

Original Article

Assessment of Job Satisfaction among Ancillary Staff at Khwaja Yunus Ali Medical College Hospital

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Abstract

Background: Job satisfaction is a key determinant of employee motivation, performance, and retention, particularly in healthcare settings. Ancillary staff, who provide essential support services in hospitals, play a critical role in maintaining patient care and institutional efficiency. Despite their importance, limited research in Bangladesh has explored job satisfaction among this workforce.

Objective(s): To assess the level of job satisfaction among ancillary staff at Khwaja Yunus Ali Medical College Hospital and to identify factors influencing their workplace satisfaction.

Materials and methods: A descriptive cross-sectional study was conducted among 110 ancillary staff working at Khwaja Yunus Ali Medical College Hospital from July to December 2024. Participants were selected using a convenience sampling method. Data were collected through face-to-face interviews using a semi-structured questionnaire covering socio-demographic characteristics, job satisfaction indicators, and willingness to continue in the job. Data were analyzed using SPSS version 27, and results were presented as frequencies, percentages, means, and standard deviations.

Results: The majority of respondents were male (70%), aged 21-30 years (38.2%), and lived in nuclear families (71.8%). Most had completed HSC or equivalent education (47.3%) and had 1-5 years of service (58.2%). High levels of job satisfaction were observed for work nature (86.4%), colleague relationships (87.3%), and evaluation by authority (85.5%). Satisfaction with salary (65.5% very satisfied) and job security (69.1% very satisfied) was comparatively lower. Most respondents (84.5%) expressed willingness to continue in their current roles.

Conclusion: Ancillary staff at Khwaja Yunus Ali Medical College Hospital generally exhibit high job satisfaction, particularly in work environment and interpersonal relationships. Addressing concerns related to salary, job security, and career development could further enhance workforce motivation, retention, and overall hospital performance.

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Introduction

Job satisfaction is an important determinant of workforce motivation, productivity, and overall institutional performance in the health sector. It refers to the degree to which employees feel positively about their jobs, including aspects such as working conditions, salary, job security, interpersonal relationships, and opportunities for professional growth. In healthcare settings, job satisfaction of all categories of staff is

essential because it influences the quality of patient care, organizational efficiency, and staff retention. Low job satisfaction may lead to absenteeism, reduced productivity, and increased staff turnover, which can negatively affect healthcare delivery. While considerable attention has been given to physicians and nurses, the role of ancillary staff in healthcare institutions is often overlooked. Ancillary staff such as ward attendants, cleaners,

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asecurity personnel, transport staff, and other support workers play a vital role in maintaining the day-to-day functioning of hospitals. Their responsibilities contribute significantly to patient comfort, hospital hygiene, and smooth clinical operations. Despite their essential contributions, ancillary staff frequently work under challenging conditions, including heavy workloads, limited recognition, and relatively low wages. These factors may influence their level of job satisfaction and ultimately affect the overall performance of the healthcare system.²

Globally, studies have shown that job satisfaction among hospital support staff is influenced by several factors, including organizational support, supervision, remuneration, work environment, and job security. Dissatisfaction among hospital workers has been associated with poor work performance, low morale, and decreased quality of service. Therefore, understanding the determinants of job satisfaction among different categories of hospital workers is important for effective human resource management in healthcare organizations.³

In Bangladesh, the healthcare system is facing multiple challenges such as workforce shortages, limited resources, and increasing demand for healthcare services. In this context, the contribution of ancillary staff becomes particularly important in supporting clinical teams and maintaining hospital operations. However, research on job satisfaction among ancillary staff in Bangladesh remains limited compared to studies focusing on doctors and nurses. Understanding the level of satisfaction among this group is necessary for developing policies and interventions that can improve workplace conditions and institutional productivity.⁴

Khwaja Yunus Ali Medical College Hospital is a tertiary-level healthcare institution located in Sirajganj district of Bangladesh, providing a wide range of medical services to a large population. Ancillary staff in this hospital perform various supportive roles that are essential for maintaining patient care services and hospital management. Assessing their level of job satisfaction is important to identify existing challenges and areas for improvement in the workplace environment.

Therefore, the present study was conducted to assess the level of job satisfaction among ancillary staff working at Khwaja Yunus Ali Medical College Hospital and to explore factors that may influence their satisfaction in the workplace.

Materials and methods

This descriptive cross-sectional study was conducted to assess the level of job satisfaction among ancillary staff working at Khwaja Yunus Ali Medical College Hospital. The study was carried out at Khwaja Yunus Ali Medical College Hospital, a tertiary-level healthcare institution located in Enayetpur, Sirajganj, Bangladesh. The hospital provides a wide range of medical and surgical services to patients from Sirajganj and surrounding districts and employs a large number of ancillary staff who support the delivery of healthcare services. The study was conducted over a six-month period from July 2024 to December 2024.

The target population consisted of ancillary staff employed at Khwaja Yunus Ali Medical College Hospital during the study period. For the purpose of this study, ancillary staff were defined as hospital support personnel who assist in the functioning of healthcare services but are not directly involved in clinical diagnosis or treatment decisions. This group included ward attendants, cleaners, security staff, transport workers, and other supportive personnel who play an important role in maintaining hospital operations and patient care services.

A convenience sampling technique was used to select the study participants due to ease of access and availability of the staff during the study period. A total of 100 ancillary staff members who fulfilled the eligibility criteria were included in the study. The inclusion criteria consisted of staff members who had been working in the hospital for at least one year and who voluntarily agreed to participate in the study by providing informed consent. Staff members who had been working in the hospital for less than one year or who declined to participate were excluded from the study. These criteria were applied to ensure that the respondents had sufficient work experience to provide reliable information regarding their job satisfaction.

Data were collected using a semi-structured questionnaire designed to gather relevant information regarding the socio-demographic characteristics of the respondents and various aspects of their job satisfaction. The questionnaire included items related to age, gender, religion, family characteristics, and work-related factors such as working environment, salary, supervision, job security, and overall satisfaction with their job. The questionnaire consisted mainly of closed-ended questions to facilitate uniform data collection and ease of analysis.

Data collection was conducted through face-to-face interviews with the respondents. This method helped ensure better understanding of the questions and

allowed the researcher to clarify any ambiguities during the interview process. Each interview was conducted in a respectful and confidential manner at a convenient time and place within the hospital premises.

After data collection, the completed questionnaires were checked for completeness and consistency. The collected data were then coded, entered into a computer database, and analyzed using the Statistical Package for Social Sciences (SPSS) software, version 27. Descriptive statistical methods such as frequency distribution, percentages, mean, and standard deviation were used to summarize the data. The results were presented in tables and graphical forms to facilitate clear interpretation and presentation of the findings.

Ethical considerations were strictly maintained throughout the study. Informed written consent was obtained from each participant before conducting the interview. The purpose and objectives of the study were clearly explained to the respondents, and participation was entirely voluntary. Confidentiality and anonymity of the participants were strictly maintained, and the information obtained from the respondents was used solely for research purposes. Privacy of the respondents was ensured during the interview process. Participants were also informed that they had the right to withdraw from the study at any time without any consequences.

Results

Table I: Sociodemographic characteristics of the respondents (n=110)

Variable	Frequency	Percent
Age		
18-20 years	14	12.7
21-30 years	42	38.2
31-40 years	37	33.6
41-50 years	17	15.5
Mean: 29.74, SD: ± 0.8596		
Religion		
Islam	91	82.7
Sanatan	19	17.3
Family type		
Nuclear	79	71.8
Joint/Extended	31	28.2
Family size		
4-5 persons	76	69.1
6-7 persons	22	20.0
8-9 persons	12	10.9
Mean: 5.36, SD: ± 1.474		

Table I presents the sociodemographic characteristics of the respondents included in the study. Regarding age distribution, the largest proportion of respondents belonged to the 21-30 years age group (38.2%), followed by 31-40 years (33.6%). Respondents aged 41-50 years accounted for 15.5%, while the smallest proportion (12.7%) were in the 18-20 years age group. The mean age of the respondents was 29.74 years with a standard deviation of ± 0.8596 .

In terms of religion, the majority of the respondents were Muslims, comprising 91 (82.7%) of the total participants, while 19 (17.3%) respondents belonged to the Sanatan (Hindu) religion.

With regard to family type, most respondents lived in nuclear families, accounting for 79 (71.8%), whereas 31 (28.2%) respondents belonged to joint or extended families.

Concerning family size, the majority of respondents had families consisting of 4-5 members (69.1%). About 20.0% had family sizes of 6-7 members, and 10.9% reported having 8-9 family members. The mean family size was 5.36 with a standard deviation of ± 1.474 .

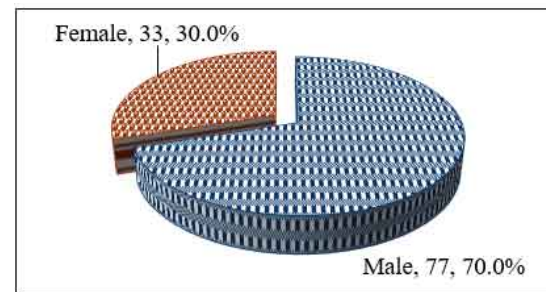


Figure 1: Distribution of the respondents by sex (n=110)

Figure 1 shows the distribution of the respondents according to gender. Out of the total 110 respondents included in the study, the majority were male. A total of 77 respondents (70.0%) were male, whereas 33 respondents (30.0%) were female.

Table II: Education of the respondents

Respondents' education	Frequency	Percent
PEC / Equivalent	24	21.8
JSC / Equivalent	5	4.5
SSC / Equivalent	27	24.5
HSC / Equivalent	52	47.3
Graduate	2	1.8
Total	110	100.0

Table II shows the distribution of the respondents according to their educational status. Among the total 110 respondents, the largest proportion had completed HSC or equivalent level of education, accounting for 52 respondents (47.3%). This was followed by those who had completed SSC or equivalent education, comprising 27 respondents (24.5%). A considerable number of respondents, 24 (21.8%), had educational qualifications up to the PEC or equivalent level.

Only a small proportion of respondents had completed JSC or equivalent education, representing 5 respondents (4.5%). Furthermore, a very small number of respondents, 2 (1.8%), were graduates.

Table III: Distribution of the respondents by duration of service

Duration of service	Frequency	Percent
1-5 years	64	58.2
6-10 years	23	20.9
11-15 years	16	14.5
16-20 years	7	6.4
Total	110	100.0

Mean: 5.36, SD: ± 1.474

Table III shows the distribution of the respondents according to their duration of service in the hospital. The majority of the respondents had been working for 1-5 years, accounting for 64 respondents (58.2%). This indicates that a large proportion of the ancillary staff had relatively shorter job tenure in the institution.

About 23 respondents (20.9%) had a duration of service of 6-10 years. In addition, 16 respondents (14.5%) had been working for 11-15 years. The smallest proportion of respondents, 7 (6.4%), had a service duration of 16-20 years. The mean duration of service of the respondents was 5.36 years with a standard deviation of ± 1.474 .

Table IV presents the distribution of respondents according to different indicators of job satisfaction. The findings show that the majority of the respondents expressed a high level of satisfaction in most aspects of their job.

Regarding satisfaction with the nature of work, the majority of respondents were very satisfied, accounting for 95 (86.4%), while 12 (10.9%) were satisfied and only 3 (2.7%) remained neutral. None of the respondents reported dissatisfaction in this aspect.

In terms of acceptable workload, most respondents, 85 (77.3%), were very satisfied, followed by 13 (11.8%) who were satisfied. A small proportion, 9 (8.2%), expressed a neutral opinion, while only 3 (2.7%) reported being dissatisfied.

With regard to relationships with colleagues, the majority of respondents expressed a very high level of satisfaction, with 96 (87.3%) being very satisfied and 14 (12.7%) satisfied. None of the respondents expressed dissatisfaction in this area, indicating strong interpersonal relationships among the staff.

Regarding evaluation by authority, most respondents, 94 (85.5%), were very satisfied, while 6 (5.5%) were satisfied and 10 (9.1%) expressed a neutral opinion. No respondents reported dissatisfaction with the evaluation process.

Table IV: Respondents' distribution according to job satisfaction (n=100)

Workplace Satisfaction Indicators	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Satisfaction with work nature	—	—	3 (2.7%)	12 (10.9%)	95 (86.4%)
Acceptable workload	—	3 (2.7%)	9 (8.2%)	13 (11.8%)	85 (77.3%)
Colleague relationship	—	—	—	14 (12.7%)	96 (87.3%)
Evaluation by authority	—	—	10 (9.1%)	6 (5.5%)	94 (85.5%)
Salary	11 (10.0%)	—	19 (17.3%)	8 (7.3%)	72 (65.5%)
Job security	2 (1.8%)	4 (3.6%)	8 (7.3%)	10 (9.1%)	76 (69.1%)
Access to training and development	3 (2.7%)	6 (5.5%)	4 (3.6%)	15 (13.6%)	82 (74.5%)

Concerning salary, a comparatively lower level of satisfaction was observed. Although 72 respondents (65.5%) were very satisfied and 8 (7.3%) were satisfied, 19 (17.3%) remained neutral and 11 (10.0%) reported being very dissatisfied with their salary. This suggests that salary may be a concern for a small proportion of the respondents.

In terms of job security, the majority of respondents, 76 (69.1%), were very satisfied, followed by 10 (9.1%) who were satisfied. A small number expressed neutral views (8; 7.3%), while 4 (3.6%) were dissatisfied and 2 (1.8%) were very dissatisfied.

Regarding access to training and development opportunities, most respondents reported high satisfaction, with 82 (74.5%) being very satisfied and 15 (13.6%) satisfied. A smaller proportion expressed neutral opinions (4; 3.6%), while 6 (5.5%) were dissatisfied and 3 (2.7%) were very dissatisfied.

Overall, the results indicate that the majority of ancillary staff expressed a high level of satisfaction with various aspects of their job, particularly regarding work nature, colleague relationships, and evaluation by authority. However, salary and job security showed relatively lower levels of satisfaction compared to other indicators.

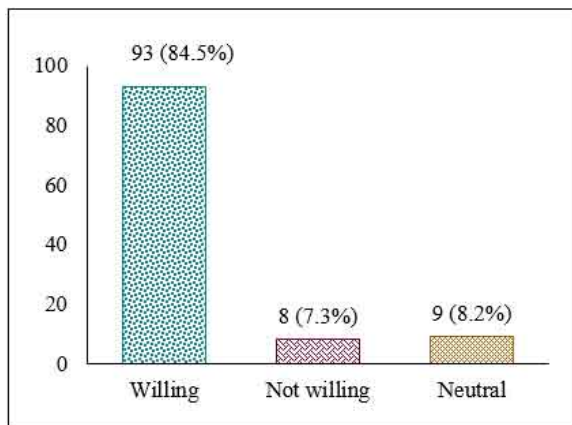


Figure 2: Distribution of the respondents according to willingness to continue the job

Figure 2 presents the respondents' willingness to continue working in their current positions at the hospital. The majority of respondents, 93 (84.5%), reported that they were willing to continue their job, reflecting a generally positive attitude and commitment toward their workplace. A smaller proportion, 9 respondents (8.2%), were neutral, indicating uncertainty or indecision regarding their future in the job. Only 8 respondents (7.3%) expressed unwillingness to continue in their current position.

Discussion

This study assessed job satisfaction among ancillary staff at Khwaja Yunus Ali Medical College Hospital. The sociodemographic profile of the respondents revealed that the largest proportion belonged to the 21-30 years age group (38.2%), followed by 31-40 years (33.6%), with a mean age of 29.74 ± 8.596 years. This indicates that the ancillary workforce at the hospital is relatively young, which may have implications for adaptability, learning, and engagement in workplace activities. Similar findings were reported in a study conducted among hospital support staff in India, where younger employees comprised the majority of the workforce, reflecting early-career engagement in ancillary roles.⁵

In terms of religion, the majority of respondents were Muslim (82.7%), while 17.3% were Sanatan (Hindu). This distribution aligns with the general population demographics of Sirajganj district, where Islam is the predominant religion. Most respondents lived in nuclear families (71.8%) with an average family size of 5.36 ± 1.474 , which is comparable to other studies in Bangladesh reporting nuclear family dominance among working adults.⁶

The educational profile indicated that the majority of respondents had completed HSC or equivalent education (47.3%), followed by SSC (24.5%), while only a small proportion were graduates (1.8%). This reflects the educational requirements of ancillary roles, where secondary or higher secondary education is generally sufficient. Similar trends were observed in other healthcare settings in Bangladesh and neighboring countries, where ancillary staff predominantly had secondary-level education.⁷

Regarding duration of service, more than half of the respondents (58.2%) had 1-5 years of work experience, with a mean duration of 5.36 ± 1.474 years. This suggests a relatively young and recently recruited workforce, which may contribute to enthusiasm but could also indicate higher turnover potential. Comparable findings have been reported among hospital support staff in Dhaka, Bangladesh, where short-term tenure was common due to workforce mobility and limited career progression opportunities.⁸

The assessment of job satisfaction revealed that the majority of respondents were highly satisfied with the nature of their work (86.4%), relationships with colleagues (87.3%), evaluation by authority (85.5%), and access to training and development (74.5%). These findings suggest a positive work environment and effective interpersonal and supervisory practices within the hospital. Studies in similar hospital settings have demonstrated that supportive relationships and recognition from supervisors are key predictors of job satisfaction among ancillary staff.⁹

However, satisfaction regarding salary (65.5% very satisfied) and job security (69.1% very satisfied) was relatively lower, with a small proportion expressing dissatisfaction. This is consistent with previous research indicating that compensation and perceived job stability are critical determinants of dissatisfaction among healthcare support staff, particularly in developing countries.¹⁰

The majority of respondents (84.5%) expressed willingness to continue in their current positions, reflecting a generally positive attitude and commitment toward the organization. This finding is in line with studies showing that higher job satisfaction correlates with greater retention intention among hospital support staff.^{5,9}

Overall, the findings indicate that while ancillary staff at Khwaja Yunus Ali Medical College Hospital are largely satisfied with work nature, interpersonal relationships, and supervision, attention to salary structures and job security could further enhance overall job satisfaction and workforce retention.

Conclusion

The findings of this study indicate that the majority of ancillary staff at Khwaja Yunus Ali Medical College Hospital are generally satisfied with their jobs, particularly with the nature of their work, relationships with colleagues, evaluation by authority, and access to training and development opportunities. High satisfaction in these areas reflects a supportive work environment, positive interpersonal relationships, and effective supervision within the hospital.

However, a comparatively lower level of satisfaction was observed regarding salary and job security, suggesting that these aspects may need attention to further improve overall job satisfaction and workforce retention. Despite these concerns, most respondents expressed a strong willingness to continue in their current roles, indicating a committed and motivated ancillary workforce.

Overall, the study highlights that while the hospital provides a largely satisfactory working environment for ancillary staff, interventions aimed at improving compensation, job security, and career development could enhance staff morale, reduce turnover, and contribute to more efficient hospital operations and better patient care.

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