

# Job Satisfaction of Radiographic Technologist in Sudan and the Main Reasons of Dissatisfaction

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**Abstract:** ***Objectives:** Detection of job satisfaction (JS) among Radiographic Technologist (RT) in Sudan and to explore the most common causes of dissatisfaction. Study of JS is essential to identify the current situation of employee to ensure that a job done well. It is very important to know causes of job dissatisfaction to avoid it. The purpose of this study was to evaluate how satisfied RTs in different radiology departments are with respect to their work and to determine what the most causes of dissatisfaction in Sudan. **Materials and Methods:** Unstructured interviews with qualified practitioners was undertaken across different centres in Sudan. A brief cross-sectional survey was done to a total of one hundred and thirty nine RTs. Males was 63.3 percentage while the percentage of females was 36.7%. **Results:** 63.3% of the study sample was satisfied with work and low income 5.8%, bad environment/lack of radiation protection 10.0% and Job description 5.0% considered are the most common causes of dissatisfaction. **Conclusions:** Although the study sample satisfied with their work, low income, bad environment/lack of radiation protection and Job description were the main reasons of dissatisfaction.*

**Keywords:** Low income; job satisfaction; Radiographic Technologist; bad environment; radiation protection.

## 1. Introduction

The term Job Satisfaction (JS) generally defined as an employee's affective reactions to a job based on comparing actual outcomes with desired outcomes (1), also people dislike (dissatisfaction)/like (satisfaction) on their jobs. It is generally recognized as a multifaceted construct that includes employee feelings about a variety of both intrinsic and extrinsic job elements (2). Worrell concluded that the three most widely cited valid and reliable facet-specific JS measures found in the literature include the Job Descriptive Index (JDI) and the Minnesota Satisfaction Questionnaire (MSQ) (3).

Several studies found that strong links between employee productivity and JS (4). Understanding Radiographic Technologist (RT) JS or dissatisfaction, and its possible causes, would consider to be an important issue to improve radiography services particularly these services are becoming increasingly important in disease monitoring, imaging for diagnosis, treatment planning and therapy guidance.

Nowadays increasing the demand for RT to perform diagnostic imaging due to aging population and prevalence of diseases. RT has an important role in the medical field to diagnoses such these diseases using different medical imaging procedures such as routine x-ray, CT, MRI, U/S in different hospitals and medical centres. Thus, the clinical workload of RT, is gradually increasing. Today's JS is as critically important as it has ever been and perhaps more so (5). JS can be measured as either dependent or an independent variable. JS is dependent on the different factors- such as the characteristics of the organization, the characteristics of the individual and the characteristics of the job itself (6,7). Researchers have shown JS is strongly associated with an employee's productivity. Studying JS is very significant and meeting the demand for RT is imperative, factors influencing JS and avenues that

positively effect JS among RT need to be explored (8). So the purpose of this study was to explore JS for RTs and main causes of dissatisfaction.

## 2. Methodology

A survey to one hundred and thirty nine of RTs was conducted from August through November 2014 that measured the JS. Questions were answered using a yes/no format and Multiple choice questions (MCQs). Reasons to select this type of survey questions because it is allow participant to select the answer, easy and clean data for analysis. Through this MCQs participants were asked to a brief survey requiring answering two questions (one closed question and the other open-ended question) as following:

- Are you satisfied in your job? (closed- yes/no)
- If no why? (open-ended)

So I put a quite enough answer space to feel free to write why he/ she dissatisfied. Answers for open-ended question were classified depending on three reasons for dissatisfaction which were include low income, bad environment/lack of radiation protection and Job description. Then data was transferred to a Microsoft Excel document and analyzed using Excel program. All information in the datasheet were calculated for errors and completeness. Missing data were documented in the results. Also (unanswered/no comment items) were documented. Any findings from this data should consider the small size of the sampled studied.

## 3. Results

Of 139 RTs 88 (63.3%) satisfied, 41 (29.5%) dissatisfied 10 (7.2%) had no comment (Table 1). The most common causes of dissatisfaction were bad environment/lack of radiation protection 10.0%, low income 5.8% and Job description 5.0% (Table 2). Also study revealed that 4 (2.9%) of them saw that more than one of these reasons

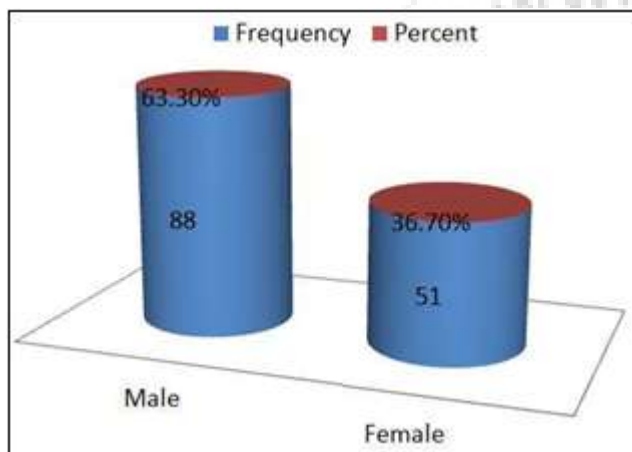
caused dissatisfaction, 4 (2.9%) there were other reasons of dissatisfaction, 92(66.2%) missing and 10 (7.2%) had no comment(Table 2). Ofthe respondents, 88were male (63.3%) and 51 (36.7%) were female (Fig 1).

**Table 1: Does RTsatisfied in his/her job?**

Satisfied	Frequency	Percent
Yes	88	63.3
No	41	29.5
no comment	10	7.2
Total	139	100.0

**Table 2: Reasons of dissatisfaction about the job**

Reasons	Frequency	Percent
Low income	8	5.8
Bad environment/lack of radiation protection	14	10.0
Job description	7	5.0
More than one reasons	4	2.9
Other	4	2.9
Missing	92	66.2
no comment	10	7.2
Total	139	100.0



**Figure 1: Gender distribution of RTs**

#### 4. Discussion

The purpose of this study was to generalize from a representative sample of RTs so that inferences could be made about their JS. Findings indicated that the studied sample were generally satisfied with their jobs and showed the common causes of dissatisfaction. This study validated the need to understand the reasons that influence job dissatisfaction among RTs. There were three important causes from this research. First,bad environment/lack of radiation protection, second, low income and third, Job description. JS of RTs had not been evaluated in Sudan so this first study conducted to discuss this issue. With uncomfortable wages, current RTs may be more interested to leave their jobs, the immigration of RTs to the private sector and working in more than one place, or immigrated out Sudan, is still likely to be an issue.

Frederick Herzberg's has contention that the concept of JS should be analyzed in terms of two separate factors, which are "satisfiers"/motivating factors and "dissatisfiers"/hygiene factors) (10,11). Satisfiers include achievement, recognition, responsibility, and advancement. The results of current study reflect these concepts. Similar

study asked the same simple question, participants - were asked to answers- using a 7-point -Likert-like- scale, which ranged from extremely satisfied(12) to extremely dissatisfied (4). But in the current study didn't range.

#### 5. Conclusion

The results of this JS analysis will perhaps unbelievable to RT who has been practitioner of radiographic imaging recently. In spite of the results of this study may not be exactly eye opening, hopefully, it can serve the RTs society by providing them with strong statistical information to support improvement.limited to small number of RTs has been one of the limitation to this study and simple questionnaire for further research needs to be conducted on this issue.

#### 6. Acknowledgement

I would like to thank all my colleagues in Sudan who endeavoured to fill the questionnaire.

#### 7. Conflict of Interest

Authors have declared that no competing interests exist.

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