

CHAPTER: 05

STUDY ON JOB SATISFACTION OF THE NURSING ATTENDANTS WORKING IN HOME HEALTHCARE

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INTRODUCTION

Employee satisfaction refers to the contentment and fulfillment of employees in their work, indicating whether they are happy, and their needs are met. The greater the happiness within their job, the higher their satisfaction levels are perceived. While job satisfaction and motivation are closely connected, they are not identical concepts. Employee motivation, goal attainment, and positive morale are widely considered pivotal factors contributing to job satisfaction [1]. Job satisfaction can be increased by attending to motivating factors, such as making work more interesting, requiring more initiative, creativity and planning. This is especially relevant when budget constraints limit increases to pay and benefits [2]. Nurse and Nursing Attendants shortage is a critical phenomenon which the Hospitals face worldwide [3]. Not only hospitals, but even the home health care Organizations all across the world find it difficult to hire and retain Nurses and Nursing attendants. It is even more difficult to hire, train and retain the Nursing Attendants for provision of home health care service. Reducing the attrition rate is one of the most cost-effective ways to decrease the Nursing Attendant shortages rather than hiring new candidates and training them. The health care managers acknowledge the link between retention and job satisfaction [4]. According to Igbaria, Meredith, and Smith (1994), job satisfaction emerges as the paramount factor influencing an individual's intention to remain with an organization. Initiating any development or intervention program aimed at maintaining or enhancing employee satisfaction typically starts with gathering employee input on their job satisfaction. [5].

Rationale

Nursing attendants in Home Healthcare face a lot of stress whether mental or physical and may feel pressurized by work. It is important to assess the factors that lead to satisfaction and dissatisfaction of the nursing attendants and thereby coming up with the solutions to address those factors.

RESEARCH QUESTIONS

1. What factors helped in assessing the job satisfaction of the nursing attendants working in home healthcare set-up?

RESEARCH OBJECTIVE

1. To assess the factors which lead to satisfaction and dissatisfaction among the nursing attendants working in Portea.

RESEARCH METHODOLOGY

Between March 7, 2016, and May 22, 2016, a descriptive study was conducted at Portea Medical Home Healthcare in Bangalore. The data collection involved both primary and secondary sources, with primary data obtained from nursing attendants working in Bangalore and secondary data gathered through collaboration with the organizations HR and Operations teams. The study sampled 117 participants through convenience sampling, and data collection occurred through face-to-face interviews, using a self-structured questionnaire administered to nursing attendants. Advanced functions of Excel were employed for data analysis.

CONCLUSION

Evaluating the job satisfaction of nursing attendants employed in the home healthcare sector holds significance comparable to that of hospital nurses. This assessment aids in identifying the factors contributing to employee satisfaction and dissatisfaction, facilitating the development of solutions to address dissatisfying elements. Additionally, it plays a role in minimizing employee turnover.

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