

Job Satisfaction Among Doctors in Government and Private Hospitals

Dr. Rekha Tomar^{1*}

ABSTRACT

The goal of this study was to determine how different hospital types and lengths of service affected doctors' job satisfaction. The study's dependent variable is job satisfaction, whereas independent factors include hospital types and length of service. Data were gathered using the Job Satisfaction Scale, developed by Drs. Amar Singh and T.R. Sharma. A random sample of 150 doctors from various hospitals from the districts of J.P. Nagar and Meerut (75 from government hospitals and 75 from private hospitals) was used to collect the data. Mean S.D. and ANOVA were used to evaluate the data. The outcome shows that length of service and hospital types have a favorable and significant impact on job satisfaction. Private hospital doctors report greater job satisfaction than the doctors of government hospitals. The length of service of the doctors have also found an influencing factor of job satisfaction.

Keywords: *Job Satisfaction, Types of Hospitals, Length of Service, Doctors*

Social connections with the group, the quality of supervision, an individual's success or failure at work, as well as intrinsic and extrinsic factors, all have an impact on how satisfied an employee is with their job. Guion, (2005). In the United States, doctors' job satisfaction was found to be predicted by job security, interactions with coworkers, financial incentives, and cooperative relationships with management. While in Germany, factors such as access to specialized technology, collegial relationships, the amount of administrative work, and opportunities for continuing education all contributed to job satisfaction. Frederick Herzber (1982), proposed that job satisfaction has two components: extrinsic hygiene, which includes aspects like job security, pay, and working conditions, and intrinsic motivation, which includes elements like responsibility and acknowledgment. Higher performance and contentment are made possible by intrinsic motivation elements, whereas discontent is lessened when external motivational components are absent, Oladotun, (2013).

An employee's diverse attitudes influence their level of job satisfaction. In a strict sense, these attitudes are work related and are concerned with things like pay supervision, stability of employment, working conditions, opportunities for advancement, ability recognition, fair evaluation of work, social interactions at work, prompt resolution of grievances, employer

¹Assistant Professor, Department of Psychology, D.S.P.G. College (Aligarh), India

*Corresponding Author

Received: September 17, 2022; Revision Received: December 27, 2022; Accepted: December 31, 2022

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fairness, and other things of a like nature. An employee's attitude can be defined as their readiness to act one way rather than another in relation to certain aspects of their employment, Janus, Baker, Gaitanides, et.al. (2008) b.

One's administration behavior toward coworkers and patients is influenced by their level of satisfaction or dissatisfaction. Doctors job satisfaction affects the doctor-patient relationship and the standard of medical care provided, Ghazali, Shah, and Zaidi, (2007). The person enjoys job satisfaction if the totality of these factors results in positive emotions of fulfilment Al Jenaibi, (2010). The quality of patient care services is directly correlated with employee job satisfaction, motivation, and readiness to devote resources to the task at hand at work, Rigoli and Dussault, (2003). In the labor-intensive health sector. It is crucial to address the issue of doctor job satisfaction.

Dissatisfaction on the part of doctors has severe implications. It has been observed that physicians who are not happy with their professions have unsatisfied patients and are more prone to have physical and mental disorders, Longnecker, (2010). Given the crucial role that doctors play in determining the effectiveness, efficiency, and long-term viability of healthcare systems, it becomes imperative to comprehend how satisfied they are with the organization and other contextual factors. Doctors have more opportunity to develop their personalities, more social respect, better earning opportunities, more potential for growth within the company, a pleasant working environment, and the highest status in society. With their work, they are able to satisfy all of their motivational needs, both internal and external. Because of this, they were completely delighted with their work and services. According to studies, physicians who are satisfied with their jobs provide better treatment (Grol et al. 1985; Keating et al. 2004).

According to Haas et al. (2000), patients of doctors who considered themselves to be very or extremely satisfied with their employment were more satisfied with the quality of their medical care. Grembowski et al. (2005) discovered that there was no correlation between the quality-of-care index and physician job satisfaction. According to this finding, patient contacts and physician opinions of their jobs are unrelated. Many regions of the nation have done polls to determine how satisfied doctors are with their jobs. However, there are not many published data in this region of the nation. In light of this, the current study's goals were to assess the level of job satisfaction among doctors working in government and private hospitals identify the contributing factors.

Objective

To examine the impact of type of hospitals (Government and Private) and length of service on doctor's job satisfaction.

Hypotheses

- The government and private hospital types will not significantly affect how Satisfied doctors are with their jobs.
- Doctors' job satisfaction will not be significantly impacted by their length of service.

METHODOLOGY

Design

The 2 x 3 factorial design was employed for this study. One dependent variable was included along with two independent variables. First independent variable was Types of hospitals, which varied on two levels, i.e. government and private. The length of service,

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which was altered at three levels (1-3 years, 5-7 years, and above 9 years), was the second independent variable.

Sample

150 doctors were chosen for the study. 75 doctors from government hospitals and 75 doctors from private hospitals were chosen. Additionally, there were three divisions within each group based on the length of service: 1-3 years, 5-7 years, and above 9 years. Each group contained 25 subjects as a result.

Tool used

The Job Satisfaction Scale (Sharma & Singh, 1999), was used in present research to assess the job satisfaction level of the participants. This scale examined the degree of job satisfaction in two different categories: job intrinsic (factors inherent in the job) and job extrinsic (factors inherent in the workplace). There are 30 statements on this scale. Each statement offers five possibilities, and the respondent must pick the one that best captures his opinion. Each of the 320 professionals, including an equal number of doctors, attorneys, and college professors chosen using stratified random approach from around the state of Punjab, received this scale in person. The test-retest approach was used to evaluate the job satisfaction scale's reliability, which was found to be 0.978 with N=52 and a gap of 25 days. The scale corresponds favorably with the Muthayya Job Satisfaction Questionnaire, yielding a validity coefficient of .743.

RESULTS

The current study set out to investigate the impact of hospital types and length of service on doctors' job satisfaction. A 2 x 3 factorial design was employed for this. Mean and S.D and Two-Way Analysis of Variance (ANOVA), were computed. Table No. 1 displays Mean and S.D. and table No. 2, displays ANOVA. Tukey HSD test is also used to determine the importance of mean differences. Table No. 3 displays the summary of the Tukey HSD test results. Mean of the results have also been presented graphically in Figure no. 1 and 2. Variance table indicates that F value for factor A (1,144) =13.92, $P < .01$, which is significant. It means types of hospital is an influencing factor for job satisfaction. The computed F value for factor B is (2,144) =58.86, $P < .01$, which is also significant. It means that length of service is also an influencing factor for job satisfaction. The inspection of table no-3 indicates that all the three comparisons are found significant at 01 level. It means that these factors are associated to each other.

Table-1 Mean scores of Job Satisfaction for Factor A (Types of hospitals) and factor B (Length of service)

Type of Hospitals	Length of Service	Mean	S. D	N
Government	1 - 3 Years	42.16	11.05	25
	5 - 7 Years	64.44	24.24	25
	Above 9 Yarrs	86.92	20.23	25
	Total	64.50	26.48	75
Private	1 - 3 Years	61.76	22.03	25
	5 - 7 Years	65.08	28.40	25
	Above 9 Years	104.64	13.24	25
	Total	77.16	29.33	75
	1 - 3 Years	51.96	19.89	50
	5 - 7 Years	64.76	26.13	50

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Total	Above 9 Years	95.78	19.14	50
	Total	70.83	28.56	150

Table – 2 Summary of Analysis of Variance (ANOVA) for Job Satisfaction

Source of Variance	SS	D.F	M S	F
A (types of hospitals)	6004.07	1	6004.00	13.92**
B (length of service)	50771.21	2	25385.60	58.86**
A x B	2728.09	2	1364.04	3.16
Within treatment (error)	62103.52	144	431.27	
Total	121606.83	149		

** $F_{.99}(1,144) = 6.82$

** $F_{.99}(2,144) = 4.76$

Table- 3 Summary table of Tukey HSD for mean comparisons for factor B (length of service) on job satisfaction

Ordered Means	Ordered Means		
	(B ₁) 51.96	(B ₂) 64.76	(B ₃) 95.78
(B ₁) 51.96	---	12.80**	43.82**
(B ₂) 64.76	---	---	31.02**

** $p < .01$

Figure 1: Mean Scores of job satisfaction for factor A

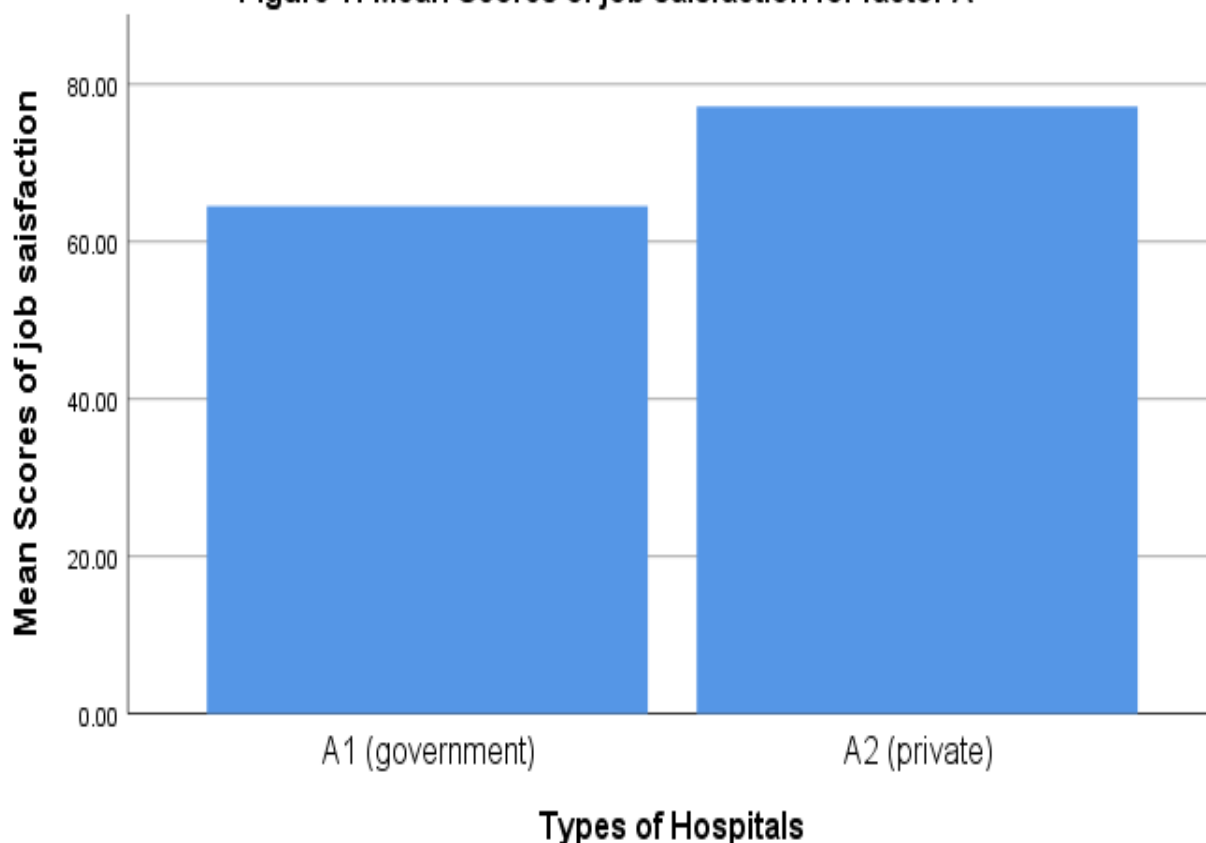
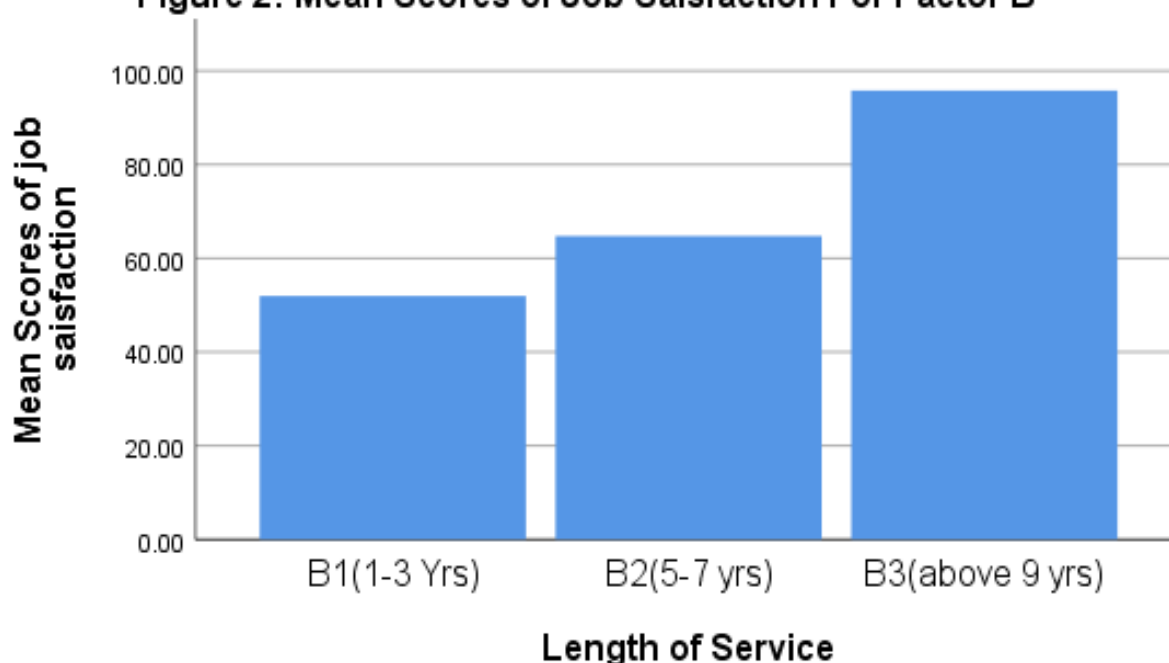


Figure 2: Mean Scores of Job Saisfaction For Factor B



DISCUSSION

The first finding related to job satisfaction clearly reveals that the doctors related to private hospitals have more job satisfaction as compared to the doctors related to government hospitals.

The possible suggestion for the extent of work satisfaction among private sector professionals may be the variables which influence the work satisfaction. In private sector there is autonomy, good social relationship with colleagues, cohesiveness, more exposures towards carrier opportunities. These factors make them more satisfied with their job.

The other factor may be social context which makes the professionals of both sectors satisfied with their work. This social context includes the relationship with colleagues and the intrinsic satisfaction from the side of patients care. This thing is very positive in health care sectors. But the difference occurs in government and private sector due to work schedule, work load, pay and autonomy and the most important factor is the work place. According to Pillay (2009), in government sector there is a lot of risk of infection, risk of injury and personals safety risk. The government schemes and policies are not very satisfied as compared to private sector schemes. Pillay (2009) highlighted in this study that private sector professionals were generally satisfied while public sector professionals were generally dissatisfied.

The working condition in private sector have hygienic environment, low risk of infection and low risk of injury. The difference in satisfaction level also occurs due to resources available. These resources are advanced technical instruments, medication, and examination facilities. Westaway et al. (1996), Lephoko, Bezuidenhout, and Roos (2006) also supported above views. Peters et al. (2010) found that job conditions were better overall in the private sector than in the public sector.

The present research finding is also supported by Borrows and Wesson (2000), who found private sector employees significantly more satisfied with their career opportunities than

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their public sector counterparts. Training opportunity is also an important factor in private doctors which makes them motivated and full of confident due to their updating knowledge. These factors work as satisfactory variables in job.

On the basis of research finding and studies, now it may be concluded that the professionals related to private sectors have more job satisfaction as compared to the professionals related to government sector or hospitals.

The second finding related to present research clearly indicate that length of service is also an influencing factor which affect the level of job satisfaction. The finding reveals that as the length of service increases, the level of satisfaction regarding job also increases.

On the basis of this finding various suggestion may imply. The most common fact is that as soon as the experience regarding particular job increases all the 'prose and cones' becomes clear of that particular working field. The clear picture, information, enhanced skills, create interest and passion for the particular job. Many other studies have shown that older workers are more satisfied than younger workers (Birdi, Warr and Oswald 1995 & Pathman et al. 2002). This could be attributed to better adjustment at work, greater rewards, less conflict between work and personal life (Birdi, Warr and Oswald 1995 & Linn et al. 1985). Additionally, Campbell, Fowles and Weber (2004) in their study found that the number of years of employment for professionals was significantly correlated with their job satisfaction. In agreement, the present study revealed that senior doctors had significantly higher score of job satisfaction than the junior ones.

Another aspect may be the feeling of stability which emerges after a long service. On the contrary when there is less experience employee perceives the things uncomfortably. New working conditions, new place, new situations to confront, as well as sometime the employee seeks more opportunities in other professional areas. There is also adjustment problem in starting with employee in facing new situation with a new job. All these things collectively make the employees less satisfied with their job. The study conducted by Rosta and Gerber (2008), also reveals the same findings. The study was conducted on the doctors related to different specialties. The finding reveals that the doctor's status as junior physician was significantly dissatisfied 'regarding their working hour', payment', physical working condition' and 'recognition for good work.

On the basis of present findings and numerous studies, it may be evaluated that as the length of service increases, the level of job satisfaction also increases.

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Acknowledgement

The author appreciates all those who participated in the study and helped to facilitate the research process.

Conflict of Interest

The author declared no conflict of interest.

How to cite this article: Tomar, R. (2022). Job Satisfaction Among Doctors in Government and Private Hospitals. *International Journal of Indian Psychology*, 10(4), 2142-2148. DIP:18.01.202.20221004, DOI:10.25215/1004.202