

FACTORS INFLUENCING JOB SATISFACTION AMONG DOCTORS

Internship Training at Health Care at Home Private Limited
Bangalore

By

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INTRODUCTION

- Job satisfaction is described as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience.
- Job satisfaction results from the perception that one's job fulfils or allows the fulfillment of one's own important job values, providing that and to the degree that those values are congruent with one's needs

JUSTIFICATION OF THE STUDY

- Given the critical role that doctors play in determining the efficiency, effectiveness and sustainability of health care systems, it is paramount to understand what motivates them and to what extent they are satisfied by the organization and other contextual variables.
- Job satisfaction is also an essential part of ensuring quality care

OBJECTIVE OF THE STUDY

- to determine the factors influencing job satisfaction
- to measure the level of job satisfaction in doctors in a corporate hospitals
- to analyze the distribution of satisfaction levels gender wise

RESEARCH METHODOLOGY

RESEARCH DESIGN

- A cross-sectional survey was used to determine the factors influencing job satisfaction among doctors at corporate hospitals, Bangalore.

STUDY SITE

- The study was conducted among doctors working in different corporate hospitals in Bangalore associated with Health care at home, Bangalore

STUDY POPULATION

- The study population consisted of 50 doctors from all departments and wards at the time the study was conducted. It included doctors between the age groups 30 and 40 years .With an equal distribution of males and females.

Research methodology Continued....

SAMPLING AND SAMPLE SIZE

Sample size

- A purposive sampling method was used to obtain the selected sample of 50 doctors. Participants were contacted online by the researcher and invited to complete the self administered questionnaire

DATA COLLECTION TOOL

Components and details of the instrument

- A structured self-administered questionnaire was used to collect data from the participants. It consists of 5 major sections. It consisted of 29 job satisfaction statements measured on a five-point Likert scale ('strongly agree' to 'strongly disagree')..

DATA COLLECTION METHOD

- Over the 6 week period, the sample of 50 participants was drawn from the hospitals. The researcher was personally responsible for the distribution and collection of all questionnaires online. Data was captured electronically for the purpose of analysis.

Research methodology Continued..

LIMITATIONS OF THE STUDY

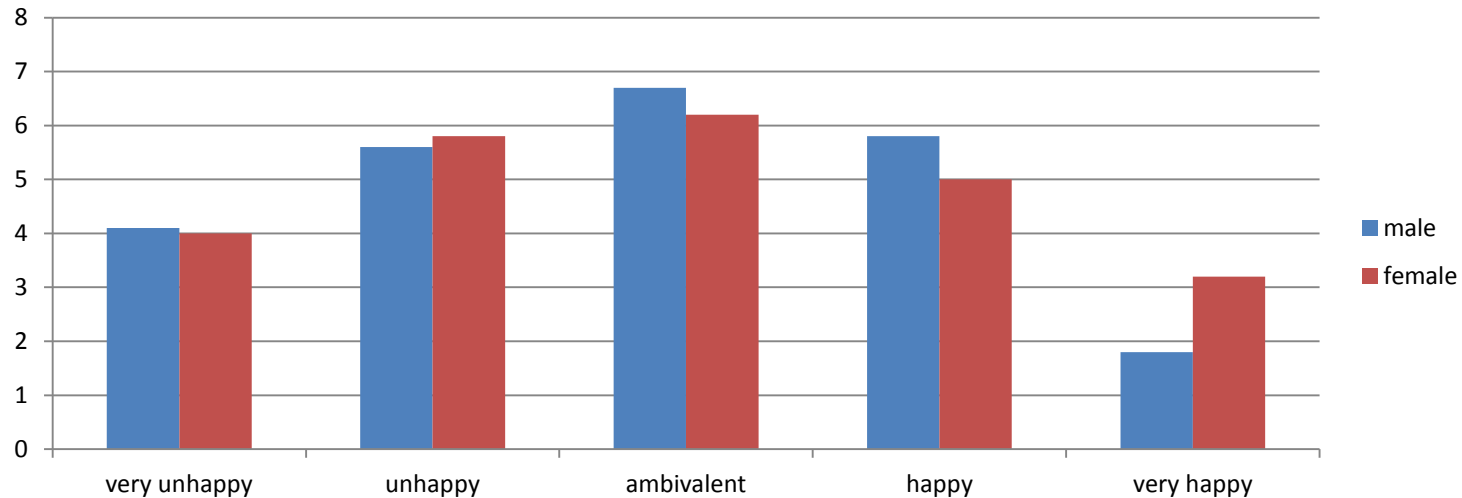
- Important limitations are inherent in a survey of this kind. Firstly, the information presented by participants is based upon their subjective perceptions. Although participants were assured of confidentiality, it is therefore possible that they either over- or underreported their level of satisfaction. Secondly, even with 50 doctors participating in this study, there is a possibility that responses of individuals who did not participate may have differed in some manner from those who did in fact participate. The findings of the study may not be generalized to doctors in other hospitals, as the different environment and circumstances prevailing in other hospitals may impact on job satisfaction.

RESULTS

- **The factors affecting doctor satisfaction are:**
- **They are divided into the follow sub headings.**
- Recruitment and initial orientation
- Compensation, benefits and incentives
- Clinical job pros and cons
- Recognition/ appreciation
- Involvement in the organizations

Recruitment and initial orientation

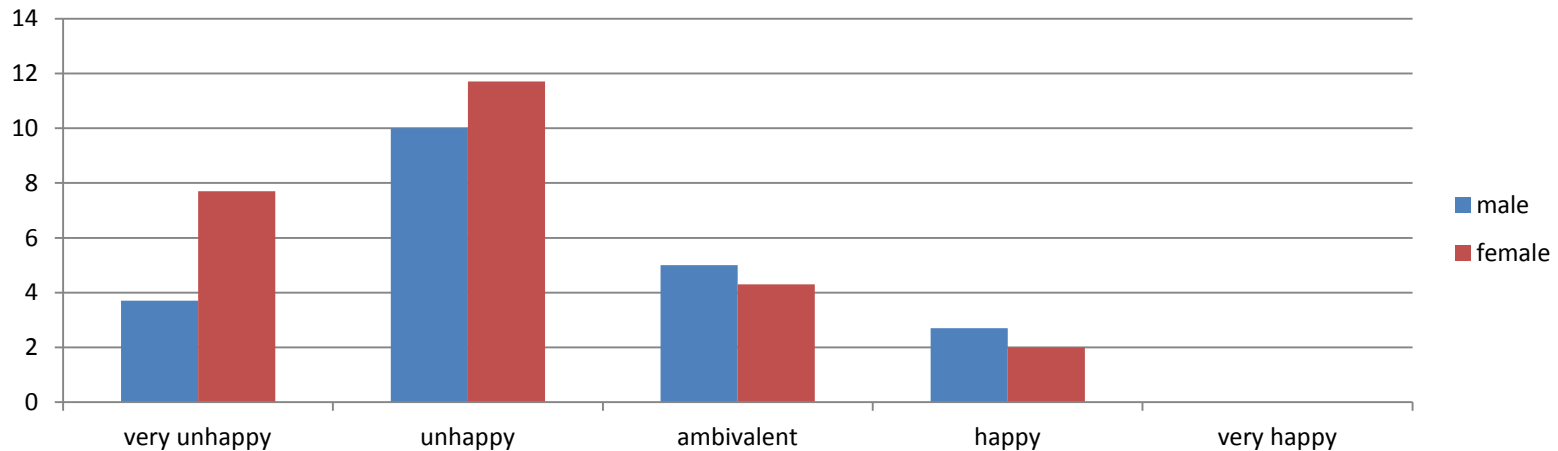
- **The satisfaction level in relation to recruitment and orientation**



- Doctors both male were ambivalent to the recruitment and orientation process.

compensation , benefits and incentives

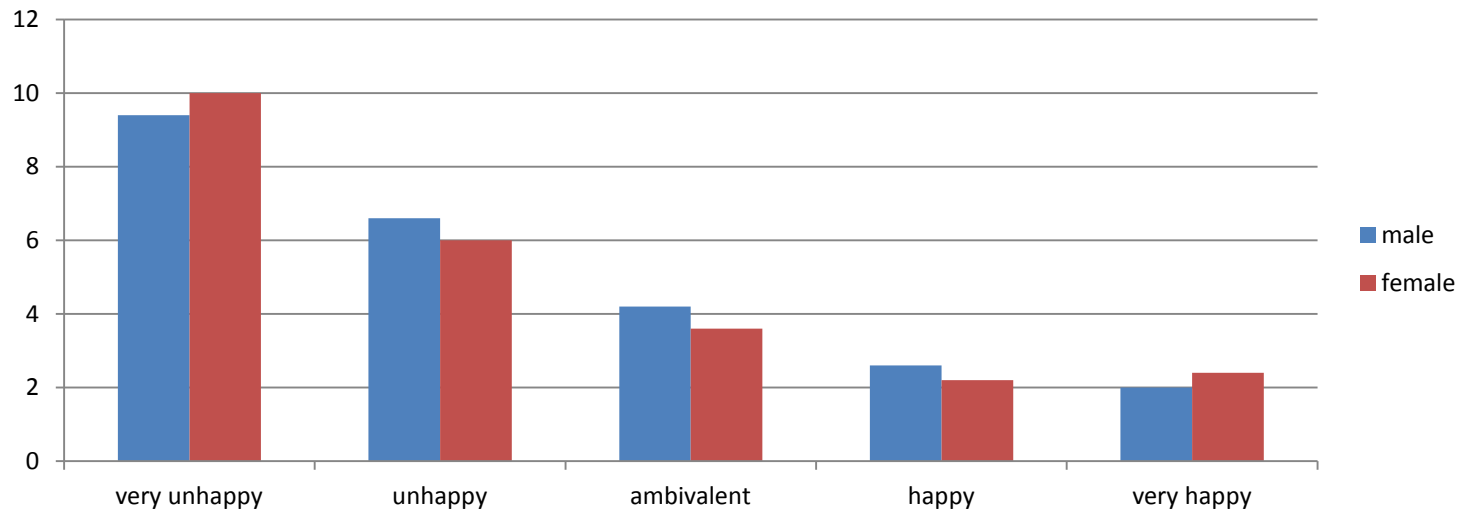
- The satisfaction level in relation to compensation, benefits and incentives.



- Doctors both male and female are unhappy with the compensation, benefits and incentives being offered to them

clinical job satisfaction –pros and cons

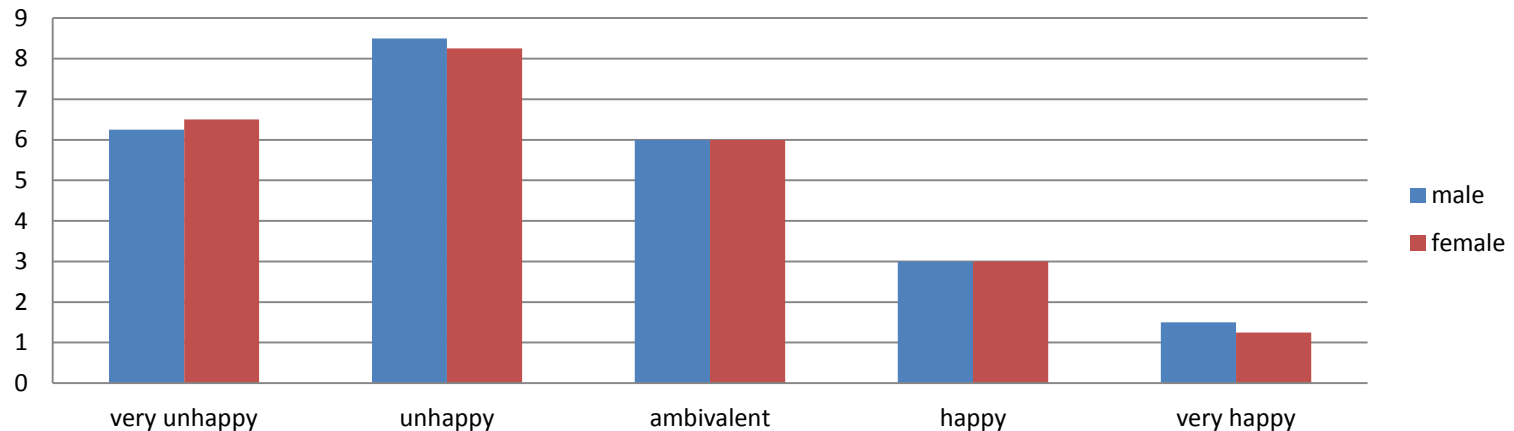
- The level of satisfaction in relation to clinical job setting



- Doctors both male and female are very unhappy with the job satisfaction in reference to clinical settings.

Appreciation/ recognition

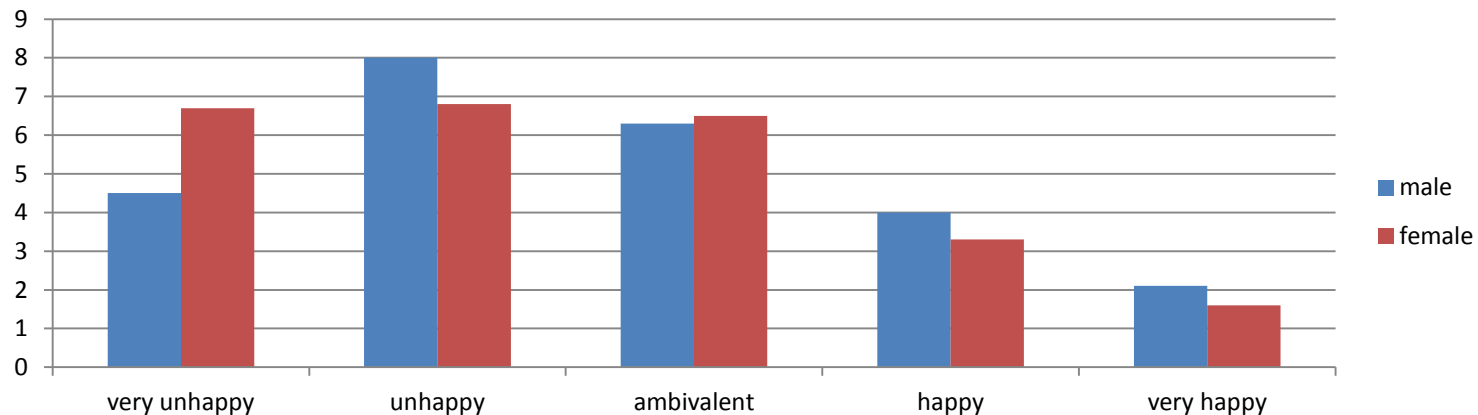
- The satisfaction level with respect to awards and recognition :



- Doctors both male and female are unhappy with the system for recognition and reward with a male predominance

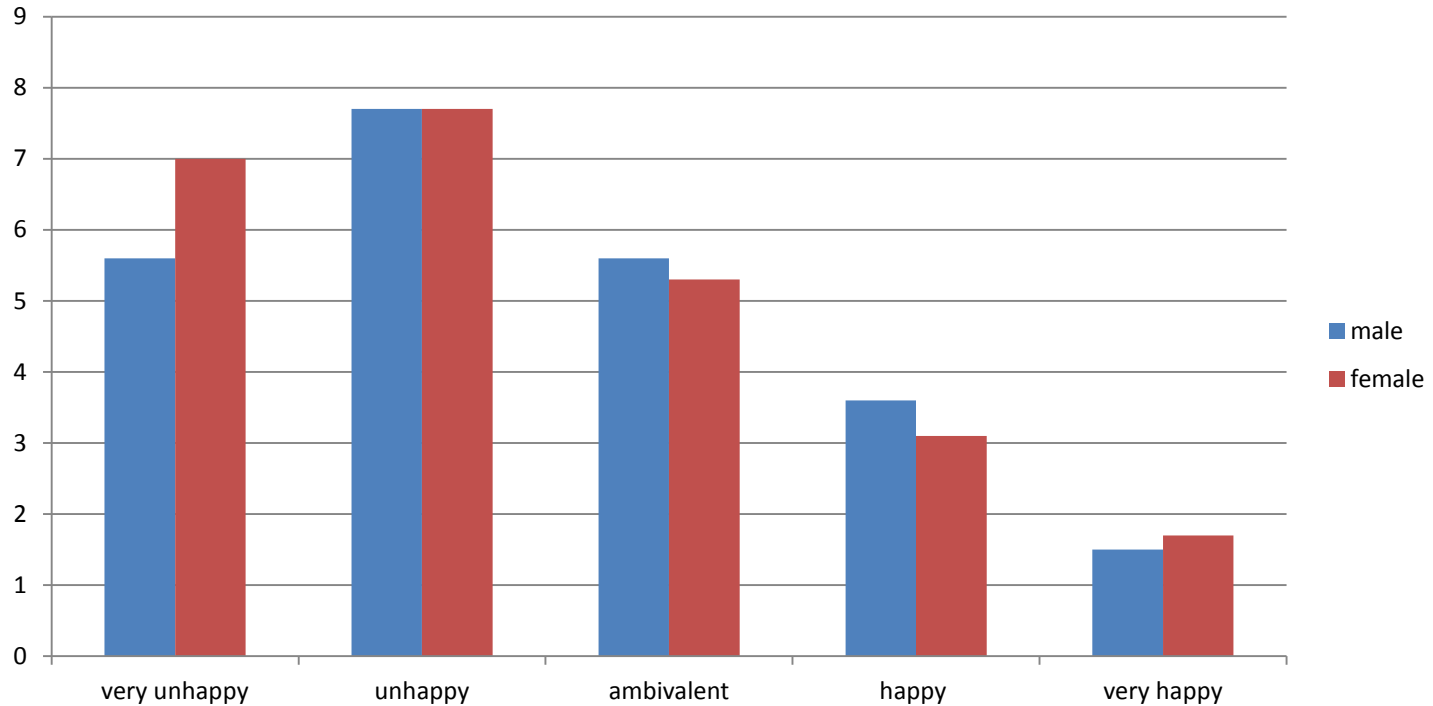
Involvement in the organization

- The level of satisfaction with respect to involvement in the organization.



- Both male and female doctors are happy with the level of involvement in the organization

AVERAGE OF ALL THE FACTORS, GENERAL SATISFACTION LEVELS OF DOCTORS



SATISFACTION LEVELS

In male doctors the percentage of satisfaction is as follows:

- **22.4% - very dis-satisfied**
- **30.8%- dis-satisfied**
- **22.4%- ambivalent**
- **14.4%- satisfies**
- **6.0%- very satisfied**

In female doctors the percent of satisfaction is as follows:

- **28%-- very dis- satisfied**
- **30.8%-dis-satisfied**
- **21.2%-ambivalent**
- **12.4%-satisfied**
- **6.8%-very satisfied**

CONCLUSION

- In conclusion the main reasons for doctors not being satisfied amounts to the following reasons:
- Erratic work timings resulting in loss of leisure time and it also effecting personal and family life. The main reason for which being lack of sufficient staff and also lack of good system of shifts in the organization.
- Doctors feeling that there is lack of cooperation/acceptance and guidance from the organization causing decrease in the levels of service and quality of service.
- The other main issue seems to be the level of involvement the doctors feel in the organization. The inability of the organization to include the doctor's inputs and the lack of freedom to take decisions.

Conclusion Continued...

- The lack of pay according to prevailing market rates according to skill sets and experience
- The lack of support by contemporaries and peers is another important issue because a doctor of a particular specialization cannot thrive without a good referral system and support from his peers.
- There should be a system to recognize and reward valued employees which is currently absent and reduces motivation to work.
- The highest level of dissatisfaction is in relation to on call duties and emergencies.

SUGGESTIONS

According to the results of the study the following suggestions were recommended.

- The work timings system should be made more efficient. Adequate number of staff in each department, trained junior doctors who can handle situations which are not serious enough for the doctor to be in hospital and can be handled by giving instructions on phone,

Suggestions continued..

- If doctors are facing personal/family issues living facilities close by with educational facilities for children and a day care center for female doctors with infants or toddlers will also be highly appreciated.
- Involvement of the doctors in taking decisions a panel of doctors made of the senior most doctors must be made and involved in making all decisions and policies. A doctor from a particular department must be involved before any decisions are made about that particular department.

Suggestions Continued....

- The organization must make efforts to make the doctors feel involved and should practice team building activities to bring the feel of working as a organization instead of individuals.
- The organization should also recognize and reward doctors who are making an extra effort to give quality treatment. They should also promote and support continued medical education, conferences and workshops

Suggestions Continued....

- If the organizations are not able to pay market rates of compensations it should be compensated in the form of other incentives such as free transportation, education for children, free medical facilities for doctors and their immediate families , housing facilities and other employee benefits.
- Night calls and duties could be equally distributed and the call should be based on the seniority basis and the need for care depending on the type of emergency.