



# JOB SATISFACTION AMONG MALAYSIAN OPTOMETRISTS: ARE WE IN DILEMMA?



Norsham Ahmad<sup>1</sup>, Fatimah Az-Zahra Binti Shukran Jamil<sup>1</sup>

<sup>1</sup>Department of Optometry and Visual Sciences, International Islamic University Malaysia, Malaysia.

## ABSTRACT

Several studies had evaluated the job satisfaction level among healthcare workers, but there has not been any study that assessed job satisfaction of optometrists in different work environments. How satisfied are Malaysian optometrist with their workplace? What are the factors that influence job satisfaction amongst optometrists? This cross-sectional survey aims to clarify above questions. The questionnaire used is adapted from previous studies with some modification. Internal consistency reliability was determined prior to data collection. Cronbach's alpha reliability coefficient value was 0.9, which shows good reliability. Data from 256 optometrists from different workplace were analysed. The overall level of job satisfaction among optometrists was in a moderate satisfaction range (mean:4.51±0.08). Workplace facilities were rated the highest among other facets (mean:4.71±0.08), whereas promotional opportunities were the lowest (mean: 4.21±0.09). The Kruskal-Wallis analysis showed significant differences in overall satisfaction in the different workplace,  $\chi^2(3, N = 256) = 11.309, p < 0.05$ . Workplace facilities,  $\chi^2(3, N = 256) = 18.787, p < 0.05$ , and recognition,  $\chi^2(3, N = 256) = 11.240, p < 0.05$ , were found to statistically and significantly influence the job satisfaction among optometrists. Dunn's post-hoc test with Bonferroni correction showed that hospital-based optometrists are significantly satisfied with their job ( $p < 0.05$ ), specifically on workplace facilities ( $p < 0.05$ ) and recognition ( $p < 0.05$ ). In conclusion, Malaysian optometrists were moderately satisfied with their job and hospital-based workplace could offer better job satisfaction as compared to others. In which this setting could provide sufficient facilities and better recognition.

## Introductions and Methodology

The total number of registered Malaysian optometrists are 2247 (as of March 2019) as reported by the Malaysian Optical Council (MOC) on their website (<https://moc.moh.gov.my/en/statistics/>). The majority of them are in private optometry practices, private or government hospitals, as a lecturer in high education institutions, Lasik centre and many more. Several studies had been conducted on job satisfaction among healthcare workers (including non-government Optometrists) and provided evidence that they are generally satisfied with their job (Chaulagain & Khadka, 2012; Chen, Jaafar & Noor, 2012; Gedif et al., 2018). In the field of optometry, the two most frequently cited reasons for dissatisfaction with their job were due to the salary package offered (Chen, Jaafar & Noor, 2012; Gedif et al., 2018; Paudel et al., 2016) and workload demands (Chaulagain & Khadka, 2012; Chen, Jaafar & Noor, 2012; Long, Burgess-Limerick, & Stapleton, 2013; Paudel et al., 2016). The most satisfying factor for most optometrists was the interaction with people as part of their job requirement (Chaulagain & Khadka, 2012; Long, Burgess-Limerick, & Stapleton, 2013). However, at the time this study was conducted, no previous study that compares job satisfaction among optometrists in different work environments was available in Malaysia.

This is a cross-sectional quantitative research method using structured online survey. The amended questionnaire was constructed using Microsoft form to collect data from 256 Malaysians registered Optometrists; utilized a six-point Likert scale (1-strongly dissatisfied and 6-strongly satisfied). Ethical clearance and approval to conduct this research was obtained; IREC 2020-KAHS (DOVS). Data were summarised using frequency distribution and presented in percentage. Descriptive statistics in terms of mean, median and interquartile range was performed. Reliability analysis was performed using Cronbach's alpha test. The relationships between respondents' nature of work and level of satisfaction were analysed using non-parametric Kruskal-Wallis test.

## Results

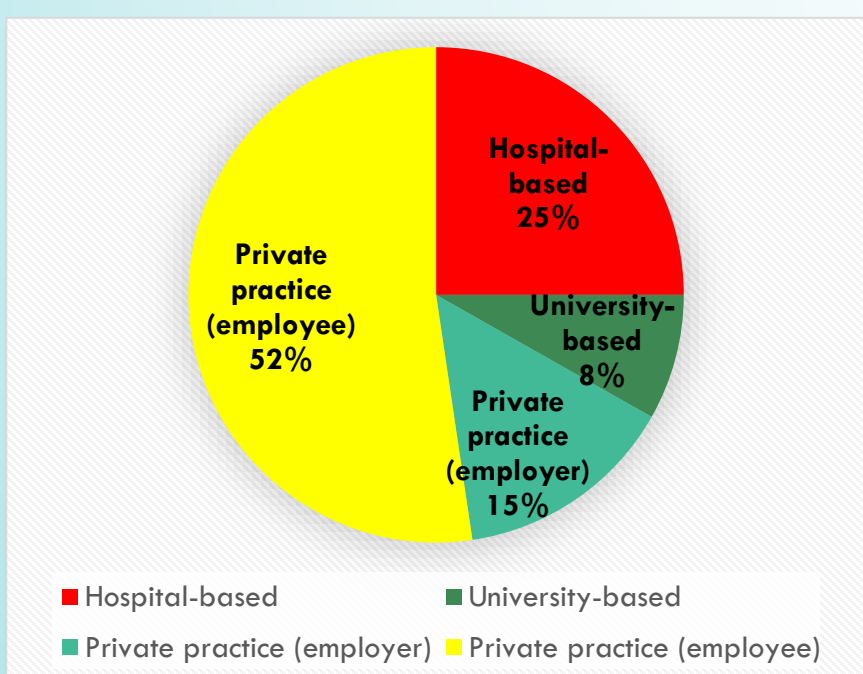


Figure 1: Percentage of respondents from each optometric workplace setting.

Cronbach's alpha was employed in ascertaining the reliability of the questionnaire and the responses. The obtained Cronbach's alpha value was 0.9; this value indicates a strong level of internal reliability. Figure 1 showed the percentage of respondents in each workplace setting. In general, Optometrists in Malaysia were moderately satisfied with their job (score 4.51±0.08), and their work facilities (score 4.71±0.08). Whereas, promotional opportunities showed the lowest score (4.21±0.09). Figure 2 revealed that, hospital-based optometrists are mostly satisfied with all job characteristics test.

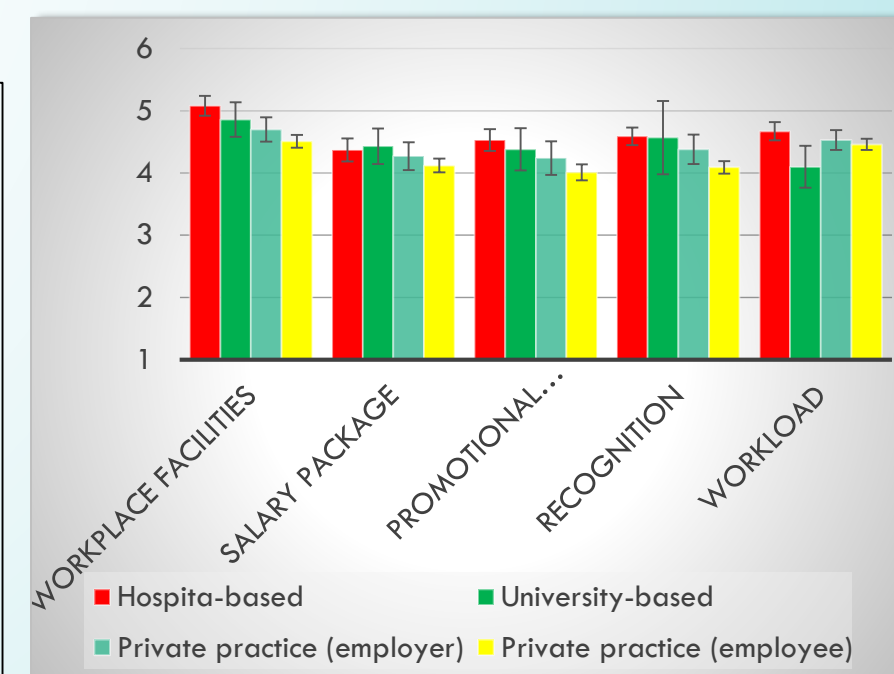


Figure 2: Graph shows job satisfaction score between optometrists in different nature of work (mean±SE).

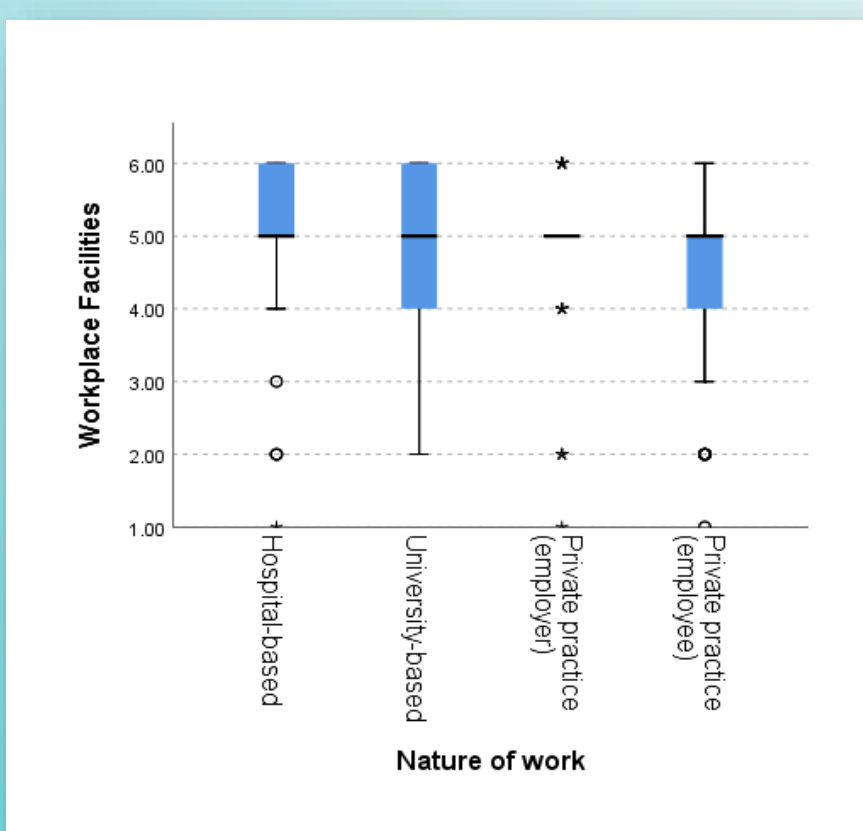


Figure 3: Workplace facilities versus optometric workplace setting (mean±SE).

The data were viewed in terms of median, interquartile range, minimum and maximum scores. The Kruskal-Wallis analysis showed significant differences in overall satisfaction in the different work environment,  $[\chi^2(3, N=256)=11.309, p < 0.05]$ . In detail, two job characteristics were identified significantly difference compared to others, which the most influence the job satisfaction among optometrists; which are workplace facilities  $[\chi^2(3, N=256)=18.787, p < 0.05]$  and recognition  $[\chi^2(3, N=256)=11.240, p < 0.05]$ .

Referring to Figure 3 and 4, Dunn's post-hoc test with Bonferroni correction showed that Hospital-based optometrists are significantly satisfied with their job ( $p < 0.05$ ), specifically on workplace facilities ( $p < 0.05$ ) and recognition ( $p < 0.05$ ) as compared to other workplace setting.

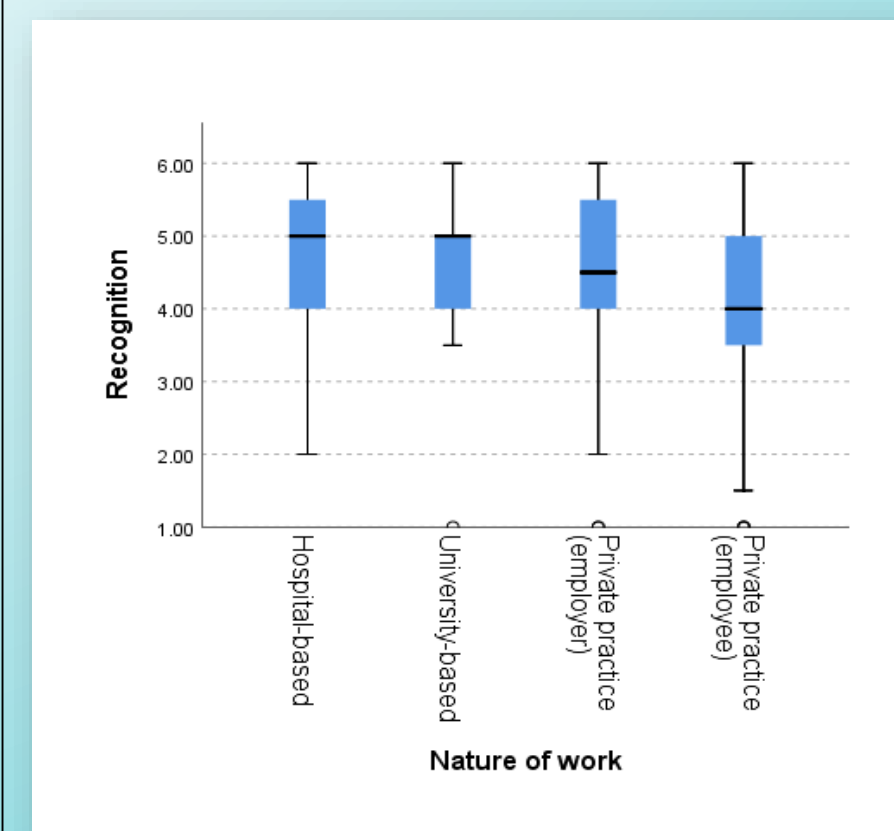


Figure 4: Recognition versus optometric workplace setting (mean±SE).

## Conclusion

In conclusion, the two main factors that influence the happiness of optometrist's job routine are workplace facilities and recognition. Based on the survey conducted, hospital-based workplace fulfilled the criteria. Do you agree with this?

### References:

- Chaulagain, N., & Khadka, D. K. (2012). Factors Influencing Job Satisfaction Among Healthcare Professionals At Tilganga Eye Centre, Kathmandu, Nepal. *International Journal of Scientific & Technology Research*, 1(11), 32-36.
- Chen, A. H., Jaafar, S. N., & Noor, A. R. (2012). Comparison of job satisfaction among eight health care professions in private (non-government) settings. *The Malaysian journal of medical sciences : MJMS*, 19(2), 19-26.
- Gedif, G., Sisay, Y., Alebel, A., & Belay, Y. A. (2018). Level of job satisfaction and associated factors among health care professionals working at University of Gondar Referral Hospital, Northwest Ethiopia: A cross-sectional study. *BMC Research Notes*, 11(1).
- Long, J., Burgess-Limerick, R., & Stapleton, F. (2013). What do clinical optometrists like about their job? *Clinical and Experimental Optometry*, 96(5), 460-466.
- Paudel, P., Cronjé, S., O'connor, P. M., Khadka, J., Rao, G. N., & Holden, B. A. (2016). Development and validation of an instrument to assess job satisfaction in eye-care personnel. *Clinical and Experimental Optometry*, 100(6), 683-689.