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### **Psychosocial factors at work and job satisfaction among healthcare workers in the tertiary healthcare setting in Estonia**

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**Aim:** To clarify the main psychosocial risk factors and analyse relationships between work stress and job satisfaction among healthcare workers (HCW) in a tertiary care hospital in Estonia.

**Method:** The anonymous questionnaire was completed to measure work satisfaction and job related factors among HCW. This comprehensive study included all staff of the hospital (n=3423). In addition to the satisfaction with work and working environment, management and leadership, the questions about the psychosocial milieu were included. The Copenhagen Psychosocial Questionnaire (COPSOQ II) was used to analyse psychosocial risk factors at work by summing up the groups of items: Emotional strain (4), time pressure (3), workpace (3), poor autonomy (3), colleagues' support (4) and work-family conflict (3). Depending on an average sum-scores ( $\pm$ SD) the high and low levels of stress indicators were calculated.

**Results:** The study group formed a whole 1718 HCWs aged 19-83 (mean 43.5) who completed the questionnaire (response rate 50.25%). Most of the respondents were female, only 13% were males. From the study group 12% were physicians, 41% nurses, 23% were auxiliary nurses and 24% belonged to the non-medical or administrative staff. Most of respondents (86%) worked with high workpace, 67% worked under time pressure and made extra hours. More than half of HCWs reported home-work conflict and below half of them had high emotional strain. A large number of respondents assessed support from colleagues (76%) and autonomy as high as 72%. About 2/3 of HCWs were very or pretty satisfied with own job. Correlation analysis showed positive relation between job satisfaction and age and colleagues' support. Job satisfaction was in negative relation with time pressure and work-family conflict. The younger workers reported higher emotional strain, work pace and time pressure and they had lower satisfaction. Work-family conflict was proportional with emotional strain and time pressure ( $p < 0.05$ ).

**Conclusion:** High work load and problems in work-family interference were directly related to low job satisfaction among HCWs. But good team work empowers enthusiastic working in the healthcare setting.

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