

Background

Human resources are the most important and valuable part of an organization, as through them it leads to the realization of its goals and its vision. Employee satisfaction is one of the most important "keys" to achieving the organization's goals, therefore investigating the causes that lead to an increase or decrease in the degree of satisfaction and its strengthening must be a primary goal for every organization [1].

In September 2021 with the imposition of the measure of suspension of work duties, a significant number of health workers were removed from their work leaving significant gaps to be filled by the remaining workers, creating an additional workload. The professionals of the Psychiatric Hospital are a high risk group of employees given the special and difficult nature of the Hospital. In addition, permanent staff shortages, fear and psychological exhaustion due to the unprecedented and extreme conditions brought about by the pandemic further burdened workers.

Objective

The objective of the study was to investigate the level of job satisfaction among employees of the Athens Public Psychiatric Hospital.

Methods

- To collect the data, the Job Satisfaction Survey (J.S.S) questionnaire was used, which was distributed to all Departments in order to identify and record the degree of job satisfaction of the health personnel.
- As a research tool, the questionnaire was considered the most suitable for approaching health personnel. Its advantage lies in the fact that it ensures quick and easy gathering of a large number of responses [2]

Table 1. Demographic & Occupational Characteristics of the sample

VARIABLE	CATEGORIES	N=154	RATE (%)
SEX	MAN	56	36,36%
	WOMAN	98	63,64%
AGE	UP TO 24 YEARS OLD	6	3,90%
	25-29 YEARS OLD	4	2,60%
	30-34 YEARS OLD	7	4,55%
	35-39 YEARS OLD	16	10,39%
	40-49 YEARS OLD	59	38,31%
	OVER 50 YEARS OLD	62	40,26%
	MARRIED	98	63,64%
	SINGEL	34	22,08%
FAMILY	OTHER	22	14,29%
	UP TO 2 YEARS	14	9,09%
	2-5 YEARS	9	5,84%
	5-10 YEARS	15	9,74%
WORK EXPERIENCE	OVER 10 YEARS	116	75,32%
	PERMANENT	110	71,43%
	WITH EMPLOYMENT	44	28,57%
	CONTRACT		
EMPLOYMENT RELATIONSHIP	PRIMARY SCHOOL	1	0,65%
	HIGH SCHOOL	30	19,5%
	DIPLOMA GRADUATES	44	28,57%
	UNIVERSITY	53	34,42%
	POSTGRADUATE	24	17,00%

Results

- Married people were more satisfied with their work than single people (or other). Specifically, the degree of satisfaction for married people is (110.93) and is within the limits of uncertainty, while for singles or otherwise it is (100.91) and is within the limits of dissatisfaction.
- Women are associated with higher levels of job satisfaction (109.81 - uncertainty) than men (102.88 - dissatisfaction).
- Workers over 50 years old are more satisfied with a degree (112.71 - uncertainty) than the rest, (107.94 dissatisfaction) workers up to 39 years old and from 40-49 years old (101.22 -dissatisfaction).
- Contract workers were found to have higher levels of job satisfaction than permanent workers, with a score of (112.57 - uncertainty) versus (105.57 dissatisfaction).
- With regard to the educational level, high school graduates were the most satisfied (114.45 uncertainty), followed by workers with master's and doctoral degrees (107.54 dissatisfaction), those with higher education (105.08 dissatisfaction) and those who have received post-high school education (104.75 dissatisfaction).
- The overall degree of employee satisfaction (107.29) expresses dissatisfaction, a finding that is not in agreement with the results of the international and Greek surveys of the review.

Results (continued)

Table 2. Statistical Analysis Results

Variables	Independent Variables	Categories	N	Mean	SD	pvalue
Wage	Gender	Male	56	6,39	3,556	0,007*
		Female	98	7,42	3,386	
Promotion Opportunities	Gender	Male	56	8,48	3,698	0,008*
		Female	98	10,42	4,286	
Relations with Managers	Marital Status	Married	98	17,73	5,162	0,004*
		Single or other	56	14,89	6,077	
Rewards	Age	Up to 39 Years Old	33	8,76	3,588	0,05**
		40-49 Years Old	59	8,27	3,566	
		Over 50 Years Old	62	9,84	3,725	
Benefits	Age	Up to 39 Years Old	33	11,82	4,653	0,003**
		40-49 Years Old	59	9,02	4,447	
		Over 50 Years Old	62	11,48	4,697	
	Working Relationship	Full Time	110	9,89	4,384	0,004*
		Contractor	44	12,41	5,141	
Collaboration	Age	Up to 39 Years Old	33	15,94	3,976	0,018**
		40-49 Years Old	59	15,58	3,701	
		Over 50 Years Old	62	17,39	3,428	
Work	Gender	Male	56	14,64	4,638	0,043*
		Female	98	16,16	4,723	
Communication	Age	Up to 39 Years Old	33	13,48	3,726	0,027**
		40-49 Years Old	59	11,78	4,303	
		Over 50 Years Old	62	13,82	4,043	
	Working Relationship	Full Time	110	12,41	3,955	0,028*
		Contractor	44	14,36	4,389	
Job Satisfaction	Marital Status	Married	98	110,93	26,828	0,049*
		Single or other	56	100,91	28,438	
	* Mann-Whitney Test ** Kruskal-Wallis Test					

Conclusions

Staff shortages, the unprecedented conditions of the pandemic and the gaps created by the temporary layoff of non-vaccinated health workers resulted in low levels of satisfaction (dissatisfaction) among workers. Even those who are more satisfied than the rest are on the edge of uncertainty. The field of Mental Health deserves further investigation due to its specificity and the burden placed on healthcare professionals working in it. Human resources are the most important and valuable part of an organization, as through them it leads to the realization of its goals and its vision. It is important to increase the level of satisfaction in order to also increase the efficiency of the employees.

References

- Tsilikou (2020). Job Satisfaction and its relationship with the performance of employees in a public Hospital., (<https://ir.lib.uth.gr/xmlui/bitstream/handle/11615/55708/22605.pdf?sequence=1>).
- Creswell J.W. (2011), Educational Research: Design, conduct and evaluation of quantitative and qualitative research, (1st Vers.), Ath.