

The Magnitude of Job Satisfaction among Healthcare Providers in Qassim, Saudi Arabia

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Abstract

Aim: Healthcare personnel job satisfaction is an important aspect of healthcare management since it has been demonstrated to be closely related to greater patient adherence to treatments, a higher quality of care, and higher patient satisfaction. The present study assessed the job satisfaction level among healthcare providers in Qassim, Saudi Arabia. **Materials and Methods:** The present study employed a cross-sectional research methodology, which was carried out during September and October of the year 2023. **Results:** The survey was completed by a total of 292 professionals working in the field of healthcare. The most important factors that affect the job satisfaction of healthcare providers are “having the ability to do things that align with my conscience” (75.34%) and “Communication between coworkers” (71.58%). About 35% of the respondents had a high satisfaction level and 18.83% of them had moderate satisfaction. **Conclusion:** The present study found a poor level of satisfaction among healthcare personnel in Qassim. Healthcare firms should investigate the requested steps to be implemented to reduce workplace dissatisfaction and boost employee gratification.

Key words: Healthcare professionals, job, satisfaction

INTRODUCTION

Job satisfaction refers to the extent to which employees experience negative or positive feelings about their work.^[1] It is a complex response shaped by the workplace and its surrounding environment, often linked to improved performance and energy levels.^[2] The measurement of employee satisfaction concerning their roles and work conditions has become a global focus across various sectors, including healthcare.^[3-6] Job satisfaction depends on numerous factors, with individuals potentially feeling satisfied with certain aspects of their jobs while being dissatisfied with others.^[7]

Human beings possess three primary needs: survival, social connection, and self-actualization.^[8] Failure to satisfy higher-order needs may result in a shift of focus toward lower-order needs, potentially leading to feelings of dissatisfaction and frustration. As a result, job satisfaction can serve as an indicator of emotional and physical well-being. It is negatively associated with absenteeism, turnover, stress, and burnout, ultimately leading to higher productivity.^[9]

Healthcare worker satisfaction is crucial to effective healthcare management. Studies have shown that satisfied healthcare professionals are associated with better patient outcomes, including improved adherence to treatment plans and higher patient satisfaction.^[10,11] Job satisfaction is also essential for maintaining employee engagement and productivity. Research from Asian and African countries, such as Vietnam, Pakistan, Sri Lanka, and Ghana, has consistently reported low job satisfaction levels among healthcare providers.^[12-15]

The quality of healthcare services is strongly tied to the skills, motivation, and job satisfaction of healthcare workers. The World Health Organization (WHO) emphasized a worldwide shortage of healthcare professionals.^[16] Job dissatisfaction is a major factor contributing to turnover and migration among healthcare professionals.^[17,18] By understanding the factors influencing job satisfaction, healthcare managers can

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improve employee performance and retention. This study seeks to evaluate the job satisfaction levels of healthcare providers in Qassim, Saudi Arabia.

MATERIALS AND METHODS

A cross-sectional research design was employed to evaluate job satisfaction levels among healthcare providers in Qassim, Saudi Arabia. Data collection took place during September and October 2023.

A validated survey instrument, adapted from a previous study, was employed to collect data from healthcare professionals in Qassim, Saudi Arabia. The survey was disseminated through email and WhatsApp. The study population included all healthcare workers in Qassim, excluding non-healthcare personnel and healthcare professionals from other regions.

The survey was structured into two sections. The first section gathered demographic information, such as age, gender, education level, and years of work experience. The second section included 20 questions aimed at evaluating the job satisfaction levels of healthcare professionals.

Following ethical approval, data were collected and entered into an Excel file. Descriptive statistical analysis was conducted to summarize the data. Results are presented in the form of frequencies and percentages.

RESULTS AND DISCUSSION

A total of 292 healthcare workers filled out the survey. The majority of respondents were male (58.90%), and most held a bachelor's degree (55.48%). The largest age group was 30–39 years old (39.38%). Nurses (34%) and physicians (27.40%) were the most common professions, and 40% of respondents had over 10 years of experience [Table 1].

Table 2 illustrates the level of job satisfaction among health workers. The key factors influencing job satisfaction are “being able to act in line with my conscience” (75.34%), “collegial relationships” (71.58%), “a sense of achievement from the job” (69.86%), “opportunities to help others” (69.52%), and “chances to utilize my abilities” (68.49%). The primary reasons for job dissatisfaction included “opportunities for career advancement” (with only 43.15% of healthcare workers expressing satisfaction), “the freedom to exercise my own judgment” (43.84% satisfied), “the balance between pay and workload” (46.23% satisfied), and “the chance to implement my own methods” (48.29% satisfied).

Table 3 shows the satisfaction level of healthcare workers. Approximately 35% of healthcare professionals expressed a high job satisfaction level, whereas 18.83% reported

Table 1: The demographic data of healthcare workers ($n=292$)

Variable	Category	Number	Percentage
Gender	Male	172	58.90
	Female	120	41.10
Age	20–29 years	64	21.92
	30–39 years	115	39.38
	≥ 40	113	38.70
Educational level	Diploma	38	13.01
	Bachelor	162	55.48
	Master or doctorate	92	31.51
Marital status	Single	69	23.63
	Married	217	74.32
	Divorced	5	1.71
	Widowed	1	0.34
Profession	Physician	80	27.40
	Pharmacist	24	8.22
	Nurse	99	33.90
	Dentist	29	9.93
	Other	60	20.55
Work experience	<1 year	16	5.48
	1–5 years	95	32.53
	6–10 years	63	21.58
	>10 years	118	40.41
Workplace	Public	225	77.05
	Private	67	22.95

moderate satisfaction. Overall, the satisfaction rate among healthcare workers was 58.85%.

The current study found that approximately 59% of healthcare workers in Qassim, Saudi Arabia, were satisfied with their jobs. The primary factors influencing job satisfaction were ethical alignment, positive work relationships, a sense of accomplishment, and altruistic impact. These findings are somewhat consistent with previous research by Ahmed *et al.*, which reported an even higher satisfaction rate of over 84%. However, the factors influencing job satisfaction differed slightly, with factors like autonomy and leadership opportunities being more prominent in the previous study.^[19] Geta *et al.*'s study, while reporting a slightly lower overall satisfaction rate of 55.2%, highlighted factors such as the working environment, autonomy, recognition, and supportive supervision as significant contributors to job satisfaction among healthcare providers.^[20]

“Kumar *et al.* found that the job satisfaction rate among health providers is merely 41%, with 14% being extremely dissatisfied and 45% somewhat satisfied.^[13] Worku *et al.* noted a high intention to quit among health workers in different

Table 2: The level of job satisfaction among healthcare professionals (n=292)

Variable	Satisfaction	Number	Percentage
Having the ability to avoid being constantly busy	Yes	153	52.40
	No	139	47.60
The opportunity to work independently on the job	Yes	189	64.73
	No	103	35.27
The opportunity to engage in different tasks intermittently	Yes	165	56.51
	No	127	43.49
The opportunity to make a meaningful impact on the community	Yes	179	61.30
	No	113	38.70
The way my boss manages and interacts with their employees	Yes	165	56.51
	No	127	43.49
The ability of my supervisor to make decisions effectively	Yes	176	60.27
	No	116	39.73
Being able to do things that align with my conscience	Yes	220	75.34
	No	72	24.66
The way my job offers stable employment	Yes	172	58.90
	No	120	41.10
The opportunity to help and support others	Yes	203	69.52
	No	89	30.48
The opportunity to give instructions to others	Yes	181	61.99
	No	111	38.01
The opportunity to engage in tasks that utilize my skills and abilities	Yes	200	68.49
	No	92	31.51
The way company policies are implemented	Yes	162	55.48
	No	130	44.52
The relationship between my pay and the amount of work I perform	Yes	135	46.23
	No	157	53.77
The opportunities for career advancement	Yes	126	43.15
	No	166	56.85
The ability to use my judgment	Yes	128	43.84
	No	164	56.16
The opportunity to use my methods to perform the job	Yes	141	48.29
	No	151	51.71
The environment of the work	Yes	172	58.90
	No	120	41.10
Communication and collaboration between coworkers	Yes	209	71.58
	No	83	28.42
The recognition I receive for performing well	Yes	157	53.77
	No	135	46.23
The sense of fulfillment I gain from the job	Yes	204	69.86
	No	88	30.14

hospitals in Ethiopia.^[21] Abate and Mekonnen estimated that job satisfaction among healthcare providers in Ethiopia is around 41%.^[22] Kim *et al.* reported that approximately 52.3% of healthcare workers were very satisfied with their jobs and 42.8% were likely to stay at their facility.^[23] During

the COVID-19 pandemic, Afulani *et al.* found high levels of job dissatisfaction (38.1%), low perceived preparedness (62.2%), high levels of stress (70.5%), and high levels of burnout (69.4%) among healthcare workers in Ghana and Kenya.^[24]

Table 3: Healthcare workers satisfaction

Healthcare workers satisfaction	Number	Percentage
High satisfaction (80–100%)	101	34.59
Moderate satisfaction (60–79%)	55	18.83
Low satisfaction (60%)	136	46.58

The average satisfaction of all respondents is 58.85%

“The main drivers of job dissatisfaction were “inadequate career progression opportunities,” “lack of freedom to exercise personal judgment,” “poor compensation and workload balance,” and “limited chances to experiment with different job approaches.” According to Ahmed *et al.*, the primary sources of job discontent were working in private hospitals and receiving insufficient compensation and benefits for the effort invested.^[19] Deriba *et al.* reported a 41.46% overall job satisfaction rate, with compensation, management recognition, and development opportunities being key factors.^[25] Kim *et al.* also found that healthcare providers were 20.57% satisfied with their reimbursements, but only 17.52% were satisfied with the respect they received at work.^[23]

According to Singh *et al.*, 75.3% of healthcare practitioners expressed dissatisfaction with their working conditions, particularly with fringe benefits (34%), promotions (25.4%), and contingent rewards (23.7%).^[7] Kumar *et al.* discovered that staff in public sector healthcare institutions had a comparatively low overall satisfaction level.^[13] Geta *et al.* reported that provider satisfaction stood at 29.0% in public hospitals and 81.23% in private hospitals.^[20]

CONCLUSION

Our study in Qassim found a poor level of overall satisfaction among healthcare workers. Healthcare firms should look into the requested measures to address workplace dissatisfaction and improve employee gratification.

ETHICAL APPROVAL

Qassim University granted ethical approval for this study, which was carried out in conformity with the ethical standards outlined in the 1964 Declaration of Helsinki.

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