

Job Satisfaction and Related Elements among Employees at Negelle Arsi General Hospital and Medical College, West Arsi Zone, Oromia Regional State, Ethiopia

Ashebir Nigussie Yirgu and Amanuel Oljira Raga

Keywords: Job satisfaction, Occupational classes, quality improvement.

Abstract:

Job satisfaction refers to the attitude and emotional state people have about their work. Positive and satisfactory attitudes towards the job indicate job satisfaction. Negative and unsatisfactory attitudes to the job indicate job dissatisfaction. Unsatisfied work force has negative influence on concert of services. Satisfaction of employees can bring quality of health care. Job satisfaction is an important indicator in assessing the performance and efficiency of health services among health workers Satisfied employees are likely to be more creative and devoted to their job. Dissatisfied employees give poor quality and less effective care. Higher level of professional gratification among health workers grosses high worker force retention and patients' satisfaction. Recognition is one of the most important methods of rewarding people. Recognition of staff can be one of the easiest and most cost-effective strategies to hold experienced health professionals.

Objective:

To evaluate Job gratification of employees towards health provision deliveries and factors related with gratification from January 2017 to February 2018 at Negelle Arsi General Hospital and Medical College, Negelle, Ethiopia, 2018.

Method:

Institutional based cross-sectional study was conducted among 90 randomly selected permanent employees who were willing and available at the time of data collector. Newly employed employees were excluded from the study. The total employees at study period were 135 (66 Clinical staffs those are Doctors, Nurses, Midwifery, Laboratory, Pharmacy, Anesthesia & Radiology and (69 Supportive Staffs those are Security, Cleaners, Guardian, Waitress and others). The questionnaires involved: - general characteristics of employees (age, sex, marital status, occupation, duration of services); two groups of indicators of professional satisfactions. These are: 1. Pay, benefit and facility of institution 2. Relationship with the management of institution. Replies to these questions were valued using five-point Likert scales, extending from "very dissatisfied" to "very satisfied": (1 = very dissatisfied, 2 = dissatisfied, 3 = neither satisfaction nor dissatisfaction, 4 = satisfied and 5 = very satisfied). For quality assurance pretest data accumulators and supervisors were trained on each item included in the study. Self-administered and face to face interviewed method was used. Data was collected by two BSc Nurses and supervised by one MSc Anesthetist. Training was given for data collectors and supervisor. Regular supervision and follow up was made. Data entered to SPSS version 20 computer programs by investigator for analysis. Most of the responses were analyzed descriptively with simple frequency distribution and percentage.

Results:

The overall Job satisfaction of employees at Negelle Arsi General Hospital and Medical College was 46.9% and of the respondents 19.2% was dissatisfied and 33.9% were neutral. 53.3% of them were Clinical staffs and the rest were supportive staffs. Among the respondents, forty-eight (53.3%) were females. The age distribution indicated that, the highest number forty-six (51.1%) were belonged to the age group of 26-30 years. More than half of the participants, 53.3% were married. 42(46.9%) of professionals were satisfied with their job while 31(33.9%) and 17(19.2%) were neutral and dissatisfied respectively. Majority of the Specialists (66.7%) and midwifery (66.7%) were satisfied. Security staffs (30.0%) and 28.6% of nursing staffs were dissatisfied to their job. Forty (44.9%) of the respondents reported that they were satisfied with the management system while 34(37.3%) and 16(17.8%) were neutral and dissatisfied respectively. With regard to workload, 43(47.8) reported that they were satisfied whereas 23(25.5%) were neutral and 24(26.7%) were dissatisfied. our study indicated that near to half 44(48.8%) of the respondents were satisfied with the Pay, benefit and hospital facility, while 27(30.5%) and 19(20.7%) were neutral and dissatisfied respectively. Regarding to Supervisors performance, among all participants half of them (50%) were satisfied and 12% were dissatisfied while the rest were neutral. And also, 41.1%, 36.7 % and 34.4% of the respondents were dissatisfied to recognition, payment and communication with managers respectively. The main reasons described for dissatisfaction were poor payment structure, deficiency of training opportunity, way of management style, lack of staff recognition and poor working conditions. Among all respondents, majority of them 71 (79 %) were satisfied and recommend Negelle Arsi general hospital and medical college as a good place to work.

Conclusion: -

Less than half (46.9 %) of the respondents were satisfied with their current job. Hospital bureaucratic management style, remuneration, recognition and workload were among factors that affects level of job satisfaction.

Recommendation:

Therefore, the management bodies should give outstanding attention on employee's job satisfaction to attain their goals and objectives. Improving relationships between management and staff and increasing decision-making autonomy among staff members. The hospital managers should give emphasis for conducive environment for work, appropriate rewards and recognition for good achievements among employees. Initiate supportive supervision at all levels which consists of giving directions, models and guidance but at the same time receiving feedback from employees.

Name: Ashebir Nigussie Yirgu¹ and Amanuel Oljira Raga²

Affiliation: ¹Department of Anesthesia Negelle Arsi General Hospital and Medical College, Ethiopia, ²Department of Surgery, Negelle Arsi General Hospital and Medical College, Ethiopia, Email: ashebirnigussie3@gmail.com