

Evaluation of job satisfaction and hopelessness in medical assistants of Tabriz University of Medical Sciences

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Abstract

Employee job satisfaction is one of the most important issues in any organization. Job satisfaction is described as general attitude of a person towards his job. Job satisfaction of medical assistants increases and promotes the quality of medical services and improves patients' satisfaction with medical services. The aim of this study was to determine the level of job satisfaction and hopelessness of medical assistants in educational centers of Tabriz. In this descriptive-analytical study, medical assistants of Tabriz University of Medical Sciences were selected and assessed using the Job Descriptive Index (JDI) for Job Satisfaction and Beck Hopelessness Scale. Hopelessness decreases with increasing job satisfaction ($P < 0.001$). There was a significant relationship between hopelessness and domesticity ($P = 0.017$) and between job satisfaction and the level of hopelessness with the marital status of assistants ($P < 0.001$) and ($P = 0.043$).

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Extended Abstract

Job satisfaction is described general attitude of a person towards his job, so someone who has a high level of job satisfaction has a positive attitude towards his profession. Job satisfaction is affected by many factors such as salary, interactions, policies, procedures, job dimensions and personality traits of employees. The individual's economic needs, sense of social identity, and usefulness are met by his job and many people spend a significant portion of their life at work. Employee job satisfaction is one of the most important issues in any organization. High motivation increases efficiency and effectiveness in the organization and the success of any organization depends on the effort and job satisfaction of employees. Health organizations, meanwhile, have a

special place in society due to the importance of their responsibilities in the field of prevention, care and treatment. One of the most important challenges of health care systems is the poor adequacy of the services provided. In this regard, one of the important and influential factors related to unfavorable quality of health care services is human factors that can play an important role in the evolution and development of care and treatment. Job satisfaction of medical assistants increases and promotes the quality of medical services and ultimately improves patients' satisfaction with medical services. The aim of this study was to determine the level of job satisfaction and hopelessness of medical assistants in educational

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centers of Tabriz. In this descriptive-analytical study (cross-sectional), 251 medical assistants (179 males, 72 females) were selected from Tabriz university of medical sciences hospitals. They were assessed using the Job Descriptive Index (JDI) for Job Satisfaction and Beck Hopelessness Scale. Data were analyzed in SPSS 23 using analysis of variance, regression and factor analysis and P level <0.05 was considered as significant.

72 of the samples were women and 179 of them were men. There is a linear relationship between job satisfaction and hopelessness that decreases with increasing job satisfaction ($P<0.001$). There was no significant relationship between gender and job satisfaction, between gender and level of hopelessness, between academic grade of assistant with hopelessness and job satisfaction and between domesticity and job satisfaction. There was a significant relationship between hopelessness and domesticity ($P=0.017$), meaning that domestic students reported more hopelessness on the Beck test. There was a significant relationship between job satisfaction and the level of hopelessness with the marital status of assistants, so that job satisfaction was higher among single people ($P<0.001$) and the level of hopelessness in married people was higher ($P=0.043$).

Unfortunately, during the time between beginning of this research to preparation of the article for publication, several cases of committed suicide have been reported among medical assistants in public media, and it can be assumed that hopelessness and lack of job satisfaction have played a role in it. This may be a warning that more research

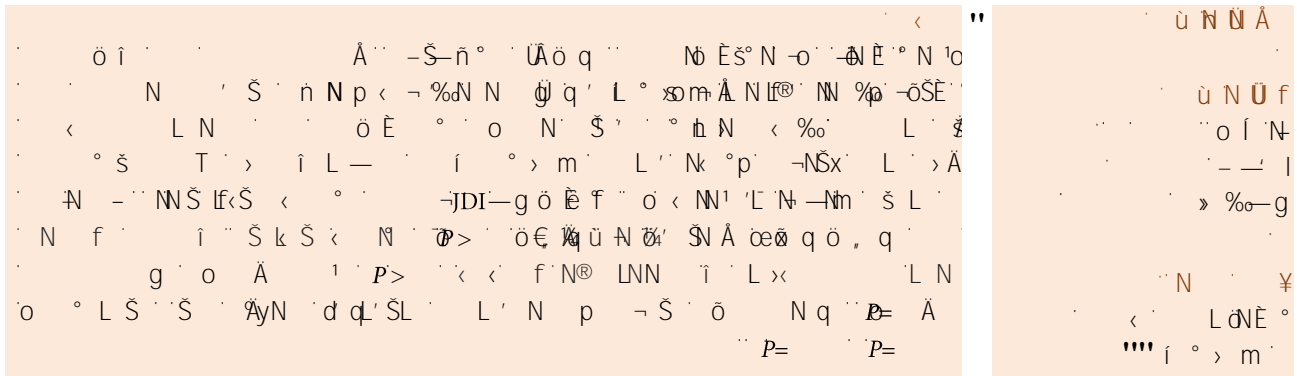
is needed on job satisfaction and hopelessness among health professionals. This study showed that the level of frustration decreases with increasing job satisfaction. There was no significant difference between job satisfaction and frustration between male and female assistants. Job satisfaction was not significantly related to domesticity. But the degree of hopelessness was significantly related with domesticity. Job satisfaction in single people was significantly higher than married people and the level of hopelessness among married people was significantly higher than single people. These findings may help to identify the vulnerable group of assistants and provide them with mental health services in order to provide higher efficiency services to the community. Based on the results of the present study, some factors are associated with job dissatisfaction and hopelessness of medical assistants, which is necessary to pay attention to prevent negative consequences. Due to the limitations of the questionnaire-based studies such as the time needed to fill out the questionnaire and the impact of issues such as excessive fatigue due to shift work in assistants and the importance of realizing the reality of problems, especially mental health issues (so that very low scores can indicate denial and very high scores can indicate an exaggeration or indifference in answering the questions) it is suggested that the issues and problems of assistants be examined by using mutual interviews in future studies. Qualitative research may be helpful in this regard. Also, further studies with more sample size and in a longer period of time and at the national level to be done to clarify the importance of the issue.



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