

Societal and Administrative Recognition among Hospital Staff: A Study under Job Satisfaction Parameters

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Abstract: Everyone likes to be in lime-light / focus whatsoever in the type of job he / she may be in, and so is the need for recognition in the society. Employees try to do their best and in turn receive administrative recognition which in turn is a measure of level of satisfaction and determines the future course of work by the employee. So, societal and administrative recognition goes hand-in-hand together as a driving force which decides the satisfaction level of employees and in turn the production or outcome of the organisation. Duly filled questionnaire has been received from 35 employees from both medical and paramedical staffs from Bilaspur and Durg divisions of Chhattisgarh. The job characteristics like Work Enjoyment, Helping Nature of the people, Good Work Life Balance, Work Responsibility and Proper Recognition from Seniors, Proper Recognition from Patients and their Relatives are influenced to a great extent by Nature of the job, Institute to which respondents belong, Category and Age of the respondents. It can be inferred that the employees are satisfied with the societal and administrative recognition which act as a motivating factor for performing their duties and responsibilities effectively.

Keywords: Societal / Administrative Recognition, Job Satisfaction, Production / Outcomes, Hospital Staff.

Date of Submission: 14-07-2017

Date of acceptance: 21-07-2017

I. Introduction

Every individual works for monetary benefits and recognition. Monetary benefits provide him/her the essential requirements for maintaining standard of living. But recognition gives him/her sense of satisfaction and brings him a name and fame which is a positive motivating factor for his further progress. He / She feels satisfied with his/her work, if he/she gets a good recognition for his/her work / performance which would ultimately be helpful for the employer / institution in terms of gain / benefit. Components of societal recognition for an individual includes respect by the seniors and the colleagues, self esteem / self respect, respect by the family members and respect by the customers / patients and their relatives for their work done.

As administration controls the employees, so employees recognition, acceptance of employees opinions, view points and suggestions, provision for employees promotions as applicable and appreciation of the work done by employees greatly influences the job satisfaction level of the employees. Thus societal and administrative recognition makes the employees to work with a positive driving force as these improve their job satisfaction level.

II. Literature Review

Previous authors have done studies on health care setting mainly at tertiary level especially on nurses and outside India and also among pharmaceuticals employees and have considered characteristics of monetary benefits, respect, responsibilities, patient care, training and self development.

Poor salaries, not given due respect, poor work environment, poor fringe benefits, dignity, unbalanced responsibilities with little overall control, time pressure, patient care, lack of training opportunities and lack of opportunities for professional development were the causes of employees dissatisfaction in tertiary level health care settings (Bahalkani et al., 2011). Lack of motivation, lack of promotion, inadequate human power, poor infrastructure, insufficient resources and supplies, poor participation and interaction with team members and supervisors and bureaucratic management are the main reasons of job dissatisfaction among health workers (Yami et al., 2011).

Work conditions, pay and promotion, fairness, job security, relationship with co-workers and immediate supervisor were the factors influencing the satisfaction level of pharmaceuticals companies employees (Parvin & Kabir, 2011). Working condition, refreshment & recreation facility, health & safety facility, fun at workplace greatly influence job satisfaction of employees while workload, stress, overtime, fatigue, boredom increases job dissatisfaction (Jain & Kaur, 2014). The above mentioned studies have given

minimal consideration to society / administration, doctors and paramedical and also other characteristics like patient relationship with the employees / health care providers, respect / appreciation by the patient / attenders, respect by family members / friends / colleagues, financial aspects in view of maintenance of standard of living as per social norms, social security, work enjoyment and spending quality time with family members. Authors have made an attempt to bridge the above mentioned gap through this research paper.

III. Objectives of the Study

- To study the satisfaction level of employees working in various Government Hospitals of Bilaspur and Durg divisions of Chhattisgarh regarding Societal and Administrative Recognition.
- To study the satisfaction level of employees regarding job characteristics like Work Enjoyment, Helping Nature of the people working in the institute, Good Work Life Balance, Work Responsibility, Proper Recognition from Patients and their Relatives and Proper Recognition from Seniors.

IV. Hypotheses for the Study

H₀₁ : There is no significant association between Work Enjoyment and satisfaction of employees regarding Societal and Administrative Recognition.

H₀₂ : Helping Nature of the people working in the institute and satisfaction of employees regarding Societal and Administrative Recognition.

H₀₃ : Good Work Life Balance and satisfaction of employees regarding Societal and Administrative Recognition.

H₀₄ : Work Responsibility and satisfaction of employees regarding Societal and Administrative Recognition.

H₀₅ : Proper Recognition from Patients and their Relatives and satisfaction of employees regarding Societal and Administrative Recognition.

H₀₆ : Proper Recognition from Seniors and satisfaction of employees regarding Societal and Administrative Recognition.

V. Research Methodology

For completing the research paper, information from primary source has been used through the structured questionnaire which was designed to collect the relevant information from the respondents available. Primary data was collected from both the medical and paramedical staff of the various Government Hospitals of Bilaspur and Durg divisions of Chhattisgarh. Detailed literature review has been conducted for completing the research paper.

5.1 Universal Sample

Employees working in various Government Hospitals of Bilaspur and Durg divisions of Chhattisgarh have been selected for studying their satisfaction level.

5.2 Sample Size

Questionnaire was distributed to all employees available at the time of distribution, working in various Government hospitals of Bilaspur and Durg divisions of Chhattisgarh. But duly filled questionnaire was returned only by 351 employees working in District Hospitals, Community Health Centres, Primary Health Centres, Sub Health Centres of Bilaspur and Durg divisions of Chhattisgarh. The duly filled questionnaire was collected from 53 Doctors, 18 Rural Medical Assistant, 73 Nurses and 207 Paramedical staff.

5.3 Research Design

Descriptive research design has been used for completing the research paper. Through structured questionnaire designed for the purpose data from primary source has been collected on convenient non – probability sampling basis.

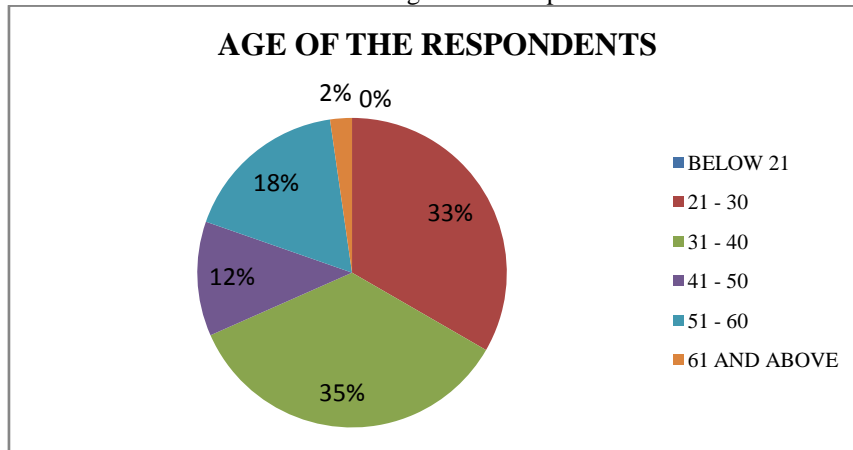
5.4 Statistical Tools

Pie charts and chi-square has been used for analysing the collected data. To present the frequency of the respondents on the basis of age, gender, employment term, institution to which respondent belong. Pie charts have been used likewise to find the association between various selected job characteristics Chi – Square test has been used. For analysing the data, IBM SPSS version 20 software has been used.

VI. Analysis of Data

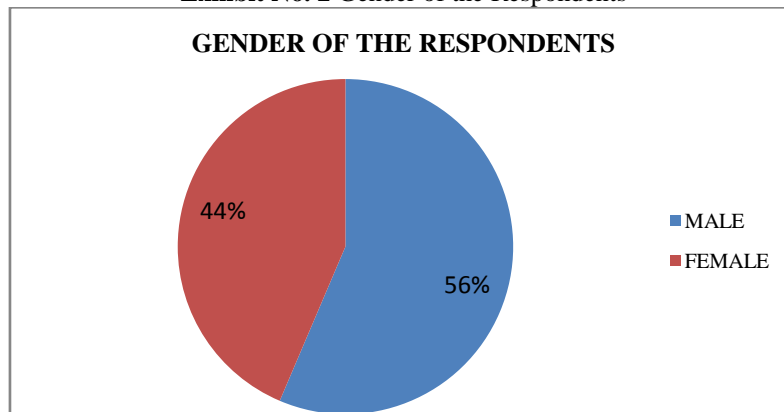
The data relating to societal and administrative recognition after collecting from the employees working in Bilaspur and Durg divisions of Chhattisgarh has been analysed with the help of Chi – Square test.

Exhibit No. 1 Age of the Respondents



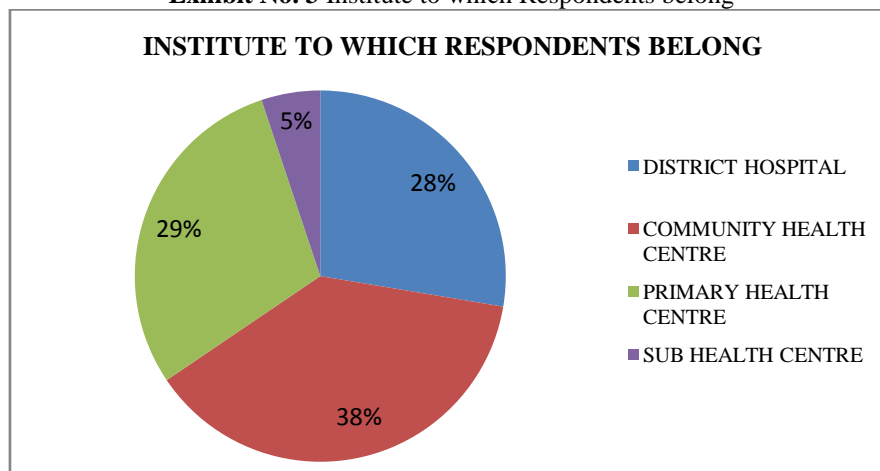
Out of the total, 31 – 40 years age group comprises of 35.0% respondents. 33.3.0% respondents are under 21 – 30 years age group. Respondents from 51 – 60 years age group constitute 17.4%. 12.0% respondents come under 41 – 50 years age group whereas there were only 2.3% respondents who belong to 61 and above years age group. While there were no respondents in below 21 years age group.

Exhibit No. 2 Gender of the Respondents

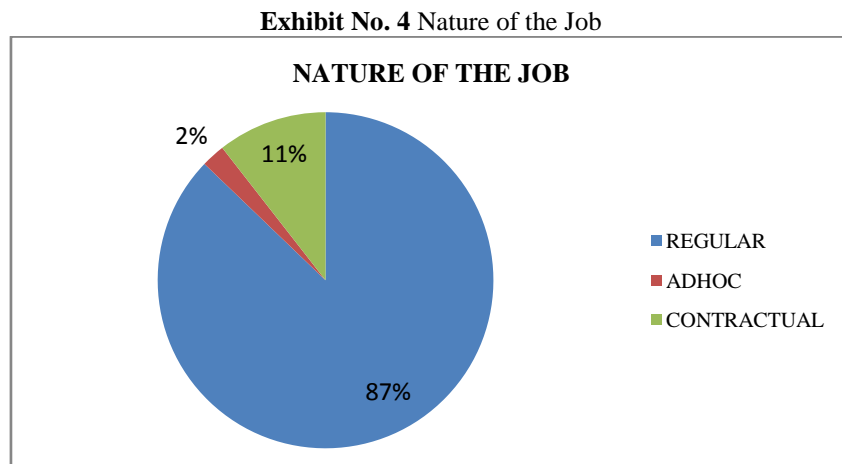


It is clear that Male respondent with majority constitute 56.4% while Female respondents comprises of 43.6%.

Exhibit No. 3 Institute to which Respondents belong



It can be observed that 37.9% respondents with majority belong to Community Health Centre. Respondents from Primary Health Centre constitute 29.3% and District Hospital comprises of 27.6 although 5.1% respondents are from Sub Health Centre.



It is evident that 87.2% respondents with majority are Regular employees. 10.5% respondents are Contractual employees whereas 2.3% respondents are on Adhoc basis.

Table No. – 1: Societal and Administrative Recognition with respect to Age of the Respondents

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Age of the Respondents * Work Enjoyment	28.914**	.025		Rejected
2.	Age of the Respondents * Helping Nature of the people	40.880	.001		Rejected
3.	Age of the Respondents * Good Work Life Balance	21.624	.156	Accepted	
4.	Age of the Respondents * Work Responsibility	30.045	.018		Rejected
5.	Age of the Respondents * Proper Recognition from Patients and their Relatives	18.481	.297	Accepted	
6.	Age of the Respondents * Proper Recognition from Seniors	33.840	.006	Accepted	

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

It can be observed from the above table no. 1 that the variables of societal and administrative recognition like Work Enjoyment, Helping Nature of the people and Work Responsibility shows significant association with the Age of the respondents at 5% significance level. Seeing that the P-Value of these variables is less than 0.05, therefore null hypotheses have been rejected for these variables. However the other variables show no significant association with the age of the respondents. Age of the respondents influences the viewpoints and satisfaction level of the employee’s concerning societal and administrative recognition to a certain extent.

Table No. – 2: Societal and Administrative Recognition with respect to Gender of the Respondents

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Gender of the Respondents * Work Enjoyment	1.694	.792	Accepted	
2.	Gender of the Respondents * Helping Nature of the people	2.953	.566	Accepted	
3.	Gender of the Respondents * Good Work Life Balance	8.633	.071	Accepted	
4.	Gender of the Respondents * Work Responsibility	2.709	.608	Accepted	
5.	Gender of the Respondents * Proper Recognition from Patients and their Relatives	4.221	.377	Accepted	
6.	Gender of the Respondents * Proper Recognition from Seniors	8.921	.063	Accepted	

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

It is evident from the above table no. 2 that at 5% significance level the variables of societal and administrative recognition show no significant association with the Gender of the respondents. Hence, null hypotheses have been accepted for these variables. It indicates that the gender of the respondents does not influence the satisfaction of employees and their individual perception relating with the societal and administrative recognition.

Table No. – 3: Societal and Administrative Recognition with respect to Institution to which Respondent belong

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Institution to which Respondent belong * Work Enjoyment	10.946	.534	Accepted	
2.	Institution to which Respondent belong * Helping Nature of the people	17.738	.124	Accepted	
3.	Institution to which Respondent belong * Good Work Life Balance	31.762	.002		Rejected
4.	Institution to which Respondent belong * Work Responsibility	22.335	.034		Rejected
5.	Institution to which Respondent belong * Proper Recognition from Patients and their Relatives	10.955	.533	Accepted	
6.	Institution to which Respondent belong * Proper Recognition from Seniors	151.159	.000		Rejected

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

It can be concluded from the above table no. 3 that the variables like Good Work Life Balance, Work Responsibility and Proper Recognition from Seniors have significant association with regard to the Institution to which respondents belong in view of the fact that the P-Value of these variables is less than 0.05, as a result null hypotheses has been rejected. It can be observed that the institution to which respondents belong influences the satisfaction and individual perception of employees about societal and administrative recognition to a certain extent.

Table No. – 4: Societal and Administrative Recognition with respect to Nature of the Job

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Nature of the Job* Work Enjoyment	22.249	.004		Rejected
2.	Nature of the Job* Helping Nature of the people	13.393	.099	Accepted	
3.	Nature of the Job* Good Work Life Balance	34.472	.000		Rejected
4.	Nature of the Job* Work Responsibility	16.211	.039		Rejected
5.	Nature of the Job* Proper Recognition from Patients and their Relatives	23.065	.003		Rejected
6.	Nature of the Job* Proper Recognition from Seniors	19.483	.012		Rejected

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

The above table no. 4 shows that at 5% significance level the variables of societal and administrative recognition show significant association with the Nature of the job. Therefore, null hypotheses have been rejected. It is clear that the viewpoints of the respondents regarding societal and administrative recognition have been greatly influenced by the employment term of respondents.

Table No. – 5: Societal and Administrative Recognition with respect to Category of the Respondent

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Category of the respondent * Work Enjoyment	11.045	.026		Rejected
2.	Category of the respondent * Helping Nature of the people	1.163	.884	Accepted	
3.	Category of the respondent * Good Work Life Balance	27.979	.000		Rejected
4.	Category of the respondent * Work Responsibility	1.810	.771	Accepted	
5.	Category of the respondent * Proper Recognition from Patients and their Relatives	22.145	.000		Rejected
6.	Category of the respondent * Proper Recognition from Seniors	1.725	.786	Accepted	

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

Above table no. 5 indicates that the variables like Work Enjoyment, Good Work Life Balance and Proper Recognition from Seniors shows significant relationship with the Category of the respondents. Since the P-Value of these variables is less than 0.05 that's why null hypotheses has been rejected for these variables. It explains that the individual perception concerning societal and administrative recognition varies with the category of the respondents.

Table No. – 6: Societal and Administrative Recognition with respect to Salary of the Respondents

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Salary of the Respondents * Work Enjoyment	8.897	.712	Accepted	
2.	Salary of the Respondents * Helping Nature of the people	9.054	.698	Accepted	
3.	Salary of the Respondents * Good Work Life Balance	96.026	.000		Rejected
4.	Salary of the Respondents * Work Responsibility	16.837	.156	Accepted	
5.	Salary of the Respondents * Proper Recognition from Patients and their Relatives	183.246	.000		Rejected
6.	Salary of the Respondents * Proper Recognition from Seniors	9.528	.657	Accepted	

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

From table no. 6 it can be inferred that the majority of the variables of societal and administrative recognition shows no association with the Salary of the respondents because the P-Value of these variables is more than 0.05. So, null hypotheses have been accepted. It is evident that the individual's perception and viewpoints in relation to societal and administrative recognition are not greatly influenced by the earning capacity of the respondents.

VII. Conclusion

Recognition is a positive motivating factor and decides the level of satisfaction and thus the production / outcomes. Recognition should be within the society, by the family and the relatives, patients, relative of the patients and by the management. The job characteristics like Work Enjoyment, Helping Nature of the people, Good Work Life Balance, Work Responsibility and Proper Recognition from Seniors, Proper Recognition from Patients and their Relatives are influenced to a great extent by Nature of the job, Age of the respondents, Category of the respondents and Institution to which respondents belong with an exception to the Gender of the respondents. It can be inferred that the employees are satisfied with the societal and administrative recognition which act as a motivating factor for performing their duties and responsibilities properly and effectively.

VIII. Scope for Further Research

The study is limited to the Government Hospitals employees working in Bilaspur and Durg divisions of Chhattisgarh. Job characteristics like Work Enjoyment, Helping Nature of the people, Good Work Life Balance, Work Responsibility, Proper Recognition from Patients and their Relatives and Proper Recognition from Seniors has been considered to know the satisfaction level of employees in relation to societal and administrative recognition. The future research can be extended to various other job characteristics like Recruitment, Monetary and Non-Monetary Incentives, Training and Development Programmes, Quality of Work Life, etc. The study can also be extended to other divisions and other hospitals of Chhattisgarh with large sample size.

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International Journal of Humanities and Social Science Invention (IJHSSI) is UGC approved Journal with Sl. No. 4593, Journal no. 47449.

Dr. Budheshwar Prasad Singhraul. "Societal and Administrative Recognition among Hospital Staff: A Study under Job Satisfaction Parameters." *International Journal of Humanities and Social Science Invention (IJHSSI)* 6.7 (2017): 43-48.