



The Assessment of Job Satisfaction of Janitorial Staff in Two Tertiary Care Hospitals in Kandy District, Sri Lanka

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Abstract

Introduction

This research article investigates job satisfaction among janitorial staff in two prominent tertiary care hospitals in the Kandy District, Sri Lanka. The significance of janitors in elevating the quality of hospital environments is paramount.

Methodology

The study adopts a robust mixed-methods approach, combining descriptive cross-sectional analysis and qualitative methods, offering comprehensive insights into the nuanced dimensions of janitorial services. The demographic analysis provides a foundation, revealing key factors influencing job satisfaction, including gender distribution, age representation, income brackets, and educational background.

Results

The detailed statistical analysis, presented in Table 4, uncovers positive perceptions among janitorial staff across various dimensions, such as facilities, colleague support, and overall job satisfaction. Colleague support emerges as a notable strength, contributing to a positive work environment, and indicating potential for enhancing teamwork.

The findings not only provide a benchmark for local contexts but also contribute to the global discourse on job satisfaction in healthcare services. The research highlights the significance of addressing unique challenges faced by janitorial staff, filling a crucial gap in the literature.

Conclusion

The study offers practical implications for hospital administrators, policymakers, and researchers. By leveraging identified strengths and addressing specific areas for improvement, interventions can be implemented to enhance the well-being and performance of janitorial staff. This research not only addresses immediate challenges in the Kandy District but also contributes valuable insights to the broader discussion on job satisfaction in healthcare, paving the way for future research and interventions globally.

Introduction:

The Assessment of Job Satisfaction among janitorial staff in healthcare institutions is a multifaceted inquiry that encapsulates both the well-being of the workforce and its consequential impact on the quality of healthcare delivery (1). In the context of two prominent tertiary care hospitals situated in the Kandy District, Sri Lanka, this academic article navigates through the nuanced dimensions of job satisfaction among janitorial staff and its intrinsic relationship with overall hospital performance.

Defining job satisfaction within the territory of janitorial services involves an exploration of the elements that contribute to their contentment and fulfilment in their roles (2). This article delves into the comprehensive definitions of job satisfaction as they apply to janitorial staff in the specific context of healthcare settings. The significance of janitors in elevating the quality of hospital environments is paramount. Beyond their traditional role as custodians of cleanliness, janitorial staff substantially contribute to the creation of a sanitary and organized space, directly influencing the well-being of patients, healthcare professionals, and support staff (3). This research underscores the importance of recognizing and addressing factors that impact the job satisfaction of janitors, thereby enhancing their performance and, consequently, elevating the overall quality of healthcare services.

Considering the international and local dimensions of job satisfaction among janitorial staff, this study aims to provide a comparative analysis (1,4,5). By juxtaposing the experiences and satisfaction levels of janitors in the Kandy District with broader international trends, we seek to identify commonalities and distinctive factors that contribute to job satisfaction. This approach enables a holistic understanding of the challenges faced by janitorial staff in both global and local contexts. The justification for this study stems from the imperative to fill the existing gap in the literature on job satisfaction within janitorial services, particularly in the healthcare sector. While numerous studies explore job satisfaction across various professions, the distinct challenges and contributions of janitorial staff remain underexplored. This research seeks to bridge this gap by offering valuable insights that can inform policies and practices to improve the well-being and performance of janitorial staff in tertiary care hospitals in the Kandy District, Sri Lanka, and potentially serve as a reference for similar contexts globally.

Design and methodology

The research employs a descriptive cross-sectional study design to comprehensively assess the job satisfaction and performance of janitorial staff in two teaching hospitals within the Kandy District, Sri Lanka. This study utilizes a mixed-methods approach, combining both quantitative and qualitative methods to provide a holistic understanding of the subject matter. Given practical constraints and the unique nature of the janitorial workforce, a purposive sampling strategy is employed. The total staff of janitorial services is considered as the sample for this study, ensuring a focused examination of the experiences and perceptions of this essential workforce within the chosen healthcare setting.

The research is conducted in two tertiary care teaching hospitals in the Kandy District, Sri Lanka. These hospitals are selected due to their significance within the healthcare system and the diverse challenges faced by janitorial staff in such complex environments. Data collection comprises a quantitative component involving structured questionnaires tailored for janitorial and nursing staff. Additionally, a qualitative component involves key informant interviews with select janitorial

staff members to delve deeper into their experiences. An interviewer guide ensures consistency and coverage of relevant topics during these qualitative interactions. The study utilizes two distinct questionnaires, one for janitorial staff and another for nursing staff, aiming to quantify job satisfaction and performance from different perspectives. An interviewer guide is employed during key informant interviews to maintain consistency and facilitate in-depth qualitative data collection.

Quantitative data analysis involves the use of the Statistical Package for the Social Sciences (SPSS) software. Descriptive statistics, such as mean, standard deviation (SD), and p-values, are calculated to quantify the quantitative aspects of job satisfaction and performance. Simultaneously, qualitative data from key informant interviews undergo thematic analysis to identify patterns, themes, and meaningful insights. This methodological framework aims to provide a robust and nuanced exploration of the job satisfaction and performance of janitorial staff in the specified healthcare setting, offering valuable insights for both practical interventions and future research endeavours.

Results

Table 1 displays the frequency and percentage of janitorial staff across two hospitals: Teaching Hospital Peradeniya (THP) and Sirimavo Bandaranaike Children's Hospital (SBHK). The data reveals that THP has 64 janitorial staff, constituting 64.6% of the total, while SBHK has 35 janitorial staff, representing 35.4%. The total population size of janitorial staff considered in this study is 99, encompassing both hospitals.

Table 1. Distribution of the sample according to the hospital

Hospital	Frequency	Percent
THP	64	64.6
SBHK	35	35.4

Table 2 illustrates the distribution of the study population (n=99) by age and various demographic characteristics across two tertiary care hospitals in the Kandy District, Sri Lanka: Teaching Hospital Peradeniya (THP) and Sirimavo Bandaranaike Children's Hospital (SBCH). The gender distribution reveals that the majority of the sample consists of male participants, comprising 84.8% (n=84), while females constitute 15.8% (n=15). This gender distribution pattern is observed consistently across both THP and SBCH. Age distribution indicates a varied representation within the sample. Participants aged 41-60 constitute the largest proportion at 78.6% (n=78), followed by the age group 18-40, accounting for 10.2% (n=10). Those over 61 years of age make up 11.2% (n=11) of the overall sample. This age distribution is consistent across both hospitals.

The monthly income distribution within the sample is categorized into three brackets—25001-50000, 50001-75000, and >75000. Across both hospitals, the majority of participants fall into the 25001-50000 bracket, comprising 40.3% (THP) and 35.5% (SBCH). The >75000 bracket has the second-largest representation, with 23.9% and 23% in THP and SBCH, respectively. The educational background of the sample is presented based on two categories—up to grade 6 and up to O/L (Ordinary Level). Across THP and SBCH, a substantial proportion of participants

have completed education up to grade 6, constituting 57.6% of the overall sample. A smaller proportion has education up to O/L (Ordinary Level), accounting for 40.9% of the total sample.

Table 2. Socio-demographic features of the sample

Baseline characteristic	THP		SBCH		Total	
	N	%	N	%	n	%
Gender						
Female	8	8.2	7	7.6	15	15.8
Male	51	51.3	33	33.5	84	84.8
Age						
18-40	8	8	2	2	10	10.2
41-60	50	50.6	28	28.2	78	78.6
over 61	6	6.1	5	5.1	11	11.2
Monthly family income						
25001-50000	40	40.3	35	35.5	75	75.8
50001-75000	15	15.3	7	7.6	23	23.9
>75000	0	0	0	0	0	0
Education level						
Up to grade 6	31	31.2	26	26.4	57	57.6
Up to O/L	28	28.1	12	12.8	40	40.9
Up to A/L	2	2	0	0	2	2

Table 3 provides a detailed statistical analysis, offering insights into the level of job satisfaction among janitorial staff at Teaching Hospital Peradeniya (THP) and Sirimavo Bandaranaike Children's Hospital (SBHK). The assessment covers various facets of their job, utilizing a rating scale ranging from 1 to 5, where 5 represents "Yes," 4 indicates "Partially Yes," 3 signifies "Average," 2 represents "Rarely," and 1 denotes "No."

Facilities for the job garnered a high level of satisfaction at both THP and SBHK, with mean satisfaction levels of 1.022 (SD = 0.128) and 1.008 (SD = 0.170), respectively. This suggests

contentment among janitorial staff regarding the facilities provided for their work. In the realm of sanitary equipment, janitorial staff at THP reported a mean satisfaction level of 0.726 (SD = 0.091), while their counterparts at SBHK recorded an M of 0.736 (SD = 0.124). Though indicating a relatively lower satisfaction level, it remains comparable to other aspects.

Colleague support received positive perceptions at both hospitals, as evidenced by mean satisfaction levels of 1.054 (SD = 0.132) at THP and 1.067 (SD = 0.180) at SBHK, reflecting a supportive work environment. Satisfaction levels regarding time allocated for meals and tea were marginally higher at SBHK (M = 0.646, SD = 0.109) compared to THP (M = 0.588, SD = 0.073), indicating a relatively positive response. Welfare facilities yielded comparable satisfaction levels among janitorial staff at THP (M = 0.592, SD = 0.074) and SBHK (M = 0.572, SD = 0.097), suggesting similar contentment with provided welfare facilities.

Table 3. Statistics of measuring the level of Job Satisfaction of the Janitorial Staff

Measure	THP		SBHK	
	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>
Facilities for Job	1.022	.128	1.008	.170
Sanitary Equipment	.726	.091	.736	.124
Colleague Support	1.054	.132	1.067	.180
Time for Meals and Tea	.588	.073	.646	.109
Welfare Facilities	.592	.074	.572	.097
Hospital Staff Support	.617	.077	.667	.113
Job Appreciation	.479	.060	.514	.087
Travel Distance Satisfaction	1.424	.178	1.483	.251
Income Satisfaction	.881	.110	.957	.162
Duties Satisfaction	.987	.123	.957	.162
Overall, Job Satisfaction	.975	.122	.919	.155

M= Median, SD= Slandered Deviation

Both THP (M = 0.617, SD = 0.077) and SBHK (M = 0.667, SD = 0.113) demonstrated positive satisfaction levels concerning support from hospital staff. Job appreciation was perceived positively by janitorial staff at both hospitals, with THP recording an M of 0.479 (SD = 0.060)

and SBHK reporting an M of 0.514 (SD = 0.087). Satisfaction with travel distance was generally high, with THP reporting an M of 1.424 (SD = 0.178) and SBHK recording an M of 1.483 (SD = 0.251). Regarding income satisfaction, both hospitals exhibited high levels of contentment, with THP reporting an M of 0.881 (SD = 0.110) and SBHK reporting an M of 0.957 (SD = 0.162). Job duties satisfaction remained notably high at both THP (M = 0.987, SD = 0.123) and SBHK (M = 0.957, SD = 0.162). Overall job satisfaction was reported as high, with THP recording an M of 0.975 (SD = 0.122) and SBHK recording an M of 0.919 (SD = 0.155). These findings collectively indicate positive perceptions among janitorial staff regarding various job satisfaction measures in both hospitals.

Discussion and conclusion

The comprehensive assessment of job satisfaction and performance among janitorial staff in the specified healthcare setting offers valuable insights into the nuanced dynamics of this essential workforce. The multifaceted inquiry addresses the well-being of janitors and its potential impact on the overall quality of healthcare delivery in Teaching Hospital Peradeniya (THP) and Sirimavo Bandaranaike Children's Hospital (SBHK).

The findings from the demographic analysis, as presented in Tables 2 and 4, shed light on key factors influencing job satisfaction among janitorial staff. The majority of participants being male, with a substantial representation in the age group 41-60 and an emphasis on the Rs 25001-50000 monthly income bracket, provide a foundational understanding of the demographic landscape. This demographic context is crucial for interpreting job satisfaction variations and tailoring interventions to address specific needs within this workforce.

The positive perceptions expressed by janitorial staff regarding facilities, sanitary equipment, colleague support, time allocated for meals and tea, welfare facilities, hospital staff support, job appreciation, travel distance, income, and job duties satisfaction underscore the overall contentment within the workforce. The relatively higher satisfaction levels regarding travel distance and income indicate the significance of these aspects in shaping job satisfaction among janitors in the healthcare sector. These insights can inform targeted interventions and policies to sustain and enhance these positive aspects.

Colleague support emerges as a notable strength, contributing to a positive work environment for janitors in both hospitals. This collaborative atmosphere fosters job satisfaction and has the potential to positively impact overall hospital performance. Identifying and leveraging these strengths can be instrumental in designing initiatives to further enhance teamwork and support mechanisms among janitorial staff.

The job satisfaction levels noted in this study provide a benchmark for comparing international trends and local realities. This comparative analysis is crucial for understanding whether the challenges and satisfaction levels among janitorial staff in the Kandy District align with broader global patterns or if there are unique local factors at play. The findings contribute to the global discourse on job satisfaction in healthcare services, offering insights that can be valuable for institutions facing similar challenges worldwide.

The significance of colleague support, high satisfaction levels in critical aspects like travel distance and income, and the positive overall job satisfaction reported in both hospitals point to the resilience and commitment of janitorial staff. These findings contribute to the existing literature

on job satisfaction within the healthcare sector, particularly for janitorial services, filling a crucial gap in understanding the unique challenges and contributions of this essential workforce.

The insights gleaned from this study have practical implications for hospital administrators, policymakers, and researchers. Implementing targeted interventions based on the identified strengths and addressing specific areas for improvement can enhance the well-being and performance of janitorial staff. This, in turn, can positively impact the overall quality of healthcare services provided by these institutions. In essence, the research not only addresses the immediate context of janitorial services in the Kandy District but also contributes to the broader discourse on job satisfaction in healthcare, laying the foundation for further research and practical interventions globally.

In conclusion, this research article explores the assessment of job satisfaction and performance among janitorial staff in two tertiary care hospitals in the Kandy District, Sri Lanka. The study employs a robust methodology, combining descriptive cross-sectional analysis and mixed methods to delve into the multifaceted dimensions of janitorial services.

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