

**JOB SATISFACTION AMONG HOSPITAL  
RECEPTIONISTS AND STAFF OF MEDICAL  
SOCIAL WORK DEPARTMENTS AND MEDICAL  
RECORD DEPARTMENTS AT SELECTED  
CENTRAL HOSPITALS IN YANGON REGION**

**APRIL CHO AUNG**

**M.B., B.S**

**Dip.Med.Sc (HA)**

**Master of Medical Science**

**(Hospital Administration and Health Management)**

**M.Med.Sc (HA & HM)**

**University of Public Health, Yangon**

**2017**

## **ABSTRACT**

The institutional based cross-sectional descriptive study was carried out to assess the job satisfaction of the 87 public dealing staff including 43 receptionists, 21 staff from medical social work departments and 23 staff from medical record departments of selected five central hospitals in Yangon Region. The study was conducted from September to November 2017. Pretested and self-administered questionnaires were used to collect data from the participants. Description of the findings and test statistics was carried out to assess the level of job satisfaction and to determine the association between background characteristics and job satisfaction. Some of the qualitative analysis of job satisfaction was also done among participants by means of in-depth interview.

This study highlighted that 69.8% of hospital receptionists, 57.1% of staff from medical social work departments and 82.6% of staff from medical record departments got job satisfaction. Job satisfaction of sub study population was not much varied in privilege attached with job and interpersonal relation and cooperation. Job satisfaction of staff of medical record departments was highest in career development. However job satisfaction of hospital receptionists was low in career development than other two groups. Job satisfaction of staff from medical social work departments was low in working environment, organizational facilities and patient relationship. Association between age and level of job satisfaction of hospital receptionists at p value 0.013 and association between monthly own income and level of job satisfaction of staff of medical social work departments at p value 0.039 was found. There was association between age, service year and current residence and level of job satisfaction of staff of medical record departments at p value 0.014, 0.024 and 0.014 respectively.

Although satisfaction level of participants was varied in three groups, there were some dissatisfaction factors in both quantitative and qualitative findings. It is necessary to compensate some dissatisfaction factors for better job satisfaction and motivation of hospital receptionists, staff from medical social work departments and medical record departments.