

Ms. Phalguni (May 2022) Importance of Job Satisfaction Among Health Personnel for Delivering Healthcare Services

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Importance of Job Satisfaction Among Health Personnel for Delivering Healthcare Services

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Abstract

Human power is the foundation for delivering superior health care to the public at large. Professional satisfaction among health care personnel pays off significantly in terms of employee retention and patient satisfaction."Job satisfaction refers to the joy or pleasure that comes from doing a good job. According to DU Brins, if you have a strong desire for your job, you will be dissatisfied with it".Job satisfaction varies from person to person, but it usually weighs on the mind of each employee or health care professional and based on his or her attitude and perspective, any work level is frequently expressed as job satisfaction. It is a mental state of an individual toward labor in which he or she is content with the work, whereas another person may be dissatisfied with the same task. It refers to a mental state that is significantly influenced by physiological, economic, social, and environmental circumstances.

Keywords


Job satisfaction, healthcare, health workers, organization

Objective

The goal of this research is to learn more about the value of job satisfaction for human health resources and how it might improve healthcare service delivery for the general public.

Introduction

"Job satisfaction" is stated by Keith Davis and New Strom as "the set of pleasant or undesirable feelings with which employees evaluate their work." Employment satisfaction is described as a pleasant feeling about one's job as a result of an assessment of its attributes; it indicates one's attitude rather than conduct. Although theoretically, job satisfaction, understood as "a happy or positive spirit coming from the appraisal of one's job or employment experience," has been questioned. First and foremost, job satisfaction is an emotional reaction to one's work circumstances. It can only be inferred because it can't be seen. Second, how well outcomes meet or surpass expectations is frequently a determining factor in job satisfaction. Finally, job satisfaction encompasses a variety of attitudes As per Stephen P. Robbin's book "Organisational Behavior" there are five job dimensions that have been recognized as the most critical features of job employees who have an effective reaction.

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Dimensions

- The task at hand itself: The amount to which the employee gives exciting duties, learning opportunities, and the opportunity to take on responsibility.
- The salary: The quantity of monetary compensation received and the extent to which it is perceived as equitable compared to others in the organization.
- Advancements and promotion: Opportunities for promotion inside the company.
- Supervision: The supervisor's ability to provide technical aid as well as behavioral support.
- Colleagues: The extent to which coworkers are both technically competent and socially supportive.


Role of Job Satisfaction for healthcare personnel

Working as a doctor entails a variety of challenges, including working in a fast-paced, high-pressure atmosphere. Many specializations require doctors to schedule their time, and it will not always be daily or limited work. Doctors teach and mentor students and juniors in addition to working in a healthcare setting. Some doctors also undertake medical research, which could be a significant task in improving healthcare for the benefit of patients.

On the other hand, nurses are healthcare professionals who work with a variety of people to help sick patients feel better. The most important function of nurses is to ensure that the patient comprehends what the doctors say and that the patient and their family have the ability to follow up. As doctors, nurses, and other health professionals contribute to an ever-changing environment to produce the highest possible care for patients these health professionals are an important aspect of institutionalized patients' treatment, and they play a key role in determining the quality of care and coverings in hospitals. The ASHA program, India's largest and most important community doctor effort, was launched by the Centre in 2005 to provide agricultural populations with accessible, inexpensive, and high-quality healthcare. Within India's rural areas, ASHA workers serve as vital facilitators of the country's healthcare system. These are volunteers, not employees, who are in charge of administering several state-run health programs in villages.

Present status of healthcare in terms of health indicators

A report on the state of health services has been produced by the Center for Disease Dynamics, Economics, and Policy (CDDEP) in the United States. In the Indian context, an estimated 600,000 doctors and a couple of million nurses are needed in India. One government doctor serves every 10,189 individuals (the World Health Organization (WHO) recommends a 1:1,000 ratio). Antibiotic resistance kills far more people than an absence of availability to antibiotics. Out-of-pocket health spending accounts for 65 percent of total health spending, putting 57 million individuals in poverty each year. In the global scenario,

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the majority of the world's 5.7 million antibiotic-curable deaths occur in low- and middle-income countries, where the mortality burden from treatable bacterial illnesses greatly surpasses the estimated 700,000 deaths from antibiotic-resistant infections each year. Consequently, patients are unable to obtain life-saving antibiotics due to a shortage of workers who are appropriately educated in their administration. Patients' high out-of-pocket medical costs are exacerbated by the government's low healthcare spending.

Factors affecting job satisfaction of healthcare professionals

Every personality has specific needs and desires that should be met, which are associated with the behavior they express, and which influence their inclinations in a variety of areas, including their workplace. Employee behavior is driven by cultural, institutional, and vocational factors. Employees that are satisfied with their job are more productive and dedicated to their jobs. Employee pleasure has been proven to be positively related to service quality and patient satisfaction in the healthcare sector. Promotional and personal growth possibilities, responsibility, achievement, and appreciation were all factors that contributed to satisfaction. Pay, physical working conditions, job security, business regulations, supervision quality, and interpersonal relationships are all extrinsic aspects that contribute to job discontent. Supportive coworkers, supportive working circumstances, mentally challenging jobs, and equitable incentives have all been identified as factors that contribute to high levels of employee satisfaction. Job satisfaction is crucial for anticipating system stability, low turnover, and employee motivation. If motivation is defined as the willingness to exert and maintain effort toward achieving organizational goals,

then well-functioning systems should strive to improve qualities that predict motivation, such as morale and satisfaction. Job satisfaction is a complicated phenomenon that has received a lot of attention. Various studies have found a link between job satisfaction and motivation. Motivation is difficult to quantify, but there is a direct link between job satisfaction, performance, and motivation, whereby motivation pushes an employee to act during a crisis based on their degree of job satisfaction to behave in a specific way. Job happiness is frequently accomplished when a person becomes one with the organization, performs to the best of their ability, and demonstrates commitment; also, awards have a beneficial impact on job satisfaction and performance. Job satisfaction is influenced by the need for management to cultivate an environment that stimulates employee involvement and handles stress in the workplace. The level of job satisfaction among different groups may not be consistent, but it may be linked to a range of factors. This allows managers to predict which groups are more likely to display dissatisfaction-related behavior.

Management is also generally delighted with their jobs, owing to higher pay, better working conditions, and more interesting work. Overall job satisfaction is a combination of intrinsic

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and external factors. Extrinsic job satisfaction is when workers consider the conditions of the job, including but not limited to pay, coworkers, management style, and communication. Basic job satisfaction is when workers consider only the type of labor they are doing and thus the tasks that structure the work, whereas extrinsic job satisfaction is when workers consider the conditions of the work, including but not limited to pay, coworkers, management style, and communication. Employee job satisfaction may represent benefits that people are looking for when they start a new work; these benefits are usually established by the organization as part of their plan to be profitable and competitive in recruiting and keeping personnel. Employees' desire to use their skills and abilities to make a significant contribution and to be recognized is, on the other hand, job-related elements that affect satisfaction. From the perspective of an organization, employees are hired to do certain jobs to achieve their business objectives.

Suggestions and Recommendations

Job satisfaction in healthcare organizations is attributed to several factors, according to the literature: optimal and ideal work arrangements, the likelihood of actively engaging in the decision-making process, communication and collaboration among staff and supervisors, and the potential to freely express one's opinion. Employee happiness is also determined by collective issue solving and, as a result, management's attitude. Getting to motivational aspects, such as making work more interesting and necessitating more initiative, ingenuity, and planning can typically enhance job satisfaction.

This is especially true when financial restrictions prevent pay and benefit increases. Managers who acknowledge the relevance of factors affecting employee well-being are more likely to see improved performance from various categories of hospital employees. It is critical to seek out employee ideas and integrate them into decision-making and problem-solving processes. This may increase employee happiness and make them feel like they're an important part of the organization. Factors like future professional ambitions, social relationships, and personal health are all influenced by job happiness. Workers who work in a very challenging environment may experience a range of emotions of insecurity and low self-esteem. It is recommended that

- Policies relating to healthcare providers and their working circumstances be strengthened regularly.
- To minimize monotony and loss of interest, job tasks should be flexible. A healthy working ecology can have a good impact on rural areas' emerging health systems. Job satisfaction has an impact on everyday motivation to go to work and on social interactions.

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- Uncertainty, low self-esteem, and anxiety about future career aspirations can all be symptoms of a highly demanding workplace.
- Private hospitals should be streamlined services seeing as they are excessively expensive, and public hospitals should increase the number of beds and laboratory facilities so that health personnel is not overburdened and exhausted.
- There is a need to enhance the number of medical and paramedical professionals, as well as their training and competency.
- Senior and junior doctors need to get together on occasion for recreation and socialization. In addition, a less crowded, spacious, and comfortable workplace is essential.

The purpose of this study is to raise awareness among policymakers about worker happiness and its ramifications. It is recommended that work responsibilities have dynamic scope. On the other hand, monotony dominates, resulting in a lack of interest. Regularly reinforcing policies related to healthcare providers and their working circumstances is critical. Job satisfaction will improve as a result of interventions aimed at strengthening the various aspects. A favorable working environment, as well as satisfied and remarkable personnel, can have a good impact on a country's evolving health system.

Conclusion

With the emergence of stress, professional individuality contributes greatly to job satisfaction. Both concerns have an impact on an individual's and an organization's performance. It was stated that specific gains in work-life can be accomplished by scientific planning, maintenance and optimization, human resource valuation, and required organizational support. With the goal of attaining organizational goals, it is critical to ensure employee job satisfaction. The hospital administration and policymakers should address common areas of health worker motivation, notably the impact of non-financial motivators including working environment and skill development opportunities. However, government and hospital administration must emphasize the necessity of analyzing conditions on the ground and controlling incentives to ensure that health workers are engaged in their work.

Abbreviations

WHO: World Health Organizations

ASHA: Accredited Social Health Activist

CDDEP: Center for Disease Dynamics, Economics, and Policy

Notes

Health Professionals: Doctors, Staff nurses, Ward boys, ASHA workers, Anganwadi Workers.

Healthcare: A multitude of services provided to individuals or communities by health agencies, to promote, maintain or restore health” (UNICEF: 2018)

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Job satisfaction: “An amount of overall positive effect that individuals have towards their jobs”

(Andrew J. Dubrins: 1988)

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