

A Co-Relational Study to Examine the Relationship Between the Job Satisfaction & Work Performance Among the Employees of The Selected Organization at Kanpur, UP.

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Abstract- Job satisfaction is the most important for the employees to stay happy & showing their best ability. So much factors are there, which can affect or guide one's job satisfaction level. These factors are difference for difference individual. The objectives of the study were 1. To find out the relationship between the job satisfaction & work performance. 2.To correlate the level of job satisfaction & work performance. 3.To associate the level of job satisfaction & level of work performance of employees with their selected demographic variables. & The sample was collected from 100 employees of KGI, Kanpur, cross sectional survey method was used for collection of data& for collection the data MSQ type questionnaire & modified performance assessment scale was used. In the result it shows that there is significant association of demographic variables with Job satisfaction & Work performance at the level of 0.05 & there is a positive correlation between job satisfaction & work performance.

Indexed Terms- MSQ- Minnesota Satisfaction Questionnaire

I. INTRODUCTION

The world Health organization (WHO) defines that job satisfaction as "A pleasurable or positive emotional state of resulting from the appraisal of one's job experience". It can be assessed at the universal level or individually. ^[1]

So much factors are there, which can affect or guide one's job satisfaction level. These factors are difference for difference individual. They may be the salary, autonomy, leadership, job transparency, behavior of seniors & co-workers, interpersonal relationship, working time, group dynamics, bonus or other financial rewards.^[2] Job satisfaction have a positive & mutual relation with the life satisfaction. It gives the direct effect to the employer's mind to utilize their abilities & skills. According the institution's demand they only recruit the specific people who can achieve their goals.^[3]

Job satisfaction is a particular measuring scale of the in the health-care systems to assess the quality & efficiency among the health care workers. It refers to the perception of health care workers regarding various aspects of their work, such as physical atmosphere, privileges attached to the job, work issues, attitude of senior & co-worker, promotion opportunities, career growth. ^[4] It is a matter of pride for nurses that the nursing profession occupies a distinct position in the search for quality of care. It is a unique health care profession where got or produced a large number of techniques & quality assurance systems exclusively about nursing. ^[5]

II. NEED OF THE STUDY

Job satisfaction is the most important for the employees to stay happy & showing their best ability. Only through the job satisfaction one institution can

get the loyal employee and these loyal employees are stand with the institution in the worst time of them.^[6]

The health care professionals know the key factors through which they can able to keep the patient safe, healthy & satisfied through their care. Strong employee connection has direct affect on significant result of client recovery & satisfaction. According to a recent Gallup study it shows that sudden long engagement of nurses resulting in lower patient complication & mortality. According to the report of National Database of Nursing quality indicators (NDNQI), higher nurse’s satisfaction resulted in last 2years there are 87% decrease hospital acquired infection (HAI).^[2] According to the report of American Nurses Association (ANA), the researcher told that in last 2-year 25% increase of the enjoyment in the clinical area which improves the quality of patient care nearly 5-20%.

One case study shows a direct relation between nurse’s job satisfaction & patient care. In a large military hospital system in 70 hospitals there was a problem in between the nursing staff. They were totally dissatisfied with their present work & they were totally hopeless regarding their carrier & job. Then the hospital committee implementing some new strategies to resolve/ finish their problem. In the result of new strategies there were not only improve in nurse’s quality of behavior it also improves the quality of patient care. It improved the quality of nurse patient communication, & patient recovery rate was improving surprisingly.^[7]

Objectives

1. To find out the relationship between the job satisfaction & work performance
2. to correlate the level of job satisfaction & work performance
3. to associate the level of job satisfaction & level of work performance of employees with their selected demographic variables.

Hypothesis

H₀₁: There is no significance association of job satisfaction & level of work performance of employees with their selected demographic variables.

H₀₂: There is no significance relationship between the job satisfaction & work performance.

H₁: There is no significance association of job satisfaction & level of work performance of employees with their selected demographic variables.

H₂: There is significance relationship between the job satisfaction & work performance

Methodology

- Research approach:

Quantitative research approach was adopted in the present study.

- Research design

In the view of nature of the study and to accomplish objectives of the study, cross-sectional design adopted.

- Population

Population of the present study the employee of KGI, Kanpur who fulfilled the inclusion criteria.

- Sample size

Sample comprises of 100 employees from the KGI, Kanpur.

- Sampling technique

Non –probability convenient sampling technique will be used

III. RESULT

SECTION –A

Table1. Association of job satisfaction & with their selected demographic variables.

DEMOGRAPHIC VARIABLES	CATEGORY	X ²	df	INFERENCE
1. Age	21-30	10.307	4	S

				at 0.05 level T=9.49
2. Gender	31-40 >41 Male	13.48	1	S at 0.05 level T=3.84
3. Marital status	Female Married	2.93	1	S at 0.05 level T=3.84
4. Working hour	Unmarried Divorced Widow 6hr	11.39		S at 0.05 level T=9.49
5. Experience	8hr 12 hr <11 months	18.42		S at 0.05 level T=9.49
6. Qualification	11-36 months >36 months Diploma	18.51		S at 0.05 level T=9.49
7. Working Area	Graduation Post-graduation or above Teaching	5.07		N.S at 0.05 level T=15.51
8. Monthly salary	Non- Teaching <15,000/- 15,001 to 25,000/- 25,001/-to 50,000/-	18.19		S at 0.05 level T=9.49
9. Residence	>50,000/- UP Other state	13.48		S at 0.05 level T=3.84

The above table shows that the association between the satisfaction level & demographic variables was

significant ($P > 0.05$) except working hour, experience, working area & residence.

Table2. Association of work performance & with their selected demographic variables.

DEMOGRAPHIC VARIABLES	CATEGORY	X ²	df	INFERENCE
1. Age	21-30	28.99	4	S at 0.05 level T=12.59
	31-40			
	>41			
2. Gender	Male	32.2	1	S at 0.05 level T=3.84
	Female			
3. Marital status	Married	33.4	6	S at 0.05 level T=3.84
	Unmarried			
	Divorced			
4. Working hour	Widow	4.07	4	S at 0.05 level T=9.49
	6hr			
	8hr			
5. Experience	12 hr	3.07	4	S at 0.05 level T=9.49
	<11 months			
	11-36 months			
6. Qualification	>36 months	15.49	4	S at 0.05 level T=9.49
	Diploma			
	Graduation			
7. Working Area	Post-graduation or above	4.01	8	N.S at 0.05 level T=15.51
	Teaching			
	Non- Teaching			
8. Monthly salary	<15,000/-	15.49	4	S at 0.05 level T=9.49
	15,001 to 25,000/-			
	25,001/-to 50,000/-			
	>50,000/-			
9. Residence	UP	1.27	1	S at 0.05 level T=3.84
	Other state			

The above table shows that the association between the work performance & demographic variables was significant ($P > 0.05$) except working hour, experience, working area & residence.

SECTION-B

Table3. Correlation between Job satisfaction & Work performance

SL. NO	Area	Correlation	p value	Inference
	Job Satisfaction & Work Performance	r 0.622	1.128	Positive

A positive correlation value of 0.662 indicate there is significant correlation between Job Satisfaction & Work Performance among the employees.

IV. DISCUSSION

In this study it shows that there is significant association of demographic variables with Job satisfaction & Work performance at the level of 0.05 & there is a positive correlation between job satisfaction & work performance.

This study was supported by a correlational study conducted to assess the relation between the job satisfaction & and work performance among the bank staff of Punjab. In that study it shows that there was a positive relation between the job satisfaction work performance.

CONCLUSION

Job satisfaction & work performance both are the major determinants for the success, efficiency & effectiveness of the organization. In this study it concluded that there is a positive correlation between the job satisfaction & Work performance. And there is a significant association of demographic variables with the job satisfaction & work performance at the level of 0.05.

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