING JOB CHARACTERISTICS ON THE BASIS OF NATURE OF THE JOB

S. No.	Particulars	Chi Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Nature of the Job* Work Environment	19.235	.014**		Rejected
2.	Nature of the Job* Neat and Clean Place	6.620	.578	Accepted	
3.	Nature of the Job* Working Conditions	4.282	.831	Accepted	
4.	Nature of the Job* Security at Work Place	16.202	.040**		Rejected
5.	Nature of the Job* Stressful Environment	17.264	.027**		Rejected
6.	Nature of the Job* Workload according to Responsibility	15.517	.050	Accepted	
7.	Nature of the Job* Sufficient Opportunity for Future Development	17.410	.026**		Rejected
8.	Nature of the Job* Proper Recognition from Patients and their Relatives	23.065	.003***		Rejected
9.	Nature of the Job* Maintain Living Standards with Salary Income	27.058	.001***		Rejected
10.	Nature of the Job* Full Support from Administration	16.195	.040**		Rejected

11.	Nature of the Job* Full Support for Innovative Ideas	12.381	.135	Accepted	
12.	Nature of the Job* Support from Seniors	27.025	.001***		Rejected
13.	Nature of the Job* Senior's Support for Initiation	19.190	.014**		Rejected
14.	Nature of the Job* Good Relationship and Coordination with Others	15.822	.045**		Rejected

*** indicates significance at 1% level and ** indicates significance at 5% level

It can be inferred from the above table that since P- value at 5% significance level is less than 0.05 accordingly H0 is rejected which proves that there is significant association between nature of job with the Work Environment, Security at Work Place, Stressful Environment, Sufficient Opportunity for Future Development, Proper Recognition from Patients and their Relatives, Maintain Living Standards with Salary Income, Full Support from

Administration, Support from Seniors and Good Relationship and Coordination with Others although the remaining job characteristics like Neat and Clean Place, Working Conditions, Workload according to Responsibility, Full Support for Innovative Ideas shows no significant association with the nature of the job since the P – value at 5% significance level is more than 0.05 that's why H0 is accepted.

TABLE NO. – 4
INFLUENCING JOB CHARACTERISTICS ON THE BASIS OF CATEGORY OF THE RESPONDENTS

S. No.	Particulars	Chi Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Category of the respondents * Work Environment	46.620	.000***		Rejected
2.	Category of the respondents * Neat and Clean Place	25.396	.013**		Rejected
3.	Category of the respondents * Working Conditions	35.268	.000***		Rejected
4.	Category of the respondents * Security at Work Place	63.219	.000***		Rejected
5.	Category of the respondents * Stressful Environment	92.493	.000***		Rejected
6.	Category of the respondents * Workload according to Responsibility	15.527	.214	Accepted	
7.	Category of the respondents * Sufficient Opportunity for Future Development	14.548	.267	Accepted	
8.	Category of the respondents * Proper Recognition from Patients and their Relatives	64.825	.000***		Rejected
9.	Category of the respondents * Maintain Living Standards with Salary Income	73.022	.000***		Rejected
10.	Category of the respondents * Full Support from Administration	23.654	.023**		Rejected
11.	Category of the respondents * Full Support for Innovative Ideas	15.500	.215	Accepted	

12.	Category of the respondents * Support from Seniors	34.600	.001***		Rejected
13.	Category of the respondents * Senior's Support for Initiation	16.553	.167	Accepted	
14.	Category of the respondents * Good Relationship and Coordination with Others	16.020	.190	Accepted	

*** indicates significance at 1% level and ** indicates significance at 5% level

Above table shows that at 5% significance level the various job characteristics like Work Environment, Neat and Clean Place, Working Conditions, Security at Work Place, Stressful Environment, Proper Recognition from Patients and their Relatives, Maintain Living Standards with Salary Income, Full Support from Administration, Support from Seniors shows significant association with the category of the respondents since the P- value is less than 0.05 and so H₀

is rejected on the other hand the remaining job characteristics like Workload according to Responsibility, Sufficient Opportunity for Future Development, Full Support for Innovative Ideas, Senior's Support for Initiation, Good Relationship and Coordination with Others shows no significant relationship with the category of the respondents since the P- value is more than 0.05 therefore H₀ is accepted.

TABLE NO. – 5
INFLUENCING JOB CHARACTERISTICS ON THE BASIS OF SALARY OF THE RESPONDENTS

S. No.	Particulars	Chi Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Salary of the Respondents * Work Environment	24.793	.016**		Rejected
2.	Salary of the Respondents * Neat and Clean Place	41.917	.000***		Rejected
3.	Salary of the Respondents * Working Conditions	44.491	.000***		Rejected
4.	Salary of the Respondents * Security at Work Place	17.842	.121	Accepted	
5.	Salary of the Respondents * Stressful Environment	45.404	.000***		Rejected
6.	Salary of the Respondents * Workload according to Responsibility	32.923	.001***		Rejected
7.	Salary of the Respondents * Sufficient Opportunity for Future Development	44.921	.000***		Rejected
8.	Salary of the Respondents * Proper Recognition from Patients and their Relatives	183.246	.000***		Rejected
9.	Salary of the Respondents * Maintain Living Standards with Salary Income	31.047	.002***		Rejected
10.	Salary of the Respondents * Full Support from Administration	43.075	.000***		Rejected
11.	Salary of the Respondents * Full Support for Innovative Ideas	20.021	.067	Accepted	
12.	Salary of the Respondents * Support from Seniors	20.649	.056	Accepted	
13.	Salary of the Respondents * Senior's Support for Initiation	14.799	.253	Accepted	
14.	Salary of the Respondents * Good Relationship and Coordination with Others	7.135	.849	Accepted	

*** indicates significance at 1% level and ** indicates significance at 5% level

From the above table it can be inferred that the various job characteristics like Work Environment, Neat and Clean Place, Working Conditions, Stressful Environment, Workload according to Responsibility, Sufficient Opportunity for Future Development, Proper Recognition from Patients and their Relatives, Maintain Living Standards with Salary Income, Full Support from Administration shows significant association with the salary

of the respondents at 5% significance level as the P – value is less than 0.05 and therefore H₀ is rejected. The rest of the job characteristics like Security at Work Place, Full Support for Innovative Ideas, Support from Seniors, Senior's Support for Initiation, Good Relationship and Coordination with Others depicts no significant association with the salary of the respondents since P – Value of these job characteristics is more than 0.05 thus for these variables H₀ is accepted.

TABLE NO. – 6
INFLUENCING JOB CHARACTERISTICS ON THE BASIS OF WORKING DURATION

S. No.	Particulars	Chi Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Working Duration * Work Environment	19.440	.247	Accepted	
2.	Working Duration * Neat and Clean Place	22.270	.135	Accepted	
3.	Working Duration * Working Conditions	20.926	.181	Accepted	
4.	Working Duration * Security at Work Place	23.136	.110	Accepted	
5.	Working Duration * Stress ful Environment	24.485	.079	Accepted	
6.	Working Duration * Workload According to Responsibility	16.780	.400	Accepted	
7.	Working Duration * Sufficient Opportunity for Future Development	28.936	.024**		Rejected
8.	Working Duration * Proper Recognition from Patients and their Relatives	17.183	.374	Accepted	
9.	Working Duration * Maintain Living Standards with Salary Income	27.799	.033**		Rejected
10.	Working Duration * Full Support from Administration	18.474	.297	Accepted	Rejected
11.	Working Duration * Full Support for Innovative Ideas	27.308	.038**		Rejected
12.	Working Duration * No Support from Seniors	23.209	.108	Accepted	
13.	Working Duration * Senior 's Support for Initiation	23.229	.108	Accepted	
14.	Working Duration * Good Relationship and Coordination with Others	19.566	.240	Accepted	

*** indicates significance at 1% level and ** indicates significance at 5% level

It can be inferred from the above table that the job characteristics like Sufficient Opportunity for Future Development, Maintain Living Standards with Salary Income, Full Support from Administration and Full Support

for Innovative Ideas shows significant association with the working duration. P – Value of these characteristics at 5% significance level is less than 0.05 and for this reason H₀ is rejected while the other job characteristics considered for

the study shows no significant association with the working duration in view of the fact that P – value of these characteristics is more than 0.05 subsequently for these variables H0 is accepted.

Conclusion

From the above study it can be concluded that the environmental factors affect the job satisfaction level of the employees to a greater extent. Neat and clean environment itself is a positive motivating factor and drives a sense of joy and happiness amongst the employees. Sense of brotherhood / responsibility / care for co-employees and respect for the seniors and juniors is also an important factor for job satisfaction. Appreciation / recognition of work done by an individual helps as a positive motivating factor and this makes him / her to work at the same or higher standards / level. Good relationship with patients and their attenders and development of trust with the patients is essential for job satisfaction. There should be provision for security to avoid unforeseen circumstances as most of the times patients have life threatening conditions which may make a scene of nuisance and havoc.

The various Job characteristics like Neat and Clean Place, Working Conditions, Security at Work Place, Stressful Environment, Workload according to Responsibility, Sufficient Opportunity for Future Development, Full Support for Innovative Ideas and Senior's Support for Initiation, Work Environment, Proper Recognition from Patients and their Relatives, Maintain Living Standard with Salary Income, Full Support from Administration, Support from Seniors and Good Relationship and Coordination with Others are greatly influenced and affected with the Age, Category, Salary of the respondents, Nature of the job and the Working Duration. It can also be concluded that these characteristics are not greatly influenced by the Gender of the respondents. In overall we observed that the health sector employees are satisfied with their present environmental factors. Environmental factors have greater influence on job satisfaction of employees so the respective authorities should try to maintain the positive environment so that the employees feel motivated towards their job.

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