

RESEARCH OF THE EFFECT OF PATIENT BEHAVIORS, ORGANISATIONAL CULTURE, JOB STRESS AND JOB SATISFACTION (WITH EACH OTHER)

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ABSTRACT

Characteristics of workers in organizations such as their compatibility to institutional aims and objectives, being in cooperation, desire to communicate and change must certainly be taken into consideration. Workers' attitudes, working styles, job satisfaction, organisational and job stress, organisational culture are directly linked to their perception of the job as meaningful and their use of institutional resources productively.

It is to determine the effect of patient behaviors, organizational culture, job stress and job satisfaction and, knowing this, it can be possible to empower health professionals in appreciation, relationship with manager or superior-subordinate relationship with strategies, policies and tactics on working conditions.

Keywords:patient behaviors, organisational culture, job stress, job satisfaction, healthcare management

INTRODUCTION

Institutional administration includes supervision and direction of top management of business and relations of other shareholders who claim on management such as workers, consumers, creditors, funders and state with top management (Koçel, 2003). Institutional administration aims to increase efficiency and productivity and regulate the relation between various advocacy groups (Radu, 2012).

Organizational stress refers to a phenomenon, the sources of stress and the state of tension in a business atmosphere (Maureen et al, 2001) as well as indicating characteristics of a job and harmful effects of work-related socio-psychological situations on individuals (Behr, 1998). Basic sources of organisational stress are rumors arising in situations of uncertainty in workplaces, conflicts, behaviors directed towards violence or discrimination (Bordier et al, 2006), ambiguity and/or role conflicts that are observed where there is a chaos of power and responsibility (Christine, 2003).

Job satisfaction and organizational commitment of workers will increase as they internalize institutional aims and objectives and they find their job meaningful. Workers who have internalized institutional aims and objectives and job satisfaction will be more sensitive about the institutional problems and embrace their job.

MATERIALS AND METHODS

The Purpose of the Research

The purpose of this study is to determine the Research of the Effect of Patient Behaviors, Organizational Culture, Job Stress and Job Satisfaction (With Each Other) of health professionals working in Public and Private Hospitals in Kayseri.

Hypotheses of the Research

The hypotheses of the research are as follows:

H1. Patient Behaviors, Organizational Culture and Job Stress Have an Influence on Job Satisfaction.

H1.1. Patient behaviors have an influence on job satisfaction.

H1.2. Organizational culture has an influence on job satisfaction.

H1.3. Job stress has an influence on job satisfaction.

H2. Patient Behaviors, Organizational Culture and Job Satisfaction Have an Influence on Job Stress.

H2.1. Patient behaviors have an influence on job stress.

H2.2. Organizational culture has an influence on job stress.

H2.3. Job satisfaction has an influence on job stress.

H3. Patient Behaviors, Job Satisfaction and Job Stress Have an Influence on Organizational Culture.

H3.1. Patient behaviors have an influence on organizational culture.

H3.2. Job satisfaction has an influence on organizational culture.

H3.3. Job stress has an influence on organizational culture.

The Importance of the Research

Countries that are seeking to increase their international reputation and are growing economically must also increase their success in social and sporting areas. In this respect, it is important to examine the stress levels of those who have coaching certificate in public schools and to arrange the necessary mechanisms according to academic studies. The research is the first to be done for Kayseri province in terms of content and scope.

Sample and Research Model

Simple random sampling will be applied since every element of the population has equal chance to be involved in the sample. The number of people who work in Public and Private Hospital of the Ministry of Health in Kayseri province is 2.443. The necessary data for the research was collected by face to face survey method.

The data of surveys are essentially formed by sub groups below:

Patient Behaviors Scale (5 questions) developed by researcher

Minnesota Job Satisfaction Scale (20 questions)

Organizational Stress Questionnaire-D (VOS-D) (61 questions)

Organizational Culture Scale (17 questions) developed by Haris and Moran (1996)

Premises of the research are stated below:

1) It is accepted that health professionals attending the research have answered the scale in effects of patient behaviors on job stress and job satisfaction frankly and in a way that represents the reality.

2) It is assumed that the scale on the effects of patient behaviors on health professionals' job stress and job satisfaction is sufficient to gather data.

3) The scales used are valid and reliable.

RESULTS

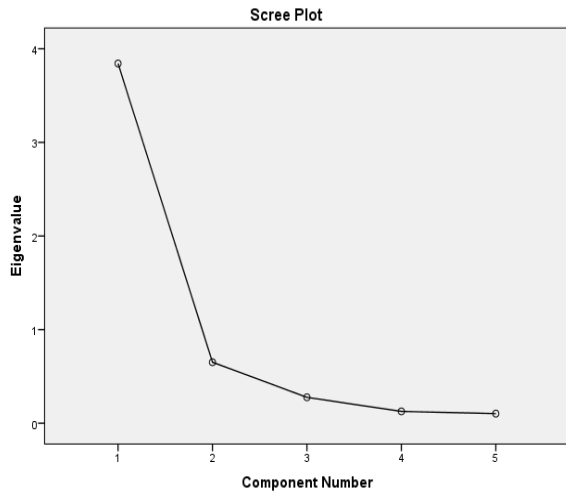
Descriptive statistics of the research are as follows.

Table 1: Descriptive Statistics

Variable		Frequency	Percentage (%)
Gender	Male	166	60,4
	Female	109	39,6
Age	Age 18-30	29	10,5
	Age 31-40	46	16,7
	Age 41-50	70	25,5
	Age >50	130	47,3
Experience	1-5 years	64	23,3
	6-10 years	59	21,5
	11-20 years	101	36,7
	21 years or more	51	18,5
Term of employment in hospital	<1 year	62	22,5
	1-5 years	67	24,4
	6-10 years	90	32,7
	11 years or more	56	20,4
Job title	Consultant Dr.	55	20,0
	As. Doctor	26	9,5
	Nurse	118	42,9
	Delivery nurse	46	16,7
	Health officer	10	3,6
	Medical secretary	20	7,3

Table 2: Statements used to measure patient behavior's:

1-With patients' unnecessary interventions in medical issues	1. Very Dissatisfied 2. Dissatisfied 3. Unsure 4. Satisfied 5. Very Satisfied
2-With patients' prejudiced and negative attitudes towards health professionals	
3-With patients keeping extremely and unnecessarily busy	
4-With patients who are incapable of expressing themselves (communication)	
5-With patients' negative psychological manners	



Kaiser-Meyer-Olkin Measure of Sampling Adequacy : ,799
 Approx. Chi-Square : 1279,837
 Sigma : ,000

Figure 1: Line graph of factor eigenvalue of patient behaviors scale an KMO test

Table 3: Reliability of Scales

Scales	Cronbach's Alpha	Items
All of survey	.823	103
Patient behaviors	.895	5
Jobsatisfaction	.930	20
Jobstress	.768	61
Organizationalculture	.907	17

Table 4: H.1.1. Regression analysis to determine the patient behavior on jobsatisfaction

Variables	B	t	Sig.	R	R ²	F	Sig.F	Result
Constant	1,410	11,880	,000					
Patient behaviors	,500	10,688	,000					Accept
				,543	,295	114,225	,000	
Regression Model $Y_{(JOB\ SATISFACTION)} = 1,410 + 0,500_{(patient\ behaviors)}$								

Table 5: H.1.2. Regression analysis to determine the organisational culture on job satisfaction

Variables	B	t	Sig.	R	R ²	F	Sig.F	Result
Constant	2,723	13,722	,000					
Organizationalculture	-,036	-,626	,532					Refuse
				,038	,001	,392	,532	

Table 6: H.1.3. Regression analysis to determine the jobstress on jobsatisfaction

Variables	B	t	Sig.	R	R ²	F	Sig.F	Result
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Constant	2,988	11,879	,000					
Jobstress	-,117	-1,543	,124					Refuse
				,093	,009	2,391	,124	

Table 7: Multiple regression analysis to determine the job stress (all subscale) on job satisfaction

Variables	B	t	Sig.	R	R ²	F	Sig.F	Result
Constant	3,381	16,072	,000					
Jobstress – excessiveworkload	-,235	-3,763	,000					Accept
				,223	,050	14,159	,000	
Regression Model $Y_{(JOB\ SATISFACTION)} = 3,381 - 0,235 (jobstress-extremeworkload)$								

Table 8: H.2.1. Regression analysis to determine the patient behaviors on job stress

Variables	B	t	Sig.	R	R ²	F	Sig.F	Result
Constant	3,182	28,328	,000					
Patientbehaviors	,034	,760	,448					Refuse
				,046	,002	,577	,448	

Table 9: Regression analysis to determine the patient behaviors (all subscale) on job stress

Variables	B	t	Sig.	R	R ²	F	Sig.F	Result
Constant	3,081	32,088	,000					
Organisationalculture	,083	2,048	,042					Accept
				,038	,001	,392	,532	
Regression Model $Y_{(JOB\ STRESS)} = 3,081 + 0,083 (patientbehaviors - unnecessary\ interventions\ of\ patients\ in\ medical\ matters)$								

Table 10: H.2.2. Regression analysis to determine the organisational culture on job stress

Variables	B	t	Sig.	R	R ²	F	Sig.F	Result
Constant	1,681	13,289	,000					
Organisational culture	,476	12,809	,000					Accept
				,618	,381	164,062	,000	
Regression Model $Y_{(JOB\ STRESS)} = 1,681 + 0,476 (organisationalculture)$								

Table 11: H.2.3. Regression analysis to determine the job satisfaction on job stress

Variables	B	t	Sig.	R	R ²	F	Sig.F	Result
Constant	3,455	26,505	,000					
Jobsatisfaction	-,074	-1,543	,124					Refuse
				,093	,009	2,381	,124	

Table 12: H.3.1. Regression analysis to determine the patient behaviors on organizational culture

Variables	B	t	Sig.	R	R ²	F	Sig.F	Result
Constant	3,148	21,376	,000					
Patientbehaviors	,068	1,171	,243					Refuse
				,072	,005	1,371	,243	

Table 13: H.3.2. Regression analysis to determine the job satisfaction on organizational culture

Variables	B	t	Sig.	R	R ²	F	Sig.F	Result
Constant	3,416	19,546	,000					
Jobsatisfaction	-,040	-,626	,532					Refuse
				,038	,001	,392	,532	

Table 14: H.3.3. Regression analysis to determine the job stress on organisational culture

Variables	B	t	Sig.	R	R ²	F	Sig.F	Result
Constant	,699	3,371	,000					
Jobstress	,802	12,809	,000					Accept
				,618	,381	164,062	,000	
Regression Model $Y_{(ORGANISATIONAL\ CULTURE)} = 0,699 + 0,802_{(jobstress)}$								

CONCLUSIONS AND RECOMMENDATIONS

Humans have been encountering the concept of stress in a number of areas of life recently. This concept is mostly perceived negatively and considered the reason for troubles. It especially affects individuals' mental health but it could sometimes impact the physical health. While elimination of these effects occurs primarily with individuals' wishes and efforts, it sometimes requires a professional help. This help is produced by a scientific study known as stress.

The satisfaction level of employees in workplace is called job satisfaction. Job satisfaction requires a number of factors to be take place. Stress is one of the most important factors that affects job satisfaction. Therefore, the effect of the concept stress on job satisfaction constitutes our topic's theme

These recommendations below are suggested as a result of findings of the research.

This research was conducted with health professionals working in Public and Private Hospitals of the Ministry of Health in Kayseri province. It is estimated that conducting this research different cities will be beneficial.

It is concluded that relationship between stress and job satisfaction according to gender of the research should be practiced in different departments or cities.

It is predicted that health professional should be given regular education, positive methods should be practiced when increasing the level of job satisfaction and health professionals should be informed about social support sources.

It is anticipated that health professionals should be taken care individually and, to enable this care to create more positive effects, psychologic support should be increased in certain periods and be approached sensitively.

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