



A study on job satisfaction level of employees towards Leo Ortho Hospital Coimbatore City

L Liney¹, V Nithyanantham²

¹ Department of Commerce, VLB Janakiammal College of Arts and Science, Coimbatore, Tamil Nadu, India

² Assistant Professor, Department of Commerce, VLB Janakiammal College of Arts and Science, Coimbatore, Tamil Nadu, India

Abstract

This study explores the job satisfaction levels of employees at Leo Ortho Hospital in Coimbatore City. Job satisfaction is a crucial factor influencing employee motivation, productivity, and overall organizational success. Understanding the factors contributing to job satisfaction among hospital employees can provide valuable insights for management to enhance workplace conditions and employee well-being. The findings of this study aim to contribute to the existing literature on job satisfaction in healthcare settings, particularly within the context of orthopedic hospitals. By identifying areas of strength and areas needing improvement, management can develop targeted strategies to enhance employee satisfaction, thereby fostering a more positive work environment and ultimately improving patient care outcomes.

Keywords: Job Satisfaction, Employee Engagement, Healthcare, Orthopedic Hospital, Coimbatore City

Introduction

Leo Ortho Care, which is a premier clinic specializing in orthopedic treatments, The clinic was recently launched by Dr. Leo Bernard, M.B.B.S., M.S. (Ortho), who is one of the finest orthopedic surgeons in Coimbatore. Dr. Leo Bernard has more than nine years of experience in the field of orthopedics. He is specialized in total hip joint replacements, total knee joint replacements, arthroscopic ligament reconstruction surgeries, and arthroscopic management of sports injuries, complex polytrauma care, and emergency care.

Job stratification is like putting jobs into different categories based on their importance or complexity. It helps organizations understand the levels of responsibility and skills needed for each role. Think of it as sorting jobs into groups like "entry-level," "mid-level," and "senior-level." This helps employees know where they stand in the company and what they can aim for in their careers. In a Leo Ortho Care hospital, job satisfaction levels are like different floors in a building. Each floor represents a different level of responsibility and skill. For example, entry-level jobs might be on the ground floor, while higher-level jobs, like doctors and specialists, are on the upper floors. Understanding these levels helps everyone know who does what and how they fit into the team. It's like a roadmap for career growth and ensures that patients get the right care from the right people.

Objectives of the study

- The general satisfaction levels of employees to understand their perception of their roles, responsibilities, and the work environment.
- Whether employees feel supported in their professional growth and advancement within the organization, including access to training, promotions, and career path clarity.

- Ultimately, the objective is to create a work environment where employees feel valued, supported, and motivated to perform at their best, leading to increased retention rates, higher productivity, and better patient care outcomes at Leo Ortho Hospital.

Limitation of the study

- People have different expectations and perceptions, so what satisfies one employee may not satisfy another.
- Job satisfaction can change based on daily experiences or events, making it hard to capture a consistent picture.
- Personal issues or events outside of work can influence how employees rate their job satisfaction.

Statement of the problem

- In a Leo Ortho Care Hospital, the Statement of Job Stratification Levels is a document that explains the different ranks or levels of jobs within the organization. It outlines the responsibilities, skills, and requirements for each level, helping employees understand where they stand and how they can progress in their careers. It's like a roadmap that guides everyone in the hospital about their roles and opportunities for growth.
- Many employees at Leo Ortho Hospital in Coimbatore may not feel fully satisfied with their jobs. Understanding why employees are dissatisfied is important for improving their work experience and ultimately enhancing the hospital's performance and patient care.

Research methodology

Research methods is defined as "tools or instruments used to accomplish the goal and attributes of study".

Method of data collection

The data was collected for this study is

Primary data: the primary data are those which are called fresh from Google form for the primary time.

Secondary data: Secondary data is collected from journals, magazines and books, newspapers and Internet.

Area of Study: This study was collected in Coimbatore city.

Sample Size: The sample size is 120

Tools used for analysis: Data analyzing tools are sample percentage and Chi-square test.

Review of literature

- Locke (1976) defined job satisfaction as the positive emotional state resulting from an individual's appraisal of their job or job experiences. He proposed that job satisfaction is influenced by the perceived congruence between an individual's expectations or desires and their actual job experiences. Locke emphasized that job satisfaction is a multifaceted construct, encompassing various aspects such as the nature of the work, relationships with coworkers and supervisors, opportunities for advancement, and rewards. He also highlighted the importance of individual differences in shaping job satisfaction, suggesting that factors such as personality traits and values play a significant role in determining how satisfied employees are with their jobs. Overall, Locke's definition and conceptualization of job satisfaction have been widely influential in the field of organizational behavior and continue to inform research and practice in understanding and enhancing employee well-being and performance.
- According to Specter (1997), job satisfaction simply means how happy or content someone feels about their job. It's about how they feel when they think about their work, their coworkers, their boss, and their workplace. It's influenced by things like the type of work they do, how they get along with others at work, the opportunities they have for advancement, and how they're compensated. So, job satisfaction is basically how much someone likes their job and how happy they are with it overall.
- According to Mullins (1999), job satisfaction is all about how happy people feel with their jobs. It's about whether they enjoy the work they do, get along with their colleagues and bosses, and feel valued for their efforts. Job satisfaction can be influenced by things like the tasks they're assigned, the environment they work in, and the rewards they receive. Essentially, it's about whether people feel good about their jobs and the experiences they have while working.
- Job satisfaction can also be defined as the extent to which a worker is content with the rewards he or she gets out of his or her job, particularly in terms of intrinsic motivation (Stat, 2004).
- The term job satisfaction refers to the attitude and feelings people have about their work. Positive and favorable attitudes towards the job indicate job satisfaction. Negative and unfavorable attitudes towards the job indicate job dissatisfaction. (Armstrong, 2006).

Chi-square: A chi-square statistic is used to test the measures of expectation.

Analysis and Interpretation

Sample percentage

Sample percentage formula

$$\frac{\text{Number of respond} * 100}{\text{Total number of respondents}}$$

Demographic profile of the respondents

Table 1: Showing the demographic profile

S. no	Demographic	No of respondent	Percentage	S.no
1	Gender	Male	67	56
		Female	34	28
		Other	19	16
2	Age	21-25	41	34
		Above 25	58	48
		Below 20	14	12
		Other	7	6
3	Marital Status	Single	44	37
		Married	76	63
4	Qualification	12th Pass	12	10
		Graduate	48	40
		Post Graduate	54	45
		Other	6	5
5	Overall Job Satisfaction	Dissatisfied	9	8
		Neutral	44	37
		Satisfied	59	49
		Very Satisfied	8	7
6	Work Appreciation	Low	10	8
		Moderate	50	42
		High	50	42
		Very High	10	8
7	Career Growth And Advancement	Disagree	7	6
		Neither Agree nor disagree	39	33
		Agree	55	46
8	Culture and Environment	Strongly Agree	19	16
		Dissatisfied	2	2
		Neutral	35	29
		Satisfied	60	50
9	Communication Clear	Very Satisfied	23	19
		Not at All	3	3
		A little bit	24	20
		Yes, Mostly	62	52
		Absolutely	31	26

Interpretation

Table 1 clearly states the demographic profile of the sample respondents. Most of them are Male. Majority of them are at the age of above 25. Majority of them are Married. Most of them postgraduate are students. Majority of them Overall Job Satisfaction is Satisfied. Majority of them work Appreciation is equal in Moderate & High. Majority of them Career Growth and Advancement in Leo Ortho Care Hospital is Agree. Most of them Culture and Environment is satisfied. Majority of Communication Clear is Yes, Mostly.

Chi-square Analysis

A chi-square test is a statistical test used to compare observed value with expected value. The purpose of this test is to determine if a difference between observed data and expected data and expected data is due to chance. Or if it is due to a relationship between the variables are studied. The two variables are gender and recommend Leo Ortho Hospital as a workplace to others measures of the respondents.

Table 2

S.no	Demographic	No of respondent	Percentage	S.no
1	Gender	Male	67	56
		Female	34	28
		Other	19	16
2	Recommend Leo Ortho Hospital as a workplace to others	No Way	1	1
		Probably Not	25	21
		May be	63	53
		Likely	31	26

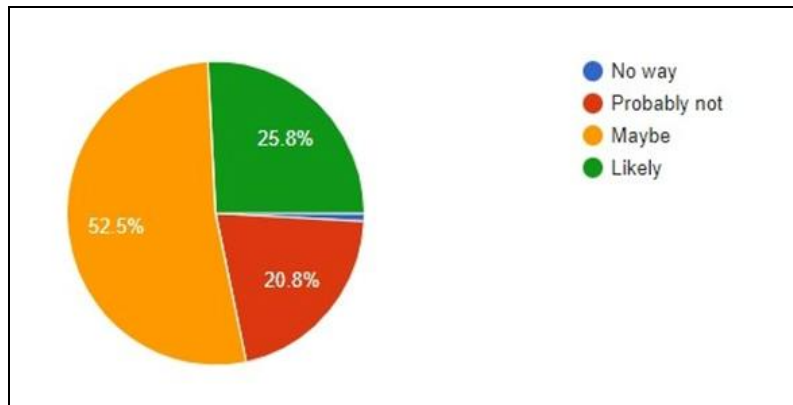


Fig 1: Recommend Leo Ortho Hospital as a workplace

Interpretation

Table Clearly States that the demographic profile of the respondents. Most of the respondents are recommend Leo Ortho Hospital as a Workplace to Others is May be.

Degree of Freedom = (r-1) (c-1)

Table 3

Particulars	Recommend Leo Ortho hospital as a Workplace to Others is No Way	Recommend Leo Ortho hospital as a Workplace to Others is Probably Not	Recommend Leo Ortho hospital as a Workplace to Others is May be	Recommend Leo Ortho hospital as a Workplace to Others is Likely
Female	1	5	21	7
Male	0	16	34	17
Others	0	4	8	7
Grand Total	1	25	63	31

H₀: There is no relationship between the independent variables and the dependent variable.

H₁: There is relationship between the independent variables and the dependent variable.

Chi square analysis formula: $\chi^2 = \sum (O_i - E_i)^2 / E_i$

Test 4: Chi-square Table

O	E	(O-E) ²	(O-E) ² /E
1	0.28	0.52	1.85
5	7.08	4.33	0.61
21	17.85	9.92	0.56
7	8.78	3.17	0.36
0	0.56	0.31	0.56
16	13.96	4.16	0.30
34	35.18	1.39	0.04
17	17.31	0.10	0.01
0	0.16	0.03	0.16
4	3.96	0.00	0.00
8	9.98	3.92	0.39
7	4.91	4.37	0.89
120	120	32.22	5.73

Source: Primary source.
Significance Level = 0.05

Result

Calculated chi-square value is (5.73) which lesser than the table value (16.919). Hence the hypothesis is accepted. These Criteria are not Independent.

Findings

Majority 56% of the respondents are Male.

Majority 48% of the respondents are Above 25.

Majority 63% of the respondents are married.

Majority 45% of the respondents are Post Graduate.

Majority 49% of the respondents are Overall Job is fully satisfied.

Majority 42% of the respondents are Work Appreciation is High & Moderate.

Majority 46% of the respondents are Career Growth and Advancement is Agree.

Majority 50% of the respondents are Culture and Environment is satisfied.

Majority 52% of the respondents are communication clear is yes, Mostly.

Maximum 63% of the respondents are May be recommended Leo Ortho care hospital as a Workplace to Others.

Suggestion

A significant number of staff members, primarily male member Completed Postgraduates, balance their completed Graduations. Their work hours typically fall between 9Am to 6Pm. most of the staffs are satisfied in overall job satisfaction. The most of staff get high work appreciation with patients and managers. And their environmental status is satisfied. And this work is helps to career growth and advancement is agreed. Maximum of the staffs are may be recommended Leo Ortho Hospital as a Workplace to others. They have made a conscious decision to continue with their jobs to promote their Career Development.

Conclusion

According to my research, Job Satisfaction of employees in Leo Ortho Hospital is most of the staffs are male. They are all overall fully satisfied on their jobs. The Leo Ortho Hospital highly appreciates on their works and helps the career growth and advancement of employees. Most of the employees are like to recommend Leo Ortho Care Hospital as a workplace to others.

Reference

1. A Study on job satisfaction among the employee in the Sundaram industries pvt ltd.
2. A Study of employee job satisfaction in HMT MTL Kalamassery
3. <https://www.scribd.com>
4. <https://en.wikipedia>