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MONITORING INDICATORS OF JOB SATISFACTION IN A CHRONIC CARE HOSPITAL

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Statement of the Problem: 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.

Aim: 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.

Methodology & Theoretical Orientation: 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). The assessment tool used was the Corporate Osakidetza Satisfaction Survey, based on the EFQM Excellence Model, developed and validated by the Basque Health Service for the evaluation and improvement of people's job satisfaction in public utility companies. Predictive variables were socio-demographic characteristics and professionals ratio with excellent perception of the organizational variables that define Job Satisfaction. Outcome variable was high job satisfaction, defined as a score \geq 75th percentile. The association between variables was quantified by Odds Ratio.

Findings: Mean job satisfaction was 7 in both studies, being a poor indicator of change. The highest rated aspects in both surveys were healthcare quality and relationship with supervisor, and the worst were hospital management perception and recognition. In the stratified analysis, socio-demographic variables had little significance, while an 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.

Conclusion & Significance: 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 analysed dimensions is the best indicator to detecting changes.

Biography

Maria Jose Merino Plaza is a Pharmacist specialized in Clinical Analysis, responsible for the clinical analysis laboratory of Doctor Moliner Hospital, a medium stay Hospital in Valencia, Spain since 1994. Master in Quality Management. Since 2010 she is responsible for quality of the centre and is very committed to the exciting topics related with Job Satisfaction and Patient Safety Culture. At the moment is conducting her PhD on Quality of Care and Patient Safety in a medium stay Hospital in collaboration with the University of Granada (Spain). Among her professional competences can be highlighted the management of multidisciplinary human teams, the definition and implementation of quality management mechanisms and the high analytical, relational, interpersonal, organizational and empathy skills.

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