

# Analysis of relationship between employee mental health and their job satisfaction in public and private hospital of Karachi

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**Abstract-** Our objective of study is to determine effect of hospital sectors on job satisfaction and mental health in tertiary care hospitals of Karachi. To achieve this we targeted two renowned hospitals of Karachi. This study is helpful in understanding that whether employees of government hospital are much satisfied and mentally healthy or private hospital employees are? This will also clarify that how these two factors affect the performance.

We selected descriptive research design to build an effect of hospital sector on employees. The population of interest was the employees from all functioning departments; for example, clinical staff (doctors, nurses, technician, etc) and clinical staff (HR staff, administration, finance, etc). This study population comprise of 150 employees from each hospital. We used convenient random sampling technique to draw 150 sample sizes from each sector. The data collection method was tailor made structured questionnaire. For data analysis we used descriptive, standard deviation, and independent t-test.

Findings obtained from the study reveal that sector has significant influence on level of job satisfaction of hospital employees and found little higher in public sector hospitals whereas mental health was same in employees of both sector.

**Index Terms-** hospital employee, job satisfaction, mental health, occupational health.

## I. INTRODUCTION

This is known by epidemiologists that factors including social and environmental, can contribute to the incidence of many human diseases. The most important factor is work pressure and stress within the workplace, either public or private. Mental health disorders associated with anxiety, depression, sleep disturbances and related symptoms have been reported to be prevalent at the workplace.<sup>1</sup>

According to Butterworth, "Mental health refers to a person's ability to function and undertake productive activities, to develop

and maintain meaningful relationships and to adapt to change and cope with adversity. Mental health underlies a person's ability to interact with others and their environment. It represents an individual's sense of well-being and competence, and their ability to realize their full potential."<sup>2</sup> Occupational mental health has been shown to be significantly related to productivity and other desired organizational outcomes such as commitment and satisfaction. If employee mental health is impaired, it has negative impact on job performance leading to job dissatisfaction.<sup>3</sup>

According to Locke and Latham, "Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience."<sup>4</sup> Job dissatisfaction affects employees both health status as well as economic one individually and society too. It can cause frustration and burnout feeling among employees.

The current trends in employment terms and conditions like long working hour practices, technology advances, high workload and conversion of permanent workforce into contractual one throughout sourcing, are directly involved in Job dissatisfaction and damaging employees mental health.<sup>5</sup>

The hospitals are medical workplaces and have very complex working environment. Personal, interpersonal and organizational factors have been found to be involved in employee mental health and Job satisfaction in the hospital settings.<sup>6</sup> Many researches have been done which focused on physicians, nurses, pharmacists and other medical professionals. Medical error done by health professionals in hospitals is attracting increasing attention in the society.<sup>7</sup> These errors occur mostly due to employees' poor attention and unprofessional behavior caused by work stress and job dissatisfaction. Job satisfaction is very important for services provided by healthcare professionals in hospital setting. Low job satisfaction can lead to increased staff turnover and levels of absenteeism, which can reduce the efficiency of health services.

The present study is conducted to determine the relationship between employees' mental health and their job satisfaction at public and private sector hospitals in Karachi. The aim is to provide recommendations for prevention and treatment of employees' mental disorders, to improve their job satisfaction through performance

**METHODOLOGY: RESEARCH DESIGN:**

To design our research in descriptive manner we use (cooper and schindler 2001) method and design 15 investigative questions which may determine the employee satisfaction level and their mental health. We selected two populations one from public sector hospital and other from private sector hospital and kept hospital as an independent variable and job satisfaction and mental health as a dependent variable.

**POPULATION AND SAMPLE DESIGN:**

Our targeted population was 150 employees from each hospital. We design our sample which incorporates employees from fundamental functioning departments of hospitals, ranging from clinical and non-clinical.

**SAMPLE TECHNIQUE AND SAMPLE SIZE:**

Convenient random sampling technique used in the selection of sampling element. 150 employees from each hospital so we concluded the result of total 300 employees from both hospitals.

**DATA COLLECTION METHOD AND RESEARCH PROCEDURE:**

Our data type was ordinal. We design a question according to cooper and schindler 2001 to collect data. We kept information confidential that encourage the respondent to think carefully before answering the question. The questions were divided into 3 section first part was to analyze demographic data for example age, gender marital status, qualification, department, working experience and sector, second part was to investigate job satisfaction level of employees and third part is designed to evaluate the mental health of employees. There was a likert method to answer each question from strongly agree, agree, not sure, disagree and strongly disagree. We opted the drop and pick method to fill the questionnaire.

**DATA ANALYSIS METHOD:**

When we collected data we edited, coded and transcribed and then cleaned it, keeping in mind the cooper and schindler 2001 saying; “the purpose of data analysis is to reduce accumulated data to manageable size, developing summaries, looking for pattern and applying statistical technique. First data check for missing element and made it correct as could do, we attach numeric value to each data from 1, 2, 3, 4, 5, to SA, A, NS, DA, AD respectively. Then we used statistical package for social science (SPSS) to analyze data using descriptive statistics. We found frequency of demographic data and mean standard deviation of age group. Then we designed separate column for job satisfaction and mental health in variable view for further testing. Then we applied independent t-test to find effect of sector on jib satisfaction and mental health. We kept sector in independent variable and job satisfaction and mental health dependent variable with the help of bar charts.

**RESULTS**

The results of the analysis on the study are below. Demographic characteristics of participants are shown in Table.

Our data is normally distributed as the results of skewness is 0.198 for public and private sector both and kurtosis is 0.394 for both

		NUMBE R	PERCENTAG E
AGE	Upto 25	119	39.7
	26-32	114	38.0
	33-49	57	19.0
	50-56	7	2.3
	57-63	2	0.7
	64 and above	1	0.3
GENDER	Male	192	64.0
	Female	108	36.0
MARITIAL STATUS	Married	166	55.3
	Unmarrie d	129	43.0
	Widow	1	0.3
	Divorced	4	1.3
QUALIFICATIO N	MBBS	68	22.7
	MDS	7	2.3
	PHARM D	17	5.7
	BSN	64	21.3
	Others	144	48.0
DEPARTMENT	Clinical	229	76.3
	Non clinical	71	23.7
WORKING EXPERIENCE	Up to 5	168	56.0
	6-10	84	28.0
	11-15	18	6.0
	16-20	14	7.7
	21-25	9	3.0
	26 and above	7	2.3
SECTOR	Public	150	50.0
	Private	150	50.0

public and private sectors which is with in +1 and -1 which shows that our result is normally distributed.

Result of shiparo-wilk test for job satisfaction in public sector is 0.953 and in private sector is 0.977 and for mental health in public sector result is 0.989 and in private sector is 0.816 which is greater than 0.05 which indicates that our data is normally distributed.

#### JOB SATISFACTION:

To find out the effect of hospital sector (public or private) on job satisfaction we apply t-test, the results of t-test shows that there is a significant difference in the level of job satisfaction in public and private sector hospitals as the spss results shows significance level of t-test is less than 0.05 with mean of -1.64667 and standard deviation of 0.52888 which indicates we reject null hypothesis and accept alternate hypothesis that is "There is a difference in the level of employee job satisfaction in public and private sector ( $\mu_1 - \mu_2 \neq 0$ )" at significance level 0.05.

#### MENTAL HEALTH:

In order to find out the effect of hospital sector (public private) on job satisfaction we apply t-test, the results of t-test shows that there is no significant difference in the level of employee mental health in public and private sector, as we collected data of 300 respondents 150 from each sector hospital, spss result shows significance level of t-test is greater than 0.05 with mean of 0.15333 and standard deviation of 0.65674 which indicates we accept null hypothesis and reject alternate hypothesis that is "There no difference in the level of employee mental health in public and private sector ( $\mu_1 - \mu_2 = 0$ )" at significance level 0.05.13

#### CONCLUSION:

As a result of the study it is found out that there is a significant difference in the job satisfaction levels of employees working in private sector hospital and employees of public sector hospital as there is great difference in the working environment of both hospital sectors also there is a difference in the facilities provided by private sector hospital than public sector hospitals with have an impact on the job satisfaction levels on employees of both sectors. Whereas there is no significant difference on the mental health of employee on both private sector hospitals and in public sector hospitals which shows that the working condition are not worse for employee in both sectors

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