



Research Article

NURSES SATISFACTION IN APOLLO HOSPITALS, NAVI MUMBAI

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ABSTRACT

Aim: To determine the level of job satisfaction of nursing professionals in Apollo Hospital, Navi Mumbai. **Methods:** The study included nurses from all the departments of Apollo Hospital, Navi Mumbai. 57 Nurses were from Ward, 45 ICU nurses, 6 nurses from Operation Theatre and 42 Nurses from other department which included OPD, Endoscopy and Radiology. The percentage of Female Nurses 111 (74%) was more in number with regards to Male Nurses with a number of 39 (26%). One structured survey questionnaire was administered to the Nurses, which included 6 different parameters mainly; Job Satisfaction, Working Environment, Welfare benefits, Nursing Administration, Current Organization, Training and Education Facilities; all these parameters were evaluated with a total of 28 questions. The questions included both positive and negative questions evaluated on a 5 point Likert-type scale. An Informed consent was taken from each Nurse and Confidentiality was maintained throughout the research. The selection of the Nurses was based on their availability and willingness. The data was collected for a period of 15 days from 02/03/2019 – 17/03/2019. **Results:** 18.7% (28) Nurses were highly satisfied and 81.3% (122) Nurses were satisfied with their Job. **Conclusion:** Satisfied employees play a crucial role in an organization's success, so health care organizations must be aware of the importance of employees' job satisfaction. It is recommended to monitor employees' job satisfaction levels on an annual basis.

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INTRODUCTION

Nurses play an integral and crucial role in any health care organization. Due to various reasons, nurses may experience low levels of job satisfaction, an important factor that influences nurses' clinical performance. Whitman, Van Rooy, and Viswesvaran (2010) found that job performance was positively correlated with job satisfaction and other factors. Job satisfaction is a vital outcome to any healthcare organization as it is an indicator of the status of its employees. Hence, it is important for administrators to understand the foundation of job satisfaction because of the serious impact that dissatisfaction can have in the workplace. In nursing, most of the published studies examine job satisfaction as a key indicator of nurses' performance, cost savings, and quality of patient care (Seago, Spetz, Ash, Herrera, & Keane, 2011).

Job satisfaction is defined as the difference between expectations about the profession and the actual professional experience. It is a significant indicator of how people feel with their Profession, how they meet professional job duties, or otherwise abandons it voluntarily. According to the Bureau of Labor statistics from 2010 to 2020, the number of nursing

professionals is expected to be raised by 26%, partly impacted by the increasing medical needs of an ageing population (Anthony P. Carnevale, 2012) (Mathew, 2015).

Anyway, in today's economy, salary and high satisfaction of being a nurse makes the medical field a very good choice for anyone who likes to help others and not a career. Job satisfaction is an essential element in keeping the workforce of any organization. Lack in professional pleasure not only hinders the pace of work, but also can have adverse effects for the individual, such as the 'burnout' effect (Mrayyan, 2005).

Apollo hospitals are consistently ranked amongst the best hospitals globally for advanced medical services and it has touched the lives of over 45 million patients, from 121 countries. Over the past three decades, Apollo Hospitals' transformative journey has forged a legacy of excellence in Indian healthcare. One of Apollo's significant contributions has been the adoption of clinical excellence as an industry standard by the Nurses. Tender Loving Care (TLC) was at the core of Apollo Hospitals' model of care and it continues to be the magic that inspires hope, warmth and a sense of ease in the patients. Processes are relentlessly improved upon to ensure maximum patient-centricity. In maintaining these quality standards, the nurses play a vital role as they are the primary health care provider for the patient admitted in their institution (Apollo Hospitals Overview, 2017). Hence the researcher

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wanted to find out the Job Satisfaction level of nurses working in Apollo Hospital, Navi Mumbai.

Objectives

The objective of the present paper is to determine the level of job satisfaction of nursing professionals in Apollo Hospital, Navi Mumbai. This paper will emphasize the need to maintain good job satisfaction among Nurses in order to have a smooth functioning of Hospital.

MATERIALS AND METHODS

A Non experimental survey research design was used for the study. The Target population included Nurses of Apollo Hospital, Navi Mumbai. The samples were selected using Simple Random Sampling method, where each and every sample was given equal chance of getting selected. The sample size was 150 Nurses of Apollo Hospital, Navi Mumbai. The data was collected for a period of 15 days from 02/03/2017 – 17/03/2017. Permissions were taken from the Ethical Committee of the hospital, concerned Hospital Authority and Informed Consent was taken from each Nurse regarding Confidentiality and voluntary participation. The tool consisted of two sections; Section A which had Demographic Variable like Age, Gender, Marital Status, Department, Designation and Educational Qualification. Section B consisted of 6 different parameters mainly; Job Satisfaction, Working Environment, Welfare benefits, Nursing Administration, Current Organization, Training and Education Facilities; all these parameters were evaluated with a total of 28 questions.

Sampling Criteria

Inclusion Criteria

- Nurses who are working in Apollo Hospital, Navi Mumbai.
- Nurses who are present and are willing to participate in Research.
- Nurses from all departments of the hospital.

Exclusion criteria

- Nurses who are absent or on leave during the time of data collection

Analysis and Interpretation of Data

Table 1 Description of Nurses based on their Personal Characteristics.

Sr. No	Demographic Variables	Frequency (f)	Percentage (%)
I			
Age			
1	20-25 years	48	32
2	25-30 years	81	54
3	35- 40 years	21	14
4	Above 40 years	00	00
II			
Gender			
1	Male	39	26
2	Female	111	74
III			
Department			
1	ICU	45	30
2	Ward	57	38
3	Operation Theatre	06	04
4	Others	42	28
IV			
Marital status			
1	Married	75	50
2	Unmarried	75	50
V			
Designation			
1	Staff Nurse	144	96
2	Shift In Charge	06	04
VI			
Education			

1	General Nurse Midwifery	51	34
2	B. Sc Nursing	93	62
3	M. Sc Nursing	06	04

Table 2 Distribution of samples based on their level of satisfaction

Sr. No	Level of Satisfaction	Score	Frequency (f)	Percentage (%)
1	Highly Dissatisfied	28 & Below	0	0
2	Dissatisfied	29 – 56	0	0
3	Neutral	57- 84	0	0
4	Satisfied	85- 112	122	81.3
5	Highly Satisfied	113- 140	28	18.7

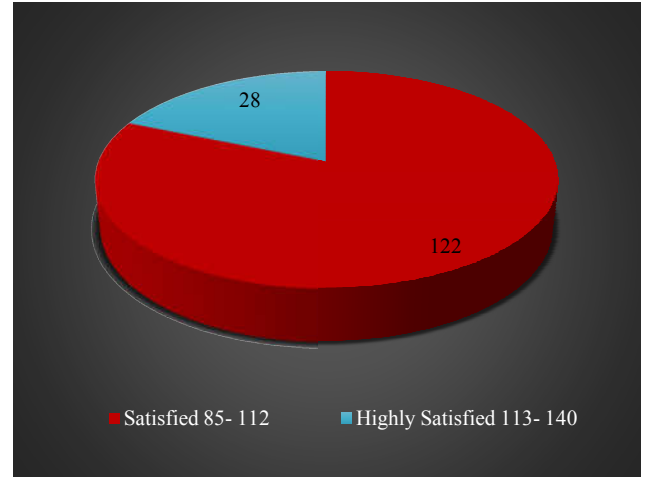


Figure 1 Distribution of samples based on their level of satisfaction

From Table 2 and Figure 1, it can be generalized that 18.7% (28) Nurses were highly satisfied and 81.3% (122) Nurses were satisfied with their Job.

DISCUSSION

Similar results were seen in a research conducted by Warshawsky and Havens (2014) where they surveyed 291 nurse manager and found that themajority of nurses (68%) were either satisfied or very satisfied with their jobs. This suggested that these nurses had a high level of job satisfaction. Job satisfaction plays a vital role related to retaining nurses in the profession (McClure & Hinshaw, 2002). Also, job satisfaction has a strong effect on nurse’s commitment to the organization (Finegan&Laschinger, 2005).

CONCLUSION

Satisfied employees play a crucial role in an organization’s success, so health care organizations must be aware of the importance of employees’ job satisfaction. It is recommended to monitor employees’ job satisfaction levels on an annual basis.

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