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The study of job satisfaction of Be'esat Hospital Employees in Sanandaj and its relative factors

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Abstract

This research is a kind of study from the sectional analysis that 600 persons from the employees were analyzed in different job degrees (doctor, nurse, midwife, etc.) with the manner of census in treatment, paramedical and official parts. For the data collection is used a standard questionnaire of the job satisfaction including 40 questions in the context of person's emotion dimensions from the job, the manager, the supervisor, the cooperators, the promotion and salary and benefits based on the Likert. The data were analyzed with the spss17 software and using the descriptive and analytical indicators like Pearson coefficient. There is a positive and meaningful correlation between the dimensions of the employee job satisfaction. The general satisfaction of the practitioner employees 15.30 in the average and the highest level of the job satisfaction is related to the doctors in the level of 08.4 and the lowest is related to the official unit's employees in the level of 07.3. The results of this study can help the managers with the explanation of dimension related to the job satisfaction of different employees and their prioritizing for the adoption of management solutions. The solutions can be useful including decrease of the job stressful factors, creation of the appropriate space for the cooperation in the work, improvement of the management methods, creation of the special rule and discipline for the development, making more equitable the payment system and providing the welfare facilities.

Key words: Job satisfaction, Be'esat Hospital, Sanandaj

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Introduction:

The job satisfaction of the staffing is one the most important factors that affects on the organization efficiency. Dissatisfaction of the employees can cause decreasing the quality of services, desertion, absence from work and client dissatisfaction. In the present study, the job satisfaction of the employees was analyzed in one of the subsidiary hospitals of Kordestan Medical Sciences University. The job satisfaction of the staffing is one of the most important factors that affects on the organization efficiency. 1) The promotion of the employee job satisfaction in the organization is one of the purposes of job hygiene experts. The realization of this purpose can cause the decreasing the employees complaints, decreasing the absence of work, decreasing the requirement of disciplinary solutions, increasing the positive attitude of employees, promotion of the job spirit and obligation and finally, cause the organization access to the purposes. 2) Most people spend the time for the working compared with every other purpose in the life, so it seems that having the job and more important than it, job satisfaction, be from the main factors of mental health in the people. The job satisfaction includes requirements, values, expectations and positive attitude of the persons into their jobs and is under the influence of the workplace that act in that. 3) As the level or degree that the employees like their jobs, is described. 4) The job satisfaction is a subjective phenomenon that is the result of the synchronization between the attitude and the behavior. 5) Is the marker of personal emotions into the job and in other words, orientation, inclination, interest, talent and the fitness for the providing answer to the job or the attitude into the workplace, can name the job satisfaction. 6) The results of researches show that the job satisfaction is one of the key factors in the organizations and causes increasing the production, fertility and survive of the employees. 7) The researches show that the job satisfaction is a complex and multi factorial phenomenon. 8) In this case, is known the job satisfaction, an emotional and pleasant condition that is the result of person's evaluation from the job or the job experiences. 9) Medical and paramedical fields are among of the jobs that the job satisfaction and totally mental health of the practitioner persons are important in them. In recent years, is observed the increasing the stress measure in the workplace of this stratum and this subject influence on the health and security of the employees and the patients. 10) The continual encounter with the patients, responsibility sense in front of the patients, working in the clinical setting, visiting the dying patients, lack of the necessary facilities in the workplace, some of the unpredictable conditions and other stressful factors, cause decreasing the potential ability and job satisfaction of this stratum. Being stressful of the job has the negative effects on the mental and physical health and causes the cardiovascular problems, gastric-intestinal, muscle tension, headaches, sleep problems, restlessness, anxiety and depression. 11) The published researches in the different countries show that the job satisfaction is the important anticipant in the absence of working, job fatigue, desertion and turnover intention. The results in the surgery part of the private hospital show that the weak job

Conditions, lack of the management support, distribution of unequal working, lack of the resources, law salary, inflexible working plan and lack of the staffing are the most important reasons of the nurse's dissatisfaction. 15) The results of a study with the purpose of analysis of the effective factors on the tension and job satisfaction of the nurses in psychiatry parts show that the job satisfaction is under the influence of the clinical leadership quality and mental tension. 13) With the consideration of job satisfaction rule in the services quality, durability and personal satisfaction, job satisfaction evaluation is necessary periodic for the adoption of solutions for the promotion of job satisfaction of all the employees

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working in the hospital was analyzed for the identifying the effective factors. As regards, satisfied employees have the vital rule in the organization success, health and treatment cares organizations should be aware of the importance of the employee job satisfaction. So, the planning for the providing mental health of these persons is the most important duties of the organizations senior managers with identifying stressful factors and effective action for their solution into promotion of the job satisfaction.

Model

This research is a kind of study of sectional analysis. Its research society includes all of the employees working in Be'esat Hospital in Sanandaj related to Medical Sciences University in Kordestan on 2013 that totally, according to the gained statistics, the number of them has estimated 949 persons. From these numbers, 127 persons were doctors and 822 remained persons were other employees. Nursing cadre were 343 persons that from these numbers, 272 persons were women and 71 persons were men. Midwifery cadre was 84 women, surgery room cadre were 57 persons that from these number, 43 persons were women and 14 persons were men. Radiology and CT scan and sonography were 44 persons that from these number, were 44 persons that from these number, 21 persons were women and 23 persons were men, the lab were 40 persons that from these number, 19 persons were women and 21 persons were men, official affairs were 90 persons that from these number, 51 persons were women and 39 persons were men, services cadre were 169 persons that from these number, 31 persons were women and 133 persons were men.

The criterion of the egression from the research is considered employees unwillingness for the cooperation in the research and the experience less than 6 months. The used method was census in this research. About 300 persons from the statistics society had the slump in the process of doing the research. The purpose was the analysis of the all of employees for the data collection in the exact shape. A list of the employees working in every part and unit is provided with the coordination of center management, nursing office and personnel, then the data are collected by referring to the employee's workplace. For the required data collection from the statistics society, is used the standard questionnaire of the job satisfaction and demographic information questionnaire. The job satisfaction questionnaire analyze the persons from the five different job dimensions (person's emotion from the job, manager and supervisor, cooperators, promotion, salary and benefits).

This questionnaire is provided by Smith in Kenel University and for the first time, is standardized in Shahid Chamran University of Ahvaz. The results of the research show that the questionnaire has the stable and permissible.

Stability and validity coefficients of the test respectively and calculated 94.0 and 66.0. 14) The manner of getting grades for the every dimension is as follows:

Total grades of working /10+ total grades of supervisor /10+ total grades of cooperator /9+ total grades of promotion /5+ total grades of payment /6 = The grade of the person job satisfaction.

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This formula provides the possibility of the job satisfaction calculation on average. The resulting scores are considered as follows:

A) 1-99/1: Shows that the person has not the job satisfaction.
B) 2-99/2: The job satisfaction of the person is low.
C) 3-99/3: The job satisfaction of the person is in the average level.
D) 4-99/4: Represents that the job satisfaction of the person is high.

The period of time for the completion of the questionnaire was about 10 minutes. For the analysis of the data, is used the SPSS-17 software and descriptive and analytical statistics of the person coefficient.

Results

From the 512 studied personnel, 174 persons (34%) were men and 338 persons (66%) were women. Totally, 464 persons (62.90%) were married. In terms of the age status, the largest number of persons were in average of 25-35 years, the number of 291 persons (8.56%) and the least number were in average of higher than 51 years, the number of 20 persons (9.3%). In terms of education degree, 304 persons (3.59%) had the bachelor degree, 20 persons (9.3%) were doctors, 7 persons (9.1%) had the master degree.

In terms of the employment status, 155 persons (3.30%) were official employment, the largest and least number were 34 persons (6.6%) with the contractual status.

The average of person's emotion dimensions from the job, manager and supervisor and cooperators is more than the average level (3). The dimension of promotion and salary and benefits are less than the average level. It is mentioned that getting the average of score 3, means that the factor status is acceptable.

Table No.1
The Average & Standard Deviation of the Studied Dimensions in the Employee Job Satisfaction

Factor	Average	Standard Deviation
Person's emotion from the job	3.60	0.75
Manager & supervisor	3.75	0.75
Cooperators	3.48	0.84
Promotion	2.35	0.75
Salary & benefits	2.42	0.84

In the table No.2, analyze the relative factors to the every dimension. For the prioritizing the importance of every one of the dimensions status, is used Friedman Test.
According to the gained results, finally can results that the presented ranking is meaningful in table No.2.

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Table No.2
Dimensions Ranking & Studied Factors in the Employee Job Satisfaction

Dimensions	Coefficients	Rank	Factor	Coefficients	Rank
Feeling from job	3.72	2nd	1. How much do you count the job complex?	4.54	10
			2. How much is the creativity in the working?	4.94	7
			3. How much do you count the job interesting & attractive?	4.52	9
			4. How much do you count the job quality & results of working good?	5.82	5
			5. How much are you satisfied from your job?	4.93	8
			6. How much do your job count the respective & important?	5.92	3
			7. How much do you count the job valuable?	6.72	1
			8. How much is the job pleasant for you?	5.44	6
			9. How much do you count the job useful & healthy?	5.87	4
			10. How much do you deal with your job?	6.35	2
manager	4.03	1st	1. How much do you count the manager worth & competent?	6.31	2
			2. How much do you count the manager clever?	6.23	3
			3. How much does the manager monitor on the affairs?	6.31	2
			4. How much do you count the manager polite?	6.86	1
			5. How much the manager praise from the good works?	5.29	5
			6. How much have the manager's nervous reactions?	3.2	8
			7. How much do you count the manager flexible?	5.17	6
			8. How much do you count the good management of the manager?	6.23	3
			9. How much does the manager interfere in your affairs?	3.79	7
			10. How much does the manager inform you the results of your works?	5.61	4
Society	3.54	3rd	1. How much do the employees make the motivation?	3.96	8
			2. How much are the employees loyal & respectable?	4.57	7
			3. How much are the employees fast in the process of affairs?	5.02	5
			4. How much are the employees	5.09	4

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			responsible?		
			5. How much are the employees clever?	4.99	6
			6.How much are the employees active in the workplace?	5.31	3
			7.How much do the employees reverence to your rights?	5.75	1
			8.How much are the employees intimate in the encounter?	5.5	2
			9.How much do the employees like you?	4.99	6
promotion	1.75	5th	1. How much does the job promotion belong to you?	3.02	3
			2. How much does the job promotion belong to you, based on the special rule, law & discipline?	3.06	1
			3. How much do you satisfy from the manner of promotion speed?	2.8	4
			4. How much is the promotion based on the merit?	2.79	5
			5. How much does the job promotion provide the appropriate opportunity for your development ?	3.04	2
wage	1.96	4th	1.How much do you satisfy from your salary & benefits?	3.58	3
			2. How much do you satisfy from your on time payment & monthly salary?	4.34	1
			3.How much does the salary provide the life usual expenses?	3.33	5
			4.How is the amount of your salary in yourself opinion?	3.73	4
			5.How much is your salary worthy for you?	3.62	2
			6. How much do you provide the luxury utensil with this salary?	2.68	6

According to the findings of this table, the dimensions of the manager and supervisor with the coefficients amount of 4.03, are the most appropriate status and in first priority of the satisfaction. Other dimensions respectively, into person's emotion factors from the job, cooperators, salary and promotion are in the next priorities. According to the findings of this table, in the manager and supervisor dimensions, the most factor was related to the manner of encounter with the politeness (coefficient: 6.86) and the least factor was related to the amount of nervous reactions of the manager (coefficient: 3.2). Also, in the person's emotion dimension from the job, the most factor was related to the valuable job (coefficient: 6.72) and the least factor was related to the complex job (coefficient: 4.54). In the cooperators dimension, the respect to the person's rights was the most factors (coefficient: 5.57) and making the motivation in persons by the cooperators (coefficient: 3.96) was the least factor.

In the promotion dimension, the most factor was the manner of job promotion based on the special rule, law and discipline (coefficient: 3.06) and the least factor was the manner of promotion based on the merit (coefficient: 2.74). In the salary and benefits dimension, the most factor was related to the on time and

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continual payment and salary and benefits (coefficient: 4.34) and the least factor was related to the providing luxury utensil with the level of current income (coefficient: 2.68).

According to the gained data in this study, there is a meaningful relation between the job satisfaction and the studied dimensions. Due to the gained level of the correlation, there is a straight and positive relation between the employee job satisfaction and quintet dimensions. It means that with the promotion of average growth of every one of the dimensions, also increases the average of the job satisfaction.

Table No.3
The Relationship between the Employee Job Satisfactions with the Quintet Dimensions

Dimensions	Correlation Coefficient	P-Value
Person's emotion from the job	0.94	<0.001
Manager & supervisor	0.79	
Cooperators	0.78	
Promotion	0.62	
Salary & benefits	0.76	

In this study, 39 units and parts of the hospital were analyzed the included all of the clinical parts (26 parts), paramedical (3 units) and official (10 units). In the comparing the three items, the highest average of job satisfaction was in the treatment parts with the average of 3.26 and after that, paramedical parts with the average of 3.24 in second rank and third rank is related to the official parts with the average of 3.07. The doctor's job satisfaction with the average of 4.08 was the higher than the three above items. The dimensions of job satisfaction (person's emotion from the job, manager and supervisor, promotion, salary and benefits) are considered separately in the table No.4.

Table No.4
Comparing the Dimensions Average of the Person's Job Satisfaction
With the Quintet Dimensions

	Person's Emotion from the Job	Manager & Supervisor	Satisfaction from the Cooperators	Promotion	Salary & Benefits	Total Average
Doctors	4.64	4.15	4.57	3.23	3.81	4.08
Treatment Parts	3.58	3.71	3.5	2.55	3	3.26
Paramedical	3.68	3.73	3.5	2.67	2.62	3.24
Official Units	3.69	3.67	3.47	2.31	2.17	3.07

Discussion and Conclusion:

The purpose of the present study was the analysis of employee job satisfaction in dimensions of job, management, communication and cooperation and salary and benefits and promotion and also the

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comparing status of job satisfaction in the different job levels including doctors, treatment parts, paramedical and official units.

According to the gained results, the amount of employee job satisfaction totally (15/3), was analyzed middling that corresponds with the results of these studies: Navidian (15), Mastaneh (16), Joulaei (17) and Asghari (18). It is mentioned that these studies were done on the nurses.

Gratitude:

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