

Level of Job Satisfaction and Self Esteem among Doctors of Private and Government Hospitals

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ABSTRACT

The efficiency and accountability of any organization mostly depends on the correct application of force and efforts of its personnel. If the force of motivation and satisfaction is high, the ability and professional aptitude in the organization will work effectively. The purpose of present study is to measure and compare job satisfaction and self esteem among doctors of private and government hospitals. The sample of this study includes 80 doctors, 40 from government and 40 from private hospitals. Structured questionnaires were used to collect primary data for the study. Findings of the study revealed that doctors of private hospitals have greater job satisfaction than the doctors of government hospitals. Findings might be interpreted in terms of specialist doctors' move in private hospitals due to availability of modern equipments, good working conditions, recognition and challenging work and chances of advancement.

Keywords: Self esteem, Job Satisfaction, Public and Private sector

The efficiency and accountability of any organization mostly depends on the correct application of force and efforts of its personnel. If the force of motivation and satisfaction is high, the ability and professional aptitude in the organization will work effectively. Health and performance are interdependent to each other. Good health is the foundation of healthy routine and performance. A healthy person will do better in every aspect of life, such as professional, family marital as well as social life. Motivation towards service in Government sector has increasingly been accepted as a central construct in public personnel management and public HRM research. In recent years, research on public service motivation has grown substantially (Perry and Hondeghem, 2008) and has now reached a point where it finally lives up to its status of being 'one of the big questions of public management' (Behn 1995).

REVIEW OF RELATED LITERATURE

Jayasuriya et al (2012) researched on rural health workers and their work environment: The results of this study showed that there was significant difference in the level of job satisfaction

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by age and years in the profession. Higher levels of overall job satisfaction and intrinsic satisfaction were seen in nurses employed by Church facilities compared to government facilities. Ownership of facility, work climate, supervisory support and community support predicted variation in job satisfaction. The factors contributing most were work climate and supervisory support.

Kaplan et al (2012) investigated relationship between job satisfaction and organizational commitment: the case of hospital employees. The results of this study revealed that job satisfaction was positively and significantly correlated with affective commitment. In addition, job satisfaction was positively related to normative commitment and it was found that job satisfaction had no effect on continuance commitment.

Harouna (2011) conducted a study in capital city of Niger among 203 public sector employees. The employees were found to be satisfied with colleagues, supervisors and nature of work itself. But they felt that management could provide them with higher salary and better opportunities for promotion. Except marital status, all other demographic variables were found to be strongly related with job satisfaction.

Kumar et al. (2013) reported that low level of overall satisfaction among workers in public sector health care organization considering the factors responsible for this state of affairs, urgent and concrete strategies must be develop to address the concerns of public health professionals as they represent the highly sensitive domain of health system.

METHODOLOGY

Statement of the Problem:

The present investigation attempts to measure “*Level of Job Satisfaction and Self Esteem among Doctors of Private and Government Hospitals*”

Significance of the Problem:

Though there is a general perception that currently doctors are adequately satisfied with their jobs, yet formal medical research over the subject is meager all over the world. The same phenomena holds true for India where excessive psycho-socio stressors have made doctors more prone to deteriorated job satisfaction and self esteem. In last two decades, a lot of research has been done to evaluate job satisfaction in medical staff. Doctors' individual motivations for acting in a certain way are taken into consideration only when they can be conceptualized primarily in an economic sense. Attention has so far been paid to the influence that a change in working conditions and the professional self image of doctors has on healthcare provision for patients and on how attractive the job of a doctor is perceived to be. The results of present study will provide good opportunity for hospital management and its similar institutes to understand influence of motivation related factors on job satisfaction and self esteem to take necessary steps to eliminate the factors which affect job satisfaction and to strengthen motivation and self esteem related factors.

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Operational Definitions:

- **Self Esteem:** Self-esteem reflects a person's overall subjective emotional evaluation of his or her own worth. It is a judgment of oneself as well as an attitude toward the self. Self-esteem encompasses beliefs about oneself. It is the positive or negative evaluations of the self, as in how we feel about it.
- **Job Satisfaction:** Job Satisfaction is simply how content an individual is with his or her job, in other words, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision. It is multidimensional psychological responses to one's job are involved. It is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences.

Objectives:

1. To examine and evaluate the level of job satisfaction among doctors of private and government hospitals.
2. To assess the self esteem among doctors of private and government hospitals.
3. Make recommendations for the focus and development of future research among young medical professionals with reference to job commitment, job satisfaction and self esteem.

Hypotheses:

1. There will be no significant mean difference among doctors of private and government hospitals with reference to dimensions of job satisfaction.
2. There will be no significant mean difference among doctors of private and government hospitals with reference to dimensions of self esteem.

Research Design:

The present study is not possible experimentally because of nature of investigation. The researcher adopted the quantitative descriptive research for gaining the objectives of the study. It is the survey quantitative research in which the event has already occurred and the effects of the variables were studied by qualitative analysis.

Variables:

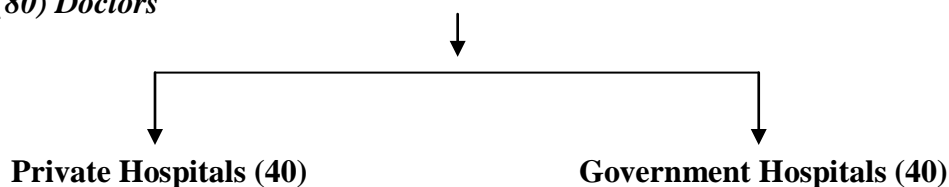
For the present research work, two categories of doctors regarding their place of appointment i.e. private and government hospitals were selected, whereas job-satisfaction and self esteem of male and female doctors are dependent variables.

Sample:

In the present investigation, researcher has selected a sample of 80 doctors, randomly consisting of both males and females from Jodhpur district. Total sample was divided into two groups i.e. doctors of private hospitals (40) and government hospitals (40).

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Total Sample (80) Doctors



Tools:

1. Job Satisfaction Scale: The present scale was developed by Singh, A. and Sharma, T.R. (2012). The level of job satisfaction was measured in two types of areas-job intrinsic (factors lying in the job itself) and job-extrinsic (factors lying outside job). Job-intrinsic area was further conceptualized as job concrete (say: excursions, working condition etc.) and job-abstract (say: cooperating, democratic functioning etc.); and job-extrinsic area as consisting of three components viz. psycho-social aspects, financial aspects and community/nation growth aspect. There are 30 statements. Each statement has five alternatives from which a respondent has to choose any one which candidly expresses his responsive view. The positive statements carry a weightage of 4, 3, 2, 1 and 0 and the negative ones a weightage of 0, 1, 2, 3 and 4. The total score gives a quick measure of satisfaction/dissatisfaction of a worker towards his job. The minimum and maximum range of score is 00 (zero) to 120.

2. Self Esteem Inventory: This inventory was developed by Prasad, M.S. and Thakur, G.P. (1977). The inventory consists of 30 items. These 30 items further divided into desirable 17 and 13 undesirable. Desirable items will score 7 if answered completely true and 1 if answered completely false. The socially undesirable item would be scored in opposite manner i.e. the completely false point would get 7 score and completely true would get 1 score.

Data Collection Procedure:

To conduct present study, the investigator used 'survey method' of research. Descriptive research studies were designed to obtain pertinent and precise information concerning the current status of any phenomena (*Garrett, 2006*).

The investigator with great interest planned the data collection soon after selecting sample and finalizing the research. Doctors of Private and Government Hospitals were approached. Some of them asked researcher about aims and objectives of this investigation. After fulfilling some official formalities and conditions, arrangements to meet the doctors were made. The researcher explained the importance of research work and collected the data after ensuring to maintain their confidentiality. The group was divided equally in male and female doctors. Each subject was given a questionnaire one after another in same sequence. All the subjects were requested to read statements one after the other and give their responses in response column by choosing appropriate response for each statement, whichever they felt correct and appropriate. The expectations of the questionnaire from the subjects were explained in detail. The investigator

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clarified and explained the doubts, if they had any. The respondents were requested not to leave any item unanswered and incomplete.

Scoring:

In the present study, scoring of the obtained data was done with help of respective manuals available for the test. The data have been arranged in the respective tables according to the statistical test applied.

Statistical Analysis:

In this study to find out the significant difference between groups of doctors student 't' test, Mean and SD were calculated.

RESULT AND DISCUSSION

Table 1:- Showing Mean, Standard Deviation & 't' values between doctors of private and government hospitals on dimensions of job satisfaction.

Factors	Group	N	Mean	SD	't'	Sig. Level
Job Concrete	Private	40	26.82	5.10	4.14	p<.01
	Govt.	40	22.62	3.87		
Job Abstract	Private	40	24.47	2.83	4.52	p<.01
	Govt.	40	21.40	3.23		
Psycho-Social	Private	40	26.10	4.61	5.49	p<.01
	Govt.	40	20.62	4.28		
Economic	Private	40	18.82	6.38	4.10	p<.01
	Govt.	40	14.10	3.50		
Community Growth	Private	40	17.27	2.68	1.49	NS
	Govt.	40	16.25	3.41		
Overall Satisfaction	Private	40	113.50	11.13	7.92	p<.01
	Govt.	40	95.00	9.71		

When independent sample 't' test was applied to check the impact of place of appointment i.e. private sector or government sector on Job Satisfaction Dimension 1 (Job concrete) among doctors of private and government hospitals then significant 't' value was found. The 't' value is reported 't' = 4.14, $p < .01$ (Table no.1.1). It reveals that mean scores of doctors working in private and government hospitals are 26.82 (SD = 5.10) and 22.62 (SD = 3.87) respectively. On the basis of significant mean difference it can be said that doctors working in private hospitals are more satisfied on Job concrete. They are more satisfied in terms of place of posting and working conditions as compared to doctors working in government hospitals.

Results reveal that place of appointment had significant impact on job satisfaction. Table no. 1.2 indicated 't' ratio and mean values for Job abstract. In which mean for doctors of private hospitals is 24.47 (SD = 2.83) and for doctors working in government hospital is 21.40 (SD =

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3.23). Whereas, value for 't' ratio is significant (39.98, $p < .01$). Doctors of private hospitals have high Job Satisfaction Dimension 2 (Job abstract), whereas doctors of government hospitals have average Job Satisfaction. Doctors working in private hospitals have greater characteristics in terms of Job Satisfaction such as emphasizing useful and practical values, concerned with the business world or other practical affairs. Therefore, it can be said that job satisfaction is specially the matter of better job conditions irrespective of qualification and designation that are generally related to satisfaction levels.

A perusal of Table no. 1.3 shows that 't' ratio and mean value for Job Satisfaction dimension 3 was found significant 't' = 5.49, $p < .01$; Doctor of private hospital scored higher mean ($M = 26.10$, $SD = 4.61$) as compared to doctors from government hospital ($M = 20.62$, $SD = 4.28$). Thus, it can be interpreted that doctors working in private hospitals have greater psycho-social Job satisfaction than doctors working in government hospitals.

Table no. 1.4 reported that mean score of doctors working in private hospitals are higher ($M=18.82$, $SD=6.38$) than the doctors working in government hospitals ($M=14.10$, $SD=3.50$) on job satisfaction dimension economic. Significant 't' value is to be found 't' = 4.10, ($p < .01$). Findings suggested that doctors working in private hospitals are more satisfied in terms of salary, allowances and overall financial security.

In the same way table 1.5 highlighted insignificant mean differences among doctors working in private and government hospitals. Mean scores of both the group i.e. private and government doctors are $M=17.27$, $SD=2.68$ and $M=16.25$, $SD=3.41$ respectively. Mean difference is also to be found insignificant 't' = 1.49, ($p > .05$). On the basis of insignificant mean difference one can well imagine that both the groups of doctors have more or less similar perception towards community growth traits like quality of life, national economy etc.

Table 1.6 reported overall job satisfaction among the doctors. Doctors working in private hospitals have scored higher mean ($M=113.50$, $SD=11.13$) as compared to doctors working in government hospitals ($M=95.00$, $SD=9.71$). Further, significant mean difference ($t=7.92$, $p < .01$) was observed for overall dimensions of job satisfaction. Findings highlighted that doctors working in private hospitals have greater traits of job satisfaction so far job concrete, job abstracts, psycho-social and economic dimensions in comparison to doctors working in government hospitals. Hence, H_0 is strongly rejected and partially accepted. It is rejected with reference to job satisfaction dimension job concrete, job abstract, psycho-social and economic whereas the hypothesis is maintained for job satisfaction dimension community growth. Hence, low level of overall job satisfaction among doctors in government sector was reported. Considering the factors responsible for this state of affairs, urgent and concrete strategies must be developed to address the concerns of public health professionals as they represent a highly responsive domain of health system of India.

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Table 2:- Showing Mean, Standard Deviation & 't' values between doctors of private and government hospitals on dimensions of self esteem.

Factors	Group	N	Mean	SD	't'	Sig Level
Socially Desirable	Private	40	100.07	10.14	0.69	NS
	Government	40	101.52	8.45		
Socially Undesirable	Private	40	67.20	11.07	8.01	p<.01
	Government	40	43.00	15.57		

It is evident from Table 2.1 that significant difference is to be not found between doctors of private and government hospitals on self esteem dimension socially desirable ('t' = 0.69, $p > .05$). Mean score of doctors working in private hospital and doctors working in government hospitals are 100.07 (SD=10.14) and 101.52 (SD=8.45) respectively. On the basis of this insignificant difference one can say conclusively that place of appointment has no effect on self esteem of doctors; both the groups of doctors have by and large similar level of self esteem. All the doctors have similar level of positive self.

Furthermore, results summarized in Table 2.2 that mean values for self esteem dimension socially undesirable behaviour is to be found for doctors of private hospitals is $M=67.20$ (SD=11.07) and for doctors working in government hospitals is $M=43.00$ (SD=15.57) respectively, this shows there is a significant difference and the 't' value is 8.01 ($p < .01$). It shows that H_02 is partly rejected or partly accepted. It is repudiated with socially undesirable wherein it is sustained on socially desirable domain of self esteem. Thus, it can be concluded that government doctors have more negative self than the doctors of private hospitals. Finding might be interpreted in terms of lack of Short courses on stress management, advices by trained psychotherapists and encouragement to seek immediate remedy can curb the early symptoms of stress and anxiety.

CONCLUSION

The study was carried out among 80 respondents who voluntarily filled up the questionnaire related to job satisfaction and self esteem. Contrary to common perception of medical profession being a noble profession where dedication and social service should be the motivation for their occupation. It is viewed as a job satisfaction is dependent upon various factors just like in other professions. Less job satisfaction among junior doctors and doctors in teaching profession needs to be taken note of and attempts should be made to address the significant aspects to improve job satisfaction among all doctors. The smooth functioning of a health care organization is significantly dependent on the performance of medical professionals. Highly motivated professionals perform their jobs well and motivation to do so comes from their perception of the job being satisfactory. The study reveals that job satisfaction of private hospital doctors is more than government hospital doctors as a result, specialist doctors move in private hospitals due to

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availability of modern equipments, good working conditions, recognition and challenging work and chances of advancement.

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Conflict of Interests

The author declared no conflict of interests.

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