

A Study on Job Satisfaction of Community Health Service Center Employees Taking Tangta Street as an Example

Xiaoxiao Zhong*

School of Political Science and Law, University of Jinan, Jinan250024, Shandong Province, China

**Corresponding author. Email: Xiaoxiao Zhong, 2923270647@qq.com*

ABSTRACT

Since the 1990s, under the background of national supervision, policy guarantee and social support, China's community health service has made good progress and development. Based on this background, this article mainly takes Tangta Street office of community health service center as investigation object, through the method of literature study, questionnaire, etc, workers on the job satisfaction of community carried on the thorough investigation, clear what are the factors influencing medical staff job satisfaction, and the opinions of the feasibility to improve employee satisfaction in the service center is presented. Through the analysis of the survey results, it is concluded that the overall satisfaction of the staff in the service center is above the average level; Under different demographic characteristics, the scores of the five dimensions affecting job satisfaction are different. And the scores of the five dimensions that affect job satisfaction have different meanings. The significance of this paper is based on the survey results, through the analysis of the data, to improve and enhance employee satisfaction, and then improve the quality of community health service center service rationalization, credible suggestions.

Keywords: *Community Health Service Center, job satisfaction, medical staff.*

1. INTRODUCTION

1.1. Research objectives

This paper analyzes the current situation of job satisfaction of medical workers in community health service centers, discusses the influencing factors of job satisfaction of medical workers, and finally obtains countermeasures and suggestions for improving job satisfaction [1].

1.2. Research significance

In recent years, the concept of "people-oriented management" has become more and more popular, which also provides theoretical reference for the construction of many medical institutions and the improvement of public health service system. In addition, with the impact of the global epidemic in the past two years, the improvement and construction of China's public health service system is overwhelming in safeguarding the life and health safety of people all over the country and the world. From the central government to local governments, from policy

promulgation to concrete implementation, from The State Council to community health service centers, Therefore, medical staff are the most important soldiers in this major battle, and their job satisfaction has a very important impact on the success of the "battle". From thought to action, we need to pay close attention to the medical staff, pay attention to their needs, pay attention to their problems, and actively make changes. Therefore, in the daily management work, it is necessary to strengthen the management of staff, invest more energy in improving the job satisfaction of staff, pay attention to the psychological needs of staff actively, find problems in time, solve problems in time, and constantly improve the enthusiasm and creativity of medical and health staff.

So facing the new situation of public health service system development, Tangta Street community health service centers as the study case, not only can help service center staff summary before work deficiency, also can provide guidance for the perfection of related policy, for the development of local community health service center to provide a more reasonable theory basis.

1.3. Background of the study

Both positive and negative evaluations made by people on their jobs or working conditions can be called job satisfaction [2]. Maslow's hierarchy of needs [3], Creighton Alderfer's humanistic needs theory (ERG theory) and Porter-Lawler's motivation theory all provide high reference significance for future scholars to study job satisfaction [4].

Up to now, many scholars have made different evaluations on job satisfaction based on their own research conclusions and understandings and insights [5]. When people haven't the focus to the job satisfaction of the research scope, prior to that, the study for the theory or the conclusion of study of job satisfaction, for the later job satisfaction research provides a good theoretical basis, but also for scholars from various fields carved out a new exploration to the research field[6-8].

2. STUDY DESIGN

2.1. Research subjects

Taking the staff of the community health service center of the whole Tangta Sub-district office as the research object, after negotiating with the person in charge of the community health service center, the purpose and content of the survey were explained to them, and the questionnaire was distributed to the staff of the service center. The survey will be distributed to all staff in 11 branches of the service center.

The sample data of this survey involved 55 medical workers.

In terms of gender, 60% of them are women, mainly because the current background of nursing education is mainly women. In addition, women have more congenital personality advantages in medical services, which also avoids the embarrassment of some female patients when they seek medical treatment.

In terms of age, more than 95% are under the age of 40, indicating that the age structure of the whole service center is reasonable.

In terms of marital status, it is coincidental that the number of unmarried and married employees is the same this time, but it will not affect the accuracy of the results. However, for married employees, job stability can be better guaranteed.

In terms of educational background, most of the employees have college or undergraduate education, accounting for more than 90% of the total, and only 3 have master's degree or above, indicating that people with higher educational background may be more inclined to develop to a higher level. At the same time, it also indicates that the service center can purposefully recruit some employees with higher educational

background and higher medical level in the future recruitment work, so as to better improve the medical service level.

In terms of work posts, the staff are naturally concentrated in doctors, nurses, medical technology and other posts. As the support department, administration and logistics account for about 30%, effectively coordinating the operation of the entire service center.

In terms of working years, there are few employees with more than 10 years, and 95% of them are concentrated in less than 5 years and between 5-10 years, with a moderate structure.

In terms of personnel relations, the vast majority of them are employed, and only one person is re employed after retirement.

In terms of annual income, the income below 80000 accounts for about 85%. According to the consumption level of local residents, this income level can well support personal and family consumption.

2.2. Research tools and methods

In this study, the general situation questionnaire of staff in community health service center [9] (general demographic survey data questionnaire as the research object) and job satisfaction questionnaire (specific job satisfaction survey of staff) were used. The methods of literature research, questionnaire (In this questionnaire, the measurement of job satisfaction is divided into five dimensions, which are challenging work, fair remuneration, good working environment, harmonious interpersonal relationship, and personality matching with work. Dimensions 1 to 5 are respectively represented in the following table.) and interview were adopted to investigate the staff of community health service center. In this study, the reliability and validity of the scale part of the questionnaire (pre-questionnaire) were analyzed. Reliability analysis is to study whether the survey data can be trusted, and to analyze whether the survey results can be true and reliable. The results were analyzed to measure whether the subjects answered the questions truthfully and whether the results of the questionnaire survey could be used for research. Validity analysis can test whether the questions designed by questionnaire designers are scientific. According to the data analysis in Cronbach's α coefficients of the questionnaire and all dimensions and KMO and Bartlett's test, the questionnaire design is credible and scientific, which can be further studied [10-12].

3. CONCLUSIONS AND RECOMMENDATIONS

3.1. Conclusions

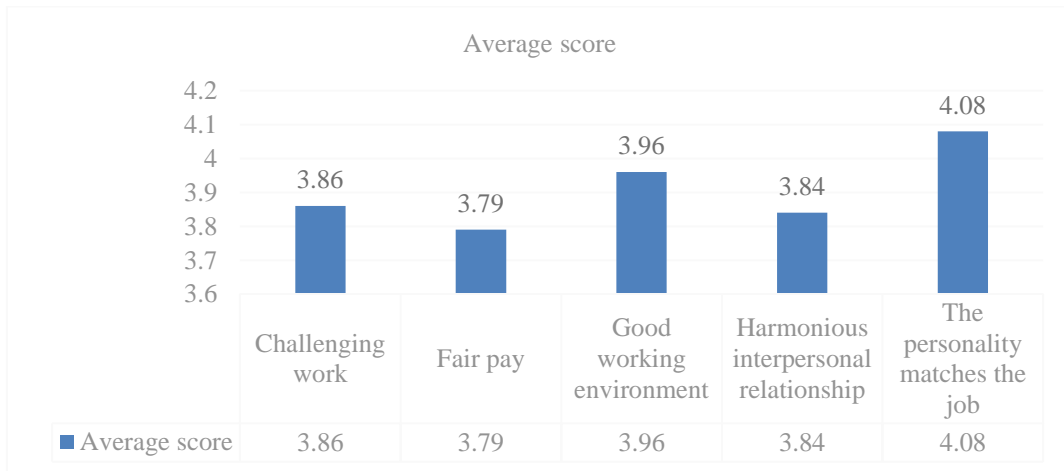


Figure 1. The average score of the five dimensions that affect job satisfaction

From the survey results, the overall job satisfaction of the staff in the community health service center is above the average level.

Firstly, it analyzes different demographic characteristics and draws the following conclusions based on the survey data: men are more likely to obtain higher job satisfaction than women; Workers aged over 40 were least satisfied with their jobs [13]. Married people are relatively more satisfied at work; The more educated a person is, the more satisfied they are with their job [14]; Although the job is different, there is no significant difference in their job satisfaction. Obviously, nurses have the lowest satisfaction in "fair pay", which is closely related to their work content and workload. In this survey data, the longer the working years are, the higher the job satisfaction is. The job satisfaction of the employed and retired staff is significantly higher than that of the employed staff. Those with a median annual income of 50,000 to 80,000 yuan are the most satisfied with their jobs [15].

Secondly, the satisfaction level of medical staff is calculated and analyzed from five different dimensions. In these five dimensions, the satisfaction level of "fair reward" is the lowest, and the satisfaction level of "personality matching with work" is the highest. The satisfaction level of the other three dimensions ranked from low to high: harmonious interpersonal relationship, challenging work, and good working environment.

3.2. Recommendations

In order to comprehensively improve employee satisfaction, the following suggestions can be made according to different factors affecting employee satisfaction:

(1) Provide challenging work

Let employees feel that their talents are being used, and keep them in a busy but fulfilling state; Moderately increase the challenge of employees' work, and only when they are challenging can they gain more sense of achievement. Immerse them in a state of busy, fulfilling and full of sense of achievement [16].

(2) Establish a fair and reasonable remuneration system

Provide greater promotion space, and follow the standards of national government, formulate more reasonable salary system, continue to improve the center internal fairness of performance appraisal system, be more transparent and open, the employees work performance reflected in the income of employees, continue to work actively improve and perfect the welfare system, for employees to actively help with suffering.

(3) Create a supportive work environment

Unit to implement policies to employees satisfaction is a bit low, so we want to begin from this aspect, innovation unit to implement policy, at the same time, everything is two aspects of interaction, provide a good working environment for employees at the same time, employee satisfaction rose, nature also will be more actively complete the task. So we should listen to the suggestions of employees and actively improve and improve.

(4) Build harmonious relationships with colleagues

Make the superior leaders realize that some of the ways in which they treat their subordinates are not satisfactory to the employees, so the first step is to improve the way in which the leaders treat their subordinates[17]. Secondly, continue to strengthen the

establishment of internal communication channels, promote more communication between employees, indirectly improve the ability to deal with interpersonal relations, to better coordinate the relationship between employees.

(5) Pay attention to the match between people and work

As medical staff, they are originally the angels in white, so they have a very high degree of satisfaction for not doing things against conscience. At the same time, they should also be provided with opportunities to get a better sense of achievement, so that employees can work harder, seriously and steadily.

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