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AN ANALYTICAL STUDY ON JOB SATISFACTION OF STAFF NURSES IN THE HEALTHCARE SECTOR OF TIRUCHIRAPALLI

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ABSTRACT

Job satisfaction among staff nurses is a crucial factor that directly influences the quality of healthcare delivery, patient outcomes, and the overall efficiency of hospital services. This study focuses on examining the level of job satisfaction of staff nurses working in the healthcare sector in Tiruchirappalli. The research aims to identify the key factors contributing to job satisfaction, including workload, salary and benefits, work environment, interpersonal relationships, opportunities for career growth, and recognition. Both primary and secondary data were used to assess the perceptions and experiences of nurses across selected hospitals in the region. The findings highlight the areas of satisfaction as well as challenges faced by staff nurses, providing valuable insights for hospital administrators and policymakers to improve working conditions, enhance motivation, and reduce turnover. The study concludes that ensuring higher levels of job satisfaction among nurses is essential for building a sustainable and effective healthcare system in Tiruchirappalli.

KEY WORDS: Job Satisfaction, influences, healthcare, perceptions, experiences

INTRODUCTION

The Health care sector is a mixture of various services associated with the medical terminology, it provides curative services to the individuals who are suffering from various health problems. The modernization around the world has brought in many advanced treatment facilities and has emerged one among the commercialized sector. This industry has many sub-divisions and depends upon highly specialized medical professionals and also trained paramedical professional to meet the needs the patients. Delivery of health-care services from medical-aid to secondary and tertiary levels of care is the foremost visible element of any health

care system, both the users and also the final public. Nursing is a profession that takes care of the patients, their duty is to take care of the sick individual, families and communities so that they attain normal or recover from the disease to optimal health and lead to quality of life. Nurses is part of the health care profession, but their approach towards the patient care, is differentiate from rest of the health care providers. Their practice in a diversified areas with a special scope of practice, however, they act on the prescription of the physicians at each level, which is a traditional role, and the public image of a nurse is that of a care taker or care provider.

SIGNIFICANCE OF THE STUDY

Nurses are the back-bone of the medical industry, they are trained to provide patient care and improve their patients' quality of life, but their own Quality of Work Life (QWL) has been largely ignored. Quality of Work Life is a comprehensive and general schema, which is essential in improving specialized personnel's satisfaction and attracting and preserving personnel. It also results in positive theories such as increasing profits and provocation. There is an outcry in health services regarding the lack of quality patient care and the poor standard of service delivery. The productivity of nurses is reportedly low. Studies have shown that employees satisfaction of their QWL would not only improve their performance and reduce absenteeism, workplace accidents and job turnover, but also increase their job satisfaction and satisfaction of other aspects of life. Studies show that satisfied employees work with greater interest, are more loyal to the organization and increase productivity. Dissatisfaction among the nurses' with their own work-life can cause problems such as job dissatisfaction, emotional exhaustion, burn out and job turnover. These factors would in turn affect the quality of care provided by nurses. The organization's success in achieving its goal depends on the quality of human resources. Therefore, attention should be paid to the nurses' physical and emotional needs.

STATEMENT OF THE PROBLEM

Health care institutions, are mainly designed to care for the sick, injured and physically disabled. India's health care has taken up a new horizon, with the participation of the private sector in health care system. The private healthcare sector in India accounts for over 75 per cent of total healthcare expenditure in the country and is one of the largest in the world. The Indian health care accounts for 60 per cent hospitals, 75 per cent Dispensaries, and 80 per cent qualified doctors and paramedical staffs are in private sector. Health care services is one of the services that provide 24/7 services for the benefit of the citizens of any country. Nursing staff are the sole personnel in the health care industry who work on various shifts and keep watching the patients' health, their reports are very much useful for the physicians to advocate medicine for the well-fare of the patients. Without nursing staff the medical industry would not be able to survive.

Their quality of work life is very much essential, this is because nursing personnel are subject to psychological stress as a consequence of shift rotation extended work schedules, and prolonged contact with irritable and depressed patients. A work environment is expected to provide a safe and congenial. Where in work environment is uncongenial it would affect work and life, of the individual and also that of the family and co-workers. Here-in nurses' are very much important for health care industry. Nurses are indispensable service providers who maintain and improve patients' health. It is imperative that a health care unit has to deliver quality patient care, through maintaining wellness of the nurses. Nurses as a health care provider should enjoy quality of working life so as to be able to provide quality care to their patients. Therefore, attention should be paid to the nurses' working life and job satisfaction.

REVIEW OF LITERATURE

Castillo and Cano (2004) the result of their study among the faculty members presents that female faculty members are less satisfied, whereas, male faculty members are satisfied

Abbas, Premi and Jyothi (2010) The empirical study result depicts that the four dimensions are significantly correlated, and gender has no impact towards job satisfaction. Positive satisfaction levels with job are found among faculties and they would remain in their present jobs only if they have advancement opportunities closely followed by organizational prestige and financial factors.

Malik, et. al. (2010) studied the impact of teachers' satisfaction with job dimensions on perceived organizational commitment in public sector universities of Pakistan. The result of the study highlights that the satisfaction with work, quality of supervision and pay satisfaction had significant positive influence on organizational commitment of faculty members. They had high degree of organizational commitment and satisfaction with work-itself, supervision, salary, co-workers and opportunities for promotion. It was also found out that they were highly satisfied with their supervisor, co-workers, compensation, work-itself and opportunities of advancement in their universities.

Roshan and Shergill (2012) analyzed the job satisfaction, attitude impact of job satisfaction and attitude of male and female teachers of Degree Colleges of Punjab and Haryana state. Job satisfaction among the teachers is very high. Unfavorable attitude present among teachers irrespective of the gender towards education.

The main objective of the study is to evaluate the work life balance and job satisfaction of the staff nurses working in private hospitals in Tiruchirappalli.

1. To find out the factors influencing the job satisfaction among the nursing staffs' in Tiruchirappalli
2. To evaluate the level of satisfaction among the nursing staffs' in Tiruchirappalli
3. To inquire the problems faced by nursing staffs' in Tiruchirappalli.

Age e	Respondent		Job satisfaction			
			Mean	Range		SD
	N	%		Min	Max	
25-30	77	25.7	2.92	1.96	4.33	0.69

30-35	61	20.3	3.11	1.86	3.86	0.60
35-40	42	14.0	3.14	2.24	3.98	0.59
40-45	45	15.0	2.92	2.02	3.65	0.53
45-50	21	7.0	3.61	3.05	4.38	0.50
Above 50	54	18.0	3.37	2.27	4.39	0.61
Total	300	100.0	3.12	1.86	4.39	0.64
F val.(df:5,294)= 7.17*						

*- significant at 5 % level

The analysis of variance showed that there is significant difference in the overall mean agreeability score on Job satisfaction among age groups of the respondents. The overall mean score ranged from 2.92 to 3.61 and it is higher in 45- 50 years of age group of respondents.

Table 2
Gender and Job Satisfaction

Gender	Respondent		Job satisfaction			
			Mean	Range		SD
	No	%		Min	Max	
Male	22	7.3	2.66	1.96	3.40	0.59
Female	278	92.7	3.16	1.86	4.39	0.63
Total	300	100.0	3.12	1.86	4.39	0.64
Z val= 3.81* > 1.96						

*- significant at 5 % level

The Z test showed that there is significant difference in the overall mean Agreeability score on quality of work life among gender groups of the respondents. The overall mean score ranged from 2.66 to 3.16 and it is higher in female group of respondents.

Table 3
Education and Job satisfaction

Education	Respondent		Job satisfaction			
			Mean	Range		SD
	No	%		Min	Max	
Certificate in Nursing	47	15.7	3.58	1.96	4.33	0.73
Diploma in Nursing	112	37.3	3.11	2.24	4.39	0.59
UG Degree in Nursing	100	33.3	2.90	1.86	3.86	0.56
PG Degree in Nursing	41	13.7	3.15	2.02	3.65	0.58
Total	300	100.0	3.12	1.86	4.39	0.64
F val.(df:4,295)= 13.33**						

* significant at 5 % level

The analysis of variance showed that there is significant difference in the overall mean agreeability score on quality of work life score among the education qualification groups of the respondents. The overall mean score ranged from 2.90 to 3.58 and it is higher in diploma in nursing group of respondents.

Table 4
Marital Status and Job Satisfaction

Marital status	Respondent		Job satisfaction			
			Mean	Range		SD
	No	%		Min	Max	
Married	214	71.3	3.24	2.06	4.39	0.61
Bachelor/Spinster	46	15.3	2.83	1.96	3.68	0.65

Widow/Widower	28	9.3	2.81	1.86	3.57	0.57
Separated	12	4.0	2.79	2.02	3.29	0.58
Total	300	100.0	3.12	1.86	4.39	0.64
F val.(df:3,296)= 9.76*						

ns- Non significant at 5 % level

The Analysis of variance showed that there is significant difference in the overall mean agreeability score on quality of work life among marital status groups of the respondents. The overall mean score ranged from 2.79 to 3.24 and it is higher in married group of respondents.

Null Hypothesis: There is no significant difference in the mean agreeability scores on involvement in academic process statements among the respondents.

Table 5
ANOVA

SOURCE	DF	S S	M S	F
Between groups	3	1.903	.634	.609 ns
Within groups	1196	1245.597	1.041	

ns- non significant at 1 % level

Since the F is significant the null hypothesis of no difference in the mean agreeability scores on involvement in academic process statements among the respondents is rejected and there is significant difference in the mean scores among respondents. The mean scores among the respondents is furnished below:

Table 6
Involvement in Professional Process

S.No.		Mean score	Rank
1	I set my clear planning for my Profession	3.44	2
2	I am encouraged to handle my profession without interruptions.	3.35	4
3	I am encouraged in the assessment of my juniors.	3.42	3
4	I have autonomy in my job	3.45	1

The above table showed that among the 4 agreeability statement on Involvement in academic process, the mean score ranged from 3.35 to 3.45 and the 'I have autonomy in my job' secured higher mean score and stood at top, followed by 'I set my clear planning for my Teaching' secured next higher mean score and stood at second, 'I am encouraged in the assessment of my wards.' has secured next higher score and stood at third and finally 'I am encouraged to handle my classes without interruptions.' secured least score and stood at last.

Null Hypothesis: There is no significant difference in the mean agreeability scores on work place values & environments statements among the respondents.

Table 7
ANOVA

	DF	S S	M S	F
Between groups	3	22.0207	7.402	6.35**
Within groups	1196	1392.540	1.165	

**** - Significant at 1 % level**

Since the F is significant the null hypothesis of no difference in the mean agreeability scores on work place values & environments statements among the respondents is rejected and there is significant difference in the mean scores among respondents. The mean scores among the respondents is furnished below:

Table 8
Work Place Values & Environment

S.No		Mean score	Rank
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1	I am given opportunity to participate in decision making that affects me	3.16	3
2	I feel that my job is secure	3.36	1
3	I have scope for professional development	3.30	2
4	I get proper reward for my abilities	3.01	4

The above table showed that among the 4 agreeability statement on Work place values & environment, the mean score ranged from 3.01 to 3.36 and the 'I feel that my job is secure' secured higher mean score and stood at top, followed by 'I have scope for professional development' secured next higher mean score and stood at second, 'I am given opportunity to participate in decision making that affects me' has secured next higher score and stood at third and finally 'I get proper reward for my abilities' secured least score and stood at last.

	DF	S S	M S	F
Between groups	3	35.740	11.913	11.40*
Within groups	1196	1248.807	1.045	

** - Significant at 1 % level

Since the F is significant the null hypothesis of no difference in the mean agreeability scores on performance appraisal statements among the respondents is rejected and there is significant difference in the mean scores among respondents. The mean scores among the respondents is furnished below:

Table 9
Performance Appraisal

S.No		Mean score	Rank
1	The annual review process (Performance Appraisal) is transparent.	3.02	3
2	I am clearly explained about the review process	2.97	4
3	My performance is accountable for increment and promotion.	3.24	2
4	Performance appraisal has little impact	3.40	1

The above table showed that among the 4 agreeability statement on Performance appraisal, the mean score ranged from 2.97 to 3.40 and the 'Performance appraisal has little impact' secured higher mean score and stood at top, followed by 'My performance is accountable for increment and promotion.' secured next higher mean score and stood at second, 'The annual review process (Performance Appraisal) is transparent.' has secured next higher score and stood at third and finally 'I am clearly explained about the review process' secured least score and stood at last.

Table 10
Factors- Internal to Job Satisfaction

Factors	Score		Rank
	Total	Mean	
Work Place Environment	17460	58.2	2
Compensation	11500	38.3	5
Infrastructure	15700	52.3	3
Professional Development	12220	40.7	4
Opportunity for Service to society	18120	60.4	1

Source: Primary data

It is seen from the above table that among the five factors-Internal to job satisfaction, the mean score ranges from 44.80 to 59.20 and the cause for stress from , 'Opportunity for Service to society' has secured higher mean score and stood at top, followed by 'Work Place

Environment' has secured next higher score and stood at second, 'Infrastructure' has secured next higher mean score and stood at third, 'Professional Development' has secured next higher score and stood at fourth and finally 'Compensation' has secured least mean score and stood at last.

Table 11
Factors-External to Job Satisfaction

Factors	Score		Rank
	Total	Mean	
Family	17280	57.6	2
Friends	12520	41.7	5
Patients Relatives	12540	41.8	4
Respect to the Profession from General Public	15080	50.3	3
Pride of being a nurse to serve the society	17580	58.6	1

Source: Primary data

It is seen from the above table that among the five factors-External to job satisfaction, the mean score ranges from 41.70 to 57.6 and the factor, 'Pride of being a nurse to serve the society' has secured higher mean score and stood at top, followed by 'Family' has secured next higher score and stood at second, 'Respect to the Profession from General Public' has secured next higher mean score and stood at third, 'Patients Relatives' has secured next higher score and stood at fourth and finally 'Friends' has secured least mean score and stood at last.

CONCLUSION

This study reveals that while nurses play a vital role in ensuring the quality of patient care, their overall satisfaction is influenced by multiple factors such as salary, workload, work environment, recognition, and opportunities for professional growth. The findings indicate that although many nurses show commitment and dedication to their profession, challenges such as long working hours, limited career advancement, and inadequate rewards often reduce their level of satisfaction. Enhancing workplace conditions, providing fair compensation, recognizing contributions, and creating supportive management practices are crucial for retaining skilled nurses and improving service delivery. Therefore, addressing the needs and expectations of staff nurses is not only important for their personal well-being but also essential for strengthening the healthcare system in Tiruchirappalli and ensuring better patient outcomes. It is concluded that the nursing staff feel proud to be in profession and to serve the society; they have good satisfaction towards their profession.

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