

WORK ENGAGEMENT: A CROSS SECTIONAL STUDY OF EMPLOYEES IN THE HEALTHCARE SECTOR

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ABSTRACT

Purpose

Higher levels of work engagement may contribute to workplaces where employees become more productive, committed and creative and, in the long run, will prevent the development of stress. Therefore, line managers should focus towards developing work environments that are more conducive to work engagement and less conducive to burnout. Healthcare employees are subjected to high level of work stress. Hospitals should, therefore take up initiatives towards helping its employees reduce stress, resulting in the increase of work performance levels and engagement, as well. In this connection, this study attempted to contribute in the area of Work Engagement among healthcare employees with special reference to doctors and nurses. It focused on how an individual's job role and demographic makeup would affect one's level of engagement towards his/her work.

Methodology

The present cross-sectional study investigated the experience of hospital employees (n= 372) across 20 hospitals in Bangalore, India. Doctors and nurses working in corporate, government, private and trust hospitals were administered Work and well-being survey (UWES) questionnaire.

Findings

The study found that the level of Work Engagement and other dimensions (vigor, absorption, and dedication) are higher among doctors compared to nurses. The results also indicate a significant difference in work engagement level between genders among doctors while no significant difference was noted between male and female nurses. Male doctors are high on work engagement and especially, on the vigor dimension.

Research Limitations

The primary limitation of this study is the self-report by the employees. So there are chances for biases in the reports.