

RESEARCH ON DETERMINING EMPLOYEE SATISFACTION OF PHYSICIANS WORKING AT PRIMARY HEALTH SERVICES

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ABSTRACT

With this study it is intended to determine the levels of life satisfaction, work satisfaction, conflict between daily life and work life and factors that cause stress at work of the physicians working in the primary health care in Uskudar district. 96 physicians participated in this research who is the members of the Uskudar Health Group Presidency. Research data were collected with the physician satisfaction survey. The results of analyses indicated that physicians were satisfied with their life and work at the middle level. Moreover, it was determined that doctors were sometimes conflicted between daily life and working life and they sometimes saw adequacy of work and the relationship between people and often the difficulty of the treatment of patients as the stress factor. It was also determined that Physician's work satisfaction and life satisfaction depended on each other by 35%, while the level of daily life and working life conflict increased, level of work and life satisfaction reduced, as the work life and daily life conflict level increases, work and life satisfaction reduce, by seeing the adequacy for the work and relationship between the people as a stress factor, reduces job satisfaction.

Key Words: *Primary health care, physician, satisfaction.*

1. INTRODUCTION

Preventive health services, also known as primary health services, are the services for saving and developing the community health. In today's modern medical understanding, prevention and early diagnosis of diseases is more important than treatment. This is only possible with primary health services.

Cheaper than the cost of treatment services that provide preventive health services can not be sufficient; society's health deteriorated and disease rates are increasing. Labor costs and treatment of disease losses in the country's economy is causing a heavy load. This vicious cycle can be broken as a Priority of preventive health services needs to be strengthened.

Effective and efficient delivery of health services in the contribution of health personnel is very important. However, in our country, the number of medical personnel is insufficient. Especially in primary health care practitioners and the number of employees, our country is very small compared to other countries. General practitioners for specialist doctors in developed countries, 2/1, while in our country, this ratio is close to 1 (Ozdemir vd.,2003). The practitioners are few in preventive health care. Their job dissatisfaction develops, because of lack public investment, and they also tend to be specialised.

Job satisfaction which is one of the necessities for Employees success, happiness and productivity is an emotional reaction after the evaluation of the business and work area. There are many factors that affect job satisfaction positively and negatively. These can be identified as the factors related with individuals and with groups. Employees' job satisfaction will affect the individual factors, age, professional experience, education level, marital status, and gender and personality traits as, work-related factors, physical working conditions, wages, promotion, conditions, work environment, communication and safety as grouped. These positive or negative direction depending on the affected employee's job satisfaction level of productivity affects life satisfaction Therefore, the factors that cause workers' high level of job satisfaction and job dissatisfaction should be identified and removed This research is also done to identify the level of job satisfaction ,life satisfaction ,business and daily life conflict level and the factors that cause stress in business area of the doctors in our country who work in primary care services and who have effects on primary health care tasks.

2. JOB SATISFACTION

Concept that expresses personal, subjective and emotional satisfaction, is not observed directly by another person, only felt by the individual identifiable and can be expressed within the delight, or inner peace (Eroglu,1984:23). Staff throughout his working life, employment and business environment is gaining many experiences. Employees experience life, happiness and sadness during their working life. All this information and make sense of the work or as a result of employees' attitudes about the business environment is emerging. Overall job satisfaction is a result of this attitude and in good condition from the employee's physical and mental perspective. Various definitions of job satisfaction have been made by many people. Job satisfaction linked by many Bullock isles is not desirable and the whole experience and an attitude as a result balancing are taken into consideration. Vroom sees the concept of job satisfaction as a measure of employees'

perceptions, feelings and behavior within different dimensions. (Simsek, 1995:92). Job satisfaction is defined in various ways above and it is briefly loving work, work commitment, adapt you on work. Shortly we can say people who work are satisfied by their work.

There are three important dimensions of job satisfaction (Luthans, 1989:170):

- a) Job satisfaction, the emotional response is a business case. This can not be seen, just is expressed.
- b) Job satisfaction is usually the extent to which earning expectations are or how much are the exceptions exceeded
- c) Job satisfaction represents a variety of attitudes interrelated. For example, the work itself, payment, promotion opportunities, methods, style, colleagues and so on.

Discloser Theories of Job Satisfaction: Although there are different approaches to job satisfaction, the common point in job satisfaction is handling the concept as multidimensional.

Theories of Job Satisfaction-Life Satisfaction: Similar to job satisfaction, life satisfaction largely depends on emotional basis. (Judge vd., 1998:19). Although it is difficult to define precisely, life satisfaction is the degree of the person's own positive assessment of life as a whole. In other words, it means how much the person likes his life which he directs. The concept refers to the feelings about life in general. Life satisfaction, can be evaluated as life satisfaction of certain areas (work, family, etc.), but can also be evaluated in general. Because of life satisfaction reflects general feelings about life, and also reflects a degree of emotional happiness (Veenhoven, 1996:1).

Job and life satisfaction in the organizational literature took great attention, and recently the relationship between job and life satisfaction has been the subject of many experiments and qualitative research. Business being the most important part of a person's life the relationship between job satisfaction and life satisfaction is meaningful. Business and life are related because the employees are affected easily by the events and positions outside non-business related event in behavior and feelings are affected by job satisfaction. As a result of work done working on the relationship between satisfaction and life satisfaction three general approaches have emerged. The positions about events outside work and the emotions are affected by the job satisfaction. After the research, there are three general approaches about the relationship between employees' satisfaction and life satisfaction and the first approaches "Transport Theory" dir. According to this theory, there is a positive relationship between job satisfaction and life satisfaction. . For example, if a doctor has been tired and unhappy because of his patients after working all day long, he can reflect this mood to his patients and his close relations.

The second approach is "Countervailing Theory". According to this theory, the person tries to make up his dissatisfaction in business life outside... And if the person is unhappy outside he adapts himself to his job and tries hard to have satisfaction.

The third approach is "Theory of Separation". According to this theory, job satisfaction and life satisfaction do not affect each other. People find their own happiness both in the life and business. A person can be fully happy or unhappy without considering the conditions. As a result, a person's happiness and overall life satisfaction affect his whole life. Therefore, job satisfaction and life satisfaction can not be separated from each other.

Job Satisfaction-Performance Theory: After the researches it was seen that there is a weak positive relationship between job satisfaction and performance. The relationship between job satisfaction and performance are examined in two ways (Telman and Unsal, 2004:20). First, high-performance causes high job satisfaction. Lawler and Porter (1967), good performance help promotion, fees and awards, appropriate business suitable for the structure and thus you can achieve job satisfaction and thus can help can be provided are specified (Becerikli,2002:117-119). Jacobs and Solomon (1977) decided that if the job satisfaction of successful performance is rewarded there will be higher satisfaction in those organizations (Spector, 1997:56). Other alternative, high job satisfaction causes high performance. Although there is a relationship between job satisfaction and performance, it is extremely weak. This is because of injustice in the organisation and the price of injustice and in reward systems, work environments and the nature of the application of the above performance metrics. Katz and Kahn (1950) and Brayfield and Crockett (1955) have found a small relationship between job satisfaction and performance. (Becerikli, 2002:117-119).

Job Satisfaction - Motivation Theories: Most of the job satisfaction theories can explain Motivation. Some of these factors are Hersberg's dual theory, McClelland's success theory, Vroom's expectation-value model and the hierarchy of needs of Maslow's. Among the motivation theories Maslow's motivation theory (1954) "needs hierarchy", explains the status of a person's working life, satisfaction and behaviour. Maslow was affected by Human relations approach school classified the human needs. According to Maslow the needs at the bottom of the pyramid are the basic needs of people and they are required to maintain a healthy life. The above two groups are the needs of growth and are related with the development of personality. According to Maslow from below to upwards When one need is satisfied the other need becomes important in motivation ,if you don't satisfy the first need , the next need isn't so important in the point of motivation view. If physiological needs are satisfied, the security needs can be seen as the source of motivation... Another important theory that explains the relationship between job satisfaction and motivation is the Herzberg's multiple factor theory.

2.1. Factors Affecting Job Satisfaction

Job satisfaction is not a static phenomenon or Stable concept. Therefore with individual or other factors, job satisfaction or dissatisfaction can appear. (Lam, 1995:73), Thus, factors that could be considered depending on individual and job or work environment can be classified as factors.

2.1.1. Individual Factors Affecting the Job Satisfaction

Affect a person's satisfaction level and size of individual major elements can be summarized as follows:

- Age and Service Time,
- Gender,
- Education and
- Marital Status

2.1.2. Affecting Job Satisfaction and Work-Related Factors of Business Environment

The general view of the business itself, the social and economic interests and the work atmosphere and the conditions of the business area are the main effective factors of the job satisfaction of the employee. . These factor are not individual, are social, not judgmental can be analyzed, measured, can be compared to other business. (Ozgen et al., 2002:332) and the general characteristics of these factors are as follows:

1. Work itself
2. Fees and Awards System
3. Progress or the promotion of Meat Facilities
4. Human Relations in Business
5. Working Conditions and
6. Safety

2.1.3. The Benefits of Job Satisfaction

Workers who are well motivated have a great job satisfaction will have higher morale in the workplace; as a result they will be very helpful to the business. High employee morale makes these positive effects on employees and working area (Senatalar, 1978:300).

- A highly moralistic person does his job with full of energy and happiness.
- They will be highly willing to work.
- The employees obey the orders work rules and regulations willingly.
- The employees will want cooperation according to the workplace goals.
- The employees feel committed to the workplace and executives.
- High morale has positive effects on labor transfer, and absence. Therefore absenteeism reduces. Accordingly the cost of folding is also reduced.

2.1.4. The Problems Arising From the Dissatisfaction

With low job satisfaction, but have to work with a variety of reasons the employees begin to put in negative behavior in the organisation. He often

complains, he will always have negative comments about the organization within and outside. The Organization and he also tries to disrupt morale of the employees. As a result they slow down work, and will be absent from work, at last they leave work.

2.1.5. The Physicians' Job Satisfaction in Primary Health Care Services in Turkey

We have mentioned before that job satisfaction is the satisfaction in work area. If we look at the job satisfaction of the physicians who work in the primary health care units in Turkey, we must first check the work conditions, salary, job security and etc. When we examine their working situations and compare them with other jobs, we see that they work long hours; they are on duty for a long time. We can also see that their job has a lot of risks, it is tiring and they work for a long time.

They examine a large number of patients in primary care units this makes working conditions more severe. According to the OECD 2008 report one thousand people have 1.6 physicians, but in OECD countries as a thousand people will have 3.1 physicians (Irdes, 2009). Although doctors in Turkey are low the ratio of seeing the doctor, and 4.6 per person. In 2006, the OECD countries, the average is 6.5 per person and it is around 70%. In 2007 the consult rate per person in Turkey is increased to 5.4 and is reached to OECD average of 80% of the previous year (Tusak, 2009). Physicians per application rate are higher, at one point in Turkey. Therefore it should be solved by increasing the physicians' low destiny. However, in this case, this situation increases the physicians' workload, and this causes them to be exhausted. Previous researches showed that GPs the level of job satisfaction in their working conditions is of intermediate levels. However, these surveys are before the year 2002. The attending number to Primary health services increased rapidly after 2004 and the average is above the OECD average in 2005. In Aslan and his friends' research in (2007) it was seen that the GPs couldn't have their expectations from their profession and they experienced professional uncertainty and conflicts in their job and they couldn't have feedbacks from their Professional effort. Also they could be easily affected by the irregular organisational structure. (Aslanan et. al., 1997:24). Ergin showed that the specialist physicians, physicians, general practitioners, dentists, pharmacists, nurses, health technicians and midwives. Maslach Burnout Inventory norms Turkey has interests in the operation, general practitioners and nurses' emotional exhaustion and insensitive scores of other professional groups are higher (Ergin, 1993:143).

3. MATERIALS AND METHODS

3.1. The Aim and the Type of the Research

The aim of this study is to analyse the physicians' life satisfaction, job satisfaction, the level of the conflict of work and daily life, and to find the

level of the factors that cause stresses at work and it is cross-sectional descriptive type of investigation.

3.2. Study of the Universe and the Sample

Research investigates the physicians working in the primary health care in Uskudar district in Istanbul in Turkey. The entire universe has been included in the survey and sampling has been done. The universe of research is 102. Because of the absence of 3 physicians and 3 people in the Trustees Reports, 6 people could not be included in the research and 96 research physician attended.

3.3. Data Collection Tool

Questionnaire techniques were used as a data collection method. Questionnaire was created by different researchers. The questionnaire consists of six chapters and in the first part there are questions about the physician socio demographic and professional characteristics, the second part is about the doctors' life satisfaction, in the third section, there are questions about the job satisfaction, in the fourth chapter there are questions about daily life satisfaction, in the fifth chapter there are questions about the positions of business life conflict situations and in the sixth chapter there are questions about the stress source level that they see work-related stress sources. There are questions about the level of resources. The survey data were collected between January-March 2008.

3.4. Data Analysis

Survey data obtained through computer analysis using the statistical package program was converted into Excel tables and graphs. Descriptive data for evaluating the frequency, percentage and arithmetic mean is used. To determine the relationship between variables, One-Way ANOVA analysis, Independent sample t-test, Pearson Correlation Analysis and Regression Analysis were used. The reliability analysis results indicated that Alpha value was 0.75.

4. RESULTS

21% of the physicians surveyed "26-31" age group, 21% of the "45 and over" age group. 58% of the physicians were women while 44% of them were male. When we look in terms of marital status, the vast majority of physicians (76%) were married and 7% were divorced or living separately from his wife. If we look at their having children 67% have children, %33 have no children. In terms of professional experience, 24% of physicians have 0-6 years experience, while 24% are between 7-13 and 39% between 14-20 years of experience. 2% of the physicians have expertise. 80% of the

Physicians work 45-60 hours per week, while %6 work more than 60 hours and 14% work less than 45 (See Table 1).

Table 1. Research on Socio-Demographic Characteristics of Attending Physicians

Socio-Demographic Characteristics		Number (n)	Percentage (%)
Year	26-31 Years	20	20,83
	32-37 Years	23	23,96
	38-43 Years	33	34,38
	44-49 Years	14	14,58
	50 + Years	6	6,25
	TOTAL	96	100,00
Gender	Female	54	56,25
	Male	42	43,75
	TOTAL	96	100,00
Marital Status	Married	73	76,04
	Single	16	16,67
	Separate Alive / Divorced	7	7,29
	Widowed	0	0,00
	TOTAL	96	100,00
Owner Status Children Have	Have Child	64	67,37
	No Child	31	32,63
	Total	95	100,00

The participating physicians' life satisfaction with the overall average is of 2.69 is close to moderate. Highest satisfaction is with the 3.59 "family life satisfaction", Doctors' "work lives" and "financial status" is not bad and is considered below the average (See Table 2).

Table 2. Physicians' Life Satisfaction Status Who Attended to the Survey

Expressions		Perfect - 5	Extremely satisfied -4	Satisfied-3	Not bad-2	Bad-1	Mean	St. Dev.
How do you evaluate your business life	(n)	2	2	24	52	14	2,21	0,8
	(%)	2,13	2,13	25,53	55,32	14,89		
How do you evaluate your family life	(n)	17	33	36	10	0	3,59	0,9
	(%)	17,71	34,38	37,50	10,42	0		
How do you evaluate your daily living conditions	(n)	1	6	47	33	8	2,57	0,78
	(%)	1,05	6,32	49,47	34,74	8,42		
How do you evaluate your social relations	(n)	10	14	49	16	5	3,09	0,98
	(%)	10,64	14,89	52,13	17,02	5,32		
How do you evaluate your activities that you have done in order to evaluate your leisure times?	(n)	10	14	49	16	5	2,43	1,07
	(%)	10,64	14,89	52,13	17,02	5,32		
In general How would you rate, your financial situation ?	(n)	1	3	33	41	18	2,25	0,83
	(%)	1,04	3,13	34,38	42,71	18,75		
In general How do you evaluate your physical health ?	(n)	3	7	41	36	9	2,57	0,88
	(%)	3,13	7,29	42,71	37,5	9,38		
Overall, how would you assess your mental health?	(n)	7	12	53	30	12	2,71	1,08
	(%)	7,29	12,50	36,46	31,25	12,5		
Overall, how would you assess your mental health?	(n)	2	10	45	36	3	2,71	0,78
	(%)	2,08	10,42	46,88	37,5	3,13		
GENERAL AVERAGE							2,69	0,59

The findings related to the life satisfaction show that the majority of physicians (38%) are not happy about their salary. The majority of physicians have indicated that they are not happy about the support of promotion and raise possibilities in the institutions. Two expressions mean the satisfaction is the lowest average between 1.99 and 1.98, and it is the lowest degree in answers. The highest average is about their satisfaction with the communication with other physicians and colleagues (See Table 3).

Table 3. The position of job satisfaction of the attending physicians

Expressions		Highly Satisfied-5	Extremely Satisfied-4	Moderate Satisfied-3	Not bad-2	Never Satisfied-1	Mean	St. Dev.
The relationships with the Other doctors?	(n)	2	39	49	5	1	3,38	0,67
	(%)	2,08	40,63	51,04	5,21	1,04		
Your Relationship with other professional groups in your institution	(n)	4	37	46	7	0	3,40	0,69
	(%)	4,26	39,36	48,94	7,45	0		
The contribution of medical training you had to the practical life its drive to work harder in your business.	(n)	2	25	47	15	3	3,09	0,81
	(%)	2,17	27,17	51,09	16,3	3,26		
The availability of manpower when you need during your job	(n)	2	12	50	24	7	2,77	0,84
	(%)	2,11	12,63	52,63	25,26	7,37		
The diversity of patients treated (age, gender, and the problems they have with the disease), and their contribution you medal information.	(n)	4	26	47	11	4	3,16	0,86
	(%)	4,35	28,26	51,09	11,96	4,35		
The adequacy of the numbers of patients you have treated.	(n)	3	27	33	20	7	2,99	0,99
	(%)	3,33	30,00	36,67	22,22	7,78		
The Professional	(n)	6	32	37	10	6	3,24	0,97

happiness you have felt while you tread and diagnose your patients.	(%)	6,59	35,16	40,66	10,99	6,59		
Fees you receive	(n)	1	2	29	27	37	1,99	0,93
	(%)	1,04	2,08	30,21	28,13	38,54		
The possibilities of your promotion in your career in your Institutions or the support for you to be successful in the future	(n)	1	3	23	34	34	1,98	0,91
	(%)	1,05	3,16	24,21	35,79	35,79		
Your Possibility to follow the latest developments in medicine	(n)	1	3	27	40	25	2,11	0,87
	(%)	1,04	3,13	28,13	41,67	26,04		
Your talent to diagnose and treat your patients when needed	(n)	3	16	58	15	2	3,03	0,74
	(%)	3,19	17,02	61,70	15,96	2,13		
Your position in your organisation when making decisions about management and work environment.	(n)	1	23	48	14	10	2,91	0,92
	(%)	1,04	23	23,96	50,00	14,58		
The prestige and status your medical career provides	(n)	5	8	53	22	8	2,79	0,91
	(%)	5,21	8,33	55,21	22,92	8,3		
GENERAL AVERAGE							2,85	0,49

The comparison of the physicians' socio demographic and Professional features and the conditions of their satisfaction in first Health Cares in Uskudar district:

After One-Way ANOVA analysis only with these statements: "How would you evaluate your work life and your ability to diagnose and treat your patients when needed " it was seen that there was a great difference between ages. When the ages increases the satisfaction rate increases. The 44-49 age group has the highest satisfaction rate after the 50 and up age group, as expected, average rate decreased. When we look at the Satisfaction with the status of the physicians and the gender we see that women have higher satisfaction rate (t: 2.19 p: 0.031).

In this survey, when we look at the results of one-way ANOVA analysis, we see that a 28-33 year-experienced physicians have higher work life

satisfaction than other groups and business life and daily life conflicts are lower than the others. As a result of analysis, no difference was seen in the answers given by the physicians about professional experience years and reasons of the stress factors.

After T-test results, only four significant difference was found about the answers given to the questions by the GP practitioners and specialist physicians. Specialist Physicians stated that they are happy with their social relationships and lives, while too; practitioner Physicians have expressed that their satisfaction is at the middle level. However, in order to measure their life satisfaction, questions were asked and the answers is not bad with 2.00 as it is 2.25, for GPs and was seen that GPs are happier, but from statistical view it is not so significantly different ($p > 0.05$).

While doing their job, Specialist Physicians' satisfaction about having man power when needed is 1.50 which can be regarded as bad. The GP s working in the same atmosphere is 2.77 which can be regarded as middle. Here we can conclude that Specialist Physicians wishes and GPs wishes are different.

According to the marital status of the physicians when we look at the answers we can see two different dependant variables. "How would you rate your family life," is expressed the highest average of 3.74 as highly satisfied by the married physicians while living separately from his wife or divorced are moderately satisfied as 2.86. ($p = 0.010$) Physicians who are married have more regular life, as they are married than the unmarried or divorced or the ones who left their family as we expected Evaluations the results support our literature. In addition, in our research it was seen that married ones and the ones living separately from his wife and the divorced physicians experience a dense conflict between daily life and business life ($p = 0.006$).It is very normal for the married physicians to live a conflict between work and daily life, as they have more Responsibilities than the single physicians.

The Physicians who Have children variables were compared with T-test, the physicians who have a child are happier with their financial situation in general with their lives than the physicians who haven't any children.

After One-Way ANOVA analysis, working for 60-90 hours per week makes the Physicians are satisfied with their education with the contribution to practical life and they are happier than the ones who work 45-60 hours .($p = 0.005$).

Employees' who work less than 45 hours per week and who work 60-90 hours per week are satisfied with their incomes than the ones who work 45-60 hours per week ($p = 0.036$).

After Pearson correlation analysis when physicians' working 'weekly' and the position of satisfying the patients' demands and needs factors were analysed, it was seen that as the working hours increases seeing the patients' demands and needs as stress factor decreases ($r = - 0.240$, $p = 0.022$). In addition, as

weekly working hours of the physicians increase, seeing the treatment difficulties of patients as stress factor decreases. $r=-0.263$, $p = 0.012$) (See table 4).

Table 4. The position of the relations between the variables of research

Pearson Correlation Matrix		L.S. Mean	J. S. Mean	E.L.C. - B.L.	S.F.	S.F.- T. P.
L.S. average	r	1,000	0,590	-0,289	-0,178	-0,077
	p	0	0,000	0,007	0,089	0,481
J. S. average	r	0,590	1,000	-0,229	-0,283	-0,114
	p	0,000	0	0,047	0,010	0,315
E.L.C. - B.L	r	-0,289	-0,229	1,000	0,284	0,268
	p	0,007	0,047	0	0,007	0,013
S.F.	r	-0,178	-0,283	0,284	1,000	0,231
	p	0,089	0,010	0,007	0	0,028
S.F.- T. P.	r	-0,077	-0,114	0,268	0,231	1,000
	p	0,481	0,315	0,013	0,028	0

L.S. Mean: The average of the life satisfaction of the physicians who joined in research

J. S. Mean: The average of job satisfaction of the physicians' who joined our survey.

E.L.C. - B.L.: Average of the conflict between Everyday Life and t Business Life of the physicians who joined our survey

S.F.: The average of seeing the efficiency to job and Relations Between people as Stress factor by the practitioners who joined our survey

S.F.- T. P.: the average of seeing the' treatment of the patients as Stress

A positive strong relation was found between the life satisfaction and job satisfaction of the practitioners who joined our survey. ($r = 0.590$ $p = 0.000$). Moreover, regression analysis of job satisfaction and its effect on life satisfaction was found at a rate of 34.8% ($R^2 = 0.348$ $p = 0.0001$).

There was a negative relationship between Life satisfaction and "with the business and daily life conflict" ($r = -0.289$, $p = 0.007$). We can say that Business and daily life in the conflict here is higher and average life satisfaction is low. Same situation is valid for "job satisfaction". There was a meaningful negative relationship was significant for the average of "Job

satisfaction" and with average "conflict between work and everyday life" ($r = -0.229$, $p = 0.047$).

In addition, a meaningful positive relationship was found between the average of "conflict of business and daily life" and the average between the factors that cause stress in working life of physicians. As the conflict between the job and daily life increases eligibility to work and interpersonal relationships as visual stress factors "average and" difficulty in the treatment of patients as visual stress factors "average is also increasing.

A negative relation was found between The average of seeing 'eligibility to work and interpersonal relationship' as stress factors and the average of "job satisfaction" ($r=-0.283$ $p=0.01$)As the average of seeing the efficiency to work and interpersonal relation as a stress factor increases job satisfaction decreases. and the doctors who see the efficiency to work and interpersonal relationship as stress factors tend to see treatment difficulties as stress factors ., because when a correlation analysis is done between these two variants a positive relation was found between them. ($r = 0.231$ $p = 0.028$).

5. DISCUSSION AND CONCLUSION

When you evaluate the County Health Group, working in Uskudar Presidency 96 physicians were participated in research. 98% of surveyed physicians are general practitioners and only 2% are of specialist physicians. Physicians' professional experience in an average is 13 years (standard deviation 7) and also 1-year and also there are 31 years of experienced Physicians available. The ages of the physicians surveyed are distributed from 26 to 58 and the average age is 38 (standard deviation 7). When we look at gender in terms of doctors, 44% are males and 58% are women. 74% are married while 7% were divorced or living separately from his wife. 67% of physicians have children which is suitable for this situation. When we look at the results of working conditions, %80 work 45-60 hours per week, %6 work more than 6 hours and 14% work less than 45 hours per week

After the questionnaire applied to the doctors, it was seen that physicians' life satisfaction average is found as 2.69. We can accept that Physicians' life satisfaction as moderate. Physicians are highly satisfied with their family lives associated with life satisfaction while expressions of social relations they are moderately satisfied. But they are not happy with their incomes and job life.

The average of job satisfaction which affects physicians' life satisfaction is 2.85. When we look at the overall average of physicians' satisfaction about their jobs which they have done, we see that they were moderately satisfied. However, they aren't also satisfied with their wages. Life satisfaction has the same results. Most of the doctors stated that they are not satisfied with the financial condition. One of the important factors affecting job satisfaction again is that they are not satisfied with the promotion possibilities to Physicians. They think that they are not supported enough to be successful and to improve themselves.

The conflict average between daily life and work life is 2.84. We see that the doctors sometimes have conflicts between daily and work lives. In addition, physicians imply that they miss the social activities because of intensive works. When we look at the stress factors the doctors have at work, we see that they can not follow the developments in the medical profession and this causes stress. The developments in medicine and technology require physicians to develop themselves continuously. To be efficient to their jobs, doctors should continuously update and improve their knowledge.

When we analyse Research results according to the physicians' socio demographic and professional characteristics we see a "J" shaped curve relation between the doctors work status and age 26-31 age group has high average of work job evaluation whereas the average of the next age group decreased but started to rise again after a certain age. Lee and Wilbur 1707 support this result by doing researches on public employees. When we look at the Physicians' Professional Experience, we see that 28-33 years of professional experienced physicians have high satisfaction with their life and work. Of course the conflict between work life and daily life is less according to the other groups.

When we compare the GPs and specialist physicians answers, the specialist physicians aren't satisfied with their wages as the GPs. Life satisfaction average of specialist physicians is 4,5 and it is higher than that of GPs. The average of general practitioners is 3.05. In addition, the specialist doctors are more satisfied with their lives in general and social relations. Besides age, gender, years of professional experience and marital status also affect the conflict position stress factors. The physicians who are married have high family life satisfaction, while those who divorced or living separately from his wife have lower family life satisfaction. The single practitioners' family life satisfaction level is between the two ($p = 0.01$). The married ones have higher average life satisfaction but the conflict of work and daily life is higher compared with single ones ($p = 0.006$). We can think that married ones have more responsibilities than the single ones. The ones who have children in general are more satisfied with their lives and their financial situation once again than the ones who have no children.

Research results; life satisfaction and job satisfaction is closely related ($r = 0.540$; $p=0.000$), with the regression analysis of life satisfaction and job satisfaction by 35% was found to be connected to each other. As business life and daily life conflict increase, the average of life satisfaction and job satisfaction negatively decreased and stress-causing factors have been found to increase. Also as the average of seeing conflict between the competence of work and interpersonal relationships as the stress factors increase, it decreases the job satisfaction and it increases seeing the treatment of patients as a difficulty as stress factor

In order to see the doctors' who work in Uskudar County Health Group Presidency satisfaction level and to see the factors that affect them and to

increase their job and life satisfaction which isn't very high and in order to abolish the factors which cause their dissatisfaction, this research is done.

One of the factors that affect the dissatisfaction of the doctors highly is the income. It is clear that the performance system which is put forward for the improvement in fees hasn't satisfied the doctors. Therefore, improvement in the salaries of doctors should be done.

Furthermore the physicians who joined the research think that their institutions do not support them enough to improve and to be successful and this causes dissatisfaction in their job. Therefore, for primary care physicians' career paths should be identified, those who succeed in business should be fairly rewarded and all the working Physicians should be encouraged for this.

The other factor that affects job satisfaction in a negative way which must be abolished is having stress about suitability for the job. In order to stop this, the doctors should always follow the publications and they should be encouraged to join the congress, symposiums and panels and by in service trainings they should update their knowledge and improve it.

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