

FACTORS AFFECTING JOB SATISFACTION OF EMPLOYEES WORKING IN HOSPITALS

Parinda V. Doshi

*Assistant Professor, Department of Commerce and Business Management, M. S. University of Baroda,
Vadodara, Gujarat, India*

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ABSTRACT

The health sector is one of the fastest growing sectors in India. Health sector includes services like hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, health insurance, and medical equipment. Hospitals industries alone cover 80 percent of the total healthcare sector in India. Hospitals are service delivering units where employees play a major role in the success of the units. Thus, it becomes important for the organization to see that employees working in the hospitals are satisfied with the work and the organization in which they are working. The current research was conducted with an aim to identify factors affecting the job satisfaction of employees working in hospitals. A measure of central tendency's and factor analysis was performed to identify the factors affecting job satisfaction of the employees working in the hospitals. Role clarity; knowledge to perform the work; support of top management and peers; ease in understanding and following the procedures; availability of sufficient materials and equipment's; cleanliness in the work area; praise, recognition and reward for the work and; co-operation among different departments were observed to be affecting satisfaction of the employees working in the hospitals.

KEYWORDS: *Healthcare, Hospitals, Job Satisfaction, Employees' Satisfaction*