

Dissertation on

**RELATIONSHIP OF JOB SATISFACTION AND WORK-RELATED QUALITY OF LIFE AMONG
HEALTHCARE WORKERS OF TERTIARY CARE HOSPITALS**

SUBMITTED BY

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INTRODUCTION

- **Healthcare professionals** are trained and qualified individuals who provide medical and healthcare services to the people of society. This are the people in charge of promoting, supporting, and restoring the health and wellbeing for individuals. Healthcare professionals mainly include physicians and nurses.
- **Physicians** are medical practitioners or medical doctors or simply doctors are healthcare professionals who are indulged in practicing medicine which largely means diagnosis, prognosis and treatment of a disease or condition. They are divided again depending upon their type of practice depending upon disease categories or types of patients. Physicians are further divided depending upon the specialty and service provided such as family physician, internal medicine etc.
- **Nurses** are a very important part of healthcare networks as they are continuous providers of care to the patients. Nurses in collaboration with doctors and other healthcare professionals contribute to promoting the health of individuals or community.
- **Job Satisfaction:** Job satisfaction or employee satisfaction is a measure of workers' contentedness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision.

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- **Quality of Life:** Quality of life is the general well-being of individuals and societies, outlining negative and positive features of life. It consists of the expectations of an individual or society for a good life. These expectations are guided by the values, goals and socio-cultural context in which an individual life.
 - **Work-related Quality of Life (WRQoL):** Quality of Working Life (QoWL) as a theoretical concept aims to capture the essence of an individual's work experience in the broadest sense. WRQoL is an evidence-based measure of Quality of Working Life, and provides key information required for assessing employee contentment for use in planning interventions, monitoring workforce experience and assessing the effect of organizational change.

RESEARCH DESIGN AND METHODOLOGY

- **RESEARCH QUESTION:**

What is the relationship between job satisfaction and work-related quality of life among the healthcare professionals in tertiary care hospitals of Delhi?

- **OBJECTIVES**

To assess the prevalence of job satisfaction among healthcare workers of tertiary care hospitals.

To assess the prevalence of Work-related Quality of Life among Healthcare workers working in tertiary care hospitals.

To investigate the connection between Job-satisfaction and Work-related Quality of life in healthcare workers in tertiary healthcare hospital.

RESEARCH DESIGN AND SETTING

- A cross-sectional study was undertaken among the healthcare workers working in tertiary care hospitals in Delhi and having at least 3 years of experience.
- The study was undertaken by using an online platform, accessible through any device with an internet connection. An online form consisting of the questionnaire will be circulated in tertiary care hospital.
- The online link to survey is having questions related to demographic questionnaire, Job Satisfaction scale and Work-related Quality of Life Scale.
- The survey link was disseminated through institutional and personal contacts in tertiary level hospitals. Further the information which will be available from the data collected will be analyzed in STATA v14.1.

■ **SAMPLING SIZE:**

Selection of healthcare professionals working in tertiary health care hospitals in Delhi randomly. The sample size consist of 200 personnel. The sample will consist of **physicians and nurses** of general hospital, multi-specialty hospital and super-specialty hospital of Delhi. Selection of samples from **public and private hospitals** was done by a convenience sampling

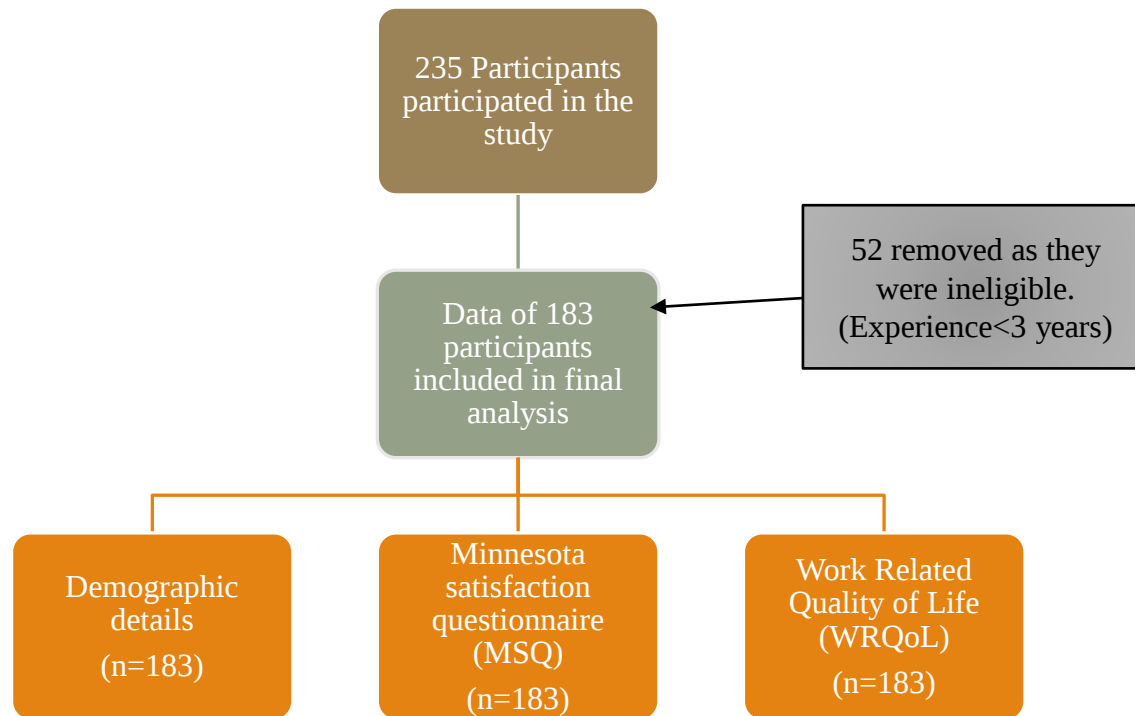
■ **SAMPLING TECHNIQUE:**

Convenience sampling technique was used to collect data from healthcare professionals working in government and private tertiary care hospitals of Delhi. The healthcare professionals working in any tertiary healthcare hospitals in Delhi.

■ **DURATION OF STUDY:**

The study was carried out for a period 2 months from 1st April 2023 to 1st June 2023

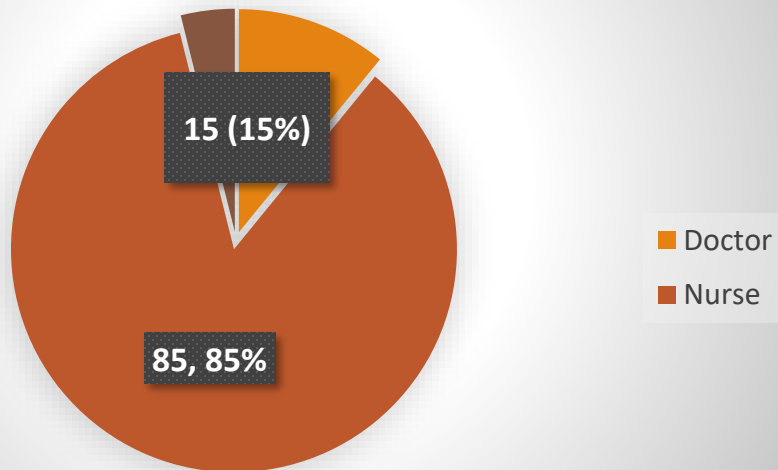
RESULT



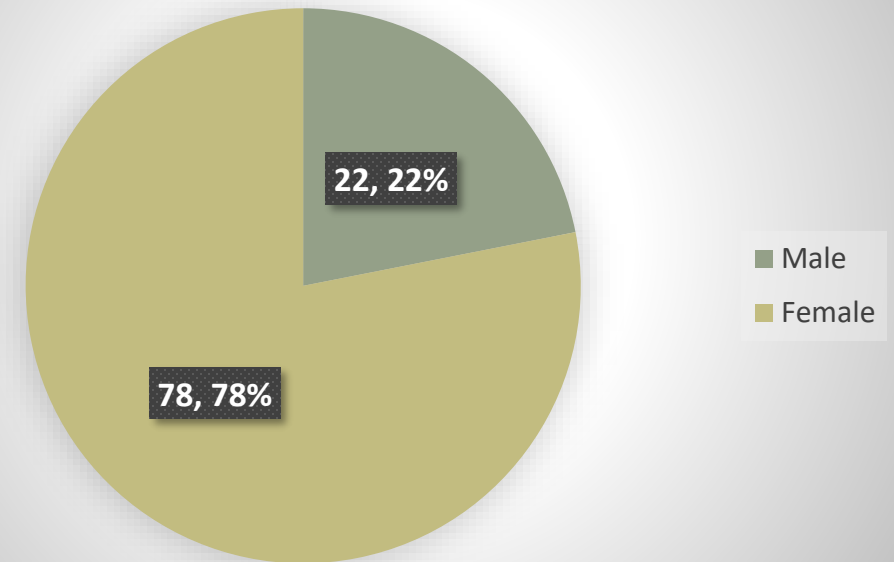
A total of **235 Healthcare workers** participated in this study, of which **52** were found to be **ineligible** as they were having experience less than 3 years, hence removed from the final analysis. In total data from **183 participants** was used to find the results.

DEMOGRAPHIC DETAILS

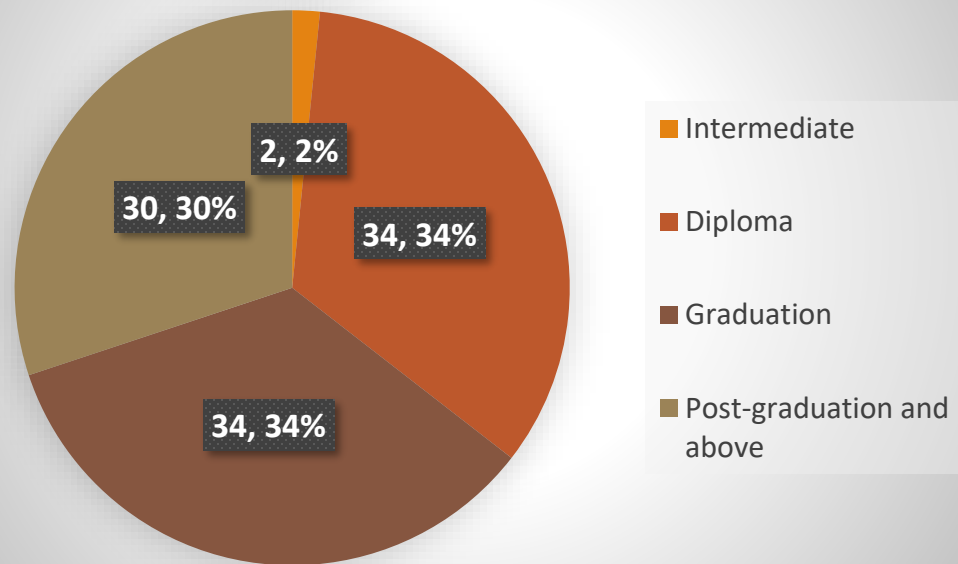
Distribution of Type of
Healthcare worker



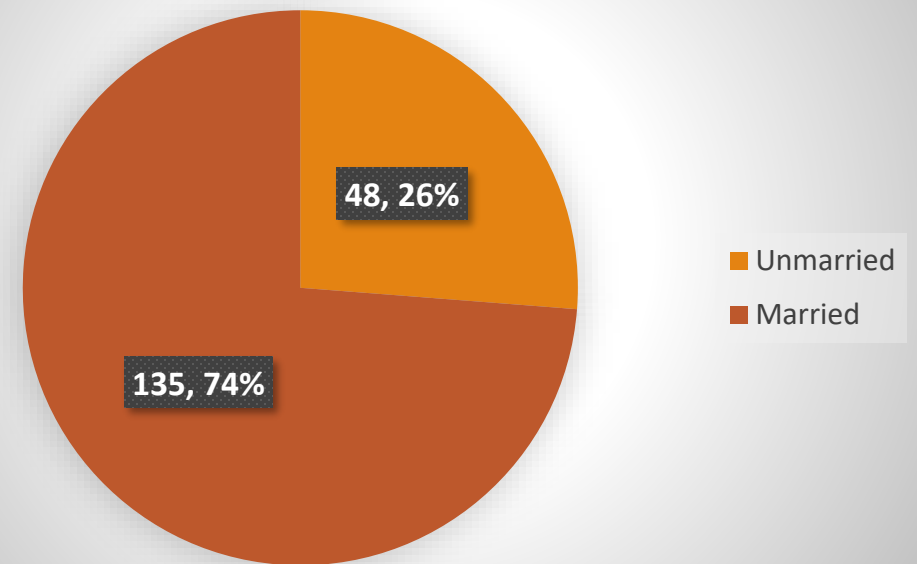
Distribution of Gender



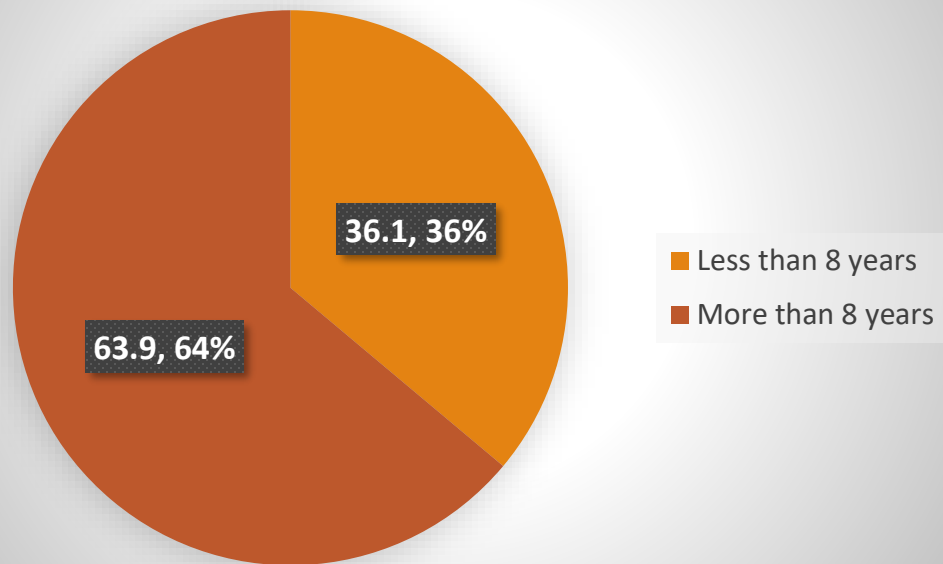
Distribution of Education



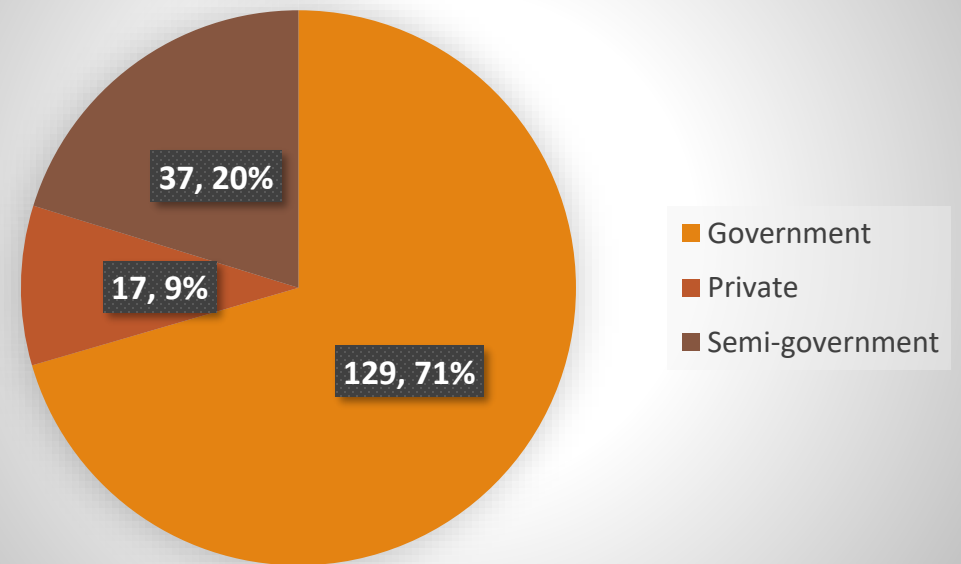
Distribution of Marital Status



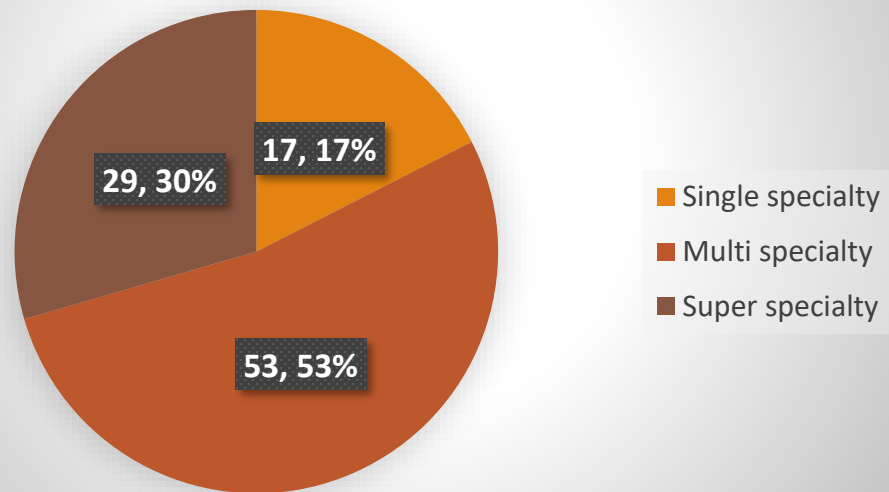
Distribution of Experience



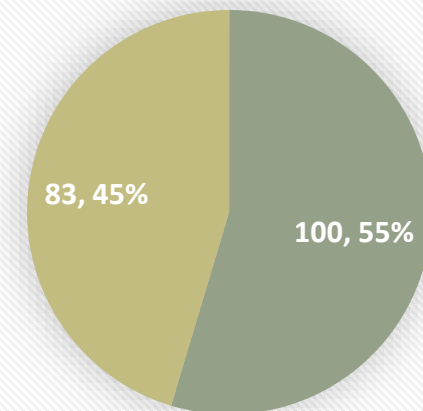
Distribution of Sector of Job



Distribution of Type of Health Facility

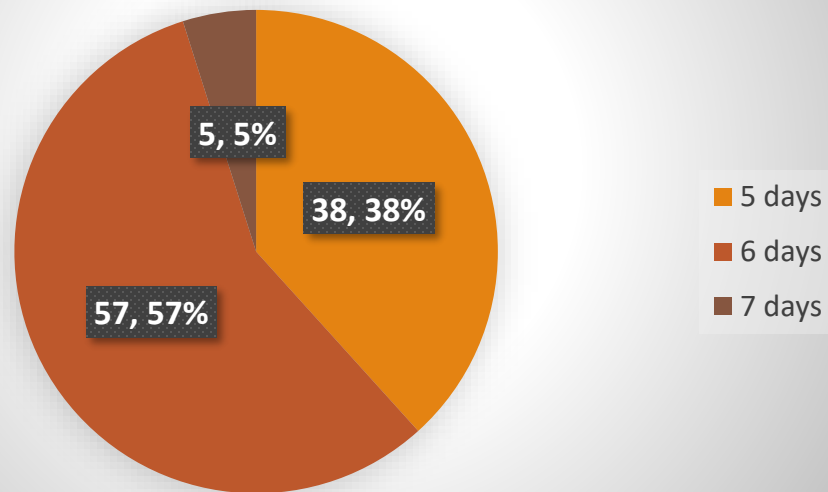


Distribution of Age

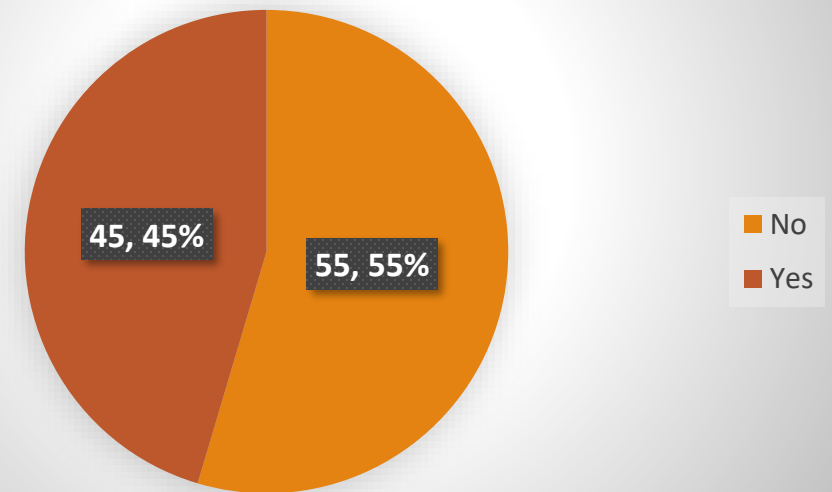


■ Less than 35 years ■ More than 35 years

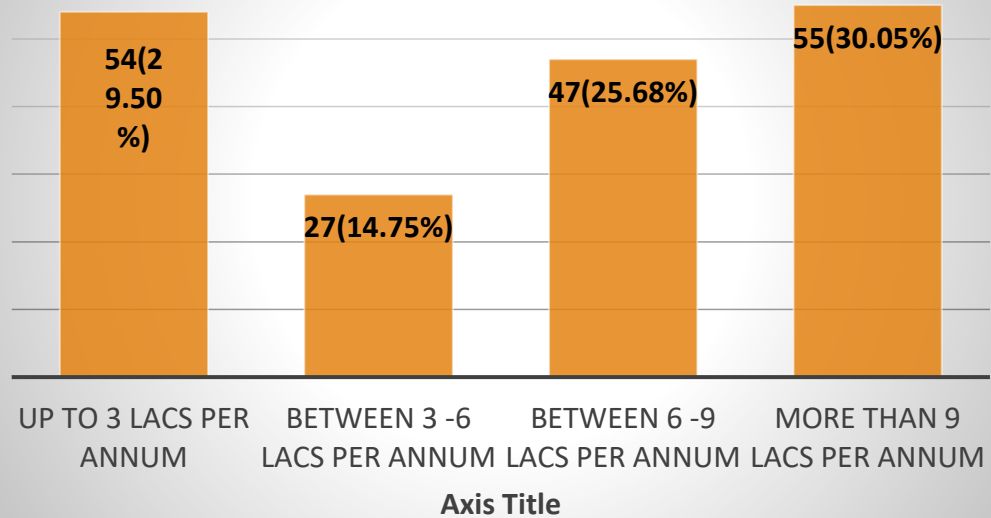
Distribution of No of working days in a week



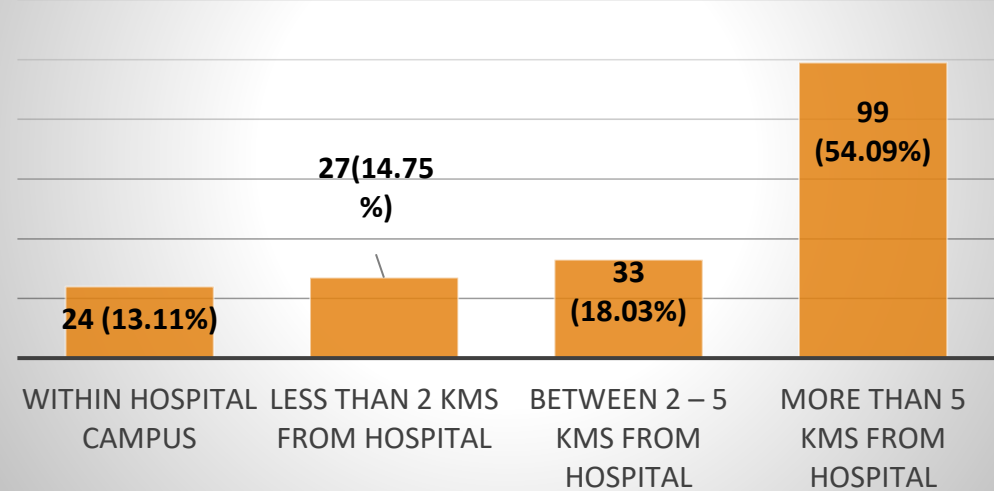
Perception about adequacy of staffs



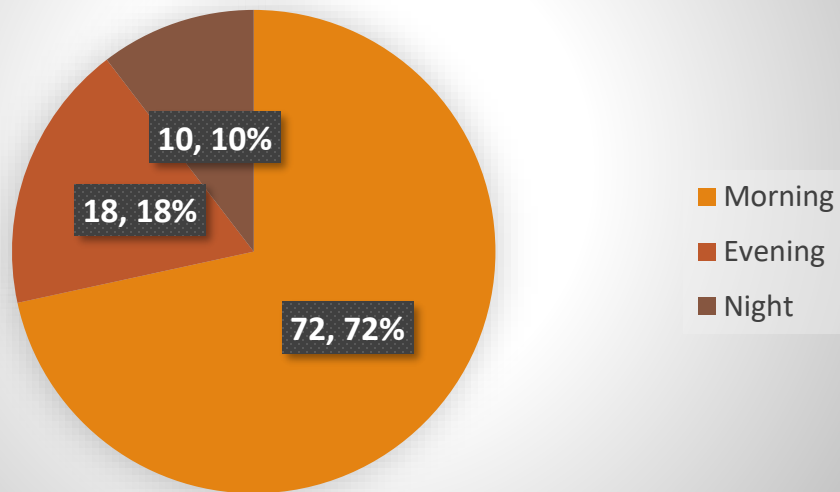
Distribution of Salary



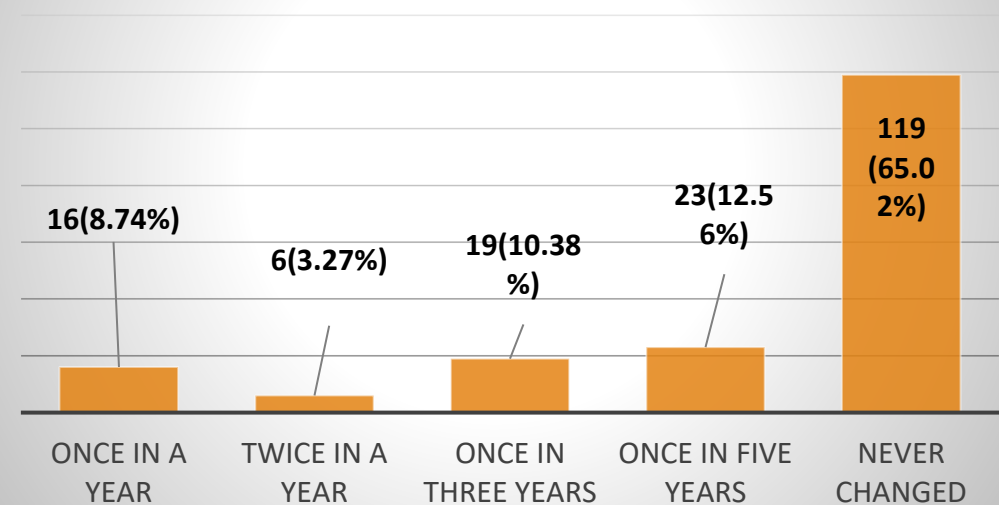
Distribution of Distance of residence from hospital



Distribution of Shift currently working



Distribution of frequency of job change



Mean Minnesota Satisfaction score

Minnesota Satisfaction score	Mean (SD)
General Satisfaction	61.91 (12.46)
Intrinsic Satisfaction	41.95 (7.18)
Extrinsic Satisfaction	19.96 (4.60)

- **General Satisfaction :-** It is the total of intrinsic satisfaction score and extrinsic satisfaction score.
- **Intrinsic Satisfaction:-** It consists of work requirement, work pressure, and internal factors of the work .
- **Extrinsic Satisfaction:-** It consists of pay scale, benefits, work life balance kind of factors.

This was found out by calculating the mean of all the demographic factors to find out mean of Minnesota satisfaction score.

Work-Related Quality of Life (WRQoL)

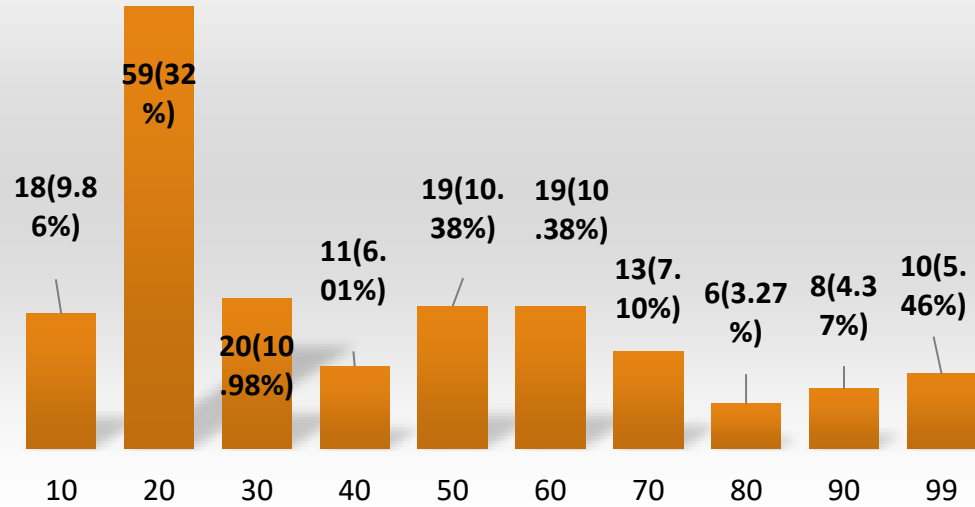
Work-Related Quality of Life was calculated by finding the score for all the domains of **Work-Related Quality of Life** which are:-

- General Well-being (GWB)
- Home-work interface (HWI)
- Job-Career satisfaction (JCS)
- Control at work (CAW)
- Working conditions (WCS)
- Stress at work (SAW)

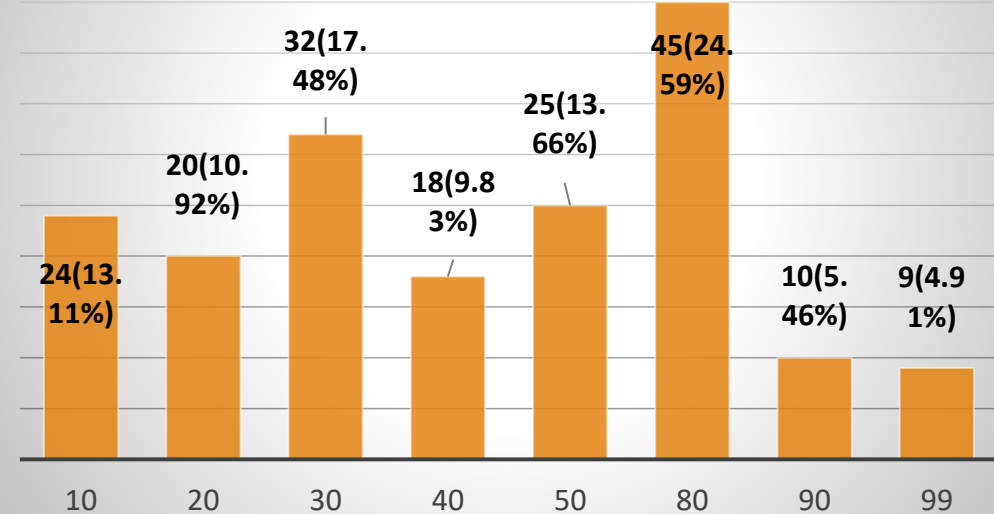
The answers for this were found on a scale where 10 being the lowest and 99 being the highest.

Work-Related Quality of Life (WRQoL) score overall and domain-wise.

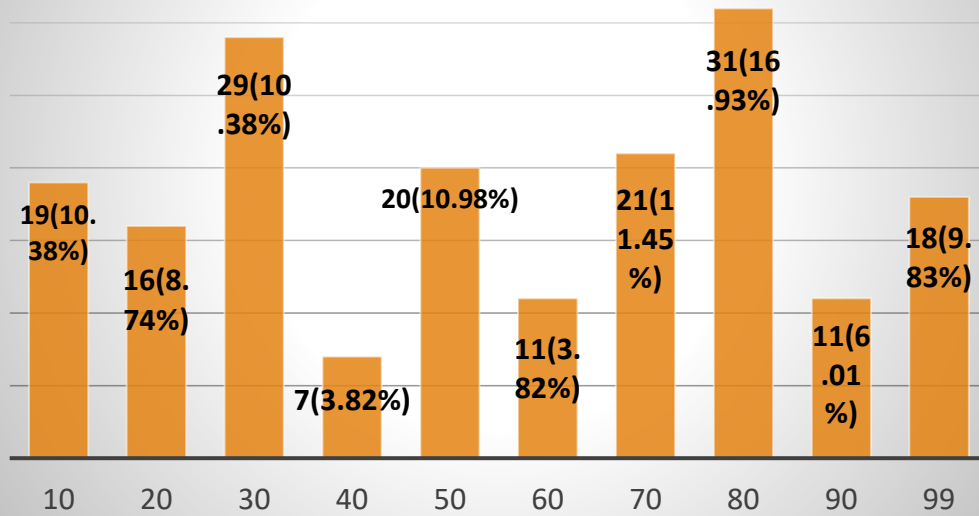
General Well-being



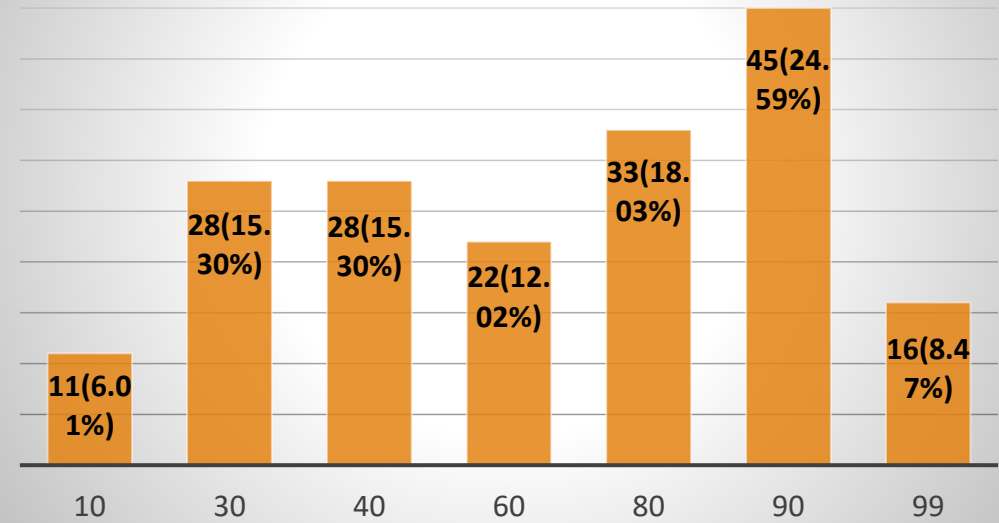
Home-work Interface



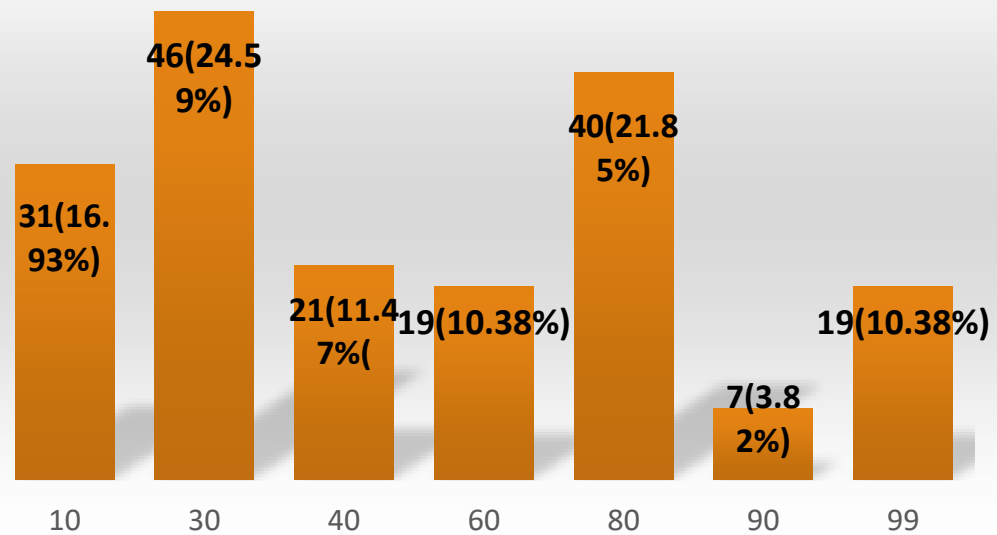
Job Career Satisfaction



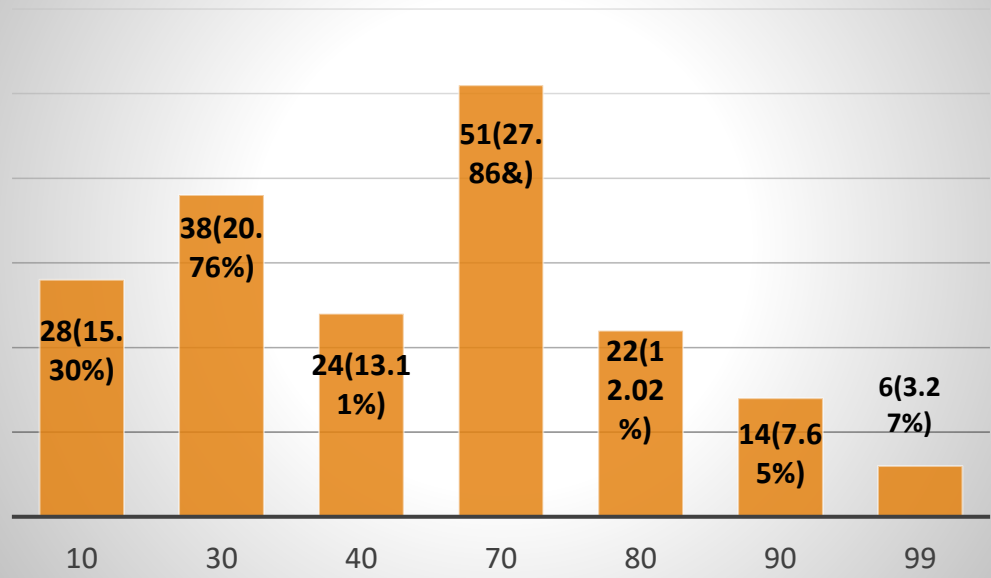
Control at work

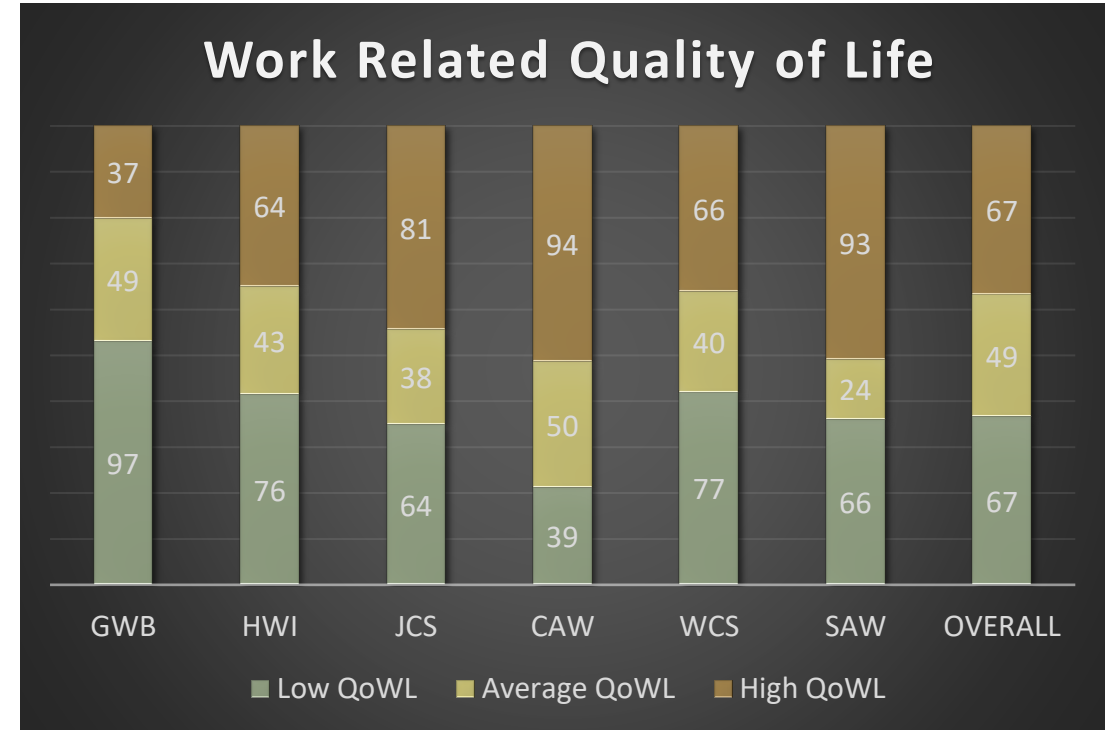
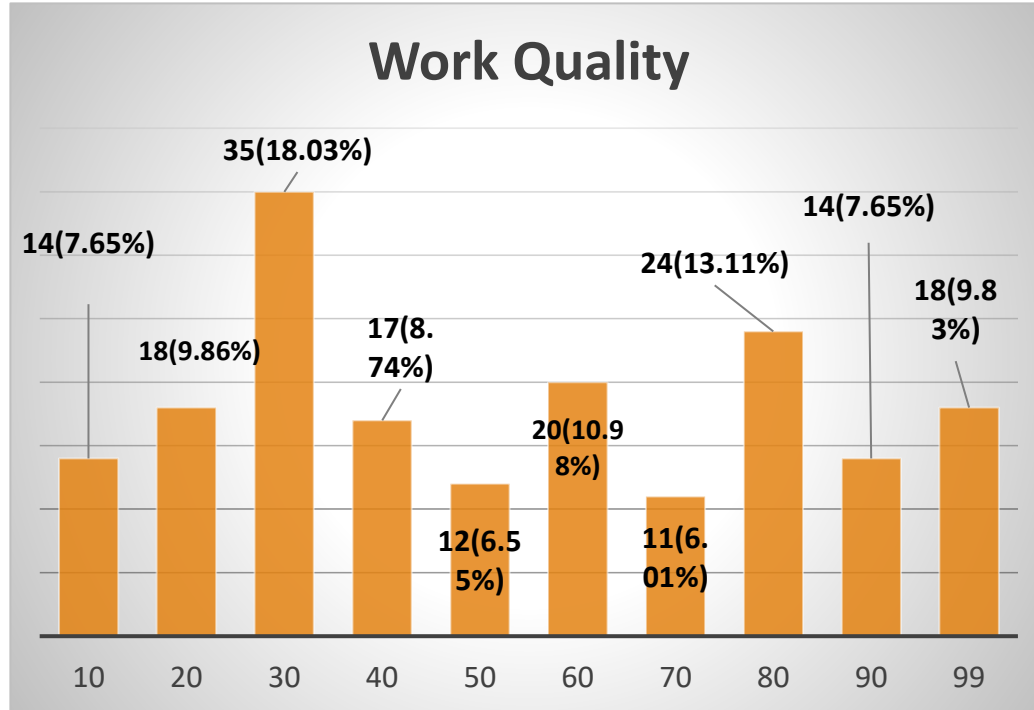


Work Culture at work place



Stress at work





Mean Work-Related Quality of Life (WRQoL) score

Work-Related Quality of Life	Mean (SD)
Overall Work-Related Quality of Life (WRQoL)	80.91 (14.90)
General Well-being (GWB)	20.48 (3.96)
Home-work interface (HWI)	10.06 (2.58)
Job-Career satisfaction (JCS)	21.20 (4.24)
Control at work (CAW)	10.25 (2.28)
Working conditions (WCS)	10.08 (2.65)
Stress at work (SAW)	5.28 (1.80)

Overall Work-Related Quality of Life (WRQoL):- It is the mean of all the Domains of work-related quality of life.

RELATION BETWEEN JOB-SATISFACTION AND WORK-RELATED QUALITY OF LIFE

	Minnesota Satisfaction	WRQoL
Minnesota Satisfaction	1.00	
WRQoL	0.799*	1.00

Indicates for p value significant, that is <0.05

CONCLUSION

- The Minnesota satisfaction score was found to be average among healthcare workers including nurses and doctors. The overall Work-Related Quality of Life (WRQoL) was seen to be moderate to high among healthcare workers working in tertiary care hospitals. Research has reported a strong and positive correlation between Minnesota Satisfaction Score and work-related quality of life.
- It is important to study Minnesota satisfaction score and Work-Related Quality of Life among healthcare workers to keep them motivated and enthusiastic. However, implementing both the tools may not be feasible and practically possible in pragmatic situations.
- Using these tools and planning suitable interventions can improve the performance of healthcare workers, thus improving patient care and patient outcomes.

LIMITATIONS

- The research work was carried out through online mode and hence there could have been some kind of selection bias in the selection of participants.
- It could have been possible that only those healthcare workers filled in the survey who were having high self-esteem and were satisfied with their job.
- This would have resulted in overestimation of the reported Minnesota satisfaction score and Work-Related Quality of Life score.
- Also, the healthcare workers having poor and weaker digital skills may not have attempted the online questionnaire as the questionnaire was circulated through internet and social media platforms.
- Since the study included participants only from tertiary care hospitals in Delhi it may not be generalizable to the healthcare workers working in rural and remote areas such as Primary health centers.
- Another limitation of the study is that the HCWs had a moderate score for both the scales, it can be slightly overestimated as compared to actual because of tendency to provide socially desirable response.

RECOMMENDATION

- A similar study needs to be undertaken with similar tools among healthcare workers in different states and districts to find out differences of work-related life and job satisfaction of medical staff.
- This can help in future standardizing the work-life balance among health care workers with different perspectives. Further sample size calculation is also required to achieve the objectives.

THANK YOU
