

The Evaluation of Job Satisfaction in Healthcare Professionals Working in Obstetrics and Gynecology Services

Kadın Hastalıkları ve Doğum Servislerinde Çalışan Sağlık Profesyonellerinde İş Tatmininin Değerlendirilmesi

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ÖZET

Amaç: Bu çalışmada kadın hastalıkları ve doğum servislerinde çalışan sağlık profesyonellerinde iş tatmininin belirlenmesi amaçlanmıştır.

Gereç ve Yöntem: Araştırmanın evrenini il merkezinde bulunan hastanelerin kadın hastalıkları ve doğum servislerinde çalışan sağlık profesyonellerinin tamamı (29 doktor, 61 ebe ve 22 hemşire) oluşturmuştur. Çalışmaya katılan tüm sağlık profesyonellerinden kişisel bilgi formu ve Minnesota İş Tatmin Ölçeği (MİTÖ) kullanılarak veri toplanmıştır.

Bulgular: Çalışmamızda sağlık profesyonellerinin genel tatmin puan ortalaması 3,34±1,35 olarak bulunmuştur. Meslek, mesleği bırakmada istekli olma, farklı meslekte çalışma isteği ve mesleğini sevme durumu ile genel iş tatmini arasında anlamlı farklılık olduğu belirlenmiştir. Çalışanların içsel tatmin düzeyi arttıkça genel iş tatminlerinin de arttığı görülmüştür (p<0.05).

Sonuç: Çalışmamızda sağlık profesyonellerinin ortalamının üstünde iş tatminine sahip olduğu belirlenmiştir. Sağlık profesyonellerinin bu bağlamda iş tatminlerini ve kurumsal bağlılıklarını artırmak üzere yöneticiler tarafından yeni stratejiler geliştirme ve süreç iyileştirme çalışmaları önem kazanmaktadır.

Anahtar kelimeler: Sağlık profesyoneli; İş tatmini, Ebelik

ABSTRACT

Purpose: In this study, it was aimed to determine the job satisfaction of health professionals working in gynecology and obstetrics services.

Materials and Methods: The population of the study consisted of all health professionals (29 doctors, 61 midwives and 22 nurses) working in the gynecology and obstetrics services of hospitals located in the city center. Data were collected from all health professionals participating in the study using the personal information form and the Minnesota Job Satisfaction Scale (MSQ).

Results: In our study, the mean general satisfaction score of health professionals was found to be 3.34±1.35. It has been determined that there is a significant difference between the profession, the willingness to quit the profession, the desire to work in a different profession, and the state of loving the profession and general job satisfaction. It was observed that as the level of internal satisfaction of the employees increased, their general job satisfaction also increased (p<0.05).

Conclusion: In our study, it was determined that health professionals have above-average job satisfaction. In this context, it is important for managers to develop new strategies and improve processes in order to increase their job satisfaction and organizational commitment.

Keywords: Healthcare professionals, Job satisfaction, Midwifery

Sorumlu yazar:

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INTRODUCTION

All perceptions and attitudes of employees in an organization (i.e., organizational justice, organizational trust, job satisfaction, etc.) affect their job performance significantly (1). Although job satisfaction involves the feelings of organizational employees with positive or negative dimensions towards their jobs, it also determines their expectations consisting of experience, needs, and desires related to the job. This is also reflected in the behavior of the individual at work (2). Individual and job-related factors can play decisive roles in job satisfaction. Individual factors are defined as the general structure of the individual, feelings, thoughts, perceptions, wishes, needs, and levels. Work-related factors, on the other hand, are defined as the psychological and physical conditions of the individual's job and the degree to which these meet the expectations of the individual (3,4).

Job satisfaction is organizationally important due to its close relationship with productivity, alienation from work, intention to leave, absenteeism, quitting, and commitment to the organization. Working individuals are satisfied with their institutions because of perceiving the working environment conveniently and meeting their financial expectations (5). In the literature, it is reported that there is a significant relationship between the absence of employees from work for certain periods and job dissatisfaction, and there is a connection between job satisfaction and workforce turnover. The feeling of employees that their expectations will not be met as they want in the environment where business processes take place brings along job dissatisfaction. As a result of this, job dissatisfaction will cause negative effects on productivity, a decrease in a work commitment, and deliberate employee turnover. Job dissatisfaction will also affect employee health negatively. Studies show that employees with low job satisfaction experience nervous and emotional breakdowns and this is related to job dissatisfaction (3,6)

Individuals spend a significant part of their lives working in their workplaces. Job satisfaction is an important factor in every occupational group and comes to the fore, especially in the healthcare sector, where human labor is intense. The results of the job dissatisfaction of the working personnel are directly reflected in the patients. In parallel with this, patient satisfaction decreases and damages the institution economically (1,5,7). Boamah et al. (2017) reported in their study that lower job satisfaction and inadequate staffing, work-life imbalance resulted in burnout and poor patient care quality one year later. These services must be provided by employees who have high satisfaction levels, especially since treatment and care services to

be provided in a careless, negligent, defective manner may result in temporary or permanent damage. In studies conducted among healthcare professionals, it was determined that social support from supervisors and colleagues reduces work stress and increases job satisfaction. It was emphasized that the existence, meaning, effect, existence of development opportunities, adequacy, and optional appointment of nurse authorization also reduce job stress and increase job satisfaction (9,10,11). As a result of the literature review, no study was found in which the job satisfaction of health professionals working in gynecology and obstetrics services was determined. In the light of this information, in this study, it is aimed to determine the job satisfaction of health professionals working in obstetrics and gynecology services.

MATERIALS and METHODS

Type of Study

The study was conducted in a cross-sectional and descriptive design to determine the job satisfaction levels of healthcare professionals.

Population and Sample of the Study

The population of the study consisted of healthcare professionals working in the gynecology and obstetrics services of hospitals in the Sivas city center between December 2021 and January 2022. The number of personnel working in the gynecology and obstetrics wards of the hospitals in Sivas city center was learned from the hospital administration by the researchers. According to the information obtained, it was learned that a total of 29 doctors, 61 midwives, and 22 nurses were actively working. Sample selection was not made in the study, and the entire population was reached. The study was completed with 112 people. The Personal Information Form and the Minnesota Satisfaction Questionnaire were used as the data collection tools.

I. Personal Information Form: It was created by the researchers by scanning the literature data. The form consisted of 10 questions that determined the socio-demographic characteristics of healthcare professionals (i.e., age, educational status, occupation, working time, etc.) and their thoughts on their professional characteristics.

II. Minnesota Satisfaction Questionnaire (MSQ): To measure job satisfaction, the Minnesota Satisfaction Questionnaire, which was developed by Weiss et al. (1967) and consisted of 20 items as a 5-point Likert-type measurement tool (rating ranged from 1: Not at

all satisfied to 5: Very satisfied). The Cronbach Alpha Value of the scale, which was adapted into Turkish by Baycan, was 0.77. The scale consisted of two sub-dimensions, 12 items for internal satisfaction (i.e., items related to the internal quality of the job such as success, recognition or appreciation, the job itself, job responsibility, promotion, and job change because of promotion) and 8 items for external satisfaction (i.e., the organizational policy and management, mode of supervision, relations with the manager, colleagues and working conditions, subordinates and wages of the work environment). The general satisfaction score is obtained by dividing the total item scores by 20, the internal satisfaction score is obtained by dividing the total of the scores obtained from the items constituting the intrinsic satisfaction by 12, and the external satisfaction score is obtained by dividing the sum of the scores obtained from the items constituting the external satisfaction by 8.

Data Collection

The study was conducted with face-to-face interviews with healthcare professionals working in gynecology and obstetrics services in hospitals in the Sivas city center. The Personal Information Form and the Minnesota Satisfaction Questionnaire were applied to the healthcare professionals who agreed to participate in the study, after the researchers read the information in the Voluntary Consent Form and obtained their consent in the hospital environment, during working hours, in a way that would not disrupt their working.

Statistical analysis

The data obtained in the study were evaluated in the Statistical Package for Social Sciences (SPSS) 24.0 package program. Descriptive statistical analyzes (i.e., numbers, percentages, mean values, standard deviations, and maximum and minimum values) were used in the evaluation of the data, and the Independent Sample *t*-test was used for the difference between the two averages, and the One-Way ANOVA Test was used for triple variables because of the normal distribution of the data. Post-hoc analysis was used to determine from which variables the significance was determined in the variables whose significance was determined. Also, the Linear Regression Analysis Method was used to evaluate the variables thought to affect MQ, and a graph was created by performing Pearson Correlation Analysis to determine the relationship between MSQ sub-dimensions. The significance value was taken as $p < 0.05$.

Ethical approval

In order to conduct the study, permission was obtained from the Sivas Cumhuriyet University Non-Invasive Clinical Research Ethics Committee (2022-01/14). E-signed institution permission was obtained from the institutions where the study was conducted and Sivas Provincial Health Directorate (E-76728045-044-08.03.2022). Informed Consent: Written and verbal informed consent was obtained from health professionals who volunteered to participate in the study.

RESULTS

The total and sub-dimension mean scores of the Minnesota Satisfaction Questionnaire applied to the healthcare professionals who participated in the study are given in Table 1.

Table 1: Total and sub-dimensional means of the MSQ (n=112)

	Mean	Min	Max	SD	Cronbach's Alpha
General Satisfaction (MSQ total score)	3.34	1.35	5.00	0.70	0.93
Internal Satisfaction	3.62	1.33	5.00	0.74	0.90
External Satisfaction	2.93	1.25	5.00	0.78	0.94

*MSQ: Minnesota Satisfaction Scale

The general satisfaction score average of healthcare professionals was found to be 3.34 ± 1.35 , and it can be argued that healthcare professionals had job satisfaction above the average because the highest score that could be obtained from the scale was 5. The mean scores of the MSQ sub-dimensions were 3.62 ± 1.33 in Inner Satisfaction and 2.93 ± 1.25 in External Satisfaction. When the MSQ internal validity coefficient and reliability level were examined, it was determined that the general reliability levels of MSQ and MSQ sub-dimensions were highly reliable ($0.80 < \alpha < 1.00$) (13) (Table 1).

The comparison of the sociodemographic characteristics of the healthcare professionals who participated in the study and the total and sub-dimension mean scores of MSQ are given in Table 2.

Table 2: The comparison of the sociodemographic and occupational characteristics of the participants and the total and sub-dimensions of the MSQ (n=112)

Characteristics	N	%	Internal satisfaction $\bar{X}\pm SD$	External satisfaction $\bar{X}\pm SD$	General satisfaction $\bar{X}\pm SD$
Age					
23-33	51	45.5	3.56±0.72	2.95±0.78	3.31±0.69
34-44	42	37.5	3.71±0.70	2.85±0.73	3.36±0.65
45 and above	19	17.0	3.60±0.86	3.05±0.89	3.38±0.84
			0.475/0.623*	0.485/0.617*	0.092/0.912*
Mean age $\bar{X}\pm SD$ (min-max)	35.68±8.10 (min:23-max:61)				
Gender					
Female	95	84.8	3.64±0.69	2.96±0.72	3.37±0.64
Male	17	15.2	3.50±0.98	2.75±1.04	3.20±0.96
			0.727/0.469**	0.813/0.426**	0.927/0.356**
Educational status					
High School	4	3.6	3.31±0.87	3.15±0.55	3.25±0.73
Associate Degree	13	11.6	3.63±0.62	2.99±0.55	3.37±0.48
Undergraduate Degree	63	56.2	3.56±0.67	2.86±0.66	3.28±0.60
Postgraduate Degree	32	28.6	3.78±0.89	3.00±1.06	3.47±0.93
			0.866/0.461*	0.353/0.787*	0.525/0.666*
Marital Status					
Married	76	67.9	3.66±0.74	2.94±0.74	3.37±0.68
Single	36	32.1	3.55±0.74	2.89±0.87	3.29±0.74
			0.710/0.479**	0.334/0.739**	0.600/0.550**
Occupation					
Physician	29	25.9	3.88±0.87 ^a	2.96±1.02 ^a	3.15±0.80 ^a
Midwife	61	54.5	3.27±0.61 ^a	2.21±0.54 ^b	3.11±0.31
Nurse	22	19.6	3.92±0.53	3.42±0.61 ^{ab}	3.78±0.57 ^a
			3.808/0.035*	3.273/0.042*	3.857/0.031*
Professional experience					
Less than 1 year	8	7.1	3.67±0.58	3.06±0.59	3.43±0.53
1-5 years	32	28.6	3.59±0.79	2.91±0.88	3.31±0.76
6-10 years	19	17.0	3.63±0.67	2.97±0.65	3.36±0.60
11 years and above	53	47.3	3.63±0.77	2.91±0.80	3.34±0.73
			0.039/0.990*	0.111/0.954*	0.060/0.981*
Working time in the institution					
Less than 1 year	15	13.4	3.70±0.45	2.95±0.61	3.40±0.46
1-5 years	51	45.5	3.67±0.77	2.98±0.77	3.39±0.71
6-10 years	24	21.4	3.37±0.73	2.82±0.75	3.15±0.67
11 years and above	22	19.7	3.73±0.81	2.91±0.95	3.40±0.82
			1.167/0.326*	0.231/0.875*	0.759/0.520*
Being willing to leave the job					
Yes	25	22.3	2.99±0.67 ^a	2.46±0.73 ^a	2.78±0.64 ^a
No	65	58.0	3.96±0.61 ^{ab}	3.21±0.75 ^{ab}	3.66±0.60 ^{ab}
Indecisive	22	19.7	3.35±0.58 ^b	2.63±0.54 ^b	3.06±0.49 ^b
			24.491/0.000*	12.426/0.000*	23.068/0.000*
The desire to work in a different job					
Yes	37	33.0	3.14±0.66 ^{ab}	2.46±0.61 ^a	2.87±0.56 ^a
No	56	50.0	3.95±0.66 ^a	3.30±0.76 ^{ab}	3.69±0.64 ^{ab}
Indecisive	19	17.0	3.58±0.60 ^b	2.73±0.53 ^b	3.24±0.52 ^b
			17.097/0.000*	17.832/0.000*	21.295/0.000*
Loving the job status					
Yes	84	75.0	3.77±0.66 ^a	3.10±0.75 ^{ab}	3.50±0.64 ^a
No	6	5.4	2.31±0.78 ^{ab}	2.14±0.80 ^a	2.25±0.75 ^{ab}
Indecisive	22	19.6	3.40±0.61 ^b	2.47±0.58 ^b	3.03±0.51 ^b
			14.935/0.000*	10.31370.000*	14.589/0.000*

*One-Way Anova Test, ** Independent Sample *t*-test, a-b: There is a significant difference between the variables with the same letter within the same group.

It was found in the comparison of MSQ total and sub-dimension mean scores that there was a significant difference between the total score of Internal Satisfaction, External Satisfaction, and General Satisfaction and the profession, being willing to leave the job, the desire to work in a different profession, and the state of loving the profession ($p<0.05$). It was found that the general satisfaction score was higher in healthcare professionals who were 45 years of age or older, female, graduate, married, nurse, had less than 1 year of professional experience, worked less than 1 year in the institution, did not want to leave their profession, did not want to work in a different profession and loved their profession (Table 2).

Table 3: The regression analysis of the MSQ total score

Independent variables	Standardized regression coefficients	t	p
Occupation	-0.011	-0.115	0.908
Being willing to leave the job	0.030	0.288	0.774
The desire to work in a different job	0.177	1.566	0.120
Loving the job status	-0.253	-2.534	0.013
R= 0.372 R ² = 0.138			
F=4.288 p=0.003			

*Multiple linear regression analysis was used.

Because of the Linear Regression Analysis made to find how the variables affected the scale total score (general satisfaction) predicted the MSQ scores, it was found that these four predictor variables showed a significant relationship with the general satisfaction level ($R=0.372$; $R^2=0.138$) ($F=4.288$; $p<0.01$). These four variables explained 14% of the general satisfaction level. When the order of significance of these variables on the dependent variable was evaluated according to the standardized regression coefficients, it was found that the desire to work in a different profession ($\beta=0.177$) had the highest significance, and the state of liking the profession ($\beta=-0.253$) had the lowest significance. Considering the significance tests of the regression coefficients, it was also found that the variable of liking one's job was a significant predictor of general satisfaction ($p<0.01$) (Table 3).

A high, positive, and significant relationship was found between internal satisfaction and general satisfaction in the correlation analysis made to determine the relationship between the sub-dimensions of the scale ($r=0.870$; $p=0.000$) ($p<0.05$). It was determined that as the level of internal satisfaction increased in job satisfaction perceived by healthcare professionals, the level of external satisfaction also increased (Figure 1).

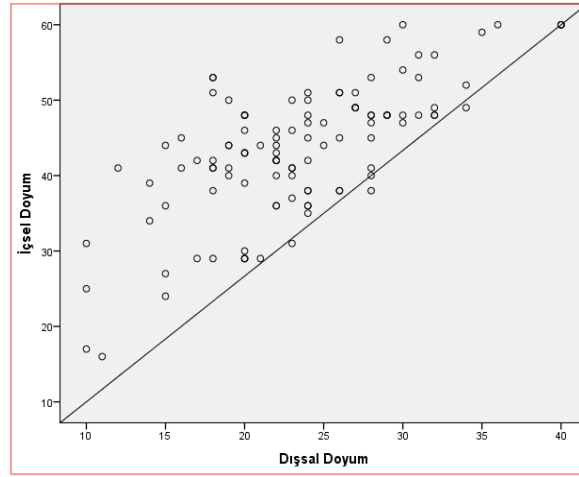


Figure 1: The relationship between the sub-dimensions of the minnesota satisfaction questionnaire

DISCUSSION

When the mean total and sub-dimension score of the Minnesota Satisfaction Questionnaire (MSQ) applied to the healthcare professionals who participated in the study were examined, the General Satisfaction score average was found to be 3.34 ± 1.35 , and the highest score that could be obtained from the scale was 5. According to this finding, it was determined that the job satisfaction score of the health workers participating in the research was above the average. The mean score of the sub-dimensions of the Minnesota Satisfaction Questionnaire was 3.62 ± 1.33 in Internal Satisfaction, and 2.93 ± 1.25 in External Satisfaction (Table 1). Similar to the current study, in the study conducted by Aytakin and Yılmaz (2014), the participants were found to have moderate internal satisfaction (3.47 ± 0.43), external satisfaction (3.08 ± 0.66) and general job satisfaction (3.32 ± 0.49) and the education level of the nurses working in the Neonatal Intensive Care Clinic, the total working years, the position of the nurses, and the relations with their colleagues and managers were also found to affect job satisfaction scores. In the study of Gökler and Durmuş (2019), it was reported that the job satisfaction levels of family health personnel were determined low at 3.05 ± 0.74 , 2.79 ± 0.79 , and 3.23 ± 0.79 , respectively. In the study of Yalnız and Karaca (2012), the job satisfaction level of midwives was 3.36 ± 0.58 with average satisfaction, the average external satisfaction was 2.72 ± 0.49 below the average, and the overall job satisfaction total score was close to neutral with 3.10 ± 0.32 . It is seen that the finding we obtained in our study is compatible with the literature.

The satisfaction of the working individuals with their jobs, and therefore with their workplaces, provides benefits for both the employee and the workplace (17). Tekir et al. (2016) found higher job satisfaction in those who had a long working time, chose their profession voluntarily, and physicians. In our study, it was determined that the job satisfaction of those

who worked less than 1 year was higher. In addition, in accordance with the literature, job satisfaction was found to be higher in health workers who did not want to leave their profession, did not want to work in a different profession, and loved their profession (Table 2). Similarly, Tambag et al. (2015) reported that the job satisfaction of the nurses was moderate, and the factors affecting the job satisfaction of the employees were positive evaluation of the working environment, having a female gender, being satisfied with the unit worked in, having a high socioeconomic level and not having any problems with other healthcare personnel. Similar to our study, in their study, Olatunji and Mokuolu (2014) found that marital status, gender, length of service, and job stress had significant effects on job satisfaction among physicians and nurses. Aklilu et al. (2020) reported that professional qualification and marital status were strong predictors of job satisfaction, never-married participants were 1.65 times more likely to be satisfied with their jobs than those who were divorced or married, and there was a positive relationship between performance and job satisfaction. In our study, a result compatible with the literature was obtained, and it was determined that the average of internal, external and general satisfaction scores of married people was higher (Table 2).

In this study, it was determined in the analysis that was made to determine the relationship between MSQ sub-dimensions that there was positive, a high level and significant relationship between internal satisfaction and general satisfaction ($p < 0.05$). It was determined that as the level of internal satisfaction increased in job satisfaction perceived by healthcare professionals, the level of external satisfaction also increased (Figure 1). In the study of Bağcı (2018), individual-organization fit had a positive effect on internal job satisfaction and external job satisfaction, and because of the correlation analysis conducted in the study, positive relationships were reported between internal job satisfaction and external job satisfaction and individual-organization fit. Similarly, it was determined in the study of Orhaner and Mutlu (2018) that job satisfaction was a strong relationship between internal and external job satisfaction among healthcare professionals. However, it was found that the correlation between internal job satisfaction and general job satisfaction of employees was higher than the correlation between external job satisfaction and general job satisfaction. In his study on job satisfaction, Yıldırım (2010) reported that the effects of gender (high for men), institution (a private institution), position in the institution (physician), clinic (high level of service employees), monthly income (high) were positive on job satisfaction and sub-dimensions, and the effects of the difficulty of the shifts, the conditions of the sleeping environment, having an acute illness within a month were negative on job satisfaction and its sub-dimensions. In the

study of Yalnız and Karaca (2012), a negative correlation was detected between job stress and job satisfaction of midwives, and a significant relationship between job stress and internal satisfaction, external satisfaction, and general satisfaction in midwives. It was found that although the job stress of midwives increased, job satisfaction decreased. In the study of Çağan and Günay (2015), it was determined that the way the participants worked in the departments, their perception of their economic situation, and their satisfaction with the department they worked in affected the job satisfaction and burnout levels of the employees, and the burnout levels of the healthcare employees decreased as the job satisfaction levels increased. In our study, a result compatible with the literature was obtained and it was determined that the state of liking the profession has a significant effect on internal, external and general satisfaction (Table 2).

CONCLUSION

In conclusion, it was determined that the healthcare professionals who participated in this study had above-average job satisfaction levels. Occupation, working time at the institution, willingness to quit the job, willingness to work in a different job, and job liking were found to be effective on overall job satisfaction. Also, the general job satisfaction level was higher in healthcare professionals who were 45 years of age or older, female, graduate, married, nurse, had less than one year of professional experience, worked in the institution for more than one year, did not want to leave their profession, did not want to work in a different profession and loved their profession. It was also found that as the level of internal satisfaction of the employees increased their general job satisfaction also increased. In this context, managers need to develop new strategies and improve processes to increase job satisfaction and organizational commitment. It is important to consider the factors affecting job satisfaction in these strategies and processes.

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Ethical Approval: In order to conduct the study, permission was obtained from the Sivas Cumhuriyet University Non-Invasive Clinical Research Ethics Committee (2022-01/14).

Informed Consent: Written and verbal informed consent was obtained from health professionals who volunteered to participate in the study.

Author Contributions: All authors took part in the planning and implementation of the study, the evaluation and interpretation of the data, and the preparation of the article.

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