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Perceptions of Dieticians Regarding Job Satisfaction and Related Factors

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ABSTRACT

Job satisfaction relates to positive, negative emotions and attitudes regarding the job and depends upon various factors. The purpose of this study is to define the job satisfaction of the dieticians and their relation with the socio-demographic variables. The study was conducted with 112 dieticians. "Sociodemographic form" and "Job Satisfaction Survey" were used. Frequency, percentage, arithmetic mean, independent samples t-test, one-way analysis of variance and correlation were used. "Operating procedures" and "communication" satisfaction scores of dieticians with bachelor's degree are significantly higher than dieticians with postgraduate degree; it was found out that "pay", "contingent rewards", "nature of work" and "total satisfaction" scores of dieticians that work in private hospitals are significantly higher than dieticians that work in public hospitals ($p < 0.05$). Findings from this research can shed light on differences regarding dieticians' job satisfaction. It will be useful for researchers, who will carry out researches regarding the subject in the future, to discuss other factors such as organizational commitment, management approach, in addition to the demographic factors. Accordingly, educators and other stakeholders can better guide and prepare graduates for the realities and challenges that lie ahead for graduates when factors about jobs are better understood.

Keywords: Dietician, job, job satisfaction

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INTRODUCTION

One of the most important problems dealt by the science of management in our era is the professional dissatisfaction of the employees¹. The main reason for this is the fact that achieving the requested results in the work conducted is associated with the job satisfaction². With a general definition, job is the entire mental and physical activities carried out by the humans in order to maintain their lives. Job satisfaction relates to positive and negative emotions and attitudes regarding the job and depends upon various factors^{1,2}. As well as being related with the positive and negative emotions and attitudes regarding the work, job satisfaction also depends upon various factors such as individual and organizational^{3,4,5}. Individual factors are the facts about the person such as age, gender and education^{1,2}. Whereas organizational factors may be evaluated in a form of a long list from knowledge level and skills required by the job to the socioeconomic benefits the job offers to the employee^{1,5}.

Nowadays, when an intensive competition is being experienced, organizations' ability to survive and to compete depends on using their resources in a most efficient and productive way. The most important resource of the organization is their employees and performance and productivity of the employees are one of the leading factors affecting the success of the entities. The fact that the employees to be able to exhibit high performances and to work efficiently is associated with obtaining sufficient satisfaction from their jobs. The term job satisfaction expressing the state of pleasure or displeasure of the employees due to the job, explains the positive attitude developed for the conditions related to the work. At this point, high job satisfaction is associated with the fact when the people love their job, colleagues and workplace environment, in other words developing a positive attitude towards their job. On the other hand, when people create a negative attitude towards the status and conditions related to the job, then the job dissatisfaction occurs⁶.

Satisfaction of the employees has a great impact upon individual as well as upon organizational efficiency, productivity and quality⁷. So as to ensure the productivity within the organization, organizational objectives and individual objectives should comply with each other. It is helpful for the organizations to perform their activities when the employees are satisfied about their jobs. Employees adopting the objectives of the organization and willingly to do their jobs as well as the low personnel turnover has a positive impact upon organizational efficiency. On the other hand, job dissatisfaction brings forth organizational results such as absenteeism, negligence, negativity and leaving of employment that would negatively affect the service⁸.

Job satisfaction of an individual in the work life is associated with various factors such as fees, promotion, social security, roles, responsibilities, business relations, rewards etc.⁹. According to Bojadjev et al. (2015), in line with the existing basic and universal human needs, in case the conditions and position of an individual in its workplace meet these above stated needs, then the individual becomes happy¹⁰. Within this frame, job satisfaction is associated with the factors affecting the job and the balance of the outputs¹¹.

It can be understood from the definition of the term health as identified by the World Health Organization as a complete wellbeing in physical, emotional and social sense, the obligation of managing multiple disciplines through a multi-discipliner percept concertededly¹². In this context, job satisfactions of those who work in the field of health care services are of a great importance for managing the health as multi-disciplinary.

Amongst these said fields, nutrition; is a science of examining how the food feeds our body and its effects for our health. What is identified as Dietetic is preventing the formation of diseases as a result of applying the principles of the science of nutrition and setting a nutrition plan so as to reduce the treatment complications of diseases. The occupational group which was defined as the expert of nutriment and nutrition in 1917 was then named as dietician¹³. Pay and wage status are amongst the most important sources of job satisfaction of the dieticians¹⁴.

Regarding job satisfaction of dieticians and related factors, there is a need of further researches in literature. The purpose of this study conducted based on this need is to define the job satisfaction of the dieticians and their relation with the socio-demographic variables and to develop suggestions to increase the job satisfaction of the dieticians.

MATERIALS AND METHOD

The study was conducted with 112 of 300 dieticians employed under Istanbul branch of Turkish Dieticians Association, who voluntarily accepted to take part in the study. "Sociodemographic form" and "Job Satisfaction Survey" which was developed by Spector (1985) and of which Turkish validity and reliability work was conducted by Yelboğa (2009) were used in the study^{15,16}. Job satisfaction survey consists of 36 expressions in total including both positive and negative ones. On the survey, which was arranged so as to have 4 expressions in each dimensions, there are 9 subdimensions in total (pay, promotion, supervision, fringe benefits, contingent rewards, operating procedures, coworkers, nature of work, communication). Participants were asked to evaluate each expression by rating them as 1. Totally disagree, 2. Disagree, 3. Partially disagree, 4. Partially agree, 5. Agree and 6. Totally agree. Whereas each expression is rated between 1 to 6, dimensions that are the sum of the expressions may be rated between 4 to 24 depending upon the provided answers. Total

job satisfaction rate that is the sum of all expressions may be rated between 36 and 216. High rates for any dimension means high job satisfaction.

Since the ratings on the survey are calculated over a sum, answers/ratings given to the expressions having a negative meaning were assessed by being inverted so as to be compatible with other expressions. The inversion was performed as 1 = 6, 2 = 5, 3 = 4, 4 = 3, 5 = 2, 6 = 1. Satisfaction level was calculated by totalizing the answers given for four expressions on each dimension. Analysis of the data was conducted via SPSS 21.0 statistics program. The data was assessed via frequency, percentage, arithmetic mean, independent samples t-test, one-way analysis of variance and correlation analysis. Level of significance was obtained as 0.05.

RESULTS AND DISCUSSION

Table 1: Sociodemographic Variables of Dietitians

Sociodemographic Variables		n	%
Marital Status	Married	68	60,7
	Unmarried	44	39,3
Education	Bachelor's Degree	66	58,9
	Master Degree	46	41,1
Type of University	A-Public	77	68,8
	B-Public	12	10,7
	C-Private	20	17,9
	D-Private	3	2,7
Type of Hospital	Public	44	39,3
	Private	68	60,7
Working Year	0-5	44	39,3
	6-10	47	42,0
	11 and more	21	18,8
Working Department	Only Total Nutrition Systems (TNS)	19	17,0
	Total Nutrition Systems (TNS) + Other	93	83,0

It was determined that 60.7% of dieticians in the survey group are married, 58.9% have bachelor's degree, 68.8% graduated from a public university, 60.7% work at a private hospital, 42% have been working for 6-10 years, and 83% work in TNS (Total Nutrition Systems) + Other department (Table 1).

Table 2: Job Satisfaction Subdimensions Mean Scores of Dietitians

Job Satisfaction Sub dimensions	X_±SD
Coworkers	16,47 _± 3,24
Nature of work	16,15 _± 3,50
Communication	14,61 _± 3,05
Supervision	14,57 _± 3,18
Contingent rewards	13,85 _± 3,08
Fringe benefits	13,08 _± 3,59
Operating procedures	12,98 _± 2,48
Promotion	12,44 _± 3,68

Pay	11,48 \pm 3,96
Total satisfaction	125,66 \pm 16,62

When job satisfaction values of dieticians are ranked, it was found out that they are most satisfied with their "coworkers," then with "nature of work," "communication," "supervision" respectively. Dieticians are the least satisfied with are "pay," "promotion," "operating procedures," "fringe benefits" and "contingent rewards." (Table 2).



Table 3: Job Satisfaction Subdimensions Mean Scores of Dietiticians According to The Sociodemographic Variables

		Job Satisfaction Subdimensions									
Sociodemographic Variables		Coworkers	Nature of Work	Communication	Supervision	Contingent rewards	Fringe benefits	Operating procedures	Promotion	Pay	Total satisfaction
		X \pm SD	X \pm SD	X \pm SD	X \pm SD	X \pm SD	X \pm SD	X \pm SD	X \pm SD	X \pm SD	X \pm SD
Marital Status	Married	16,70 \pm 3,17	16,14 \pm 3,71	14,57 \pm 3,09	14,57 \pm 3,16	13,82 \pm 3,08	13,33 \pm 3,89	13,11 \pm 2,30	12,29 \pm 3,87	11,44 \pm 3,59	126,01 \pm 16,22
	Unmarried	16,11 \pm 3,34	16,15 \pm 3,17	14,68 \pm 3,01	14,56 \pm 3,25	13,90 \pm 3,13	12,68 \pm 3,07	12,77 \pm 2,75	12,68 \pm 3,40	11,54 \pm 4,52	125,11 \pm 17,39
p		0,347	0,475	0,855	0,993	0,887	0,347	0,475	0,589	0,898	0,781
Education	Bachelor's Degree	16,53 \pm 3,48	16,00 \pm 3,89	15,09 \pm 3,18	14,34 \pm 3,63	13,80 \pm 3,04	13,09 \pm 3,60	13,43 \pm 2,19	12,72 \pm 3,62	11,62 \pm 3,84	126,65 \pm 17,23
	Master Degree	16,39 \pm 2,89	16,36 \pm 2,87	13,93 \pm 2,75	14,89 \pm 2,41	13,93 \pm 3,17	13,06 \pm 3,61	12,32 \pm 2,74	12,04 \pm 3,77	11,28 \pm 4,17	124,23 \pm 15,78
p		0,824	0,565	0,048*	0,345	0,825	0,970	0,019*	0,336	0,659	0,452
Type of University	A-Public	16,67 \pm 3,37	16,00 \pm 3,45	14,61 \pm 3,19	14,66 \pm 3,06	13,49 \pm 2,95	13,20 \pm 3,36	12,89 \pm 2,62	12,38 \pm 3,75	11,25 \pm 3,57	125,19 \pm 16,10
	B-Public	15,08 \pm 1,88	16,50 \pm 4,31	13,83 \pm 2,91	14,16 \pm 3,24	12,25 \pm 2,63	11,83 \pm 4,66	13,83 \pm 1,69	11,00 \pm 2,89	10,16 \pm 4,64	118,66 \pm 14,56
	C-Private	16,85 \pm 3,11	16,45 \pm 3,45	14,90 \pm 2,75	14,95 \pm 2,79	15,90 \pm 3,04	12,95 \pm 3,60	12,65 \pm 2,43	12,70 \pm 3,40	12,75 \pm 4,38	130,10 \pm 17,42
	D-Private	14,33 \pm 4,04	16,66 \pm 2,88	16,00 \pm 1,73	11,33 \pm 7,50	16,00 \pm 1,73	15,66 \pm 4,61	14,00 \pm 0,00	18,00 \pm 1,73	14,00 \pm 6,92	136,00 \pm 27,71
p		0,254	0,927	0,670	0,307	0,002*	0,377	0,505	0,030*	0,187	0,190
Type of Hospital	Public	16,06 \pm 3,21	15,27 \pm 3,81	14,97 \pm 3,14	13,90 \pm 2,90	12,93 \pm 3,06	12,77 \pm 3,42	13,54 \pm 2,67	11,93 \pm 4,17	9,97 \pm 3,19	121,38 \pm 14,78
	Private	16,73 \pm 3,25	16,72 \pm 3,18	14,38 \pm 2,99	15,00 \pm 3,30	14,45 \pm 2,97	13,27 \pm 3,70	12,61 \pm 2,29	12,77 \pm 3,31	12,45 \pm 4,13	128,42 \pm 17,25
p		0,289	0,032*	0,316	0,077	0,010*	0,468	0,053	0,236	0,001*	0,028*
Working Year	0-5	16,45 \pm 3,13	15,65 \pm 3,74	15,00 \pm 2,86	14,40 \pm 3,25	14,90 \pm 2,74	13,38 \pm 3,32	13,15 \pm 2,72	12,22 \pm 4,02	11,77 \pm 4,73	126,97 \pm 18,09
	6-10	16,74 \pm 3,08	16,68 \pm 3,40	13,85 \pm 3,27	14,76 \pm 3,25	13,42 \pm 3,26	12,82 \pm 4,03	12,95 \pm 1,96	13,25 \pm 3,16	11,48 \pm 3,58	126,00 \pm 15,77
	11 & more	15,90 \pm 3,83	16,00 \pm 3,16	15,52 \pm 2,60	14,47 \pm 3,02	12,61 \pm 2,78	13,00 \pm 3,16	12,66 \pm 3,02	11,09 \pm 3,74	10,85 \pm 3,00	122,14 \pm 15,49
p		0,618	0,374	0,063	0,860	0,008*	0,760	0,756	0,072	0,689	0,543
Working Department	Only Total Nutrition Systems (TNS)	16,63 \pm 3,32	17,63 \pm 2,81	15,36 \pm 2,62	14,57 \pm 4,35	13,78 \pm 2,25	12,68 \pm 4,04	12,42 \pm 2,47	11,63 \pm 4,58	11,57 \pm 3,86	126,31 \pm 17,98
	Total Nutrition Systems(TNS) & Other	16,44 \pm 3,24	15,84 \pm 3,56	14,46 \pm 3,12	14,56 \pm 2,92	13,87 \pm 3,24	13,16 \pm 3,51	13,09 \pm 2,48	12,61 \pm 3,47	11,46 \pm 4,00	125,52 \pm 16,43
p		0,816	0,043*	0,240	0,993	0,896	0,600	0,282	0,292	0,908	0,851

*Statistical Significance (p<0,05)

When job satisfactions of dieticians are compared according to education level, it was found out that "communication" and "operating procedures" satisfaction scores of dieticians with bachelor's degree are significantly higher than dieticians with postgraduate degree ($p<0,05$) (Table 3).

A significant difference in "promotion" and "contingent rewards" subdimensions of job satisfaction survey was observed according to the university dieticians graduated from ($p<0,05$) (Table 3). "Promotion" satisfaction scores of D-Private University graduates are significantly higher than A-Public University and B-Public University graduates ($p<0,05$), while "contingent rewards" satisfaction scores of C-Private University graduates are significantly higher than B-Public University graduates ($p<0,05$) (Table 3).

Comparing job satisfactions of dieticians according to hospitals they work in, it was found out that "pay", "contingent rewards," "nature of work" and "total satisfaction" scores of dieticians that work in private hospitals are significantly higher than dieticians that work in public hospitals ($p<0,05$) (Table 3).

It was found that "contingent rewards" subdimension of job satisfaction survey is significantly different according to working period of dieticians. "Contingent rewards" satisfaction scores of dieticians that have been working for 0-5 years were found out to be significantly higher than dieticians that have been working for 11 years and more ($p<0,05$) (Table 3).

It was found that "nature of work" subdimension of job satisfaction survey is significantly different ($p<0,05$) according to the department of dieticians (Table 3). "Nature of work" satisfaction scores of dieticians who work in "Total Nutrition Systems" (TNS) were found to be significantly higher than "nature of work" subdimension scores of dieticians who work in TNS+ Other field ($p<0,05$) (Table 3).

DISCUSSION

In our study, when job satisfaction level values of the dieticians are listed, it was detected that dieticians are satisfied with their "coworkers" most, then respectively with "nature of work", "communication", "supervision". Total job satisfaction level of dieticians was found to be $125,66+16,62$. In another study, total job satisfaction score of dieticians was found observed as $153.75+26.68$ ¹⁷. In a study which is conducted by Ahmadi et al (2014), the results showed that 72.6% of the participants were satisfied with their job condition but 27.4% were dissatisfied¹⁸. According to Spector (1985), overall job satisfaction scores over 144, it is then known that there is a job satisfaction¹⁵. Whereas, since in our study the overall job satisfaction score is lower than 144, it may be said that the job satisfaction of dieticians are low. According to Spector (1985), if the rating is below 12 in job satisfaction dimensions

then it shows the dissatisfaction, if, the rating is above 16, then it shows the job satisfaction¹⁵. In our study, “colleagues” and “structure of work” scores were found to be above 16. “Pay” satisfaction scores was found to be below 12. In a study about the job satisfactions of dieticians, “coworkers” and “nature of work” satisfaction scores were observed to be in the first two ranks¹⁷. Similarly, “coworkers” and “nature of work” satisfaction scores were observed to be in the first two ranks in our study as well. Similarly, it was determined in our study as well that the promotion satisfaction scores turned out to be low. Similar with our results, in another study, it was found that South African registered dietitians were slightly satisfied with their employment. In this study, registered dietitians were only slightly satisfied with opportunities for promotion and the environment within which they worked, whereas they were moderately satisfied in relation to knowledge and skills, rewards of the work, colleagues, communication and the nature of their work. Overall, the lowest level of satisfaction related to salary¹⁹. In another study conducted by Enezi et al. (2009), nurses were found to be satisfied with the praise and recognition, scheduling of duty, control and responsibility although levels of satisfaction were not very high. Nurses were dissatisfied with professional opportunities and extrinsic rewards²⁰. In another study, the majority of physician assistants were satisfied with salary and fringe benefits, supervision, level of responsibility, working hours, relationships with coworkers, job security and opportunities for continuing education. They expressed somewhat lower levels of satisfaction with workload and advancement opportunities. In another study, specific job satisfaction dimensions indicate that highest dissatisfaction levels occur in the area of salary and advancement²¹.

When we looking to the relationship of job satisfaction with sociodemographic variables, in a study, marital status did not significantly impact on overall job satisfaction as reported by the registered dietitians¹⁹. In another study conducted with healthcare workers, there were no differences in job satisfaction according to the marital status²². In a study, job satisfaction scores of unmarried doctors were significantly lower than married or divorced doctors²³. In another study, research findings regarding job satisfaction and marital status variable showed that there was no difference between job satisfaction levels of unmarried private security guards and married private security guards. This result supports the results of a research²⁴. No significant difference was found between marital status job satisfaction in some studies in literature^{25,26}. Similarly in our study, it was observed that being married or unmarried has no effect in determining job satisfaction level.

In our study, it was found that "contingent rewards" subdimension of job satisfaction survey is significantly different according to working period of dieticians. “Contingent rewards”

ssatisfaction scores of dieticians that have been working for 0-5 years were found out to be significantly higher than dieticians that have been working for 11 years and more ($p < 0.05$) (Table 3). Total job satisfaction scores were not statistically different according to the working period of dieticians ($p > 0.05$) (Table 3). Different from our results, in a study conducted with healthcare workers, respondents who worked > 5 years were more satisfied with their job than those with ≤ 5 years of experience²². In another study, it was similarly found out that job satisfaction levels of dieticians with a work experience of "16 years and above" were higher than dieticians with a work experience of "5 years and below" and "11-15 years."²⁷. Similarly, in another study, nurses 20 years' experience were more satisfied with most of the satisfaction facets than those nurses with less work experience²⁸. Years of experience bring with them a sense of security in nursing, and fewer surprises. Relationships with patients and colleagues are built and strengthened over the years that are more difficult to establish when one is less experienced²⁸. In a study on nurses, it was determined that nurses with a longer experience (working period) have a higher level of job satisfaction²⁹. While no significant difference was found between working period and job satisfaction in another study³⁰. It was found in another study that job satisfaction level of employees of a private security company is the highest for individuals with seniority of "0 to 1 year," and lowest for individuals with seniority of "12 years and above."³¹. This result is in parallel with the Ronen's (1978) findings that the satisfaction of individuals when they first start work – arising from novelty of work and first expectations– begin to decrease after they do the same job for 2 to 5 years³².

In our study, when job satisfactions of dieticians are compared according to education level, it was found out that "operating procedures" and "communication" satisfaction scores of dieticians with bachelor's degree are significantly higher than dieticians with postgraduate degree ($p < 0.05$) (Table 3). Similar with the results determined in our study, in a study, job satisfaction of individuals with educational status "Academy" were found out to be higher than job satisfaction of individuals with educational status "University," "Postgraduate" and "Other."²⁷. Different from our results, in a study, nurses with a master's degree or other continuing education were more satisfied than those without additional education³³. In other studies, no significant difference was found between educational status and job satisfaction^{30,31,34}. In our study, comparing job satisfactions of dieticians according to hospitals they work in, it was found out that "pay", "contingent rewards," "nature of work" and "total satisfaction" scores of dieticians that work in private hospitals are significantly higher than dieticians that work in public hospitals ($p < 0.05$) (Table 3). Similar with our results, in a study

private-sector nurses were generally satisfied, while public-sector nurses were generally dissatisfied²⁸.

CONCLUSION

Findings from this research can shed light on differences regarding dieticians' job satisfaction. It will be useful for researchers, who will carry out researches regarding the subject in the future, to discuss other factors such as organizational commitment, management approach, in addition to the individual demographic factors. Accordingly, educators and other stakeholders can better guide and prepare graduates for the realities and challenges that lie ahead for graduates when factors related with job satisfaction are better understood.

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