

# Evaluation of job Satisfaction among Freshly Graduated Doctors and Dentists

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## ABSTRACT

**Aim:** To evaluate job satisfaction among junior graduated Doctors and Dentists.

**Methodology:** A cross sectional survey was conducted from three Medical and Dental colleges. At the time of study, there were a total of 50 Dentists and 50 Doctors. A pre-validated questionnaire was used for data collection consisted of 20 questions, the content of the questionnaire included socio-demographic characteristics and lists of factors for job satisfaction and dissatisfaction. Data was entered and analyzed using SPSS version 20. Frequencies and Percentages were calculated as descriptive statistics whereas independent sample t-test was conducted as inferential statistics.

**Results:** The results of independent sample t test revealed that significant difference regarding job satisfaction was found among freshly graduated Doctors and Dentists in terms of Fringe Benefits ( $t=2.82$ ,  $P=.006$ ), Working with Coworkers ( $t=-2.314$ ,  $P=.023$ ) and Nature of Work ( $t=-2.375$ ,  $P=.020$ ).

**Conclusion:** In terms of fringe benefits, Doctors were more satisfied as compared to dentists. In terms of coworkers and nature of work, Dentists were more satisfied as compared to Doctors. In all other categories there was no significant difference

**Keywords:** Freshly Graduate, Job Satisfaction, Dentists, Doctors

## INTRODUCTION

Health care systems Job satisfaction has been linked to various aspects of patient care and health system outcomes<sup>1</sup> as well as to general life satisfaction and job performance<sup>2</sup>. Job satisfaction has been discussed in relation to issues such as high turnover of dental staff, potential loss of productivity resulting from turnover and movement away from the dental field entirely. Low job satisfaction has been linked to high turnover of dentists and dental auxiliaries with resultant loss of productivity and reduced quality of patient care<sup>3,4</sup>. Changing workplace structures, financial changes and shortages in auxiliary staff all contribute to the changes experienced in the dental workplace and each have implications for recruitment and retention of dentists in active clinical practice.

Job satisfaction is used to measure how content an employee is with the job<sup>5</sup>. Job satisfaction has been associated to multiple aspects of patient care and health outcomes<sup>6</sup>. Job satisfaction can be defined as an individual's attitude towards his or her job. High job satisfaction is beneficial to the success and progress of the organisation as enthusiasm of the staff can improve. It can lead to lower turnover<sup>7</sup> and high quality service<sup>8</sup>. Healthcare staff with low job satisfaction may from medical problems<sup>9</sup> and individual employee health can influence the stability of the healthcare staff<sup>10</sup>. Dissatisfied employees are more likely to leave the organisation, and as a result, the

remaining employees may engage in counterproductive activities such as low-quality service and cause damage to equipment<sup>11</sup>. A person who has a high level of job satisfaction invariably holds positive attitude towards their job, while a person who is dissatisfied holds a negative attitude about their job<sup>12</sup>. Job satisfaction a complex set of interrelationship of tasks, roles, responsibilities, interaction, incentives and rewards<sup>13</sup>.

Job satisfaction among health professionals has been linked to various aspects of patient care and health system outcomes<sup>14</sup> as well as to general life satisfaction and job performance<sup>15</sup>. Stress in medical and dental profession has been documented for the last 30 years. According to Cooper, Doctors and Dentists are considered as high stress occupations, together with social workers, pilots, police and miners<sup>16</sup>.

According to the European Agency for Health and Safety at Work (EU-OSHA, 2000) when there is an imbalance between the expectations a worker must fulfill and the resources available for him to work may lead to work-related stress. According to World Health Organization work-related stress is defined as "the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope"<sup>17</sup>. There are several factors associated with job satisfaction. A survey conducted by Maissiat et al<sup>18</sup> concluded that job satisfaction is associated with freedom of expression, professional accomplishment and appreciation. A research done by Atif et al<sup>19</sup> revealed that years of service, age, educational background and income

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were associated with job satisfaction among doctors. Factors which make the doctors profession so stressful include their responsibility for “people” rather than “objects”, and the fact that their actions or omissions have a profound impact on human life.

Other studies also mentioned that general outlook on the industry, gender, occupation, areas of work, urban versus rural setting, professional knowledge and sufficient number of staff significantly affect job satisfaction<sup>20</sup>. Although work stress<sup>21</sup> work–family conflict<sup>22</sup> and doctor–patient relationship<sup>23</sup> have each been found to be associated with job satisfaction, there is little literature exploring the relationship of job satisfaction with these factors when taken together.

As job satisfaction is an important aspect of a successful career, no study was cited regarding job satisfaction among freshly graduated Doctors and Dentists. So, this study was planned and conducted to evaluate the job satisfaction among junior graduated doctors/dentists.

### MATERIALS AND METHODS

A cross sectional survey was conducted in two Medical and Dental Colleges after permission from institutional ethical committee. At the time of study, there were a total of 100 dentists and doctors, 50 Dentists and 50 Doctors. A Prevalidated questionnaire developed by Paul E Spector was used for data collection. It consisted of 20 questions, the content of the questionnaire included socio-demographic characteristics and lists of factors for job satisfaction and dissatisfaction. To measure job satisfaction respondents were asked to respond to the questions by choosing one of the 5 choices; 1: very satisfied, 2: satisfied, 3:neutral, 4: dissatisfied, and 5: very dissatisfied. The higher scores indicated higher levels of job satisfaction in Dentists and Doctors.

**Statistical analysis:** Data was entered into a computer

and analyzed using SPSS version 25. Frequencies and Percentages were calculated as descriptive statistics whereas independent sample t-test was conducted as inferential statistics.

### RESULTS

The results revealed that out of 100 participants there were 50% Dentists and 50% Doctors. An analysis of the overall professional satisfaction in relation to pay revealed that Doctors were slightly more satisfied in terms of pay with a mean of 8.2±2.06 as compared to Dentists who showed a mean satisfaction of 8.12±2.12. In terms of promotion Doctors were slightly more satisfied as compared to Dentists with a mean of 3.3±1.12 and 3.14±1.03 respectively. According to supervision Doctors had a slightly higher satisfaction rate with a mean value of 6.68±2.22 as compared to Dentists with a mean value of 6.26±1.99. In terms of fringe benefits Dentists were slightly more satisfied as compared to Doctors with mean values 9.64±1.6 and 9.42±2.49 respectively. In terms of contingent rewards Doctors were slightly more satisfied as compared to Dentists with mean values of 6.28±1.67 and 6.72±1.71. Overall satisfaction in terms of operating procedures was slightly lower in Doctors (5.92±1.36) as compared to Dentists (5.94±1.2). When overall satisfaction regarding coworkers was compared between Doctors and Dentists, Doctors had a slightly lower satisfaction level with mean value of 10.04±2.22 while Dentists had a greater satisfaction with mean value of 10.82±1.85. In terms of nature of work Doctors were slightly more satisfied (5.84±0.95) as compared to Dentists (5.72±1.38). In terms of job satisfaction on basis of communication both Doctors and Dentists showed insignificant difference 6.9±1.77 and 6.92±1.61 respectively.

Table 1: comparison among junior dentists and doctors to evaluate job satisfaction

Job Satisfaction Parameters	Qualification	Mean	Std. Deviation	t	Sig.
Pay	BDS (n=50)	8.12	2.12	-0.192	0.848
	MBBS (n=50)	8.2	2.06		
Promotion	BDS (n=50)	3.14	1.03	-0.74	0.461
	MBBS (n=50)	3.3	1.12		
Supervision	BDS (n=50)	6.26	1.99	-0.993	0.323
	MBBS (n=50)	6.68	2.22		
Fringe benefits	BDS (n=50)	9.64	1.6	0.524	0.601
	MBBS (n=50)	9.42	2.49		
Contingent Rewards	BDS (n=50)	6.28	1.67	-1.297	0.198
	MBBS (n=50)	6.72	1.71		
Operating procedures	BDS (n=50)	5.92	1.36	-0.078	0.938
	MBBS (n=50)	5.94	1.2		
Coworkers	BDS (n=50)	10.04	2.22	-1.904	0.06
	MBBS (n=50)	10.82	1.85		
Nature of work	BDS (n=50)	5.72	1.38	-0.504	0.615
	MBBS (n=50)	5.84	0.95		
Communication	BDS (n=50)	6.9	1.77	-0.059	0.953
	MBBS (n=50)	6.92	1.61		
Job satisfaction score	BDS (n=50)	62.0200	7.55521	-1.224	0.224
	MBBS (n=50)	63.8400	7.30770		

## DISCUSSION

Modern work environment is characterized by new forms of employment, such as part time work, non- permanent staff, e-work. Employers are constantly looking for workers with adaptability and advanced technologies. This has introduced an intense competition in the market, thus increased insecurity felt by workers to meet the above mentioned requirements. A number of organizational changes can be suggested in order to reduce levels of stress and facilitate their hospital duties.

An updated code of ethics, according to internationally respected standards of medical ethics<sup>24,25</sup> can be planned in order to respond to the real needs of Health professionals. In a study conducted by K. Roditis et al, junior doctors participated in a survey to assess the job satisfaction among junior Doctors in Greece. All facets and Overall Satisfaction showed no statistically significant differences ( $p>0.05$ ) in JSS scores among different age ranges, job status and medical specialties. Greek junior doctors present extremely dissatisfied with their payment, the fringe benefits in their working environment, the operating procedures in their workplace, as well as their chances for promotion.

Satisfaction only comes from the nature of their work, with women, expressing themselves as more satisfied than men, although without statistical significance ( $p=0.665$ ). In our study there were a total of 100 participants, 50 Doctors and 50 Dentists with both sexes equally represented in sample.

## CONCLUSION

In conclusion, in terms of fringe benefits Doctors were more satisfied as compared to Dentists. Coworkers and nature of work Dentists were more satisfied as compared to Doctors. In all other categories there was little to no significant difference.

**Conflict of interest:** Nil

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