

# Employee Job Satisfaction and its Impact on Patient Care Quality

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## ABSTRACT

This study examines employee job satisfaction and its impact on patient care quality among healthcare employees. The healthcare sector depends heavily on skilled and motivated employees to deliver quality patient services. Employee satisfaction influences patient safety, communication, service quality, and organizational performance.

The study aims to analyse the level of job satisfaction among healthcare employees and identify factors affecting employee performance and patient care quality. Primary data were collected from 50 healthcare employees through a structured questionnaire.

Percentage analysis, correlation analysis, and regression analysis were used for data interpretation. The findings reveal that supportive management, career growth opportunities, work environment, and employee motivation significantly influence job satisfaction. The study concludes that improving employee satisfaction contributes to better patient care quality and healthcare service outcomes.

## KEYWORDS

Employee Satisfaction, Patient Care Quality, Healthcare Employees, Motivation, Hospital Management, Work Environment

## 1.INTRODUCTION

The healthcare sector plays a very important role in society because it focuses on protecting and improving the health of people. Hospitals and healthcare organizations depend greatly on their employees such as doctors, nurses, technicians, and administrative staff to provide proper treatment and care to patients. These employees work in a challenging environment where they must handle emergencies, manage heavy workloads, and provide emotional support to patients and their families. In such a demanding field, the level of satisfaction employees feel toward their jobs becomes very important.

It is the level of comfort and positive attitude that employees have toward their work. Job satisfaction can be influenced by several factors such as salary, working conditions, support from management, job security, opportunities for promotion, recognition for good work, and relationships with colleagues.

When these factors are positive, employees usually feel motivated and committed to their work. On the other hand, when employees face problems such as excessive workload, lack of appreciation, or poor working conditions, they may feel dissatisfied, which can affect their performance.

Patient care quality is one of the main priorities of any hospital or healthcare institution. It refers to the effectiveness, safety, and efficiency of the healthcare services provided to patients. High-quality patient care includes accurate diagnosis, timely treatment, proper communication, and respect for patients' needs and feelings.

## 2. Need for the Study

The healthcare sector is one of the most important service sectors in society because it focuses on protecting and improving the health of people. Hospitals and healthcare institutions depend greatly on the efforts and dedication of their employees such as doctors, nurses, technicians, and administrative staff.

These employees often work in demanding environments where they handle medical emergencies, long working hours, and the emotional needs of patients and their families

Therefore, it becomes necessary to study employee job satisfaction and understand how it influences patient care quality.

## 3.Objectives of the Study

- To analyse the level of job satisfaction among healthcare employees.
- To identify the factors that influence employee job satisfaction in hospitals.
- To examine the relationship between employee satisfaction and patient care quality.
- To understand the impact of employee motivation on patient satisfaction.
- To identify workplace challenges that affect employee performance.
- To suggest measures that can improve employee satisfaction and healthcare service quality.

## 4.RESEARCH METHODOLOGY

The study follows a descriptive research design. Primary data were collected through a structured questionnaire from healthcare employees working in hospitals. Convenience sampling method was used for data collection. A total of 50 respondents participated in the study.

The questionnaire included questions related to employee satisfaction, work environment, salary and benefits, workload, management support, motivation, and patient care quality. The collected data were analysed using percentage analysis, correlation analysis, and regression analysis.

The study used both statistical and descriptive methods to interpret the data. Correlation analysis was used to identify the relationship between employee satisfaction and patient care quality, while regression analysis was used to understand the impact of employee satisfaction on healthcare service quality.

## 5.DATA ANALYSIS AND INTERPRETATION

The analysis revealed that majority of the respondents belong to the age group of 18–25 years. Most respondents were female employees, especially staff nurses. The study found that employees are generally satisfied with their jobs, work environment, and management support.

The majority of respondents reported good work-life balance and manageable workloads. Employees also expressed satisfaction with training and development opportunities provided by the hospital.

Most respondents agreed that employee satisfaction directly affects patient care quality. Employees believed that positive attitude, motivation, and supportive workplace culture improve patient satisfaction and service quality.

Correlation analysis showed a positive relationship between employee satisfaction and patient care quality. Regression analysis confirmed that employee satisfaction significantly impacts healthcare service quality.

## 6.FINDINGS

1. Majority of the respondents belong to the age group of 18–25 years.
2. Most of the respondents are female employees.
  1. Majority of the respondents are working as staff nurses.
  2. Most respondents have 1–3 years of work experience.
  3. Majority of the employees are satisfied with their jobs.
  4. Most employees are satisfied with their salary and benefits.
  5. Employees reported having a good work-life balance.
  6. Majority of the respondents are satisfied with their working hours.
  7. Most employees feel secure in their jobs.
  8. The work environment in the hospital is positively rated by the respondents.
  9. Majority of employees feel that the management is supportive.
  10. Most respondents maintain a good relationship with their colleagues.
  11. Employees are satisfied with the training and development
  12. Majority of respondents feel that their workload is manageable.
13. Most employees agree that employee satisfaction directly affects patient care quality.

## 7.SUGGESTIONS

1. The hospital management should continue maintaining a positive work environment for employees.
2. Employee recognition and appreciation programs should be conducted regularly to motivate staff.
3. Hospitals should provide more opportunities for career growth and promotions.
4. Training and development programs should be organized frequently to improve employee skills and confidence.
5. Management should ensure fair workload distribution among employees to reduce stress.
6. Employee feedback should be collected regularly to understand workplace issues and improve satisfaction.
7. Salary and benefits may be improved further to increase employee motivation and retention.
8. Hospitals should encourage healthy communication and teamwork among employees.
9. Work-life balance initiatives should be strengthened to reduce employee burnout.
10. Management should continue providing supportive leadership to improve employee morale and patient care quality.

## 8.CONCLUSION

The study concludes that employee job satisfaction plays a vital role in improving patient care quality in healthcare organizations. The findings reveal that most employees are satisfied with their jobs, work environment, management support, and workplace relationships. Employees also believe that their attitude, motivation, and satisfaction directly influence patient satisfaction and quality of healthcare services.

The study further shows that career growth, recognition, and supportive management are important factors that motivate healthcare employees. Correlation and regression analysis confirm that there is a positive relationship between employee satisfaction and patient care quality.

Therefore, hospitals should focus on improving employee satisfaction through better working conditions, motivation, training, and supportive management practices. A satisfied employee contributes to better healthcare service, improved patient satisfaction, and overall organizational success.

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