

# A correlation study of job satisfaction and quality of work life of the employees working in a mental health institution

## Abstract

The healthcare sector has not been untouched by globalization over the years. On observing the healthcare delivery and medical education in today's scenario, it has been observed that there have been a lot of modifications in professional roles as well as boundaries. The job satisfaction of the employees working in mental health institution plays a vital role on their quality of life. The present study has aimed to explore the correlation of job satisfaction and quality of life among employees working in mental health institution. A sample of 100 employees working in mental health institution completed a set of the two structured questionnaires by World Health Organization (quality of Life) and B.L Dubey (Job satisfaction) through Purposive and Snowball sampling. The findings provide evidence on the possible factors that the healthcare organizations need to focus on, to ensure the job satisfaction of employees. There was a significant impact of job satisfaction on mental health.

**Keywords:** quality of life, job satisfaction, work life issues

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## Introduction

Happiness is the prerogative and birthright of all individuals. However, the present day stressful life of the individuals wreak havoc on their personal – professional front. In current scenario every organization wants more output compared to their input, it can be possible when employee find their working place comfortable as per the job requirement. Quality of life and job satisfaction are very important to have a better life and to live in peace. So it is very important for an organization to make a positive relationship between its employees and working environment.

Many studies have different definitions of these two aspects of life. Somehow both have a profound impact on each other. On the other hand, if the person has high quality of life, a person with high job satisfaction will make better life quality, he can perform well at work to step up the job satisfaction scale.

There arises the need of quality of life. Quality of life is the well-being state of an individual, his level of satisfaction in the physical, emotional, social and environmental fields. One of the main definitions for quality of life has been given by world health organization and it defines health as "A state of complete physical, mental, and social well-being not merely the absence of disease". It follows that the measurement of health and the effects of health care must include not only an indication of changes in the frequency and severity of diseases but also an estimation of well-being and this can be assessed by measuring the improvement in the quality of life related to health care.

On the other hand, quality of work Life is a philosophy, a set of principles, which holds that people are the most important resource in the organization as they are trustworthy, responsible and capable of making valuable contribution to their respective organization, so they should be treated with greater dignity and full respect. The terms job satisfaction refers to the attitude and feelings people have about

their work. Positive and favorable attitudes towards the job indicate job satisfaction. Negative and unfavorable attitudes towards the job indicate job dissatisfaction. Job satisfaction is a worker's sense of achievement and success on the job. It implies doing a job one enjoys, doing it well and being rewarded for one's efforts. Job satisfaction represents a combination of positive or negative feelings that workers have towards their work.

One of the most critical aspects of each organization's sustainability is its employees' satisfaction. Work-life quality is beyond job satisfaction; it encompasses the workplace's effect on job satisfaction, work-life satisfaction, and subjective well-being. Employment satisfaction and quality of work must be discussed in view of the factors that contribute to this Job satisfaction and quality of work life needs to be addressed keeping in view which factor contribute to the organizational effectiveness and growth. High job satisfaction leads to the workers' organizational engagement, job participation, good physical and mental health and quality of life. Job dissatisfaction, on the other hand, leads to absenteeism, labor turnover, labor problems and a negative organizational climate. It is in this context that an attempt is made to determine whether work quality has any significant impact on job satisfaction or not.

## Review of literature

Shih Cheng Lio et al. administered a study on relationship of mental health and job satisfaction among employees in a medical center department of laboratory medicine. The outcome of the study is that the severity of psychological distress is positively associated with job satisfaction.

Faragher EB et al. studied the relationship between job satisfaction and health: a meta-analysis. They found out the result that the relationships found suggest that job satisfaction level is an important factor influencing the health of workers.

Mariza Alves Barbosa Teles et al. studied psychosocial work conditions and quality of life among primary health care employees: a cross sectional study. The result was Poor quality of life was observed in 117 (15.4%) workers. Workers with imbalanced effort-reward (high effort/low reward) had an increased probability of general poor quality of life (OR=1.91; 1.07–3.42), and in the physical (OR=1.62; 1.02–2.66), and environmental (OR=2.39; 1.37–4.16) domains; those with low effort/low reward demonstrated a greater probability of poor quality of life in the social domain (OR=1.82; 1.00–3.30). Workers with over commitment at work had an increased likelihood of poor quality of life in the physical (OR=1.55, 1.06–2.26) and environmental (OR=1.69; 1.08–2.65) domains. There is an association between adverse psychosocial work conditions and poor quality of life among Primary Health Care workers.

Kumar A et al. studied Study of quality of life among health workers and psychosocial factors influencing it. The result was the overall quality of life among the study population was average, and the mean prevalence of occupational stress level was of mild level. There was a correlation between domains of occupational stress and domains of quality of life of health-care workers.

Nesibe Gunay Malu et al. Quality of life for chronic psychiatric illnesses and home care. The result is home care services help patients to get their freedom back and enhance the quality of their lives. It is necessary to procure and implement these services and supply both the patient and his or her family a high-quality life.

Karim Balayi et al. Relationship Between Job Satisfaction and Employees Mental Health. Finding of the research indicated that there was a positive relationship between job dissatisfaction employees and global index of mental health, social action and depression. The results of this study, confirmed previous findings on the role of job satisfaction in the provision of mental health workers, especially to improve social relations and reduce depression.

Fleury MJ et al. studied Job satisfaction among mental healthcare professionals: The respective contributions of professional characteristics, team attributes, team processes, and team emergent states. Variations in job satisfaction were mostly explained by team processes, with minimal contribution from the other three categories. Among the six variables significantly associated with job satisfaction in the final model, four were team processes: stronger team support, less team conflict, deeper involvement in the decision-making process, and more team collaboration. Job satisfaction was also associated with nursing and, marginally, male gender (professional characteristics) as well as with a stronger affective commitment toward the team (team emergent states).

Suda Hanklang et al. Quality of life and mental health among Thai older workers in community enterprises. The results suggested that the QOL is related to age, income, somatic symptoms, anxiety and insomnia, social dysfunction, severe depression, and mental health problems. Additionally, multiple regression analysis statistics used in this study indicated social dysfunction and income were significant predictors for the QOL of older workers.

## Rationale of the study

Many studies have been done so far to show the relationship between job satisfaction and mental health. Job satisfaction is an important aspect in an employee's work life that they can work with efficiency and provide their best service especially when it comes

about employees working in a mental health institution. But there are a very less number of studies that could show the relationship between job satisfaction and quality of life. Since the quality of life encompasses physical, psychological, social and environmental domains of life which are very important for an individual's well-being and this quality of life can positively affect the job satisfaction. Along with mental health it's very important to see the other aspects like physical, social, and environmental of an employee.

So, for this purpose, it was sought to find if there is relation between the job satisfaction and the quality of life.

## Objective

1. To see the correlation between job satisfaction and quality of life of employees working in a mental health situation.
2. To see the correlation between job satisfaction and physical domain of quality of working life in a mental health institution.
3. To see the correlation between job satisfaction and psychological domain of quality of working life in a mental health institution.
4. To see the correlation between job satisfaction and social domain of quality of working life in a mental health institution.
5. To see the correlation between job satisfaction and environmental domain of quality of working life in a mental health institution.

## Hypothesis

There will be positive correlation between the job satisfaction and the quality of life of employees working in a mental health institution.

- a. There will be moderate level of job satisfaction and quality of life of the employees working in a mental health institution.
- b. There will be positive relationship between job satisfaction and physical domain of quality of life working in a mental health institution.
- c. There will be positive relationship between job satisfaction and psychological domain of quality of life working in a mental health institution.
- d. There will be positive relationship between job satisfaction and social domain of quality of life working in a mental health institution.
- e. There will be positive relationship between job satisfaction and environmental domain of quality of life working in a mental health institution.

## Method

### Sample

The sample consisted of 100 employees working at a mental health institution Earth Saviour Foundation. Age range of sample was taken from 25 years old to 40 years old and the sampling technique was used for the purpose of this study was purposive sampling. The research design for the present study was correlational research design.

### Selection of tools

For the purpose of this study two tools have been used.

## Job satisfaction

For the variable job satisfaction job satisfaction scale-revised was used. It has developed by Dr. Dubey BL in 2009. It is a 25 items revised scale which assesses the satisfaction level of working employees.

## Quality of life

For the variable quality of life the tool used for the purpose of this study is WHO QOL Brief June 1997, US Version. The WHOQOL-Bref, still in field trials, is a subset of 26 items taken from the WHOQOL-100. The same steps for the scoring WHOQOL-100 should be followed to achieve scores for the Bref. Although scoring the Bref is identical to scoring the WHOQOL-100, there are some differences that need to be addressed: The WHOQOL-Bref does not have facet scores. Mean substitutions are recommended for Domain 1 Physical Health and Domain 4 Environment if no more than one item is coded missing. Only three items need to be reversed before scoring the WHOQOL-Bref (Field Trial Version) produces a profile with four domain scores and two individually scored items about an individual's overall perception of quality of life and health. The four domain scores are scaled in a positive direction with higher scores indicating a higher quality of life.<sup>1-10</sup>

## Results

Table 1 The result shows the significant relationship between job satisfaction and quality of life. Hence, the hypothesis "there will be positive correlation between job satisfaction and quality of life of employees working in a mental health institution" has been accepted.

**Table 1** Showing the relationship between job satisfaction and quality of life

Job satisfaction	
Quality of life	0.04*

\*0.05-significant relationship

Table 2 The above result shows the moderate level of job satisfaction and quality of life. Hence the hypothesis "there will be a moderate level of job satisfaction and quality of life of the employees working in a mental health institution" has been accepted (Table 3).

**Table 2** Level of job satisfaction and quality of life

Variables	Job satisfaction		Quality of life	
	Frequency	Percent	Frequency	Percent
high	40	41	62	60
Moderate	40	41	30	25
Low	20	18	18	15

**Table 3** Coefficient of Correlation (r) = 0.502\*\* N r Result 100 0.502 P<0.01

Job satisfaction	
Physical wellbeing	0.502
Environmental wellbeing	0.802
Psychological wellbeing	0.2
Social wellbeing	0.307

The above result shows that there will be significant relationship between physical domain of quality of life and job satisfaction of employees working in a mental health institution. Hence the

hypothesis "there will be positive relationship between job satisfaction and physical domain of quality of life working in a mental health institution" has been accepted.

On the second domain of quality of life the result has shown that there will be positive correlation between environmental and job satisfaction. Therefore, the hypothesis "there will be positive relationship between job satisfaction and environmental domain of quality of life working in a mental health institution" has been accepted.

The result has shown that the third domain psychological of quality of life is significantly correlated with job satisfaction. Therefore, the hypothesis "there will be positive relationship between job satisfaction and psychological domain of quality of life working in a mental health institution" has been accepted.

The result has found that there would be significant correlation between social domain of quality of life and job satisfaction. So, the hypothesis "there will be positive relationship between job satisfaction and social domain of quality of life working in a mental health institution" has been accepted.<sup>11-20</sup>

## Discussion

Job satisfaction and quality of life place an important role in employee's life. Satisfactory job is very much important in an individual's life to lead a happy life at the same time individual's quality of life is also important because it shapes our physical, psychological, social well-being. Researchers in the present studies wanted to assess the role of job satisfaction and quality of life among employees.

Researcher Shih Cheng Lio et al. administered a study on relationship of mental health and job satisfaction among employees in a medical center department of laboratory medicine. The outcome of the study is that the severity of psychological distress is positively associated with job satisfaction. Faragher EB et al. studied the relationship between job satisfaction and health: a meta-analysis. They found out the result that the relationships found suggest that job satisfaction level is an important factor influencing the health of workers. Mariza Alves Barbosa Teles et al. did a study on psychosocial work conditions and quality of life among primary health care employees: a cross sectional study where he found that there is an association between adverse psychosocial work conditions and poor quality of life among Primary Health Care workers. Kumar A et al. studied Study of quality of life among health workers and psychosocial factors influencing it. There was a correlation between domains of occupational stress and domains of quality of life of health-care workers. Nesibe Gunay Malu et al. studied Quality of life for chronic psychiatric illnesses and home care. The result is home care services help patients to get their freedom back and enhance the quality of their lives. Karim et al. relationship between Job Satisfaction and Employees Mental Health. Finding of the research indicated that there was a positive relationship between job dissatisfaction employees and global index of mental health, social action and depression. Fleury MJ et al. studied Job satisfaction among mental healthcare professionals where they found positive correlation between job satisfaction and quality of life. Suda Hanklang et al. studied Quality of life and mental health among Thai older workers in community enterprises. The results suggested that the QOL is related to age, income, somatic symptoms, anxiety and insomnia, social dysfunction, severe depression, and mental health problems. Additionally, multiple regression analysis statistics used in

this study indicated social dysfunction and income were significant predictors for the QOL of older workers. All studies corroborated the present study that there is positive correlation between job satisfaction and quality of life.

In the present study 100 samples were taken by purposive sampling from Earth Saviour Foundation, aged 25-40 years old. The tools used for the purpose of the study were job satisfaction scale-revised by Dr. B.L. Dubey and quality of life by W.H.O. In present study correlational research design has been used and the result was found significantly and positively job satisfaction is correlated with the quality of life. Thus, the hypothesis has been accepted in this study.

Table 1 has shown the result that there is positive relationship between job satisfaction and quality of life. If a person meets his satisfaction in his job then he would be fulfil his basic needs of living which will improve the quality of life. Whilst if a person is living with a high quality of life, he can put his efforts in achieving the satisfactory goals in his job. So, both are correlated with each other and both should be consider equally.

The Table 2 explains the level of job satisfaction and quality of life where people have scored majorly in moderate range in job satisfaction and high range on quality of life.

Table 3 has shown the correlation between each domain and job satisfaction. How each domain (physical, psychological, social and environmental) is correlated with job satisfaction. The result has shown the positive correlation between job satisfaction and physical domain of quality of life. A poor physical health can make people absent from their job which will decrease the efficiency of their work in work place which will automatically affect negatively the job satisfaction.

On the psychological domain the result was found the positive correlation between job satisfaction and psychological well-being. This is very obvious stress level, anxiety or any psychological issues can affect job satisfaction negatively and other aspects of life as well. Healthy and positive mind can think clearly and work efficiently. On the other hand, if there is no satisfaction in job then it can cause stress in the person and it can affect the psychological well-being of a person.

On social domain also the outcome was positive since a person with good social skill can communicate and understand other people which are very important in the work place that can be helpful in the job satisfaction. On the fourth domain there was positive correlation between environment and job satisfaction. Because a positive, clean and calm environment play a significant role in adding a quality to their lives that will affect their job satisfaction positively.

## Conclusion

The research objective of this study was to examine the correlation between job satisfaction and quality of life. Results have shown the positive correlation between job satisfaction and quality of life. Every domain has positive correlation with job satisfaction. Finally, the results of this study have shown association between job satisfaction and QOL. Therefore, it is important to pay attention to the job satisfaction to achieve quality of life. And to make a job satisfactory an individual's needs to enhance his quality of life.<sup>21-27</sup>

This is something that mental health professionals, management professionals and society at large need to take into cognizance to enhance the overall productivity and output of a person and the

institutions they are associated with. Both the persons and the institutions they are serving will be benefitted immensely provided the management and the society pauses and ponders over this interlink between job satisfaction and quality of life.

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## Conflicts of interest

The author declares that there is no conflict of interest to declare.

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