PSYCHOLOGICAL FACTORS AMONG HEALTH CARE PROFESSIONALS AND THEIR RELATIONSHIP WITH THE LEVEL OF JOB SATISFACTION: A CROSS-SECTIONAL SURVEY

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ABSTRACT

Objective: Psychological factors are important factors affecting the job satisfaction of healthcare providers. This study was carried out to investigate the prevalence of job satisfaction among health care professionals as well as the relationship between the job satisfaction and psychological factors. Purpose of this study was to find out psychological factors among health care professionals and their relationship with the level of job satisfaction.

Methodology: In this cross-sectional study, Depression, Anxiety, Stress Survey Questionnaire (DASS) and Job Satisfaction Survey Questionnaire (JSS) were used to collect data from 363 health care professionals. The data were tested by using SPSS version 23.

Results: The results indicate there is a significant relationship between psychological factors and job satisfaction. Mostly people are dissatisfied with pay, operating condition, benefits and contingent rewards.

Conclusion: Psychological factors and other job related factors influence job satisfaction. Therefore, organization must give attention towards these factors to improve the health of medical staff that can improve the patient care and in turn benefits the whole society.

Keywords: Health care providers, Psychological problems, Job satisfaction.

I. INTRODUCTION

Purpose of this study was to find out psychological factors among health care professionals and their relationship with the level of job satisfaction. Healthcare providers, especially doctors and nurses, are more prone to higher levels of depression, anxiety, stress. As compared to other professions they go through consistent higher biological as well as psychosocial consequences of stress. Healthcare workers who work in public hospitals suffer more than those who work in private settings (Zhang, 2016). Stressful working conditions affect the quality of life in healthcare workers. Sound state of mind, happiness, and physical well-being of healthcare providers change their behaviors, dealings, communication toward patients, quality of service, commitment, and foundation for quality of medical care (Asanta, 2019). Employee’s physical and mental state of health is influenced by the working environment. Due to the higher level of work related stress, health care providers are at high risk of mental disorders (depression, anxiety, and stress). The quality of work and professional performance are also affected by poor mental state among doctors which harm the health of patients (Gong, 2014).

The risk of developing medical problems are most common in those healthcare workers having low satisfaction levels of job and the health of individuals leads to instability of whole medical staff (Singh, 2019). Psychological problems including depression, anxiety, and stress among health care professionals influencing their job...
satisfaction level. Job satisfaction affects the nature of work at workplaces. The decline in job satisfaction de
motivates, change attitudes, and develops a bad interpersonal relationship and their point of view towards the
organization. It is valuable to know jobrelated psychological factors (salary, promotion, mentor supervision,
fringe benefits, contingent rewards, organization support, coworkers relationship, work environment, work stress) and how much they influence job satisfaction and devotion towards

personal and organizational objectives (Mengistu, 2015). Because of daily increased stress related to job, the
professions of doctors are at increased risk of burnout specially in this time of pandemnic. Individuals who are
experiencing a lack of satisfaction in their jobs affect their quality of work at workplaces due to psychological
effects (Atif K. K., 2015). In Pakistan, work-related problems exist regarding psychological health, and have a
common occurrence in employees, as well as the organizations hiring these employees, do not deal with these
problems properly (nayyer, 2019).

This study is going to see the impact of psychological factors among health care professionals and their
relationship with the satisfaction level of job. This study benefit the health care professional’s community to
evaluate themselves. This eventually benefits the patients as it is easier for health professionals to produce
effective work. Administrators of an organization will benefit from this research in a way to provide better
management alongside an optimum workplace environment for their workers by improving salary packages,
facilitating the the promotion, enhancing fringe benefits, giving them proper feedback on their performance,
giving them platform for effective communication, giving them job security and helping them manage work-
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relationship with the level of job satisfaction.

II. METHODOLOGY:

cross-sectional study was conducted in which data was collected from 363 health care workers of (AFIRM)
Armed Forces Institute of Rehabilitation Medicine (Rawalpindi), (NIRM) National Institute of Rehabilitation
Medicine (Islamabad), (QIH) Quaid-e-Azam International Hospital (Rawalpindi), (PIMS) Pakistan Institute of
Medical Sciences (Islamabad) including teachers of following medical universities and colleges (RMC)
Rawalpindi Medical College (Rawalpindi), (IMDC) Islamabad Medical and Dental College (Islamabad), (FU)
Foundation University (Islamabad), (RIU) Riphah International University (Islamabad)was collected. Sample
size was calculated through software Raosoft. For this research data was collected by filling questionnaire. Data
was collected thorough purposive sampling techniqueSurvey Questionnaire (JSS) and Depression, Anxiety,
Stress Scale questionnaire (DASS)] constructed in English.prior to giving the data collection forms to
participants, the researcher was informed the participants of the reason of current study, consent was taken. Also,
the online survey method was used in this study because of the current situation of COVID 19; a self-
administered survey cannot be done. Therefore, an online survey was the most viable option for this study. Study
included participants of age between 30 and 60 years, Regular job holders with experience, Both males and
females. Pregnant females or person with neurological disorders were not included in this study. SPSS (Statistical
Package for Social Sciences) version 23 was used for data entry and analyzing also outlier and missing value
analysis was done first. Then mean + SD was found out for demographic variables i.e., psychological factors and
their relationship with job satisfaction level. The data will be tested for normality by the Shapiro-Wilk test.
Psychological factors were found out with the help of the Job Satisfaction Survey. Questionnaire. Correlation and
Regression analysis were done to find out the relations between two variables.

III. RESULTS

Results interpret out of 360 total participants in which 44.2% are the male and 55.8% are the female respondents
among which 19% participants were in the age of 20-25 years, 26.9% were in 26-30 years, 22.2% were in 31-35
years, 17.2% were in 35-40 years, 8.3% were in 41-45 years, 2.2% were in 46-50%, 2.5% are in 51-55 years and
only 0.8% were in 56-60 years of age. Maximum participants were present under the age of 26.9% and minimum
response seen in the age of 56-60 years. 3.9% participants had experience between 1-5 years, 30% had 6-10years,
7.8% Had 11-15 years, 5.6% had 16-20 years, 5 participants had 21-25 years and only 2. persons show their
experience between 26-30 years. Occupation of 35% participants was MBBS, 3.1% was BDS, 20.8% were
physiotherapist, 8.1% werepharmacist, only 3 participants werenutritionist, 4.4% were cardiologist, 17.2% were
nurses, 3.9 were medical technician, 3.9 weregynecologist, and only 2.5% respondents were dermatologist.
18.1% respondents were from Militory Hospitals, 8.3% were from NIRM, 33.9% were from QIH, 14.4% were

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from PIMS, 2 participants were from Comwave Institute, 3.6% were from Foundation University, 13 participants were from RIU, 3.6% were from UOL, and 50 participants were from CDA Hospital. Table no. 1 shows level of job satisfaction related to pay was 49.33%, promotion satisfaction was 53.68%, supervision satisfaction was 61.77%, fringe benefits satisfaction was 46.61%, contingent rewards satisfaction level was 46.03%, satisfaction level of operating condition was 39.44, satisfaction level of coworkers relationship was 62.12%, nature of work satisfaction was 67.50% and satisfaction level of communication during job was 52.97%.

<table>
<thead>
<tr>
<th>SS variables</th>
<th>satisfaction Average</th>
</tr>
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<tbody>
<tr>
<td>Pay Satisfaction</td>
<td>49.33</td>
</tr>
<tr>
<td>Promotion satisfaction</td>
<td>53.68</td>
</tr>
<tr>
<td>Supervision satisfaction</td>
<td>61.77</td>
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<tr>
<td>Fringe Benefits satisfaction</td>
<td>46.61</td>
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<tr>
<td>Contingent Rewards satisfaction</td>
<td>46.03</td>
</tr>
<tr>
<td>Operating Condition satisfaction</td>
<td>39.44</td>
</tr>
<tr>
<td>Coworkers Relationship satisfaction</td>
<td>62.12</td>
</tr>
<tr>
<td>Nature of work satisfaction</td>
<td>67.50</td>
</tr>
<tr>
<td>Communication satisfaction</td>
<td>52.9</td>
</tr>
</tbody>
</table>

According to result 86% of respondents had no anxiety on job, 7% had mild anxiety on job, 3% had moderate anxiety on job, 3% had severe anxiety on job and only 1% had extremely severe anxiety on job. According to table no. 2 Association among satisfaction level of job and psychological factors in which significant Correlation with p value of 0.01 was seen among the job satisfaction and psychological factors.

Psychological factors influences job satisfaction JSS Total DASS Total JSS PC -.373** Sig.(2-tailed) 0.000 N 360 360 DASS PC -.373** 1. Sig.(2-tailed) 0.000 N 360 360

<table>
<thead>
<tr>
<th>Psychological factors</th>
<th>JSS</th>
<th>DASS</th>
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<tbody>
<tr>
<td>JSS</td>
<td>PC</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>P VALUE</td>
<td>&lt;0.001</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>360</td>
</tr>
<tr>
<td>DASS</td>
<td>PC</td>
<td>-.373**</td>
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<td>360</td>
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The current study revealed that affirmative relation among psychological factors and employees satisfaction level. The result supported hypothesis 1. Finding of our study is in line with the results of other previous studies in health care providers (Al-wotayan, 2019). 41 Ali et al., 2015 study also showed that a large number of physician were not happy with their job and medical staff with only 10.3% had below average satisfaction level related to job, had average to above average employees satisfaction level was 53.6%, although only 13.3% living with stupendous satisfaction. A nationwide study concluded the percentage of family physicians in Pakistan was only 26% and they are not satisfied with their occupation. 68% of the health care staff was not satisfied with their jobs in Karachi. Worldwide, the ratio is 26% in India, and 14.35 in Australia, medical staff were not satisfied on or after their job. These estimates are equivalent to our findings (Atif K. K., 2015). The mean overall low job related
stress level was shown by the respondent in this study. In addition, 95% of health care providers suffered from low stress, 3% from moderate stress and 2% from greater stress. In opposite to this research, a research carried out in South West Ethiopia concluded that 32.7% had a high level of stress, 34% had a moderate level of stress and 33.4% had a low level of stress which demonstrates 58% overall mean stress score along with higher stress level in current study (Dagget, 2016). The results of current study revealed that organizational policies and employee’s job stress had strongly correlation with each other. This result can be consistent with the Mosadeghrad study (Mosadeghrad A. F., 2011). Therefore, Change in organization policies and strategies such as benefits, pay, promotion programs, supervision, contingent rewards, and work equality result in the change in nature of work for many employees. Thus hospital strategies and policies should be changed to reduce organization source of stress.

Conclusion: The findings showed that there is statistically significant correlation among psychological factors and employee’s job satisfaction but employees working in hospital were mostly contented with their job as well as not facing psychological problems during job. Employees were mostly dissatisfied with pay, operating condition, fringe benefits and contingent rewards and mostly are satisfied with supervision, promotion, coworker’s relationships, nature of work and communication. Multiple factors are responsible for the sense of well being at work. The current study impacts upon the future performances of the health care providers by taking psychological factors seriously within their organization to increase the satisfaction level 44 of an employee. It also make sure that the organizations workers will face no difficulty during working and work in a relaxed and comfortable atmosphere without the pressure of psychological factors that would cause their performance to decline. As a result of this research it can be assumed that enhancing psychological factors and factors related to work may have positive effect on the well being and work related outcomes of health care providers. The advantage of providing stress free environment to health care providers is terrific for both the workers and their organization. This can lead to enhanced quality of patients care and decrease turnover.

REFERENCES: