

## OPINIONS OF HEALTH WORKERS ABOUT WORK PLACE: AN EXAMPLE OF BISMIL PUBLIC HOSPITAL

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*This study aimed to investigate opinions of health workers about work place on behalf of workers' rights, occupational safety and relations with administration in a public hospital. Data were gained from 93 health workers working in a district of Diyarbakır, Bismil Public Hospital. A survey was conducted among health staff face to face and obtained data were analyzed by SPSS 15.0 package program. Findings showed that 34,4% of participants were between age of 26-30, 49,5% were female and 83,9% were married. While 53,8% of health staff expressed that they were able to report their problems to hospital management, 6,5% of them stated that directory of hospital didn't mind problems of workers. 44,1% of health staff stated that hospital management didn't take enough measures in order to provide safety at work. It was also found that 78,5% of participants were satisfied with trainings for vision and quality of hospital but 33,6% were unsatisfied with trainings for reporting workplace violence in the hospital. 74,2% expressed that employees were not awarded frequently in the hospital. It was found that there was a negative relationship between age and satisfaction about management relations in the hospital (-,245,  $p<0,05$ ). This may result from higher expectations of older workers. Also health workers having more work experience were not satisfied with management relations (,269,  $p<0,01$ ).*

*Health workers who thought they were working in a safe workplace were more satisfied with management relations (,342,  $p<0,01$ ). When relationship between work experience and satisfaction with definition of task was analyzed, a negative correlation was found (-,229,  $p<0,01$ ). A positive correlation was found between effective use of human resources and precise task definition (,288,  $p<0,01$ ). As a result it can be said that priority should be given to improve relationships between management and staffs. Employees should feel themselves as a part of the organization.*

**Key Words:** Health services, health workers, hospital, job satisfaction

### 1. INTRODUCTION

An organizations' efficiency and effectiveness is depends on the morale of its employees. Behavioral and social science research states that job satisfaction and job performance are correlated. As health workers service to patients their well-being in work environment is very important .

Job satisfaction is the degree to which individuals feel positive or negative about their jobs. It is an attitude or emotional response to one's duties as well as to the physical and social conditions of the work environment. Job satisfaction leads to positive employment relationships and high levels of individual job performance. In health institutions job satisfaction will contribute to higher quality patient care and patient satisfaction [1,2].

According to Werner, job satisfaction has five facets, which can be put together to measure a job descriptive index (JDI) as follows [3]:

- ✓ The work itself – responsibility, interest, and growth
- ✓ Quality of supervision – technical help and social support
- ✓ Relationships with co-workers – social harmony and respect
- ✓ Promotion opportunities – chances for further advancement

Health institutions are among most complex organizations structurally and functionally [4]. In recent years job satisfaction in health institutions became more of an issue [5]. Satisfied health worker equals satisfied patients [6].

Health workers want to feel themselves respected and trusted, while working in a safe environment with good pay and opportunities to advance. Satisfied staff will bring along success and high performance of institution and customer happiness [7]. Health institutions have a wide customer group waiting to be satisfied. Formerly “customers of health institutions” referred to patients but in recent times this definition changed into “all individuals and institutions participating in process of health services” [8]. Customers of health institutions may be grouped by internal customer and external customer. While internal customers are individuals who work in health institutions, external customers are individuals or institutions who benefit from services of health institutions [9]. Within total quality management activities it is pointed out that satisfaction of external customers is possible as long as employees who are accepted as internal customer are satisfied with their job [7,10]. As all institutions, success of hospitals is related to its staff's success and performance [10]. In this study it is aimed to investigate opinions of health workers about work place regarding workers' rights, occupational safety and relations with administration.

## 2. METHOD

This study was carried out in a district of Diyarbakır, Turkey, Bismil Public Hospital. Among 216 health workers 93(43%) of them accepted to answer the survey. Formal permission was taken from the directory of hospital. Job satisfaction of Health Staff Survey of Health Ministry of Turkey was taken as sample when conducting the survey. Surveys included two parts. Descriptive statistics of participants constituted the first part of survey. The second part included 31 questions about job satisfaction of participants. Survey was conducted face to face. Data were analyzed by SPSS 15.0 program. Percentages and frequencies were used in order to evaluate the results.

### 3. FINDINGS

Descriptive statistics of 93 health workers were analyzed and results are reported in Table 1.

**Table 1. Descriptive Statistics of Health Workers**

	<b>n</b>	<b>%</b>
<b>Age</b>		
18-25	17	18,3
26-30	32	34,4
31-35	24	25,8
36-40	5	5,4
41-45	9	9,7
46-50	5	5,4
50+	1	1,1
<b>Gender</b>		
Female	46	49,5
Male	47	50,5
<b>Marital Status</b>		
Married	78	83,9
Single	13	14
Divorced	2	2,2
<b>Education</b>		
High School	26	28
Vocational school	26	28
University	41	44,1
<b>Profession</b>		
Physician	14	15,1
Nurse	25	26,9
Medical assistant	19	20,4
Midwife	5	5,4
Administrative Personnel	30	32,2
<b>Experience at work</b>		
<1 year	12	12,9
1-2 years	19	20,4
3-5 years	29	31,2
6-10 years	24	25,8
11-15 years	4	4,3
+15 years	5	5,4
<b>Total</b>	<b>93</b>	<b>100</b>

**Table 2. Opinions of Participants on workers’rights in the work place**

	<b>n</b>	<b>%</b>
<b>Do you work in the hospital overtime?</b>		
Yes	37	39,8
No	56	60,2
<b>Why do you work in the hospital overtime?</b>		
Number of employees are inadequate	22	59,4
To get extra duty pay	9	24,3
To allocate time to the patients	1	2,8
Unsystematic organization of working hours	5	13,5
<b>Do you think that human resources are used efficiently in your hospital?</b>		
Strongly agree	21	22,6
Somewhat agree	41	44,1
Strongly disagree	31	33,3
<b>Do you have a precisely described task definition in your work place?</b>		
Yes	54	58,1
No	28	30,1
I don’t know	11	11,8

According to Table 2 over half of participants( 60,2% ) stated that they didn’t work in the hospital overtime. Most of employeesworker overtime indicated that the reason was adequate number of workers. The second reason was to get extra duty pay. To allocate time to patients and unsystematic organization of working hours were the other reasons. 77% of health workers thought that human resources were used efficiently. 58,1% of participants had a precisely described task definition.

**Table 3. Opinions of Participants on occupational safety in the work place**

	n	%
<b>Do you think that your work environment is designed in order to protect your physical health?</b>		
Strongly agree	13	14
Somewhat agree	53	57
Strongly disagree	27	29
<b>Do you have technical facilities regarding occupational health in your work place?</b>		
Strongly agree	28	30,1
Somewhat agree	34	36,6
Strongly disagree	31	33,3
<b>Do you think that administration of your hospital take precautions regarding occupational safety?</b>		
Strongly agree	27	29
Somewhat agree	41	44,1
Strongly disagree	25	26,9
<b>Did anyone attack you physically in last 6 months?</b>		
Yes	6	6,5
No	87	93,5
<b>Do you think that administration of your hospital is performing efficient and preventive activities regarding occupational health?</b>		
Strongly agree	19	20,4
Somewhat agree	54	58,1
Strongly disagree	20	21,5

It can be seen from Table 3 that 66% of participants found work place physically safe.

68% of employees stated that administration of the hospital took precautions regarding occupational safety. 73% of participants answered in the affirmative the question “Do you think that administration of your hospital is doing efficient and preventive activities regarding occupational health?”

**Table 4. Opinions of Participants on relations with Administration of Hospital**

	<b>n</b>	<b>%</b>
<b>Did your administration organize an inservice training in last 6 months?</b>		
Yes	77	82,8
No	16	17,2
<b>Do you think that your administration organized adequate trainings about situations threatening patient and employee safety?</b>		
Strongly agree	16	17,20
Somewhat agree	32	34,40
Strongly disagree	45	48,38
<b>Do you have found an opportunity to report your problems to the management of hospital?</b>		
Yes, always	50	53,8
Sometimes	39	41,9
Never	4	4,3
<b>Do you think that hospital management takes care of your problems regarding work place?</b>		
Yes, always	37	39,8
Sometimes	50	53,8
Never	6	6,5
<b>Are employees in the hospital awarded frequently?</b>		
Yes, always	9	9,7
Sometimes	15	16,1
Never	69	74,2
<b>Does administration of hospital give information about vision of hospital?</b>		
Yes	73	78,5
No	20	21,5

In Table 4 it can be seen that 51% of participants thought that administration organized adequate trainings about situations threatening patient and employee safety. Only 6,5% of participant stated that hospital management doesn't take care of their problems regarding work place. 74,2% of health workers indicated that employees in the hospital were not awarded frequently.

In order to investigate relationships between age, education and work experience with satisfaction about occupational safety, task definition and relations with administration of hospital statistical analysis were done. Results can be seen on Table 5.

**Table 5. Correlations between experience and work satisfaction of health workers**

	Age	Education	Work Experience	Eff. Use Of Human Resources	Work Environment Safe	Administrative Occ.Safe Precautions	Precise Task Definition	Management Relations
Age	1	0,025	0,616**	-0,173	-0,036	-0,164	-0,093	-0,245*
Education	0,025	1,000	-0,322**	0,002	0,219*	0,114	0,122	-0,065
Work Experience	0,616**	-0,322**	1,000	-0,168	-0,145	-0,176	-0,229*	-0,269**
Eff. Use Of Human Resources	-0,173	0,002	-0,168	1,000	0,337**	0,458**	0,288**	0,428**
Work Environment Safety	-0,036	0,219*	-0,145	0,337**	1,000	0,623**	0,305**	0,342**
Administrative Occ.Safe Precautions	-0,164	0,114	-0,176	0,458**	0,623**	1,000	0,318**	0,515**
Precise Task Definition	-0,093	0,122	-0,229*	0,288**	0,305**	0,318**	1,000	0,164
Management Relations	-0,245*	-0,065	-0,269**	0,428**	0,342**	0,515**	0,164	1,000

\*p<0,05, \*\*p<0,01

Spearman rank correlations were calculated for statistical analysis. . It was found that there was a negative relationship between age and satisfaction about management relations in the hospital (-,245, p<0,05) . This may result from higher expectations of older workers. Also health workers having more work experience were not satisfied with management relations (-,269, p<0,01).

Health workers who thought they were working in a safe workplace were more satisfied with management relations (,342, p<0,01). When relationship between work experience and satisfaction with definition of task was analyzed, a negative correlation was found (-,229, p<0,01). A positive correlation was found between effective use of human resources and precise task definition (,288, p<0,01). Also a positive correlation was found between effective use of human resources and satisfaction with administrative relations. As a result it can be said that priority should be given to improve relationships between management and staffs. Employees should feel themselves as a part of the organization.

#### 4. DISCUSSION

Organizations are facing several challenges due to the dynamic nature of the environment. One of the many challenges for a business is to satisfy its employees in order to cope up with the ever changing and evolving environment and to achieve success and remain in competition. In order to increase efficiency, effectiveness, productivity and job commitment of employees, the business must satisfy the needs of its employees by providing good working conditions

Job satisfaction is very important in every work environment but in health institutions as human being is in the center of service, health sector should give point to satisfaction of employees seriously. Attitudes of employee affect patients' perception very much. Health workers' kindness, compassion, interest, understanding and talent lead to patients' cooperation in the treatment procedure [10].

In a study conducted in İzmir, Turkey, patients indicated reliability as most important dimension of health service quality [11]. The most effective factor on patient satisfaction is attitudes and behaviors of health workers. Sevimli and İşcan analyzed individual and institutional factors affecting motivation of employees and found that age, work experience and opinions about work place influence satisfaction of employees. Our study is compatible with these studies [12].

In a study conducted on secretaries by Ünal and friends 32,9% of employees declared that administration of workplace didn't take enough measures in order to prevent employees against work place accidents [7]. Although we found smaller rates these finding is similar to our study.

Gyekye [16] found a positive relationship between job satisfaction and occupational safety of work environment. In our study 73,15% of participants found occupational safety precautions of administration of hospital adequate. Occupational safety in work place increases job satisfaction of employees [7]. Also ergonomic and technic conditions of work place influence motivation of workers [17]. In our study 33,3% of health workers stated that there was not adequate technical infrastructure at work. This was conflicting with some other studies [16,17].

Although new building of Bismil Public Hospital was constructed in 2014, employees found technical infrastructure of work place good. Efforts of management of the hospital regarding occupational safety contributed to motivation of health workers.

In a previous research 21% of nurses claimed that they were exposed to physical and verbal violence [13]. Our violence rate is smaller than this finding. It means that in recent years there have been amendments in relations between health workers and patients. Trainings that aims enhancement of employees' noticing of his/her feelings, attitudes and anger levels should be performed [17]. Thus violence against health workers exposed by patients and patients' relatives can be reduced.

In our study 74,25% of participants stated that employees in the hospital were not awarded frequently. Erdem and friends argued that awarding is a very important factor on job satisfaction besides working conditions [15-16]. We can say that by rewarding administrators in hospitals can raise job satisfaction among workers.

#### 5. RESULTS

Health institutions are work places that human resources and technologic knowledge take an active role in health services. Efficiency and effectiveness in health services cannot be only provided by high technologic facilities, human behavior is a major factor in supplying health services.



Consequently quality of services is related with morale and motivation of employees. On the other hand increasing rates of job satisfaction enhances the services in a health institution.

According to our results efforts of hospital administration regarding occupational safety of employees, sufficiency of inservice trainings and opportunity of employees to communicate with managers and attention of administration to problems of workers affect job satisfaction in health institutes. Additionally we found that efficient use of human resources, informing employees about vision and quality targets of hospital contribute to performance of workers.

In order to prevent occupational accidents and diseases to take ergonomic and technological preventive measures by administration leads to workers' feeling them more safe and happy. Also awarding employees according to their success and contribution to performance of hospital motivates them.

It is obvious that to take measures and increase efforts about all of these factors will influence the morale, motivation and performance of health workers.

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