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RESEARCH ARTICLE

ASSESSMENT OF STAFF WORK SATISFACTION IN KABUL MENTAL HEALTH TERTIARY HOSPITAL.

Dr.Sayed Obaidullah Hashimi.
MD, Psychiatrist.

Manuscript Info

Abstract

Manuscript History

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Introduction:-

Mental health workers are at risk of reduced satisfaction with life and burnout. The importance of job satisfaction specially emerges to surface if had in mind the many negative consequences of job dissatisfaction such as lack of loyalty, increased absenteeism, increase number of accidents etc. Different authors have different approaches towards defining job satisfaction. Hop pock defined job satisfaction as any combination psychological, physiological and environmental circumstances that cause a person truthfully to say I am satisfied with my job. This study aimed to measure the level of job satisfaction for health care providers in the Kabul Mental Health Tertiary Hospital which is the only tertiary hospital in country level, and to identify the socioeconomic and demographic information. The ultimate goal of health sector to provide quality services. Generally, health care services affects by many factors and satisfaction of human resource is a vital component in delivery of quality health services. Therefore an understanding of health services provider's satisfaction especially who works in mental health field is necessary to find the gaps and accordingly address them.

Objective:-

The objective of this study was to identify the level of staff work satisfaction and factors affecting the work satisfaction of Kabul mental health tertiary hospital workers.

Methods:-

The study design was descriptive cross-sectional study conducted from February to July 2019 in Kabul mental health tertiary hospital. The target population selected used convenience sampling. The participants of this study were all permanent employees, had medical or non medical background, age groups of over 20years. Employees which were working on contract basis (temporary), security guard, and drivers did not include in this study. The sample had chosen were related to the following disciplines :{ Psychiatrist Trainers, Psychiatrist Trainee, Psychiatrists Nurse, Psycho social worker, Administrative Staff, Supporting staff, Pharmacist, Lab technician and Psychologist }. Study sample were (120) of total hospital staffs include both male and female, the respondents were (100) with response rate 83.3% and (20) drop out, the scale was used as (questionnaire) designed which included 22 statements. Distributed on 10 domains and apart that measures the demographic information and it translated into local official languages of the country. A pre-test of the study tool was done in order to check the tools (questionnaires) and to identify and solve the unforeseen problem before the actual data collection. Responses analysed by using EPI info software and Excel program, and all collected information had summarized in the tables and graphs for easy assimilation.

Corresponding Author:-Dr.Sayed Obaidullah Hasimi.
Address:- MD, Psychiatrist.

Population:

The study population consisted of 20 women & 100 male of age group (over 20 years) in the Kabul Mental Health Tertiary Hospital.

Result:-

A total of 100 staffs interviewed in Kabul Mental Health Hospital, with the ability of obtaining 83.3% response rate from the hospital workers, and drop out were 20 (15 male,5female) .In this research from 100 staffs 85(85%) of them were male and 15(15%) were female. The respondents were from one hospital and the staff's jobs were different, (Psychiatrist Trainers, Psychiatrist Trainee, Psychiatrists Nurse, Psycho social worker, Administrative Staff, Supporting staff, Pharmacist, Lab technician and Psychologist). 53 %(53) of the total respondent (100) reported that they were dissatisfied and 47 %(47) respondent reported that they were satisfied. Moreover the factors resulting dissatisfaction includes low salary, low benefits, work load, no supportive supervision, no recognition, no job security ,no risk benefit, no proper room for on night duty doctor, no proper place for psychotherapy, insufficient professional training.

Conclusion and Recommendation:

Job satisfaction of health workers is an essential part for ensuring high quality service delivery. Job satisfaction is the attitudes and feelings people have about their job. Job satisfaction is an issue that affects the liver of all workers including health professional and is also factor that determine whether employee will remain in a position or seek work elsewhere. Furthermore, job satisfaction can influence the quality of work produced. Employees who feel satisfied with their jobs provide higher levels of customer satisfaction and high quality services delivery. During many decades of war, Afghanistan has been suffering, and caused many psychosocial problems which have their negative effects on every aspect of life. Majority of People in Afghanistan are not satisfied, even in their life not only in work area. They are not emotionally stable and have many psychological problems. In one side worker also belong to this geographical area experiencing such problem in the other side working with mental health is not an easy task especially in such situation. Beyond this, there are many factors that make staff dissatisfied and have negative impact on health service delivery, in order to ensure quality of mental health service delivery in Kabul mental health hospital we need to know the level of staff satisfaction, factors effect satisfaction to fill the gaps and ensure satisfaction. The finding of this study indicates low salary package, low benefits, no risk benefit, no supportive supervision, insufficient professional training, no proper room for on night duty doctors were more important factors of dissatisfaction; therefore intervention should be carried out to increase level of job satisfaction among hospital staff to obtain higher level of worker satisfaction and accordingly ensure high quality health services delivery.