

Job Satisfaction of Physiotherapists Working at Special Education and Rehabilitation Centers in Istanbul

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Abstract: *Special education and rehabilitation centers are organizations that bring together various professional groups to meet the health services demanded by the public, especially for children with disabilities. In this study, a study was conducted with 129 physiotherapists working in special education and rehabilitation centers in Istanbul to determine the satisfaction levels of physiotherapists in their profession. Intensive work tempo, physical difficulties, long medical treatment sessions, insufficient wages, occupational risks, inability to appreciate the work they do. It has been observed that they experience dissatisfaction due to reasons such as unfair management understanding and inadequacy.*

Keywords: Physiotherapist, Job Satisfaction, Efficiency, Special Education and Rehabilitation Centers

1. Introduction

1.1. Special Education and Rehabilitation Centers

Education, in general, is the process of changing behavior in an individual. In a broad sense, education is "all social processes that are effective in gaining the individual's social standards, beliefs and ways of life [1]. Likewise, special education and rehabilitation services include mental, physical, hearing, speaking, sight, emotional, social, and spiritual problems. Individuals with autism or learning disabilities, or individuals with special/gifted abilities benefit from Special Education and Rehabilitation Centers from early childhood, under the Ministry of National Education, with the help of specialist educators, health workers, specially prepared environments, training programs for disabled individuals and educational materials [2].

1.2. Physiotherapist

According to the regulation published by the Ministry of Health in 2014, the physiotherapist is a health worker who performs the necessary practices for the recovery of the patient, determines the roles and duties of the patient in this process, records the data, informs the family about the devices and makes recommendations, uses the appropriate technological equipment safely, and takes measures to prevent complications, depending on the guidance of the specialist physicians in cases of an illness (Official Gazette, 2014) [3]. In line with this job description, physiotherapists improve the physical, psychological and emotional well-being of individuals and increase their quality of life in the fields of health protection, treatment/intervention and rehabilitation [4]. In our country, physiotherapists are four-year undergraduates who work in public and private hospitals, special education and rehabilitation centers, private clinics, several departments such as neurology, orthopedics, pediatrics, geriatrics, cardiovascular, sports health, oncology and obstetrics [5].

1.3. Job satisfaction

Work is an effort to produce a service that takes place in an organizational environment, by exerting power to produce something, achieve an efficiency and a result. It has an important place in the lives of individuals by enabling them to meet their social, economic and psychological needs. By working, the person not only gains financial gains, but also gains various psychological gains such as being happy in his/her job, gaining success, being recognized and appreciated, and providing satisfaction [6]. Work is one of the important social environments in a person's life. As an individual and social activity, it has an important place in one's life. The word "satisfaction" is a word that cannot be observed directly by another person and is only used to describe the inner peace and happiness that the person feels [7].

Many definitions have been made for job satisfaction. In these definitions, the feelings that the person feels as a result of the work done are expressed. According to the definition Robbins made in 1991; Job satisfaction refers to an employee's view of his job in general [8]. According to the definition made by Luthans in 1995; what the employees consider important is the result of their perception of how much they get from their jobs [9]. According to Vieira, the definition he made in 2005 is an indicator of how happy an employee is with his job [10]. According to another definition made in 2014, job satisfaction is that employees' positive or negative feelings and thoughts about their jobs explain their job satisfaction [11]. Job satisfaction is the employee's view of his job in general. Job satisfaction is related to what employees see as important and how much they get from their jobs. In a way, it's about how happy an employee is. This is how we can multiply definitions for job satisfaction.

In order for the employees to do their jobs more efficiently, it is important that their motivation is high and their job satisfaction is good [12]. Job satisfaction is also the rebellion of dissatisfaction. Job satisfaction should be satisfactory for both the employee and the institution he/she works for. Individuals who do their dream job,

receive the wage they deserve for their work, and have the opportunities they desire, are peaceful and happy at the same time because they provide material and moral satisfaction. However, individuals who cannot do their ideal job, who think that the wage they receive do not meet their labor and whose needs are ignored, adopt a negative attitude. If this negative attitude about work life continues and progresses, it can also affect life satisfaction.

It is important to know the job satisfaction levels of individuals working in institutions. Studies show that where job satisfaction is high, there are many benefits such as increasing customer satisfaction with increasing job quality, reducing stress in employees, increasing organizational commitment, and increasing quality of work [13]. Decreased job satisfaction results in many problems such as psychological depression, disappointment, alienation from work, demoralization, decrease in productivity, reluctance to go to work, feeling of inadequacy, inability to cooperate, increase in mistakes made at work, making wrong decisions, indiscipline, and organizational problems [14]. These situations increase the interest in research on job satisfaction and lead to new measures to be taken to increase satisfaction. For this reason, the job satisfaction of the employees should be measured and followed up.

The special education and rehabilitation sector consists of employees from many different professions. Although the duties of these occupational groups are different, they need to work in harmony as a team. All these occupations are integral parts of a whole. The role played by physiotherapists in the services provided in special education and rehabilitation centers is of great importance. Physiotherapists are interested in the treatment of very wide disease groups such as cerebral palsy and spina bifida in these centers [15].

The main factors that enable physiotherapists, who are health workers, to provide a good service are their passion for the job they do and the satisfaction they get from this job. Job satisfaction may vary depending on personal reasons such as the employee's age, gender, living standards, or environmental factors such as working conditions, wages, social interaction and managerial behaviors [16]. In this study, the job satisfaction levels of physiotherapists working in special education and rehabilitation centers and the internal and external tactics that affect their job satisfaction are examined.

2. Material Method

With the questionnaires prepared in the electronic environment, 141 physiotherapists were reached. Of these

sent questionnaires, 129 could be reached. The population of the research consists of 129 physiotherapists in selected special education and rehabilitation centers serving in Istanbul. This descriptive study was conducted with the permission of the institutions. Information forms were distributed to the physiotherapists in advance for this study, necessary information about the study was given, and it was reported that participation in the study was based on volunteerism, and their approval was obtained. At the same time, the main purpose of the study conducted in this research was informed. In the study, a questionnaire method was used to measure job satisfaction and the factors affecting job satisfaction. The study to be done with the survey method will be more realistic and accurate. The fact that it will be conducted directly with the people who play a leading role in this research and since the questions will be asked directly to them, the study gains special importance. This method, with the Questions asked to the Physiotherapists, measures their thoughts on job satisfaction in general, as well as their feelings.

The importance of this work is very great. It is aimed to improve the work life of the employees, to change their perspectives on work and to prepare a more pleasant environment, providing important feedback for both physiotherapists and patients. The questionnaire basically consists of questions based on personal information form and job satisfaction scale. The results of the survey will inform not only physiotherapists but also all segments of the society and will show the problems of physiotherapists and the difficulty of this profession. In order to understand and observe the survey well, it is necessary to know how to read the survey.

In the first part of the questionnaire, the demographic characteristics of the participants were questioned, and in the second part, the questionnaire was completed using the 5-grade Likert type job satisfaction scale. The Likert scale was developed by the social psychologist Rensis Likert in 1932 [17]. It could be five or seven points. In each question, there are five options that the person can mark according to their satisfaction with their job. The options were evaluated as 1-strongly disagree, 2-disagree, 3-undecided, 4-agree, 5-strongly agree. So people's views can be seen holistically. As a result of the scale, the total score is obtained. High scores indicate high job satisfaction; low scores indicate insufficient job satisfaction.

3. Findings

Demographic characteristics of the sample are shown in Table 1, and the questionnaire for job satisfaction is shown in Table 2.

Table 1: Demographic characteristics of the physiotherapists participating in the study

Demographic Characteristics		n	%
Age	18-25	33	25, 6
	26-35	60	46, 5
	36-44	28	21, 7
	45 and above	8	5, 4
Gender	Female	71	55, 03
	Male	58	44, 9
Marital status	Married	60	46, 5
	Single	68	53, 5
Number of children	0	91	70, 5
	1 or 2	19	14, 7
	3 and above	19	14, 8
Education status	Bachelor's degree	99	76, 74
	Master	30	23, 25
Total service time	5 years and below	82	63, 5
	6-12 years	29	22, 5
	13-24 years	15	11, 6
	25 years and above	3	2, 4
Service time in the institution	5 years and below	94	72, 9
	6-12 years	28	21, 7
	13-24 years	7	5, 4
	25 years and above	-	

Table 2: Job Satisfaction Scale

Questions	Strongly agree (5)	Agree (4)	Undecided (3)	Disagree (2)	Strongly disagree (1)
I am happy to work in my workplace	7%	12%	23%	38%	16%
The salary I receive satisfies me	3%	14%	18%	39%	26%
An increase in my salary would satisfy me	52%	32%	12%	3%	1%
Communication among people working in my work environment is good	19%	24%	30%	17%	10%
An increase in the communication between me and my colleagues would motivate me	43%	37%	15%	4%	1%
I suggest my job to the other people	15%	17%	21%	29%	18%
My opinions and suggestions on a treatment are taken into consideration	17%	36%	32%	10%	5%
It would satisfy me if my opinions and suggestions on a treatment are taken into consideration more	44%	32%	18%	5%	1%
The work I do is considered important and is appreciated	12%	6%	29%	36%	17%
The more the work I do is appreciated, the more satisfied I will be	38%	26%	22%	10%	4%
There is equality and justice in the workplace	8%	24%	14%	29%	25%
I will do my job willingly if equality and justice are ensured in my workplace	58%	36%	4%	2%	0%
I do not think about doing another job	18%	25%	30%	28%	19%
I will not think about doing another job if I become satisfied with my job	62%	32%	3%	3%	0%
Labourers should be awarded materially and spiritually their accomplishments	2%	12%	14%	42%	30%
I will work more happily if ecompense is ensured in my workplace	46%	37%	13%	3%	1%
Working with this title makes me happy	31%	25%	13%	21%	10%
If my title is respected, working will make me happier	44%	40%	6%	6%	4%
Working hours are adjusted suitably	4%	23%	23%	30%	20%
My job satisfaction will increase if my working hours are adjusted accordin to my own wishes	39%	47%	11%	3%	0%
Adequate rights have been given to me about using my leaves	9%	16%	12%	40%	23%
My satisfaction will increase if there are more of my rights to use my leaves	54%	34%	7%	3%	3%
I think I am successful in my work	47%	33%	8%	10%	2%
An increase in my success will satisfy me	64%	36%	0%	0%	0%
My communication with the patients is good	45%	34%	7%	11%	3%
Better communication with the patients increases my motivation	50%	47%	3%	0%	0%

As can be seen in Table 2, 54% of the physiotherapists stated that they are unhappy with working at work, 84% stated that they would be more satisfied with an increase in the salary they received, 43% reported that their relations with friends were good, and 80% stated that an increase in their relations would motivate them more. 32% of the participants would suggest the profession to other people, 21% were undecided about it, 53% said that their suggestions and opinions were taken into consideration, and 76% of the participants said that it was more satisfying to have an increase in this matter, 63% said that they would be more satisfied with the appreciation of the work done, and 94% of them (which is a great majority) would do their work more willingly if there was an increase in equality and justice. While 43% of the employees do not think about a different profession, with the increase in job satisfaction, this rate rises to 94% and the undecided ones decrease from 30% to 3%. While 72% of the participants said that they were not rewarded for their success, it was observed that 83% of them would work more willingly after being rewarded. While 56% of the participants are happy to work with the title of physiotherapist, the increase in respect for the title increases this rate to 84%. The fact that the working hours are more suitable for the people increases the job satisfaction of 86% segment and the increase in the right to use leave increases the job satisfaction of 88% segment. While the rate of the physiotherapists who think they are successful in their profession is 80%, those who say that their satisfaction will increase if there is an increase in success is 100%. In terms of communication with patients, 79% of the participants think that their communication with patients is good, while there is a rate of 97% who say that their motivation will increase if there is an increase in maintaining a good communication.

4. Discussion

The health system is renewed and changed over the years and aims to reach a certain quality. Patient satisfaction should be given importance in order to achieve the desired quality. Keeping the quality of service high is directly proportional to the job satisfaction of the employees. In this sense, our study examines the factors that effect the physiotherapists' job satisfaction, who are in one-to-one communication with the patients. In the study, which we have done in our research, no statistically significant difference was found between job satisfaction and marital status. Although studies supporting our findings are in the literature, it is also reported that being married affects job satisfaction. It was also found in our study that having children and increasing the number of children increased job satisfaction. There are studies in the literature that support these findings.

In our study, it was found that the job satisfaction scores of the physiotherapists were not related to the time they spent in the profession, the time they were in the institution and the time they were in the service. When we look at different studies, it is reported that job satisfaction scores decrease significantly as the number of years worked increases. The reason for this, as argued, is that, the decrease in the goals, expectations and work determination

of the employees over the years, and the increasing age reflect negatively on job satisfaction. In the evaluation of the results of our study, when the average age of our physiotherapist group and their duration of service in the profession were taken into account, there was no significant difference in job satisfaction levels between the groups, since their demographic characteristics were close to each other and they represented a younger group. In addition, an important reason why there are no statistically significant tracks may be the absence of any physiotherapists who have worked for more than 25 years, and the service duration of 72% of the physiotherapists in the institution with only 5 years or less.

In our study, a significant difference was found between the mean job satisfaction scores and the status of liking their job and finding it suitable for oneself. Job satisfaction mean scores decrease in physiotherapists who do not find the profession suitable for them. Similar results were also found in other studies on this subject.

When the effect of providing motivating factors (rewarding, equality, appreciation, etc.) by the Institution on the level of job satisfaction is examined, it is observed that all motivational factors have an effect on job satisfaction. The institution's motivation to the therapist appears to be an important factor that increases the job satisfaction of the employee [18]. As the determination of which features are motivating and which are not affect the satisfaction of the person, it is possible for the managers of the institution to focus on these factors and thus to increase the satisfaction of the person and thus the service quality. Balancing service quality and employee satisfaction is one of the important factors.

When the factors affecting motivation were examined; age range, marital status, number of children, working time in the physiotherapist profession, working time in the institution, working order, frequency of having problems in the institution were found to be significant. However, in practice, managers do not have the power to influence these factors, except for the working order. It is important for managers to evaluate other motivating factors besides the survey questions we have given and to ensure that they increase job satisfaction. Thus, a balance can be established between the quality of the service and the job satisfaction of the physiotherapist.

5. Conclusion

In the health sector, which is demanding and requires intense work, physiotherapists may have difficulties in providing satisfaction to subordinates, in providing quality service due to work conditions and the stress it brings, together with lack of motivation, in case of insufficient job satisfaction of physiotherapists. Dissatisfaction affects not only the person himself, but also the institution he/she works for. In order for the patients to receive the most effective and effective service, physiotherapists should work with full satisfaction and satisfaction from the position they are in.

In our study, it was found that physiotherapists have low job satisfaction and high job stress. Knowing and focusing on the factors that increase the job satisfaction of physiotherapists can increase the quality of service. For physiotherapists, gender, age, marital status, number of children, education level, how long they have worked in this profession are personal factors that affect their job satisfaction. External satisfaction scores are also low. The external satisfaction score is related to the elements of the environment of the work such as the wage received as a result of the work, communication with colleagues, respect for the ideas of others, whether the employees are in equality or not, the justice provided in the institution, the rewards given as a result of the effort, the working conditions. These factors also affect job satisfaction. It has been clearly revealed that all physical therapists are affected by these factors. According to this result, working conditions should be adjusted and reshaping should be brought to ensure job satisfaction. As a result, job satisfaction will increase and job stress will decrease.

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