



Factors Affecting the Job Satisfaction among Midwives in the Kilinochchi District. A Descriptive Cross-Sectional Study.

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ABSTRACT

Job satisfaction is the level of positiveness with which employees assess their work to uplift the success of an institution. Therefore, the job satisfaction of Public Health Midwives (PHMs) is the most important factor to consider in providing quality of service to the country.

This study focuses to describe the job satisfaction and factors associated with job satisfaction among Public Health Midwives in Kilinochchi District of Sri Lanka. This is a descriptive cross-sectional study, and the present study was conducted among all PHMs (n=120) in the field settings and hospitals of Kilinochchi district. A self-administered questionnaire was used in the study to gather information. A questionnaire constructed based on Herzberg theory was selected as the study instrument including motivational and hygienic factors. The final questionnaire consisted of 25 items which represent motivation variables and the hygienic variables. The results indicated that majority of field PHMs were in favour of motivational factors while majority of hospital PHMs were in favour of the hygiene factors of job satisfaction. This report tries to emphasis on understanding the motivational factors which make an impact in the job satisfaction of PHMs. Considering the results, the author recommends improvement of motivational factors to increase the level of the job satisfaction in hospitals and thereby make every effort to achieve the institutional obligation.

Key Words: Public Health Midwives, Health, Job Satisfaction, Motivation

Introduction

Healthcare professionals are the cornerstone and become very vital part of the healthcare system, and its shortage generates lots of untoward events to cater an effective and quality healthcare. The scarcities may even in extreme conditions can cause patients to receive sub-standard care. These deficiencies also produce an atmosphere where qualified and skilled healthcare professionals no longer willing to serve and become not favorable to stay in health sector in the region, they do their job. Job satisfaction is the popular term now used among skilled workforce as they are well recognized as they are integral part of curative and preventive health care. In recent past there is an exponential growth in medical technology and there is a demand for handling the digital health to cater quality patient care, included in quality improvement programs (European Commission, 2002).

Background

Public health Midwives (PHM) has become the grass root level service provider for prevention and control of non-communicable diseases, Communicable Diseases, and mental health diseases. There are also disparities in types of maternity care providers. For example, midwives

may be referred to as nurse-midwives, direct entry midwives, traditional birth attendants or

lay midwives. They are also responsible for birthing care, the provision of safe care to a woman and child during pregnancy, labour, newborn delivery, breast feeding and post-partum care of mothers in hospital.

Women's access different kinds of care providers according to geographic location in worldwide. As examples in The Netherlands, 50% of women are in the care of a midwife at the beginning of delivery (Posthumus et al., 2013). In New Zealand 75% of women choose midwives as their primary care providers (Skinner & Foureur, 2010). Nevertheless, midwives attended less than 5% of births in Canada in 2010 (Canadian Association of Midwives, 2010), which means that more births are attended by physicians and obstetricians.

Midwives include in the main constituent of all health care employees. They are on the front line and partaking the maximum straight contact with clients. Thus, it is imperative that the health institutions need to understand whether their workforce is satisfied with their jobs or not. Everyone cannot deny the fact that their job performances, affected by job satisfaction. Indeed, it have a great impact on the organizational success. If health management know those factors affecting the level of satisfaction in advance, then they have a chance to rectify any potential dissatisfaction.

There are studies have related job satisfaction with demographic factors. Shaha, et al. (2001) associates young age with less satisfaction. But there are studies like Mottaz (1998) and Bohloko (1999) report the opposite. There is strong correlation that the job satisfaction increased with professional working experience in some studies (Benton, 1991; Oshagbemi, 2003; Shaha, 2001; Green, 2000).

Research Objectives

Following main objective and special objectives were designed during the course of research

Main Objective of the Study

To assess the factors affecting the job satisfaction among midwives in the Kilinochchi district.

Specific Objectives:

1. To assess the hygienic factors, affect job satisfaction in the Kilinochchi district.
2. To assess the motivation factors, affect job satisfaction in the Kilinochchi district
3. To make recommendations to improve the job satisfaction among Mid wives in the Kilinochchi district.

LITERATURE REVIEW

Regional Director Health Services (RDHS) of Kilinochchi is the apex institution for all health care institution in Kilinochchi. The public health mainly coordinated through four medical officers of Health (MOH) areas and field PHMs working mainly in MOHs. The curative system consists of one District General Hospital, one Base hospital, several Divisional Hospitals and many Primary medical care units. The tertiary care services mainly available in district general hospital Kilinochchi and majority of hospital PHMs working there. Sri Lanka is a country which had achieved many health gains at low cost. As per the latest published National Health Accounts Sri Lanka spent only around USD 155 per capita health per year ('National Health Accounts', 2016).

PHMs were originally recruited for the provision of maternal and childcare. However, their role gradually broadened to include, family planning, school health, well woman care, pre-conception care, elderly care, Non-Communicable Disease prevention, Dengue prevention etc.

PHM assumes a vital role in preventive health services particularly in underprivileged area as Kilinochchi district still in this category in Northern Province. The allocated cadre position for PHM is one per 3000 people (*Statistics Branch, Kachcheri, Kilinochchi. Statistical Handbook, 2019*). PHMs are also in shortage in Northern Province especially in Kilinochchi district. The number of PHMs are less, as cadre position per population not revised.

A Study conducted by Yaddehige and I.S, Arnold, in Matara district PHMs in both settings (field settings and hospital settings) were satisfied with their job however PHMs in the hospital setting are more satisfied than the midwives in the field setting. In Matara district PHMs were not satisfied with some organizational factors. PHMs in field setting were not satisfied with the workload, remuneration whereas midwives in hospital setting were less satisfied with autonomy (Yaddehige, I.S, Arnold, 2020)

Considering the impact of job satisfaction on the quality of health care services, assessing job satisfaction and its organizational determinants has been recommended to do at least once in every six months (Shakeri, 2014).

Methodology

Research Design

Due to the practical consequences which faced during the research, the Positivism used as the research philosophy. The Research was conducted as a deductive survey approach, adopting Quantitative research methodology.

Research Method:

A mono method, quantitative method was applied. Time Horizon: Due to time constraints cross sectional time horizon was used. So, it was a descriptive cross-sectional study.

Data Collection:

Data collected by questionnaire directly communicated with the participants at their institutions. All midwives who are working in the health administrative district was selected as the study population. Therefore, sampling technique is not applicable. The questionnaire consists of basic information of participants and the motivational and hygiene factors affect their job, and then about the participants attitudes towards job satisfaction while executing their obligations in related to work.

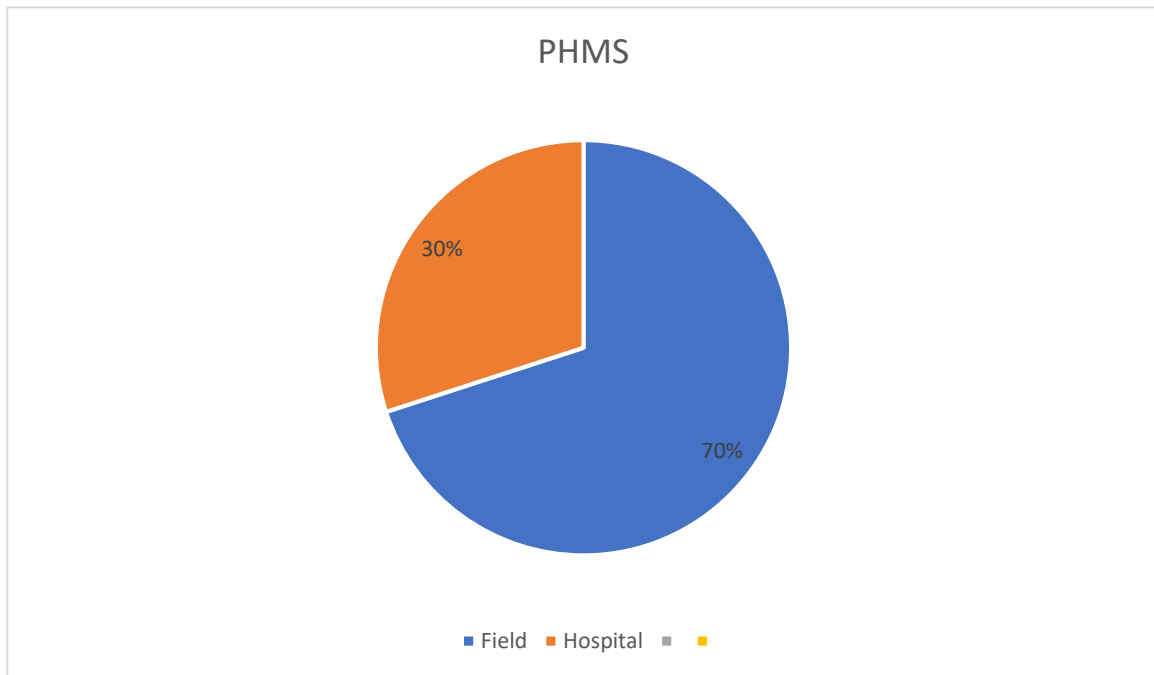
Research Tools:

As the research tool, specific self-administrated questionnaires applied. This research problem was observed in quantitative data collection. For this study, Questionnaires were issued to obtain cross – sectional data and SPSS statistical package used to obtain the results.

Investigation and Analysis

Demographic Segregation

Graph 1 : Profile of Participants



The participants job title was documented in the first part of the questionnaire. Out of total 120 PHMs 84 were from field settings and the rest 36 were working in hospital settings. According to the graph 4.1, 70% of Participants are field PHMs.

1 Descriptive Statistics

This section focuses on the descriptive statistics. It includes to demonstrate the characteristics of the sample examined by the second part questionnaire.

Descriptive Statistics

Section	Organizational Factor	Number of Participants responded	Minimum	Maximum	Mean	Standard Deviation
I	Job Security	120	1	5	3.21	1.128
II	Supervision	118	1	5	11	0.733
III	Co-Worker Relationship	116	1	5	4.44	0.432
IV	Remuneration and benefits	120	1	5	2.85	0.789
V	Workload and Stress/Challenges	116	1	5	4.33	0.588
VI	Opportunities and gain	120	1	5	3.67	0.565
VII	Autonomy and Recognition	120	1	5	3.32	0.776
Part III	Job Satisfaction	120	1	5	3.44	1.045

This above table established from descriptive statistics from SPSS extracts.

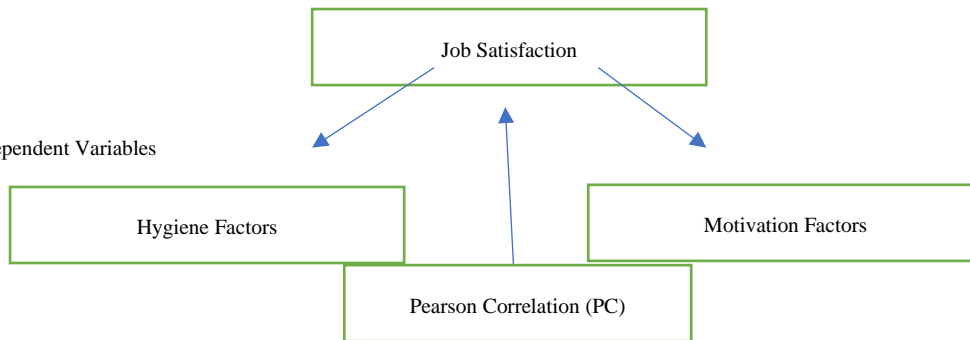
Section I examines the job security within PHMs. The question was answered by 120(respondents) out of 120 participants. According, to table 4.1 job security of PHMs shown a minimum of (1) and a maximum of (5), which indicates the range of participants answered between strongly disagree to strongly agree. The result exhibits a mean value of 3.21, near to 3, with the Standard deviation of 1.18.

This illustrates that section I (Job security of PHMs) results in neither agreeing nor disagreeing (Likert scale 3).

Correlations

Dependent Variable

Independent Variables



Pearson correlations examine between the each of organizational factor (questions of each independent variables) of hygiene and motivation factors against the of job satisfaction (dependent variable)

Table 1: Pearson Correlations

Organizational Factor/Independent Variable	Dependent Variable	Job Satisfaction
Job Security	PC	0.114
Supervision	PC	-0.055
Co- Worker Relationship	PC	0.076
Remuneration and benefits	PC	0.350
Workload and Stress/ Challenges	PC	0.089
Opportunities and gain	PC	0.124
Autonomy and Recognition	PC	-0.346

According to table 1, the questions related to supervision and job satisfaction the Pearson's correlation coefficient demonstrated as -0.055. It's reflected negative relationship. Then, supervision is not considered as a factor for job satisfaction in this study.

According to table 1, the questions related to Co-worker relationship and job satisfaction the Pearson's correlation coefficient demonstrated as 0.076. It's reflected positive relationship. Then, Co-worker relationship is considered as a factor correlated to job satisfaction in this study.

According to table 1, the questions related to workload/stress and challenges and job satisfaction the Pearson's correlation coefficient demonstrated as 0.089. It's reflected positive relationship. Then, workload/stress and challenges are considered as a factor correlated to job satisfaction in this study.

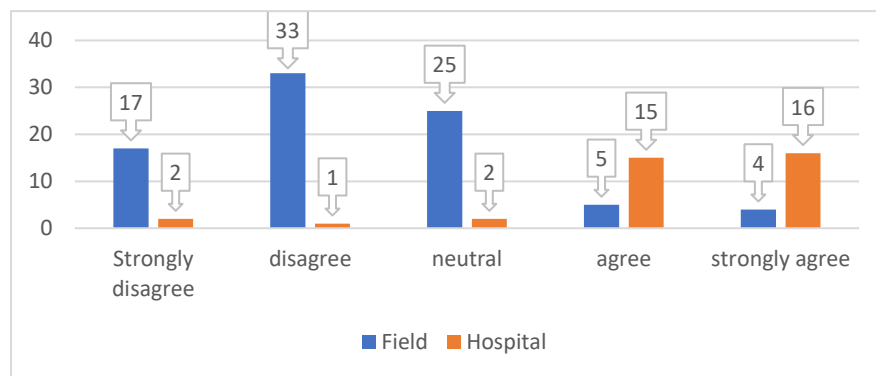
According to table 1, the questions related to Remuneration and benefits and job satisfaction the Pearson's correlation coefficient demonstrated as 0.350. It's reflected positive relationship. Then, Remuneration and benefits is considered as a factor correlated to job satisfaction in this study.

According to table 1, the questions related to job security / opportunity and gains and job satisfaction the Pearson's correlation coefficient demonstrated as 0.114 & 0.124 respectively. It's reflected as low positive relationship. Then, Job Security / Opportunity and gains are considered as a factor correlated to job satisfaction in this study.

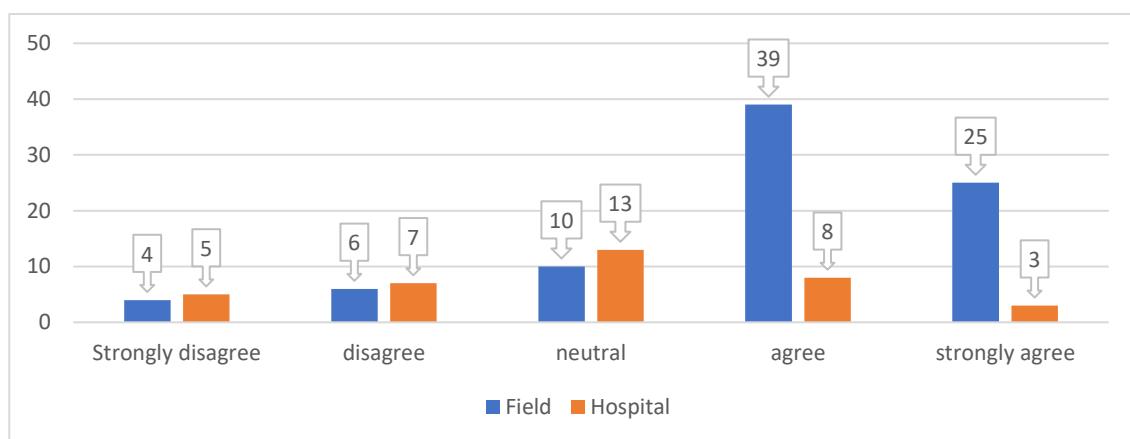
According to table 1, the questions related to autonomy and recognition relationship and job satisfaction the Pearson's correlation coefficient demonstrated as -0.346. It's reflected negative relationship. Then, autonomy & recognition is not considered as a factor correlated to job satisfaction in this study.

Graphical illustration of demographic responses of Hygiene and Motivational (independent variables).

Graphical analysis of field and hospital PHMs respond to the hygiene factors and motivation factors (independent variables) shown below.

Graph 2: Demographic Responses on Hygiene Factors. (PHMs pull by Job Security, Co- Worker Relationship, Remuneration, and benefits)

According to graph 2, out of 120 respondents it was found 31 out of 36 hospital PHMs (86%) were answered agreed or strongly agreed to the hygiene factors. However, 75 out of 84 field PHMs, (89%) were either neutral or disagree or strongly disagree with the hygiene factors connecting to job satisfaction. Therefore, it can determine as, majority of hospital PHMs were looking for hygiene factors while majority of field PHMs were not looking for hygiene factors.

Graph 3 Demographic Responses on Motivational Factors. (PHMs pulled by Autonomy, Recognition, Opportunities and Gain)

According to graph 3, out of 120 respondents it was found 20 out of 36 hospital PHMs (55%) were answered neutral or strongly disagreed to the motivational factors. However, 64 out of 84 field PHMs, (76%) were either agreed or strongly agreed with the motivational factors connecting to job satisfaction. Therefore, it can determine as, majority of field PHMs were looking for motivational factors while majority of hospital PHMs were not looking much for motivational factors.

Conclusions

This study offers an evaluation of factors contributing to job satisfaction and broadly analyses Herzberg's theory which is the most useful model to study job satisfaction that consists of two dimensions known as "hygiene" factors and "motivator" factors. The work characteristics related with dissatisfaction (hygiene factors) vary from those pertaining to satisfaction (motivators) in that motivators lead to satisfaction, although their absence may not lead to dissatisfaction. These factors include hygiene factors such as supervision, work conditions, job security, remuneration and benefits and motivational factors such as autonomy, achievement, responsibility, opportunities, growth, and recognition.

Result findings

In a Sweden study, in a comparison with midwives work environment with Swedish benchmarks, it revealed the midwives reported to exhibit more hostile values for work pace, burnout, quantitative demand, influence by higher authorities, recognition issues, administrative justice emotional grievances. This study objective was to identify factors associated with job satisfaction in midwives and to compare their work environment assessment with Swedish reference data (Hansson *et al.*, 2022). At this juncture too in this study the findings reveal workload/stress and challenges reflected positive relationship. Then, workload/stress and challenges are considered as a factor correlated to job satisfaction in this study. This reveals the organization culture in institutions of Kilinochchi district.

According to the literature in a study conducted T Mirmolaei (2005) the study shows a weakest relationship with colleagues (T Mirmolaei, H Dargahi, A Kazemnejad, 2005). Conversely This study shows co-workers' relationship is a powerful motivator for job satisfaction. Co-workers' relationship is

one of the most important components which influenced employee's commitment and responsibility in the job satisfaction, which synthesizes with the current study. The reason for positive relationship is due the teamwork exhibit in between midwives in kilinochchi.

A Study conducted by Yaddehige and I.S, Arnold, in Matara district PHMs in both settings (field settings and hospital settings) were satisfied with their job however PHMs in the hospital setting are more satisfied than the midwives in the field setting. In Matara district PHMs were not satisfied with some organizational factors. PHMs in field setting were not satisfied with the workload, remuneration whereas midwives in hospital setting were less satisfied with autonomy (Yaddehige, I.S, Arnold, 2020). During this current study a similar synthesis was resulting on job satisfaction factors between field PHMs and hospital PHMs. The results indicated that majority of field PHMs were in favour of motivational factors while majority of hospital PHMs were in favour of the hygiene factors of job satisfaction. The reason is hospital PHMs getting involve in curative services where they have opportunity to do overtime as an additional pay is ensured, contrary to that field PHMs getting less pay for claims related to field work

A study conducted by Gamini(2008) in Rathnapura district Job satisfaction was assessed with thirty questions under the ten sub headings which were developed based on two factor theory of Herzberg et al. according to the study more than half of the PHHM are not satisfied with job(Gamini, 2008). The influential factors are promotion based on work performance(growth), extra payment and salary increment within the system. The above findings agree with this research findings that the results revealed autonomy/achievement opportunity/gain and growth, pay and benefits as the strongest factors in job satisfaction.

A study performed in Teaching hospital Peradeniya shown an analysis of Herzberg's two factor theory indicates that motivational factors are effectively addressed by management in order to increase the levels of employee job satisfaction. During this research the PHMS shown in favors of motivational factors the hygiene factors in job satisfaction and results clearly revealed there is clear variances demonstrated that the total satisfaction score is more influenced by the motivation factors (satisfactory variables) than the hygienic factors (dissatisfactory variables)(Thilakarathna, 2021). This shows the importance of improving the factors related to motivation of the workforce in order to increase the level of job satisfaction. Opposite to the research this study results indicated majority of hospital PHMs were in favour of the hygiene factors of job satisfaction. This is due to the hospital administration does not motivate them through performance appraisal or not facilitate them with rewards who performed well. They only pay extra duty according to their additional work and satisfy the PHMS.

In Teaching hospital Peradeniya study, it indicated that increased responsibility, recognition for accomplishment, challenging work, and achievement has been identified as the main motivators of job satisfaction (Thilakarathna, 2021). This result is coinciding with this study that achievement, opportunities, and pay were the main motivators of job satisfaction. However, during this study, the findings' revealed recognition was not to be a factor of job satisfaction especially in field PHMs. This is partly due to the fact the administration of regional institutions do not appreciate the hard work by the employees and not encouraged them with rewards.

With this system in place, Sri Lanka's health indices improved exponentially when compare with developed countries. Maternal mortality ratio has shown a sharp decline over the recent years and is 32 per 100, 000 live births in 2021. More than 96% of deliveries are institutional and infant mortality rate is 8.5 per 1000 live births (Ministry of Health, 2021). More than that, Sri Lanka has the highest immunization coverage in the Southeast Asia region. This is due to the dedication and efficient involvement of midwives in this viewpoint. No one couldn't deny the fact as the country has achieved these satisfactory indices in maternal and child health care services, because of midwives' contribution. We need an enduring evaluation system to maintain in a high standard.

The results indicated that majority of field PHMs were in favour of motivational factors while majority of hospital PHMs were in favour of the hygiene factors of job satisfaction. The reason is hospital PHMs getting involve in curative services where they have opportunity to do overtime as an additional pay is ensured, contrary to that field PHMs getting less pay for claims related to field work. It was demonstrated that recognition was not a factor for job satisfaction in Kilinochchi. Most PHMs imperiled to the economic crisis of the country, and this could be a reason they have selected remuneration and benefits as one of the reasons of job satisfaction.

Outcome of this study implies that the administration has to revisit the "performance appraisal" to raise employees to motivation and job satisfaction level. Components of task-oriented job achievement and teamwork needed to be included in the performance appraisal scheme to add value to the current scheme. Rewarding scheme is another crucial area which needs improvement.

Recommendations

Job satisfaction of PHMs in Kilinochchi positively correlated to remuneration and benefits, co-worker's relationship, opportunities/gains, and achievement. However, factors such as job supervision and autonomy/recognition did not show much favor in job satisfaction. Increasing the workers performance is important factor to increase productivity. It can be achieved through motivation by using various methods to improve benefits to an institution. Therefore, its utmost important to concentrate either job enrichment or job engagement to motivate the PHMs.

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