

Job Satisfaction of Community Health Officers at Health Wellness Centers

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ABSTRACT

“Health and Wellness Centers” (HWCs) acts a key to deliver Primary Health Care at rural level, with appropriately trained team comprising of multipurpose health workers (male and female) and ASHAs and led by Community Health Officer (CHO). CHOs being a new cadre; have a limited literature. So, a need was felt to conduct a survey to assess the job satisfaction of CHOs. With the goal to assess the job satisfaction of CHOs, an online survey was conducted using a tool of job satisfaction survey introduced by Batura N, Skordis-Worrall J, Thapa R. in Nepal. Sample was collected from 291 CHOs of Punjab using total enumerative sampling technique. Results showed that out of 291 CHOs, 59% were satisfied with their job, while 41% were not satisfied. As CHOs are acting as a key source to provide comprehensive primary health care services at rural level. Their job satisfaction will be a motivational force towards the better outcomes of primary health care.

Keywords: Satisfaction, Community Health Officers, Health Wellness Centers

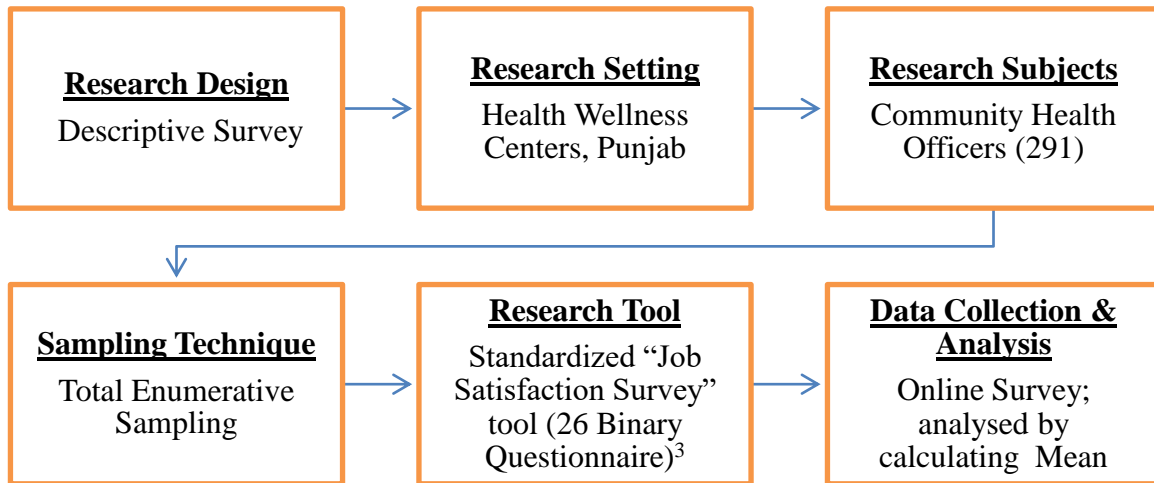
INTRODUCTION

In 1978, Community Health Workers have become eminent following the Alma Ata declaration that introduced Primary Health Care as major element for improving the community health.¹

“Health and Wellness Centers” (HWCs) acts a key to deliver Primary Health Care at rural level, with appropriately trained team comprising of multipurpose health workers (male and female) and ASHAs and led by Community Health Officer (CHO).

Through National Health Mission (NHM), Indian government has declared new cadre of CHO along with well-defined roles and responsibilities to provide easily accessible and affordable Primary Health Care to the rural community. Since there is a huge shortage of health care professionals especially in rural area, CHO is a new evolving cadre which is promoting comprehensive primary health care services in rural community and thus being a key source of comprehensive primary health care services.² CHOs being a new cadre; have a limited literature. So, a need was felt to conduct a survey to assess the job satisfaction of CHOs working at HWCs of Punjab.

METHODS AND MATERIALS



RESULTS

| SR. NO. | QUESTIONNAIRE | SATISFACTION (%) |
|---------|---|------------------|
| Q1 | Satisfaction with job | 59 |
| Q2 | Need based trainings provided during job | 43 |
| Q3 | Clear job description regarding roles and responsibilities | 43 |
| Q4 | Continuing education opportunities | 42 |
| Q5 | Workload | 19 |
| Q6 | Sufficient job skills | 85 |
| Q7 | Present salary | 11 |
| Q8 | Knowledge about department | 76 |
| Q9 | Salary paid on time | 18 |
| Q10 | Enough participation in decision making by higher authority | 42 |
| Q11 | Job stability | 10 |
| Q12 | Good working environment | 53 |
| Q13 | Availability of adequate equipment and materials | 29 |
| Q14 | Availability of adequate medicine supply | 37 |
| Q15 | Moral values with work | 51 |
| Q16 | Sufficient consumable supply | 28 |

| | | |
|-----|---|----|
| Q17 | Reward policy | 17 |
| Q18 | Relation with co-workers | 87 |
| Q19 | Respect from higher authority | 58 |
| Q20 | Acknowledgement of work by colleagues | 71 |
| Q21 | Acknowledgement of work by higher authority | 58 |
| Q22 | Distribution of work among co-workers | 48 |
| Q23 | Balance between clerical work and care | 47 |
| Q24 | Services provided to patients | 76 |
| Q25 | Harmony between job tasks and skills | 63 |
| Q26 | Documentary work | 33 |

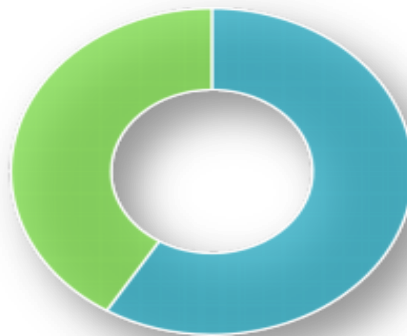
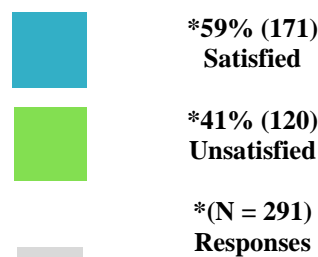


FIGURE 1: JOB SATISFACTION



CONCLUSION

This survey concluded that only 59% CHOs were satisfied with their job, while 41% CHOs were not satisfied. Also CHOs showed varying degrees of dis-satisfaction with different components of their job as mentioned in results section. Least satisfaction components were job stability (10% satisfaction) and present salary (11% satisfaction). While the components of higher satisfaction were respect from higher authority (87% satisfaction) and having sufficient job skills (85% satisfaction).



As CHOs are acting as a key source to provide comprehensive primary health care services at rural level. Their job satisfaction will be a motivational force towards the better outcomes of primary health care.

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