

The Relationship between Workers' Perception of the Job and Work Satisfaction in Health Institutions in the Municipality of Gjakova

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Abstract

This research is quantitative for the type, so quantitative research methods are used between the self-reporting process. The total number of participants who participated in this research is 121. They have been selected with a deliberate method. The study was conducted in Gjakova Municipality in health institutions. All respondents have been health professionals. Their age range from 21 - 55 years old. The first hypothesis of this study was: "To determine the relationship between the correlation variables between worker perception of workplace and work satisfaction at the health institutions in the municipality of Gjakova, the analysis of Pearson correlation [$r = .136$ and $p = .137$]. These results are important and support the first hypothesis of this research. To test the second hypothesis of this study : Relationship between the level of satisfaction at work and the characteristics of the Institution and the type of services at the health institutions in the Municipality of Gjakova ", the t-test conducted with the employees of the Hospital" Isa Grezda "who reported the average ($M = 3.0164$), while health professionals in the Medical Family Centar reported the average ($M = 3.5833$) and the t-test score [$t = (95) 1.43802$ and significance $p = .003$]. To test the third hypothesis of this study H3: "Relationship between work satisfaction level and demographic characteristics of employees", T-test was conducted with employes of masculin gender who reported average ($M = 3.2647$), while femal gender reported average ($M = 3.2453$) and the result of t-test is [$t = (1.19) -2.287$ and $p = .908$]. These results are important and support the third hypothesis of this research. Being the link between the level of satisfaction at work and demographic characteristics of employees, in practice but also on the basis of other studies, it is a very important factor which is more attributed to female than male.

Keywords: Intercourse, Perception, Pleasure, Health Professionals.

INTRODUCTION

This study is focused on the field of health especially health institutions in the Municipality of Gjakova, specifically on the factors that affect the satisfaction of health workers. The Municipality of Gjakova has three levels of Health Institutions starting from primary health (family medicine), secondary institution (hospital) and the Institute of Occupational Medicine (tertiary level).The

correlation between employees' perception of the job and job satisfaction in health institutions in the municipality of Gjakova as well as the results of the work of the health workers', among other things, depend on the degree of the job satisfaction that they get in their working place . But correlating the perception of the health workers in their daily work does not have the same degree of satisfaction. The degree of satisfaction depends on many factors that the health workers face while performing their job. Satisfaction, according to Locke (1976), is a positive emotional state that stems from a number of internal and external work-related factors. The study of factors that affect the interconnectedness and perception of the workplace takes on a special importance, as by discovering the degree of impact that particular factors have can be designed with work programs to increase the level of satisfaction. Overall job satisfaction levels also depend on demographic factors, gender, age, level of education, work experience, location of the Health Institutions and their size. A large number of skilled health workers abandon their careers for the reason of dissatisfaction other than retirement (Ingersoll, 2001). The level of job satisfaction affects the results at work, the tendency of health workers to leave work, the number of absences at work and motivation at work (Bonenberger, 2014) . The key to attracting and retaining qualified health workers at work is to make the healthcare profession more attractive than other professions, realizing a higher financial motivation, creating opportunities for professional development, better conditions. Good work, more professional direction. Herzberg (Herzberg, 1971) argues that attitudes toward labor are a powerful force and are functionally linked to the productivity, stability, and adaptability of the industrial workforce. The study of job satisfaction is important for both individuals and the organization itself, "when individuals find satisfaction and when work makes sense to them, the organization benefits from the effective use of their energy and talent. Ultimately, everyone loses" (Bolman & Deal, 1994). The correlation between the perception of health workers about the workplace, where the study of the level of job satisfaction takes on special importance, because job satisfaction is an important element for psychological health and also affects life satisfaction (Judge & Watanabe, 1994). Job satisfaction is related to the absences that workers make at work. The happier they are with work, the fewer absences they make, and the more dissatisfied they are, the more absent they are at work. Hackett (Hackett, 1989) points out that there is a negative correlation between job satisfaction and absenteeism. Dismissals are a very important element for health workers, because they have double negative consequences as on the one hand they become an obstacle to the continuity of work in the Institution, quality and efficiency and on the other hand require high costs for training new employees who will replace the dismissed employees. According to Cotton & Tuttle (Cotton & Tuttle, 1986, pp. 55-70), there is a moderate negative correlation between satisfaction and dismissal. Various scholars have debated the relationship between job satisfaction and job performance. Herzberg (Herzberg, 1971) argues that high level of job satisfaction affects high level of performance. Iaffaldano & Muchinsky (Iaffaldano, & Muchinsky, 1985) conducted a study on the results of studies conducted by other researchers on the relationship that exists between satisfaction and performance at work

Reason and Importance of the Study

Herzberg (1973) argues that attitudes toward labor are a powerful force and are functionally linked to the productivity, stability, and adaptability of the industrial workforce. The study of the job satisfaction is important both for individuals and for the organization itself, "when individuals find satisfaction and when work makes sense to them, the organization benefits from the effective use of their energy and talent (Bolman & Deal, 1994, p. 164). The reason for this study is to identify the relationship between the perception of the workplace and the satisfaction of health workers in health institutions in the Municipality of Gjakova, so we can see the current study as an attempt to meet the need for information to identify the extent the impact that the characteristics of the health institution have on the overall level of job satisfaction and to measure the relationship between satisfaction and demographic characteristics of health workers such as: age, gender, seniority, level

of education, working conditions, health security, safety at work, etc. Also, the study of job satisfaction level takes on special importance because job satisfaction is an important element for psychological health and also affects life satisfaction (Judge & Watanabe, 1994). According to Cotton & Tuttle (Cotton & Tuttle, 1986), there is a moderate negative correlation between satisfaction and dismissal. Therefore, the main motive for the study of this phenomenon and these factors stems from the fact that by finding analyzes on the relationship between job perception and employees' satisfaction in health institutions, the public awareness is aimed at making this problem visible. By answering the research questions and conclusions drawn from the current study, we can highlight information on the level and correlation of workplace perception and employees' satisfaction in health institutions with work stress and the impact demographic factors such as age and level of education have. Various scholars have debated the relationship between job satisfaction and job performance. Herzberg (Herzberg, 1971) argues that high level of job satisfaction affects high level of performance. Iaffaldano & Muchinsky (Iaffaldano, & Muchinsky, 1985) conducted a study on the results of studies conducted by other researchers, on the relationship that exists between job satisfaction and job performance. They concluded that there is an easy relationship between them. Based on this result, although there is no strong link, organizations need to design programs to increase job satisfaction and job performance. Also, job satisfaction and employees' performance at work both have an important correlation with achievements in the organization, therefore managers of organizations should design work programs to increase employees' satisfaction at work (Mathieu & Zajac, 1990).

Organizational Commitment and Job Satisfaction

The overall assessment of job satisfaction has been addressed in some similar studies compared to the degree of employees' organizational commitment. Given this variable associated with organizational commitment, in this study the same variable was treated as moderate by assessing it as overall satisfaction in the work environment. More specifically (Kreitner & Kinicki, 2006) the job satisfaction is defined by the way employees feel about their work in various aspects of it. According to Dawes (Zinc & Newen, 2008), classifies pleasure into two components: cognitive and emotional. Job satisfaction is a concept that refers to employees' attitudes and feelings towards work, respectively seeing these as positive and favorable attitudes towards work (Armstrong, 2006). But considering the relationship between job satisfaction with components of the work environment, working conditions, the measurement of this variable in our research is based on the theory of Kim, as job satisfaction is determined by feelings or attitudes employees' general attitudes about their work, working environment conditions, equal pay and communication with colleagues (Sadegh R. & Azadeh, 2012). These characteristics of the work environment are an important part of the comparisons which will be addressed in this study. According to Tatar (Tatar, 2020, p. 97), job satisfaction determines organizational commitment only because the main difference between them is that organizational commitment is defined as the emotional responsibility that an employee has for the organization, while job satisfaction is the responsibility that an employee has for each job, therefore it is considered that these two variables are highly interrelated. In other words, while an employee has positive feelings towards the organization, towards its values and objectives, it is possible that he is dissatisfied with the work he has personally in that organization (Ismail, 2021)The reason for treating job satisfaction is that many authors have found correlations between this variable and other conditions in the work environment, in the work environment, payment, supervisors and colleagues, who have been presented as important dimensions of job satisfaction (McCormick & Ilgen, 1985). Thus, Herzberg (Herzberg F. , 1959) and other researchers have defined the "theory of job satisfaction" as a two-factor theory which suggests that employees have two main types of needs which are: hygiene and motivation. Hygienic factors include the needs that can make them very satisfied with certain conditions with the presence or absence of elements of job dissatisfaction such as: working conditions, salary, security, supervisors, interpersonal relationships,

physical working conditions and benefits. All of these are called hygienic and motivating factors. But this does not mean that meeting these needs would fully guarantee the motivation of workers, as both parts have their importance. So, in order to have a greater incentive of workers, the motivational needs must be met, while the hygienic factor mainly regulates the presence or absence of dissatisfaction at work.

Definition of Job Satisfaction

According to the Oxford Advanced Genie Dictionary, pleasure means: "A good feeling you have, when you have achieved something or when something you want to happen has happened." According to the Webster's Encyclopedic Unabridged Dictionary of the English Language, RHR Press, pleasure is the state in which a person finds itself when it "manages to correct or compensate a mistake made, the opportunity to be compensated or to correct a mistake is created, is released from a debt or obligation" etc. Job satisfaction has been addressed by many different researchers who have not reached a precise definition. Job satisfaction is described as "the feelings that the employee has about his job" (Rafferty & Griffin, 3008).

These feelings are based on the individual's perception of the differences between what was expected as a just reward and what was actually experienced. (Schultz, 1982) defines job satisfaction as the psychological tendency of people towards their work and that includes the totality of feelings or attitudes. So, job satisfaction depends on a large number of factors, ranging from starting a job, the conditions for its realization to the feelings that the individual experiences from doing the job. Usually, job satisfaction has to do with a factor that the employee interprets as promoters of positive attitudes towards work. If a worker's job is interesting, salary is good, opportunities to be promoted, if managers are supportive and the colleagues are friendly, then he/she is satisfied with the work (Brief, 1998).

METHODOLOGY

Purpose of the study

The purpose of this study is to analyze the relationship between employees' perception of the job and job satisfaction in health institutions in the Municipality of Gjakova, as well as to identify age differences and the level of satisfaction of health workers in the Municipality of Gjakova. Another goal for the work was to be realized on a theoretical framework wher a quality work will emerge from the aspect of the work done. Another aim was to consider ethical issues without revealing the identity of health professionals.

Objectives of the study

The objectives that this study aims to achieve are:

Objective 1: To identify the degree of correlation between the perception of the workplace and the satisfaction of health workers in health institutions in the Municipality of Gjakova

Objective 2: To identify the relationship between the overall level of satisfaction of health workers and the characteristics of the institution such as: location of the institution and the type of services.

Objective 3: To measure the relationship between the overall level of satisfaction of health workers based on demographic characteristics such as: age, gender, health and the level of education.

Research questions

The research questions of this study are:

Q1. What is the perception of health workers about the workplace?

Q2. What is the level of satisfaction of health workers for the workplace?

Q3. What is the correlation between job perception and employee's satisfaction level?

Hypotheses

H₁- There is a correlation between perception of the workplace and job satisfaction.

H₂- There is a correlation between the level of job satisfaction and the type of institution.

H₃- There is a correlation between the perception of the workplace and the demographic characteristics of employees (Gender, age and the level of education).

Research design

This study is of quantitative type, i.e the study is cross-sectional, descriptive-correlation method which is a method designed to determine whether two or more variables are related to each other. Data processing was done with SPSS. Study variables are: perception of the workplace and job satisfaction.

Population and samples

The selection of study respondents was done deliberately, where part of the study were health workers in health institutions in the Municipality of Gjakova. Based on INSTAT data, the municipality of Gjakova has 1100 health workers. The sample of respondents was 121 health workers. This number is sufficient to generalize the findings for health workers from the Municipality of Gjakova.

Instrument - Questionnaires

Initially, demographic questions were used to obtain more detailed information regarding gender, age, living place, etc. The demographic questions section consists of 7 questions. Two questionnaires were used as an instrument in this part of the research.

The Worker Perceptions Questionnaire has 10 questions. This questionnaire is scaled in three scales by: 1 = strongly disagree, 2 = agree, 3 = strongly agree.

From the job satisfaction questionnaire which consists of 15 questions. The answer alternatives were five, from 0 = never, 1 = rarely, 2 = sometimes, 3 = most of the time 4, always.

RESULTS

Demographic data of participants

All statistical results are presented in this chapter. Initially, some descriptive analyzes for the study variables were presented and then the correlation analysis of the person and the t-test were presented, through which the concluding analyzes of this study were made.

Table 1. Age of the respondents

	Respondents	Percentage	Total
21 - 27 years old	14	11.6	11.6
28 - 34 years old	18	14.9	26.4
35 - 41 years old	24	19.8	46.3
42 - 48 years old	24	19.8	66.1
49 - 55 years old	25	20.7	86.8
Over 55 years old	16	13.2	100.0
Total	121	100.0	

121 respondents (health professionals) participated in this research where out of them 14 are between 21 - 27 years old, 18 between 28 - 34 years old, 24 between 35 - 41 years old, 24 between 42 - 48 years old, 25 between 49 - 55 years old and 16 of them over the age of 55. From these results we can understand that we have the largest number of respondents aged 21 to 55 years. The characteristic of this age is that they all have work experience.

Table 2. Gender of respondents of health professionals

	Participation	Percentage	Total
Female	68	56.2	56.2
Male	53	43.8	100.0
Total	121	100.0	

121 respondents participated in this research, of which 53 are male and 68 are female. From these results we can understand that most of these respondents are female or 68% of them. So as seen from the research in the Health Institutions in the Municipality of Gjakova, the largest number is female.

Table 3. Level of education

	Participation	Percentage	Total
Finished High school	24	19.8	66.1
Finished Bachelor	26	21.5	87.6
Finished Faculty of medicine	10	8.3	95.9
Post-University studies	5	4.1	100.0
Total	121	100.0	

Out of 121 respondents participated in this research 56 or 46% have completed secondary school, 24 or 19.8% have completed high school, 26 or 21.5% have completed faculty or bachelor (other than medicine), 10 or 8.3% have completed Faculty of medicine and 5 or 4.1% have specializations on different medical profiles. Here too, based on the number of health professionals, it reflects and accurately documents that the largest number of respondents respectively 46.3% is of nurse profession.

Table 4. Marital status

	Participation	Percentage	Cumulative
Married	72	59.5	59.5
Seperated	31	25.6	85.1
Divorced	11	9.1	94.2
Co-habiting	7	5.8	100.0
Total	121	100.0	

Out of 121 respondents participated in this research, resulted that 72 or 59% are married , 31 or 25.6% have been married and separated, 11 or 9.1% are divorced and in co-habitation 7 or 5.8% , so in the total of 121 health professionals.

Table 5. Nationality

	Participation	Percentage	Cumulative
Albanian	107	88.4	88.4
Bosnjak	11	9.1	97.5
Rom	3	2.5	100.0
Total	121	100.0	

Out of 121 respondents participating in this research, 107 or 88.4% are of Albanian nationality, 11 or 9.1% are Bosnian and 3 or 2.5% Roma. This research shows the dominance of Albanian nationality in Health Institutions in the Municipality of Gjakova.

Table 6. Religious beliefs

	Participation	Percentage	Total
Islam	107	88.4	88.4
Christian	12	9.9	98.3
Orthodoks	1	0.8	99.2
Etc	1	0.8	100.0
Total	121	100.0	

Out of 121 respondents taking part in this research, 107 or 88.4% belong to the Islamic faith, 12 or 9.9% are of the Christian faith, 1 or 1% are of the Orthodox faith and 1 or 1% are of the other faith. This research also shows the dominance of the Islamic faith in Health Institutions in the Municipality of Gjakova.

Table 7. Institution

	Participation	Percentage	Total
Regional Hospital "Isa Grezda" Gjakovë	61	50.4	50.4
FMC – Gjakovë	15	12.4	62.8
MCFM	36	29.8	92.6
IOM	9	7.4	100.0
Total	121	100.0	

Out of 121 respondents participating in this research, 61 or 50.4% were found to be Working in the Regional Hospital "Isa Grezda" Gjakova and 15 or 12.4% in FMC (Family Medicine Center), while MCFM (Main Family Medicine Center) 36 or 29.8 and at the Institute of Occupational Medicine

resulted to be working only 9 employees or 7.4%. Therefore, it is noticed that the largest number of respondents is employed in the Gjakova Regional Hospital.

CONCLUSION

The study showed that there is a statistically significant difference in the level of overall satisfaction between men and women. Satisfaction decreases with the age. Senior health professionals are less satisfied than junior health professionals. These findings are similar to (Crossman & Harris, 2006), (Rapti & Karaj, 2012), (Zhongshan, 2007), (Bennell & Akyeampong, 2007). Based on the results, policymakers need to take measures to increase the level of satisfaction between health professionals with different work experience, and different age.

Health professionals aged 21-27 and health professionals with 6-10 years of work experience are less satisfied with managing of the HI than health professionals of other age groups and work experience. Health professionals with secondary education degree are more satisfied in the workplace than health professionals with higher education and college degree. City health professionals are more satisfied with the workplace than those in the countryside. Given the fact that in the study of perception in health institutions has a strong correlation with the level of overall satisfaction, it is necessary to improve the quality of perception and design communication programs for leading managers to increase the quality of communication between health professionals and managers for middle, secondary and higher education age groups, for rural health professionals and those over 10 years of work experience.

Recommendations for other Studies

- It is recommended that the literature review be broader and more in-depth and comparative analyzes be made with other studies, for the same study.
- It is recommended that in future studies, the number of samples and research variables in health institutions be increased.
- It is recommended that in other studies, questionnaires containing a larger number of questions be included, in order to make other measurements that are important for perception and job satisfaction.
- It is recommended that other studies on these variables be conducted in other forms of study such as qualitative studies.

Practical recommendations

- It is recommended that Institutional Management be the main source of support and advancement for health professionals.
- It is recommended that in the future as many professional trainings as possible be organized regarding their involvement in the management of HI and obtaining information among other centers.
- It is recommended that managers and Institutions encourage professionals by promoting positive qualities such as self-confidence, self-esteem and professionalism.

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