

Job Satisfaction and Anxiety in Postgraduate Residents- A Cross-Sectional Study

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Abstract

Background- Post-graduate residents form a major part of the working force of the Indian Health System. A large proportion of burnout in physicians has been reported from those in training.

Objective- The objective of this study is to learn more about resident doctors' job satisfaction and anxiety at a city care centre.

Method- This study is a facility-based cross-sectional study, wherein 178 postgraduate residents with a work experience of at least 6 months, from clinical and non-clinical departments, were included, and information was gathered through a pre-designed questionnaire.

Results- We discovered that majority of students were satisfied with their job at this institute. Residents working at clinical departments when compared to those working at non-clinical departments, and those married as compared to those non-married reported higher anxiety levels. Residents in the second year of the residency program, working at full capacity without the assistance of younger doctors, have reported greater concern.

Conclusion- It was concluded that resident doctors undergo anxiety, with respect to various job aspects. It has been found of utmost importance to further evaluate the mental health of doctors under training, to identify factors that can be modified for a better state of mental health of those at work.

Keywords- Job satisfaction, anxiety, resident doctors

1. INTRODUCTION

Postgraduate residents form a major part of the working force of Indian Health Infrastructure. During training, a resident doctor goes through challenges every day. Every passing day brings with it new learning experiences, and with these experiences come a variety of challenges. During the

residency program, there are no set duty hours, along with which they must strive for excellence in their field of master's, all this while they work towards pursuing professional growth, building a social identity, and settling with their families. A resident during his training must develop adequate clinical skills and gain knowledge that would enable him to work as a clinician independently. Every doctor reacts to these challenges differently, while some find it exciting and invigorating, others experience anxiety and dissatisfaction, leading to burnout.

Job satisfaction is a major psychosocial behavioral concept that has attracted a great deal of attention in organisational research ^[1]. Low levels of job satisfaction and high level of job stress can lead to increased absenteeism, conflict and turnover, and reduced quality and quantity of work. The identification of factors responsible for stress and its management at its primary level has long-term benefits for both employee and employer ^[2].

On the other hand, healthcare worker job satisfaction is a very important parameter that influences productivity as well as the quality of work. Many different studies have shown that there is a great number of factors that can have an impact on healthcare workers' job satisfaction such as gender, age, level of education, work experience, the way in which work is organized, working conditions, and many others ^[3].

Despite the introduction of numerous steps to reduce working hours, and improve education and clinical supervision, the incidence of psychological morbidity amongst house officers remains high ^[4].

This study aims to learn more about a resident doctor's job satisfaction and anxiety at a city care centre, and the various factors that influence it, which in turn can aid in the development of measures that can curtail anxiety and dissatisfaction among doctors, and thus lead to the delivery of better patient care.

2. MATERIALS AND METHODS-

This study is a survey-based, cross-sectional research that was approved by the Institutional Ethics Committee at our institute. A total of 178 out of the 260 postgraduate residents, who had worked at the various departments of this tertiary care centre and teaching hospital for at least 6 months were included in this study. Postgraduate residents who had a working experience of fewer than 6 months at this hospital and those who refused to participate in the study were excluded. It comprised gathering information and data directly from respondents in the form of a questionnaire utilising digital media Google form.

The Minnesota satisfaction questionnaire short form (MSQ SF) ^[5] and State-Trait Anxiety Inventory (STAI) ^[6] were utilised, together with a pre-designed questionnaire containing demographic characteristics.

Section 1: - contains information on the subject's demographic profile, such as age, gender, marital status, place of residence, and the department and working position.

Section 2: - MSQ SF was used to know about overall job satisfaction in resident doctors

Section 3: - STAI Y-1 for adults for assessing the major of respondents feeling at the moment ^[6]

Section 4: - STAI form for adults for assessing the major of the respondent how he or she generally feels ^[6]

3. RESULTS:-

The study reported low levels of anxiety in the majority (64.61%) of the residents, while 35.39% reported moderate levels of anxiety. Out of the 178 participants, close to half (52.80%) of them reported having moderate levels of trait anxiety, while some reported having low levels of trait anxiety. It was also reported that residents living in hostels had a low level of anxiety, as compared to those living at home. The majority of the final-year residents reported having moderate levels of state anxiety as compared to residents in the second year of their residency. When questions regarding being able to keep busy, being able to work alone, and doing different things, the majority of the students reported being satisfied with their job with regards to these aspects. The majority of the students also reported being satisfied when asked about the way their boss handles the work and the competency of their supervisors in making decisions. When residents were asked about the chance to tell others what to do and to do something that makes use of their abilities, the majority of the residents reported being satisfied with it. Most of the residents also reported being satisfied with the aspects of pay, the working conditions, being able to get along with co-workers, the praise they received for doing a good job, and the accomplishments they received on the job.

TABLE 1- Percentage of State Anxiety in Medical Post-graduates (n=178)

Anxiety	Frequency	Percentage
Low	115	64.61
Moderate	63	35.39
High	0	0
Total	178	100

The study reveals that 64.61% of Medical Postgraduates had a low level of state anxiety while 35.39% had moderate anxiety while none of them had a high level of state anxiety.

TABLE 2: Percentage of Trait Anxiety in Medical Post-graduates (n=178)

Anxiety	Frequency	Percentage
Low	67	37.64
Moderate	94	52.80
High	17	9.56
Total	178	100

Table 2 shows that 52.80% of Medical Postgraduates had a moderate level of trait anxiety while 37.64% had a low level of trait anxiety while 9.56% of them had a high level of trait anxiety.

Table 3: Association of Residence with State Anxiety in Medical Post-graduates (n=178)

Residence	State Anxiety			X ² (p-value)
	Low	Moderate	High	
Home	1 (25)	3 (75)	0 (0)	2.79 (0.009)
Hostel	114 (65.52)	60 (34.48)	0 (0)	
Total	115	63	0 (0)	

Medical post-graduates who were living in the hostel had low state anxiety as compared to those living at home and it was statistically significant ($p=0.009$)

Table 4: Association of Year of Residency with State Anxiety in Medical Post-graduates (n=178)

Year of Residency	State Anxiety			X ² (p-value)
	Low	Moderate	High	
JR – II	110(75.86)	35(24.14)	0(0)	40.71 (0.00001)
JR – III	5 (15.15)	28 (84.85)	0(0)	
Total	115	63	0(0)	

The majority of JR – III were having moderate state anxiety as compared to JR – II. The association was statistically highly significant ($p=0.00001$)

Job satisfaction among resident doctors was evaluated using a questionnaire, where various aspects like being able to keep busy, getting a chance to work alone, the opportunity to do different things, being praised at work, being able to make decisions, working conditions, and satisfaction with company policies and being adequately paid for the job among other factors were included.

Table 5: Percentage of Job Satisfaction in Medical Post-graduates (n=178)

Question	Very Satisfied (%)	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Very dissatisfied (%)	Mean \pm SD
1) Being able to keep busy	57 (32.02)	77 (43.26)	28 (15.73)	13 (7.30)	3 (1.69)	3.96 \pm 0.96
2) Chance to work alone	60 (33.70)	78 (43.82)	25 (14.04)	12 (6.74)	3 (1.69)	4.01 \pm 0.95
3) Opportunity to do different things	62 (34.83)	83 (46.63)	18 (23.08)	13 (7.30)	2 (1.11)	4.06 \pm 0.91

4) Chance to be somebody in the community	64 (35.95)	82 (46.07)	18 (23.08)	13(7.30)	1 (0.6)	4.09±0.89
5) The way my boss handles their work	61 (34.27)	85 (47.75)	22 (12.36)	7 (3.93)	3(1.69)	4.08±0.87
6) Competence of my supervisor in making decisions	62 (34.83)	84 (47.19)	19 (10.67)	11 (6.18)	2 (1.11)	4.08±0.89
7) Being able to do things that don't go against my conscience	59 (33.14)	83 (46.63)	25 (14.04)	8 (4.49)	3 (1.69)	4.05±0.89
8) The way my job provides for steady employment	61 (34.27)	86 (48.31)	18 (10.11)	11 (6.18)	2 (1.11)	4.08±0.88
9) The chance to do things for other people	67 (37.64)	83 (46.63)	17 (9.55)	10 (5.67)	1 (0.6)	4.15±0.85
10) The opportunity to tell people what to do	66 (37.07)	79 (44.38)	23 (12.92)	9 (5.01)	1 (0.6)	4.12±0.86
11) The chance to do something that makes use of my abilities	65 (36.51)	84 (47.19)	16 (8.98)	11 (6.18)	2 (1.11)	4.11±0.89
12) The way company policies are put into practice	61 (34.27)	78 (43.82)	22 (12.36)	13 (7.30)	4 (2.24)	4.00±0.98
13) My pay and the amount of work I do	55 (30.89)	76 (42.69)	19 (10.67)	21 (11.80)	7 (3.93)	3.84±1.10
14) The chances for advancement on his job	63 (35.39)	78 (43.82)	23 (12.92)	2(1.11)	1 (0.6)	4.05±0.92
15) The freedom to use my judgment	61 (34.27)	79 (44.38)	19 (10.67)	15 (8.42)	4 (2.24)	4.00±0.99
16) The chance to	58	81	25	12	2	4.01±0.91

try my methods of doing	(32.58)	(45.50)	(14.04)	(6.74)	(1.11)	
17) The working conditions	58 (32.58)	76 (42.69)	25 (14.04)	14 (7.86)	5 (2.80)	3.94±1.01
18) The way my co-workers get along with each other	63 (35.39)	83 (46.63)	21 (11.80)	7 (3.93)	4 (2.24)	4.08±0.90
19) The praise I get for doing a good job	60 (33.70)	82 (46.07)	23 (12.92)	10 (5.67)	3 (1.69)	4.04±0.91
20) The feeling of accomplishment I get from the job	65 (36.51)	81 (45.50)	23 (12.92)	7 (3.93)	2 (1.11)	4.12±0.86

4. DISCUSSION:

We have witnessed some really challenging and changing times in the recent past. There has been a shift from conventional methods of teaching, even with respect to medical education, adding to that is the reduced clinical exposure, hence academic loss, yet to be achieved professional and personal milestones have added to the anxiety and dissatisfaction at job among post-graduate residents. However, relatively few studies have been conducted that consider resident doctors' working surroundings, job satisfaction, and anxiety. We discovered that most residents were pleased with their jobs at this institute. We came across several studies on residential burnout and job satisfaction, where burnout was higher and job happiness was lower. A study done by Khuwaja et. al ^[2] found that 68% of the doctors were not satisfied with their job. Bello et. al ^[1] found that the respondents' mean age was 36.49 ± 5.414 , which was more than our study group's overall job satisfaction was below average in that group. In another study conducted by Tozun et.al. ⁽⁸⁾ in Turkey the study mean age group was 29 years \pm 3.7 years and the job satisfaction mean score was 55.4 ± 13.88 . We didn't identify any residents with a high degree of state anxiety in our institute's examination of STAI, although low and moderate levels were 64.6% and 35.3 %, respectively. When it came to trait anxiety, just 9.5 percent of residents had high levels, while 37.6 percent had low levels, and 52.8 % had moderate levels. When compared to non-clinical departments, the clinical department's working environment is related to higher state anxiety levels. The year of residency had a substantial impact on trait anxiety. In this case, JR2 showed greater trait anxiety than JR3. Because of the Covid epidemic, new admissions for Junior residents have been delayed, and the department's new resident doctors have yet to arrive. As a result, JR2 doctors are working at full capacity without the assistance of younger doctors, which may be causing them greater concern. It was also observed that residents residing at the hostel had low levels of anxiety, as compared to those staying at home. Through the questionnaire that was used to evaluate levels of satisfaction with respect to various domains at the job, it was observed that the majority of resident doctors were satisfied with respect to being able to keep busy at the job, being able to do different things, being

able to work alone. Resident doctors also reported being satisfied with the way their boss handles their work, the way the job provides for steady employment, and the way company policies are put to practice. Other parameters like working conditions, the freedom to use one's judgment, and feeling of accomplishment from the job were also evaluated, and the majority of doctors reported being satisfied with these aspects as well. It has been observed that the majority of the doctors were satisfied with the opportunities presented to them to try their own methods at work, the praise they got at the job, the way they got along with their colleagues, and the working conditions at the workplace. Resident doctors from one institute were included in this study, hence the sample size was limited, and the findings of the study cannot be generalised. It has been observed that future research to evaluate job satisfaction and mental health of resident doctors should include in-depth face-to-face interviews and longitudinal sessions. There should also be a follow-up to evaluate how stress and anxiety vary over time.

5. CONCLUSION:

Based on the findings of the study it was concluded that the mean score for job satisfaction level obtained from MSQ SF was 80.97, with a standard deviation of ± 16.593 discovered in our study. We discovered that most residents were pleased with their jobs at this institute. This study did not identify residents with a high degree of state anxiety at this institute, although low and moderate levels were 64.6% and 35.3% respectively. The levels of trait anxiety were, only 9.5 % of residents had high levels. Married resident doctors had significantly higher anxiety levels than unmarried ones. When compared to non-clinical departments, the clinical department's working environment is related to higher state anxiety levels. In comparison to junior residents in the second year (JR2), most junior residents in the third year (JR3) experienced moderate state anxiety

6. **RECOMMENDATIONS-** Based on the findings of the study, the following recommendations are made

- 1) Resident doctors should undergo a psychological evaluation to help them identify their needs with respect to their mental health.
- 2) They should undergo regular therapy sessions.
- 3) Anxiety-inducing factors among resident doctors must be identified and handled as needed.

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8. **CONFLICT OF INTEREST-** The authors declare that they have no conflict of interest.

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