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A COMPARATIVE STUDY OF FACTORS CAUSING JOB DISSATISFACTION AMONG SERVING DOCTORS AT TEACHING HOSPITALS OF HYDERABAD, PAKISTAN

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ABSTRACT:

Background: By its very nature, doctor's job at hospitals is stressful and highly demanding, which increases the prosperity for dissatisfaction. The purpose of this study is to identify the main factors of job dissatisfaction among doctors serving it teaching hospitals in Hyderabad.
Methods: A questionnaire was developed which was sent to 74 out of total 247 doctors through mail. Chi-Square with 92% confidence interval (C.I) was used. 82% of doctors approached responded (60 out of 74 doctors).
Results: 77% of doctors were found to be completely dissatisfied with their jobs. The mean scores for job satisfaction were low for job prospects. Lowest scores were given to working environment 2.12 (SE 0.07), work load 2.14 (SE 0.08) and existing service structure 2.7 (SE 0.09).
Conclusion: Irrespective of their positions in service hierarchy, majority of the doctors were found to be dissatisfied with their jobs on account of the working environment, work load ad career prospects.

Keywords: Working environment, job satisfaction.

INTRODUCTION

The attitude and feelings of the people towards their work has a direct bearing and reference to 'job satisfaction'. Positive attitude towards the job signifies job satisfaction in vice versa. Job satisfaction does not depend on any particular aspect of the job. The level of job satisfaction is effected by intrinsic and extrinsic motivating factors, the quality of supervision, social relationships with the work groups and the degree to which individuals succeed or fail in their work[(1)] it also refers to the extent to which an individual's needs are satisfied [(2)] and the feeling of being excepted by an belonging to a group of employees through adherence to common goals [(3)].In medical profession, the level of job satisfaction of health care workers and doctors directly affect their attitudes towards the patients and colleagues. It has been noted that majority (68%) of the doctors was not satisfied with their jobs [(4)]. Key factors that affect job satisfaction are attributed to career opportunities, job influence, and team work and job challenge [(5)]. The quality of medical care is to a large extent is related to doctor's job satisfaction. In this regards the working conditions of doctors play important role while over work and extended working hours are cogent reasons that effect doctor's level of job satisfactions, it is equally important that better help and safety practices need to be communicated properly [(6)].The present Research study has been carried out to ascertain causes of job satisfaction and other wise among doctors working at various teaching hospitals in Hyderabad.

MATERIAL AND METHODS

A cross sectional study was conducted at LUMHS Jamshoro and ISRA University Hyderabad, The study communed in March 2008 and continued for about six months. A properly designed questionnaire was sent to 247 doctors through a courier service. All necessary precautionary measures were adopted while carrying out this survey including assurance of confidentiality to all respondents. To make the survey more representative and comprehensive, it was decided that one hospital should be from public sector (LUMHS, Jamshoro) while the other be from private sectors (ISRA, Hyderabad) both these hospitals cater to the needs of Hyderabad and entire Interior Sindh Population. Regular Doctors working in these hospitals were considered for the study. Doctors working on contrast, part time or having service less than one year were included the research study. All tiers of hierarchy Viz Professors, Associate Professors, Assistant Professors, Senior Registrars, Medical Officers were given proportionate and adequate, Representations in the study. Initially 65% (74) of the total strength of the doctors were approached to form a sample. The questionnaire were sent in March 2008 and in order to get maximum response, two reminders were sent with due intervals. Over all 60 doctors responded however, four of the responses were incomplete and hence had to be dropped. Finally 56 questioners with complete answers/replies were taken in to account. The questionnaire were purported to elicit job satisfaction with respect to various parameters Viz service carrier, income, working environment, quality of wok life etc. SPSS (Statistical package for social sciences) version II was used for the purpose of data analysis. Percentages, means, standard deviations

RESULTS

The study reveals that the working environment is one of the main concerns for practicing doctors although like other professions, the salary/pay packages and perks are the major determinants of jobs satisfaction. The medical doctors give significant importance to the physical working conditions which include the working environment relationships with peers and colleagues, equipment facilities.

Amongst the professional characteristics of the respondents, the qualification acquired by them was not considered because official positions occupied by respondents were far more important to them & much more relevant to the factors determinant of job satisfaction. However it was generally noted that those holding MBBS/ BDS degrees were relatively not satisfied with the level of their income, but again this is more reflected in the official positive they enjoy. Similarly , medical doctors employing junior positions in job hierarchy Viz, Registrar , Demonstrate , Medical Officers were formed to be less satisfied with their income levels, whereas the professors were not much concern , hence more satisfied ,with their income levels , as apparently they were better placed to supplement their incomes with the earnings from private practices, which in most of the cases, far out weight their incomes from government jobs in public hospitals. TABLE 1 One of the major impediments in attaining the job satisfaction for medical doctors is the improper/ inadequate service structure. Irrespective of the academic qualifications majority of the doctors is dissatisfied with their service structures as shown in TABLE 2.

Majority of doctors (77%) were found to be completely discontented with their jobs for which there were multiple reasons/factors. Advance work environment was the main cause (2.12 SE 0.07), besides pay & perks (2.13 SE 0.08) work load (2.14 SE 0.08) followed by existing service structure (2.7 SE 0.09).

However, it may be pointed out that the matter of pay was not significant for doctors who had busy private practice on the basis of the findings of the study, and of the similar studies carried out earlier, the relevant and component bodies may take guidance in their endeavor to better the lot of doctors working in public sector hospitals, leading to the improvement of public he

Further down the Scale are job prospects (2.83 SE 0.07),

Table 1
Designation versus Satisfaction with Income Level

Designation	Not satisfied	Partially Satisfied	Satisfied	Totally Satisfied	Total
Registrar	12	10	05	02	29
Senior Registrar	04	02	01	_	07
Asst Professor	01	_	07	01	09
Associate Professor	_	01	02	02	05
Professor	_	_	02	04	06

Table 2
Academic / Professional Qualifications versus Satisfaction with Service Structure

Academic/professional qualification	Not satisfied	Partially satisfied	Satisfied	Fully satisfied	Total
MBBS/BDS	16	04	02	_	22
MCPS/P.G.D	11	02	_	_	13
M.Phil /FCPS	16	04	01	_	21
TOTAL	43	10	03	_	56

Table 3

Characteristics	Mean Score	Standard
Job prospects	2.83	0.07
Existing Service structure	2.7	0.09
Working Environment	2.12	0.07
Work Load	2.14	0.08
Appreciation/Commendation	2.93	0.07
Pay & Perks	2.13	0.08
Safety and Security	2.89	0.09
Training and Development	3.21	0.07
Discretion and Autonomy	3.31	0.08
Peer relationship	3.08	0.08

Appreciation/Commendation by superiors (2.93 SE 0.07), Training & Development opportunities (3.21 SE 0.07), Peers relationships (3.68 SE0.08)

DISCUSSION

With slight variation, this study corroborates with the results of the studies carried out earlier on similar issues [4, 7]. The main cause which impedes job satisfaction is working environment work load and pay & perks.

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