

The impact of job characteristics on job satisfaction among junior medical administrators in the public health sector of Sri Lanka

Arachchi KANLK¹, Jayasinghe JACB²

¹Postgraduate Institute of Medicine

²University of Kelaniya

Introduction: Job satisfaction is an important determinant of institutional outputs. Dissatisfaction among Junior Medical Administrators (JMAs) can trickle down affecting healthcare goals. Ensuring job satisfaction among JMAs is therefore important.

Objective: To describe the impact of job characteristics on job satisfaction among JMAs in the public health sector of Sri Lanka

Method: A cross-sectional descriptive study based on a one-time online survey was conducted. The purposive sample comprised 120 JMAs. Only 72.5% (n=87) responded. The association between job characteristics and the level of job satisfaction was evaluated statistically.

Results and Discussion: Many of the respondents were married and in their mid-ages. Of them, 66% were males and 89.7% had less than 10 years of experience in healthcare administration. When perceived levels of job characteristics were concerned, autonomy had the highest mean (\bar{x} 16.46, SD 3.72) followed by feedback (\bar{x} 14.62, SD 3.59). Task identity had the least (\bar{x} 10.55, SD 2.08). When the impact on job satisfaction was concerned, they behaved slightly differently. Autonomy had the highest correlation with job satisfaction ($r=.728$, $p<.001$) followed by feedback ($r=.686$, $p<.001$). They were consistent with their perceived levels. However, task identity had a higher correlation ($r=.570$, $p<.001$) than skill variety ($r=.551$, $p<.001$). Gender and age had meaningful relationships with job satisfaction. In general, females were less satisfied than males (X^2 13.827, df 6, p .032). However, younger females were comparatively more satisfied than their male counterparts. The Motivation Potential Score (MPS) which is based on job characteristics had a positive correlation with job satisfaction ($r=.729$, $p<.001$).

Conclusion: A positive relationship between job characteristics and job satisfaction was observed. The predictive value of the MPS in job satisfaction and its applicability from a Sri Lankan perspective was confirmed.

Recommendation: A full-scale diagnostic survey is recommended to identify the ways of improving job characteristics in the job designs of JMAs.

Keywords: Job characteristics, Job satisfaction, Junior Medical Administrators

Corresponding Author: Arachchi KANLK

e-Mail : studies.nlk@gmail.com

Presentation at 29th Annual Scientific Sessions -The College of Medical Administrators of Sri Lanka on 26th November 2022

Competing Interests: Authors have declared that no competing interests exist.