

# IMPACT OF PHYSICAL WORK ENVIRONMENT ON JOB SATISFACTION

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## ABSTRACT

Stress is a very common problem in the modern era, where the magnitude of occupational stress is growing significantly. It is an experience on unpleasant emotional behaviors resulting from work related factors. Physical work environment is one of the essential human requirements that enable people to perform their work effectively. It is the employee's workplace environment that has the most influence on the employee's level of motivation and performance. The populations for the research were nurses in government hospitals with a sample of 50 respondents. The research concluded that to ensure satisfaction and productivity of employees, a comfortable physical environment is essential.

**KEYWORDS:** *stress, behavioral, intrinsic, satisfaction, opportunities, population, social relationship.*

## INTRODUCTION: CONCEPTUAL FRAMEWORK

Occupational stress exists in all occupations. All employees experience some form of stress in one way or the other. However excess job stress can be considered toxic part of the job and often associated with psychological and physical health problems.

Work place stress or occupational stress has been defined as the experience of negative emotional state such as frustration, worry, anxiety and depression. It has a negative effect on the health and wellbeing of the employee. People spent a sizable portion of their work life in their work environment. Thus, on humanitarian grounds also this condition of their work life should be more or less pleasant, agreeable and fulfilling. People would find little satisfaction in their lives if the work place is not too congenial. Essentially job satisfaction is a person's attitude towards the job. Like any other attitude, it represents a complex assemblage of cognitive, emotional and behavioral tendencies.

Job satisfaction has been defined by *Smith, Kendall and Hullin (1969)* "as an effective response to the facts of the situation – associated with a perceived difference between what is expected and what is experiences". It can also be viewed as a "physical affective state arises in the individual as a function of perceived characteristics of the job in his selection of his frame of reference".

Keeping in view the above conceptual framework, job satisfaction has been taken as a summation of employee's feelings in four important areas. Two of these areas encompass on the job factors, ie. Those directly connected with the job (intrinsic factors). The other two include off the job factors, ie. not directly connected with the job but which are presumed to have bearing on job satisfaction (*Pestonjee, 1973, 1981*) these areas are :

- i. Job – nature of job, hours of work, fellow workers, opportunities on the job etc.
- ii. Management – supervisory treatment, participation, reward and punishment, praise and blame etc.
- iii. Social Relationship – neighbors, friends and associated etc.
- iv. Personal Adjustment - emotionality, health, home, loving conditions etc.

## METHODOLOGY

**OBJECTIVE** – to study the relationship between physical work environment and job satisfaction

**RESEARCH HYPOTHESIS** – physical work environment has a significant negative influence on job satisfaction

**VARIABLES**

Independent variable – physical work environment

Dependent variable – scores on job satisfaction

**POPULATION AND SAMPLE** – Population includes female nurses from various government hospitals in Aligarh district. The sample for the research is 50 female nurses from government hospitals.

**DESIGN** - they are divided into two groups according to their work experience, namely 5 to 10 years and 20 to 25 years.

**DATA COLLECTION METHOD** – First I held group discussion with the nurses, approx. 3 to 10 per group. Then I asked them to write a short description about the physical conditions of the hospital that are a cause of stress. Primary data was collected through questionnaire from 50 female nurses.

**DATA COLLECTION INSTRUMENTS** - For gathering information a questionnaire bases on Job Satisfaction were uses – Job Satisfaction Scale by Singh and Sharma 1999. The scale consists of 30 items and each item has 5 alternatives and the respondent has to choose one option which candidly expresses her response. A 5-point scale of was developed from the interviews conducted with the nurses.

**RESULTS** – significance of difference was calculated at level of significance .05 levels for physical work environment and stress and years of experience.

*Table 1 showing significant difference between work environment and occupational stress*

GROUP	N	MEAN	SD	t test
Work env.	50	13.17	2.04	Table value 1.98 Level 0.05
OCCUPATIONAL STRESS	50	13.02	2.13	t = 2.89 reject hull hypothesis

*Table 2 showing significant difference on occupational stress on the basis of experience*

GROUP	N	MEAN	SD	t test
5 – 10 years	25	9.26	1.22	Table value 2.06 Level 0.05
20 – 25 years	25	9.34	1.28	t = 1.97 accept hull hypothesis

Table 1 the hull hypothesis states that “there is no significant difference between work environment and occupational stress”. The results indicate that is a significant difference and the alternative hypothesis is accepted that there is a significant relationship between physical work environment and occupational stress

Table 2 the hull hypothesis states that “there is no significant difference between work environment and occupational stress on the basis of work experience”. The results indicate that hull hypothesis is accepted. Irrespective of the numbers of years of experience both the groups experience same amount of stress due to physical environment.

**CONCLUSION** -

The study investigated job satisfaction and physical work environment among female nurses in government hospitals in Aligarh district. Numerous studies have revealed that nursing is a physically and mentally challenging profession as compared to others and hence occupational stress is more prevalent among nurses.

Poor physical environment has a profound effect on the physical and mental health on the person. Nurses irrespective of age experience stress due to poor working condition. Similarly, nurses irrespective of the years of experience stress due to poor working conditions. The results indicated that the poor physical work environment was to some extent responsible for the level of stress and poor job satisfaction among the nurses.

### **SUGGESTIONS**

Clearly our sensory experience of space is important. Good physical work environment is essential for better performance for the workers. It not only improves the performance of the worker but also responsible for the wellbeing of the worker. The arrangement of space and our ability to arrange space to fit the necessary working conditions are seen as stressors. Therefore, the hospital administration should look into the matter of physical environment of the nurse for better work performance. Although there are always financial constrains in small towns and districts, at least a clean physical environment is the basis essential requirement for job satisfaction. Further studies should be carried out to assess which poor physical environments have most effect on the job satisfaction of the nurses at district level.

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