



# A Study on Job Satisfaction of Employees in Karnali Academy of Health Science

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## Abstract

**Introduction:** The term job satisfaction refers to the attitude and feeling people have about their work. Employee job satisfaction is supremely important in an organization because it is what productivity depends on. **Objectives:** To identify the job satisfaction among employees in Karnali Academy of Health Science, Jumla Nepal. **Study Design:** Descriptive cross-sectional research design was used to identify the situation of job satisfaction in the organization with the factor influencing and enhancing the level of job satisfaction. **Results:** In this study, a total of 238 employees were included in the study as the employee staying on leave for more than one week and who have experience of less than one year are excluded. In this study, male employees were 115 and female were 123 included in the study. 36.65% agreed moderately that the payment is fair for their work in the organization which is the highest percentage. 36.14% agreed very much that in an organization, supervisors were competent in doing their job. 29.84% agreed very much that they were satisfied with the benefits received. 21.85% is the maximum number of employees who disagreed very much that communication seemed good within the organization. 73% agreed very much that their work assignment was explained to the employee in the organization. **Conclusion:** This study proves that employees are satisfied with their supervisors and co-worker. Promotion, communication, salary increment, and benefits package are the recommendation from the study.

## Subject Areas

Sociology

## Keywords

Job Satisfaction, Employee, KAHS, Plan and Policies

## 1. Introduction

Job satisfaction can be defined as a psychological state of how an individual feels towards work, in other words, it is people's feelings and attitudes about a variety of intrinsic and extrinsic elements towards jobs and the organizations they perform their jobs. The elements of job satisfaction are related to pay, promotion, benefits, work nature, supervision, and relationship with colleagues. [1]

There are two types of job satisfaction which are based on the level of employees' feelings regarding their jobs. The first, and most studied, is global job satisfaction, which refers to employees' overall feelings about their jobs. The second is job facet satisfaction, which refers to feelings about specific job aspects, such as salary, benefits, and the quality of relationships with one's co-workers. [2]

"Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience." [3]

"Job satisfaction is the amount of pleasure or contentment associated with a job. If you like your job intensely, you will experience high job satisfaction. If you dislike your job intensely, you will experience job dissatisfaction." [4]

Elwood Chapman helps to determine employee level of satisfaction and then assists in making positive changes to increase both satisfaction level and quality of work. [5]

C. J. Cranny, Patricia Cain Smith, and Eugène F. Stone reveal perceiving future opportunity can actually be more motivating than actually receiving a raise, getting promoted, or being given additional responsibilities [4].

Jane Boucher offers practical advice for improving both your attitude about your job and the job itself. She shows workers how to cope with keeping their jobs in this difficult economy. [6]

Chris Stride, Toby D. Wall, and Nick Catley [7] presented widely used measurement scales of Job Satisfaction, Mental Health, Job-related Well-being and Organizational Commitment, along with benchmarking data for comparison. The benchmarking data is based on a sample of almost 60,000 respondents from 115 different organizations across a wide spectrum of industries and occupations. Information is given by occupational group, and is further broken down by age and gender [8].

Karnali Academy of Health Sciences (KAHS), established in 2011, is responsible for providing healthcare services to Karnali Province through its teaching hospital located in Jumla. The hospital offers various health services, such as orthopedics, surgery, dental, medical, pediatrics, dermatology, radiology, and more. Maternal and child health clinics are among the major healthcare services provided by this teaching hospital. However, the government of Nepal owned Karnali Zonal Hospital and started its services as Karnali Academy of Health Science, teaching hospital from 17th Kartik 2069.

## 2. Materials and Methods

Descriptive cross-sectional research design was used to identify situation of job

satisfaction in the organization with the factor influencing and enhancing the level of job satisfaction. Data was collected by face to face interview method for the study. Data management and analysis was done as Frequencies, percentage was used in the study in combination with graphical and tabular presentation.

### 3. Results

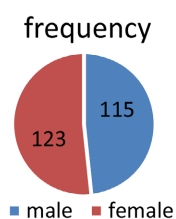
For the study on “job satisfaction of employees in Karnali Academy of Health Science, it has been collected from 238 employees in which 115 were male and 123 were female.

**Figure 1** shows among the total respondent 115 were male and 123 were female.

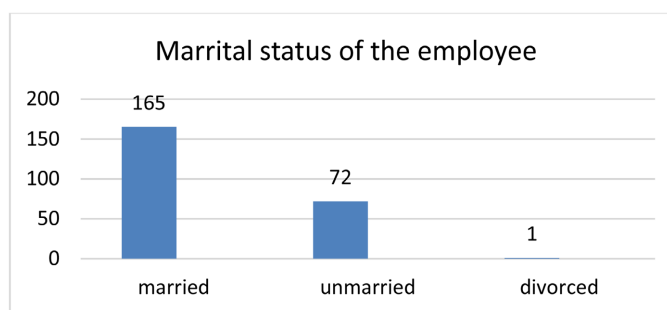
**Figure 2** shows studying on marital status were 165 married and 72 were unmarried and 1 divorced.

**Table 1** shows that maximum 121 (50.84%) were temporary employee and 4 (1.68%) were others.

**Table 2** shows that maximum 87 (36.65%) agree moderately whereas 12 (5.06%) disagree moderately on Being paid a fair amount for the work.



**Figure 1.** Male and female ration in the study (n = 238).



**Figure 2.** Marital status of the employee (238).

**Table 1.** Categories of employee working in Karnali Academy of Health Science (n = 238).

S.N	Categories	Frequency	Percentage (%)	Remarks
1	Permanent	60	25.22	
2	Contact	121	50.84	
3	Daily wages	53	22.26	
4	others	4	1.68	
	Total	<b>238</b>	<b>100</b>	

**Table 3** shows that 67 (28.2%) disagree moderately on chance for promotion on job where as minimum 16 (6.722%) disagree slightly.

About the supervisor competency 86 (36.14%) agree very much that supervisor are competent where as minimum 9 (3.78%) disagree very much. (**Table 4**)

**Table 5** shows that 71 (29.84%) agree very much that they are Not satisfied with the benefits received where as 10 (4.20%) disagree slightly.

**Table 6** shows that 52 (21.85%) disagree very much that Communications seem good within this organization where as minimum 18 (7.56%) disagree moderately.

**Table 2.** Being paid a fair amount for the work.

S.N	Likert scale	Frequency	Percentage (%)	Remarks
1	Disagree very much	56	23.52	
2	Disagree moderately	22	9.24	
3	Disagree slightly	12	5.06	
4	Agree slightly	21	8.82	
5	Agree moderately	87	36.65	
6	Agree very much	40	16.80	
	<b>Total</b>	<b>238</b>	<b>100</b>	

**Table 3.** Chance for promotion on job.

S.N	Likert scale	Frequency	Percentage (%)	Remarks
1	Disagree very much	67	28.2	
2	Disagree moderately	64	26.86	
3	Disagree slightly	35	14.70	
4	Agree slightly	16	6.722	
5	Agree moderately	21	8.82	
6	Agree very much	35	14.70	
	<b>Total</b>	<b>238</b>	<b>100</b>	

**Table 4.** Supervisor competent in doing his/her job.

S.N	Likert scale	Frequency	Percentage (%)	Remarks
1	Disagree very much	9	3.78	
2	Disagree moderately	20	8.40	
3	Disagree slightly	20	8.40	
4	Agree slightly	25	10.50	
5	Agree moderately	78	32.78	
6	Agree very much	86	36.14	
	<b>Total</b>	<b>238</b>	<b>100</b>	

From **Table 7**, we can understand that 72 (30.25%) agree very much that their goal is clear and 17 (7.14%) disagree slightly.

View about the benefit package is equitable has 72 (30.25%) agree moderately and 27 (11.34%) agree very much. (**Table 8**)

**Table 9** shows that 129 (54.20%) agree very much they Enjoy with co-workers and 6 (2.52%) disagree slightly.

**Table 10** indices that 72 (30.25%) agree moderately on satisfaction with chances for salary increases and 18 (7.56%) agree slightly.

**Table 5.** Not satisfied with the benefits received.

S.N	Likert scale	Frequency	Percentage (%)	Remarks
1	Disagree very much	37	15.56	
2	Disagree moderately	22	9.24	
3	Disagree slightly	10	4.20	
4	Agree slightly	29	12.18	
5	Agree moderately	69	28.99	
6	Agree very much	71	29.84	
	<b>Total</b>	<b>238</b>	<b>100</b>	

**Table 6.** Communications seem good within this organization.

S.N	Likert scale	Frequency	Percentage (%)	Remarks
1	Disagree very much	52	21.85	
2	Disagree moderately	18	7.56	
3	Disagree slightly	27	11.35	
4	Agree slightly	32	13.45	
5	Agree moderately	62	26.35	
6	Agree very much	46	19.35	
	<b>Total</b>	<b>238</b>	<b>100</b>	

**Table 7.** The goals of this organization are not clear.

S.N	Likert scale	Frequency	Percentage (%)	Remarks
1	Disagree very much	48	20.16	
2	Disagree moderately	20	8.40	
3	Disagree slightly	17	7.14	
4	Agree slightly	20	8.40	
5	Agree moderately	61	25.63	
6	Agree very much	72	30.25	
	<b>Total</b>	<b>238</b>	<b>100</b>	

**Table 8.** The benefit package is equitable.

S.N	Likert scale	Frequency	Percentage (%)	Remarks
1	Disagree very much	49	20.58	
2	Disagree moderately	35	14.70	
3	Disagree slightly	24	10.08	
4	Agree slightly	31	13.02	
5	Agree moderately	72	30.25	
6	Agree very much	27	11.34	
	<b>Total</b>	<b>238</b>	<b>100</b>	

**Table 9.** Enjoy with co-workers.

S.N	Likert scale	Frequency	Percentage (%)	Remarks
1	Disagree very much	14	5.88	
2	Disagree moderately	8	3.36	
3	Disagree slightly	6	2.52	
4	Agree slightly	20	8.40	
5	Agree moderately	61	25.63	
6	Agree very much	129	54.20	
	<b>Total</b>	<b>238</b>	<b>100</b>	

**Table 10.** Satisfied with chances for salary increases.

S.N	Likert scale	Frequency	Percentage (%)	Remarks
1	Disagree very much	70	29.41	
2	Disagree moderately	32	13.44	
3	Disagree slightly	8	3.36	
4	Agree slightly	18	7.56	
5	Agree moderately	72	30.25	
6	Agree very much	38	15.96	
	<b>Total</b>	<b>238</b>	<b>100</b>	

**Table 11** shows that 75 (31.52%) disagree very much on Satisfaction with chances for promotion where as 20 (8.40%) agree slightly.

**Table 12** shows that maximum 174 (73.10) agree very much as work assignment of employee explained to employee and minimum 2 (0.84%) disagree slightly.

#### 4. Discussion and Finding

In this study, total, 238 employee were included in the study as the employee

**Table 11.** Satisfied with chances for promotion.

S.N	Likert scale	Frequency	Percentage (%)	Remarks
1	Disagree very much	75	31.52	
2	Disagree moderately	40	16.80	
3	Disagree slightly	20	8.40	
4	Agree slightly	20	8.40	
5	Agree moderately	47	19.74	
6	Agree very much	36	15.12	
	<b>Total</b>	<b>238</b>	<b>100</b>	

**Table 12.** Work assignment of employee explained to employee.

S.N	Likert scale	Frequency	Percentage (%)	Remarks
1	Disagree very much	5	2.10	
2	Disagree moderately	4	1.68	
3	Disagree slightly	2	0.84	
4	Agree slightly	11	4.62	
5	Agree moderately	42	17.64	
6	Agree very much	174	73.10	
	<b>Total</b>	<b>238</b>	<b>100</b>	

staying in leave more than one week and who have experience of less than one year are excluded. In this study male employee were 115 and female were 123 included in the study. The findings from this study show that:

- 1) 36.65% agreed moderately that the payment is fair for their work in organization which is highest percentage.
- 2) 36.14% agreed very much that in organization supervisor are competent in doing their job.
- 3) 29.84% agreed very much that they are satisfied with the benefits received.
- 4) 21.85% that is maximum employee disagree very much that communication seems good within organization.
- 5) 73% agreed very much that their work assignment is explained to employee in organization.

The following are the major findings of the study:

- 1) KAHS employees seem to find the payment adequate for their work, which motivates them to perform well.
- 2) The employees are free from various tensions regarding their supervisor competency and ratio of workers in the organization.
- 3) Majority of the employees are not satisfied with the promotion in the organization so it should be addressed in the view of researcher to motivate the

employee to their work.

4) Inter personal relationships among employees existing in the organisation needs more encouragement.

5) There is not free flow of communication between subordinates, superiors and peer groups.

6) The employee has understood the work assignment in the organization which is very positive factor for the improvement of the organization.

7) In the organization, it seems that employee is not satisfied with the salary increment.

8) KAHS employees enjoy working with the co-workers in the organization.

9) According to above mentioned data, employees are not satisfied with the benefit package which seems not equitable to the entire employee.

10) Goal of KAHS is clear to the entire employee.

## 5. Recommendations

Based on the above findings, the following recommendations are made for improving job satisfaction among employees in KAHS—Karnali Academy of Health Science, Jumla.

1) More and more opportunities should be provided to employees to promote inter personal relationships.

2) The promotion should be time bound and uniform in order to keep the morale of the employees high.

3) Although the salary seems adequate but the increment has to be done according to time and situation.

4) It would be good if benefit package would be equitable to the entire employee in the organization.

5) Every work would be done perfectly and completely if good and free flowing communication system would be maintained.

6) Employee would work energetically if promotion of employee would be done timely and according to policy.

## 6. Conclusion

An employee's assessment of job satisfaction is a complex evaluation of various elements of their job. This job satisfaction study was conducted to gather employees' feedback on their feelings towards their job and work environment, providing a powerful diagnostic tool for identifying employee problems. Improved communication is another benefit of the study, particularly upward communication where employees are encouraged to express their true thoughts. The study reveals that employees are satisfied with their supervisors and coworkers, and certain recommendations have been made for management to further improve employee satisfaction. The study highlights the invaluable worth of human resources and underscores the importance of satisfying the needs of employees.



## Conflicts of Interest

The authors declare no conflicts of interest.

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