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## **A STUDY OF JOB SATISFACTION & WORK PERFORMANCE OF CLINICAL STAFF**

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# A Study of Job Satisfaction & Work Performance of Clinical Staff

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**Abstract – The Clinical, staff Satisfaction Survey was a study with the purpose of acquiring feedback from the Employees. Because this was the first time for this survey, various distribution methods were tested to determine which would be the most effective and obtain the highest response rate. Overall, there was a high level of satisfaction with the skills and knowledge taught to the staff. Most of the employees surveyed indicated that they were enthusiastic, listened to understand and learn, had the ability to work well in groups, could understand and speak the language of their business, and had the ability to learn new skills and knowledge on the job.**

**Keywords: Job, Satisfaction, Work, Performance, Clinical Staff, Purpose, Employees, Effective, Skills, Knowledge, etc.**

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## INTRODUCTION

Due to continued growth trends, findings and Keeping talented healthcare staff is a problem that affects every healthcare organization. Replacing an employee can cost at least 150 % of the employee's annual salary. That means it can cost an organization at least Rs.75, 000 to replace a Rs. 50, 000-a- year employee. Costs involved in replacing an employee include recruiting, hiring & training, not to mention lost productivity during the first six months of employment and the use of temporary employee during transitions. So retention of the trained staff being the main cause and to maximize the work performance of the existing staff, also to develop Good HR Practices and Appraisal system so that we can solve the retention problem of employee and to overcome the problem of taking new appointments or recruitment related issues. Developing standards to enhance productivity & growth of the organization.

This study measures employee issues, which includes performance management to perceptions of workplace safety. This survey measures problems that are organization wide, and may be used for departments or functions as well. The organization's productivity may be hampered by the attitudes of their employees. The customer satisfaction is linked to employee satisfaction. This study helps in identifying the roadblocks holding back the organization from its full potential, and shows how to leverage the talents of clinical staff. An Internet, fax, paper and pencil survey was the means by which this study was measured & Data was collected for visualizing the opinions of Clinical Staff.

## REVIEW OF LITERATURE:

The aim of this prospective study is to analyses employee job satisfaction reports & results that will be generated through this survey which will give us the better way out to solve the biggest problem of staff retention in the organisation and to locate the main problems among them and the best way to overcome that.

This report includes factors which can also be studied to attract and retain talented staff, and to make sure that they see the organisation as the best place to work based on the factors like compensation & benefits, balanced work-life schedules, true partnership with employers, training & professional growth, meaningful contributions to the workplace, opportunities to socialize and enjoy a sense of community at work.

This study gives a clear picture of what is the level of performance of different staff, which department is doing what and it has helped us to develop the appraisal system among staff. This study has significantly helped to develop good HR system.

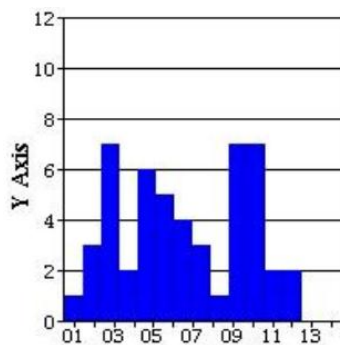
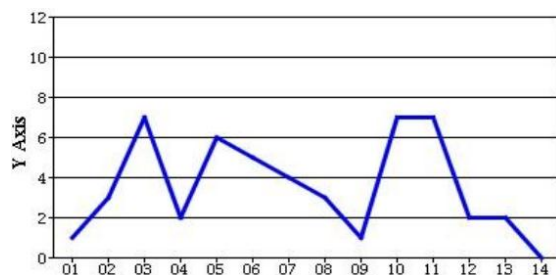
## RESEARCH METHODS

I Sangita R Vikhe developed the Job Satisfaction & work performance survey for clinical staff based on employability skills set forth by Conference Board of Canada & a Recent Employee survey conducted by Alberta Learn. Most of the survey comprised closed dashed ended questions relating to employee

demographics and an assessment of employability skills displayed by clinical staff participants. Participants were given an opportunity to express their opinion and suggestion at the end of the survey in the comments section. The final list comprised was of the employees hired by The Apollo Clinic. This survey was administered by me through questioner by meeting participants in person. The survey participants were randomly selected from different departments of the clinic. Completed surveys were received till the end of December. Participant survey data was entered into access data base, frequency tables were generated using SPSS software package.

## RESULTS & FINDINGS:

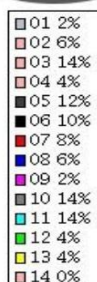
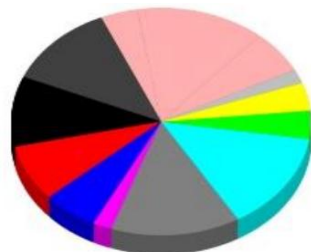
Select your department:



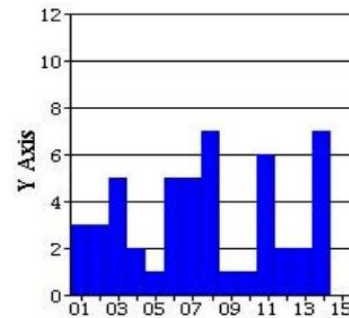
Mean : 7.080

Mean Percentile : 56.57%

Standard Deviation : 3.422



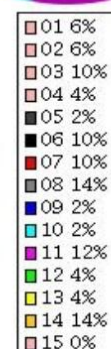
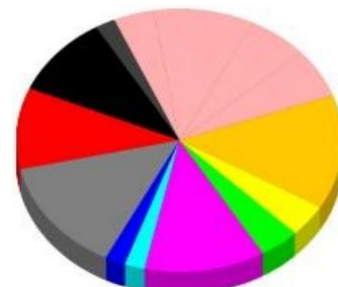
What category BEST describes your job?



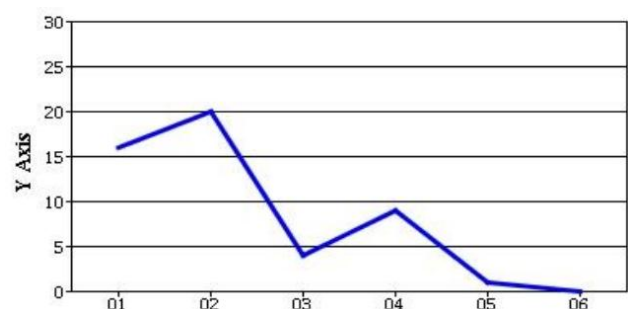
Mean : 7.820

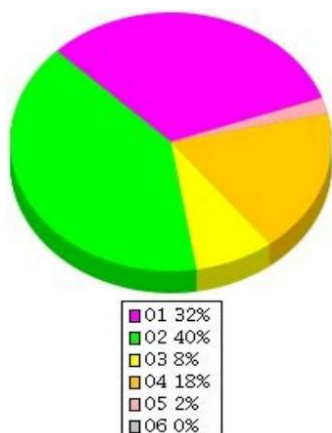
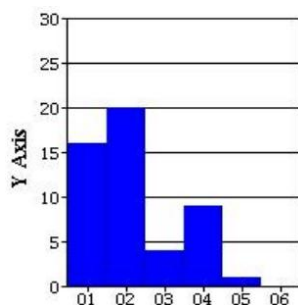
Mean Percentile : 54.53%

Standard Deviation : 4.134



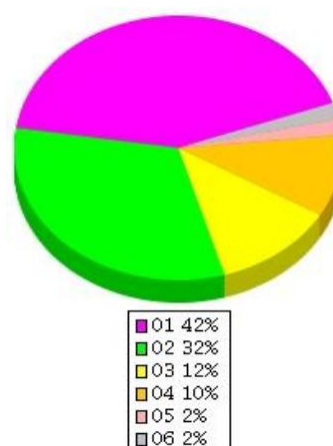
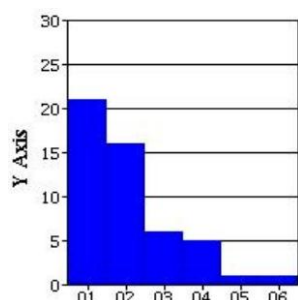
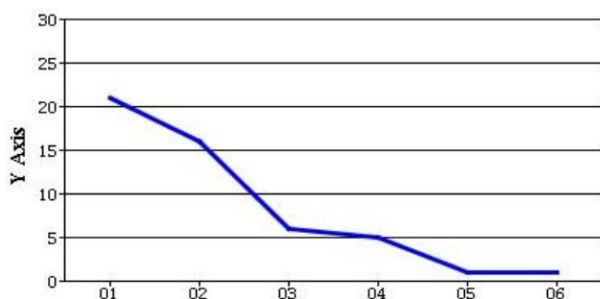
Salary:





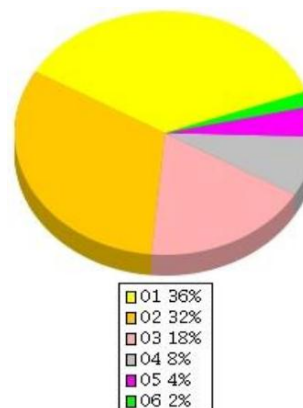
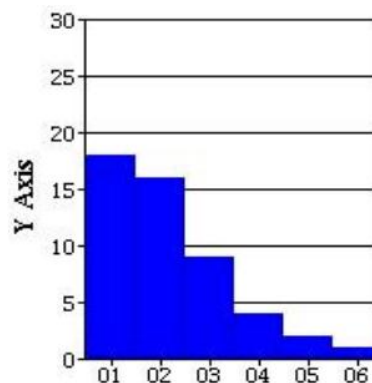
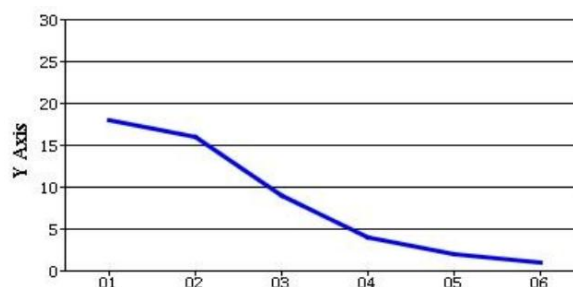
Mean : 2.180
Mean Percentile : 80.33%
Standard Deviation : 1.137

#### Benefits:



Mean : 2.040
Mean Percentile : 82.67%
Standard Deviation : 1.212

#### Connection between pay and performance:



Mean : 2.180
Mean Percentile : 80.33%
Standard Deviation : 1.240

## DISCUSSION

The study set out to investigate those factors in the working environment of The Apollo Clinic workers which lead to stress, job satisfaction and dissatisfaction their work performance and to understand the ways in which these factors interact in the workplace. The primary objectives were to identify the factors which might alleviate or help staff to cope with stress, and to investigate the relationship between stress and work performance. This section provides a discussion of the results and comments that were previously presented. Since variability increases with smaller sample sizes, the focus of this discussion will pertain mostly to the overall results.

The problems of inadequate staff salary - increased workloads, pressure, inability to engage clients in activities and outings, poor practice - were present in all three authorities. The general feeling of staff was that financial considerations had become more important than social work principles. Staff felt that at a time when they are under pressure to achieve quality care, the means to achieve such care are lacking in many establishments, leaving them frustrated and concerned about the effects on their clients.

## CONCLUSION:

The Apollo Clinic, Employee Satisfaction Survey was a study with the purpose of acquiring feedback from the Employees. Because this was the first time for this survey, various distribution methods were tested to determine which would be the most effective and obtain the highest response rate. From the results, it can be concluded that male employee are much more satisfied in all the respect on the other hand females have a much less ratio & level of satisfaction whether it may be salary, company or job satisfaction. Responses from the first part of the survey provide general information about the employees concerns toward his company & work. This information pertains to his name, department, years worked for, gender, and in what type of industry he operates.

Overall, there was a high level of satisfaction with the skills and knowledge taught to the staff. Most of the employees surveyed indicated that they were enthusiastic, listened to understand and learn, had the ability to work well in groups, could understand and speak the language of their business, and had the ability to learn new skills and knowledge on the job. These results support the HR system currently used at The Apollo Clinic and suggest the ongoing need to continually update the system, trainings & technology used in the programs. To this end, many Employees provided suggestions that would improve the curriculum and help satisfy their needs.

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