

A STUDY ON JOB SATISFACTION AMONG TEACHING STAFF OF KASTURBA MEDICAL COLLEGE, MANIPAL

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ABSTRACT

Globalization, changing technology, and growing economies are constantly presenting new challenges and creating new opportunities for people. With these change in people's perceptions regarding their jobs are also changing. In this grow-or-die marketplace, the success of any organization relies on its workforce. Satisfied and committed employees are the most significant assets of any organization, Job satisfaction and occupational success are major factors in personal satisfaction, self-respect, self-esteem, and self-development. A satisfied worker is more likely to be creative, flexible, innovative and loyal. In these direction researcher made an attempt to study the job satisfaction among teaching staff of a medical college.

Keywords: *Job Satisfaction, Job Performance, Productivity, Job Enrichment.*

BACKGROUND

One of the great strengths of any medical school is its faculty. Research literature demonstrates that faculty members are affected by their perception of the values and rewards in their work environment and that supportive environments promote faculty satisfaction, which can lead to increased productivity and retention. Job satisfaction and occupational success are major factors in personal satisfaction, self-respect, self-esteem, and self-development. A satisfied worker is more likely to be creative, flexible, innovative and loyal. Kasturba Medical College (KMC) situated in Manipal is the first medical college in the private sector that is engaged in teaching in medicine, surgery and other medical and para-medical sciences to students from more than 55 countries of the world. The college invites talented doctors to join the institute as teaching faculty members in different branches and departments. Clinical educator faculty spends the majority of their work time in patient care activities, although they are also involved in teaching, other education activities like research. In this paper the researcher aimed to find out the job satisfaction among teaching staff of Kasturba Medical College.

RESEARCH OBJECTIVES

- To ascertain the present job satisfaction among teaching staff of Kasturba Medical College, Manipal.
- To identify the role of financial and non-financial incentives in job satisfaction.

RESEARCH METHODOLOGY

Researcher used both primary and secondary data for this study. The primary data was collected through pre-determined structured questionnaires. Secondary data was collected through official publication, books, journal and internet source. Stratified random sampling method was used. The sample size was 75. Simple statistical tools were used for analyzing data and data was presented with the simple table. This study was confined to teaching staff KMC, Manipal.

Table 1: Sample Size

PARTICULARS	FREQUENCY	PERCENTAGE
Men	47	62.67
Women	28	37.33
Total	75	100

Table 2: Sample Design

PARTICULARS	FREQUENCY	PERTENTAGE
Professors	19	25.33
Associate Professors	17	22.67

Assistant Professors	20	26.67
Lecturers	19	25.33
Total	75	100

Table 3: Sample Design

PARTICULARS	FREQUENCY	PERCENTAGE
1 - 5	16	21.33
6 - 10	24	32
11 - 15	16	21.33
16 - 20	10	13.33
Above 20	9	12
Total	75	100

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 4: Age of Respondents

PARTICULARS	FREQUENCY	PERCENTAGE
20-30	27	36
31-40	24	32
41-50	18	24
Above 50	06	08
Total	75	100

Source: Field Survey

The Table 4 shows that 36% of the respondents were from the age of 20 to 30 years, 32 % belong to 31 to 40 years, 24% are between 41 and 50 years and 8% are above 50 years.

Table5: “I am proud that I am working at KMC/H”

PARTICULARS	FREQUENCY	PERCENTAGE
Strongly disagree	-	0
Disagree	-	0
Neither agree nor disagree	4	5.33
Agree	35	46.67
Strongly agree	36	48
Total	75	100

Source: Field Survey

From the above table it is very much evident that nearly 95% of the faculty members feel themselves proud for being a part of Kasturba Medical College/Hospital. However, a small portion of faculty members are not sure about their being working for this college.

Table 6: Perception of Faculty members with regard to work environment

Designation	Perception					Total
	Excellent	Good	Average	Satisfactory	Unsatisfactory	
Superiors	23	33	7	9	3	75
Colleagues	22	42	6	5	Nil	75
Students	19	34	17	3	2	75

Source: Field Survey

We can see here that faculty members' perception with regard to superiors and colleagues are quite good. But their observation on a very small number of students is unsatisfactory.

Table 7: Infrastructure facility / use of latest technology in the organization

Particulars	Perception					Total
	Excellent	Good	Average	Satisfactory	Unsatisfactory	
Infrastructure Facility / Use of Technology	41	21	7	2	4	75
	54.67%	28%	9.33%	2.67%	5.33%	100%

Source: Field Survey

The job satisfaction among teaching staff members of the college with regard to the infrastructure facility / technology available at the college is depicted above. A majority of faculty members felt that these facilities are excellent.

Table 8: Desire of faculty members to continue / quit the Job at KMC and continue working

Elsewhere		
PARTICULARS	FREQUENCY	PERCENTAGE
Willing to continue at KMC	53	70.67
Yes, because of further training / education	15	20
yes, because of family obligations	2	2.67
Yes, for other reasons	5	6.67
Total	75	100

Source: Field Survey

Table 8 shows that most of the teaching faculty members like to continue their profession at Kasturba Medical College, Manipal. However, it is also found that those who want to continue here are faculty members with many years of experience. That indicates that the faculty members, in actual terms, like the facilities available here and they want to stay back here. Those who are ready to quit are only for their further personal development like further training / education etc. It is evident that faculty are not quitting because of their dissatisfaction towards job.

Table 9: Relationship of Faculty members with immediate superior

Particulars	Assessment of Faculty					Total
	Not at all	Rarely	Sometime	Often	Always	
Sharing views	2	5	17	31	20	75
Level of Trust	6	6	12	32	19	75
Updating Superior	Nil	Nil	13	35	27	75
Appreciation by Superior	8	4	20	21	22	75
Guidance to grow	8	4	20	21	22	75

Source: Field Survey

- Series 1: Opportunity to share views
- Series 2: Trusting immediate superior with personal as well as work related concerns
- Series 3: Level of information to the superior above ones work
- Series 4: Appreciation for work done by Superior
- Series 5: Guidance to grow and develop

Different parameters are tested here assessing the relationship between a faculty member and his/her immediate superior. Above table indicates that for all parameters, shows a positive relationship between the faculty members and their superiors, which shows that job satisfaction, is established here also, except a few cases, which may be unavoidable.

Table 10: Praise or Reward for making an effort

Particulars	Assessment of Faculty					Total
	Never	Seldom	Sometime	Often	Don't Know	
By Colleagues	3	5	30	33	4	75
By Colleagues at other inst.	8	5	28	24	10	75
By Superiors	3	2	34	29	7	75

Source: Field Survey

From the above data it is clear that faculty members are praised sometime, that too most often by superiors. This is really a positive factor.

Table 11: Weightage for one's role in the college / hospital

PARTICULARS	FREQUENCY	PERCENTAGE
Never	4	5.33
Rarely	2	2.67
Sometime	35	46.67
Often	25	33.33
Completely	9	12
Total	75	100

Source: Field Survey

From the above table we can observe that most of the faculty members said either often or sometime they felt that they are an integral part of the college / hospital. This again shows that faculty members are fully satisfied with their job.

Table 12: Level of your satisfaction with your job

RATE	FREQUENCY	PERCENTAGE
Very satisfied	20	26.67
Quite satisfied	45	60
Neither satisfied nor dissatisfied	10	13.33
Rather dissatisfied	0	0
Very dissatisfied	0	0
Total	75	100

Source: Field Survey

Nearly 27% of faculty members are very satisfied with their job, 60% are quite satisfied and small fractions of faculty members are neutral. However, very important factor to note here is that none of the faculty members are dissatisfied with job at KMC. It is very difficult to convert dissatisfaction into satisfaction. Lower satisfaction level may be raised by studying the reason for this and rectifying the same.

Table 13: Level of your satisfaction with your work load

RATE	FREQUENCY	PERCENTAGE
Very satisfied	14	18.67
Quite satisfied	49	65.33
Neither satisfied nor dissatisfied	12	16
Rather dissatisfied	0	0
Very dissatisfied	0	0
Total	75	100

Source: Field Survey

Again here, faculty members are quite satisfied with their working hours / work load. As shown above, none of the faculty members are dissatisfied with their work load.

Table 14: Level of your satisfaction with salary / years increment

RATE	FREQUENCY	PERCENTAGE
Very satisfied	3	4
Quite satisfied	16	21.33
Neither satisfied nor dissatisfied	21	28
Rather dissatisfied	25	33.33
Very dissatisfied	10	13.33
Total	75	100

Source: Field Survey

Here we can see that majority of faculty members are not satisfied with their salary / yearly increment. This is an obvious factor. KMC being a private institute, salary paid to staff members and also the yearly increment are very less compared to other Government organizations. So, obviously, staff are not satisfied with the salary they are paid. Some are satisfied with their package of salary. This is just because of the fact that at KMC, the teaching staff members get certain percentage of consultation charges for treating patients, apart from their salary.

Table 15: Level of your satisfaction with profession

RATE	FREQUENCY	PERCENTAGE
Very satisfied	32	42.67
Quite satisfied	34	45.33
Neither satisfied nor dissatisfied	9	12
Rather dissatisfied	0	0
Very dissatisfied	0	0
Total	75	100

Source: Field Survey

As can be seen here, the level of satisfaction of faculty members with regard to their profession is very high.

Table 16: Level of Satisfaction with Incentives for Effort

RATE	FREQUENCY	PERCENTAGE
Very satisfied	0	0
Quite satisfied	20	26.67
Neither satisfied nor dissatisfied	38	50.67
Rather dissatisfied	10	13.33
Very dissatisfied	7	9.33
Total	75	100

Source: Field Survey

From the above table it is evident that none of the faculty members are very satisfied. However, nearly 27% of the total respondents are quite satisfied and 50% are neutral as far as their satisfaction level with regard to incentives. Those faculty members who are dissatisfied are from non-clinical side, who actually do not get any extra incentives apart from salary.

Table 17: Recognition & Motivation

RATE	FREQUENCY	PERCENTAGE
Excellent	4	5.33
Very Good	20	26.67
Good	26	34.67
Average	16	21.33
Bad	9	12
Total	75	100

Source: Field Survey

Majority of faculty members felt that the amount of recognition and motivation are good.

Table 18: Support for Research Activities

RATE	FREQUENCY	PERCENTAGE
Excellent	11	14.67
Very Good	9	12
Good	31	41.33
Average	21	28
Bad	3	4
Total	75	100

Source: Field Survey

Faculty members at KMC are given lot of support for research activities. The above table is evident that most of them felt that the supports given for research activities are good.

Table 19: Availability of Resources

RATE	FREQUENCY	PERCENTAGE
Excellent	20	26.67
Very Good	19	25.33
Good	26	34.67
Average	7	9.33
Bad	3	4
Total	75	100

Source: Field Survey

More than 80% of faculty members felt that the availability of resources for completing work related tasks like provision of diagnostic facilities for patients, library, internet and other information sources that helps to diagnose and manage the diseased person is good.

Table 20: Rewards enhances the learning effectiveness

RATE	FREQUENCY	PERCENTAGE
Strongly agree	19	25.33
Agree	24	32
Neutral or not sure	13	17.33
Disagree	8	10.67
Strongly disagree	11	14.67
Total	75	100

Source: Field Survey.

57.33% of the respondents felt that performance related reward system will enhance the learning effectiveness of the employee.

CONCLUSION

It is very important that the university understands the needs of its employees and provide what is best for the employees. Constant appraisal programs and appreciation should be given to reinstate and motivate the employees. Motivation is a key factor as well in affecting job stress among employees. Employees who are highly motivated will feel happier and are more willing to work for the organization. Unhealthy job stress among the people responsible in assisting the future generation's education will ultimately affect their intellectual and social abilities. Failure of the educational institutions in providing a healthy working environment or even a working environment with the minimal level possible of unhealthy job stress would lead to many more problems in the near future, especially in the employees' work performance in teaching students and administrative part of the university. "It is the employees who can make and mar the organization. Thus, it is the responsibility of the management to keep the employees satisfied as they account for immeasurable wealth of an organization.

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