

Results

Background

- Job satisfaction is an essential factor in achieving individual and collective goals.
- Job satisfaction surveys are a useful tool to evaluate the perception of professionals and to detect improvement areas.

Objectives

- Identifying dimensions with the greatest impact on health staff job satisfaction,
- Evaluating their evolution over time and
- Selecting the most sensitive monitoring indicators to detecting changes

Materials & Methods

- Two cross-sectional studies were conducted in 2013 and 2016
- The population studied was the staff of a chronic hospital in Valencia (Spain) (n₂₀₁₃=313; n₂₀₁₆=312).

Used Tools

- The assessment tool used was the Corporate Osakidetza Satisfaction Survey, based on the EFQM Excellence Model, developed and validated for the evaluation and improvement of people's job satisfaction in public utility companies

Predictive variables

Outcome variable

- Sociodemographic characteristics
- Professionals ratio with excellent perception of the organizational variables that define Job Satisfaction.

- High job satisfaction, defined as a score \geq 75th percentile.

Association between variables was quantified by Odds Ratio

Dimensions evaluated in the Job Satisfaction Survey

1. Working Conditions
2. Training
3. Promotion and Development
4. Recognition
5. Relationship with supervisor
6. Participation
7. Change management
8. Working environment
9. Job definition
10. Communication
11. Knowledge of the objectives
12. Hospital management perception

Other evaluated aspects

- Corporation perception
- Healthcare Quality perception

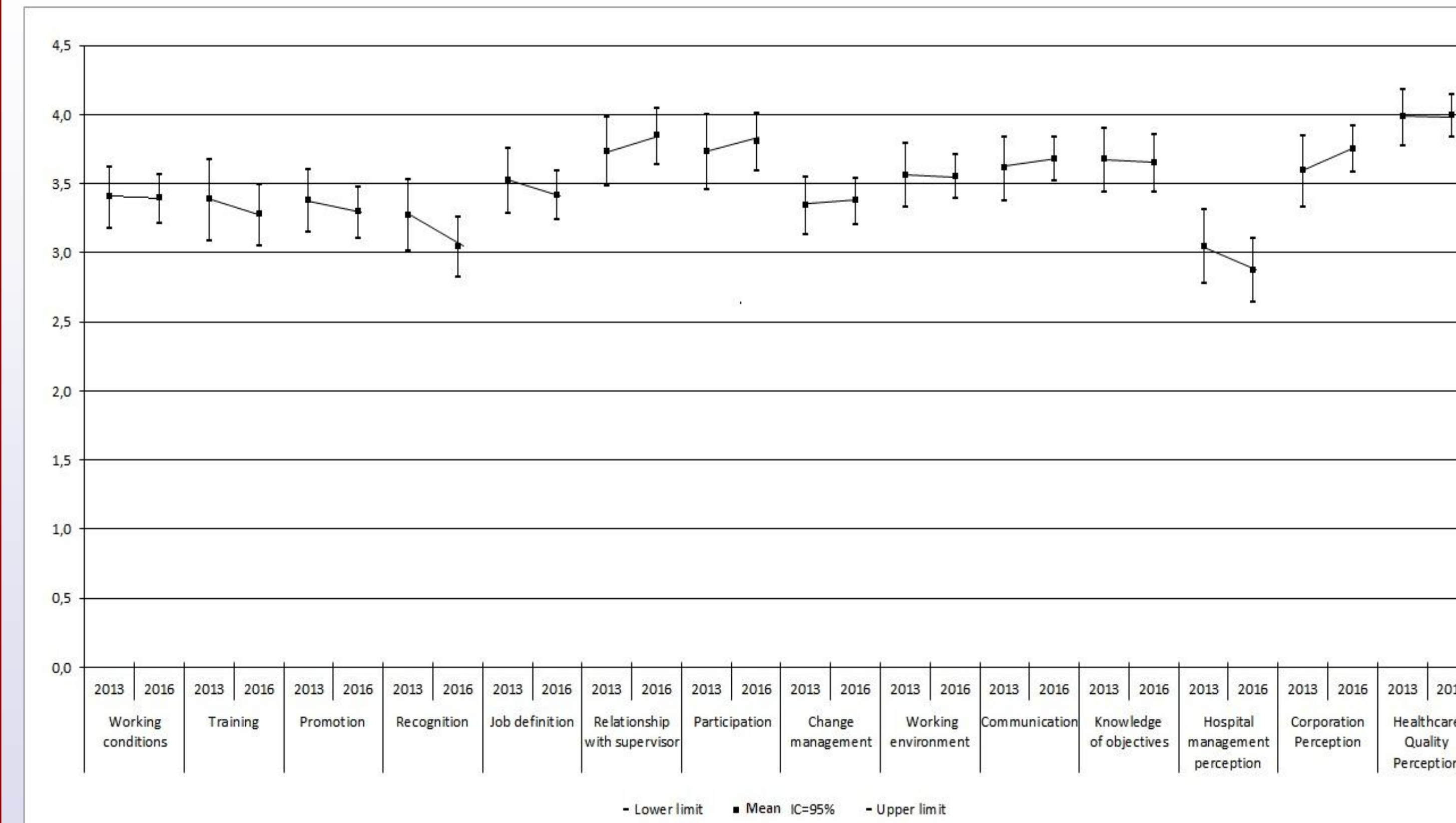
Participation rate
• 2013; 30,9%
• 2015; 45,9%

Mean job satisfaction was 7 in both studies, being a poor indicator of change.

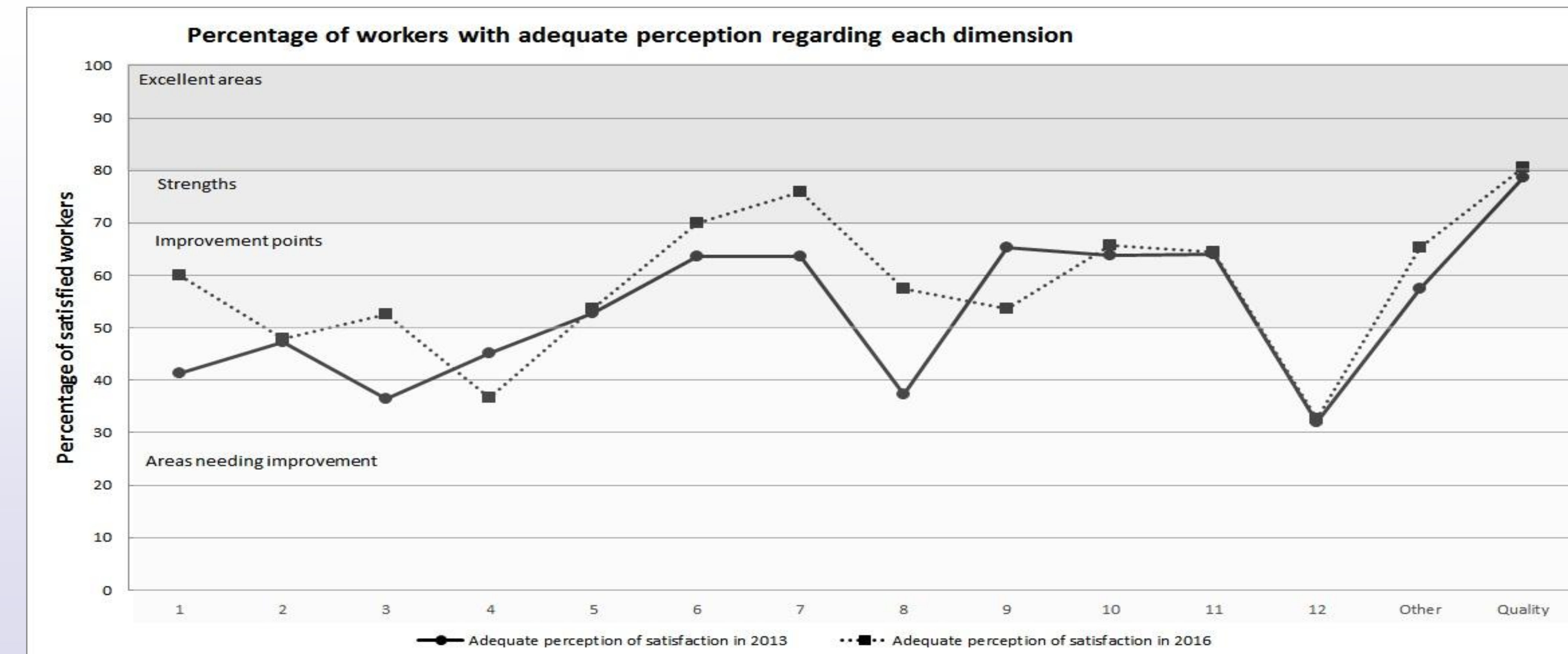
The highest evaluated aspects in both studies were healthcare quality and relationship with supervisor.

The worst evaluated aspects were hospital management perception and recognition.

Evolution of perceived job satisfaction with respect to each of the considered dimensions



Workers' satisfaction evolution regarding the considered dimensions (2013-2016)



Degree of association of the considered dimensions with perceived job satisfaction

Dimensions	Job satisfaction 2013 High job satisfaction / total n (%)	Adjusted OR (IC 95%)	Job satisfaction 2016		
			High job satisfaction / total n (%)	Adjusted OR (IC 95%)	
Working Conditions	Excellent dimension assessment	5/5 (100)*	4.4 (0.4-49)*	3/5 (60)*	4.2 (0.4-50.7)*
	Rest of professionals	15/67 (22.4)	1	23/93 (24.7)	1
Training	Excellent dimension assessment	9/17 (52.9)*	3.8 (0.7-22)*	5/12 (41.7)	11.3 (1.3-100)**
	Rest of professionals	9/52 (17.3)	1	20/85 (23.5)	1
Promotion and Development	Excellent dimension assessment	6/7 (85.7)*	Non adjustable	5/5 (100)*	Non adjustable
	Rest of professionals	14/65 (21.5)	1	21/91 (23.1)	1
Recognition	Excellent dimension assessment	5/5 (100)*	17.8 (1-313)**	4/5 (80)*	7.1 (0.6-93)*
	Rest of professionals	14/65 (21.5)	1	22/93 (23.7)	1
Job Definition	Excellent dimension assessment	7/7 (100)*	3.5 (0.4-31.5)*	3/5 (60.5)*	3.2 (0.4-24)*
	Rest of professionals	13/64 (20.3)	1	22/91 (24.2)	1
Relationship with supervisor	Excellent dimension assessment	4/13 (30.8)	6.5 (1.6-26.5)*	13/23 (56.5)*	7.0 (1.6-31.3)**
	Rest of professionals	15/58 (25.9)	1	13/74 (17.6)	1
Participation	Excellent dimension assessment	10/16 (62.5)*	4.6 (1.1-19)*	12/24 (50)*	4.6 (1.14-19)*
	Rest of professionals	10/54 (28.5)	1	14/73 (19.2)	1
Change management	Excellent dimension assessment	3/4 (75)*	5.7 (0.7-50)*	3/5 (60)*	5 (0.6-46)*
	Rest of professionals	17/68 (25)	1	23/93 (24.8)	1
Working environment	Excellent dimension assessment	2/4 (50)	18.9 (2.1-169)**	7/9 (77.8)*	19 (2-167.8)**
	Rest of professionals	18/68 (26.5)	1	19/89 (21.3)	1
Communication	Excellent dimension assessment	7/8 (87.5)*	89 (1.3-592)**	4/6 (66.7)*	19.3 (2.1-179)**
	Rest of professionals	12/61 (19.7)	1	22/87 (25.3)	1
Knowledge of the objectives	Excellent dimension assessment	9/14 (64.3)*	2.7 (0.7-10.2)*	9/20 (45)*	2.9 (0.8-10.6)*
	Rest of professionals	11/58 (19)	1	17/89 (19.1)	1
Hospital management perception	Excellent dimension assessment	8/11 (72.7)*	Non adjustable	9/9 (100)*	Non adjustable
	Rest of professionals	12/61 (19.7)	1	17/89 (19.7)	1
Corporation Perception	Excellent dimension assessment	8/14 (57.1)*	22.7 (2.5-203)**	10/14 (71.4)*	22.7 (2.5-203)**
	Rest of professionals	10/56 (17.9)	1	16/78 (20.5)	1
Healthcare Quality Perception	Excellent dimension assessment	12/21 (57.1)*	16.2 (2.6-101)**	14/24 (58.3)*	16.2 (2.6-101)**
	Rest of professionals	8/51 (15.7)	1	12/71 (16.9)	1

OR: Odds Ratio; IC: Confidence interval; * p<0.05

Discussion

- In the stratified analysis,
 - ✓ socio-demographic variables had little significance, while
 - ✓ excellent perception in some of the considered dimensions, was associated with high job satisfaction.
- The most strongly associated aspects were:
 - ✓ Communication,
 - ✓ Working environment and
 - ✓ Training.
- In the comparative study, indicators based on individual dimensions detected changes better than the assessment of overall satisfaction

Conclusions

The choice of appropriate indicators optimizes the information obtained through job satisfaction surveys

According to our results, graphical representation of the percentage of satisfied professionals for each of the analyzed dimensions is the best indicator to detecting changes.

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References

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