Preface

Today the competitive ability of a healthcare sector gets defined by its ability to manage its healthcare workers. Health workers management and its usage has become a crucial function of healthcare organizations. In such a scenario, people who are engaged in health sector have become more sought after and are likely to stay in demand in near future too. Healthcare is undergoing major changes as a result of a multitude of factors, including rapidly changing technology, unprecedented access to information, cost pressures, globalization and global changes, changing demographics and new levels and forms of competition among healthcare organizations. Our society has seen repeated examples of the impact of natural and man-made threats, and we recognize that we will face severe staffing shortages with the confluence of the aging of the population and of the healthcare workforce.

The present study started as an exploration based upon secondary data, collected from research papers and various articles from academicians working on similar subject. The inferences have been drawn from purposive conversation held with the people engaged in delivering healthcare services ranging from medical professionals to paramedical staff working in different public and private hospitals of select district of Punjab.

The study goes on to find out the organizational factors that influence job satisfaction of hospital employees. The desire to understand and explain job satisfaction was motivated by utilitarian reasons as well as humanitarian interest. There are many reasons for healthcare organizations to improve job satisfaction; it creates happier employees, it lowers costs for hiring and training new personnel, it lowers costs for sickness absence and also creates more motivated and productive employees. At the same time it cannot be denied that the employees deserve to be treated with love and respect.
The study proposes that hospital employees perceive pay, promotion, supervision, fringe benefits, co-workers and nature of work as significant factors affecting their job satisfaction level while contingent rewards, operating procedures and communication were non significant factors. Also demographic variables like age, gender, education level, income level and job experience has a significant relationship with job satisfaction. Furthermore, job stress correlated negatively with job satisfaction. If due care is accorded to these propositions, the hospital management would in all probability be able to draw forth that elusive satisfied worker.

The present study "Job Satisfaction among Healthcare Employees in Public and Private Sector Hospitals in Punjab" comprise of six chapters.

The first chapter includes the basic concept of job satisfaction. This chapter lays a theoretical foundation for the study. The factors involved in job satisfaction are investigated. The purpose of this chapter is to highlight the dominant factors that affect the job satisfaction of certain individuals in a given set of circumstances in order to provide a more comprehensive picture of the job satisfaction process. The first chapter also deals with the general introduction, global profile of health work force followed by a brief overview of health work force in India. The chapter also discusses the effect of globalization on Indian health sector along with existing shortage of healthcare employees and healthcare infrastructure in India. The objective of this chapter is to build a focus on healthcare employees in relation to job satisfaction in healthcare sector.

A perusal of literature is provided in the second chapter under two separate sections a) International studies and b) National studies where the previous works are reviewed to primarily draw attention to the studies affecting job satisfaction at national and international level.

Third chapter explains the research methodology and methods employed in this research. A part of the chapter focuses on research methodological issues, such as
research philosophy, objectives, methods of data collection, and tools for the analysis of data etc. It provides details of how the researcher conducted his research to achieve the research objectives.

In the fourth chapter an attempt has been made to analyze the performance of health sector in Punjab. It provides a brief overview of the Punjab State along with the existing health scenario in both public and the private sector.

Fifth chapter highlights the quantitative findings derived from the questionnaire. This chapter answers the research hypotheses and predicts job satisfaction level and stress level among employees working in public and private hospitals in Punjab.

The final chapter provides a discussion of the results of the analysis. This chapter provides with an overall summary of the research findings and their contribution to existing knowledge and outlines avenues of future inquiry within the research area.

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(Akshay Rana)