

CHAPTER 4: ANALYSIS OF DEMOGRAPHIC VARIABLES

4.1 INTRODUCTION:

The present study is a cross-sectional study conducted in state of Punjab to compare job satisfaction level of medical staff working in the government and private hospital of the state. An attempt was also made to determine the association between demographic variables and job satisfaction. The participants for this study are selected from government and private hospital employees in Punjab. To attain the required sample size, 2 public and 2 private hospitals having more than 50 staffs in the organization were selected by simple random sampling. This chapter includes the demographic characteristics of sample, association between demographic characteristics and satisfaction level and association between demographic characteristics and satisfaction level of government and private hospital employees.

The hypothesis of the study:

1. Null hypothesis: There is no significant variation in level of job satisfaction among different categories of staff working in a hospital.

Alternate hypothesis: There is significant variation in level of job satisfaction among different categories of staff working in a hospital.

2. Null Hypothesis: There is no significant association between demographic variables and level of job satisfaction.

Alternate hypothesis: There is significant association between demographic variables and level of job satisfaction.

4.2 DEMOGRAPHIC CHARACTERISTICS OF SAMPLE UNDER STUDY

Table 4.1: Gender and category of the staff

| | Gender | | | | Total |
|------------------------|--------|------|--------|------|-------|
| | Male | | Female | | |
| | n | % | n | % | |
| Administrative Staff | 29 | 5.2 | 7 | 1.3 | 36 |
| Doctors | 101 | 18.0 | 49 | 8.8 | 150 |
| Nurses | 44 | 7.9 | 256 | 45.7 | 300 |
| Laboratory Technicians | 45 | 8.0 | 29 | 5.1 | 74 |
| Total | 219 | 39.1 | 341 | 60.9 | 560 |

Source: Compiled from the questionnaire

The analysis at Table 4.1 reveals that most of the respondents are women (60.9 percent). Of the 560 participants: 300 are nurses (male 7.9 percent, female 45.7 percent); 150 are doctors (male 18 percent, female 8.8 percent); 74 are laboratory technicians (male 8 percent, female 5.1 percent) and 36 are administrative staff (male 5.2 percent, female 1.3 percent). It also reflects that out of 300 nurses 256 are females and 44 are males, it means females prefer to do nurses job; out of 150 doctors 101 are males and 49 are females, it means males prefer to be a doctor; out of 74 laboratory technicians 45 are males and 29 are females, it reflects males prefer to do a laboratory technicians job and out of 36 administrative staff 29 are males and 7 are females, it means males prefer to do the administrative as well as clinical job.

Graph 4.1 : Gender and category of the staff

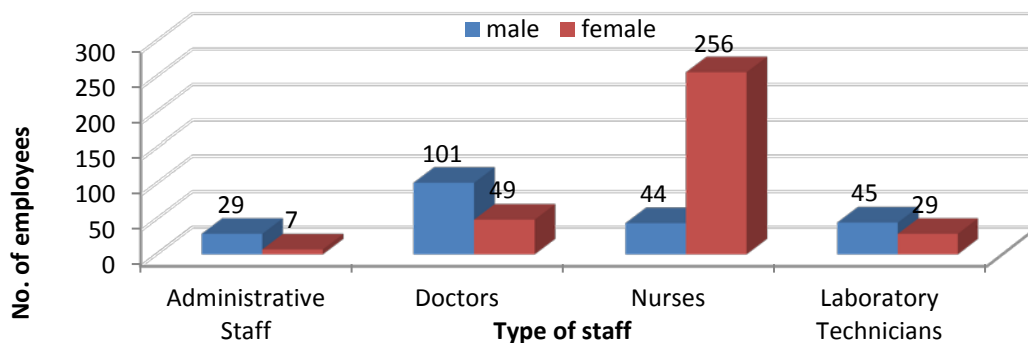


Table 4.2: Classification according to age

| | Age(in years) | | | | | | | |
|------------------------|---------------|------|-------|------|-------|------|-------|-----|
| | 20-30 | | 30-40 | | 40-50 | | 50-60 | |
| | n | % | n | % | n | % | n | % |
| Administrative Staff | 0 | 0 | 5 | 0.9 | 20 | 3.6 | 11 | 1.9 |
| Doctors | 33 | 5.9 | 89 | 15.9 | 24 | 4.3 | 4 | 0.7 |
| Nurses | 142 | 25.4 | 112 | 20 | 26 | 4.6 | 20 | 3.6 |
| Laboratory Technicians | 28 | 5.0 | 33 | 5.9 | 13 | 2.3 | 0 | 0 |
| Total | 203 | 36.3 | 239 | 42.7 | 83 | 14.8 | 35 | 6.2 |

Source: Compiled from the questionnaire

Table 4.2 reveals that the majority of the employees, 42.7 percent, falls within the category of 30-40 years. Of the 560 respondents 36.3 percent falls within the category of 20-30 years; 14.8 percent falls within the category of 40-50 years and 6.2 percent falls within the category of 50-60 years. Majority of the administrative staff falls in the category of 40-50 years i.e. 3.6 percent; 1.9 percent falls in the category of 50-60 years and 0.9 percent falls in the category of 30-40 years. Majority of the doctors falls in the category of 30-40 years i.e. 15.9 percent; 5.9 percent falls in the category of 20-30 years; 4.3 percent falls in the category of 40-50 years and 0.7 percent falls in the category of 50-60 years. Majority of the nurses 25.4 percent falls in the category of 20-30 years; 20 percent falls in the category of 30-40 years; 4.6 percent falls in the category of 40-50 years and 3.6 percent falls in the category of 50-60 years. Majority of the laboratory technicians 5.9 percent falls in the category of 30-40 years; 5 percent falls in the category of 20-30 years and 2.3 percent falls in the category of 40-50 years.

Graph 4.2 : Classification according to age

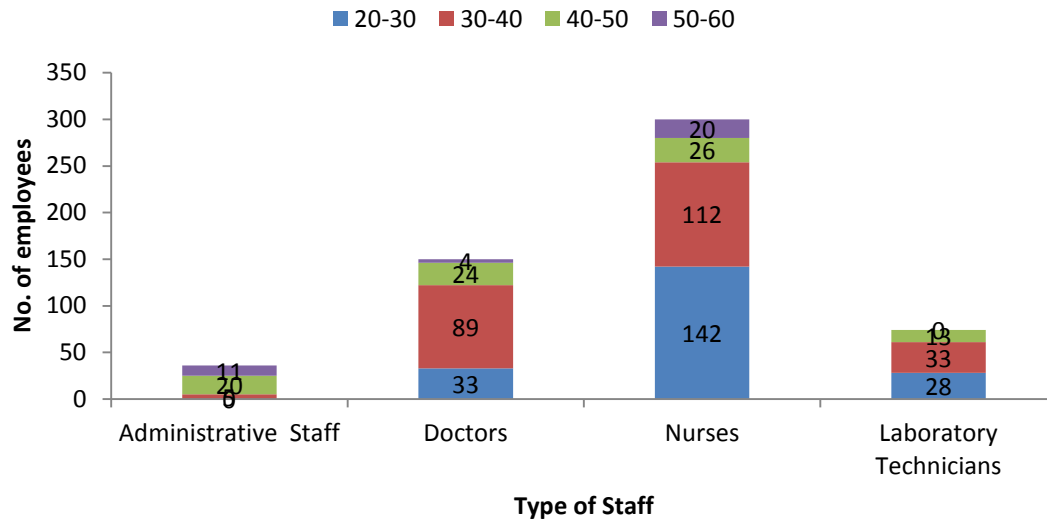


Table 4.3: Classification according to education

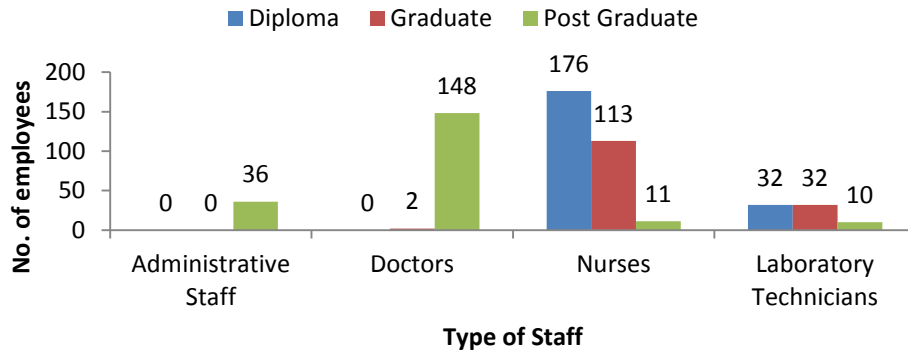
| | Education | | | | | |
|------------------------|-----------|------|----------|------|---------------|------|
| | Diploma | % | Graduate | % | Post Graduate | % |
| Administrative Staff | 0 | 0 | 0 | 0 | 36 | 6.4 |
| Doctors | 0 | 0 | 2 | 0.4 | 148 | 26.4 |
| Nurses | 176 | 31.4 | 113 | 20.1 | 11 | 2.0 |
| Laboratory Technicians | 32 | 5.7 | 32 | 5.7 | 10 | 1.8 |
| Total | 208 | 37.1 | 147 | 26.2 | 205 | 36.6 |

Source: Compiled from the questionnaire

The analysis of Table 4.3 shows that the majority of the employees, 37.1 percent are diploma holder, 36.6 percent have post graduate degree and 26.2 percent are graduate. All administrative staff i.e. 6.4 percent of total have a post graduate degree. Majority of the doctors i.e. 26.4 percent have a post graduate degree whereas only 0.4 percent are graduate. Majority of the nurses i.e. 31.1 percent are diploma holder; 20.1 percent are graduate; and only 2 percent have a post graduate degree. So far, laboratory technicians are concerned 5.7 percent are diploma holder; 5.7 percent have graduate degree and only

1.8 percent have post graduate degree. It shows that majority of the nurses are diploma holder followed by laboratory technicians but doctors and administrative staff are post graduate.

Graph 4.3: Classification according to education



The analysis of Table 4.4 shows majority of employees, i.e. 28.8 percent have an experience of 2-3 years followed by 22.3 percent have an experience of 0-2 years; 20.4 percent have an experience of 4-6 years; 16.6 percent have more than 10 years of experience ; 7.5 percent have an experience of 6-8 years and 4.4 percent have an experience of 8-10 years. Majority of administrative staff i.e. 1.9 percent have an experience of 8-10 years; 0.5 percent have an experience of 6-8 years and 0.4 percent have an experience of 4-6 years. Majority of doctors 8.2 percent have 2-4 years of experience; 5.9 percent have 0-2 years of experience; 7.7 percent have 4-6 years of experience; 3.6 percent have more than 10 years of experience; 0.9 percent have 6-8 years of experience and 0.5 percent have 8-10 years of experience. Majority of nurses 18.8 percent have an experience of 2-4 years; 12.8 percent have an experience of 0-2 years; 8.7 percent have 4-6 years of experience; 7.7 percent have more than 10 years of experience; 4.7 percent have 6-8 years of experience and 0.9 percent have 8-10 years of experience. Majority of laboratory technicians have 0-2 and 4-6 years of experience i.e. 3.6 percent; 1.8 percent have 2-4 and years of experience; 1.4 percent have 6-8 years of experience and 1.1 percent have 8-10 years of experience. It reflected nurses leave the job very oftenly, doctors may change the job after 2-3 years and administrative staff prefer to stay on the job.

Table 4.4: Classification according to experience

| | Experience(in years) | | | | | | | | | | | |
|------------------------|----------------------|------|-----|------|-----|------|-----|-----|------|-----|-----|------|
| | 0-2 | | 2-4 | | 4-6 | | 6-8 | | 8-10 | | >10 | |
| | n | % | n | % | n | % | n | % | n | % | n | % |
| Administrative Staff | 0 | 0 | 0 | 0 | 2 | 0.4 | 3 | 0.5 | 11 | 1.9 | 20 | 3.6 |
| Doctors | 33 | 5.9 | 46 | 8.2 | 43 | 7.7 | 5 | 0.9 | 3 | 0.5 | 20 | 3.6 |
| Nurses | 72 | 12.8 | 105 | 18.8 | 49 | 8.7 | 26 | 4.7 | 5 | 0.9 | 43 | 7.7 |
| Laboratory Technicians | 20 | 3.6 | 10 | 1.8 | 20 | 3.6 | 8 | 1.4 | 6 | 1.1 | 10 | 1.7 |
| Total | 125 | 22.3 | 161 | 28.8 | 114 | 20.4 | 42 | 7.5 | 25 | 4.4 | 93 | 16.6 |

Source: Compiled from the questionnaire

Table 4.5: Classification according to marital status

| | Marital status | | | | | | | |
|------------------------|----------------|------|---------|------|----------|-----|---------|-----|
| | Single | | Married | | Divorced | | Widowed | |
| | n | % | n | % | n | % | n | % |
| Administrative Staff | 0 | 0 | 36 | 6.4 | 0 | 0 | 0 | 0 |
| Doctors | 42 | 7.5 | 108 | 19.3 | 0 | 0 | 0 | 0 |
| Nurses | 100 | 17.9 | 193 | 34.5 | 4 | 0.7 | 3 | 0.5 |
| Laboratory Technicians | 28 | 5.0 | 42 | 7.5 | 3 | 0.5 | 1 | 0.2 |
| Total | 170 | 30.4 | 379 | 67.7 | 7 | 1.2 | 4 | 0.7 |

Source: Compiled from the questionnaire

Table 4.5 shows that majority of employees 67.7 percent are married; 30.4 percent are unmarried; 1.2 percent are divorced and 0.7 percent are widowed. All administrative Staff 6.4 percent are married. Majority of the doctors 19.3 percent are married and 7.5 percent are unmarried. Majority of the nurses 34.5 percent are married; 17.9 percent are unmarried; 0.7 percent are divorced and 0.5 percent are widowed. Majority of the laboratory technicians 7.5 percent are married; 5 percent are unmarried; 0.5 percent are divorced and 0.2 percent was widowed. It reflects maximum staff in all categories are married.

Graph 4.4: Classification according to marital status

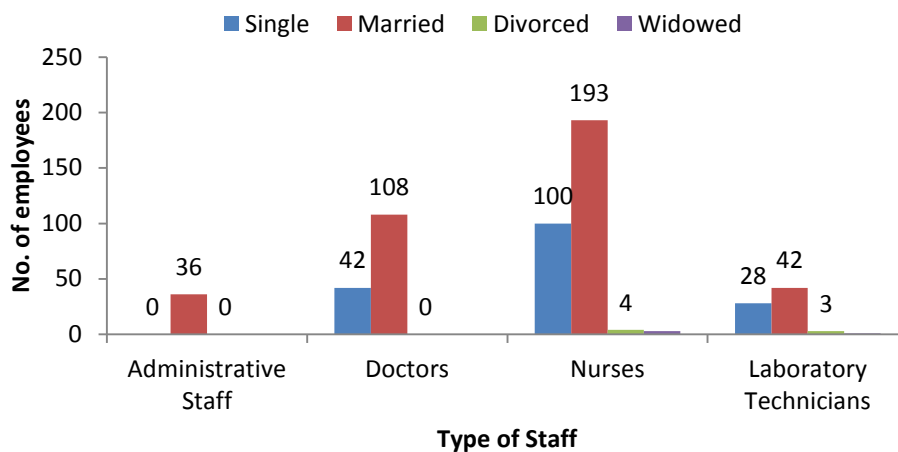


Table 4.6: Classification according to the nature of Job

| | Job status | | | |
|------------------------|------------|------|----------|------|
| | Permanent | | Contract | |
| | n | % | n | % |
| Administrative Staff | 36 | 6.4 | 0 | 0 |
| Doctors | 112 | 20 | 38 | 6.8 |
| Nurses | 192 | 34.3 | 108 | 19.3 |
| Laboratory Technicians | 41 | 7.3 | 33 | 5.9 |
| Total | 381 | 68 | 179 | 32 |

Source: Compiled from the questionnaire

Table 4.6 shows majority of employees 68 percent are permanent and 32 percent are contractual. All administrative staff 6.4 percent are permanent. Majority of doctors 20 percent are permanent and 6.8 percent are contractual. Majority of nurses 34.3 percent are permanent and 19.3 percent are contractual. Majority of laboratory technicians 7.3 percent are permanent and 5.9 percent are contractual. Majority of nurses are employed on contractual basis i.e. 19.3 percent.

Graph 4.5: Classification according to the nature of Job

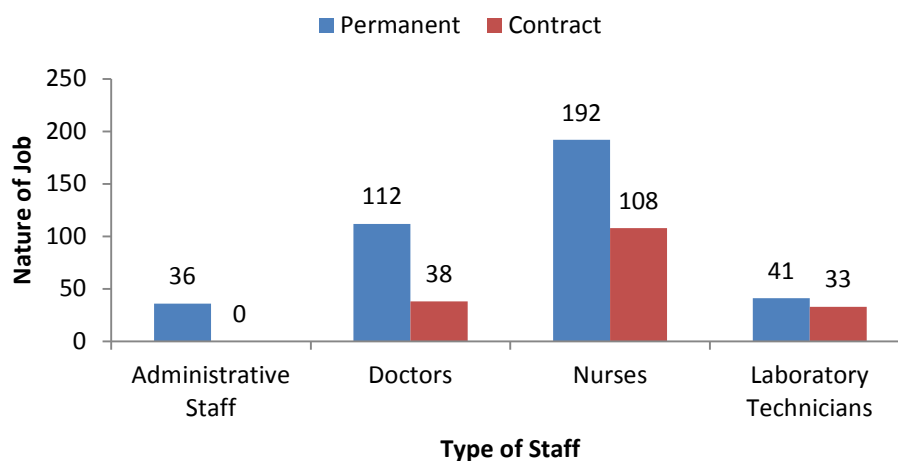


Table 4.7: Comparison of nature of job with institution

| | Job Status | | | | | | | |
|------------------------|------------|------|----------|------|-----------|------|----------|------|
| | Government | | | | Private | | | |
| | Permanent | | Contract | | Permanent | | Contract | |
| | n | % | n | % | n | % | n | % |
| Administrative Staff | 18 | 6.4 | 0 | 0 | 18 | 6.4 | 0 | 0 |
| Doctors | 63 | 22.5 | 12 | 4.3 | 49 | 17.5 | 26 | 9.3 |
| Nurses | 105 | 37.5 | 45 | 16.1 | 87 | 31.1 | 63 | 22.5 |
| Laboratory Technicians | 16 | 5.7 | 21 | 7.5 | 25 | 8.9 | 12 | 4.3 |
| Total | 202 | 72.1 | 78 | 27.9 | 179 | 63.9 | 101 | 36.1 |

Source: Compiled from the questionnaire

The analysis of Table 4.7 shows that majority of employees 72.1 percent are permanent and 27.9 percent are contractual in government hospital whereas 63.9 percent are permanent and 36.1 percent are contractual in private hospital. All administrative staff 6.4 percent are permanent in both hospitals.

In government hospitals majority of doctors 22.5 percent are permanent and 4.3 percent are contractual. Majority of nurses 37.5 percent are permanent and 16.1 percent are contractual. Majority of laboratory technicians 7.5 percent are contractual and 5.7 percent are permanent.

In private hospitals majority of doctors 17.5 percent are permanent and 9.3 percent are contractual. Majority of nurses 31.1 percent are permanent and 22.5 percent are contractual. Majority of laboratory technicians 8.9 percent are permanent and 4.3 percent are contractual.

4.3 ASSOCIATION OF DEMOGRAPHIC CHARACTERISTICS AND SATISFACTION LEVEL

Table 4.8: Association between gender and satisfaction level

| | Gender | | | |
|---|--------|------|--------|------|
| | Male | | Female | |
| | n | % | n | % |
| Satisfied | 119 | 54.3 | 188 | 55.1 |
| Dissatisfied | 100 | 45.7 | 153 | 44.9 |
| Total | 219 | 100 | 341 | 100 |
| Pearson Chi-Square value = 0.03, d.f. =1, p value = 0.854 | | | | |

Source: Compiled from the questionnaire

In Table 4.8, we studied 54.3 percent males and 55.1 percent females are “satisfied” while 45.7 percent males and 44.9 percent females are “dissatisfied”. The association between gender and satisfaction level was not statistically significant ($p > 0.05$). Moreover, if we see the percentages of males and females, it shows very less variation in percentages.

Table 4.9: Association between age and satisfaction level

| | Age | | | | | | | |
|---|-------|------|-------|------|-------|------|-------|------|
| | 20-30 | | 30-40 | | 40-50 | | 50-60 | |
| | n | % | n | % | n | % | n | % |
| Satisfied | 104 | 51.2 | 127 | 53.1 | 53 | 63.9 | 23 | 65.7 |
| Dissatisfied | 99 | 48.8 | 112 | 46.9 | 30 | 36.1 | 12 | 34.3 |
| Total | 203 | 100 | 239 | 100 | 83 | 100 | 35 | 100 |
| Pearson Chi-Square value = 5.74, d.f. =3, p value = 0.125 | | | | | | | | |

Source: Compiled from the questionnaire

Table 4.9, portrays that 51.2 percent are between the age group of 20-30 years, 53.1 percent are between the age group of 30-40 years, 63.9 percent are between the age group of 40-50 years, 65.7 percent are between the age group of 50-60 years are “satisfied” while 48.8 percent are between the age group of 20-30 years, 46.9 percent are between the age group of 30-40 years, 36.1 percent have 40-50 years, 34.3 percent have 50-60 years are “dissatisfied”. The association between age and satisfaction level is not statistically significant ($p>0.05$).

Table 4.10: Association between education and satisfaction level

| | Education | | | | | |
|---|-----------|------|----------|------|---------------|-----|
| | Diploma | | Graduate | | Post Graduate | |
| | n | % | n | % | n | % |
| Satisfied | 115 | 55.3 | 73 | 49.7 | 119 | 58 |
| Dissatisfied | 93 | 44.7 | 74 | 50.3 | 86 | 42 |
| Total | 208 | 100 | 147 | 100 | 205 | 100 |
| Pearson Chi-Square value = 2.46, d.f. =2, p value = 0.292 | | | | | | |

Source: Compiled from the questionnaire

In Table 4.10, we found 55.3 percent from diploma holder, 49.7 percent from graduate degree and 58 percent from post graduate degree are “satisfied” while 44.7 percent from diploma holder, 50.3 percent from graduate degree and 42 percent from post graduate degree are “dissatisfied”. It means the education level does not create much difference in the satisfaction level of employees, which is also advocated by chi-square test. The association between education and satisfaction level is not statistically significant ($p>0.05$).

Table 4.11: Association between designation and satisfaction level

| | Designation | | | | | | | |
|---|----------------------|------|---------|------|--------|-----|------------------------|------|
| | Administrative Staff | | Doctors | | Nurses | | Laboratory Technicians | |
| | n | % | n | % | n | % | n | % |
| Satisfied | 24 | 66.7 | 80 | 53.3 | 165 | 55 | 38 | 51.4 |
| Dissatisfied | 12 | 33.3 | 70 | 46.7 | 135 | 45 | 36 | 48.6 |
| Total | 36 | 100 | 150 | 100 | 300 | 100 | 74 | 100 |
| Pearson Chi-Square value = 2.54, d.f. =3, p value = 0.469 | | | | | | | | |

Source: Compiled from the questionnaire

The analysis of Table 4.11, revealed that 66.7 percent administrative staff, 53.3 percent doctors, 55 percent nurses, 51.4 percent laboratory technicians are “satisfied” while 33.3 percent administrative staff, 46.7 percent doctors, 45 percent nurses, 48.6 percent laboratory technicians are not satisfied. The association between designation and satisfaction level is not statistically significant ($p > 0.05$).

Table 4.12: Association between experience and satisfaction level

| | Experience | | | | | | | | | | | |
|--|------------|------|-----|------|-----|------|-----|------|------|-----|-----|------|
| | 0-2 | | 2-4 | | 4-6 | | 6-8 | | 8-10 | | >10 | |
| | n | % | n | % | n | % | n | % | n | % | n | % |
| Satisfied | 56 | 44.8 | 86 | 53.4 | 60 | 52.6 | 26 | 61.9 | 17 | 68 | 62 | 66.7 |
| Dissatisfied | 69 | 55.2 | 75 | 46.6 | 54 | 47.4 | 16 | 38.1 | 8 | 32 | 31 | 33.3 |
| Total | 125 | 100 | 161 | 100 | 114 | 100 | 42 | 100 | 25 | 100 | 93 | 100 |
| Pearson Chi-Square value = 13.29, d.f. =5, p value = 0.021 | | | | | | | | | | | | |

Source: Compiled from the questionnaire

The analysis of Table 4.12, revealed that 44.8 percent have an experience of 0-2 years, 53.4 percent have an experience of 2-4 years, 52.6 percent have an experience of 4-6 years, 61.9 percent have an experience of 6-8 years, 68 percent have an experience of 8-

10 years, 66.7 percent have an experience of >10 years are “satisfied” while 55.2 percent have an experience of 0-2 years, 46.6 percent have an experience of 2-4 years, 47.4 percent have an experience of 4-6 years, 38.1 percent have an experience of 6-8 years, 32 percent have an experience of 8-10 years, 33.3 percent have an experience of >10 years are “dissatisfied”. The association between experience and satisfaction level is statistically significant ($p < 0.05$).

Table 4.13: Association between marital status and satisfaction level

| | Marital | | | | | | | |
|---|---------|------|---------|------|----------|------|---------|-----|
| | Single | | Married | | Divorced | | Widowed | |
| | n | % | n | % | n | % | n | % |
| Satisfied | 82 | 48.2 | 217 | 57.3 | 4 | 57.1 | 4 | 100 |
| Dissatisfied | 88 | 51.8 | 162 | 42.7 | 3 | 42.9 | 0 | 0 |
| Total | 170 | 100 | 379 | 100 | 7 | 100 | 4 | 100 |
| Pearson Chi-Square value = 7.19, d.f. =3, p value = 0.066 | | | | | | | | |

Source: Compiled from the questionnaire

The analysis of Table 4.13, shows that 48.2 percent of employees are single, 57.3 percent of employees are married, 57.1 percent of employees are divorced, 100 percent of employees are widowed and feel “satisfied” while 51.8 percent of employees are single, 42.7 percent of employees are married, 42.9 percent of employees are divorced, feel “dissatisfied”. The association between marital status and satisfaction level is not statistically significant ($p > 0.05$).

Table 4.14: Association between job status and satisfaction level

| | Job status | | | |
|---|------------|------|----------|------|
| | Permanent | | Contract | |
| | n | % | n | % |
| Satisfied | 223 | 58.5 | 84 | 46.9 |
| Dissatisfied | 158 | 41.5 | 95 | 53.1 |
| Total | 381 | 100 | 179 | 100 |
| Pearson Chi-Square value = 6.62, d.f. =1, p value = 0.010 | | | | |

Source: Compiled from the questionnaire

The analysis of Table 4.14, revealed that 58.5 percent permanent, 46.9 percent contract employees are “satisfied” while 41.5 percent permanent, 53.1 percent are “dissatisfied”. It means permanent employees seem to be more satisfied, the same is statistically proved by test. the association between job status and satisfaction level is statistically significant ($p < 0.05$).

Hypothesis 4: Since, $p < .05$ for all demographic variables (gender, age, marital status, designation, education) of job satisfaction except job status, experience and showing significant relationship between demographic variables and level of job satisfaction except job status, experience .

4.4 ASSOCIATION OF DEMOGRAPHIC CHARACTERISTICS AND SATISFACTION LEVEL OF GOVERNMENT AND PRIVATE HOSPITAL

Table 4.15: Association between gender and satisfaction level

| | Gender | | | | | | | |
|---|------------|-----|--------|------|---|------|--------|------|
| | Government | | | | Private | | | |
| | Male | | Female | | Male | | Female | |
| | n | % | n | % | n | % | n | % |
| Satisfied | 63 | 60 | 102 | 58.3 | 56 | 49.1 | 86 | 51.8 |
| Dissatisfied | 42 | 40 | 73 | 41.7 | 58 | 50.9 | 80 | 48.2 |
| Total | 105 | 100 | 175 | 100 | 114 | 100 | 166 | 100 |
| Pearson Chi-Square value = 0.08, d.f. =1, p value = 0.778 | | | | | Pearson Chi-Square value = 0.19, d.f. =1, p value = 0.659 | | | |

Source: Compiled from the questionnaire

The analysis of Table 4.15, shows that 60 percent, 49.1 percent males and 58.3 percent, 51.8 percent females are “satisfied” while 40 percent, 50.9 percent males and 41.7 percent, 48.2 percent females are “dissatisfied” in government and private hospitals respectively. The association between gender and satisfaction level does not statistically significant in both government and private hospital employees ($p > 0.05$).

Table 4.16: Association between job status and satisfaction level

| | Job status | | | | | | | |
|---|------------|------|----------|------|---|------|----------|------|
| | Government | | | | Private | | | |
| | Permanent | | Contract | | Permanent | | Contract | |
| | n | % | n | % | n | % | n | % |
| Satisfied | 122 | 60.4 | 43 | 55.1 | 101 | 56.4 | 41 | 40.6 |
| Dissatisfied | 80 | 39.6 | 35 | 44.9 | 78 | 43.6 | 60 | 59.4 |
| Total | 202 | 100 | 78 | 100 | 179 | 100 | 101 | 100 |
| Pearson Chi-Square value = 0.65, d.f. =1, p value = 0.422 | | | | | Pearson Chi-Square value = 6.47, d.f. =1, p value = 0.011 | | | |

Source: Compiled from the questionnaire

The analysis of Table 4.16, revealed that 60.4 percent, 56.4 percent permanent employees; 55.1 percent, 41 percent contract employees are “satisfied” while 39.6 percent, 43.6 percent permanent employees; 44.9 percent, 59.4 percent contract employees are “dissatisfied” in government and private hospitals respectively. The association between job status and satisfaction level does not statistically significant in government hospital employees ($p>0.05$) and in private hospital employees it is statistically significant ($p<0.05$).

The analysis of Table 4.17, analyzed with the increase in age, satisfaction level initially increases then decreases in government hospital employees while with the increase in age satisfaction level increases in private hospital employees and with the increase in age dissatisfaction level decreases in both hospital employees. 53.4 percent, 50.4 percent are between the age group of 20-30 years; 59.3 percent, 52.9 percent are between the age group of 30-40 years; 65.2 percent, 62.2 percent are between the age group of 40-50 years and 64.3 percent, 71.4 percent are between the age group of 50-60 years are “satisfied” while 46.6 percent, 49.6 percent are between the age group of 20-30 years; 40.7 percent, 47.1 percent are between the age group of 30-40 years; 34.8 percent, 37.8 percent are between the age group of 40-50 years and 35.7 percent, 28.6 percent in 50-60 years are “dissatisfied” in government and private hospital employees respectively. The association between age and satisfaction level does not statistically significant in both government and private hospital employees ($p>0.05$).

Table 4.17: Association between age and satisfaction level

| Age | | | | | | | | | | | | | | | | |
|--|------------|------|-------|------|-------|------|-------|------|---|------|-------|------|-------|------|-------|------|
| | Government | | | | | | | | Private | | | | | | | |
| | 20-30 | | 30-40 | | 40-50 | | 50-60 | | 20-30 | | 30-40 | | 40-50 | | 50-60 | |
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Satisfied | 47 | 53.4 | 70 | 59.3 | 30 | 65.2 | 18 | 64.3 | 57 | 50.4 | 57 | 52.9 | 23 | 62.2 | 5 | 71.4 |
| Dissatisfied | 41 | 46.6 | 48 | 40.7 | 16 | 34.8 | 10 | 35.7 | 58 | 49.6 | 64 | 47.1 | 14 | 37.8 | 2 | 28.6 |
| Total | 88 | 100 | 118 | 100 | 46 | 100 | 28 | 100 | 115 | 100 | 121 | 100 | 37 | 100 | 7 | 100 |
| Pearson Chi-Square value = 2.19, d.f. =3, p value = 0.53 | | | | | | | | | Pearson Chi-Square value = 3.83, d.f. =3, p value = 0.280 | | | | | | | |

Source: Compiled from the questionnaire

Table 4.18: Association between education and satisfaction level

| Education | | | | | | | | | | | | |
|---|------------|-----|----------|------|---------------|------|---|------|----------|------|---------------|------|
| | Government | | | | | | Private | | | | | |
| | Diploma | | Graduate | | Post Graduate | | Diploma | | Graduate | | Post Graduate | |
| | n | % | n | % | n | % | n | % | n | % | n | % |
| Satisfied | 65 | 56 | 31 | 59.6 | 69 | 61.6 | 50 | 54.3 | 42 | 44.2 | 50 | 53.8 |
| Dissatisfied | 51 | 44 | 21 | 40.4 | 43 | 38.4 | 42 | 45.7 | 53 | 55.8 | 43 | 46.2 |
| Total | 116 | 100 | 52 | 100 | 112 | 100 | 92 | 100 | 95 | 100 | 93 | 100 |
| Pearson Chi-Square value = 0.74, d.f. =2, p value = 0.689 | | | | | | | Pearson Chi-Square value = 2.44, d.f. =2, p value = 0.295 | | | | | |

Source: Compiled from the questionnaire

Table 4.19: Association between designation and satisfaction level

| Designation | | | | | | | | | | | | | | | | |
|---|----------------------|------|---------|-----|--------|------|------------------------|------|---|------|---------|------|--------|------|------------------------|------|
| | Government | | | | | | | | Private | | | | | | | |
| | Administrative staff | | Doctors | | Nurses | | Laboratory Technicians | | Administrative staff | | Doctors | | Nurses | | Laboratory Technicians | |
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Satisfied | 12 | 66.7 | 42 | 56 | 88 | 58.7 | 23 | 62.2 | 12 | 66.7 | 38 | 50.7 | 77 | 51.3 | 15 | 40.5 |
| Dissatisfied | 6 | 33.3 | 33 | 44 | 62 | 41.3 | 14 | 37.8 | 6 | 33.3 | 37 | 49.3 | 73 | 48.7 | 22 | 59.5 |
| Total | 18 | 100 | 75 | 100 | 150 | 100 | 37 | 100 | 18 | | 75 | 100 | 150 | 100 | 37 | 100 |
| Pearson Chi-Square value = 0.88, d.f. =3, p value = 0.831 | | | | | | | | | Pearson Chi-Square value = 3.39, d.f. =3, p value = 0.336 | | | | | | | |

Source: Compiled from the questionnaire

Table 4.20: Association between experience and satisfaction level

| Experience | | | | | | | | | | | | | | | | | | | | | | | | |
|---|------------|------|-----|------|-----|------|-----|------|------|------|-----|---|---------|------|-----|------|-----|-----|-----|------|------|------|-----|------|
| | Government | | | | | | | | | | | | Private | | | | | | | | | | | |
| | 0-2 | | 2-4 | | 4-6 | | 6-8 | | 8-10 | | >10 | | 0-2 | | 2-4 | | 4-6 | | 6-8 | | 8-10 | | >10 | |
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Satisfied | 35 | 50.7 | 43 | 58.1 | 27 | 56.2 | 10 | 66.7 | 6 | 66.7 | 44 | 67.7 | 21 | 37.5 | 43 | 49.4 | 33 | 50 | 16 | 59.3 | 11 | 68.8 | 18 | 64.3 |
| Dissatisfied | 34 | 49.3 | 31 | 41.9 | 21 | 43.8 | 5 | 33.3 | 3 | 33.3 | 21 | 32.3 | 35 | 62.5 | 44 | 50.6 | 33 | 50 | 11 | 40.7 | 5 | 31.2 | 10 | 35.7 |
| Total | 69 | 100 | 74 | 100 | 48 | 100 | 15 | 100 | 9 | 100 | 65 | 100 | 56 | 100 | 87 | 100 | 66 | 100 | 27 | 100 | 16 | 100 | 28 | 100 |
| Pearson Chi-Square value = 4.74, d.f. =5, p value = 0.449 | | | | | | | | | | | | Pearson Chi-Square value = 8.92, d.f. =5, p value = 0.112 | | | | | | | | | | | | |

Source: Compiled from the questionnaire

Table 4.21: Association between marital and satisfaction level

| Marital | | | | | | | | | | | | | | | | |
|---|------------|------|---------|------|----------|-----|---------|-----|---|-----|---------|------|----------|-----|---------|-----|
| | Government | | | | | | | | Private | | | | | | | |
| | Single | | Married | | Divorced | | Widowed | | Single | | Married | | Divorced | | Widowed | |
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Satisfied | 37 | 52.9 | 125 | 60.4 | 1 | 100 | 2 | 100 | 45 | 45 | 92 | 53.5 | 3 | 50 | 2 | 100 |
| Dissatisfied | 33 | 47.1 | 82 | 39.6 | 0 | 0 | 0 | 0 | 55 | 55 | 80 | 46.5 | 3 | 50 | 0 | 0 |
| Total | 70 | 100 | 207 | 100 | 1 | 100 | 2 | 100 | 100 | 100 | 172 | 100 | 6 | 100 | 2 | 100 |
| Pearson Chi-Square value = 3.33, d.f. =3, p value = 0.342 | | | | | | | | | Pearson Chi-Square value = 3.78, d.f. =3, p value = 0.286 | | | | | | | |

Source: Compiled from the questionnaire

In Table 4.18, we studied 56 percent, 54.3 percent diploma holders; 59.6 percent, 44.2 percent graduate; and 61.6 percent, 53.8 percent post graduate are “satisfied” while 44 percent, 45.7 percent diploma holders; 40.4 percent, 55.8 percent graduate; and 38.4 percent, 46.2 percent post graduate are “dissatisfied” in government and private hospital employees respectively. The association between education and satisfaction level does not statistically significant in both government and private hospital employees ($p>0.05$).

In Table 4.19, we revealed 66.7 percent, 66.7 percent administrative staff; 56 percent, 50.7 percent doctors; 58.7 percent, 51.3 percent nurses; 62.2 percent, 40.5 percent laboratory technicians are “satisfied” while 33.3 percent, 33.3 percent administrative staff; 44 percent, 49.3 percent doctors; 41.3 percent, 48.7 percent nurses; 37.8 percent, 59.5 percent laboratory technicians are “dissatisfied” in government and private hospital employees respectively. The association between designation and satisfaction level does not statistically significant in both government and private hospital employees ($p>0.05$).

Hypothesis 2: $p > .05$, therefore we accept null hypothesis and conclude that there is no significant variation among different categories of staff working in a hospital.

In Table 4.20, we found 50.7 percent, 37.5 percent have 0-2 years; 58.1 percent, 49.4 percent have 2-4 years; 56.2 percent, 50 percent have 4-6 years; 66.7 percent, 59.3 percent have 6-8 years; 66.7 percent, 68.8 percent have 8-10 years; 67.7 percent, 64.3 percent have >10 years of experience are “satisfied” while 50.7 percent, 37.5 percent have 0-2 years; 58.1 percent, 49.4 percent have 2-4 years; 56.2 percent, 50 percent have 4-6 years; 66.7 percent, 59.3 percent have 6-8 years; 66.7 percent, 68.8 percent have 8-10 years; 67.7 percent, 64.3 percent have >10 years of experience are “dissatisfied” in government and private hospital employees respectively. The association between experience and satisfaction level does not statistically significant in both government and private hospital employees ($p>0.05$).

In Table 4.21, we evaluated 52.9 percent, 45 percent single; 60.4 percent, 53.5 percent married; 100 percent, 50 percent divorced; 100 percent, 100 percent widowed are “satisfied” while 47.1 percent, 55 percent single; 39.6 percent, 46.5 percent married; 0 percent, 50 percent divorced are “dissatisfied” in government and private hospital

employees. The association between marital and satisfaction level does not statistically significant in both government and private hospital employees ($p > 0.05$).

Table 4.22: p value of demographic variables at a glance

| Demographic characteristics | p value | Statistically significant or not |
|------------------------------------|----------------|---|
| Gender& satisfaction level | $p > .05$ | Not statistically significant |
| Age& satisfaction level | $p > .05$ | Not statistically significant |
| Education& satisfaction level | $p > .05$ | Not statistically significant |
| Designation& satisfaction level | $p > .05$ | Not statistically significant |
| Experience& satisfaction level | $p < .05$ | Statistically significant |
| Marital status& satisfaction level | $p > .05$ | Not statistically significant |
| Job status& satisfaction level | $p < .05$ | Statistically significant |

Table 4.23: p value of demographic variables of government and private hospitals at a glance

| Comparative analysis | | p value | Statistically significant or not |
|------------------------------------|-------|----------------|---|
| Gender& satisfaction level | Govt. | $p > .05$ | Not statistically significant |
| | Pvt. | $p > .05$ | Not statistically significant |
| Age& satisfaction level | Govt. | $p > .05$ | Not statistically significant |
| | Pvt. | $p > .05$ | Not statistically significant |
| Education& satisfaction level | Govt. | $p > .05$ | Not statistically significant |
| | Pvt. | $p > .05$ | Not statistically significant |
| Designation& satisfaction level | Govt. | $p > .05$ | Not statistically significant |
| | Pvt. | $p > .05$ | Not statistically significant |
| Experience& satisfaction level | Govt. | $p > .05$ | Not statistically significant |
| | Pvt. | $p > .05$ | Not statistically significant |
| Marital status& satisfaction level | Govt. | $p > .05$ | Not statistically significant |
| | Pvt. | $p > .05$ | Not statistically significant |

| | | | |
|--------------------------------|-------|--------|-------------------------------|
| Job status& satisfaction level | Govt. | p >.05 | Not statistically significant |
| | Pvt. | p <.05 | statistically significant |

CONCLUSION:

We conclude that demographic variables does not have significant impact on satisfaction level except experience and job status of employees. In government hospital employees demographic characteristics does not have impact on satisfaction level whereas in private hospital employees demographic characteristics does not have impact on satisfaction level except job status.