

審査の結果の要旨

ヤマモト コハツ タミ ソフィア

Yamamoto Kohatsu Tamy Sofia

Evidence is limited about the association between health workers' job satisfaction and patients' satisfaction with health services. This study was designed to explore patients' satisfaction, health workers' job satisfaction and their association in a local city in Peru. The main objectives of this study were: 1) to determine patients' satisfaction and health workers' job satisfaction; 2) to examine the association between patients' satisfaction and health workers' job satisfaction; and 3) to explore the predictors of health workers' job satisfaction in primary health care centers in Callao, Peru. To meet these objectives, a cross-sectional study was conducted.

The key findings of this study were as follows:

1. Among 1,556 patients, 37.5% of them were satisfied with the health services they received in the primary health care centers, according to the measurement by the SERVQUAL instrument.
2. The following types of patients were more likely to be satisfied with the service quality: they were patients who experienced a shorter waiting time, who were visiting the primary health center for a follow up appointment and who did not have to pay for medical services. Those patients who had a good self-rated health status and who were seen by a midwife or a dentist were less likely to be satisfied with the medical services received.
3. Health workers' higher job satisfaction was associated with patients' higher satisfaction. Primary health care centers which had a higher mean score of health workers' job satisfaction were more likely to have patients who were satisfied with the empathy and assurance domain of the SERVQUAL instrument.
4. Among 363 health workers, 32.0% of them were satisfied with their jobs, according to the measurement by the SL-SPC scale.

5. Predictors of health workers' higher job satisfaction included: not having a dual practice, having a third party contract and having less working hours per week.

In conclusion, the low satisfaction of patients and that of health workers for their jobs is of a big concern. The association of health workers' and patients' satisfaction provides evidence to support health policy improvements in the working environment. Appropriate working conditions and economic benefits are necessary when implementing policies to improve the job satisfaction of health workers. This in turn will influence patients' evaluation of the health service quality. This is the first study that examined the association between health care professionals, technical and administrative staff's job satisfaction with patients' satisfaction. It also serves as the first study that examined patients' satisfaction and the job satisfaction of health workers at primary health care centers in Peru. This study suggests that, in order to improve patients' satisfaction with their health services, improving health workers' job satisfaction is imperative.