

## JOB SATISFACTION OF THE EMPLOYEES IN GOVERNMENT MEDICAL COLLEGES IN HIMACHAL PRADESH

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### ABSTRACT

Job satisfaction is a combination of psychological and environment circumstances that causes a person truthfully to say, "I am satisfied with my job". The term job satisfaction or work satisfaction have been given different connotations. The term job satisfaction is the favourableness with which the individual or employees view their work. Job satisfaction than is employees' judgment of how well his job on the whole is satisfying his various needs. Job satisfaction depends upon the performance of work and emotional aspects of individual experience towards the job. Job satisfaction is the perception on internal responses i.e. feeling etc. Job satisfaction consists of fettered through and individual system of norms, values, expectations as so on. It is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience. The study was focused on the job satisfaction among Para Medical Employees of Government Medical Colleges in Himachal Pradesh. Indira Gandhi Medical College and Rajender Prasad Medical Colleges were selected for the purpose of the study, because both the Colleges are oldest colleges in Himachal Pradesh. Various methods were used to come over any conclusion. The data was collected through primary source with the help of pre tested questionnaire and schedule. Though there were few employees, who gave their opinion without fear or hesitation, but a large number of them showed hesitation and helplessness in giving their opinion independently.

### INTRODUCTION

Modern society is an organisational society. In this sense industry is also a social institution. Human resource is one on them most important and precious of all the resources on the earth and work is related with the fulfillments of the human needs. Job satisfaction is mainly based on the needs of the individual. As a materialistic world now-a-days, man has to meet multifarious problems in life. If an individual is not satisfied with the working conditions, office atmosphere having no cordial relationship with follow employees as well as with management, lack of promotional, avenues etc, there can never be job satisfaction in an organisation government departments, or private enterprises. Job satisfaction results when job characteristics and wants of employees are in agreement. It relates to inner feelings of the worker regarding his job. Job satisfaction may be of an individual or a group. There may be positive or negative. When we study the interaction between human needs and organizational climate, several questions arise - such as what does workers expect from job and the organisation? How to attitudes of workers affect the quantity and quality of product? What do they think about the government policy? The answer to all these questions may be that they think favourably, if they are satisfied with their job or if they are unsatisfied they will think unfavourably. Thus, job-satisfaction is the key to the main problems. "Job satisfaction is the degree to which an individual feels positively or negatively about the various facets of the job tasks, the work setting and relationships with co-workers." Job satisfaction has been defined as, an attitude which results from balancing and summation of many specific like and dislikes experienced in connection with the job. This evaluation may

rest largely upon one's own success of failure in the achievement of personal objectives and upon the perceived contribution of the job and company towards these ends". The job satisfaction is a nebulous concept. Vroom has defined it as the positive orientation of any individual towards the work role which he is presently occupying. "Herzberg concluded that job satisfaction and dissatisfaction do not come from the presence or absence of one set of factors, which Herzberg called "Satisfiers" (motivating factors) and "Dissatisfactory" (hygiene factors). The satisfiers that is the factors that motivate employees to perform well and led to their feelings of satisfaction included achievement, recognition, responsibility and advancement. The dissatisfies included factors such as salary, working conditions and company policy. Positive ratings for these factors did not lead to Job satisfaction but merely to the absence of dissatisfaction. It was Tennyson who said. "I am a part of all I have met" When an employee joins a job, there are these confusions in his mind that how will be the nature of his institute, how will be the behavior of his colleagues and seniors, what will be the ferities he will gain there. These aspects affects his attitude and motivate to work or not". Morale and "Job satisfaction "affects the productivity of the organization. The opinion of the respondents regarding job satisfaction on various indicators is given below:

**Table No. 1. Opinions regarding what the respondents think about their job**

Name of the Institution	No. of Respondents	Very much Valuable		Valuable		Not-Valuable	
		Nos.	%age	Nos.	%age	Nos.	%age
IGMC Shimla	50	20	40.00	20	40.00	10	20.00
RPMC Tanda	50	24	48.00	22	44.00	4	08.00
Total	100	39	39.00	42	42.00	14	14.00

Source: Primary Probe

Table number 1 reveals that 40 percent respondents of Indira Gandhi Medical College and 48 percent respondents of Rajender Prasad Medical College considered their job to be very much valuable. 40 percent sample respondents of Indira Gandhi Medical College, 44 percent of Rajender Prasad Medical College said that their job is valuable. 20 percent sample respondents of Indira Gandhi Medical Colleges and 8 percent of Rajender Prasad Medical College said that job is not valuable. Thus, it is clear from the above analysis that maximum number of respondents in both medical colleges were of the opinion that their job is valuable.

**Table No. 2. Opinion regarding satisfaction of the job**

Name of the Institution	No. of Respondents	Yes		No	
		Nos.	%age	Nos.	%age
IGMC Shimla	50	35	70.00	15	30.00
RPMC Tanda	50	25	50.00	25	50.00
Total	100	60	60.00	40	40.00

Source: Primary Probe

Table 2 shows that 70 percent respondent of Indira Gandhi Medical College Shimla, 50 percent respondents of Rajendera Prasad Medical Colleges Tanda (Kangra) Indira Gandhi Medical Colleges were satisfied with their job. 30 percent of Indira Gandhi medical colleges and 60 percent respondents from Rajender Prasad Medical Colleges Tanda respondents were not satisfied with their present job. Thus it is evident from the above analysis that majority of respondents of both colleges were of the opinion that they were satisfied with their job.

**Table No. 3. Opinion regarding satisfaction with the organisational climate**

Name of the Institution	No. of Respondents	Highly Satisfied		Satisfied		Not-Satisfied	
		Nos.	%age	Nos.	%age	Nos.	%age
IGMC Shimla	50	5	10.00	33	66.00	12	24.00
RPMC Tanda	50	8	16.00	35	70.00	7	14.00
Total	100	13	13.00	68	68.00	19	19.00

Source: Primary Probe

Table 3 shows that 10 percent respondents of Indira Gandhi Medical College and 16 percent respondents of Rajender Prasad Medical College were highly satisfied with the climate prevailing in their organization, whereas 66 percent of Indira Gandhi Medical College, 70 percent of Rajindra Prasad Medical College was satisfied with the climate prevailing in the organization. 24 percent respondents of Indira Gandhi Medical College and 14 percent Rajender Prasad Medical College were not satisfied with the climate prevailing in their organization. Thus it is clear from the above analysis that maximum number of respondents are of the opinion that they are satisfied with the climate prevailing in their organization.

**Table No. 4. Opinion regarding emoluments the employees is getting**

Name of the Institution	No. of Respondents	Highly Sufficient		Sufficient		Not-Sufficient	
		Nos.	%age	Nos.	%age	Nos.	%age
IGMC Shimla	50	5	10.00	30	60.00	15	30.00
RPMC Tanda	50	6	12.00	30	60.00	14	28.00
Total	100	11	11.00	60	60.00	29	29.00

Source: Primary Probe

Table 4 shows that 10 percent respondents of Indira Gandhi Medical College, 12 percent respondents of Rajindra Medical Collage were of the opinion that they are getting highly sufficient emoluments. Whereas 60 percent Rajindra Prasad Medical College were of the opinion that they are getting sufficient emoluments. Only 30 percent respondents of Indira Gandhi Medical College and 28 percent respondents are Rajindra Prasad Medical College were of the opinion that they are not getting sufficient emoluments. Thus it is clear from the above analysis that maximum number of respondents are of the opinion that they are getting sufficient emoluments.

**Table No. 5. Opinion regarding joining of other institution in case of batter salary offered**

Name of the Institution	No. of Respondents	Yes		No		No Opinion	
		Nos.	%age	Nos.	%age	Nos.	%age
IGMC Shimla	50	32	64.00	15	30.00	3	06.00
RPMC Tanda	50	25	50.00	18	35.00	7	14.00
Total	100	57	57.00	33	33.00	10	10.00

Source: Primary Probe

Table 5 reveals that 64 percent of Indira Gandhi Medical College, 50 percent respondents of Rajindra Prasad Medical College was of the opinion that they were in favour of joining other institution in case better salary offered. Whereas 30 percent of Indira Gandhi Medical College and 35 percent of Rajindra Prasad Medical College respondents were not favour of joining other institution it better salaries are offered. Only 06 percent respondents of Indira Gandhi Medical College, 14 Percent of Rajindra Prasad Medical College gave no opinion about joining other institutions. It is clear from

the above analysis that maximum respondents were in favour of joining other institution of better salary were offered by other organization.

**Table No. 6. Opinion regarding management of Institution**

Name of the Institution	No. of Respondents	Well Managed		Fairly Managed		Poorly Managed	
		Nos.	%age	Nos.	%age	Nos.	%age
IGMC Shimla	50	15	30.00	35	70.00	0	0.00
RPMC Tanda	50	15	30.00	30	60.00	5	10.00
Total	100	30	30.00	65	65.00	5	05.00

Source: Primary Probe

Table 6 reveals that 30 percent respondents of Indira Gandhi Medical College and 30 percent of Rajender Prasad Medical College were of the opinion that their institution was well managed. 70 percent respondents of Indira Gandhi Medical College and 60 percent respondents of Rajender Prasad Medical College said that their institution was fairly managed. Only 10 percent respondents of Rajender Prasad Medical College said that their institution was poorly managed. Thus it is clear from the above analysis that maximum respondents feel that their institution was fairly managed.

**Table No. 7. Opinion regarding communication process between superior and subordinate**

Name of the Institution	No. of Respondents	Yes		No		No Opinion	
		Nos.	%age	Nos.	%age	Nos.	%age
IGMC Shimla	50	15	30.00	25	50.00	10	20.00
RPMC Tanda	50	25	50.00	10	20.00	15	30.00
Total	100	40	40.00	35	35.00	25	25.00

Source: Primary Probe

Table 7 reveals that 30 percent respondents of Indira Gandhi Medical College and 50 percent of Rajindra Prasad Medical College were of that the communication process was working well in their institution, 50 percent respondents Indira Gandhi Medical College and 20 percent of Rajindra Prasad Medical College said that communication process was not working well in their institution. Only 20 percent respondents of Indira Gandhi Medical College and 30 percent of Rajindra Prasad Medical College gave no opinion. Thus it is evident from above analysis that of two medical colleges are divided on this issue. Some said that communication process of working well. Other respondents were of the opinion that communication process was not working well in their institution.

**Table No. 8. Opinion regarding motivation and encouragement by the superior**

Name of the Institution	No. of Respondents	Yes		No	
		Nos.	%age	Nos.	%age
IGMC Shimla	50	36	72.00	14	28.00
RPMC Tanda	50	25	50.00	25	50.00
Total	100	61	61.00	39	39.00

Source: Primary Probe

Table 8 shows that 72 percent respondents of Indira Gandhi Medical College and 50 percent respondents of Rajindra Prasad Medical College were of the opinion that their superior motivates and encourages them to achieve organization goal. 28 percent respondents of Indira Gandhi Medical College and 50 percent Rajender Prasad Medical College were of the opinion that they were not motivated and encouraged by their

superior. Thus, it is clear from above analysis that maximum respondents were of the opinion that they are encouraged and motivated by their superior.

**Table No. 9. Opinion regarding extra wages for extra work**

Name of the Institution	No. of Respondents	Yes		No	
		Nos.	%age	Nos.	%age
IGMC Shimla	50	18	36.00	32	64.00
RPMC Tanda	50	20	40.00	30	60.00
Total	100	38	38.00	62	62.00

Source: Primary Probe

Table 9 shows that 36 percent respondents of Indira Gandhi Medical College and 40 percent of Rajindra Prasad Medical College were of the opinion that they get the extra wages for extra work. Whereas 64 percent respondents of Indira Gandhi Medical College and 60 percent of Rajindra Prasad Medical College were of the opinion that they were not paid extra wages for extra work. Thus it is clear from the analysis that they were not paid extra wages for extra work.

**Table No. 10. Opinion regarding satisfaction with the work and co-operation of personnel working under them**

Name of the Institution	No. of Respondents	Yes		No		No Opinion	
		Nos.	%age	Nos.	%age	Nos.	%age
IGMC Shimla	50	26	52.00	10	20.00	14	28.00
RPMC Tanda	50	30	60.00	20	40.00	0	00.00
Total	100	56	56.00	30	30.00	14	14.00

Source: Primary Probe

Table 10 reveals that 52 percent respondents of Indira Gandhi Medical College and 60 percent of Rajindra Prasad Medical College were satisfied with work and cooperation of the personnel working under them. 20 percent respondents of Indira Gandhi Medical College and 40 percent of Rajindra Prasad Medical College were not satisfied with the work and co-operation of employees working under.

#### FINDINGS OF THE STUDY

- 14 percent of the respondents think that their job is not valuable.
- Majority of the respondents were satisfied with their job.
- Majority of the respondents were satisfied with the organizational climate. Some of them were highly satisfied and only 19 percent respondents were not satisfied with the organizational climate.
- Majority of the respondents were getting sufficient emoluments. 11 percent were getting highly sufficient emoluments and 29 percent of the respondents were not getting sufficient emoluments.
- Majority of the respondents were in favour to join other institution if they get better salary. It means that only financial incentive is the motivational source for these employees.
- 65 percent of the respondents responded that their institutions were fairly managed. 30 percent responded that the institutions well managed and only 5 percent of the respondents were responded that their institutions were poorly managed.
- On the issue of communication process between superior and subordinates, 40 percent responded that the communication process is good. 35 percent replied that the communication is not good and 25 percent of the respondents have no opinion on this issue.

- Majority of the respondents were encouraged and motivated by their superior and 39 percent respondents were not encouraged and motivated by their superior.
- Majority of the respondents were not getting extra wages for extra work.
- Majority of the respondents were satisfied with the work and co-operation of personnel working under them.

## CONCLUSION

The satisfaction or dis-satisfaction of these needs leads to development of certain attitudes to life and work. These attitudes are carried over from life to work and vice versa. So job satisfaction is an essential and every organization should make an effort to provide the facilities to personnel, working there. Job satisfaction and job attitudes are typically measured by means of interviews or questionnaires in which the employees are asked to state the degree to which they like or dislike various factors related to their work. Job satisfaction of employees in an organisation is the result of various attitudes possessed by his in that organisation. In a narrow sense these attitudes are related to the job and are concerned with such specific features as wages, supervisions, work conditions, opportunities of advancement, ability recognition, fair evaluation of work, grievance redressal, social relation on the job fair recruitment, proper training facilities, equal treatment with the employees, good incentives etc. job satisfaction is a favourable view point of employee towards all these attitudes. In this study we found that the overall situation in Indira Gandhi Medical College and Dr. Rajender Prasad Medical College regarding job satisfaction is very good than the other organization of the Himachal Pradesh. Health is the important aspect for human beings. If the employees of the health sector are not satisfied with their job then we cannot expect that they will provide better health care facilities to the people.

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