

Job Satisfaction in Primary Health Care Physicians in Selected Family Medicine Centers in Cairo

Thesis

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

قالوا

لَسْبَحَانَكَ لَا عِلْمَ لَنَا
إِلَّا مَا عَلَّمْتَنَا إِنَّكَ أَنْتَ
الْعَلِيمُ الْعَظِيمُ

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ABSTRACT

Back ground: Job satisfaction is the affective orientation that an employee has towards his work. Greater physician satisfaction is associated with greater patient adherence and satisfaction. **Aim:** this study aimed at assessing the level of job satisfaction among PHC physicians in new Cairo district, and to assess the potential factors affecting job satisfaction among them, also to measure the work related affective wellbeing among them. **Subjects and methods:** A descriptive cross-sectional epidemiological approach was adopted using two interview questionnaires; Job satisfaction survey (JSS) and Job-related affective well-being scale JAWS. **Results:** Job dissatisfaction was highly encountered where 47.6% of physicians were dissatisfied. Pay, fringe benefits and contingent rewards were the most frequently encountered domains with which physicians were dissatisfied. Married physicians had higher JSS compared to single physicians and those with years of experience 5-15 had lower JSS score compared to physicians with lower years of experience. Also JAWS score was a significant independent variable affecting JSS score. The affective well-being score ranged from 34 to 89 with mean $\pm$ 9.3, with SD7.5, and it was affected by age, with no significant effect of other demographic characteristics. **Conclusion:** It is highly recommended to improve working conditions, payment and provision of better opportunities for promotion among PHC physicians to subsequently improve physicians' subjective wellbeing and their job satisfaction which in turn will improve their performance.

Key words: job satisfaction, affective wellbeing.

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List of Abbreviations

<i>Abbrev.</i>	<i>Full-term</i>
DASS	: Depression Anxiety and Stress Scales
GPs	: General Practitioners
JAWS	: Job related affective well-being score
JDI	: Job Descriptive Index
JSS	: Job Satisfaction Score
MOHP	: Ministry of Health and Population
MSQ	: Minnesota Satisfaction Questionnaire
PHC	: Primary Health Care
SWB	: Subjective Well-Being

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Introduction

Job satisfaction is simply how people feel about their jobs and different aspects of their jobs. It is the extent to which people like or dislike their jobs (*Spector, 1997*).

Investigated by several disciplines such as psychology, sociology, economics and management sciences, job satisfaction is a frequently studied subject in work and organizational literature (*Spector, 1997*).

Job satisfaction is important in everyday life. Organizations have significant effects on the people who work for them and some of those effects are reflected in how people feel about their work (*Spector, 1997*).

This is mainly due to the fact that many experts believe that job satisfaction trends influence work productivity, work effort, employee absenteeism and staff turnover. It is considered a strong predictor of overall individual well-being and intentions or decisions of employees to leave a job (*Gazioglu & Tansel, 2002*).

This makes job satisfaction an issue of importance for both employers and employees. As many studies suggest, employers benefit from satisfied employees as they are more likely to profit from lower staff turnover and higher productivity if their employees experience a high level of job

satisfaction. However, employees should also be happy in their work, given the amount of time they have to devote to it throughout their working (*Diaz-Serrano & Vieira, 2005*).

Over the past few years, the number of doctors choosing to work abroad or in non-medical professions has been growing. Job demands and workload of PHC doctors are increasing (*Sundquist & Johannson, 2000*).

One study among physicians revealed that one third of all doctors reported lowered standards of patient care that is associated to primarily stress-related origins, and tiredness were determined to be at fault for 48.8% of the incidents, where doctors provided a lowered standard of care to their patients (*Zuger, 2004*).

The implication of job satisfaction of health worker on patient care, patient satisfaction, improved patient outcome and overall health care delivery quality may have been the driving force. Physicians' dissatisfaction with their job may have a significant public health implication if prolonged; dissatisfaction may result to health problems for physicians (*Sundquist & Johannson, 2000*).

Studies conducted to assess job satisfaction among health professionals were majorly in developed countries. Studies on this subject remain scanty in Egypt where shortage of health manpower and high burden of the disease

are prevalent. Numerous industrial studies emphasized the role of psychological well-being in job performance and job satisfaction.

Studies focused on primary health care physicians mostly assessed the sources of stress and predictors of job satisfaction among GPs, and indicated how job stress affects levels of job satisfaction. Time pressure, interruptions, practice administration, dealing with difficult patients and work/home conflict were found as the main sources of stress for GPs (*Uncu et al., 2006*).

In Australia, 68% of GPs that were questioned were satisfied with their job; in the US, the satisfaction level increased to 82% among primary care physicians (*Voe et al., 2002*).

Another survey reported that 59% of family physicians in the US were happy with their careers (*Shearer & Toedt 2001*).

In Egypt, studies about these issues are rare and somehow, medical professionals are seen as super-humans and the expectation of self-sacrificing is higher than in other professions.

The purpose of this study is to investigate a group of primary health care physicians' satisfaction and affective well-being.

Aim of the Work

GOAL OF THE STUDY

To enhance job satisfaction of physicians in primary health care centers (PHC centers) which will be reflected on the work productivity, the work environment and finally on the provided care

OBJECTIVES

- To determine the level of job satisfaction of PHC physicians in PHC centers of New Cairo district.
- To assess the potential factors affecting job satisfaction in PHC physicians in New Cairo district.
- To measure the work related affective wellbeing among them.
- To correlate the work- related affective wellbeing to job satisfaction.

Job Satisfaction

In the field of health, it is well known that for a good treatment, a good diagnosis is needed. In the case of doctors' unhappiness, treatment of unhappiness must also follow a diagnosis, where causes are numerous and deep (*Smith, 2001*).

Many works have been published during the last years about burn-out (*Agüir et al., 2008*), job satisfaction (*Carlsen & Bringedal, 2009*) and recently started to focus on life satisfaction and career satisfaction of health professionals (*Keeton et al., 2007*).

This new interest could be a reaction to the new perception of health human resources, or as a response to a different emotional state of physicians since they are living changing work conditions, different social roles, changed practice possibilities. All these factors are coming from health management tunings and health system reforms (*Peters, 2006*).

Inside a world of new technologies, internet world wide world, free access to information, wider social gaps, more limited financial resources, and more daily sky-high patient demands with new social and health needs, then, health professionals are faced to uncountable unrealistic patient expectations (*Peters, 2006*).

This growing interest in job satisfaction could be appearing as a neglected issue; as the feelings, expectations and needs of health human resources, the most important resource of health systems, are being undermined. That is why more efforts are needed in this field, but it should be developed considering the different health professionals, countries, health systems, recourses, and the most important, different cultures in the same profession (*Peters, 2006*).

Concept of job satisfaction::

Job satisfaction is a multidimensional concept that is related with environmental factors as task variety, working conditions, workload, and career prospects (*Roelen et al., 2008*).

Therefore, the satisfaction concept is understood as a pleasurable emotional state or a state of happiness (*Feldman, 2008*).

Also, Job satisfaction comprises positive and/or negative attitudes held by individuals in respect to their job (*Diaz-Serrano&Vieira, 2005*).

Based on Locke's classic definition of job satisfaction, it is the "pleasurable or positive emotional state resulting from the appraisal of one job or job experience" (*Ilies & Judge, 2003*).