

Job Satisfaction & Quality of Life of Greek Employees Working in Mental Health Rehabilitation Units in Greece

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Background

Job satisfaction contributes to higher productivity, patient's satisfaction, employee's retention, reduced turnover – recruiting - training costs, reduced accidents and absenteeism, improved teamwork and better corporate image. There are some important variables which affect the level of employee satisfaction such as compensation and benefits (competitive salary packages, fair rewards, medical allowance), job security, working conditions (safety, equipment, working methods, parking facility), relationship with superior authority, promotion and career development, leadership styles, work group, personal variables (personality, expectation, age, education, and gender differences) as well as other factors (group outgoing, encouragement, use of technology) [1].

High job satisfaction of employees in mental health services has positive effect on their quality of life and their efficiency as well as on the reduction of absenteeism and turnover rates while contributing to better quality services to patients.

Objective

The objective of the study was to investigate the degree of job satisfaction & the quality of life of employees in Mental Health Units of a civil non-profit company, the correlation between them, the demographic and work characteristics of employees that affect both job satisfaction & the quality of life .

Methods

To collect the data, the Job Satisfaction Survey (J.S.S) questionnaire and the EQ-5D questionnaire were used from December 2023 to January 2024. The study sample consisted of 147 employees with 82% response rate.

Table 1. Demographic & Work Characteristics of the sample

VARIABLE	CATEGORIES	N=147	RATE (%)	VARIABLE	CATEGORIES	N=147	RATE (%)
AGE	18-25 YEARS OLD	2	1,4%	SPECIALTIES	PSYCHOLOGIST	17	11,6%
	26-35 YEARS OLD	28	19,0%		SOCIAL WORKER	15	10,2%
	36-45 YEARS OLD	48	32,7%		ADMINISTRATIVE STAFF	15	10,2%
	46-55 YEARS OLD	53	36,1%		NURSING STAFF	56	38,1%
	> 55 YEARS OLD	16	10,9%		AUXILIARY STAFF	23	15,6%
SEX	MAN	46	31,3%	DOCTOR	11	7,5%	
	WOMAN	101	68,7%	OTHER (TRAINER, OCCUPATIONAL THERAPIST)	10	6,8%	
FAMILY	MARRIED	91	61,9%	POSTION OF RESPONSIBILITY	YES	29	19,75%
	SINGLE	43	29,3%	NO	118	80,3%	
	DIVORCED	10	6,8%	WORK EXPERIENCE	1-5 YEARS	29	19,7%
	WIDOWER	3	2,0%		6-10 YEARS	15	10,2%
CHILDREN	0	51	34,7%		11-15 YEARS	22	15,0%
	1	27	18,4%		16-20 YEARS	54	36,7%
	2	52	35,4%		>20 YEARS	27	18,4%
	3	11	7,5%	MENTAL HEALTH UNIT	BOARDING	95	64,6%
	>3	6	4,1%		HOUSE/GUEST HOUSE	12	8,2%
EDUCATION	PRIMARY SCHOOL	4	2,7%		SHELTER HOUSE	29	19,7%
	SECONDARY	59	40,1%		UNIT	11	7,5%
	TECHNOLOGICAL	33	22,4%		OTHER	11	7,5%
	HIGHER EDUCATION	30	20,4%	WORK SHIFT	FIXED	82	55,8%
	POSTGRADUATE	20	13,6%		ON A ROTA	65	44,2%
PHD	1	0,7%	MONTHLY SALARY	600 – 800 €	16	10,9%	
MONTHLY SALARY	800-1.000 €	48		32,7%	1.000-1.200 €	49	33,3%
	1.000-1.200 €	49		33,3%	1.200-1.400 €	19	12,9%
	1.200-1.400 €	19		12,9%	>1.400 €	15	10,2%
	>1.400 €	15		10,2%			

Results

- 63.6% of employees were satisfied with their work.
- The majority of employees expressed satisfaction with supervision (93.9%), colleagues (82.9%), nature of work (85.7%) and communication (76.9%)
- Lower satisfaction rates were observed regarding working conditions (32.2%) and promotion (19.2%).
- Regarding the quality of life of employees, the average score on the EQ-5D scale of the respondents was 0.91 points (SD=0.10 points) while the average rating of the visual analogue scale was 85.5%.
- Higher overall job satisfaction was associated with a better quality of life.
- Higher satisfaction with nature of work, income and communication was associated with better quality of life.
- Women were more satisfied with supervision and nature of work than men.
- Employees working in a shelter house / other were more satisfied with benefits than employees working in a boarding house/guest house.
- Employees working on a rota were more satisfied with promotion opportunities than employees with fixed work shift.
- Employees who had position of responsibility were less satisfied with colleagues.
- Employees with monthly salary >1.200€ were less satisfied with communication than employees with monthly salary 600-1.000€.
- Position of responsibility, age and income were associated with satisfaction with working conditions. Employees with monthly income over 1.200€ were less satisfied than employees with monthly income 600-1.000€ Employees who had position of responsibility were, also, less satisfied with working conditions. Employees 46-55 years old or >55 years old were more satisfied with working conditions than employees 18-35 years old.

Results (continued)

Table 2. Job satisfaction of employees in Mental Health Units

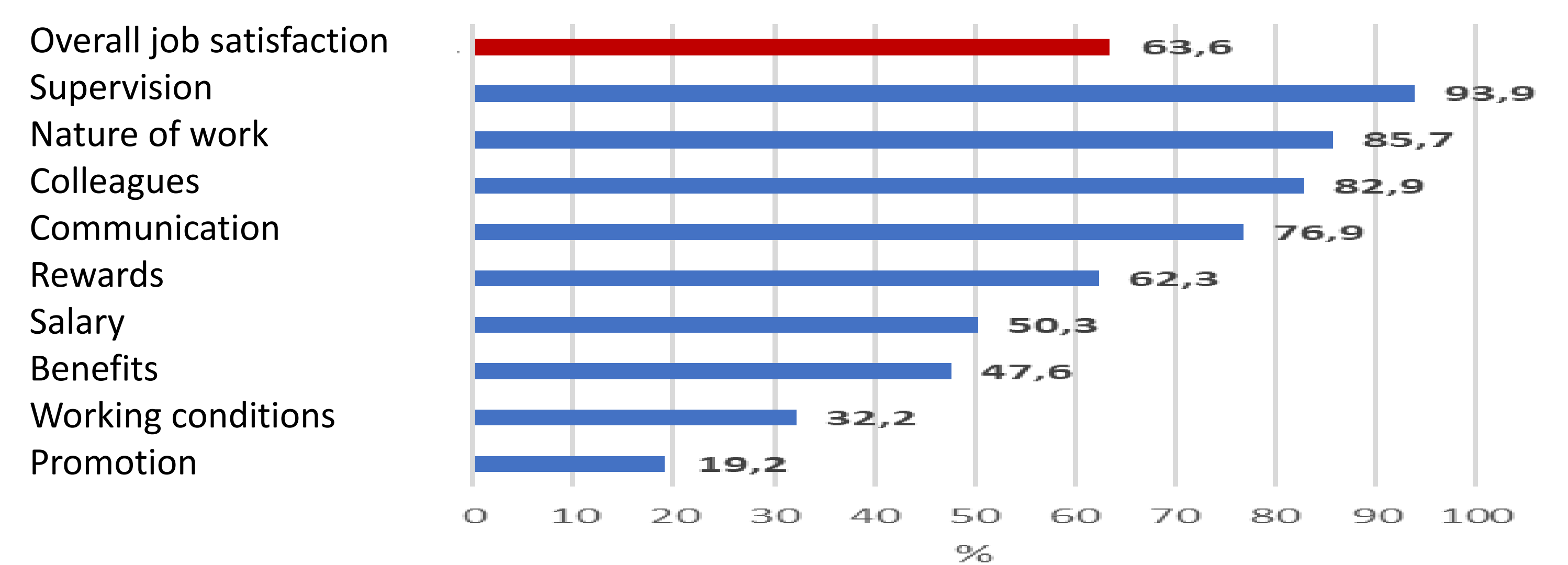


Table 3. Quality of Life of employees in Mental Health Units

	Minimum	Maximum	Mean (SD)	Range
EQ-5D	0,29	1,00	0,91 (0,1)	0,9 (0,9 – 1)
VAS	35,0	100,0	85,5 (12,3)	90 (80 – 95)

Table 4. Statistical analysis research

	B+	SE++	b±	P
STATISTICAL ANALYSIS PARAMETERS				
Sex and satisfaction with supervision				
Woman vs Man	0,037	0,016	0,190	0,021
Sex and satisfaction with nature of work				
Woman vs Man	0,037	0,016	0,185	0,025
Work Shift & Satisfaction with promotion				
On a rota vs. fixed	-0,119	0,028	-0,330	<0,001
Position of responsibility & satisfaction with colleagues				
Yes vs. no	-0,036	0,016	-0,181	0,029
Monthly Income & Satisfaction with communication				
1.000-1.200 vs. 600-1.000	-0,001	0,019	-0,001	0,993
1.200 – 600-1000	-0,060	0,031	-0,251	0,005
Mental Health Unit and Satisfaction with benefits				
Shelter House vs Boarding House/Guest House	0,084	0,039	0,181	0,031
Day Center / Mobile Unit vs Boarding House/Guest House	0,035	0,026	0,113	0,180
Other vs Boarding House/Guest House	0,089	0,039	0,191	0,023
Income and satisfaction with working conditions				
1.000-1.200 vs 600-1000	-0,010	0,021	-0,039	0,616
>1.200 vs 600-1000	-0,089	0,026	-0,301	0,001
Position of responsibility and satisfaction with working conditions				
Yes vs No	-0,108	0,024	-0,347	<0,001
Age and satisfaction with working conditions				
36-45 vs 18-35	0,038	0,027	0,143	0,156
46-55 vs 18-35	0,079	0,025	0,306	0,002
>55 vs 18-35	0,066	0,034	0,175	0,049

+dependence coefficient++standard error±standardized coefficient
Note: The logarithm of the dependent variable has been used

Conclusions

Employee satisfaction depends on a variety of factors while it is significantly related to their quality of life, low job turnover and their personal relationships. High satisfaction with salary, supervision, working conditions, nature of work, communication and overall job satisfaction contribute to a better quality of life. The survey revealed satisfactory levels of job satisfaction and good quality of life. Research in a larger population of employees in mental health organizations is necessary.

References

1. Singh, J. K., & Jain, M. (2013). A study of employees' job satisfaction and its impact on their performance. *Journal of Indian research*, 1(4).