


**“WORK CONTENTMENT” - AN ENABLER FOR CAREER DEVELOPMENT-A STUDY  
WITH SPECIAL REFERENCE TO THE HOSPITAL INDUSTRY**

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ARTICLE INFO	ABSTRACT
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<p><b>Keywords:</b></p> <p>Work Contentment; Engagement; Satisfaction; Career Development; Healthcare Industry.</p> <div data-bbox="172 1003 480 1249" style="text-align: center;">  </div>	<p><b>Purpose:</b> The study aims to determine the employee work contentment level, the relationship between work contentment, and the various variables among the nurses and paramedical staff engaged in the Healthcare industry.</p> <p><b>Theoretical Framework:</b> Work contentment in a healthy work environment is a critical factor that indirectly affects the employees' dedication and loyalty to the organization, and it improves the motivation and productivity of the employees. The undivided commitment of an employee could be well performed based on his or her high level of satisfaction at the workplace, leading to increased work output. Job security, skill and ability application opportunities, pay compensation, supervisor support, working conditions, job characteristics, relationships with coworkers, and job duties all impact job satisfaction at work, inevitably leading to increased enthusiasm and enthusiasm motivation. Based on this study, this research determines the work contentment level of the nurses and other paramedical staff working in the Health care industry.</p> <p><b>Design/Methodology/approach:</b> The research conducted was a descriptive cross-sectional study based on a questionnaire Method. The study sample was selected using the Simple Random Sampling method.</p> <p><b>Findings:</b> The study shows that there is no discrimination between employees when it comes to their gender or their designation. There is sufficient information provided to the employees by the management. Due to this fact, the employees are content with their role in the hospital. They feel valued for their efforts and ideas. They are satisfied with the amount of work allotted to them. They clearly understand what is expected of them as they get good communication from the hospital.</p> <p><b>Research, Practical &amp; Social Implications:</b> The purpose and implications of this study are also to determine if various factors such as motivation, communication, workload allotment, and participation in management decisions affect the work contentment of the health workers and recommend the government to improve the health industry. The production of the company is always higher when work satisfaction rises. People typically work more when their bosses have faith in them and give them recognition and rewards, which increases their passion and motivation.</p> <p><b>Originality / Value:</b> Researchers studied this research to check the work contentment level among the nurses and other paramedical workers in the Health care sector and the various factors that affect work contentment which still needs to be evaluated. It added value in the healthcare sector to mitigate their issues and career development.</p> <p>Doi: <a href="https://doi.org/10.26668/businessreview/2023.v8i5.1738">https://doi.org/10.26668/businessreview/2023.v8i5.1738</a></p>

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**“CONTENTAMENTO NO TRABALHO” - UM FACILITADOR DE DESENVOLVIMENTO DE CARREIRA - UM ESTUDO COM REFERÊNCIA ESPECIAL À INDÚSTRIA HOSPITALAR**

**RESUMO**

**Objetivo:** O estudo tem como objetivo determinar o nível de satisfação no trabalho dos funcionários, a relação entre a satisfação no trabalho e as várias variáveis entre os enfermeiros e paramédicos envolvidos no setor de saúde.

**Enquadramento Teórico:** O contentamento no trabalho num ambiente de trabalho saudável é um fator crítico que afeta indiretamente a dedicação e lealdade dos colaboradores à organização, e melhora a motivação e produtividade dos colaboradores. O comprometimento total de um funcionário pode ser bem executado com base em seu alto nível de satisfação no local de trabalho, levando ao aumento da produção de trabalho. Segurança no trabalho, habilidades e oportunidades de aplicação de habilidades, remuneração, suporte do supervisor, condições de trabalho, características do trabalho, relacionamentos com colegas de trabalho e deveres do trabalho, todos impactam a satisfação no trabalho, levando inevitavelmente a um maior entusiasmo e motivação. Com base neste estudo, esta pesquisa determina o nível de satisfação no trabalho dos enfermeiros e outros funcionários paramédicos que trabalham no setor de saúde.

**Desenho/Metodologia/abordagem:** A pesquisa realizada foi um estudo transversal descritivo baseado em um método de questionário. A amostra do estudo foi selecionada pelo método de Amostragem Aleatória Simples.

**Resultados:** O estudo mostra que não há discriminação entre os funcionários quando se trata de seu sexo ou sua designação. Há informações suficientes fornecidas aos funcionários pela administração. Devido a este fato, os funcionários estão satisfeitos com sua função no hospital. Eles se sentem valorizados por seus esforços e ideias. Eles estão satisfeitos com a quantidade de trabalho que lhes é atribuído. Eles entendem claramente o que se espera deles quando recebem uma boa comunicação do hospital.

**Implicações de pesquisa, práticas e sociais:** O objetivo e as implicações deste estudo também são determinar se vários fatores, como motivação, comunicação, alocação de carga de trabalho e participação nas decisões de gerenciamento, afetam o contentamento do trabalho dos profissionais de saúde e recomendam o governo a melhorar o indústria da saúde. A produção da empresa é sempre maior quando a satisfação no trabalho aumenta. As pessoas normalmente trabalham mais quando seus chefes confiam nelas e lhes dão reconhecimento e recompensas, o que aumenta sua paixão e motivação.

**Originalidade / Valor:** Os pesquisadores estudaram esta pesquisa para verificar o nível de satisfação no trabalho entre os enfermeiros e outros trabalhadores paramédicos no setor de saúde e os vários fatores que afetam a satisfação no trabalho que ainda precisam ser avaliados. Agregou valor no setor de saúde para mitigar seus problemas e desenvolvimento de carreira.

**Palavras-chave:** Satisfação no Trabalho, Engajamento, Satisfação, Desenvolvimento de Carreira, Indústria da Saúde.

**“CONTENTO LABORAL” - UN FACILITADOR PARA EL DESARROLLO DE CARRERA - UN ESTUDIO CON ESPECIAL REFERENCIA A LA INDUSTRIA HOSPITALARIA**

**RESUMEN**

**Propósito:** El estudio tiene como objetivo determinar el nivel de satisfacción laboral de los empleados, la relación entre la satisfacción laboral y las diversas variables entre el personal de enfermería y paramédico que trabaja en la industria de la salud.

**Marco Teórico:** La satisfacción laboral en un ambiente de trabajo saludable es un factor crítico que indirectamente afecta la dedicación y lealtad de los empleados hacia la organización, y mejora la motivación y productividad de los empleados. El compromiso indiviso de un empleado podría cumplirse bien en función de su alto nivel de satisfacción en el lugar de trabajo, lo que conduciría a un mayor rendimiento laboral. La seguridad laboral, las oportunidades de aplicación de habilidades y capacidades, la compensación salarial, el apoyo del supervisor, las condiciones de trabajo, las características del trabajo, las relaciones con los compañeros de trabajo y los deberes laborales afectan la satisfacción laboral en el trabajo, lo que inevitablemente conduce a un mayor entusiasmo y motivación entusiasta. Con base en este estudio, esta investigación determina el nivel de satisfacción laboral de las enfermeras y otro personal paramédico que trabaja en la industria del cuidado de la salud.

**Diseño/Metodología/Enfoque:** La investigación realizada fue un estudio descriptivo de corte transversal basado en un Método cuestionario. La muestra del estudio se seleccionó mediante el método de Muestreo Aleatorio Simple.

**Hallazgos:** El estudio muestra que no existe discriminación entre los empleados en lo que respecta a su género o su designación. Hay suficiente información proporcionada a los empleados por parte de la gerencia. Debido a este hecho, los empleados están contentos con su rol en el hospital. Se sienten valorados por sus esfuerzos e ideas.

Están satisfechos con la cantidad de trabajo que se les asigna. Entienden claramente lo que se espera de ellos ya que reciben una buena comunicación del hospital.

**Implicaciones de investigación, prácticas y sociales:** El propósito y las implicaciones de este estudio también son determinar si varios factores como la motivación, la comunicación, la asignación de la carga de trabajo y la participación en las decisiones de gestión afectan la satisfacción laboral de los trabajadores de la salud y recomendar al gobierno que mejore la industria de la salud. La producción de la empresa siempre es mayor cuando aumenta la satisfacción laboral. Las personas suelen trabajar más cuando sus jefes tienen fe en ellos y les dan reconocimiento y recompensas, lo que aumenta su pasión y motivación.

**Originalidad / Valor:** Los investigadores estudiaron esta investigación para verificar el nivel de satisfacción laboral entre las enfermeras y otros trabajadores paramédicos en el sector de la salud y los diversos factores que afectan la satisfacción laboral que aún deben evaluarse. Aportó valor en el sector salud para mitigar sus problemas y desarrollo profesional.

**Palabras clave:** Contentamiento Laboral, Compromiso, Satisfacción, Desarrollo de Carrera, Industria de la Salud.

## INTRODUCTION

Work contentment has become a significant subject to review for hospital staff, and it is a sign of excellent treatment and emotional well-being. Satisfaction with one's job is a crucial component of staff's happiness. If their personal needs appear to be being addressed by their employer, hospital staff requires assistance in fulfilling the requirements of their patients; as a result, hospital management has obligations to both staff and patients. According to the literature, researchers found that having the best work conditions, having the opportunity to actively participate in decision-making actively, having effective communication between employees and managers, and being willing to express one's opinions freely all contributed to workers feeling content at work in healthcare organizations. The management viewpoint and resolving collective grievances are equally crucial for employee satisfaction. Organizations in the healthcare sector will offer prospects for worker satisfaction. Employees will perform better by emphasizing motivational factors like making work more fun and requiring more initiative, creative thinking, and planning. Employee motivation becomes necessary as soon as financial constraints place a cap on salaries and perks. The various teams of hospital personnel are more likely to perform at a higher level when managers are aware of the importance of elements affecting their well-being. Asking for the staff's opinions and involving them in decision- and problem-solving processes are essential. A manager's performance review can improve an employee's sense of belonging to the company and employee satisfaction.

**Work Contentment**

Within the workplace, various factors influence job satisfaction, and researchers listed the following:

**Job Security**

It is essential for an individual to feel safe and secure within the employment setting. Factors that affect job security and the performance of job duties include effective communication, good working relationships with superiors and subordinates, a safe working environment, the safety of the machines, the availability of incentives and benefits, and a good salary.

**Opportunities to make use of skills and abilities**

People feel fulfilled when they can utilize their skills and abilities effectively in the workplace. People are unsatisfied with their jobs when the healthcare industry does not use their knowledge, talents, and abilities.

**Compensation/Pay**

Compensation is the financial advantage provided to employees by the employer in exchange for the services provided to the employer. Promotions and compensation increases make workers happier at their jobs.

**Supervisor Support**

The supervisor's assistance is one of the most important factors for employee retention and fulfilling one's work commitments. Workers within the organization demand supervision, administration, and guidance from their supervisor. The administrators and managers look out for the welfare of their employees and value their work as supervisor support. Employees feel respected when they receive support, consideration, and assistance from their boss. They are happy with their jobs as a result.

**Working Environmental Conditions**

Since employees prefer a comfortable physical environment, the workplace environment impacts job satisfaction. An employee wants healthy working conditions that enable him to perform his job more effectively. On the other hand, when workers do not feel

comfortable at work, they do not experience job satisfaction.

### **Job Characteristics**

While considering how to build a positive attitude towards their jobs, people must consider several specific features. These employment characteristics include skill diversity, task identity, task significance, autonomy, and feedback, impacting the three critical psychological states of experienced meaningfulness, experienced responsibility for outcomes, and knowledge of the actual results. Workers aware of these qualities and components will be more productive and have a favourable impact on variables like motivation, job satisfaction, and more.

### **Relationship with the Co-workers**

The employees and their coworkers must establish acceptable terms and conditions inside the organizational structure. It is critical to creating an office culture that promotes cordial and informal interactions between coworkers. Coworkers who get along well tend to finish jobs, assignments, and other responsibilities on time.

### **Job Duties**

Researchers observed many job tasks that are difficult for employees, while others contain demanding and challenging job requirements. As a result, the duties associated with work play a big part in how people feel about their jobs. Employees, for instance, report higher job satisfaction when they have accurate and valuable knowledge of how to carry out their responsibilities and when the tasks at hand are doable. On the other hand, when they lack the required knowledge and experience, are inexperienced, and find the tasks challenging, employees feel dissatisfied with their jobs.

## **STATEMENT OF PROBLEM**

Employees play an essential role in the performance of the organization. Hence, they must be kept content with their role in the organization. Employees who are content with their job tend to show a higher level of commitment and productivity than those who are dissatisfied. Researchers studied this research to check the work contentment level among nurses and other paramedical workers in the Health care sector and the various factors that affect work contentment. By assessing the employee work contentment level, we can understand the various factors affecting employee productivity and find ways to uphold employee motivation.

## OBJECTIVES OF THE STUDY

The study aims to determine the employee work contentment level, the relationship between work contentment, and the various variables among the nurses and paramedical staff engaged in the Healthcare sector.

- To study the level of work contentment among nurses and paramedical employees in the Health care sector, Chennai.
- To study the different factors affecting employee work contentment.

## REVIEW OF LITERATURE:

A study to assess happiness at work was conducted in Indonesia by **Fitriana et al.(2022)**, which stated that work culture plays a role in promoting employee work contentment.

**Misbah Hayat Bhatti et al. (2016)** conducted a study to compare the relationship between work contentment and turnover intention among employees working at an organization in Faisalabad, Pakistan. Researchers concluded that employees who are loyal to the organization and are also content with their jobs observed a reduced intention to quit. Research also shows a strong relationship between organizational commitment, work contentment and turnover intention.

**Siew-Yong Yew et al. (2018)** conducted a study at a private Malaysian hospital to determine the level of work satisfaction among the nurses there. The study concluded that most nurses were unhappy with their job due to the pay and the tasks assigned to them.

**Kanimozhi. N et al. (2018)** conducted a study at a private medical college in Chennai to compare the level of satisfaction and burnout among the staff nurses. The study concluded that job satisfaction has a negative relationship with nurses' burnout.

**HongLuetal. (2007)** conducted a survey to assess job satisfaction and the factors that affect it among the nurses employed at a hospital in Mainland China.

The study concluded that the nurses were content with their jobs and roles in the hospital.

## RESEARCH METHODOLOGY

The research conducted was a descriptive cross-sectional study based on a questionnaire.

Method. The study sample was selected using the Simple Random Sampling method.

## Correlation

### Hypothesis No.1

**H0:** There is no significant relationship between Designation and Participation of management.

**H1:** There is a significant relationship between Designation and Participation of management.

Correlations

Table 1- Correlation between Designation and Participation Management.

		Designation	Participation of management
<b>Designation</b>	Pearson Correlation	1	.257**
	Sig.(2-tailed)		.009
	N	100	100
<b>Participation of management</b>	Pearson Correlation	.257**	1
	Sig.(2-tailed)	.009	
	N	100	100

\*\*Correlation is significant at the 0.01 level (2-tailed).

## Interpretation

### Significance:

The significant value is 0.009, which is greater than 0.05. Hence it is insignificant. Therefore we accept the Null Hypothesis and reject the alternate Hypothesis. i.e

There is no significant relationship between Designation and Participation of management.

### Pearson correlation value

Pearson Correlation value is .257, which shows that there is a meagre amount to the correlation between Designation and Participation of management.

### Hypothesis No.2

**H0:** There is no significant relationship between Designation and Work contentment.

**H1:** There is a significant relationship between Designation and Work contentment.

Correlations



Table 2- Correlation between Designation and Work Contentment.

		Designation	Work contentment
Designation	Pearson Correlation	1	.139
	Sig.(2-tailed)		.169
	N	100	100
Work contentment	Pearson Correlation	.139	1
	Sig.(2-tailed)	.169	
	N	100	100

### Interpretation

#### Significance:

The significant value is 0.169, which is greater than 0.05. Hence it is insignificant. Therefore we accept the Null Hypothesis and reject the Alternate Hypothesis. i.e

There is no significant relationship between Designation and Work contentment.

#### Pearson correlation value

Pearson Correlation value is .139 which shows that there is a meagre amount to the correlation between Designation and Work contentment

### One Way ANOVA

#### Hypothesis No.1

**H<sub>0</sub>**: There is no difference between the gender groups (male and female) in work contentment.

**H<sub>1</sub>**: There is a significant difference between the gender groups (male and female) in work contentment.

ANOVA

Work contentment based on gender

Table3–Oneway ANOVA of Work contentment on gender.

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.050	2	.025	.039	.962
Within Groups	62.950	98	.642		
Total	63.000	100			



## Interpretation

### Significance:

The p-value (sig.) is 0.962, more significant than 0.05 (5% significance level). So we accept the null Hypothesis, which shows that gender does not differ in work contentment.

## Hypothesis No.2

**H0:** There is no difference between the designations in work contentment.

**H1:** There is a significant difference between the designations in work contentment.

ANOVA

Work contentment based on designation

Table4–Oneway ANOVA of Work Contentment on Designation.

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	2.147	6	.358	.523	.790
Within Groups	64.363	94	.685		
Total	66.510	100			

## Interpretation

### Significance:

The p-value (sig.) is 0.790, more excellent than 0.05 (5% significance level). So we accept the null Hypothesis, which shows that different levels of designation are similar in work contentment.

The study shows that there is no discrimination between employees when it comes to their gender or their designation. There is sufficient information provided to the employees by the management. Due to this fact, the employees are content with their role in the hospital. They feel valued for their efforts and ideas. They are satisfied with the amount of work allotted to them. They clearly understand what is expected of them as they get good communication from the hospital.

## FINDINGS

From the data, researchers saw that the majority of the respondents to the survey were female. Hence it is determined that researchers find most healthcare workers within the inclusion criteria to be females. The primary respondents to the survey were staff nurses, and

the minority consisted of technicians. The study shows that there is no discrimination between employees when it comes to their gender or their designation. There is sufficient information provided to the employees by the management. Due to this fact, the employees are content with their role in the hospital. They feel valued for their efforts and ideas. They are satisfied with the amount of work allotted to them. They clearly understand what is expected of them as they get good communication from the hospital.

## CONCLUSION

The main aim of this study was to determine if healthcare workers in Chennai were satisfied with their job. This study is of great importance as employees are the backbone of an organization. Only when they are kept happy will a lower turnover rate, and they can add to the organization's goals. The study also aimed to determine if various factors such as motivation, communication, work load allotment, and participation in management decisions affect the work contentment of the employees. This study shows that these factors directly affect employee work contentment. Researchers concluded from the study that the employees within the study population are content with their job in the Healthcare sector in Chennai. The purpose and implications of this study are also to determine if various factors such as motivation, communication, workload allotment, and participation in management decisions affect the work contentment of the health workers and recommend the government to improve the health industry. Researchers throughout India may conduct future research.

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