

"Who Finds Fulfillment at Work? Analyzing Job Satisfaction Disparities by Demographic Groups in Healthcare Settings of Mumbai City"

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Abstract:

In the healthcare industry, job satisfaction has a significant impact on quality, productivity, effectiveness, and healthcare costs. An understanding of the factors impacting performance and job satisfaction of healthcare workers is essential to the success of organizations.

This research examines job satisfaction disparities among healthcare workers in Mumbai City across key demographic groups, including age, marital status, professional qualifications, work experience, organizational tenure, and employment status. The primary objective was to identify how these factors differentially influence satisfaction dimensions such as relationships with colleagues and supervisors, perceptions of management concern, work's impact on physical health, skill utilization, wage satisfaction, and overall job fulfillment. By addressing these disparities, the study aims to highlight psychosocial influences in urban Indian healthcare settings, where workforce retention challenges persist amid high demands.

The methodology involved surveying 228 healthcare workers, capturing a representative sample with distinct demographic profiles. Data analysis employed t-tests and ANOVA to assess the Job Satisfaction Disparities by Demographic Groups in Healthcare Settings of Mumbai City.

Key results indicated significant marital status effects: married workers reported higher satisfaction in colleague closeness ($p=0.002$), management concern ($p=0.004$), and overall job satisfaction ($M=4.30$ vs. 3.98 ; $p=0.004$), attributing this to enhanced social support buffering stress. Permanent employees showed superior perceptions of work benefiting health ($p<0.001$) and colleague relations ($p=0.049$; overall $M=4.26$ vs. 4.08), though marginal. Relational factors outperformed structural ones (e.g., wages $p=0.598$; skills $p=0.666$). Mid-career (30-40 years) and experienced workers exhibited peak satisfaction via stronger interpersonal ties and health views, while education and tenure lacked significance.

These insights reveal life stage and security as pivotal, guiding interventions like support programs for singles and contract staff to boost retention in Mumbai's healthcare.

Introduction:

The Hawthorne investigations are among the earliest references to Occupational Satisfaction. These studies (1924–1933), originally dedicated to Harvard Business School professor Elton Mayo, tried to evaluate how different circumstances affected the reality of employees. According to these research, the Hawthorne effect—a temporary increase in productivity—occurs when working conditions are altered (Janson and Martin, 1982).

Job Satisfaction is the positive emotional response of the individual to the work he performs, as long as his professional values are met (Locke 1970). Leung et al. (2000) developed an equally popular definition, according to which job satisfaction is linked to one's good or negative feelings (job dissatisfaction) with one's employment (Adamopoulos et al., 2022).

The well-being and satisfaction of healthcare workers are crucial for ensuring the delivery of excellent health services. Ensuring the well-being and satisfaction of healthcare workers is fundamental to providing top-quality health services.

India has over 3.3 million nurses registered with the Indian Nursing Council (INC), an autonomous body under the Ministry of Health & Family Welfare, established under the Indian Nursing Council Act, 1947. Women continue to dominate the profession, making up 85% of the global nursing workforce (WHO, 2025).

Nurses' job satisfaction is a key factor that influences their performance, the quality of patient care, and even the costs involved. When nurses become less satisfied with their jobs, they are more likely to leave their positions, which worsens the already pressing shortage of nursing staff. (Atefi et al 2013). This growing dissatisfaction within hospitals has led to challenges such as skill gaps, difficulties in hiring new staff, and retaining experienced nurses. Addressing these issues is essential to ensure a stable and effective nursing workforce.

Job satisfaction also mediates relationships between career variables, job security, and organizational commitment among healthcare workers (Chen et al., 2011). Demographic factors can play a significant role in influencing job satisfaction among nurses in hospitals. Research shows that older nurses often report higher levels of job satisfaction compared to their younger counterparts, possibly due to greater experience and adjusted expectations (Lu et al, 2011). Gender and nationality can also impact satisfaction, with some studies finding differences based on these factors. While salary sometimes shows a complex relationship with satisfaction, factors like work environment, support from leadership, and opportunities for professional growth tend to be crucial regardless of demographics. Understanding these influences can help hospital management develop targeted strategies to improve nurse satisfaction and retention (Nikolaevna, Olesya, 2020).

Healthcare organizations need to continuously evaluate and improve the factors that influence job satisfaction to build a motivated and efficient workforce, which in turn leads to better patient care and strengthens the overall healthcare system.

Literature Review:

Job satisfaction is viewed as the disparity between what one desires in a job and what one has in a job. It is the level of joy or contentment that a person feels in their employment. In health service sector, healthcare professionals are satisfied not only with financial benefits but also with the sense of fulfilment associated with patient care and professional relationships.

The performance of employees is one of the fundamental challenges in a high-pressure, segmented work environment such as healthcare. (Platis et al., 2015). Job satisfaction is a multidimensional construct that encompasses different facets of satisfaction. (Karaferis et al., 2022). Job satisfaction has been defined as an affective reaction to one's job and an attitude toward it. (Kumar et al., 2013)

Employee performance is a critical challenge in high-pressure, segmented environments like healthcare, where compassion fatigue affects a significant portion of professionals, particularly younger doctors and nurses at higher risk of burnout (Brindley, 2017). Job satisfaction in healthcare strongly influences quality, productivity, efficiency, and costs, serving as an indicator of employee well-being and linking positively to performance while inversely related to absenteeism and turnover (Karaferis et al., 2022).

Job satisfaction, or how workers feel about their jobs and specific role aspects like tasks or supervision quality, greatly impacts healthcare professionals' performance and patient safety (Spector, 1997; Platis et al., 2015). It is influenced by factors such as opportunities for career development, working hours, and promotion schemes, though work environment shows less impact on satisfaction in some studies (Ali et al., 2013). Demographic factors often show little association with job satisfaction, whereas responsibility, development opportunities, staff relations, and patient care are more significant (Chaulagain & Khadka, 2012; Ramasodi, 2012).

Studies have found strong positive correlations between nurses' job satisfaction and performance, with pay, HR practices, environment, motivation, and promotion playing key roles (Mohammad & Wang, 2019). Other findings underscore the importance of Islamic work ethics, trust and communication between management and staff, and a healthy workplace culture in fostering satisfaction (Haroon et al., 2012; Goula et al., 2022). Job satisfaction, a complex response to work and environment, influences career goals, social relations, and personal health, with demanding jobs causing uncertainty and low self-esteem, highlighting the need for dynamic policies and varied responsibilities to maintain engagement (Singh et al., 2019).

Healthcare organization productivity depends on managing human resources effectively, with job satisfaction linked to employee motivation, retention, and ultimately, patient satisfaction and quality care (Bhatnagar & Srivastava, 2012).

Satisfied healthcare workers contribute more to patient service quality, reinforcing the need to address satisfaction facets including salary, promotion, leadership style, and physical conditions (Karaferis et al., 2022).

Studies show mixed results on satisfaction's link to demographic variables, with some reporting no significant effects while others find monetary factors and service motivation central (Kolo, 2018; Parveen, 2015). Organizational justice and climate positively influence job satisfaction, which fosters organizational commitment and citizenship behaviors (Karimivand, 2023).

Stress and burnout risks are heightened in healthcare, yet satisfaction can remain high in some settings, suggesting complex interactions among stress, satisfaction, and work environment factors (Salam, 2016; Alameddine et al., 2017). The COVID-19 pandemic further challenged healthcare worker satisfaction, with variations by age and role (Diakos et al., 2022). Factors such as income, colleague relations, autonomy, training, and resources significantly affect doctors' job satisfaction (Vuong, 2020).

A patient-centered work environment boosts nurse satisfaction and safety, while job security supports retention (Rathert & May, 2007; Aman-Ullah et al., 2022). However, some emergency department nurses report low satisfaction, mainly influenced by job nature and management relationships (Abd Razak & Gamundi, 2018).

Overall, satisfied healthcare workers are essential to improving service quality and retention, demanding ongoing attention to factors influencing satisfaction and performance across diverse healthcare settings (Tasneem et al., 2018; Bhandari et al., 2010; Jha et al., 2016).

Methodology:**Sample Characteristics:**

The study examined job satisfaction among 228 healthcare workers, with the sample exhibiting distinct demographic characteristics. In terms of age distribution, the largest group consisted of younger professionals aged 20-30 years (32%), followed closely by middle-aged workers in the 40-50 year range (30.3%). Those aged 30-40 years represented 25.4% of participants, while senior workers aged 50+ years constituted the smallest group at 12.3%. This age distribution suggests a workforce predominantly in early to mid-career stages, which may influence organizational dynamics and job satisfaction patterns.

Marital status data revealed a significant majority of married employees (76.3%) compared to single workers (23.7%). This substantial imbalance may have important implications for understanding workplace relationships and job satisfaction, as marital status has been shown to affect social support systems and work-life balance. Regarding professional qualifications, the sample was nearly evenly split between those holding MSc/PBSc/BSc degrees (50.9%) and GNM-certified professionals (47.8%), with only a minimal representation of ANM-qualified workers (1.3%). This distribution reflects a well-educated workforce with substantial professional training, suggesting that job satisfaction findings may be particularly relevant for healthcare organizations employing similarly qualified personnel.

Experience levels showed a striking pattern, with the vast majority of participants (68%) having more than five years of total work experience. Only 5.3% had less than one year of experience, while 26.8% fell into the 1-5 year range. This experienced workforce composition suggests that the study's findings primarily reflect the perspectives of seasoned professionals rather than newcomers to the field. Similarly, tenure in the current organization mirrored this pattern, with 53.1% having worked there for more than five years, 35.1% for 1-5 years, and just 11.8% for less than one year.

Table: Sample Characteristics

Variable	Category	Frequency	Percent
Age	20-30 years	73	32
	30-40 years	58	25.4
	40-50 years	69	30.3

	50+ years	28	12.3
	Total	228	100
Marital status	Married	174	76.3
	Single	54	23.7
	Total	228	100
Qualification	MSc/PBSc/BSc	116	50.9
	GNM	109	47.8
	ANM	3	1.3
	Total	228	100
Total Years of experience	Less than 1 year	12	5.3
	1-5 years	61	26.8
	5+ years	155	68
	Total	228	100
Service tenure in current org	Less than 1 year	27	11.8
	1-5 years	80	35.1
	5+ years	121	53.1
	Total	228	100

"Source: Primary data analysis using SPSS"

Reliability of the Scale and Data Collection

The reliability of the job satisfaction scale used in this study was supported by its internal consistency, as evidenced by Cronbach's alpha values exceeding the recommended threshold of 0.70, indicating strong inter-item reliability. The data collection process was standardized through structured questionnaires administered in a controlled setting, minimizing variability in responses. Additionally, the use of validated Likert-scale items ensured that the measurement tool had been previously tested for consistency in similar populations. To reduce bias, participation was voluntary, and anonymity was maintained, encouraging honest responses.

Result Discussion:

The analysis of workplace satisfaction revealed significant differences based on marital status, with married employees consistently reporting higher satisfaction levels across multiple dimensions. Married workers demonstrated significantly greater satisfaction in feeling close to colleagues ($p=0.002$), perceiving management concern ($p=0.004$), and overall job satisfaction ($p=0.004$) compared to their single counterparts. These findings suggest that marital status may serve as an important social support factor that enhances workplace experiences, potentially through greater emotional stability or external support systems that buffer work-related stress. The strongest marital status difference emerged in perceptions of workplace relationships (colleagues and supervisors), indicating that married employees may be better positioned to develop and maintain positive interpersonal connections at work.

Employment status showed a different pattern of results, with permanent employees reporting significantly stronger agreement that work benefits their physical health ($p<0.001$) and marginally better relationships with colleagues ($p=0.049$). The health perception finding is particularly noteworthy, as it suggests job security may contribute to employees' overall wellbeing beyond immediate work conditions. While permanent employees showed higher means across most satisfaction measures, only these differences reached statistical significance, possibly indicating that employment type affects specific rather than general aspects of job satisfaction. The lack of significant differences in wage satisfaction ($p=0.598$) and skill utilization ($p=0.666$) across employment types suggests these factors may be more uniformly experienced regardless of contract status.

Several consistent patterns emerged across both demographic comparisons. Social and relational aspects of work (colleague relationships, supervisor interactions) showed the most pronounced differences, while concrete factors like wages and skill utilization showed no significant variation. This pattern implies that demographic characteristics may influence the psychosocial rather than structural aspects of work experience. The cumulative effect is evident in the overall job satisfaction measure, where married employees reported significantly higher satisfaction ($M=4.30$ vs 3.98), mirroring the trend of permanent employees showing slightly higher (though not significant) satisfaction ($M=4.26$ vs 4.08). These results highlight how different personal and employment circumstances can shape distinct aspects of workplace experience, with marital status appearing to have broader impact than employment type in this sample.

Table: T test results: Workplace Satisfaction – Marital Status and Employment Status

Variable	Married (M)	Single (M)	p-value (Marital)	Perm. (M)	Temp. (M)	p-value (Employment)
1. Receive recognition for a job well done	4.05	3.85	0.135	4	4.03	0.861
2. Feel close to people at work	4.19	3.81	0.002	4.15	3.86	.049*
3. Feel good about working here	4.23	3.81	0.001	4.17	3.92	.070
4. Feel secure about job	4.23	4.07	0.206	4.23	4	0.104
5. Believe management is concerned	3.91	3.5	0.004	3.86	3.59	0.116
6. Work is good for physical health	4.24	3.94	.016*	4.25	3.76	<.001***
7. Wages are good	3.51	3.37	0.422	3.46	3.57	0.598
8. Talents and skills are used	4.28	4.2	0.489	4.27	4.22	0.666
9. Get along with supervisors	4.24	4	.032*	4.22	4	.090
10. Feel good about job	4.3	3.98	0.004	4.26	4.08	0.184

"Source: Primary data analysis using SPSS"

Discussion of ANOVA Results: Job Satisfaction Across Demographic Groups

The ANOVA results revealed significant variations in job satisfaction across different age groups and experience levels, while showing minimal differences based on qualifications or organizational tenure. Employees aged 30-40 years consistently reported higher satisfaction than younger colleagues (20-30 years) across multiple dimensions, including feeling close to coworkers ($p=.004$), positive perceptions of the company ($p=.006$), and belief in management's concern

(p=.010). This pattern suggests that mid-career professionals may experience peak satisfaction, potentially due to established workplace relationships and career progression, while still maintaining enthusiasm before potential late-career stagnation.

Work experience emerged as another critical factor, with highly experienced workers (5+ years) demonstrating significantly greater satisfaction than less experienced colleagues in interpersonal relationships at work (p=.014), organizational attachment (p=.004), and perceptions that work benefits their physical health (p=.002). These findings highlight how accumulated workplace experience contributes to greater comfort with organizational culture and more developed coping mechanisms for job demands. Interestingly, the health benefits perception showed particularly strong experience-related differences, possibly reflecting better work-life balance strategies among veteran employees.

The analysis revealed two notable non-findings. First, qualification levels showed no significant impact on any satisfaction measures (all p>.05), suggesting that formal education differences may be less important than other factors in determining workplace satisfaction among healthcare professionals. Second, while service tenure in the current organization showed some relationship to satisfaction (particularly in coworker relationships, p=.029), its effects were generally weaker than total years of experience, implying that broader career experience matters more than organizational-specific tenure. These results collectively emphasize that career stage and accumulated experience, rather than formal qualifications or company-specific tenure, are the primary demographic drivers of job satisfaction in this professional population.

Table: ANOVA results: Job Satisfaction across demographics

Dependent Variable	Age (F/p)	Qualification (F/p)	Total Yrs Exp (F/p)	Service Tenure (F/p)	Significant Group Differences (Post-hoc)
1. Receive recognition for job well done	0.666/.574	1.306/.273	1.013/.365	0.714/.491	None
2. Feel close to people at work	4.585/.004	0.679/.508	4.377/.014	3.588/.029	Age: 30-40 > 20-30; Exp: 5+ > 1-5
3. Feel good about working here	4.297/.006	0.807/.447	5.584/.004	3.934/.021	Age: 30-40 > 20-30; Exp: 5+ > <1, 1-5
4. Feel secure about job	1.287/.280	0.547/.580	0.266/.767	1.287/.278	None
5. Believe management is concerned	3.833/.010	0.838/.434	3.789/.024	3.831/.023	Age: 30-40 > 20-30; Exp: 5+ > <1
6. Work benefits physical health	4.198/.006	1.081/.341	6.514/.002	2.444/.089	Age: 50+ > 20-30; Exp: 5+ > <1, 1-5
7. Wages are good	2.410/.068†	2.217/.111	0.205/.815	0.737/.480	None
8. Talents and skills are used	1.804/.147	0.487/.615	0.081/.922	0.054/.948	None

9. Get along with supervisors	1.669/.175	0.467/.628	1.088/.339	0.443/.643	None
10. Feel good about job	2.572/.055	0.117/.889	2.243/.109	1.683/.188	None

"Source: Primary data analysis using SPSS"

Conclusion:

The conclusion highlights that job satisfaction among healthcare workers varies notably with age and overall work experience. Mid-career professionals, particularly those aged 30-40, tend to report the highest satisfaction, likely due to stronger workplace relationships and career advancement. Similarly, workers with more than five years of experience generally feel more satisfied, showing better interpersonal connections and a positive view of how their work impacts their health. In contrast, formal education and length of service at a single organization have little significant effect on satisfaction levels. These findings suggest that broader career experience and life stage are more influential on job satisfaction than specific qualifications or tenure within one organization.

Further studies can be carried out on the Longitudinal studies tracking nurses' job satisfaction throughout different career stages to better understand how satisfaction evolves over time and identify critical periods for intervention.

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