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QUALITY OF WORK LIFE AND JOB SATISFACTION: A COMPARATIVE STUDY OF PRIVATE AND PUBLIC HEALTH CARE SECTOR:

Abstract:

Key Words: Quality of Work Life, Job Satisfaction, Clinical and Non Clinical Doctors, Senior and Junior Doctors

The present study tries to explore the various aspects of quality of work life and job satisfaction of doctors with respect to the nature of their work (clinical and non-clinical), gender & seniority. It aims to find out the difference between the quality of working life and job satisfaction of doctors working in the private and public healthcare sectors & identifies the most significant predictors of job satisfaction from the dimensions of quality of working life. Quality of work life has been chosen to be an independent variable and job satisfaction as dependent variable. Data was collected from 232 doctors from 18 hospitals in Delhi through convenient sampling. The instruments are “QWL Inventory” by Sinha and Sayeed(1981) and Minnesota Satisfaction Questionnaire, short form developed by Weiss, Dawis, England and Lofquist(1977). The statistical techniques used to analyze the data are ‘t’ test analysis, ANOVA and Stepwise Multiple Regression analysis.

Analysis revealed that the doctors in the public healthcare sector experience a better QWL in terms of **Economic Benefits, General Life Satisfaction and Meaningful Development** as compared to the doctors in the private healthcare sector. However the doctors in the private healthcare sector enjoy a better quality of work life **in terms of the Physical Working Conditions**. Also the doctors in the public healthcare sector were more satisfied extrinsically as compared to the doctors in the private healthcare sectors. Also the clinical doctors exhibited a better QWL in terms of **Self-respect and Dignity** as well as **Control, Influence and Participation** as compared to the non-clinical doctors. No significant difference is found in their job satisfaction. As far as the comparison of QWL and Job Satisfaction of the *sample of male and female doctors* is concerned, the female doctors enjoy a better QWL in terms of

Supervisory Relationship than the male doctors. No significant difference has been found in their Job Satisfaction. The comparison of the QWL and Job Satisfaction of the whole sample of doctors on the basis of their years of experience revealed that the senior doctors have a better QWL than the junior doctors in terms of **Control, Influence and Participation as well as Self Respect and Dignity** as compared to the junior doctors. They are also more satisfied than the junior doctors as far as their Intrinsic and General Satisfaction is concerned.

Analysis was done to have know the most significant QWL predictors of Job Satisfaction *for the whole sample of doctors revealed that Self-Respect and Dignity, Organizational Climate and Apathy* emerged to be the strongest QWL predictors for Extrinsic, Intrinsic and General Job Satisfaction. *For the sample of clinical doctors* the analysis revealed that *Supervisory Relationship, Economic Benefits and Self Respect and Dignity* emerged to be strong QWL predictors of Intrinsic, Extrinsic and General Job Satisfaction whereas *for the total sample of non-clinical doctors Apathy and Effect on Personal Life* go to be the strongest QWL predictors for Extrinsic, Intrinsic and General Job Satisfaction. The analysis of the *sample of female doctors* revealed that *Self Respect and Dignity, Mental State and Effect on Personal Life* are the strongest QWL predictors of their Intrinsic, Extrinsic and General Job Satisfaction where as for the *sample of male doctors Self Respect and Dignity, Economic Benefits and Supervisory Relationship* emerged to be the strongest QWL predictors for their Intrinsic, Extrinsic and General Job Satisfaction. As far as the *sample of junior level doctors* is concerned, *Supervisory Relationship, Effect on Personal Life, Economic Benefits and Self Respect and Dignity* have emerged to be the strongest QWL predictors of Intrinsic, Extrinsic and General Job Satisfaction where as for the *sample of senior level doctors* the strongest QWL predictor is *Apathy* for their Intrinsic, Extrinsic and General Job Satisfaction.

A modest attempt has been made through this study to have a better understanding of the quality of work life and job satisfaction of doctors, the environment in which they perform their duties and the constraints that they face on their performances while performing their duties. This study also assumes its importance from the fact that a lot of changes have taken place in the healthcare industry after liberalization in India. The researcher has attempted to give certain insights as to how the healthcare sector can strike a balance between the social or the human aspects of an organization and the technical aspects thereby leading to the job satisfaction of doctors.