

# STAFF NURSES' SATISFACTION WITH WORK RELATIONSHIP: A COMPARATIVE STUDY OF GOVERNMENT AND PRIVATE HOSPITALS OF UDAIPUR DISTRICT

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## ABSTRACT

*The staff nurse is the first level professional nurse in the hospital set up. Working relationship is essential requirement between staff nurses and their administrative to work happily in a hospital. The study was conducted to determine workplace relationship between staff nurses and their administrative working in hospital of Udaipur and its impact on job satisfaction. To serve the objective descriptive research design is used and primary data is collected from 234 respondents with the help of questionnaire. Data is analyzed with the help of weighted arithmetic mean, t-test and chi-square test and it has been concluded that job satisfaction level of government hospital respondents does not differ significantly private hospital staff nurses with work relationship.*

**Keywords:** Staff Nurse, Job satisfaction, Work relationship, Government Hospital, Private Hospital

## INTRODUCTION

The staff nurse is the first level professional nurse in the hospital set up. Therefore by appearance and by word she will be professional at all time. She will be skilled nurse, giving expert bed side care to patient and executing special technical duties in the special areas like operation theatres, intensive care unit, highly dependent unit etc. She also acts as 'de facto' sister as and when situation arises in the ward or department.

A registered nurse, or RN, typically monitors patients, administers medications, keeps records, consults with healthcare providers, and educates patients and more. They typically do not need to meet the master's degree requirement of a nurse practitioner.

Managerial practices in the healthcare sector are facing considerable challenges to improve the performance of medical staff in the ever-growing hospital market conditions. Of particular interest, the ways in which workplace relationships may influence the received information and resources were discussed through two primary sources of relationships with supervisors and colleagues. Prior studies showed evidence on the positive connections between these two relationship categories and the performance appraisal ratings of employees.

The second major category of high-quality workplace relationships involves peer relationships, which are described as equivalent relationships between similar status peers in the organization. These relationships provide significant attributes to a peaceful and productive work environment for several reasons. The coworker relationship (CWR) is referred to as a

primary source of emotional support, career development, and instrumental support as coworkers may have a clear understanding of the working experiences and conditions, as well as gossip about organizational information that cannot be obtained by external employees.

Generally, satisfied nurses tend to be more loyal to their organization. When nurses are satisfied with their jobs, they will have a positive attitude feeling about their jobs. Therefore, it is unlikely that they will change it. Nurses prefer to stay in their organization and work hard for a return. Moreover, if nurses feel that the organization treats them fairly and well; the workers will feel that they are responsible to keep working hard for their organization. Also, in order to maintain their current satisfied jobs, nurses will perform well and work effectively, which is beneficial for the organization. Therefore, in order to increase the employees' level of commitment, the manager can try to increase their nurses' level of job satisfaction.

## REVIEW OF LITERATURE

**Singh R. (2018)** conducted a comparative study on job satisfaction among staff nurses working in private and government hospitals. The study is this study 80 staff nurses selected through random sampling from various private and government hospitals of districts Sangrur. Job satisfaction scale (JSS) was used for measuring the level of job satisfaction. It consists of 30 statements. The test retest reliability works out to be 0.978 and validity coefficient of 0.743. Result shows that the percentage scores for nurses working in private hospital 47.92% and the percentage of nurses working in government settings 52.08%. The percentage scores levels of job satisfaction among nurses working in private hospitals is lower than the nurses working in government hospitals. Nurses working in government hospitals were found better satisfied with their job than the nurses working in private hospitals.

**Tran, K. T., Nguyen, P. V., Dang, T., & Ton, T. (2018)** conducted a study on The Impacts of the High-Quality Workplace Relationships on Job Performance: A Perspective on Staff Nurses in Vietnam. This study analyzed a questionnaire survey of 303 hospital nurses using a structural equation modeling approach. The findings demonstrated the positive effects of high-quality workplace relationships on working manners including higher commitment, lower level of reported job stress, and increased perception of social impact. Notably, the results also demonstrated that relationships between leaders and their staff nurses make a significant contribution to the quality of workplace relationship and nurses' performance. In addition, the social impact was illustrated to positively moderate the association between healthy workplace interactions and job stress; however, it had no significant effect on job commitment. Unfortunately, job commitment was surprisingly found to not be related to performance ratings.

**Abarghouei MR. et. al. (2018)** conducted a cross-sectional study of job stress and burnout and related factors in 306 hospital personnel of Iran. The data were collected using a demographic questionnaire. Result show that the mean job stress scores was above average. The mean burnout dimensions that were above average included emotional exhaustion ( $21.7 \pm 7.27$ ), depersonalization ( $9.61 \pm 3.74$ ) and personal accomplishment ( $26.80 \pm 6.17$ ). While Pearson correlation revealed a significant positive relationship between job stress, emotional exhaustion, and depersonalization, there was a negative relationship between job stress and personal accomplishment ( $p < 0.01$ ). Independent-samples t-test results showed that the rate of job stress, emotional exhaustion, and depersonalization in males is higher than females, married people have more emotional exhaustion than single ones, and, finally, health staffs have more job stress than administrative staff. At the same time, the administrative staff and females have better personal accomplishment than other groups ( $p < 0.05$ ). Researcher concluded that since the rate of job stress in hospital personnel is worrying and it has adverse effects on personnel

health, effective strategies on physical and mental health, such as employment support and stress management training, seem crucial to enhance physical and psychological health of hospital personnel.

**Baddar, Fatma. (2016)** conducted a study on relationship between nurses' job satisfaction and organizational commitment. Descriptive co-relation design was used in this study with 591 nurses participating as a study sample from two different kinds of hospitals. The data collection tools for this study were Minnesota Satisfaction Questionnaire and the Organization Commitment Questionnaire. The finding of the study revealed that, the majority of nurses have fair satisfaction to their job and most nurses had a good commitment to their organization. There was no statistically significant association between total intrinsic and extrinsic scores of satisfaction and total commitment individual domains score. In conclusion satisfied nurses tend to be more loyal to their organization. Therefore the study recommends that administrators and managers in healthcare organizations should give more consideration to nurses' satisfaction and other employees in their institutions due to its tremendous consequences on organization productivity and effectiveness.

**K.S Reshama, K.V Sheetal, R Preetha (2015)** conducted a comparative study of job satisfaction among employees in private and government hospital in Ernakulam District. For the purpose of the study, both primary and secondary data were used. Primary data was collected through questionnaires consisting of 35 questions and secondary data was collected from published documents of hospitals, periodicals, magazines, articles, reports and documents. From the analysis it was found that in private hospital 70% of the employees are satisfied with the employee-employer relationship and 30% of the employees are not fully satisfied with the employee employer relationship in private hospitals. Researcher concluded that employees of government hospitals are dissatisfied mainly due to lack of adequate and modern infrastructure and lack of interpersonal relationship and non up gradation of equipments.

## OBJECTIVE

The purposes of this research paper are as follow:-

1. To compare and measure the level of job satisfaction with work relationship of the staff nurses working in government and private hospitals of Udaipur district.
2. To measure the impact of demographics on job satisfaction with work relationship of the staff nurses.

## HYPOTHESES

Following hypotheses has been tested in this research paper:-

- H<sub>01</sub> There is no significant difference in the level of job satisfaction with work relationship of the staff nurses of government and private hospitals.
- H<sub>02</sub> Demographics such as age, working experience and monthly income of staff nurse do not have any impact on job satisfaction with work relationship.

## RESEARCH METHODOLOGY

**(a) Research Design:** - Descriptive research design was used to compare and measure the job satisfaction with work relationship.

**(b) Sample Design:** - 234 staff nurses were selected by stratified purposive sampling technique. The samples consist of both government (110) and private (124) staff nurses.

**(c) Analysis:** - The data collected was analyzed with the help of various statistical tools like Arithmetic mean, unpaired t-test and chi-square test.

## ANALYSIS & INTERPRETATIONS

### 1. Demographic Profile of Respondents:

Descriptive statistics are illustrated in Table 1, which indicates demographic wise distribution of respondents. Majority of respondents (44%) belong to belong to the age group of below 30 years and 27.40% respondents belong to the age group between 30 to 39 years. Majority of respondents (32.50%) have 10 years or more than 10 years of working experience and 31.20% respondents have less than 3 years of working experience. Majority of respondents (65.80%) are having monthly income of more than Rs. 30000 and 17.10% respondents are working on the monthly income of between Rs.10000 to 20000.

### 2. Job satisfaction of respondents with work relationships

This section will discuss the respondents' job satisfaction with work relationships.

#### 2.1 Overall Job satisfaction of respondents with work relationship:

Table 2.1 is representing the overall job satisfaction of respondents with work relationships. Majority of respondents (N=130, Percentage=55.56) indicated that they were satisfied with work relationships while 3.42% respondents (N=8) indicated that they were highly dissatisfied with work relationships, 6.41% respondents (N=15) opined that they were dissatisfied with work relationships, 20.09% respondents (N=47) were neither satisfied nor dissatisfied while rest of the 14.53% respondents (N=34) were highly satisfied with work relationships. The mean score (15.05) projects that respondents were Satisfied with work relationships.

**Table 2.1: Overall Job satisfaction of respondents with work relationship**

Response	N	Percentage
Highly Dissatisfied	8	3.42
Dissatisfied	15	6.41
Neutral	47	20.09
Satisfied	130	55.56
Highly Satisfied	34	14.53
<b>Total</b>	<b>234</b>	<b>100</b>
<b>Mean Score</b>	15.05	
<b>S.D.</b>	3.18	
<b>Level</b>	<b>Satisfied</b>	

#### 2.2 Job satisfaction of government hospital respondents with work relationship

Table 2.2 is representing the job satisfaction of government hospital respondents with work relationship. Majority of respondents (N=66, Percentage=60) indicated that they were satisfied with work relationship while 2.73% respondents (N=3) indicated that they were dissatisfied, 24.54 % respondents (N=27) opined that they were neither satisfied nor dissatisfied, 12.73% respondents (N=14) were highly satisfied while no one respondent was highly dissatisfied with work relationship. Government hospital respondents have shown high satisfaction (Mean score = 15.39) with work relationship.

**Table 2.2: Job satisfaction of government hospital respondents with work relationship**

Response	N	Percentage
Highly Dissatisfied	0	0
Dissatisfied	3	2.73
Neutral	27	24.54
Satisfied	66	60
Highly Satisfied	14	12.73
<b>Total</b>	<b>110</b>	<b>100</b>

Mean Score	15.39
S.D.	2.30
Level	Satisfied

**2.3 Job satisfaction of private hospital respondents with work relationship**

Table 2.3 is representing the job satisfaction of private hospital respondents with work relationship. Majority of respondents (N=64, Percentage=51.61) indicated that they were satisfied with work relationship while 6.45% respondents (N=8) indicated that they were highly dissatisfied, 9.68% respondents (N=12) opined that they were dissatisfied, 16.13% respondents (N=20) were neither satisfied nor dissatisfied and remaining 16.13% respondents (N=20) were highly satisfied with work relationship. Private hospital respondents have shown satisfaction (Mean score = 14.74) with work relationship.

**Table 2.3: Job satisfaction of Private hospital respondents with work relationship**

Response	N	Percentage
Highly Dissatisfied	8	6.45
Dissatisfied	12	9.68
Neutral	20	16.13
Satisfied	64	51.61
Highly Satisfied	20	16.13
<b>Total</b>	<b>124</b>	<b>100</b>
<b>Mean Score</b>	14.74	
<b>S.D.</b>	3.78	
<b>Level</b>	Satisfied	

**3 HYPOTHESES TESTING**

H<sub>01</sub>: There is no significant difference in the level of job satisfaction with work relationship of the staff nurses of government and private hospitals.

Table 3.1 revealed that job satisfaction level of government hospital respondents with work relationship was better than private hospital respondents. Statistically t-value shows significant difference in the mean score of government & private hospital respondents, which indicates that job satisfaction level of government hospital respondents does not differ significantly private hospital respondents.

**Table 3.1: Difference in satisfaction level of government & private hospital respondents with work relationship**

Government (N=110)		Private (N=124)		t-value	P - Value	Result
Mean	S.D.	Mean	S.D.			
15.39	2.299	14.74	3.782	1.561	.120	Not Significant

Level of Significance = 5%

H<sub>02</sub>: Demographics such as age, working experience and monthly income of staff nurses do not have any impact on job satisfaction with work relationship.

In table 3.2 the test results indicated that chi-square value is significant in the cases which projects that demographics such as working experience and monthly income of respondents have significant impact on job satisfaction. Whereas age of respondents has no significant impact on the respondents' satisfaction with work relationship. So it can be inferred that demographics such as working experience and monthly income of staff nurses have significant impact on job satisfaction with work relationship.

**Table 3.2 Demographics impact on job satisfaction with work relationship**

Demographic Factor	Job satisfaction Level	Total	Chi Square
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		Satisfied (Score>12)	Dissatisfied (Score≤ 12)		Calculated Value	Significance
Age	Below 30 years	84	19	103	2.32	.508
	30-39 years	56	8	64		
	40-49 years	43	11	54		
	50 years and above	12	1	13		
	Total	195	39	234		
Working Experience	Below 3 years	69	4	73	12.39	.006
	3-6 years	49	18	67		
	7-9 years	16	2	18		
	10 years and above	62	14	76		
	Total	196	38	234		
Monthly Income	Below 10000	12	4	16	24.50	.000
	10000 to 20000	36	4	40		
	20000 to 30000	12	12	24		
	More than 30000	136	18	154		
	Total	196	38	234		

Level of Significance = 0.05

**CONCLUSIONS**

From this research following conclusions are drawn:-

1. Results showed that over all respondents were satisfied with work relationship.
2. The results show that government hospital respondents were highly satisfied with work relationship. In other hand private hospital respondents were satisfied with work relationship.
3. Job satisfaction level of government hospital respondents with work relationship was better than private hospital respondents. Statistically t-value shows significant difference in the mean score of government & private hospital respondents, which indicates that job satisfaction level of government hospital respondents does not differ significantly private hospital respondents.
4. The test results indicated that chi-square value is significant in the cases which projects that demographics such as working experience and monthly income of respondents have significant impact on job satisfaction. Whereas age of respondents has no significant impact on the respondents' satisfaction with work relationship. So it can be inferred that demographics such as working experience and monthly income of staff nurses have significant impact on job satisfaction with work relationship.

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