



A Study on Employee Job Satisfaction In the North Bengal Region

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ABSTRACT

Job satisfaction is one of the largely researched subjects in the area of organizational performance and human resource management. This study is undertaken to study the overall job satisfaction of employees in the North Bengal region. The aim is to understand employees' perceptions about the job and come up with recommendations for the hospital to improve the level of job satisfaction.

The method used to perform the study was a Job Satisfaction Questionnaire. The questionnaire consisted of various sections like personal details, working conditions-related questions, salary and promotion opportunities-related questions, work relationships and skills-related questions, and questions on the role performed. The questionnaire was distributed to the employees at the hospitals of the North Bengal region and the respondents belonged to various departments and designations.

The findings were that employees at the hospitals valued work relationships and healthy working conditions the most when it came to job satisfaction. Closely followed were salary, other benefits, and opportunities to learn new skills. Regarding working conditions, the employees were satisfied with the work-life balance which is sick and paid leaves by the hospital. Regarding salary, the employees were satisfied, however on the parameters of job security, other benefits, and recognition for work the employees were also satisfied.

The results observed suggest that the hospital management should look towards building a long-term relationship with the employees of the hospital by appreciating the employees for the certain tasks that they do which includes the housekeeping staff and rewarding the deserving employees, especially in the optical sales department for achieving the given targets which motivates them to do better.

Keywords: Job satisfaction, healthcare employees, work experience, salary, and benefits.

INTRODUCTION

Job is one of the important elements of people's life. Their living style and their social lives depend on their jobs. Therefore, every organization must have a satisfied workforce. Employee job satisfaction is, quite simply, how happy or satisfied employees are with their jobs. Factors that influence employee satisfaction might include compensation, workload, perceptions of management, flexibility, teamwork, resources, etc. These things are all important to an organization that wants to keep its employees happy and reduce turnover.

Job satisfaction is the positive and negative feelings of an employee towards their job or it is the amount of happiness connected with the job. It is observed that when an employee is satisfied, he/she will perform at his/her level best to achieve the organizational objectives. Highly satisfied employees are usually regular and punctual, more productive, more committed, and more satisfied in their lives. For that purpose, to boost

the level of job satisfaction, to improve performance, employees should be given opportunities for advancement, i.e., pay scales, participation of the employees in policy-making, and taking efforts to increase organizational commitment. Similarly, safety and good relationships with supervisors and co-workers are the biggest satisfiers nature of the job, way of supervision, job security, recognition, and advancement are important factors for employees' organizational commitment. Likewise, the participation of employees in various benefits and job security is positively correlated with job satisfaction, whereas many studies have recommended opportunity for professional development as the biggest determinant of job satisfaction.

In human resource terms, **employee satisfaction** means employees are content with their work and position. To be contented, they likely enjoy much of their work, they feel management is fair and cares about them, and they are comfortable in their work environment - both with other staff and with the resources they have available to complete their jobs.

It ties in closely with **employee turnover** since unhappy staff are more likely to seek positions elsewhere. It is expensive to replace employees, so, many HR departments have a goal of keeping employee satisfaction at a high level so turnover stays low. A study analysis have been conducted on 10 hospitals of North Bengal region.

REVIEW OF LITERATURE

Job satisfaction can be defined as a sense of employee achievements and successes. It is generally believed that it is directly related to productivity and work performance, as well as to personal well-being. Job satisfaction means doing the work one likes, doing it well, and being rewarded for own efforts (Kaliski, 2007; Aziri, 2011).

Elarabi.H. M., & Johari F.(2013)

Studied the factors that affect job satisfaction and job performance and the relationship between job satisfaction and job performance. The study recognized four factors: work comfort, Work management, salary, and incentives, and evaluated their contact on the job satisfaction of the medical staff working in government hospitals in Libya. Recruits and medical workers were not satisfied with all the factors affecting job satisfaction which led to low job awarding in the hospital.

Ostroff (1992) says that employee satisfaction is of great importance

not only for employees but also for the entire organization. Because satisfied

employees are usually happy and motivated to work, consequently the organization

can get amazing results from their work, On the other side, those dissatisfied

employees will not be encouraged and will be disturbed by their work routine, they will

run away from responsibility and even avoid work (sick leave, days off, etc.)

The availability of superiors at the time of need, the ability to connect with employees,

stimulating creative thinking and knowledge of values, openness in the eyes of

employees and the ability to communicate with employees are basic features of

supervision. Various researches have shown that with good and effective supervisors,

the level of employee satisfaction was high, while with poorer communication skills,

the level of employee dissatisfaction was high (Schroffel, 1999; Raziq and Maul

bakhsh, 2015).

Job satisfaction can be defined also 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 (Statt, 2004).

According to Moyes, Shao & Newsome (2008), employee satisfaction may be described as how pleased an employee is with his or her position of employment. Spector (1997) defined job satisfaction as all the feelings that a given individual has about his/her job and its various aspects. Employee satisfaction is a comprehensive term that comprises the job satisfaction of employees and their satisfaction overall with companies' policies, company environment, etc.

OBJECTIVE OF THE STUDY

- The objective of the research is to find employees' satisfaction levels with the organization
- To understand the problem of the employee in the working condition.
- To identify the sources of satisfaction in various departments of hospital employees.
- To know the employee's opinion about the workplace, pay, and benefits.

SCOPE OF THE STUDY

This research study aims to understand employee satisfaction in 10 hospitals in the North Bengal region. The scope is to understand, analyze, and find out the various factors affecting the job satisfaction of the employee.

Employees are the backbone of every organization. So, it is the organization's responsibility to make sure their staff are motivated and satisfied which makes them work efficiently. Hence, increasing the productivity of the hospital.

LIMITATIONS OF THE STUDY

- The respondents were unable to respond due to personal bias.
- Some information cannot be accessed due to its confidential nature.
- The respondents are less interested in answering the questionnaire, as it is an interruption to their regular work.
- Time was the main constraint.

RESEARCH METHODOLOGY

METHODOLOGY

Research methods are the techniques and tools by which you research a subject or a topic. A research methodology is an outline of how a given piece of research is carried out. It defines the techniques or procedures that are used to identify and analyze information regarding a specific research topic. It includes all the important aspects of research, including research design, data collection methods, data analysis methods, and the overall framework within which the research is conducted.

RESEARCH INSTRUMENT

A questionnaire was prepared to keep the objective in mind, the questions were structured and directed to make the respondent understand them easily. The respondent has to use a rating scale to answer some questions. The questionnaire includes open-ended and closed-ended questions

DESCRIPTIVE RESEARCH

Descriptive research design is a tool used by researchers to gather information about a particular group or phenomenon. This type of research provides a detailed and accurate picture of the characteristics and behaviors of a particular population or subject. When the researcher is interested in knowing the characteristics of certain groups such as age, occupation, experience, etc., a descriptive study is necessary.

RESEARCH DESIGN

The study was based on a survey method. The study aims to find the satisfaction levels of employees.

SAMPLE SIZE

The sample size of this study is 150 respondents.

DATA REQUIREMENT:**PRIMARY DATA**

In the study, primary data were collected through personnel interviews using a questionnaire. The questionnaire was administered to 70 employees of the Siliguri Greater Lions Eye Hospital.

SECONDARY DATA

Secondary data for this study was collected from:

1. Previously published records, statistics, research reports, and documents.
2. Websites

QUESTIONNAIRE

In this study, a questionnaire consisting of choice-based questions is used.

GRAPHICAL REPRESENTATION OF DATA

Graphical representation tools such as bar graphs, line charts and pie charts have been used for the data analysis.

STATISTICAL TOOLS:

1. Percentage Analysis

Percentage analysis refers to the special kind of rates, percentage are used in making comparisons between two or more series of data. A percentage is used to describe the relationship between the series.

$$\% \text{ of Respondents} = \frac{\text{No. of respondents}}{\text{Total no. of respondents}} \times 100$$

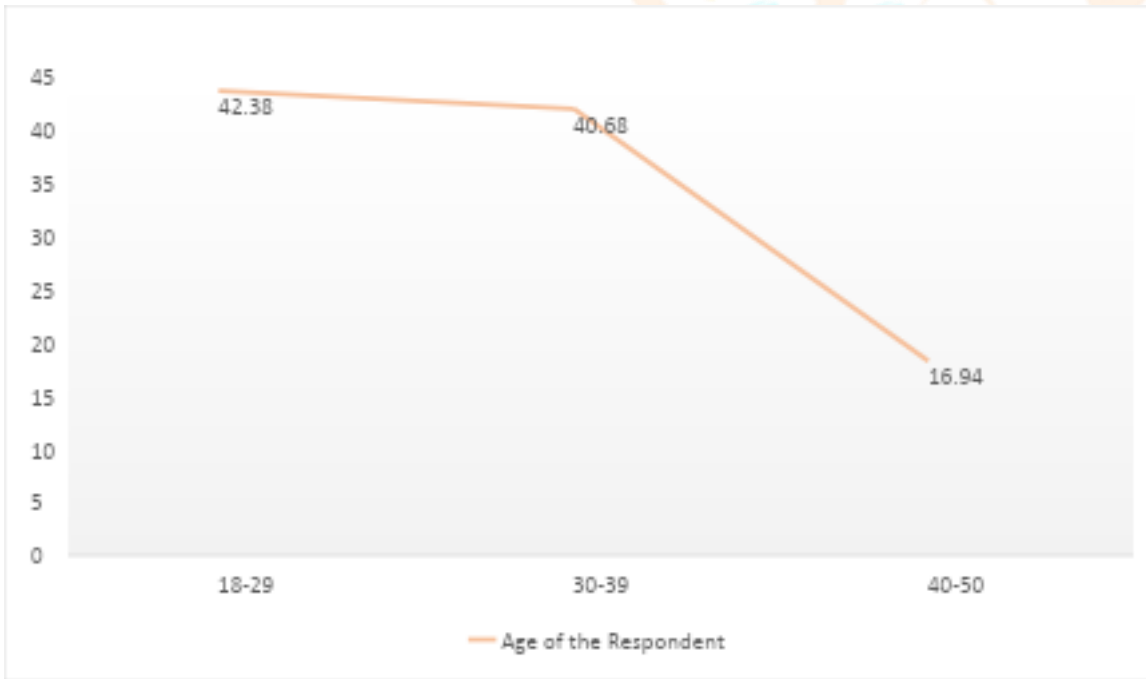
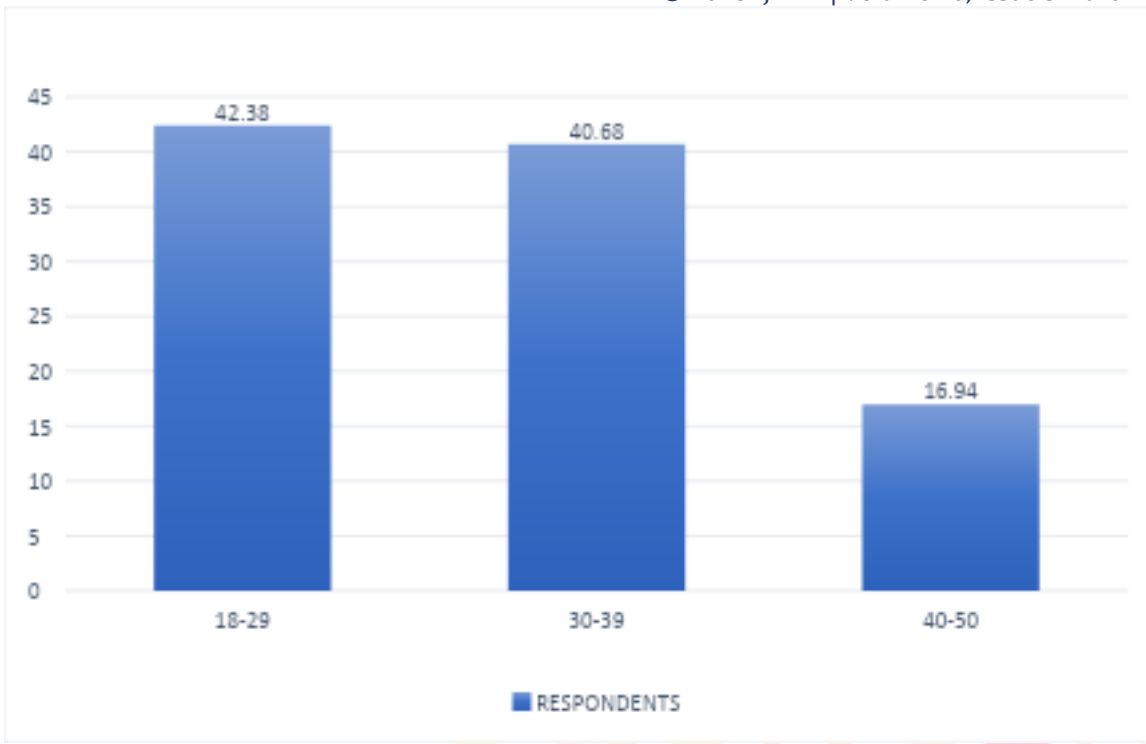
DATA ANALYSIS AND INTERPRETATION

PERCENTAGE ANALYSIS

The following consists of the data analysis and interpretation of my questionnaire Survey analysis of data.

I. AGE OF THE RESPONDENTS:

AGE	NO. OF RESPONDENTS	PERCENTAGE
18-29	25	42.38
30-39	24	40.68
40-50	10	16.94
TOTAL	59	100



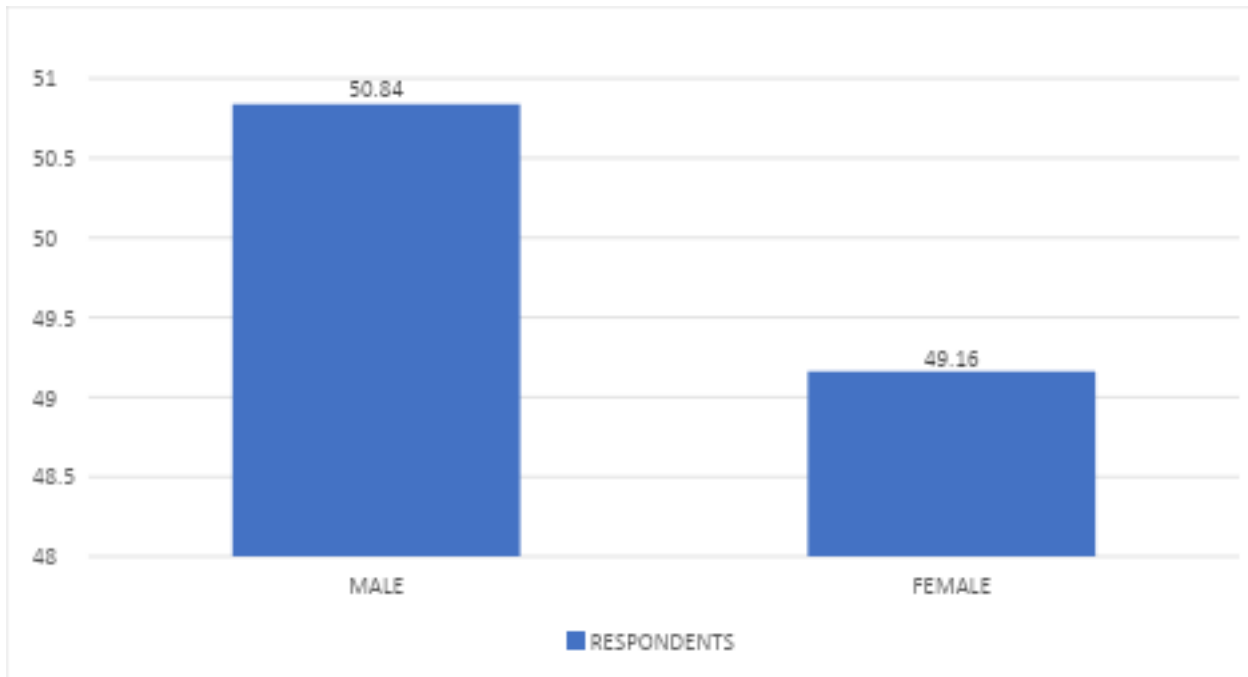
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INTERPRETATION:

The above table and the charts show that 42.38% of respondents are of the age group 18-29, 40.68% of them belong to the 30-39 age group and 16.94% belong to the 40-50 age group.

II. GENDER OF RESPONDENTS

GENDER	RESPONDENTS	PERCENTAGE
MALE	30	50.84
FEMALE	29	49.16
TOTAL	59	100



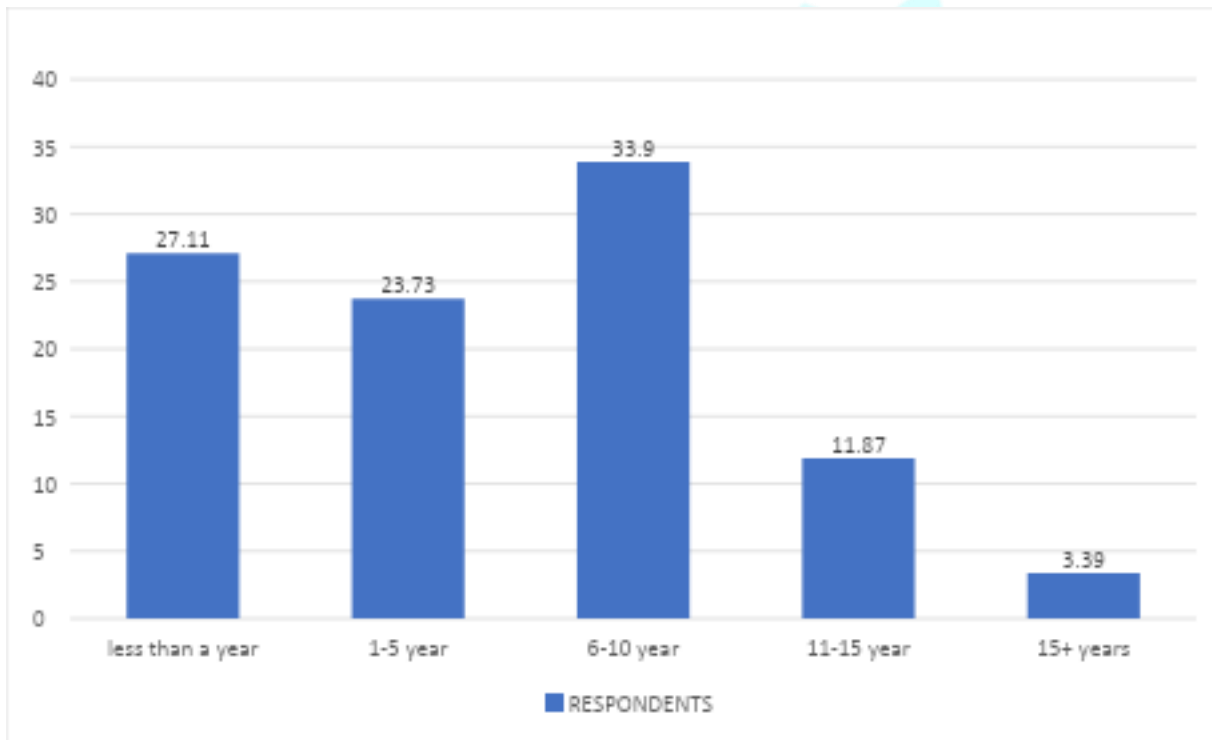
INTERPRETATION

The above table and the chart show that 51.72% of respondents were male, and 48.28% of respondents were female.

1. NO. OF YEARS WORKED

NO. OF YEARS WORKED	RESPONDENTS	PERCENTAGE
LESS THAN A YEAR	16	27.11
1-5 YEARS	14	23.73

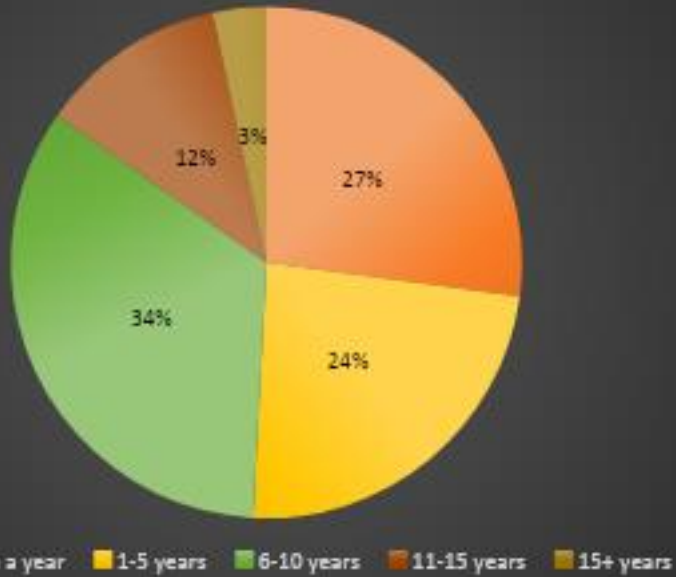
6-10 YEARS	20	33.90
11-15 YEARS	7	11.87
15 + YEARS	2	3.39
TOTAL	59	100



PIE CHART ON EMPLOYEE'S WORK EXPERIENCE



Respondent's experience

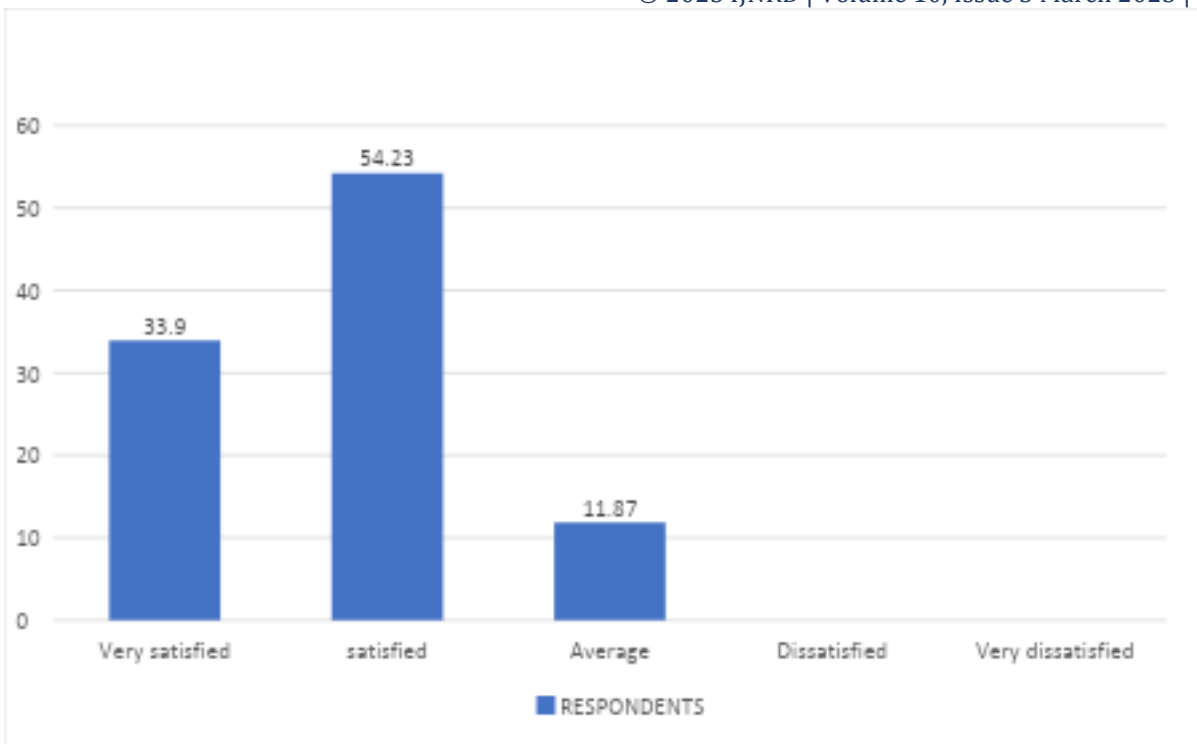


INTERPRETATION

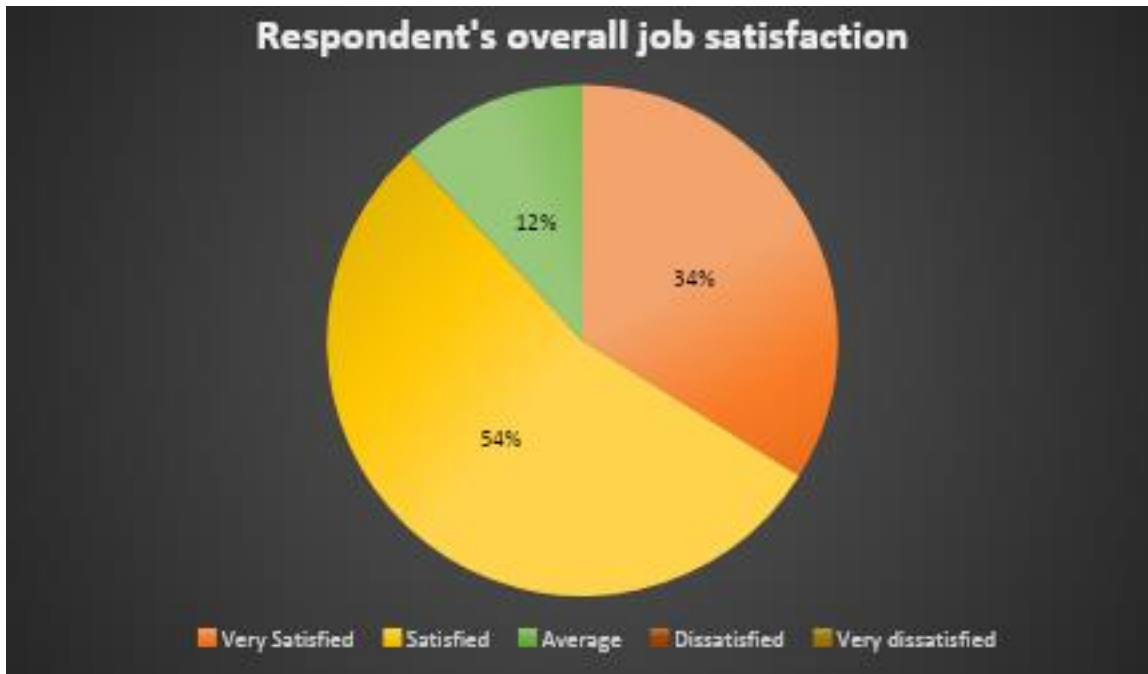
The above table and the charts interpreted that 27.11% of respondents have work experience of less than a year, 23.73% have 1-5 years of experience, 33.9% have 6-10 years of experience, 11.87% have 11-15 years of experience and 3.39% has 15+ years of experience.

1. OVERALL JOB SATISFACTION IN THE HOSPITAL.

OPTIONS	RESPONDENTS	PERCENTAGE
VERY SATISFIED	20	33.90
SATISFIED	32	54.23
AVERAGE	7	11.87
DISSATISFIED	NA	NA
VERY DISSATISFIED	NA	NA
TOTAL	59	100



PIE CHART ON EMPLOYEE’S OVERALL JOB SATISFACTION



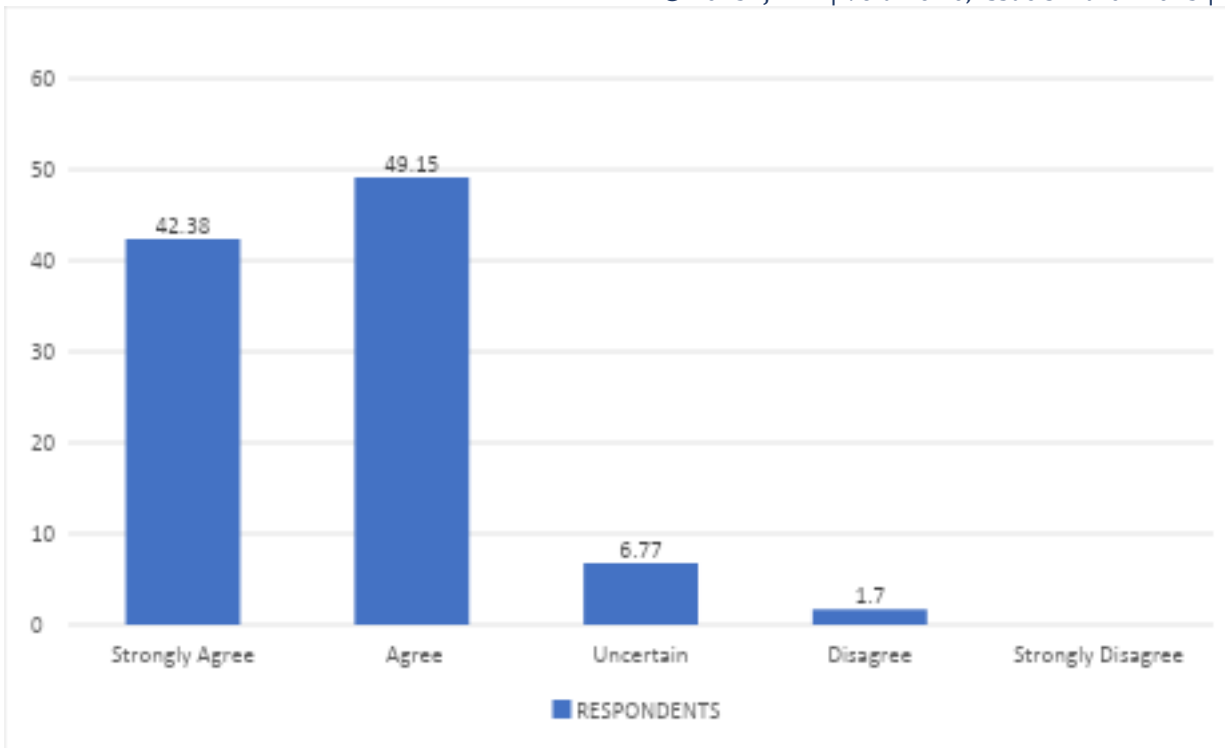
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INTERPRETATION

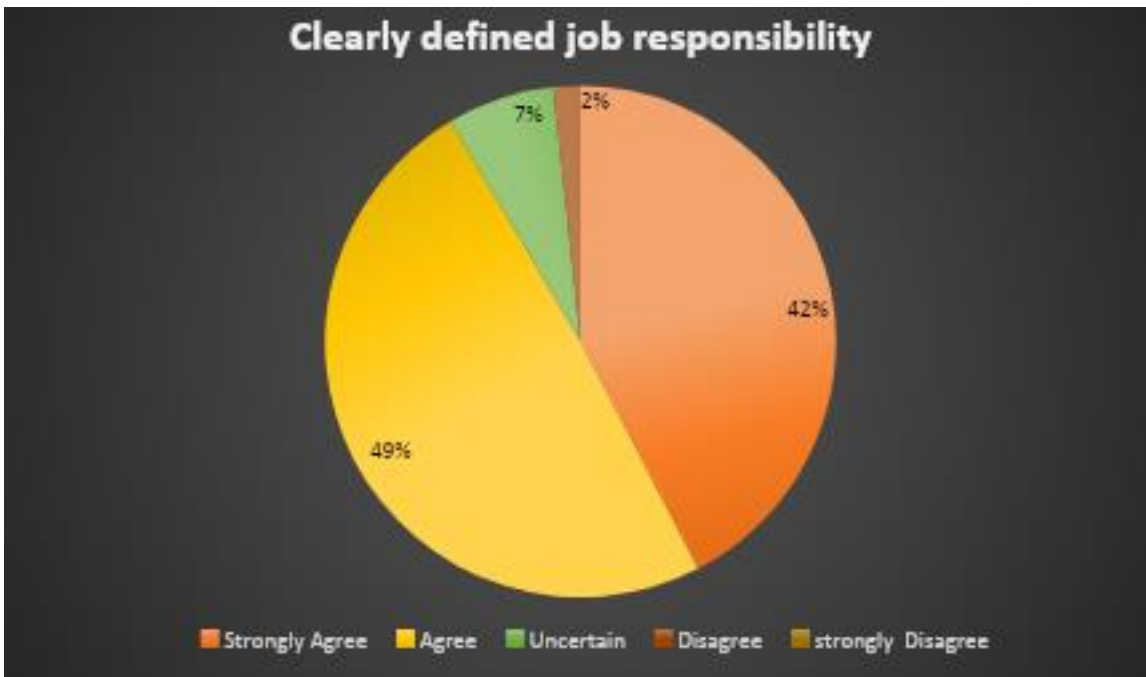
The above table and the charts show that 33.9% of respondent are very satisfied, 54.23% are satisfied, 11.87% voted average as their overall experience and 0% are dissatisfied or very dissatisfied.

2. THE JOB RESPONSIBILITIES ARE CLEARLY DEFINED.

OPTIONS	RESPONDENTS	PERCENTAGE
Strongly Agree	25	42.38
Agree	29	49.15
Uncertain	4	6.77
Disagree	1	1.70
Strongly Disagree	NA	NA
Total	59	100



PIE CHART ON CLEARLY DEFINED JOB RESPONSIBILITIES

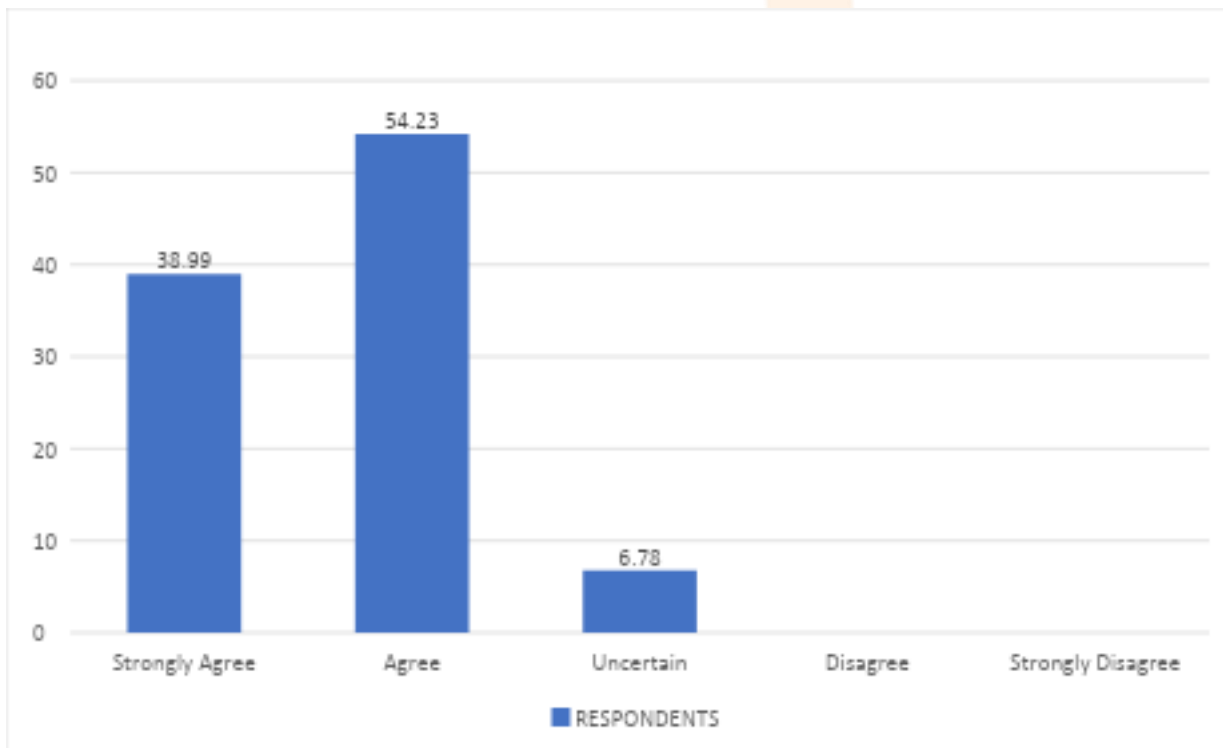


INTERPRETATION

The above table and the charts show that 42.38% of respondents strongly agree that the job responsibilities are clearly defined in the workplace, 49.15% just agree, 6.77% are uncertain, 1.7% disagree and 0% of the respondents strongly disagree.

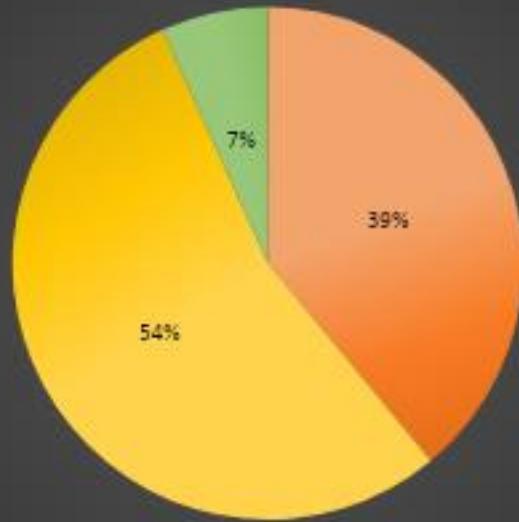
3. RESPONDENTS ARE APPRECIATED AND RESPECTED AT WORK.

OPTIONS	RESPONDENTS	PERCENTAGE
Strongly Agree	23	38.99
Agree	32	54.23
Uncertain	4	6.78
Disagree	NA	NA
Strongly Disagree	NA	NA
Total	59	100



PIE CHART ON EMPLOYEE'S APPRECIATION

Appreciated and Respected at work



Strongly Agree Agree Uncertain Disagree Strongly Disagree

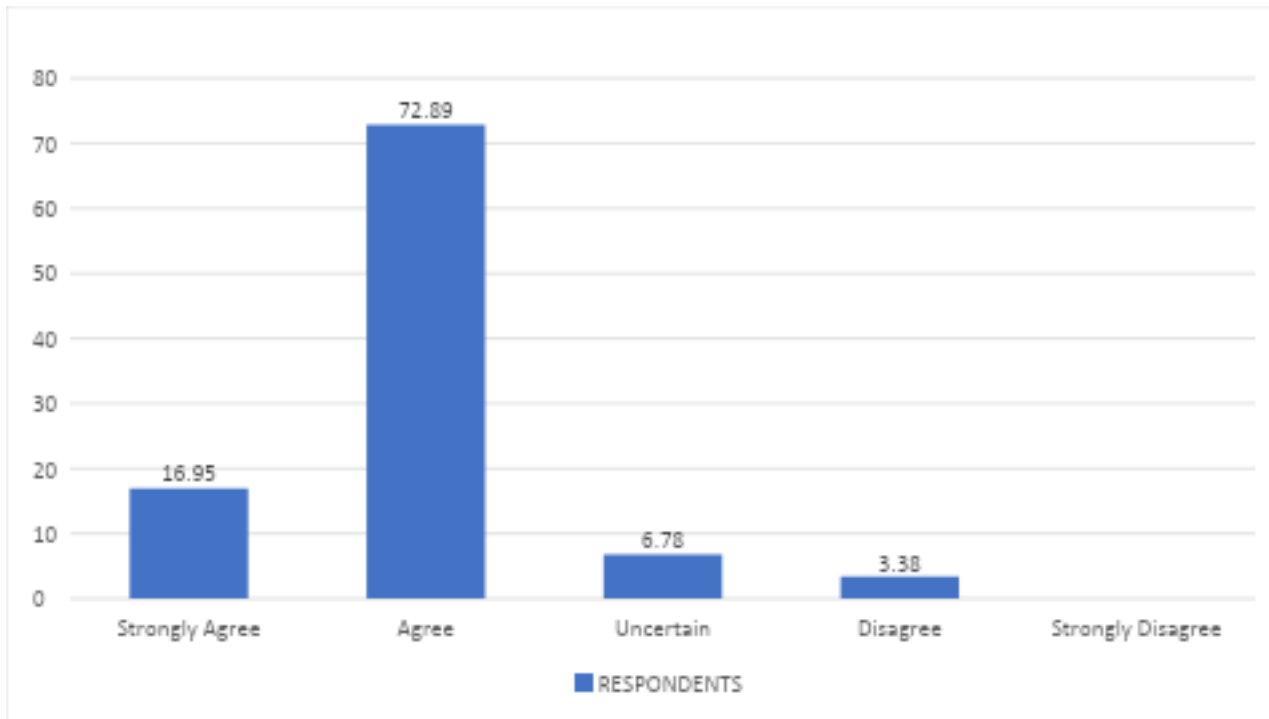
INTERPRETATION

The above table and the charts show that 38.99% of respondents strongly agree that they are appreciated and respected at work, 54.23% just agree, 6.78% are uncertain and 0% of the respondents voted disagree and strongly disagree.

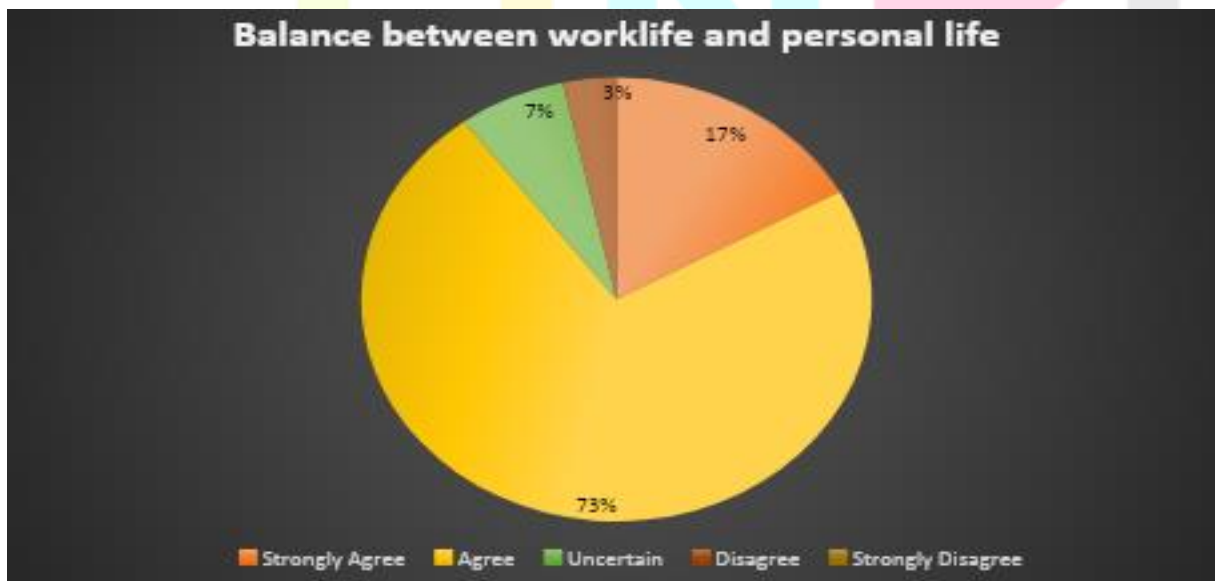
4. HOSPITALS PROVIDES A HEALTHY BALANCE BETWEEN WORK AND PERSONAL LIFE

OPTIONS	RESPONDENTS	PERCENTAGE
Strongly Agree	10	16.95
Agree	43	72.89
Uncertain	4	6.78
Disagree	2	3.38

Strongly Disagree	NA	NA
Total	59	100



PIE CHART ON BALANCE BETWEEN WORK AND PERSONAL LIFE



INTERPRETATION

The above table and the charts show that 16.95% of respondents strongly agree that the hospital provides a healthy balance between work life and personal life, 72.89% just agree, 6.78% are uncertain, 3.38% disagree, and 0% of respondents voted strongly disagree.

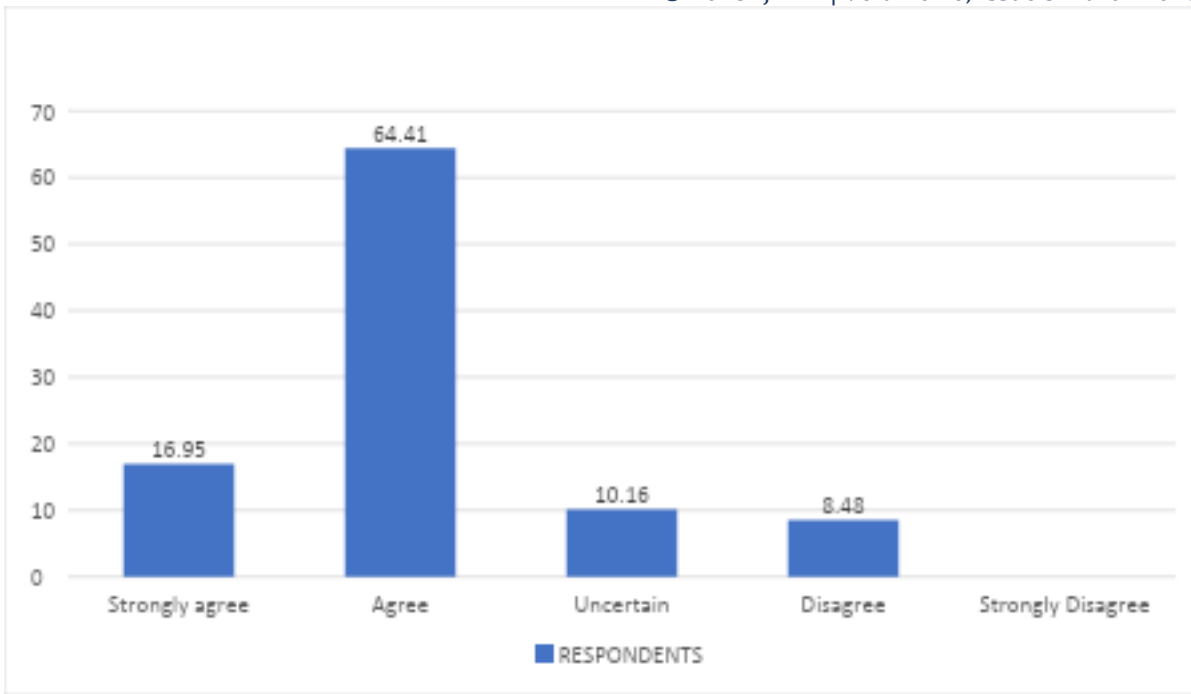
5. EMPLOYEES FEEL OF MOTIVATED AND ENCOURAGED IN THE HOSPITAL.

OPTION	RESPONDENTS	PERCENTAGE
Strongly Agree	10	16.95
Agree	38	64.41
Uncertain	6	10.16
Disagree	5	8.48
Strongly Disagree	NA	NA
Total	59	100

International Research Journal

IJNRD

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PIE CHART ON MOTIVATION AND ENCOURAGEMENT



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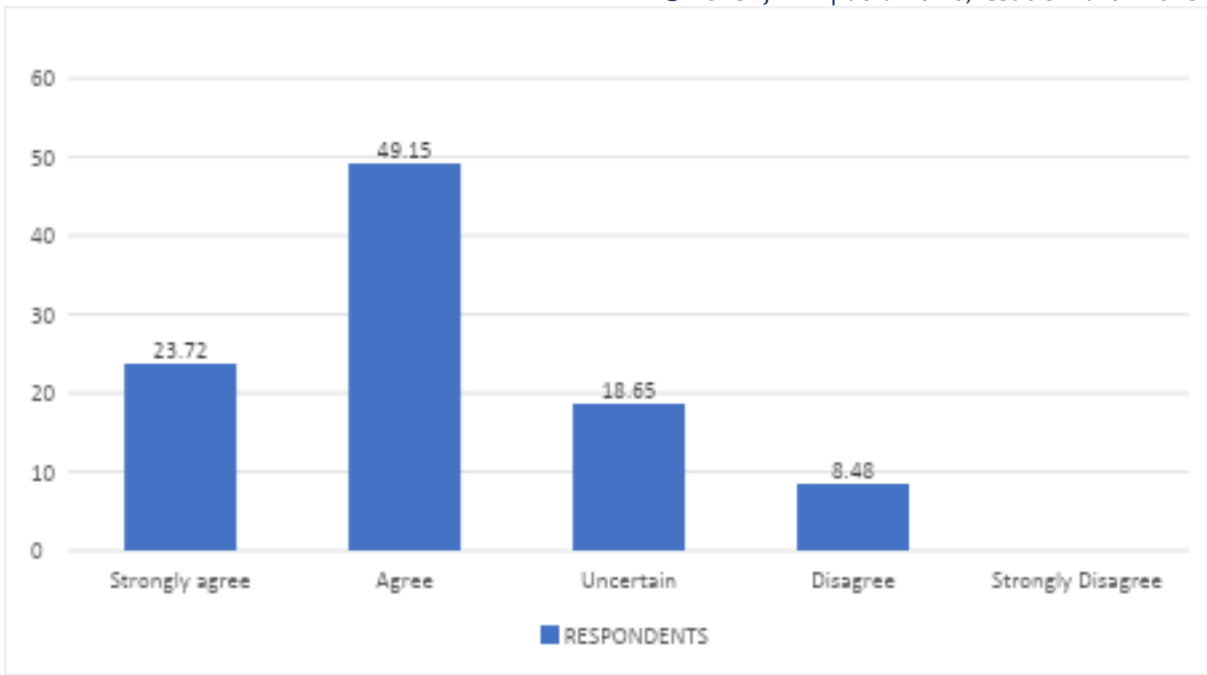
INTERPRETATION

The above table and the charts show that 16.95% of respondents strongly agree that they feel motivated and encouraged in the hospital, 64.41% just agree, 10.16% are uncertain, 8.48% disagree, and 0% of the respondents voted strongly disagree.

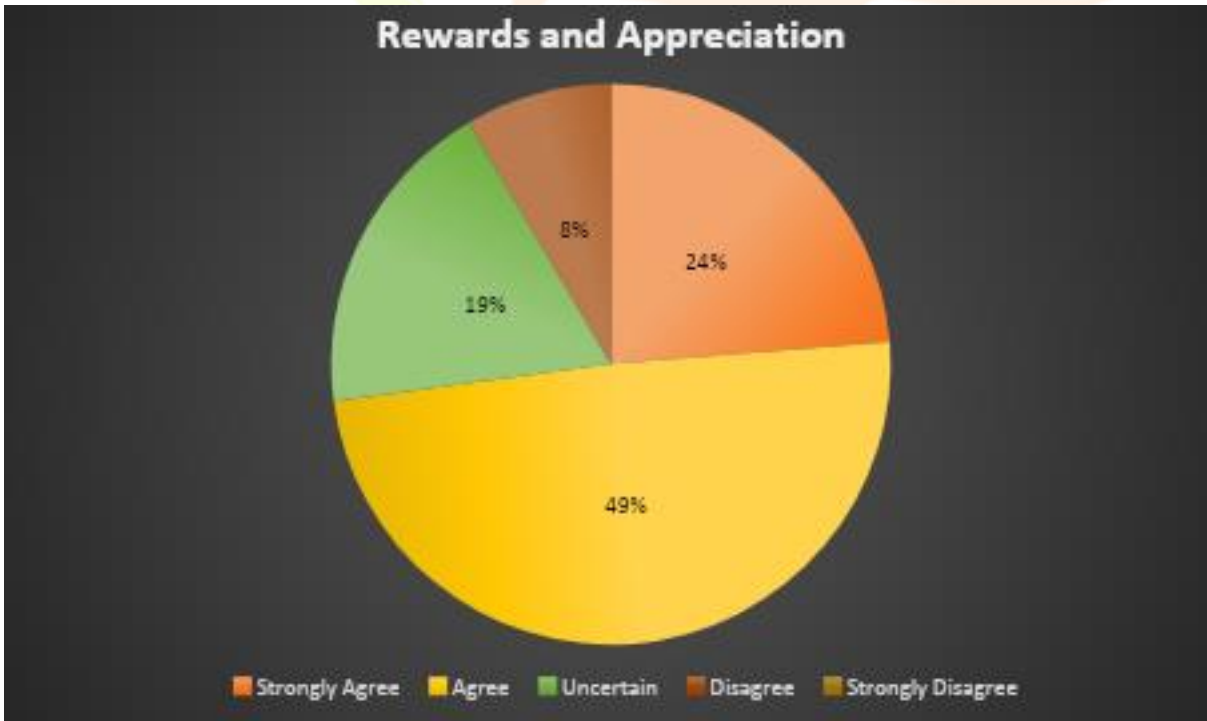
7. EMPLOYEES ARE REWARDED AND APPRECIATED FOR ACHIEVING THE GIVEN TARGETS AND GOALS

OPTIONS	RESPONDENTS	PERCENTAGE
Strongly Agree	14	23.72
Agree	29	49.15
Uncertain	11	18.65
Disagree	5	8.48
Strongly disagree	NA	NA
Total	59	100

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PIE CHART ON REWARDS AND APPRECIATION

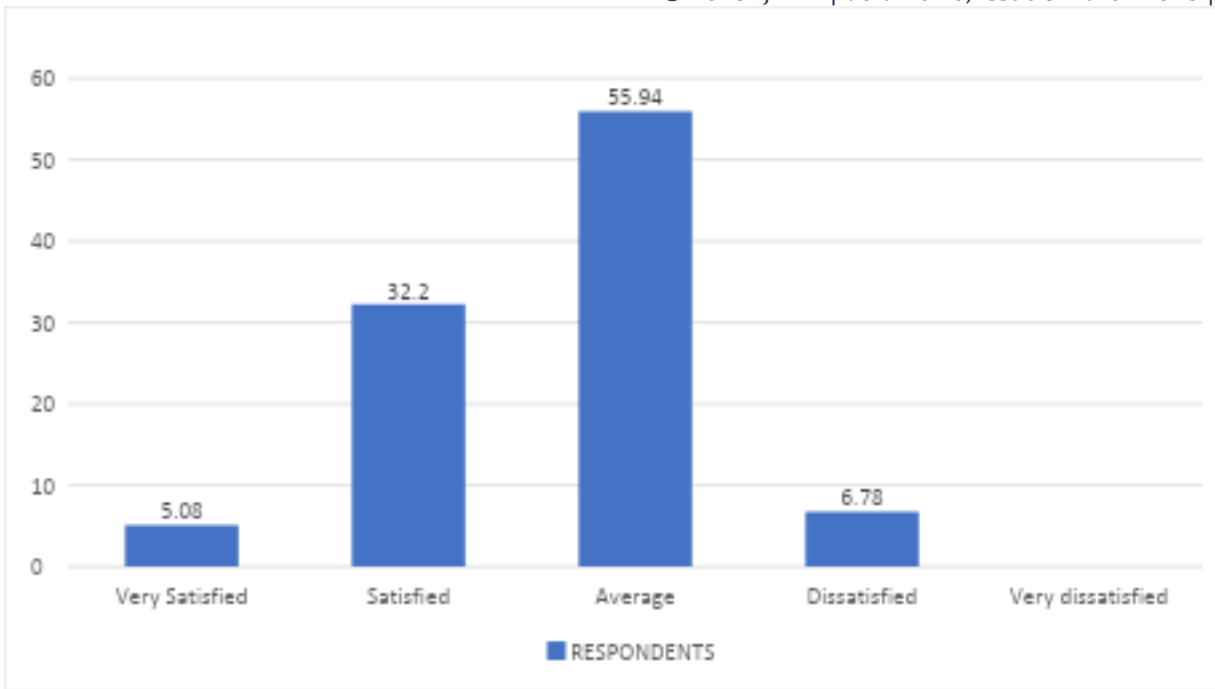


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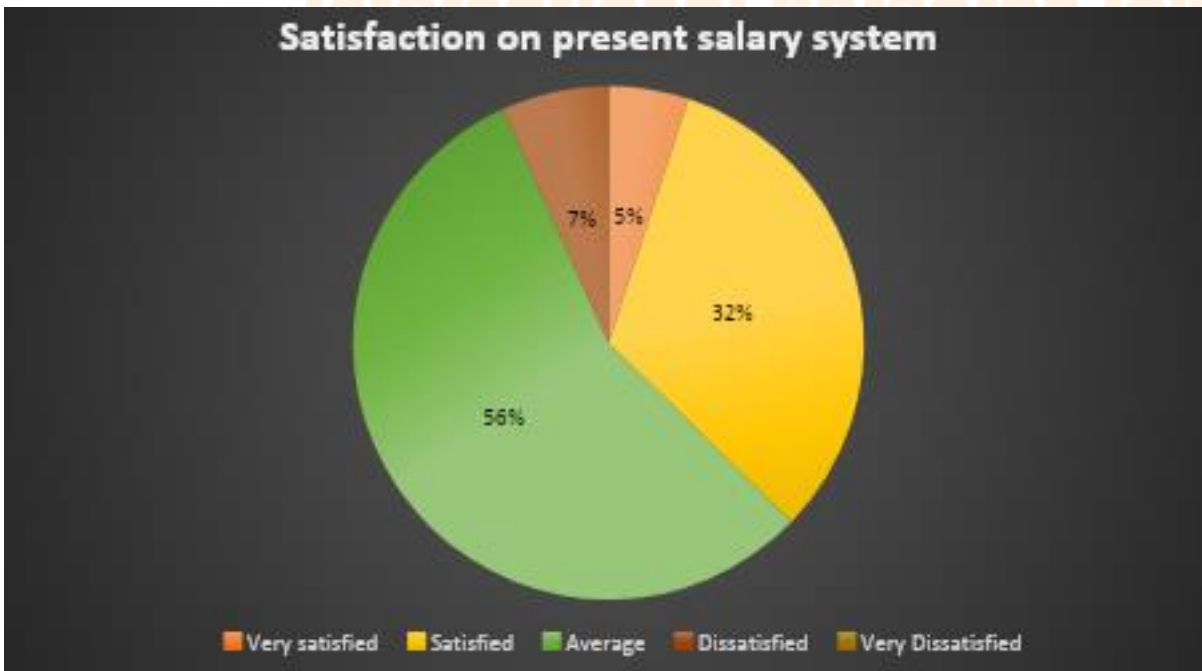
The above table and the pie chart show that 23.72% of respondents strongly agree that they are rewarded or appreciated for achieving the given targets and goals, 49.15% agree, 18.65% are uncertain, 8.48% disagree, and 0% of respondents voted strongly disagree.

8. SATISFACTION ON PRESENT SALARY SYSTEM

OPTIONS	RESPONDENTS	PERCENTAGE
Very Satisfied	3	5.08
Satisfied	19	32.20
Average	33	55.94
Dissatisfied	4	6.78
Very Dissatisfied	NA	NA
Total	59	100



PIE CHART ON EMPLOYEE'S SATISFACTION WITH PRESENT SALARY SYSTEM



INTERPRETATION

The above table and the pie chart show that 5.08% of respondents are very satisfied with the present salary system of the organization, 32.2% are satisfied, 55.94% voted average as their satisfaction level, 6.78% are dissatisfied, and 0% of the respondents voted very dissatisfied.

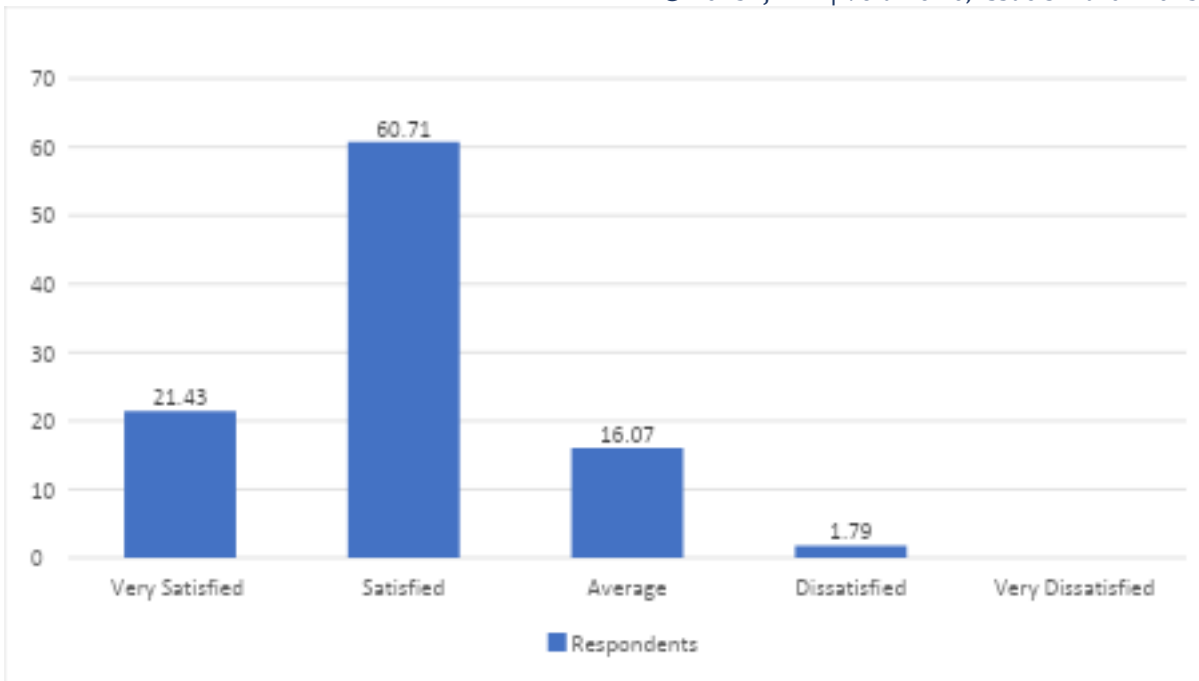
9. SATISFACTION ON BENEFITS PROVIDED BY THE HOSPITAL

OPTIONS	RESPONDENTS	PERCENTAGE
Very Satisfied	12	21.43
Satisfied	34	60.71
Average	9	16.07
Dissatisfied	1	1.79
Very Dissatisfied	NA	NA
Total	56	100

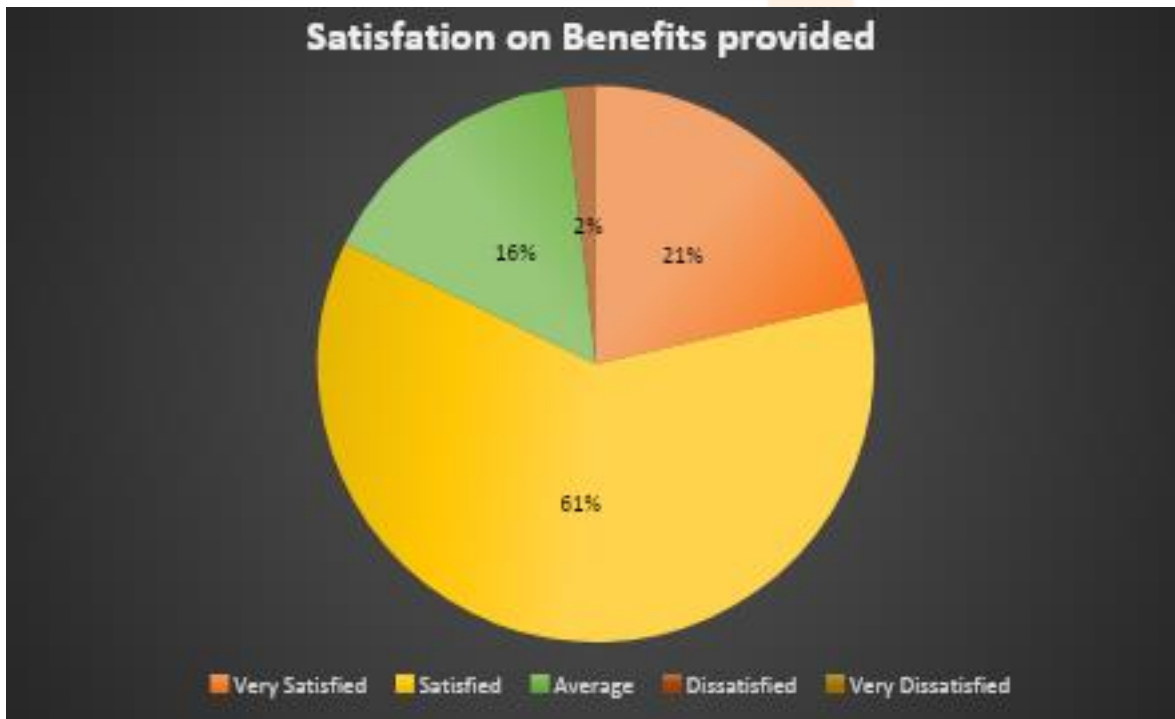
International Research Journal

IJNRD

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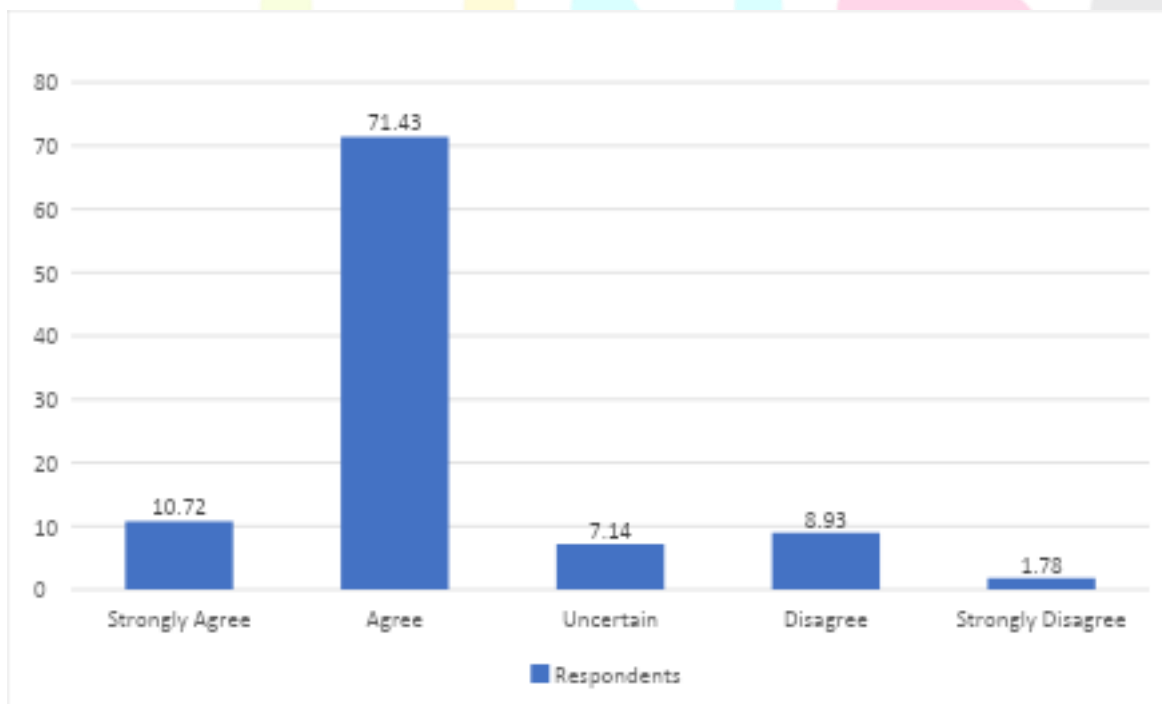
PIE CHART ON EMPLOYEE’S SATISFACTION WITH THE BENEFITS PROVIDED BY THE HOSPITAL.



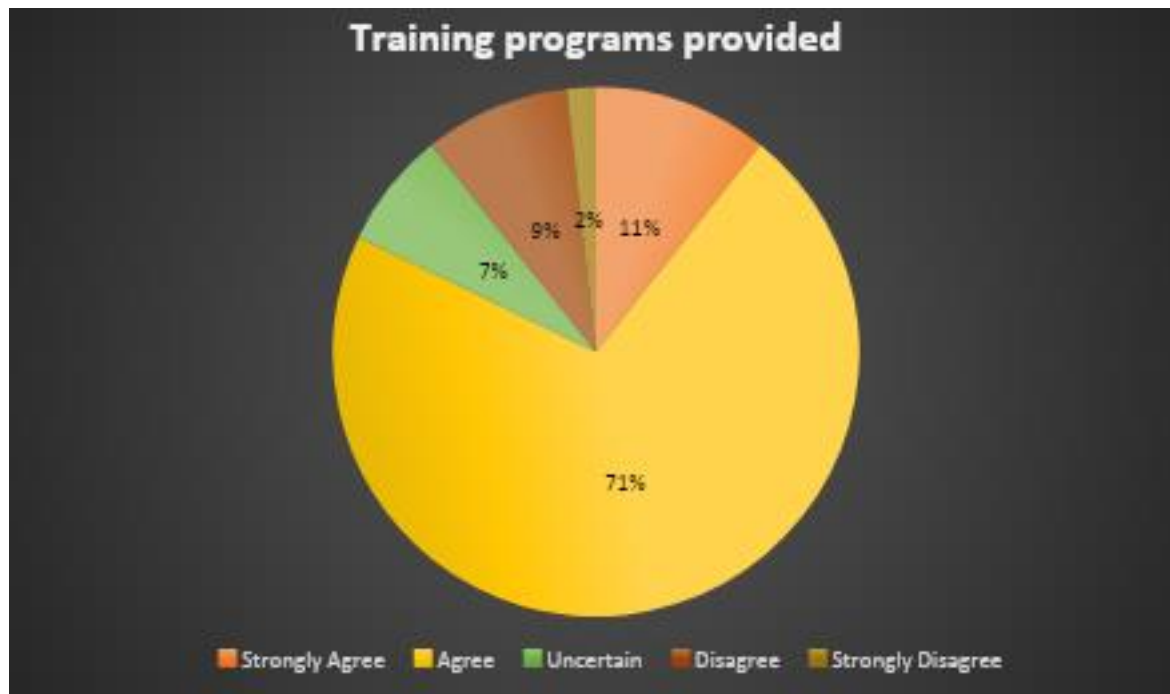
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10. TRAINING PROGRAMS ARE CARRIED OUT REGULARLY BY THE HOSPITAL

OPTIONS	RESPONDENTS	PERCENTAGE
Strongly Agree	6	10.72
Agree	40	71.43
Uncertain	4	7.14
Disagree	5	8.93
Strongly Disagree	1	1.78
Total	56	100



PIE CHART ON TRAINING PROGRAMS PROVIDED BY THE HOSPITAL.



INTERPRETATION

The above table and the charts interpreted that 10.72% of respondents strongly agree that the training programs are carried out regularly by the hospital, 71.43% just agree, 7.14% are uncertain, 8.93 % disagree and 1.78% of the respondents voted strongly disagree.

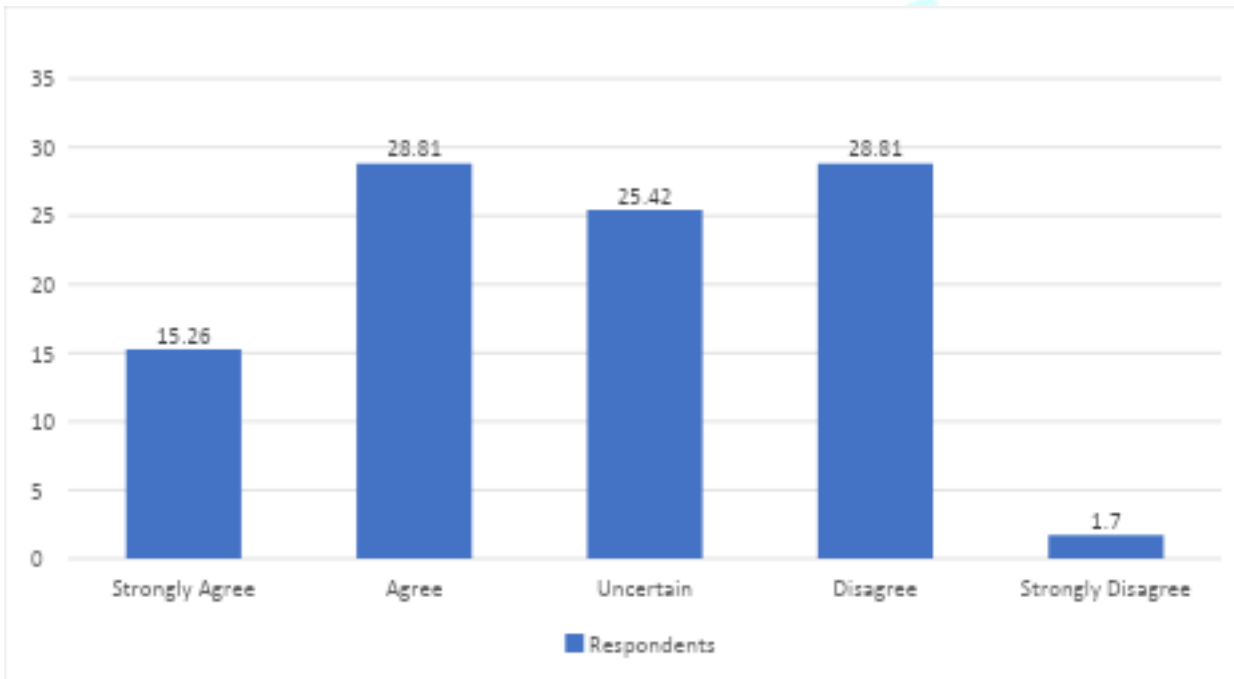
The analysis here is done with 56 respondents because the other 3 respondents were new due to which they were not yet provided with the training and could not give a response on whether the training programs are carried out regularly or not.

11. REGULARLY STRESSED WITH TARGETS, DEADLINES AND WORKLOADS.

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OPTIONS	RESPONDENTS	PERCENTAGE
Strongly Agree	9	15.26
Agree	17	28.81

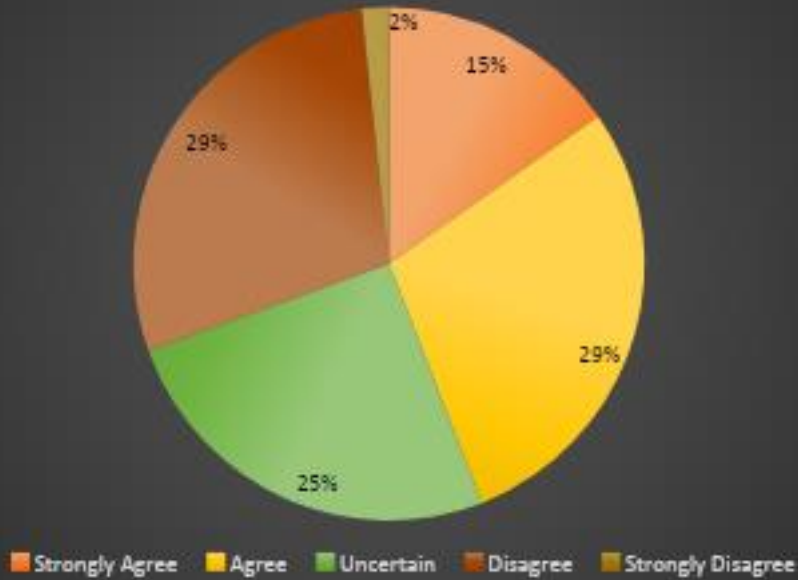
Uncertain	15	25.42
Disagree	17	28.81
Strongly Disagree	1	1.70
Total	59	100



PIE CHART ON EMPLOYEE'S GETTING STRESSED WITH TARGETS, DEADLINE AND WORKLOADS.



Stressed with targets, deadlines and workload



INTERPRETATION

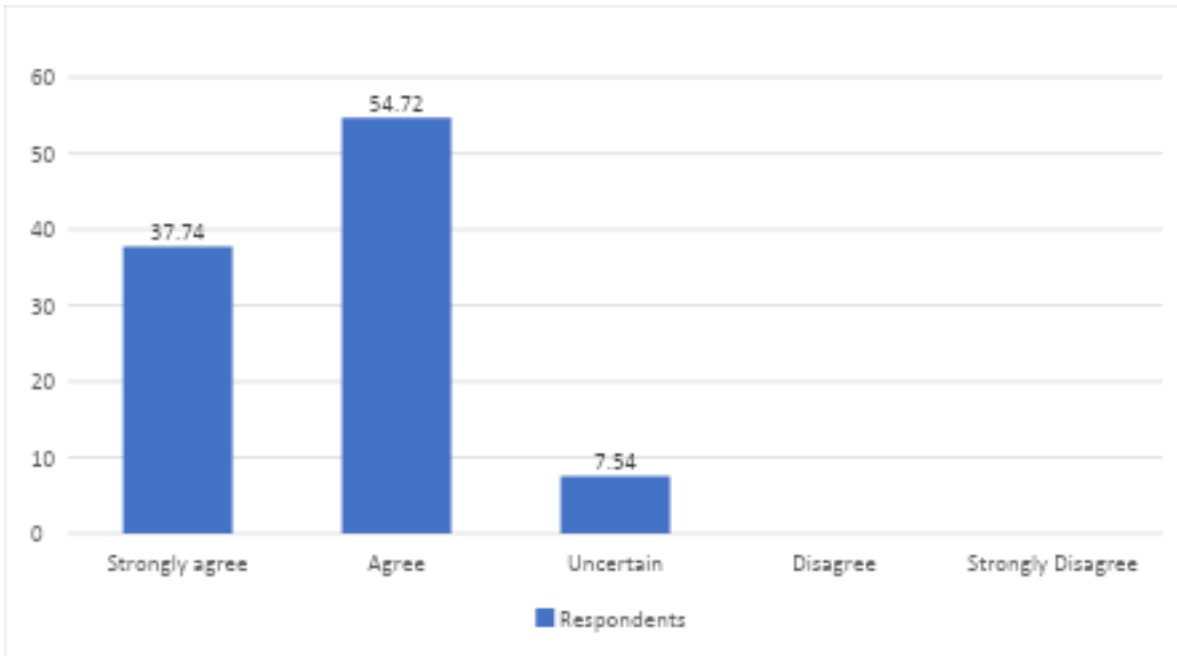
The above table and the charts show that 15.26% of respondents strongly agree that they are regularly stressed with targets, deadlines, or workloads, 28.81% just agree, 25.42% are uncertain, 28.81% disagree and 1.70% of the respondents voted strongly disagree.

12. PERFORMANCE APPRAISAL IS CARRIED OUT ONCE IN A YEAR.

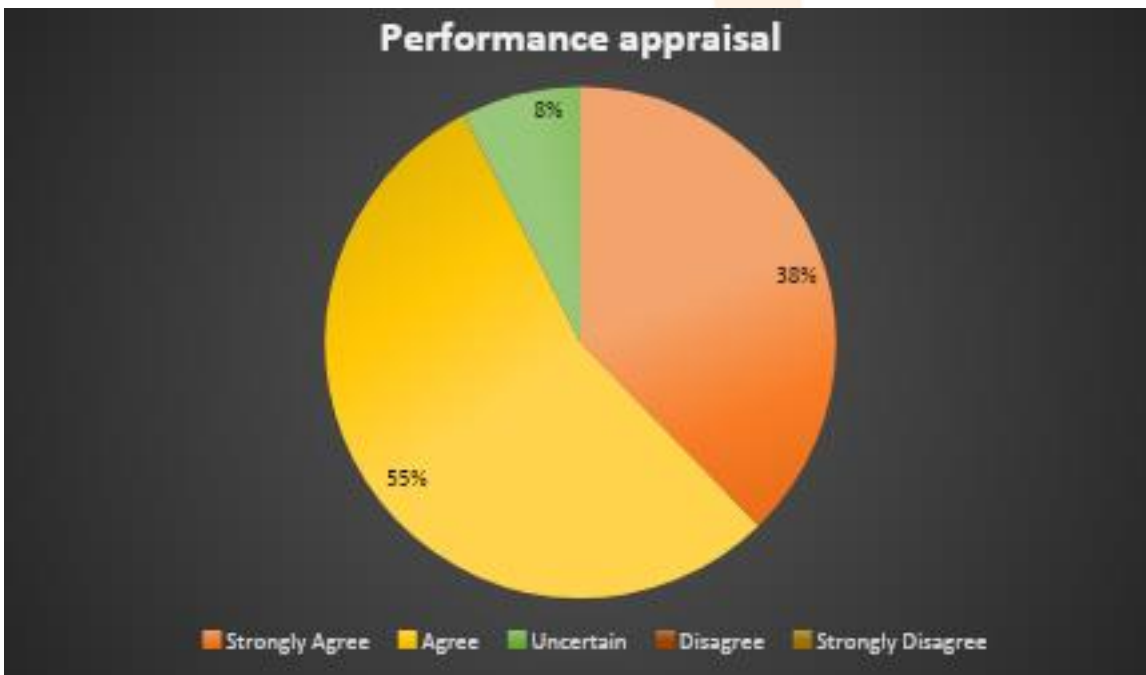
OPTION	RESPONDENTS	PERCENTAGE
Strongly Agree	20	37.74
Agree	29	54.72
Uncertain	4	7.54
Disagree	NA	NA
Strongly Disagree	NA	NA

Total	53	53
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PIE CHART ON PERFORMANCE APPRAISAL CONDUCTED BY THE HOSPITAL.



INTERPRETATION

The above table and the charts show that 37.74% of respondents strongly agree that the performance appraisal is carried out once a year, 54.72% just agree, 7.54% are uncertain, 0% disagree and 0% of the respondents voted strongly disagree.

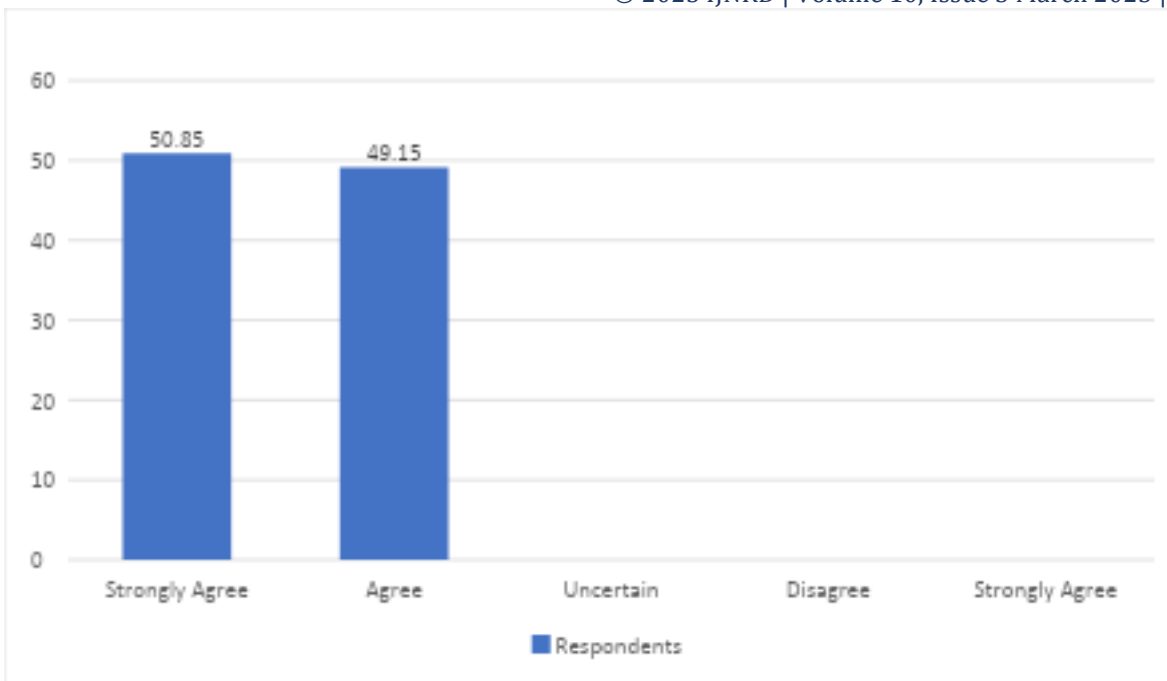
The analysis here is done with 53 respondents because the other 6 respondents were new due to which their performance appraisal was not conducted. So, they could not give a response on whether the performance appraisal is carried out once a year or not.

NOTE: Different organization has different policies. So, the performance appraisal was carried out here every once a year before the increment or the salary raise of the employees.

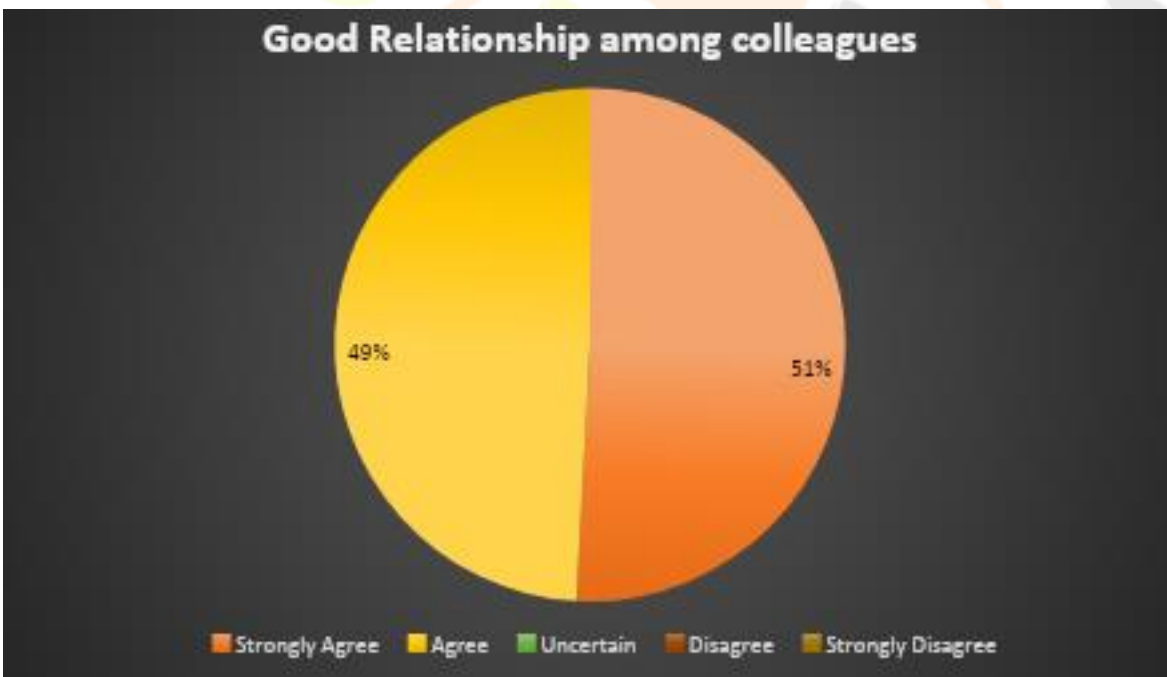
NOTE: IN THIS QUESTION NOT 100% OF THE RESPONDENTS HAVE GIVEN THE RESPONSE WITH THEIR EXPERIENCE. FEW OF THEM HAVE ANSWERED ACCORDING TO WHAT THEY HAVE SEEN AND KNOWN ABOUT, AS THEY ARE NEW IN THE ORGANIZATION.

13. THERE IS A GOOD RELATIONSHIP AMONG COLLEAGUES

OPTION	RESPONDENTS	PERCENTAGE
Strongly Agree	30	50.85
Agree	29	49.15
Uncertain	NA	NA
Disagree	NA	NA
Strongly Disagree	NA	NA
Total	59	100



PIE CHART ON GOOD RELATIONSHIP AMONG THE COLLEAGUES.

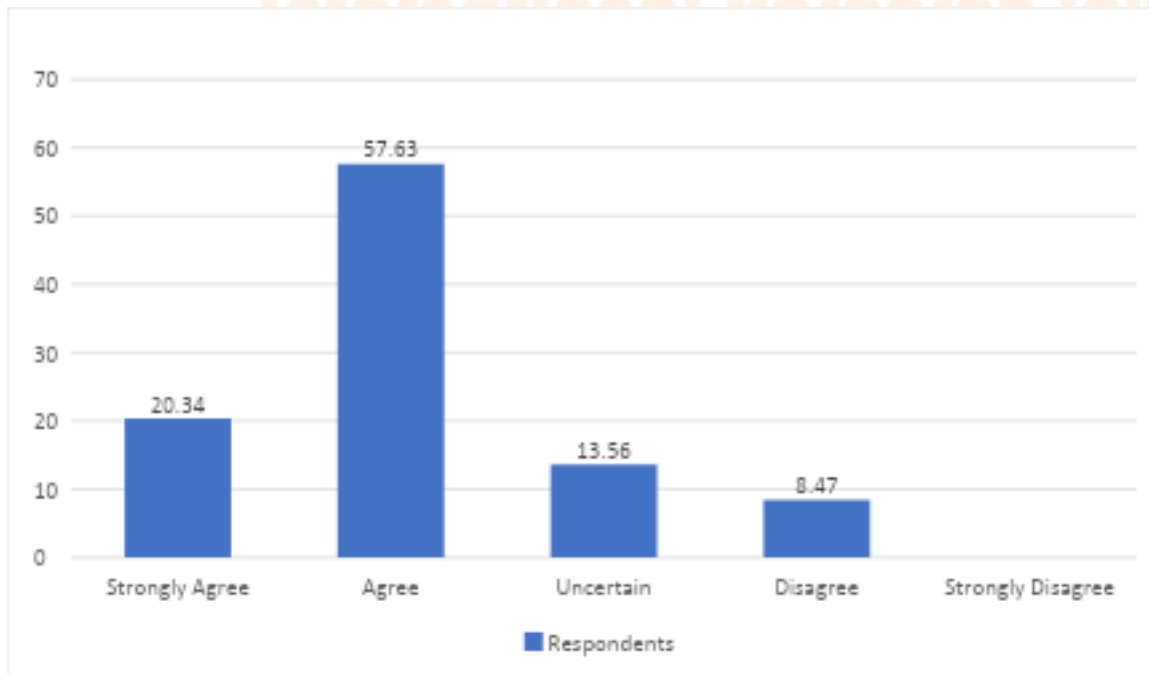


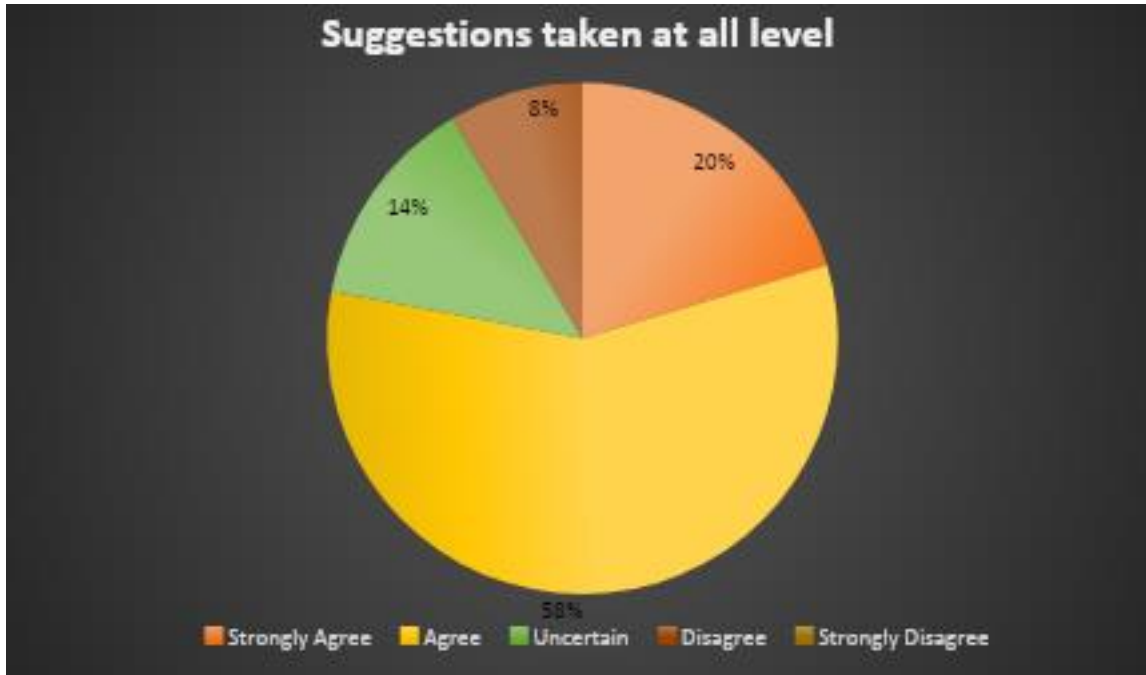
INTERPRETATION

The above table and the charts show that 50.85% of respondent strongly agree that there is a good relationship among their colleagues, 49.15% agree, whereas 0% are uncertain, disagree, and strongly disagree.

14.SUGGESTIONS ARE TAKEN AT ALL LEVELS FOR DEVELOPMENT.

OPTIONS	RESPONDENT	PERCENTAGE
Strongly Agree	12	20.34
Agree	34	57.63
Uncertain	8	13.56
Disagree	5	8.47
Strongly agree	NA	NA
Total	59	100

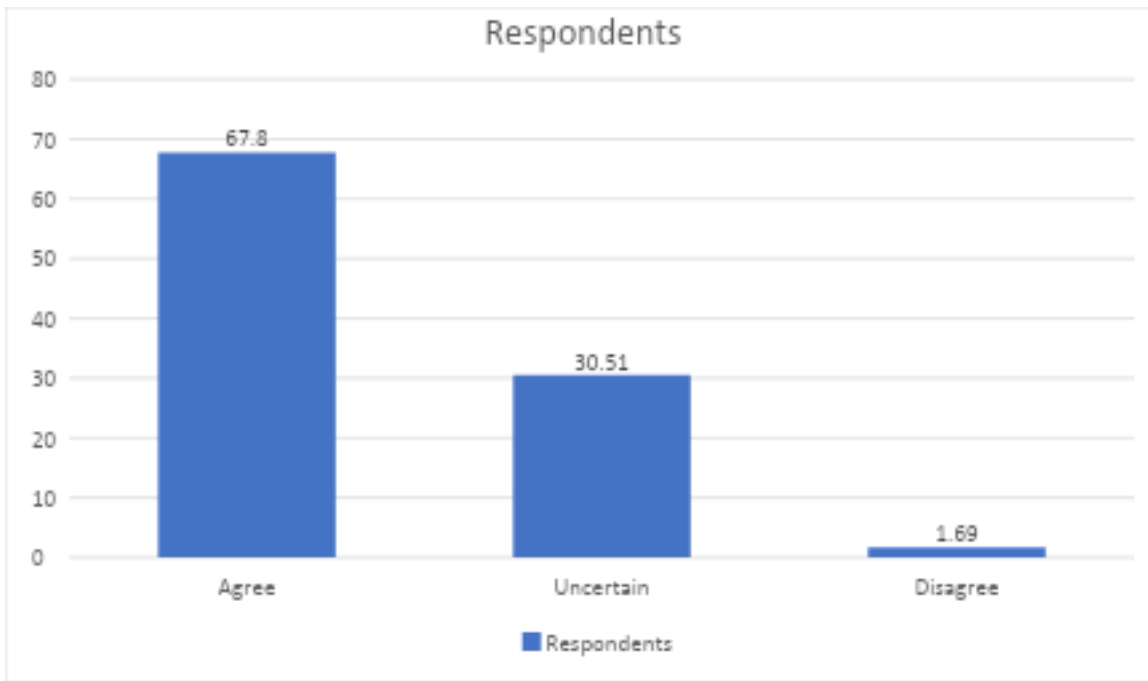


PIE CHART ON SUGGESTION TAKEN AT ALL LEVELS**INTERPRETATION**

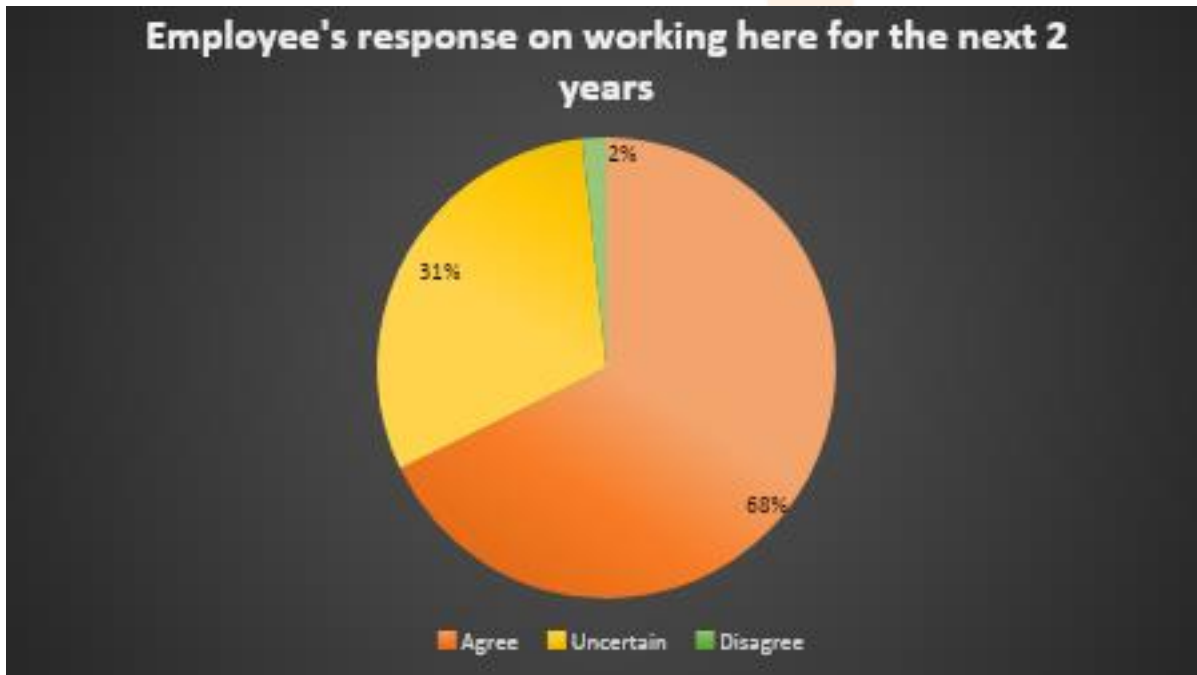
The above table and the charts show that 20.34% of respondents strongly agree that the suggestions are taken at all levels for the management, 57.63% just agree, 13.56% are uncertain, 8.47% disagree and 0% of the respondents voted strongly disagree.

15.THE EMPLOYEE'S SEE THEMSELVES WORKING HERE FOR THE NEXT TWO YEARS.

OPTIONS	RESPONDENTS	PERCENTAGE
Agree	40	67.80
Uncertain	18	30.51
Disagree	1	1.69
Total	59	100



PIE CHART ON EMPLOYEE'S RESPONSE ON WORKING HERE FOR THE NEXT TWO YEARS.



INTERPRETATION

The above table and the charts show that 67.80% of respondents agree that they see themselves working in this hospital for the next two years, 30.52% are uncertain and 1.69% of the respondents disagree.

EMPLOYEE'S FEEDBACK

1. External training should be provided to all the group of staff.
2. Interpersonal relationships to be made strong among departments through activities.
3. Employee satisfaction surveys should be done quarterly.
4. Lift should be made a bit larger and maintained regularly so that it won't get stuck.
5. The washroom's locker should be simpler as the staff and even the patients get locked most of the time.
6. One Xerox machine should be provided in the ward.
7. The waiting time for the patients should be reduced by bringing in more doctors.
8. Employees should be appreciated for their hard work.
9. Leaders could be a little more empathetic towards their subordinates.
10. One more peon should be added as it gets really hard for only one staff to handle the workload all alone.
11. All the staff should be respected and treated fairly by all the other staff regardless of their position or experience.
12. Medical insurance should be provided to the staff and their family.
13. Parking section should be renovated.

RESPONSE OF THE EMPLOYEES ACCORDING TO THEIR GENDER.

SL. NO	QUESTIONS	G	OPTIONS					TOTAL
		M/F	SA/VS	A/S	U/A V	DS/D	SD/V D	
1		M	11	13	6	0	0	30

	How satisfied are you with the job?	F	9	19	1	0	0	29
2	The responsibilities are clearly defined.	M	13	14	2	1	0	30
		F	12	15	2	0	0	29
3	You are appreciated and respected at work.	M	12	15	3	0	0	30
		F	11	17	1	0	0	29
4	Hospital provides a healthy balance between work life and personal life.	M	5	21	2	2	0	30
		F	5	22	2	0	0	29
5	You feel motivated and encouraged in the hospital organization.	M	3	19	4	4	0	30
		F	7	19	2	1	0	29
6	You are rewarded/appreciated for achieving the given targets and goals.	M	6	13	7	4	0	30
		F	8	16	4	1	0	29
7	Are you satisfied with the present salary system?	M		6	22	2	0	30
		F	3	13	11	2	0	29
8	How satisfied are you with the benefits given by the organization?	M	6	16	7	1	0	30
		F	6	18	2	0	0	26
9		M	2	19	4	4	1	30

	The training programs are carried out regularly by the hospital.	F	4	21	0	1	0	26
10	Are you regularly stressed with targets, deadlines, and workloads?	M	7	8	5	9	1	30
		F	2	9	10	8	0	29
11	Performance appraisal is carried out once in a year.	M	9	17	1	0	0	27
		F	11	12	3	0	0	26
12	There is a good relationship among your colleagues.	M	14	16	0	0	0	30
		F	16	13	0	0	0	29
13	Suggestions are taken at all levels for development.	M	5	17	3	5	0	30
		F	7	17	5	0	0	29
14	Do you see yourself working here for the next two years?	M	NA	19	10	1	NA	30
		F	NA	21	8	0	NA	29

FINDINGS:

1. The majority of 42.38% of respondents are aged below 29 years.
2. From the survey 50.84% of respondents are male and 49.16% are females.
3. According to the survey, the majority of 33.90% of respondents have a work experience of 6-10 years in the hospital (SGLEH).
4. 54.23% of the employees agree that they are satisfied with the job as a whole.
5. The majority of 49.15% of the respondents agree that the job responsibilities are clearly defined.
6. 54.23% of the employees agree that they are appreciated and respected at work.

7. A huge majority of 72.84% of the employees agree that the hospital provides them with a healthy balance between work life and personal life.
8. According to the survey, 28.81% of the employees agree that they are regularly stressed with targets, deadlines, and workloads, whereas 28.81% of the employees disagree.
9. 64.41% of the employees agree that they feel motivated and encouraged in the hospital.
10. The majority of 71.43% of the employees agree that the training programs are carried out regularly by the hospital.
11. 55.94% of the employees voted “average” for their satisfaction with the present salary system.
12. 60.71% of the staff are satisfied with the benefits given by the organization.
13. It is agreed by 54.72% of the employees that the performance appraisal is carried out once a year.
14. 50.85% of the employees strongly agree that there is a good relationship among their colleagues.
15. It is agreed by 49.15% of the staff that they are rewarded or appreciated for achieving the given targets and goals.
16. 57.63% of the respondents agree that the suggestions are taken at all levels for development.
17. The majority 67.80% of the employees agree that they see themselves working here in this hospital for the next two years whereas 30.51% of the employees are uncertain about this matter.

SUGGESTIONS:

1. Employees should be appreciated with praise or compliments for the things they do. Salary is not only a factor that provides satisfaction to the employees, especially the staff from the housekeeping department. According to the feedback given by them, appreciation and respect are the major factors that employees think motivate and encourage them while doing their work.
2. The training programs should be conducted regularly for all the group of staff.
3. Employee satisfaction surveys should be conducted more regularly (quarterly or half yearly) to know what the employees are going through. As 30.51% of the staff are uncertain whether they are going to work in this organization for the next two years. So, to increase employee retention survey should be conducted.
4. Relations should be made strong among staff and the different departments for a good working environment through different activities.

CONCLUSION

Based on the findings of the employee job satisfaction project, it can be concluded that addressing specific factors such as work-life balance, recognition, and respect, and providing regular training programs can significantly impact overall job satisfaction levels within the organization. Moreover, implementing targeted interventions based on these findings can lead to improvements in employee morale, productivity, and retention rates, ultimately contributing to organizational success. It is also concluded from the above results that the performance of satisfied employees is superior as compared to dissatisfied employees. Hence, the above results suggested that to improve the performance of employees such as quality of work, productivity, and leadership qualities, organizations should consider obvious factors of job satisfaction. In areas of sales departments such as optical and pharmacy, the staff should be more appreciated or at least once a year rewarded for achieving the best targets, as happy employees are extremely important because they represent the hospital to the customer. So, every organization should develop strategies that strengthen the work environment and increase employee morale and employee satisfaction to enhance employee performance and productivity, which ultimately results in high profits, customer satisfaction as well as employee retention.

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