



Job satisfaction among healthcare professional in public and private healthcare setup in India

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ABSTRACT

Background: Health care professionals comprise an important group of individuals who are affected by emotional states and stress because of their unique work environment. The employee's stress level and satisfaction with his/her job are primary factors that influence the quality of work and individual productivity. **Objective:** To measure the prevalence of job stress and job satisfaction among healthcare professionals. **Research Design:** A multi-center cross-sectional survey. **Subjects:** Physicians, nurses, and Paramedics. **Measures:** Job stress and satisfaction were measured using 71 specific questions about sources of work-related stress and sources of work related satisfaction. **Results:** A total of 540 out of 600 (90 %) participants completed the survey. The sample was comprised of 55 % Public, and the remainder, 45 % private healthcare worker. The overall job satisfaction was found to be 68 % in Pvt Healthcare while 59 % in public healthcare setup among the sampled health care professionals. Job satisfaction for health care professionals has a major impact quality, effectiveness, and work efficiency. Autonomy was more in public sector (73 %) then pvt sector (52 %). Recognition, Promotion and supervision were more pronounced in Pvt sector. Pay was more in lower group in public healthcare setup while higher in upper group esp Physicians. The use of a multivariate logistic regression model identified statistically significant independent predictors of stress (e.g., working on weekends, feeling under pressure to meet deadlines, less chance of promotion, and being exposed to a stressful event outside of work within a year. **Conclusion:** The overall prevalence of job satisfaction are higher in private healthcare sector, compare to public healthcare sector.

KEYWORDS

Stress; Job Satisfaction; Private , Public healthcare setup

Introduction

Workplace stress can lead to poor health and work-related injuries¹. Health care professionals comprise an important group that can be impacted by workplace stress because of their unique work environment². India private health sector is relatively well organized and has better working conditions, the workers within the public sector face numerous issues that grossly affect the level of job satisfaction. Job satisfaction in workers is imperative, stimulating productivity as well as quality of work³. Among health care workers, job satisfaction has a great impact on work quality and efficiency, including health care costs⁴. Stress, exhaustion, and difficult work shifts which cause job stress also influence job satisfaction. Studies showed that job satisfaction among health care workers is influenced by many factors, including sex, age, level of education, work experience, working conditions, salary, working hours, and the possibility of promotion. Results of various researchers show that stress, fatigue, burnout, depression, and general psychological distress negatively affect health care systems and patient care⁵. The relationship between overwork, tiredness, stress, and clinical performance is complex and needs thorough investigation.

Job satisfaction in workers is a very important factor that influences productivity, as well as the quality of work within an organization. This intricate phenomenon is an attitude towards one's job that has an impact not only on the personnel's motivation, but also on career, health and relationships with co-workers^{7,8}. Moreover, low salaries, lack of fringe benefits, job insecurity, nepotism, political influences and improper career development structure are some of the important factors that either hinder qualified public health professionals from joining the public sector or increase the turnover rate^{9,10}.

Methods:

A questionnaire was prepared and validated as pilot testing by SPSS on a small group of healthcare worker and level of significance was calculated and found significant. The questions were under:

Ask yourself: How satisfied am I with this aspect of my job?

1=Very dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5=Very satisfied NA= Not Applicable

S. No.	Particulars	1	2	3	4	5	NA
1.	Nature of work						
2.	Work load						
3.	Hours of work						
4.	Working long shift						
5.	Overtime						
6.	Working of weekend						
7.	Number of weekends						
8.	Working at night						
9.	Working on holidays						
10.	Working scheduling						
11.	Variety of hours required to work						
12.	Flexibility at work						
13.	Job stability						
14.	Equipments (Instruments)						
15.	Staffing adequacy						
16.	Working environment						
17.	Safety measures						
18.	Feeling of accomplishment of work doing						
19.	Contribution in quality care to patients.						
20.	Assignment on Non-professional duties						
21.	Visiting hours						
22.	Uniform						
Autonomy							
23.	Areas of recognizing their achievements						
24.	Independent thinking						

25.	Decision making – opportunities for independent work						
26.	Control in the work setting						
27.	Control over work condition						
Co-worker							
28.	Team working						
29.	Relationship with co-worker						
30.	Relationship with physician						
31.	Relationship with supervisors						
32.	Relationship with head nurse						
33.	Relationship with manager						
34.	Relationship with patients						
35.	Relationship with Director/Head of service						
36.	Relationship with others (Visitors)						
37.	Coworker Support						
Recognition							
38.	The recognition I receive from my peers by doing my job.						
39.	The recognition I receive from other professional groups by doing my job						
40.	The recognition I receive from the general public by doing my job						
41.	The recognition I receive from the status of my position within my profession						
42.	The recognition I receive from my supervisors by doing my job						
43.	The recognition I receive from my family by doing my job.						
Promotion							
44.	Opportunities for on-the-job training						
45.	Access to training program for learning new things.						
46.	Interaction with workers of other dept like HR/Finance/ others						
47.	Committee Membership						
48.	Participation in Nursing Research						
49.	Writing and Publishing papers, documents, journals.						
50.	Clinical ladder (opportunities for improvement)						
51.	Opportunities of continuing education						
Supervision							
52.	Managers Leadership Styles						
53.	Participation and involvement in the policies of hospitals and decision making.						
54.	Awareness of the hospitals mission, strategy, goals and milestones						
55.	How the Hospital handles staff complaints.						
56.	Fairness to the performance appraisal system						
57.	Caring from supervisors.						
58.	The amount of job security						
59.	The reward system and package						
60.	Welfare issues						
61.	The work unit's atmosphere						
62.	The quality of work condition						
63.	Coordination in administration						

64.	Supporting nurses by the administration in conflict situation						
65.	Response of administration to Juniors needs, demands						
Pay							
66.	Salary						
67.	Bonuses						
68.	Paid for overtime						
69.	Fringe benefits						
70.	Vacations						
71.	Leisure activities.						
72.	* Overall job satisfaction						

Study Design

The design of this study was a quantitative, multi-center, crosssectional, correlational study. **Sample** : The sample was drawn from health care professionals (Physicians, Nurses, and Paramedic staff) working at 3 public and 3 private multi speciality centre with more than 500 beds in Delhi NCR .

Sampling Technique

The target population for this study was health care professionals (physicians, nurses, and Paramedic staff) working at 3 public and 3 private multi speciality centre with more than 500 beds in Delhi NCR. A computer program was used to randomly select participants using a simple random sampling technique to achieve the required sample size. The final list included 600 health care professionals from hospitals. Of these, 200 (33.3 %) were physicians, 200 (33.3 %) were Nurses, 200 (33.3%) were Paramedical staff.

Survey Instruments

Job stress was evaluated using a survey consisting of 71 questions specifically related to job satisfaction. A five-choices were given. Responses were 1=Very dissatisfied 2= Dissatisfied 3= Neutral 4=Satisfied 5=Very satisfied NA= Not Applicable. A total job satisfaction score ranging from 71 to 355 was calculated, and higher scores indicated greater satisfaction. A total satisfaction score ranging from 71 to 355 was calculated and higher scores indicated greater job satisfaction. Prevalence of job satisfaction was measured by dividing the number of people scoring greater than 241 by the total number of people.

Statistical Methods

A binomial distribution was used to measure the prevalence of job satisfaction among the participants within a 95% confidence interval. Descriptive results for all demographic variables, job characteristics, and socioeconomic factors were reported using mean ± standard deviation (SD) and number (percentage) as appropriate. Logistic regression analysis was performed to identify predictors among the demographic variables, job characteristics, and socioeconomic factors between those who were stressed and not stressed using Wald test-statistics. Results were expressed as odds ratios using a 95% confidence interval. Multiple logistic regression models were used to identify significant independent predictors of job stress after adjusting for potentially confounding factors. Results were expressed as adjusted odds ratios with 95% confidence intervals. The final model was assessed using the Pearson chi-square goodness-of-fit test to see how well the model fit the data. A Pearson correlation test was used to determine if there were associations between job stress and job satisfaction. Linear regression analysis was performed to assess the predictive relationship of all demographic variables, socioeconomic factors, and job characteristics with the total job satisfaction score. Multiple linear regression models were used to identify significant independent predictors associated with job satisfaction after adjusting for potentially confounding factors. Statistical significance was established when p< .05 (two-tailed). All statistical analyses were performed using SPSS (Statistical Package for Social Sciences version 20.0).

RESULTS**Demographic Data**

A total of 540 of 600 the health care professionals completed the satisfaction surveys, resulting in a response rate of 90%. Forty percent of the respondents were male, and sixty % were female . The mean age among all participants was 41 years.

Job Satisfaction

No participants scored 71 (not at all satisfied) on the job satisfaction scale, however 11.0 % & 17 % scored between 100-150 (little bit satisfied), 21 % & 24 % scored between 151-241 (quite a bit satisfied), and 68 % & 59 % scored > 241 (very satisfied) in pvt and public healthcare setup. A Pearson correlation was used to explore the relationship between total job stress score and total job satisfaction score, but there was no statistically significant correlation between these scores ($r = -.003$, $p = .941$). Simple linear regression analysis showed that age in years ($\beta = .129$, $p = .003$) and years of work experience ($\beta = .09$, $p = .032$) were positively associated with job satisfaction at a statistically significant level ($p < .05$), indicating that older or more experienced workers have greater job satisfaction in both sector.

Discussion

The overall job satisfaction was found to be 68 % in Pvt Healthcare while 59 % in public healthcare setup . Job satisfaction for health care professionals has a major impact quality, effectiveness, and work efficiency.

Autonomy was more in public sector (73 %) then pvt sector (52 %). Recognition, Promotion and supervision were more pronounced in Pvt sector. Pay was more in lower group in public healthcare setup while higher in upper group esp Physicians as shown in Table 1 .

Table : 1

Indicators	Pvt Healthcare setup	public healthcare setup
overall job satisfaction	68 %	59 %
Autonomy	52 %	73 %
Recognition, Promotion and Supervision	More	Less
Pay in lower group	Less	More
Pay in Higher group	More	less

CONCLUSION

This study shows that the current workplace environment could increase the risk of stress among health care professionals. However, the satisfaction rate was high and not negatively associated with low stress levels. The high satisfaction rate among the highly stressed could be a result of the benefits and incentive system applied in this organization. Our study identifies some areas, which if eliminated or changed, could lead to a increase the satisfaction level among health care workers.

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