

Measurement of Organizational Commitment in Private Hospitals in Chennai City

Dr.P.Libia

DRBCCC Hindu College , CHENNAI-600072

plibia86@gmail.com

Abstract-Organisational commitment is considered to be a positive psychological state which binds an employee to the organisation. Several research studies have established that highly commitment employees remain with the company .organisation commitment found to be inversely related to employees in private hospitals in Chennai city. This study investigated the relationship between organisation effective, organisation culture and organization commitment. In this research correlation analysis was carried out to describe the link between the employee's commitment and organisation commitment.

Key words: organisation commitment; organisation culture; employee's commitment

1. INTRODUCTION

Commitment represents something beyond mere passive loyalty to an organization. Individual performance and organizational effectiveness cannot be achieved without organizational commitment. Organizational commitment of employees can also be increased by committing the values of people first by giving them proper compensation, promotion, training, fringe benefits etc. Also by communicating and clarifying the mission, vision and objectives of the organization. To measure the organizational commitment the performances of the employees are studied in the three different components of organizational have indicated that due to commitment that are affective, normative and continuance excessive reforms and transforms explained by Meyer, Allen. In a general sense, organizational cynicism is the negative attitude of individuals towards the organization where they work and its procedures, processes and management; in other words, it is based on the assumption on the part of employees that these elements deprive the employees of their interests (Wilkerson et al).

Organizational commitment reflects the attitudes of people towards organizational values and purposes. In this regard, health care organizations have a special status in the society because of the importance of their task for prevention, care and treatment. Offering hospital services requires working with interest and commitment for the highest efficiency as well as enjoying specialty and skill. To develop an organization that has competitive advantage of value-based, then the management needs to pay attention to its organizational culture, because the organizational culture is a set of values, beliefs, and attitudes among members of the organization imposed (Darmawan), while Uha states that, organizational culture is values that hold true of human resources in carrying out the obligations and behaviour in the organization commitment.

Commitment is a sort of bond between employee and the organization. The harmony of purpose of this kind will build cohesiveness, loyalty, and organizational commitment, which in turn will reduce the tendency of employees to leave the organization (Robbins and Judge, Sunyoto and Burhanuddin), while Abbas and Somaye (2012) states that, innovative organizational culture has a positive correlation to organizational commitment, but the bureaucratic organizational culture on organizational commitment is low.

2. REVIEW OF LITERATURE

This study is intended to examine the level of job satisfaction and organizational commitment among employees in the selected organizations in hospital industry of Chennai city Organizational commitment and job satisfaction are job related attitudes that have received considerable attention from researchers around the globe. Organizational commitment has a significant positive effect on employee performance (Thamrin, 2012). Based on these descriptions, it can be said that, the cultural organization with is linked directly to organizational commitment and employee performance improvement. The organizational culture positively and significantly affect organizational commitment (Momeni, Marjani and Saadat, 2013; Kamal, et al, 2013). Nelson and Quick (2009) defined it as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences increased efficiency of employees and organization.

Good employees are supposed to have such characteristics as high satisfaction with their jobs, high commitment towards the organization, high motivation to serve the public and strong intentions to work for the organization willingly and devotedly. (Sangmook Kim,2014).

Mick Marchington and Adrian Wilkinson (2015) show that organizational commitment of employees plays a

very important role in the increased efficiency of employees and organization.

Paul and Anantharaman's (2004) in his study showed a significant positive relationship with organizational commitment in the hospitals. Wright, Gardner, & Moynihan (2003) found a positive relationship between employees and organizational commitment in his study with reference to organization commitment in private hospitals.

Fred Luthans (2002) found that an employee's career commitment is a moderator between the perception of company policies and practices and organizational commitment.

Komal Khalid Bhatti et al (2011) has shown that direct participation has effect on Organization commitment has significant and positive impact among Employees.

AK Paul in 2014 has propounded that employee-friendly work environment, career development, development oriented appraisal, and comprehensive training show a significant positive relationship with organizational commitment. The Jacqueline A-M Coyle-Shapiro in 2015 examined that Organizational and client commitment among contracted employees was found that client organizational support and attractiveness of the client organization were positive to employee affective commitment. The gaps which as to be over viewed in the private hospital are organizational commitment on employee commitment as well as their performance are still unaddressed at national and international levels therefore the present research aim's at fulfilling the above mention research gap.

3. OBJECTIVE IN STUDY

The major objectives in research are presented as follows.

- To study the predominant factors of organizational commitment among employees in private hospitals.
- To measure the influence of organizational commitment on the effectiveness on organisation.

4. METHODOLOGY

The study is based on both primary and secondary data. The primary data is collected on structured questioner with optional type question as well as statement in likert's 5 point scale.

4.1 Reliability

The Researcher conducted research analysis to check the statement and variables in the present research. Cronbach alpha method is applied on the variable of leadership and organisation commitment and the value obtained are 0.870 and 0.779 respectively, it show that the research instrument used in the research is highly reliable and the

research instrument as be used further to verify the objective and test the hypothesis .

4.2 Validity

After conducted reliability test the researcher conducted the validity test in the following sets

1. Face validity
2. Content validity
3. Discernment validity

4.3 Face Validity

Face validity is done during pre-test stage through interaction with expert and leaders in different organisation they clearly expressed the motions about the research instrument and some sentence were modified and corrected.

4.4 Content Validity

Content validity is done through the polite survey and the respondent expressed their opinion though questioner circulated this shows that the respondent total variance is found to be very high and content are matched for the research work.

4.5 Discernment Validity

Discernment validity is done through the main study and application of factor analysis, factor segmentation are found to proper with high total variance therefore the research instrument passed the validity test.

5. DATA COLLECTION

The researcher applied convenient sampling method to collect the responses from employees of private hospitals. The researchers consider top five private hospitals in Chennai city for data collection purpose. The researcher circulated 40 each in all the five private hospitals and able to obtain 168 responses with completed responses. After scrutinising 14 of the questioner are fill with flaws hence the researcher reject those response and consider remaining 154 responses for the research. Hence the sample size of research is 154.

5.1 Data analysis

After entering the coding of the questioner the researcher analysis using both univariate and multivariate statistical techniques. Factor analysis along with KMO and Bartlett test suggested exploited to measure the factor of organisationcommitment in private hospitals. Chi-square test for sphericity is applied to test the normality of the data as well as the distribution of the sample unit.

5.2 Analysis and Discussion

This chapter deals with projections of result arrived at from the statistical analysis and general discussions with the regard to the result of commitment of the employees in private hospitals

Table 1 Showing the Mean, Standard Deviation of the Samples in commitment stability

S.No	Group	Commitment Mean	Stability SD	Creativity Mean	Stability SD
1.	Group as total	87.97	13.78	33.91	7.53
2.	Experience above 5 years	85.13	16.51	27.88	7.85

3.	Experience below 5 years	88.92	12.60	35.92	6.24
4.	Commitment below average	89.38	13.59	34.63	11.26
5.	Commitment above average	71.00	20.01	32.00	6.28

From the above table the mean value of commitment stability for the overall group shows 87.97 which we can state that the level of commitment stability for the overall group is average. The mean value of the creative stability

of the employees commitment for the overall of group show 33.91 hence we can interpret the creativity level for the employees commitment for the overall group is low .

Table 2 showing the relationship between commitment stability and creativity

Variable	N	Mean	SD	r-value
Commitment stability	32	87.97	13.78	
Creativity	32	33.91	7.53	0.033*

*= significant at 0.05 level

From the above table the 'r' value of 0.033 indicate the positive correlation and we can infer that there is a relationship between that variable of commitment and creativity.

6. FINDINGS AND CONCLUSION

The research concluded that the organisational commitment is the most required phenomena in the private hospital for the successful service to the patients in the private hospitals. The Nurses and Doctors as well as Paramedical employees have moderate commitment in completing the task. It is further concluded that continuous commitment is also formed moderate among the employees of private hospitals the employees strongly agree for the requirement of monetary motivation on par with the Government employees to meet out the challenges exist among private sector hospital in Chennai city .

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