



EMPLOYEES' PERCEPTION TOWARDS JOB SATISFACTION: A CASE STUDY WITH REFERENCE TO HOSPITAL PHARMACY AT UDUPI TALUK

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Abstract

Job satisfaction is the favourableness or unfavourableness with which the employee views his work. It is a measure of how happy workers are with their job and working environment. Keeping moral high among workers can be of tremendous benefits to any company, as happy workers will be more likely to produce more, take fewer days off and stay loyal to the company. There are many factors which influence job satisfaction of employees. Job satisfaction is not same as the motivation, although it is clearly linked. Employee satisfaction is supremely important in an organization because this is where the productivity depends on. If our employees are satisfied they will produce superior quality and also they will be more likely to be creative, innovative and come up with to grow and changing market conditions.

Keywords: Job satisfaction, Employee Satisfaction, Motivation, Productivity, Environment.

INTRODUCTION

Job satisfaction is a part of life satisfaction. Job satisfaction, thus, is the result of various attitudes possessed by an employee. In a narrow sense, these attitudes are related to the job under condition with such specific factors such as wages. Supervisors of employment, condition of work, social relation on the job, prompt settlement of grievances and fair treatment of employer. Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job; an affective reaction to one's job; and an attitude towards one's job.

Generally, the level of job satisfaction seems to have some relation with various aspects of work behavior like absenteeism, adjustments, accidents, productivity and union recognition. Although several studies have shown varying degrees of relationships between them and job satisfaction, it is not quite clear whether these relationships are correlative or casual. In other words, whether work behavior make him more positively inclined to his job and there would be a lesser probability of getting to an unexpected, incorrect or uncontrolled event in which either his action or the reaction of an object or person may result in personal injury.

However, more comprehensive approach requires that many factors are to be included before a complete understanding of job satisfaction can be obtained. Such factors as employee's age, health temperature, desire, and level of aspiration should be considered. Further, his family relationship, social status, recreational outlets, activity in the organizations etc. , contribute ultimately to job satisfaction.

OBJECTIVES

- To study the job satisfaction of employees of hospital pharmacy at Udupi Taluk.
- To find the significance of various facilities provided by the organization on job satisfaction.

RESEARCH METHODOLOGY

The research design used for this study is of the descriptive type. Descriptive research studies are those studies which are concerned with decreasing the characteristics of a particular individual or a group. The sample size consisting of 80 respondents were selected for the study. Researchers used both primary and secondary data. Primary data were collected through the structured questionnaire as well as frequent visit to the pharmacy and interaction with the in charge Manager of the pharmacy and employees. Secondary data were collected by referring textbooks, records of Pharmacy, journals, and internet source.

NEED FOR THE STUDY

It is said that satisfied employee is a productive employee, any kind of grievance relating to organisation or personal can influence the job to greater extent. So every organization is giving higher priority to keep their employees with satisfied by providing several facilities. The development of any organization is mainly depending on the satisfaction level of the employees so that they can perform well in the organization. There are various factors which influence the job satisfaction. Job satisfaction is considered as a key issue by the entrepreneur where efforts are taken and programs are initiated. If an employee is not satisfied with the job there are chances for absenteeism , job turnover , lower productivity, committing of mistakes, diverting energy for different types of conflicts . Keeping this things in view all organizations are trying to identify

the areas where satisfaction to be improved to get out of the above dangers .A satisfied employee will make his contributions in the growth of the organization and will be loyal to his or her organization .

A satisfied employee will also be able to satisfy customers and will be able to have a good relationship with the co-workers and management. So it is necessary for all organization to know the job satisfaction of their employees and take the necessary steps to increase the job satisfaction level.

CONCEPTUAL FRAMEWORK

Job Satisfaction: Job satisfaction is defined as “the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs”

Job enrichment: It is a deliberate upgrading of responsibility, scope, and challenge in the work itself. Job enrichment usually includes increased responsibility, recognition, and opportunities for growth, learning, and achievement.

FINDINGS OF THE STUDY

Table No-1.1, Sample Size

Gender	No. of respondents	Percentage (%)
Male	40	50
Female	40	50
Total	80	100

Source: Field survey data

The questionnaire was distributed to 80 respondents in the company. It was found that 40 males and 40 females were working in the pharmacy. Therefore there is equal number of males and females in the pharmacy.

Table No -1.2, Age-wise distribution of respondents

Age	No. of respondents	Percentage
20-25	10	12.5
26-30	10	12.5
31-35	20	25
36-40	20	25
41-45	5	6.25
46-50	5	6.25
51-55	5	6.25
56-60	5	6.25

Source: Field survey data.

Table No.1.3: Distribution of respondents by experience

No. of years of experience	No. of respondents	Percentage (%)
0-5years	15	18.75
5-10years	20	25
10-15years	20	25
15-20 years	15	18.75
Above 20years	10	12.5
Total	80	100

Source: Field survey data

The above statistical table clearly shows that the majority of employee has experience above 5 years. It means that the experienced employees are working in the pharmacy which helps to provide better health service to patients and achieve the objectives of the pharmacy.

Table No-1.4, Satisfaction of the respondents with their Job

Response	No. of respondents	Percentage (%)
Yes	70	87.5
No	10	12.5
Total	80	100

Source: Field survey data



The above data shows that 87.5 % of the employees of the kasturba hospital pharmacy are satisfied with their job. Only 12.5 % of employees are not satisfied with their job. So the analysis shows that the majority of the employees are satisfied in the kasturba hospital pharmacy.

- The research showed that majority of the employees of the pharmacy is satisfied with prevailing employment conditions in the pharmacy. Only 6.25 % of employees are not satisfied with the employment conditions in the pharmacy.
- The research analysis showed that all the employees of the pharmacy are satisfied with the education facilities provided for their children. There was 100% satisfaction for the education facility provided for the children.
- The research analysis showed that 60 employees out of 80 respondents were satisfied with relationship with subordinates and superiors. Only 20 employees were not satisfied with the relationship with relationship with subordinates and superiors.
- The research analysis showed that 60 employees out of 80 respondents were satisfied with relationship with subordinates and superiors. Only 20 employees were not satisfied with the relationship with relationship with subordinates and superiors.
- The research data showed that 95% of the respondents are satisfied with the working hours of the pharmacy. Very few employees are dissatisfied with the working hours.
- The research data showed that about 87.5% of the employees are satisfied with the way the conflicts are solved in the organization. Only few employees around 12.5% are not satisfied with the way of solving the conflicts in the organization.
- The data showed that 96% of the employees are satisfied with the medical facilities offered by the organization. Only 3% of the employees are not satisfied with the medical facilities provided by the organization.
- The data showed that 90% of the employees are satisfied with the compensation provided for the accidents by the organization. About 10% of the employees are dissatisfied with the compensation provided for the accidents by the organization.
- The data showed that out of 80 respondents' 77 respondents are satisfied with the provident fund policy and only 3 respondents are dissatisfied with the provident fund policy. Out of 80 respondents 72 respondents are satisfied with the pension policy and only 8 respondents are dissatisfied with the pension policy. Out of 80 respondents all the respondents are satisfied with the gratuity.

CONCLUSION

Majority of the employees at Hospital, Pharmacy at Udupi Taluk are satisfied with their job and the facilities provided by the organization and the employees are loyal to the organization and there is less turnover of the employees. The majority of the employees are experienced and they are in the middle age which is a major factor for the job satisfaction. The level of job satisfaction is high. The organization has no overtime allowance and reward policy and no bonus is given. The organization should try to implement bonus policy and overtime policy in the organization. Performance management system is not implemented because of which there is no reward policy for the employees. Performance management system should be implemented so that the employees who are good performers can be motivated and motivation leads to job satisfaction. Overall the working condition, working hours and relationship between the superiors and subordinates is good so the overall job satisfaction level is high among the employees at Hospital Pharmacy at Udupi Taluk

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