

# JOB SATISFACTION AMONG PUBLIC HEALTH PROFESSIONALS WORKING IN PUBLIC SECTOR: A CROSS SECTIONAL STUDY FROM PAKISTAN

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**Background:** Job satisfaction largely determines the productivity and efficiency of human resource for health. It literally depicts the extent to which professionals like or dislike their jobs. Job satisfaction is said to be linked with the employee's work environment, job responsibilities and powers and time pressure; the determinants which affect employee's organizational commitment and consequently the quality of services. The objective of the study was to determine the level of and factors influencing job satisfaction among public health professionals in the public sector.

**Methods:** This was a descriptive cross-sectional study conducted from April to October 2011. Data collection tool was modified and adapted from 'Manual for Minnesota Satisfaction Questionnaire'. Study got approval from the Institutional Review Board. All the participants were assured of confidentiality and anonymity, while taking consent. A total of 73 participants were found to be eligible for the study and they were all enrolled for answering a self administered questionnaire. Statistical Package for Social Sciences (SPSS) version 17 was used to analyze the quantitative data which included both the descriptive and inferential statistics. University of Minnesota. Department of Psychology. <http://www.psych.umn.edu/psylabs/vpr/msginf.htm>

**Results:** Among the respondents, 70% were male and 30% female. More than half, 56%, of the participants worked at the senior level public health managerial positions and had experience of more than 10 years and 62% of participants were working as permanent and 38% as contractual employees. About one third, 36%, had monthly income between PkRs40,000-60,000 while only 15% had monthly income more than PkRs80,000. Two thirds respondents had a Master of Public Health (MPH) as highest qualification and 27% were MSc while only 7% were PhD holders. There was no significant association found between the socio-demographic characteristics and the factors affecting the job satisfaction.

**Figure 1** shows that overall 59% participants were dissatisfied with their job (includes 14% absolutely dissatisfied and 45% somewhat satisfied). Only half of the respondents were satisfied with the working environment, whereas 68% were satisfied with their responsibilities. A majority (71%) were dissatisfied with the quality of services they provided to their clients in their jobs, 66% of the participants were dissatisfied due to irrelevant tasks assigned and lack of decision making at their job. About two thirds of public health professionals were not satisfied with the professional opportunities, resources and the work schedule.

Fig 1: Overall level of satisfaction among professionals of public sector

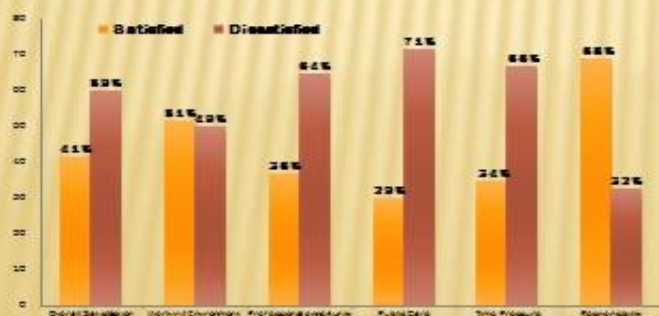


Fig 1: Overall level of satisfaction among professionals of public sector

Variable	Mean Score (SD)		Total Score	P Value
	Satisfied	Dissatisfied		
Working environment	21.6 (5.1)	28 (5.7)	50	<0.0005
Responsibility	4.6 (1.5)	7.6 (2.7)	15	<0.0005
Time Pressure	4.6 (1.4)	5.3 (1.1)	10	0.009
Public Health Care	8.4(2.6)	9.2(2.3)	15	0.180
Professional opportunity	15.1(3.2)	15.1(2.4)	30	0.523

## Conclusion and Recommendations

Satisfaction with one's job can affect not only motivation at work but also career decisions, relationships with others and personal health. Those who work in a profession that is extremely demanding and sometimes unpredictable can be susceptible to feelings of uncertainty and reduced job satisfaction. Job satisfaction of public health workers is also an essential part of ensuring high quality care in the programs they are employed in. Interventions should be carried out to increase levels of job satisfaction among public health professionals at public sector. It is imperative to reinforce the relevant human resources policies, improve working conditions and revise the compensation scales. It is recommended that employees' job description be redesigned to have a scope of enrichment and interest. Continuous service evaluations and the monitoring of job satisfaction can be useful to determine various aspects of the services that necessitate improvement. Involving the health professionals in a cooperative team approach will allow deliberations on ways to improve the level of job satisfaction. A conducive environment in line with the aspirations of the public health professionals is likely to increase job satisfaction and consequently to have a positive effect on individual, organizational and quality of health care services in today's evolving health system of Pakistan.

**Acknowledgement:** We are grateful to all those institutions who gave us permission to conduct the research at their premises in Islamabad.

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