A STUDY ON FINANCIAL LITERACY AMONG HEALTH CARE EMPLOYEES

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***Abstract*:** Financial literacy is important for individual's overall financial health, and this is true for employees in a variety of fields. This study aims to identify potential gaps and opportunities for improvement in the financial literacy of healthcare employees. The objective of this study is to determine the level of financial knowledge, behaviour, attitude and to suggest measures to improve financial literacy of the employees. A quantitative information was gathered through surveys that were given to 150 hospital employees representing various departments and roles. This research indicates that employees overall financial literacy is influenced by their knowledge, behaviour, and attitudes around money. This research looks at the financial literacy of Healthcare Employees employees in an effort to provide insightful information that will help the hospital create focused financial education efforts or programmes.

1. INTRODUCTION

Hospitals are important social foundations that provide people in need with necessary medical care. However, hospital employees deal with particular financial difficulties behind the scenes that can affect not only their own personal health but also the quality and efficiency of the healthcare services they offer. A person's capacity to make wise sound financial decisions is influenced by their level of financial literacy and it has an impact on their financial knowledge, Behaviour and Attitude.

This study looks at the financial literacy of healthcare employees in an effort to provide insightful information that will help the hospital create focused financial education efforts or programmes. The aim of our research is to examine hospital employee's financial literacy levels and the relationships that occur between financial knowledge, behaviour and attitude. This study put an insight into the present level of financial literacy among hospital employees and identify potential opportunities for development. Regression, correlation, chi – Square and One way ANOVA are used in this study to analyse and to find outcomes for the improvement of financial literacy in healthcare employees.

This study intends to offer practical recommendations to improve the financial well-being of healthcare employees through an extensive examination of financial literacy levels, eventually promoting a more secure and healthy work environment.

2. NEED FOR THE STUDY

The need of this study is to evaluate the financial literacy of hospital employees and to identify any gaps or difficulties they may be having in effectively managing their financial resources.

The purpose of this research is to create focused financial education programmes and methods to enhance the financial well-being of hospital employees by measuring their financial literacy. In order to address the problem of financial illiteracy among this specific group of people, the ultimate goal of this research is to provide hospital employees with the knowledge and skills necessary to make knowledgeable and responsible financial decisions, both in the short and long term.

3. LITERATURE OF REVIEW

3.1 Financial Literacy:

Maheria (2023), highlighted a number of aspects related to financial literacy, including its definition, history, and application in India. There is a significant difference in the levels of financial literacy between Indian states. One of the recent studies determined the relationship between participants' financial knowledge, attitude, and skills in relation to their financial behaviour. It was discovered that 70.6%, 66.5%, and 72.2% of respondents classified into the 'fair' category for financial attitude, financial skills, and financial behaviours, respectively (Dewi, et al. 2020). One of the studies looked at generation Y employees' financial literacy. According to the survey, PG students had the 19 highest level of financial literacy (61.4%), followed by undergraduate students (48.3%). Additionally, it was shown that there was a significant relationship between income and both financial literacy level and education (Gowri, 2015). Everyone needs to be financially literate. When someone earns money without practicing sound money management, their resources are mismanaged. For a variety of causes, Indians' saving rate fell over the course of a few years, from 34.6% in March 2012 to 30% in 2017 to 28% in 2021. (Gala, 2022)

3.2 Financial Knowledge:

(Abdullah, et al., 2023) investigated the connection between an investor's subjective and objective knowledge and their financial risk-taking behaviour. Financial knowledge received the lowest score out of the three factors, which are behaviour and attitude. Even though the respondents had high levels of education, their financial literacy was poor. (Zytek, 2019) defines financial knowledge as "Knowledge and understanding of financial concepts (and risks) and the skills, motivation and. confidence to apply such knowledge and understanding in order to make effective decisions.

3.3 Financial Behaviour:

An individual's financial behaviour is influenced by a variety of elements, such as personal experiences, education, culture, upbringing, personality, and degree of income (Subburayan, 2023). (Hasibuan, et al., 2018) defined Financial Behaviour as "A household's or an individual's ability to effectively manage financial resources, such as savings, budgeting, insurance, and investing, is often referred to as their financial behaviour." (Mlambo, et al., 2016) the study examined that the women's behaviour can change for the better over time if efforts are made to increase their financial literacy.

3.4 Financial Attitude:

(Zeman, et al., 2023) The objective of the research was to investigate how financial attitudes and investing knowledge develop, particularly within the structure of a crisis model represented by the COVID-19 pandemic. The results show that people become more knowledgeable about finance and show a greater interest in financial problems. (Haque & Zulfiqar, 2015) The study came to the conclusion that there is an important and positive association between mentioned financial literacy characteristics. (Rai, et al., 2019) defines financial attitude as personal inclination towards financial matters. It is an ability to plan ahead and maintain a savings account that matters.

4. RESEARCH GAP:

This study highlights a research gap related to financial literacy in the hospital industry, which has received little attention. Even though financial literacy is important for healthcare management and decision-making, there aren't many detailed studies and analyses that focus on this field. Although the topic of financial literacy has been thoroughly investigated in a number of sectors, such as banking, education, and manufacturing, its application and results in the particular setting of hospitals have received less attention.

5. RESEARCH METHODOLOGY:

Type Of Research:
Descriptive Research is used in this study and it describes the present state of affairs as it exists without having any control over variables. Descriptive research is concerned with describing the characteristics of a particular individual or group.

Population:
The population for this study is the employees of Healthcare Employees Pvt Ltd. The population include employees representing various departments and roles.

Sampling Method:
The sampling used in the study is Convenience Sampling. As the name implies, is based on the convenience of the researcher who is to select a sample. This type of sampling is also called accidental sampling as the respondents in the sample are included in it merely on account of their being available on the spot where the survey is in progress (Kothari, 2004).

Sample Size:
A total of 150 respondents from the employees of Healthcare Employees Pvt Ltd.

Data Collection Method:

Primary Data:
Primary data for this study was acquired via survey questionnaires. Employees of healthcare employees were given survey questionnaires to identify their level of financial literacy, knowledge, behaviour and attitude.
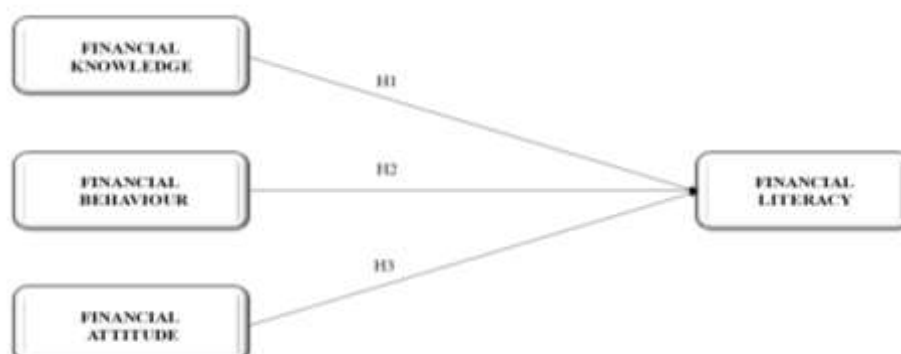
Secondary Data:
Secondary data were gathered through journals and articles.

Data Collection Instrument:
A well-structured questionnaire was used for the data collection process.

6. CONCEPTUAL FRAMEWORK:

7. DATA ANALYIS AND INTERPRETATIONS:

7.1 Reliability Test:

Table 1: The Cronbach's Alpha value of each variable

Construct	No of items	Cronbach Alpha
Financial literacy	7	0.798
Financial knowledge	5	0.809
Financial behaviour	5	0.808
Financial attitude	5	0.804

Inference:

The measure of reliability, Cronbach's alpha, is more than the required value of 0.7 (Nunnally, 1978). The Cronbach alpha reliabilities range around 0.798 and 0.809 which are found to be above the acceptable criteria. Thus, the satisfaction of condition for Cronbach alpha supports the reliability to a reasonable extent.

7.2 Chi – Square Test:

(Age and monthly savings)

H0: There is no significance association between age and monthly savings of the employees.
H1: There is significance association between age and monthly savings of the employees.

Table 2: Age and Monthly savings of employees

			MONTHLY SAVINGS				
			Below Rs 5000	Rs 5000 to Rs 10000	Rs 10000 to Rs 15000	Above Rs 15000	Total
AGE (Years)	20 to 35 years	Count	74	31	6	4	115
		Expected Count	71.3	30.7	4.6	8.4	115
	36 to 50 years	Count	16	6	0	3	25
		Expected Count	15.5	6.7	1	1.8	25
	Above 50 years	Count	3	3	0	4	10
		Expected Count	6.2	2.7	0.4	0.7	10
Total		Count	93	40	6	11	150
		Expected Count	93	40	6	11	150

Table 3: Chi square test

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	21.333[a]	6	0.002
Likelihood Ratio	16.022	6	0.014
Linear-by-Linear Association	9.58	1	0.002
N of Valid Cases	150		

Inference:

The chi-square test is preformed to check whether the age of respondents has an association with the monthly savings. Here, Y (χ^2 (1) = 21.33, p < 0.05), indicates that there is a statistically significant association between age and monthly savings.

7.3 ONE WAY ANOVA:

(Educational level and financial attitude)

H0: There is no significant difference between educational level and financial attitude.
H1: There is significant difference between educational level and financial attitude.

Table 4: Financial Attitude towards Educational level

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	6.857	3	2.286	4.609	0.004
Within Groups	72.4	146	0.496		
Total	79.258	149			

Inference:

A one-way ANOVA was performed to compare the effect of nature of financial attitude and educational level. The educational level for Diploma (M = 3.31, SD =.50, N =16), Bachelor's degree (M = 3.03, SD = .65, N = 60), Post graduate (M = 2.67, SD = .79, N = 62), Any other professional degree (M = 2.9, SD = .76, N = 12) The one-way ANOVA revealed a significant effect of financial attitude towards educational level F (3, 146) = 3.318, p < .05. Educational level has significant effect on financial attitude.

7.4 CORRELATION:

H0: There is no significant and positive association between financial knowledge, financial behaviour, financial attitude and financial literacy.

H1: There is significant and positive association between financial knowledge, financial behaviour and financial attitude and financial literacy.

Table 5: Correlation

		Financial Knowledge	financial behaviour	financial attitude	financial literacy
Financial Knowledge	Pearson Correlation	1	.657[**]	.678[**]	.725[**]
	Sig. (2-tailed)		0	0	0
	N	150	150	150	150
financial behaviour	Pearson Correlation	.657[**]	1	.677[**]	.644[**]
	Sig. (2-tailed)	0		0	0
	N	150	150	150	150
financial attitude	Pearson Correlation	.678[**]	.677[**]	1	.659[**]
	Sig. (2-tailed)	0	0		0
	N	150	150	150	150
financial literacy	Pearson Correlation	.725[**]	.644[**]	.659[**]	1
	Sig. (2-tailed)	0	0	0	
	N	150	150	150	150

Inference:

The Pearson correlation coefficient revealed a strong positive correlation between the variable's financial knowledge and financial literacy (r = 0.725, p < 0.001), financial behaviour and financial literacy (r = 0.644, p < 0.001), financial attitude and financial literacy (r = 0.659, p < 0.001), This indicates that as financial knowledge, financial behaviour, financial attitude, there is a corresponding increase in financial literacy. The association is statistically significant, supporting the hypothesis that there is a positive relationship between the variables in the population.

7.5 MULTIPLE LINEAR REGRESSION:

H1: Financial knowledge has a significant and positive impact on financial literacy of the employees.

H2: Financial behaviour has a significant and positive impact on financial literacy of the employees.

H3: Financial attitude has a significant and positive impact on financial literacy of the employees.

Table 6: Model summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	F Change	df1	df2	Sig. F Change	Durbin-Watson
1	.773[a]	0.597	0.589	0.49202	0.597	72.212	3	146	0	1.958

Table 7: Coeffecients

Model	Unstandardized Coefficients		Standardized Coefficients (Beta)	t	.Sig
	B	Std. Error			
(Constant)	0.572	0.185		3.09	0.002
Financial knowledge (X1)	0.444	0.077	0.441	5.745	0
Financial behaviour(X2)	0.207	0.078	0.205	2.673	0.008
Financial attitude (X3)	0.233	0.083	0.221	2.81	0.006

Inference:

The multiple linear regression analysis revealed a significant overall prediction of the financial literacy by the combination of positive predictors X1, X2, and X3 ($F_{(3, 146)} = 72.21$, $p < 0.001$). The model accounted for a substantial proportion of the variance in financial literacy ($R^2 = 0.59$). All three predictors demonstrated statistically significant positive relationships with financial literacy: X1 ($\beta = 0.444$, $p = 0.000$), X2 ($\beta = 0.207$, $p = 0.008$), and X3 ($\beta = 0.233$, $p = 0.006$). The value of Durbin Watson is 1.958, which is below 3. Therefore, there is a positive and significant impact between the variables. These findings suggest that each predictor independently contributes positively to the prediction of financial literacy, with higher values of financial knowledge, financial behaviour, and financial attitude associated with higher values of financial literacy.

Y = .572 + .444 (financial knowledge) + .207 (financial behaviour) +.233(financial attitude)

8. FINDINGS:

- From the data collected most (52%) of the respondents are Female, (76.7%) of the respondents are aged between 20 – 35 years, (67.3%) of the respondents are not married and the majority (55.3%) of the respondents earn less than Rs 25000 per month, (82.7%) of the respondent's family size is up to 5, (41.3%) of the respondents have completed their post graduate and (62%) of the respondent's monthly saving is below Rs5000.
- Age of the respondents have positive impact on monthly savings and marital status influences the monthly savings of the respondents.
- The monthly income of the respondents positively influences the monthly savings.
- Monthly income has significant effect on financial behaviour.
- Educational level has significant effect on financial knowledge and financial Attitude.
- The association is statistically significant and positive between financial knowledge, financial behaviour, financial attitude and financial literacy.
- These variables independently contribute positively to the prediction of financial literacy, with higher values of financial knowledge, financial behaviour, and financial attitude associated with higher values of financial literacy.

9. CONCLUSION:

In conclusion, this complete research of the financial literacy of healthcare employees has produced important findings about the different aspects of financial wellbeing. This research indicates that healthcare employees overall financial literacy is influenced by their knowledge, behaviour, and attitudes around money. The study found that employees who have a financial knowledge towards financial management typically make more responsible and educated financial decisions.

It is essential to not only teach financial literacy but also to develop responsible financial behaviours and positive financial attitudes in order to support hospital employees' resilience and financial well-being. This strategy will help the workers in the hospital industry become more financially secure and satisfied, in addition to helping each employee directly.

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