

Job Satisfaction of Doctors in Government Hospitals of Manipur: A Sociological Study

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Abstract: *To bring about a sound relationship between doctors and patients, it is necessary to clearly articulate the expectations of both patients and doctors. Although much has been emphasised on satisfaction of patients, there is scarcity of studies on the satisfaction of doctors. The study examines whether the extent of expectation of doctors in their job determine the level of satisfaction and dissatisfaction. The study design is descriptive and exploratory. Data was obtained through semi-structured, self-administered questionnaire from 32 doctors and in-depth interview of 15 doctors among them. The study was carried out in three Government Hospitals in Manipur. Statistical method includes percentages and chi-square test. Majority of the doctors have medium level of satisfaction with their job. The influence of socio-demographic characteristics of doctors is not associated with the job satisfaction level of doctors and type of hospitals. Doctors were discontent with the behavior and attitude of patient parties. Grievances of doctors were explored regarding inadequate infrastructure, facilities and shortage of manpower in the Government hospitals of Manipur.*

I. Introduction

Physician's satisfaction with professional life is considered as an important determinant of a healthy doctor-patient relationship. It seems that physicians who are themselves more satisfied with their professional life may have more positive effect, which may in turn affect their communication with patients which then affect patients satisfaction (Wong Samuel and Lee Albert, 2006. p.8). Moreover, physician satisfaction can be increased by improving patient-physician communication (Johns Hopkins, 2003, p.4). One of the major contributing factors to growing job dissatisfaction among doctors is work related stress. It has been found that job stress impacts not only on doctor's health but also their abilities to cope with job demands. This will seriously impair the provision of quality care and the efficacy of the health service delivery (Dasgupta and Kumar, 2009.p.367). The degree of dissatisfaction is indicated by the number of doctors who claimed that they would not enter the profession again if given the chance. Some respondents even complained that doctors employed by government are "treated shabbily", even "trod upon like dirt". There is a general feeling among doctors that there was insufficient realization on the part of the people in general that 'doctors also are human beings that they too want to enjoy creature comforts'(Madan, 1980, p.195 and 71).. The forms, patterns and directions of the relationship with the goals (of doctors, patients and general goals of the system) and the norms have to be ascertained in relation to the functioning of the system with reference to the doctors, patients and their satisfaction in a given situation, existing in a hospital at a particular time (Advani, 1980. p. 3). The study examines whether the extent of expectation of doctors in their job determine the level of satisfaction and dissatisfaction.

II. Materials and Methods

The study employed mixed research approach (quantitative and qualitative research). The study design is descriptive and exploratory. Validated and reliable satisfaction questionnaire was used to measure doctors' satisfaction and dissatisfaction. The study was focused on three government hospitals in Manipur. They are Jawaharlal Nehru Institute of Medical Sciences (JNIMS), Imphal East; District Hospital, Bishnupur and District Hospital, Churachandpur. Statistical method includes percentages and chi-square test. Semi-structured, self-administered questionnaire was distributed to a random sample of 42 doctors and have obtained response rate of 76 p.c. i.e. 32 doctors by using stratified random sampling under proportional allocation. In-depth interview of 15 doctors, 5 from each of the three hospitals were also conducted using audio-tape.

III. Results

Table 1: Satisfaction of doctors

Variables		No. of Doctors	Percent
Sufficient time for family, social and cultural activities	No	23	71.9
	Yes	9	28.1
Recognition and respect from the public	Dissatisfied	4	12.5
	Moderately satisfied	15	46.9
	Satisfied	13	40.6
Working hours	Dissatisfied	9	28.1
	Moderately satisfied	9	28.1
	Satisfied	14	43.8
Co-operation from patients	Dissatisfied	4	12.5
	Moderately satisfied	17	53.1
	Satisfied	11	34.4
Behavior of patients	Dissatisfied	5	15.6
	Moderately satisfied	18	56.3
	Satisfied	9	28.1
Job satisfaction level	Low	4	12.5
	Medium	18	56.3
	High	10	31.3
	Total	32	100.0

Doctors’ satisfaction was assessed using five variables such as sufficient time for family, social and cultural activities; recognition and respect from public; working hours; co-operation from patients; and behavior of patients. Using 3 points Likart’s scale by assigning value 1 to ‘dissatisfied’, 2 to ‘moderately satisfied’ and 3 to ‘satisfied’, the satisfaction level for the four variables were measured excluding the variable, sufficient time for family, social and cultural activities which has a direct answer of ‘yes’ and ‘no’ with ‘no’ highly exceeding than ‘yes’. As shown in table 1, majority (71.9 percent) of doctors have no sufficient time for family, social and cultural activities as they are confined to their duties. Forty-seven percent of doctors are moderately satisfied with recognition and respect from public on their service, 40.6 percent of them are satisfied and only 12. 5 percent of them are not satisfied. Majority (43.8 p.c.) of doctors is satisfied with the working hour, 28.1 percent of them answered that they are moderately satisfied and the remaining 28.1 percent of them are not satisfied. The satisfaction level of co-operation from patients is moderate by 53.1 percent, fully satisfied by 34.4 percent and not satisfied by 12.5 percent of doctors. Similarly, maximum number of doctors (56.3 percent) is moderately satisfied with the behavior of their patients, fully satisfied by 28.1 percent and not satisfied by 15.6 percent of the doctors. Further, the satisfaction level is categorized into three groups as low, medium and high. The result indicated that majority (56.3 percent) of doctors has medium level of satisfaction, 31.1 percent of them have high level of satisfaction and only 12.5 percent of doctors are at low level of satisfaction.

Table 2: Satisfaction level of doctors by type of hospital and socio-demographic characteristics

		Job satisfaction level						Total	Chi-square	P-value
		Low (%)		Medium (%)		High (%)				
Type of hospital	JNIMS Hospital	1	(5.9)	12	(70.6)	4	(23.5)	17	3.288	0.511
	District Hospital Bishnupur	1	(20.0)	2	(40.0)	2	(40.0)	5		
	District Hospital Churachandpur	2	(20.0)	4	(40.0)	4	(40.0)	10		
Age group	25-34	1	(8.3)	8	(66.7)	3	(25.0)	12	10.719	0.097
	35-44	1	(11.1)	7	(77.8)	1	(11.1)	9		
	45-54	2	(33.3)	2	(33.3)	2	(33.3)	6		
	55-64	0	0.0	1	(20.0)	4	(80.0)	5		
Gender	Female	2	(22.2)	6	(66.7)	1	(11.1)	9	2.814	0.245
	Male	2	(8.7)	12	(52.2)	9	(39.1)	23		
Marital status	Married	4	(16.0)	13	(52.0)	8	(32.0)	25	1.508	0.471
	Unmarried	0	0.0	5	(71.4)	2	(28.6)	7		
Religion	Hindu	3	(15.0)	11	(55.0)	6	(30.0)	20	3.173	0.787
	Christian	1	(10.0)	6	(60.0)	3	(30.0)	10		
	Muslim	0	0.0	0	0.0	1	(100.0)	1		
	Others	0	0.0	1	(100.0)	0	0.0	1		
Social background	Rural	2	(14.3)	8	(57.1)	4s	(28.6)	14	0.124	0.940
	Urban	2	(11.1)	10	(55.6)	6	(33.3)	18		

The influence of socio-demographic characteristics of doctors on their satisfaction level can be determined by using chi-square test. As evident by chi-square test, there is no significant association between the satisfaction of doctors and type of hospitals and it suggests that satisfaction level of doctors is not significantly varied by different types of hospital. So also age, gender, marital status, religion and social background of doctors are not associated with the job satisfaction level of doctors. In-depth interview reveals that lack of infrastructure is the major constraint doctors faced while performing duty. Because of this, confrontation with patients arises. Doctors find patients in general as co-operative but patient parties lack co-operation and understanding. They interfere and irritate doctors, even causing destruction to hospital property. Behaviour of Patients in general are said to be cool, calm and understanding but there are also patients who are over sensitive, complaining, blaming and dominating. Doctors feel that recognition and respect from the public has diminished compared to earlier days as some people think doctors can be used in any way they wish. This type of attitude leads to doctors' discontentment. Working hour in the hospitals is sufficient though there are times when they were asked to overwork. Since there is lack of manpower, there is overburden to the staffs.

IV. Conclusion

Doctors' satisfaction with professional and personal life is an important factor that has positive impact on job performance leading to sound doctor-patient relationship. There is moderate satisfaction relating to recognition and respect from the public, co-operation from the patients, and behaviour of the patients. Doctors feel that recognition and respect from the public has been shrinking to their utter discontentment. Since there is insufficient manpower, there is overburden to the staffs. Inadequate infrastructure and facilities is something commonly faced by doctors in the work place leading to confrontation with patients. If the authority provides enough resources to make best use of knowledge and experience, it will be of utmost satisfaction to the doctors.

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