

EMPLOYEE SATISFACTION IN THE INSTITUTE OF PUBLIC HEALTH OF ŠABAC AND THE MAČVA DISTRICT (YEAR 2019-2023.)

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Background: Employee satisfaction is one of the most important, motivating factors that contribute to the quality of work of a healthcare institution and the quality of services that employees in the healthcare system provide to users. That is why it is very important to regularly conduct research in this area, evaluate the results and implement measures to constantly improve employee satisfaction.

Methods and objectives: The paper presents the results of research from 2019. to 2023. year. The aim of the research is to assess the professional satisfaction of employees in the Institute of Public Health of Šabac as well as to compare it with the level of professional satisfaction of employees in the Mačva District. The research was conducted through an anonymous survey, created by the Ministry of Health, according to the methodological instructions of the Institute for Public Health “Dr. Milan Jovanović Batut”. The questionnaire evaluates various aspects of job satisfaction: Satisfaction with working conditions, the possibility of professional development and continuous education, the relationship with management staff, direct cooperation with colleagues, the relationship between patients and employees. Respondents have the opportunity to express their satisfaction with certain aspects on a scale of 1 to 5. Over a five-year period, more than 8,000 employees in health care institutions of the District participated in the research.

Results: Results of the research show that the average rating of general satisfaction is higher in the Institute compared to the average rating in the Mačva District. In the analyzed time interval, the average rating of general satisfaction of employees in the Institute is 3.67, and in the District 3.56. Employees of the Institute are 3% more satisfied with their work, compared to employees in other health institutions of the District.

Conclusion: Bearing in mind the results of the research, it can be concluded that the employees of the Institute are more satisfied with their work compared to the employees of the Mačva District, especially in the sphere of satisfaction with equipment, work space, available time for work and financial compensation.

Keywords: satisfaction, employees, research, quality