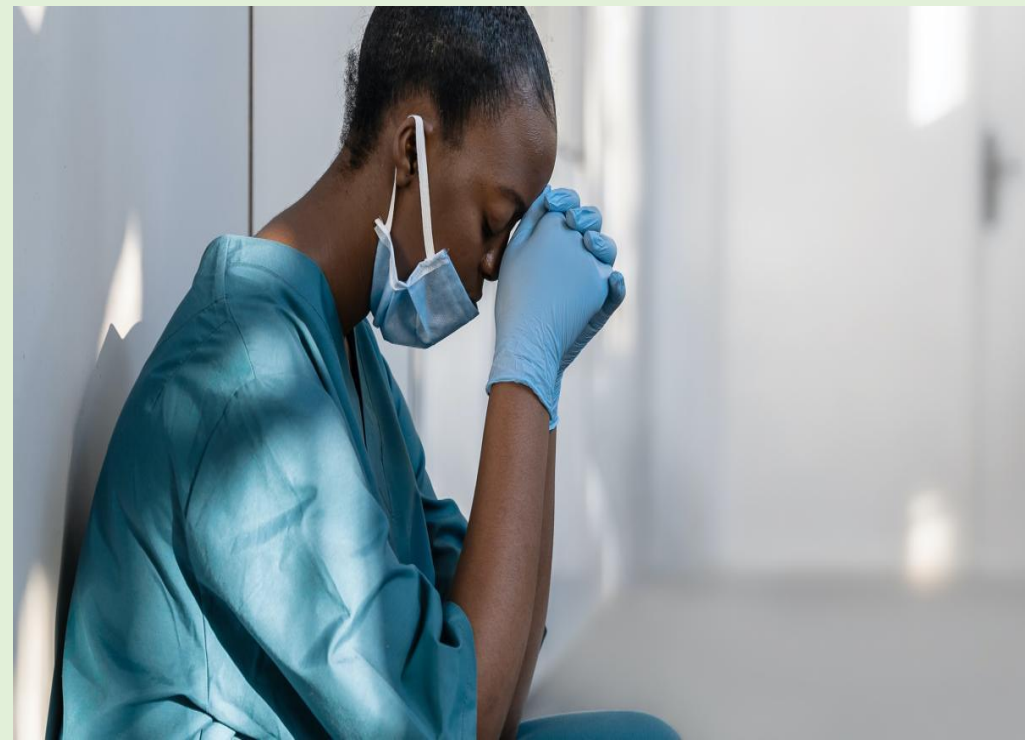


# AN UNDERSTANDING OF THE LACK OF JOB SATISFACTION AMONG HEALTHCARE WORKERS

## Background

The consequential increased rate of turnover among healthcare workers due to lack of job satisfaction has caused mounting concerns in the United Kingdom.



Source (1)



Source (2)

It has been emphasised that healthcare workers are facing the issue of high workload, stress, burnout, poor working conditions, and low pay rates which eventually result to increased turnover rates and job dissatisfaction.

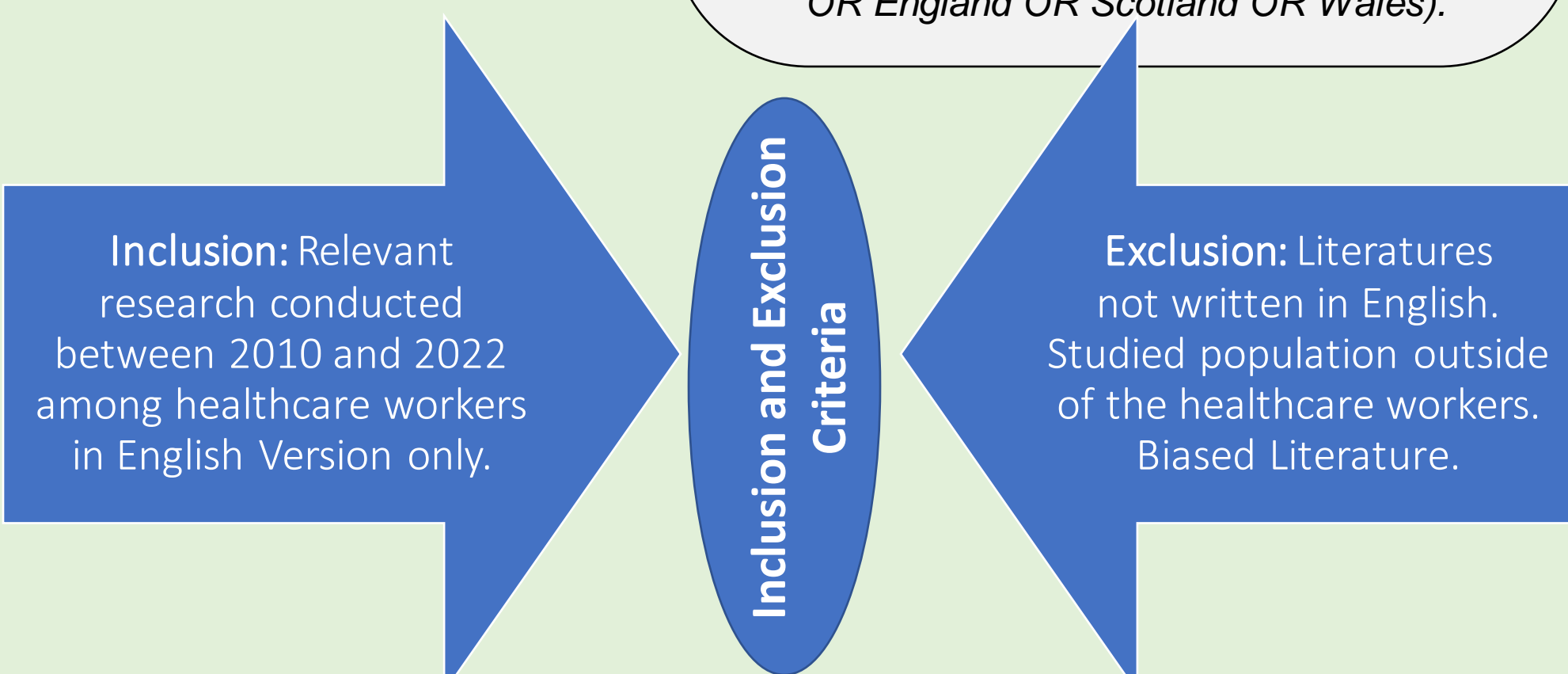
Pleasure in the job puts perfection in the work.  
-Aristotle

## Methods

This research systematically reviewed 10 (qualitative and quantitative) literatures to identify and assess different parameters of job satisfaction among healthcare workers.

### Procedure

- **Goal:** Compile previous relevant literatures on Job Satisfaction Among Healthcare Workers.
- **Searched Keywords in CINAHL, British Nursing Database, African Journals Online (AJOL), PubMed, Google Scholar, PsycInfo, Science Direct and also from non-electronic sources.**
- **Keywords used were:** (Job satisfaction OR Employee satisfaction OR Occupational satisfaction) AND (Healthcare workers OR Healthcare staff OR Healthcare professionals) AND (UK OR United Kingdom OR Britain OR England OR Scotland OR Wales).



## Key References

1. <https://www.dispatchhealth.com/blog/how-to-emotionally-support-healthcare-staff-during-covid-19/>
2. <https://emergingleader.com/nursing-turnover-a-growing-concern/>
- Aiken et al., (2013) 'Nurses' reports of working conditions and hospital quality of care in 12 countries in Europe', *International journal of nursing studies*, 50(2), pp.143-153.
- Alrawashdeh et al., (2021) 'Occupational burnout and job satisfaction among physicians in times of COVID-19 crisis: a convergent parallel mixed-method study. *BMC public health*, 21, pp.1-18.
- Yami et al., (2011) Job satisfaction and its determinants among health workers in jimma university specialized hospital, southwest ethiopia. *Ethiopian journal of health sciences*.
- Zikusooka, M., Elci, O.G. and Özdemir, H. (2021) Job satisfaction among Syrian healthcare workers in refugee health centres. *Human Resources for Health*, 19(1), pp.1-11.

## Aim

This study is therefore timely as it aimed to assess job satisfaction among healthcare workers and identify factors that contribute to their overall job satisfaction.

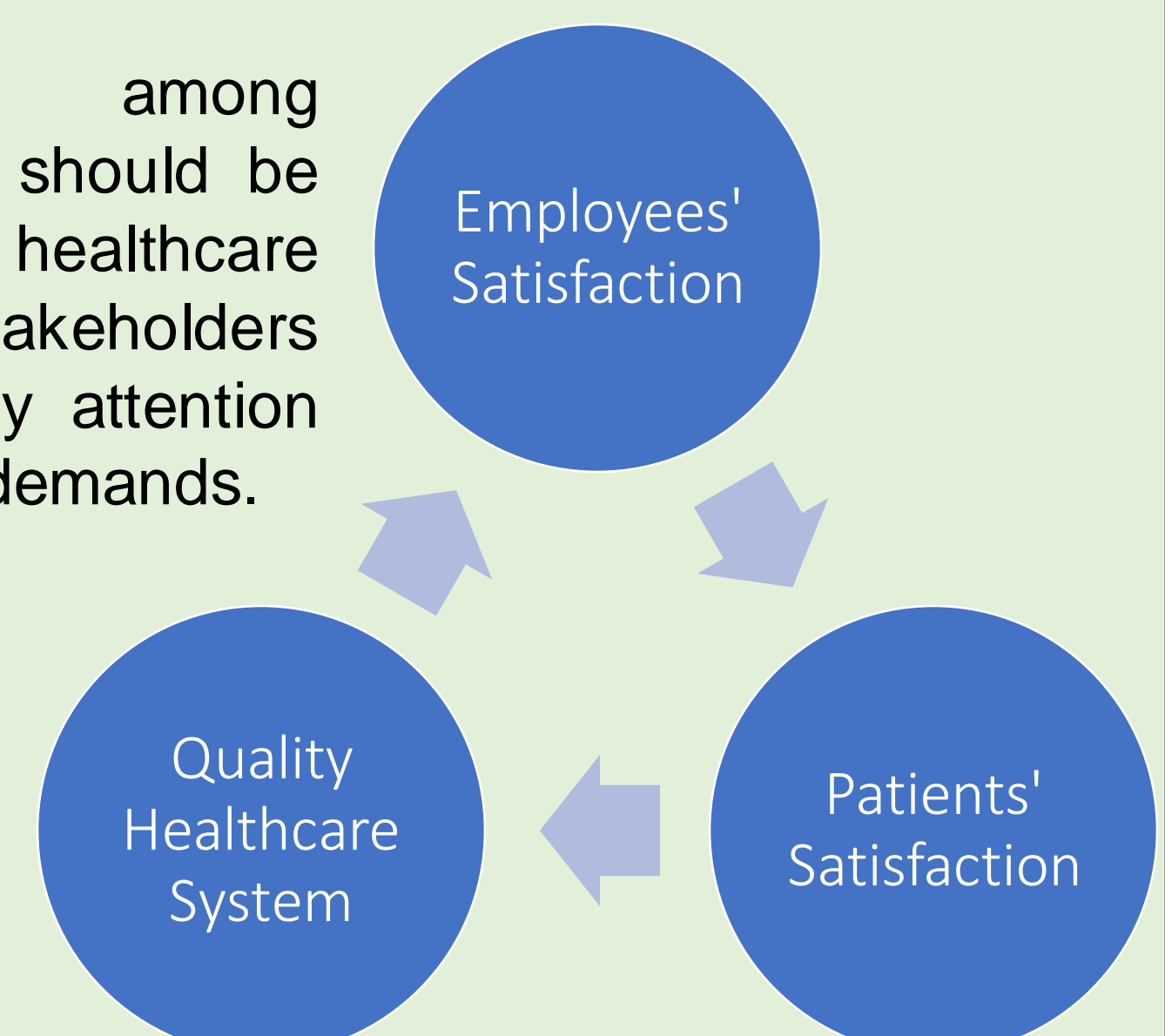
## Results and Findings

The analysis in this study confirms that job dissatisfaction and neutrality (neither satisfied or dissatisfied) is common among healthcare workers.



## Conclusion

Job satisfaction among healthcare workers should be emphasised and healthcare managers or stakeholders should regularly pay attention to their employees' demands.



Patients' satisfaction can only be achieved when healthcare workers are satisfied with their jobs thereby resulting to a quality healthcare delivery system and ensure an adequate healthcare workforce.

**Abdul Kareem Aisha**

Department of Psychology, Health, and Professional Development  
Supervised by Donald Ridley.

**OXFORD  
BROOKES  
UNIVERSITY**