

Original article:

Study of socio-demographic determinants of class IV employees in a tertiary care teaching hospital in Mumbai

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Abstract:

Background: The shortage of nurses, support staff/ workers in hospitals in most countries is well documented. Present work was planned to study the socio-demographic determinants of class IV employees in a tertiary care teaching hospital in Mumbai

Materials and methods: A cross sectional study was carried out during the period of July 2010 to June 2011 in Class IV employees in a tertiary care teaching hospital in Mumbai. A total of 171 employees were included for the study. A preformed semi-structured questionnaire was used as a tool to interview the participants. Data was analyzed in the form of percentage and proportions whenever necessary.

Results: Out of 171 participants interviewed, majority (65.5%) belonged to the age group of 45-55 years and 116 (67.8%) were males and 55 (32.2%) were females. Majority were from Hindu religion (83%), 126 (73.7%) were staying in rental house, whereas about three-fourth (74.3%) of the respondents were from a nuclear family and 94.2% were married. According to Kuppuswamy's socioeconomic scale, majority 84.8% belonged to the lower middle class.

Conclusion: Majority (65.5%) belonged to the age group of 45-55 years, 116 (67.8%) were males and 84.8% participants belonged to the lower middle socioeconomic class.

Key words: Socio-demographic determinants, class IV employees, teaching hospital, Mumbai

Introduction:

The shortage of nurses, support staff/ workers in hospitals in most countries is well documented. It has reached to such an extent that some hospitals are offering bonuses to lure workers from other employers. Every healthcare professional is an important part of the healthcare system, and shortage in any area creates problems for other cadre of workers. (1) The healthcare industry requires a more

skilled workforce today as a result of advancement in medical technology and the demand for more sophisticated patient care. Job satisfaction among these professionals and the non medico staff is increasingly being recognized as a measure that should be included in quality improvement programmes. Similarly job satisfaction in non medico personnel working in hospitals, such as clerical staff and class IV employees is also important because low

job satisfaction in these groups can result in increased staff turnover and absenteeism, which affects the efficiency of health services. (2) With this background in mind present work was planned to study socio-demographic determinants of class IV employees in a tertiary care teaching hospital in Mumbai.

Materials and methods:

A cross-sectional study was carried out during the period of July 2010 to June 2011 in Class IV employees in a tertiary care teaching hospital in Mumbai. In this tertiary care hospital selected for the study, total no. of permanent class IV employees was 1457 and temporary (khada badli) workers were 300 in number, working in various departments under different designations as Sweeper, aayabai, ward boy, and hamal etc. Only permanent employees were

included in the study. Supervisor (Mukadam) employees were not included in the study as their work practices are different and are not involved in class IV employee work as such. Sampling was done by simple random sampling method using random number table. Hence the total of 171 employees was included for the study. A preformed semi-structured questionnaire was used as a tool to interview the participants. The timing of interview was decided according to the duty schedule of the class IV employees and it was suitably modified to meet objectives of the study. Ethical committee of the institute approved the study.

Statistical analysis: All recorded data were entered in MS Excel and analyzed in the form of percentage and proportions whenever appropriate.

Results:

Table 1: Socio-demographic profile of study population

Socio-demographic profile	Number (n=171)	Percentage
1. Age (in years)		
25-34	09	5.3
35-44	26	15.2
45-55	112	65.5
>55	24	14.0
2. Sex		
Male	116	67.8
Female	55	32.2
3. Socioeconomic status		
Upper (I)	00	0.0
Upper middle (II)	10	5.8
Lower middle (III)	145	84.8

Upper lower (IV)	16	9.4
Lower (V)	00	0.0
4. Religion		
Hindu	142	83.0
Buddhist	29	17.0
5. Education		
Illiterate	12	7.0
Primary	37	21.6
Secondary	105	61.4
Higher secondary	17	9.9
6. Marital status		
Married	157	91.8
Unmarried	10	5.8
Widow	04	2.4
7. Type of family		
Nuclear family	127	74.3
Joint family	38	22.2
Three generation family	06	3.5
8. Language spoken		
Marathi	86	50.3
Hindi	68	39.8
Gujarati	17	9.9
9. Residence		
Own house	33	19.3
Rental house	126	73.7
BMC Quarter	12	7.0
10. Distance from work place		
Less than 5 Km		
Between 5-10 Km	82	48.0
More than 10 Km	04	2.3
	85	49.7

As seen from table 1 that, out of 171 participants interviewed, majority (65.5%) belonged to the age group of 45-55 years and 116 (67.8%) were males, and 55 (32.2%) were females. Majority were from Hindu religion (83%), while rest (17%) was Buddhist. Majority of the study participants 126 (73.7%) were staying in rental house; whereas 12 (7%) participants were allotted BMC quarter and rest of the participants were having their own house.

Out of 171 participants, 85(49.7%) were staying more than 10 kms away from the work place. 82 (48%) were staying within 5 kms of distance of hospital, 4(2.3%) were staying within 5-10 kms of distance of hospital. Majority of the respondents (92.4%) were married, while the rest were either unmarried (1.2%) or separated from their spouse (6.4%) due to reasons such as death of their spouse. About three-fourth (74.3%) of the respondents were from a nuclear family and around a one-third of them were living in a joint family. Only 7.0% of the respondents were illiterates; while out of the rest, majority 105 (61.4%) had studied only up to secondary level. Only 9.9% of the respondents had completed their graduation.

According to Kuppuswamy's socioeconomic scale, majority participants belonged to the lower middle (84.8%) class. Out of the rest, 9.4% belonged to upper lower and 5.8 % belonged to upper middle socioeconomic class. None of the participants belonged to the upper (I) and lower (V) socioeconomic class.

Discussion:

In the present study, out of 171 participants, 112 (65.5%) participants were in the age group of 45-55 years. 116 (67.8%) participants were males and 55 (32.2%) participants were females. In a study conducted by Mohan L. and Jaydeb B. (3) on class IV

employees in a tertiary care hospital in Amritsar, it was found that maximum 59 (50.4%) employees were in 41- 50 age group. Shroff S. (4) conducted a study on class IV employees in Gurunanak Hospital in Mumbai; found that 54% were males and 46% were females.

On religion wise distribution of participants, out of 171 participants, maximum 142 (83%) participants were Hindu. Jawale N. (5) conducted study on class IV employees in Jaslok Hospital in Mumbai. He found that maximum 93.24% employees were Hindu and 6.76% were Christian. In the present study, half of the participants i.e. 86 (50.3%) were Marathi speaking, 68 (39.8%) participants were Hindi speaking and 17 (9.9%) were Gujarati speaking. Mumbai is a metropolitan city and financial capital of India, so people from all parts of the country come here for jobs. Many employees were unable to speak Marathi which can create problem during conversation with patient. Similarly Jawale N. (5) conducted a study in class IV employees in Jaslok Hospital in Mumbai; found that 56.61% employees' mother tongue was Marathi, and 29.97% was Gujarati speaking.

Out of 171 participants interviewed, majority were living in rental house. Very few participants were residing in their own houses and in MCGM quarters. Out of 171 participants, majority were staying more than 10 kms away from the work place. 82 (48%) were staying within 5 kms of distance of hospital, 4 (2.3%) were staying within 5-10 kms of distance of hospital. Similarly Mohan L. and Jaydeb B. (4) in their research on class IV employees care in a tertiary care hospital in Amritsar, on 118 sample population, found that employees stayed at more than 10 kms away from the work place of posting availed more leave.

Out of 171 participants, it was found that majority were married, while the rest were either unmarried or separated from their spouse due to reasons such as death of their spouse. About three-fourth of the respondents were from a nuclear family and around a one-third of them were living in a joint family. In a study conducted by Mohan L. and Jaydeb B. (4) on class IV employees in a tertiary care hospital in Amritsar, majority 106 (90.6%) of the employees were married. It is clear that 7 % of the respondents were illiterates; while out of the rest, majority (61.4%) had studied only up to secondary level. Only 9.9% of the respondents had completed their graduation. Similarly Mohan L. and Jaydeb B. (4) in their study in class IV employees in a tertiary care hospital in Amritsar found that 32.5% employees were illiterate.

Kuppuswamy's socioeconomic scale is an important tool in hospital and community based research in India. This scale takes account of education, occupation and income of the family to classify study

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groups in to high, middle and low socioeconomic status. It was found that 84.8% of the participants belonged to the lower middle socioeconomic class. Out of the rest 9.4% belonged to upper lower and 5.8 % belonged to upper middle socioeconomic class. None of the participants belonged to the upper (I) and lower (V) socioeconomic class. Similar results were also seen in a study done by Mohan L and Jaydeb B.(4)

Conclusion:

The present study concluded that majority 112 (65.5%) participants were in the age group of 45-55 years, 116 (67.8%) were males and 84.8% belonged to the lower middle socioeconomic class. 85 (49.7%) were staying more than 10 kms away from the work place. Only 9.9% of the respondents had completed their graduation. Half of the participants i.e. 86 (50.3%) were Marathi speaking. About three-fourth (74.3%) of the respondents were from a nuclear family and around a one-third of them were living in a joint family.