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**A Study To Measure Self And Job Satisfaction Of Nursing  
Service Provider**

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## **ABSTRACT**

Nursing service is the backbone of healthcare industry. Without it any healthcare provider can't imagine of running their organization. "Florence Nightangle "- known as the founder of such noble profession. On the other round, Job satisfaction is defined as the positive personal perception toward work or work experiences.[1] It has been variously linked with increased productivity/performance[2] and negatively with absenteeism and turnover in an organization.[3]

Healthcare industry is a wide and intensive form of services which are associated with well being of human beings. Health care industry covers hospitals, health insurances, medical software, health equipments and pharmacy in it.

The Indian healthcare scenario has been faced with low public sector spend which has been a dismal 20% of the total expenditure on health and just around 1.2 per cent of GDP, which is among the lowest in the world. Private health services have grown by default, contributing almost 80%, but escalating private out-of-pocket health expenditures.

The Indian hospital industry was estimated to be worth about USD 44 billion as of 2010 but out reached the amount and is expected to reach US\$ 100 billion by 2015 from the current US\$ 65 billion, growing at around 20 per cent a year and is predicted to be worth around USD 280 billion by 2020. And the requirement of quality nursing service provider will always be in demand.

Quality health care provider will always work toward motivating there employee for positive mentality and building a team to create synergy.

## **MATERIALS AND METHODS**

The study was conducted between November 2014 and January 2015 using an English language, self-administered anonymous questionnaire. Originally it started with six components comprising the level of satisfaction of nursing profession and after group discussion and brain storming of health care professionals the components went up to eleven components, which will let us know their personal and professional satisfaction. Finally, 150 questionnaires were distributed to various healthcare provider, The nursing service included clinical instructor and bed side care giver working in healthcare organization. We promised keeping secrets of personal information of all the subjects. Therefore, this study did not affect the ethics of subjects. Once the questionnaire completed the analysis was done through scientific methods.

### **Questionnaire**

The questionnaire was designed after discussions with a group of hospital administrators and nurses. It contained eleven components:

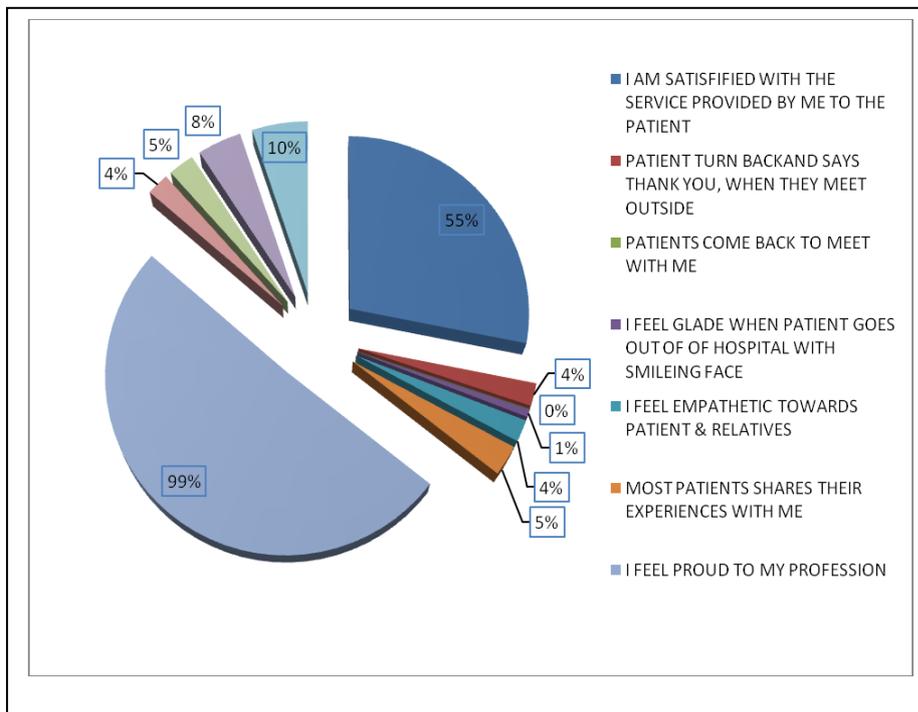
1. I AM SATISFIED WITH THE SERVICE PROVIDED BY ME TO THE PATIENT

2. PATIENT TURN BACKAND SAYS THANK YOU, WHEN THEY MEET OUTSIDE
3. PATIENTS COME BACK TO MEET WITH ME
4. I FEEL GLADE WHEN PATIENT GOES OUT OF HOSPITAL WITH SMILEING FACE
5. I FEEL EMPATHETIC TOWARDS PATIENT & RELATIVES
6. MOST PATIENTS SHARES THEIR EXPERIENCES WITH ME
7. I FEEL PROUD TO MY PROFESSION
8. I AM SATISFIED WITH MY PROFESSION & CAREER DEVELOPMENT
9. I AM UTILIZING MY SKILL & KNOWLEDGE TO FULLEST
10. I AM BEING APPRAISED PERIODICALLY & REWARDED ACCORDINGLY
11. I FEEL PART OF THE ORGANIZATION & WANT TO STAY FOR LONG

It is measured on a 5-point Likert scale from 1 (extremely dissatisfied) to 5 (extremely satisfied). Participants were informed about the study objectives and procedures, and the purpose for which data was being collected. privacy of data was assured.

### Qualitative analysis

As qualitative data was also founded from the randomly selected group using close-ended questions, we can find, the respondent are proud of their profession (99%), on respondent's perception regarding their profession have been put on chart. Where you can identify even 99% are proud of their profession; 53% are somewhat satisfied with their profession and career development.



## **FINDINGS**

From the above research we can observe, 99% of nurses are proud to be in nursing profession; which is ideally a noble profession – serving the humanity. But when we see towards their commercial part of livelihood, they are not so satisfied; 55% of nurses are satisfied with the service they provide (which means 45 % are not satisfied), 29% of the nursing professional are not able to utilize their skill and knowledge, as well when we see the level of collaboration with the healthcare provider we can find 18% of the professional don't feel to be part of their organization, on an approximately more than 29 % (percent) of nursing professional don't have job satisfaction.

## **CONCLUSIONS**

There is and will be huge demand of nurses in the coming years. Organization should identify different ways to collaborate nurses for upgrading nursing service by increasing the job satisfaction level among the nurses. Through collaborating and associating the nurses, healthcare provider can reduce the attrition rate. The research can be further proceeded to identify different activities to engage the nurses and ways of collaborating them.

## **LIMITATIONS**

Sample size is only 150; the survey is done only in four corporate hospital in Bangalore; sample is selected on random basis.

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