

# A Pilot Study to Determine the Magnitude of Job Satisfaction among Health Professionals in Riyadh Province

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## Abstract

**Aim:** The assessment of job satisfaction may serve as a good indicator of employee effectiveness. This study aimed to describe the magnitude of job satisfaction among health professionals in Riyadh Province. **Materials and Methods:** The study included health specialists who had diplomas, bachelor's, master's, or doctorate degrees in one of the health specialties and worked in public or private hospitals in Riyadh Province. **Results:** Most of the respondents were females (73.68%) and had a diploma or a bachelor's degree (92.98%). Moreover, more than 56 % of them had a work experience of at least 6 years. Regarding the overall magnitude of job satisfaction, more than 84% of healthcare workers were satisfied with their work. **Conclusion:** Health-care organizations should analyze the requested measures to be taken to decrease job dissatisfaction among health-care employees and increase their gratification.

**Key words:** Gratification, health professionals, job, satisfaction

## INTRODUCTION

The government of Saudi Arabia has put considerable attention to health-care services. The quality and quantity of healthcare services have significantly increased during the last few decades.<sup>[1]</sup> Both the public and the private sectors offer health-care services. The ministry of health oversees the public health-care system in Saudi Arabia, which provides the majority of the country's health-care services. The majority of hospitals and primary care facilities in the country are run by the ministry of health, which receives funding annually from the whole government budget.<sup>[2]</sup>

The availability and accessibility of well-performing and highly committed healthcare professionals are paramount to ensuring equity and quality of the provided healthcare.<sup>[3,4]</sup> Healthcare professionals' job satisfaction is an important issue in improving access to and quality of health-care services for the population,<sup>[5]</sup> nonetheless many studies showed that job satisfaction among health workers is low.<sup>[6-10]</sup>

Job satisfaction is the extent to which expectations match the real awards and represents one of

the most complex areas facing today's managers during the management of their employees.<sup>[11]</sup> It represents a combination of positive and negative feelings that workers have toward their work.<sup>[11]</sup> Consequently, the assessment of job satisfaction may serve as a good indicator of employee effectiveness.<sup>[11]</sup>

There are limited studies on job satisfaction and associated factors in the study area. Therefore, this study aimed to describe the magnitude of job satisfaction among health professionals in Riyadh Province.

## MATERIALS AND METHODS

This was a cross-sectional study that was conducted in December 2021 to assess job satisfaction among health professionals in Riyadh Province. The province of Riyadh is divided into upper

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Najd and lower Najd. It is situated in the middle of Saudi Arabia's kingdom and is regarded as the country's second-largest province in terms of both land and population.

The validated survey was converted to an online form to ease the filling of the survey during the pandemic. The survey included questions about the personal data of the respondents and 22 questions about the magnitude of job satisfaction among health professionals.

The study included health specialists from both genders and from all age groups. These professionals had diplomas, bachelor's, master's, or doctorate degrees in one of the health specialties and worked in public or private hospitals in Riyadh Province. Health specialists who work in other regions were excluded from the study.

The data were collected in an Excel sheet and represented in the tables as numbers and percentages. The collected data included the personal data of the respondents and questions about the magnitude of job satisfaction among health professionals.

## RESULTS

The survey was filled out by 57 health-care specialists. Most of them were females (73.68%) and had a diploma or a bachelor's degree (92.98%). Moreover, more than 56% of them had a work experience of at least 6 years and 75.44% of them are working in a public hospital. Table 1 shows the personal data of the respondents.

Table 2 shows the magnitude of job satisfaction among health professionals. The most factors that affect the overall job satisfaction of health professionals were "the chance to do something that makes use of my abilities" (92.98%), "being able to do things that do not go against my conscience" (91.23%), "the chance to tell people what to do" (89.47%), "the chance to try my own methods of doing the job" (85.96%), "the chance to be somebody in the community" (85.96%), "the chance to be responsible for the work of others" (84.21%), "the feeling of accomplishment I get from the job" (82.46%), and "the way my coworkers get along with each other" (80.70%). The main factors for job dissatisfaction were working in private hospitals (only 38.60% of the healthcare workers were satisfied) and the insufficient salary and incentives compared with the amount of work they do (only 43.86% of the healthcare workers were satisfied).

## DISCUSSION

The present study showed that more than 84% of healthcare workers were satisfied with their work. The most factors that affect the overall job satisfaction of health professionals were "the chance to do something that makes use of their

**Table 1:** The personal data of the respondents

Variable	Category	Number	Percentage
Sex	Male	15	26.32
	Female	42	73.68
Age	20–29	21	36.84
	30–39	22	38.60
	≥40	14	24.56
Educational level	Diploma	21	36.84
	Bachelor	32	56.14
	Master or doctorate	4	7.02
Marital status	Married	31	54.39
	Single	24	42.11
	Divorced	1	1.75
	Widowed	1	1.75
Work experience	<1year	12	21.05
	1–5years	13	22.81
	6–10years	12	21.05
	>10years	20	35.09
Workplace	Public hospital	43	75.44
	Private hospital	14	24.56

abilities," "being able to do things that do not go against their conscience," "the chance to tell people what to do," "the chance to try their own methods of doing the job," and "the chance to be somebody in the community."

Geta *et al.* reported that the overall magnitude of job satisfaction was 55.2% and that working at a private hospital, autonomy, pleasant nature of work, good reward and recognition, adequate supportive supervision, and high normative commitment were factors affecting the overall job satisfaction of health specialists.<sup>[12]</sup> Kumar *et al.* reported that the overall satisfaction rate among public health professionals was 41% only, while 14% of professionals were highly dissatisfied and 45% were somewhat satisfied with their jobs.<sup>[7]</sup> Worku *et al.* stated that the magnitude of health workers' intention to leave their current organization was high at primary hospitals in northwest Ethiopia.<sup>[13]</sup> Abate and Mekonnen found that the estimated pooled prevalence of job satisfaction of health-care specialists in Ethiopia was about 41%.<sup>[14]</sup> Kim *et al.* found that nearly 52.3% of providers were strongly satisfied with their job and about 42.8% strongly agreed that they would continue to work at their facility for some time.<sup>[15]</sup> Afulani *et al.* reported high levels of job dissatisfaction (38.1%), low perceived preparedness (62.2%), stress (70.5%), and burnout (69.4%) among healthcare workers in Ghana and Kenya during the COVID-19 pandemic.<sup>[16]</sup>

The main factors for job dissatisfaction were working in private hospitals and the insufficient salary and incentives compared with the amount of work they do. Deriba *et al.*

**Table 2: The magnitude of job satisfaction among health professionals**

Statement	Category	Number	Percentage
Being able to keep not being busy all the time	Satisfied	34	59.65
	Dissatisfied	23	40.35
The chance to work alone on the job	Satisfied	38	66.67
	Dissatisfied	19	33.33
The chance to do different things from time to time	Satisfied	34	59.65
	Dissatisfied	23	40.35
The chance to be somebody in the community	Satisfied	49	85.96
	Dissatisfied	8	14.04
The way my boss handles his/her workers	Satisfied	38	66.67
	Dissatisfied	19	33.33
The competence of my supervisor in making a decision	Satisfied	30	52.63
	Dissatisfied	27	47.37
Being able to do things that do not go against my conscience	Satisfied	52	91.23
	Dissatisfied	5	8.77
The way my job provides steady employment	Satisfied	42	73.68
	Dissatisfied	15	26.32
The chance to be responsible for the work of others	Satisfied	48	84.21
	Dissatisfied	9	15.79
The chance to tell people what to do	Satisfied	51	89.47
	Dissatisfied	6	10.53
The chance to do something that makes use of my abilities	Satisfied	53	92.98
	Dissatisfied	4	7.02
The way company policies are put into practice	Satisfied	40	70.18
	Dissatisfied	17	29.82
My pay and the amount of work I do	Satisfied	25	43.86
	Dissatisfied	32	56.14
The chances for advancement in this job	Satisfied	34	59.65
	Dissatisfied	23	40.35
The freedom to use my own judgment	Satisfied	34	59.65
	Dissatisfied	23	40.35
The chance to try my own methods of doing the job	Satisfied	49	85.96
	Dissatisfied	8	14.04
The way my coworkers get along with each other	Satisfied	46	80.70
	Dissatisfied	11	19.30

(Contd...)

**Table 2: (Continued)**

Statement	Category	Number	Percentage
The praise I get for doing a good job	Satisfied	34	59.65
	Dissatisfied	23	40.35
The feeling of accomplishment I get from the job	Satisfied	47	82.46
	Dissatisfied	10	17.54
The magnitude of job satisfaction in private hospitals	Satisfied	22	38.60
	Dissatisfied	35	61.40
The magnitude of job satisfaction in public hospitals	Satisfied	33	57.89
	Dissatisfied	24	42.11
The overall magnitude of job satisfaction	Satisfied	48	84.21
	Dissatisfied	9	15.79

informed that the overall level of job satisfaction was 41.46% and that compensation (benefits), recognition by management, and opportunity for development were associated with job satisfaction.<sup>[17]</sup> Kim *et al.* found that health-care providers' satisfaction with reimbursements was 20.57% and that only 17.52% were satisfied because their opinions were respected in the workplace.<sup>[15]</sup> Furthermore, Singh *et al.* stated that 75.3% of the health-care providers were dissatisfied with their working conditions, followed by the fringe benefits facet (34%), promotion facet (25.4%), and contingent rewards facet (23.7%).<sup>[18]</sup> Kim *et al.* informed that there was no significant difference in job satisfaction among providers who worked in public and private facilities.<sup>[15]</sup> Kumar *et al.* reported that they documented a relatively low level of overall satisfaction among workers in public sector health-care organizations.<sup>[7]</sup> Geta *et al.* stated that at public and private hospitals, the provider's satisfaction was 29.0% and 81.23%, respectively.<sup>[12]</sup>

### Limitation

The main limitation of the present study was that it included a small sample size because it is a pilot study. Further studies with larger sample sizes are needed in the future.

## CONCLUSION

Our study documented a high level of overall satisfaction among healthcare workers in Riyadh Province. Health-care organizations should analyze the requested measures to be taken to decrease job dissatisfaction among health-care employees and increase their gratification.

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