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MOTIVATION AND SATISFACTION WITH THE PROFESSIONAL ACTIVITIES OF NURSES ANESTHETISTS

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Резюме

Мотивация к трудовому процессу является важнейшей социально-экономической характеристикой и во многом определяет направленность мер по стимулированию работника к более производительному и качественному труду. Проблема мотивации персонала в Узбекистане на протяжении последних десятилетий остается одной из ключевых проблем организации работы в различных сферах деятельности. Знание основных мотивационных факторов позволяет целенаправленно и эффективно влиять на поведение медсестер, добиваясь гармонии его интересов и желания работодателя. Несмотря на многочисленные исследования этой проблемы, вопросы мотивации персонала остаются одними из самых сложных и неизученных.

Материалы и методы: Исследование проводилось в 2019-2021 годах на базе государственных и коммерческих учреждений здравоохранения города Ташкента. Объектом исследования были медицинские сестры анестезисты, осуществляющие профессиональную деятельность в медицинских организациях государственной и частной формы собственности. Мы использовали анкету, беседу. Общий объем исследования включал 118 человек в возрасте от 20 до 60 лет, из которых 6,8% составляли мужчины и 93,2% - женщины. Стаж работы респондентов по специальности составляла от 3 до 35 лет.

Результаты: Результаты исследования удовлетворенности можно обобщить в виде следующих выводов: наличие более высокого уровня удовлетворенности у всех категорий персонала в коммерческих медицинских организациях по сравнению с государственными, низкая степень удовлетворенности уровнем заработной платы у всех категорий персонала независимо от типа организации, наиболее благоприятные перспективы карьерного и профессионального роста, более благоприятный психологический климат, большая самостоятельность в принятии рабочих решений в коммерческих медицинских организациях.

Ключевые слова: Медицинская сестра анестезист, анестезиологическая служба, мотивация, удовлетворенность работой, эффективность.

Хулоса

Меҳнат жараёнини рағбатлантириш энг муҳим ижтимоий-иқтисодий хусусиятдир ва асосан ходимни янада самарали ва сифатли ишлашга рағбатлантириш бўйича чора-тадбирлар йўналишини белгилайди. Сўнги ўн йилликлар давомида Ўзбекистонда ходимларни рағбатлантириш муаммоси

фаолиятнинг турли соҳаларида ишларни ташкил этишнинг асосий муаммоларидан бири бўлиб қолмоқда. Асосий мотивацион омилларни билиш ҳамшираларнинг хатти-ҳаракатларига мақсадли ва самарали таъсир кўрсатишга, унинг манфаатлари ва иш берувчининг хоҳиш-истакларига эришишга имкон беради. Ушбу муаммони кўплаб ўрганишларига қарамай, ходимларни рағбатлантириш масалалари энг қийин ва ўрганилмаган масалалардан бири бўлиб қолмоқда.

Материаллар ва усуллар: Тадқиқот 2019-2021 йилларда Тошкент шаҳридаги давлат ва тижорат соғлиқни сақлаш муассасалари базасида ўтказилди. Тадқиқот объекти давлат ва хусусий мулкчилик тиббиёт ташкилотларида касбий фаолиятни амалга оширадиган ҳамшира-анестезистлар эди. Анкета, суҳбат усулларида фойдалантлди. Тадқиқотнинг умумий кўлами 20 ёшдан 60 ёшгача бўлган 118 кишини ташкил этди, улардан 6,8% эркаклар ва 93,2% аёллардир. Респондентларнинг мутахассислик бўйича иш тажрибаси 3 йилдан 35 йилгача.

Натижалар: Қониқишни ўрганиш натижалари қуйидаги хулосалар шаклида умумлаштирилиши мумкин: тижорат тиббиёт ташкилотларида ходимларнинг барча тоифаларида давлат билан таққослаганда юқори даражадаги қониқиш, ташкилот туридан қатъи назар, барча тоифадаги ходимларнинг иш ҳақи даражасидан паст даражадаги қониқиш, карьера ва касбий ўсишнинг энг қулай истиқболлари бу янада қулай психологик иқлим, тижорат тиббиёт ташкилотларида қарор қабул қилишда ҳамшираларнинг мустақиллиги хисобланади.

Калит сўзлар: ҳамшира анестезист, анестезиологик хизмат, мотивация, ишдан қониқиш, самарадорлик.

Summary

Motivation for the labor process is the most important socio-economic characteristic and largely determines the direction of measures to stimulate an employee to more productive and high-quality work. The problem of staff motivation in Uzbekistan over the past decades remains one of the key problems of organizing work in various fields of activity. Knowledge of the main motivational factors allows you to purposefully and effectively influence the behavior of nurses, achieving harmony of his interests and the desire of the employer. Despite numerous studies of this problem, the issues of staff motivation remain one of the most complex and unexplored.

Materials and methods: The study was carried out in 2019-2021 on the basis of state and commercial healthcare institutions of the city of Tashkent. The object of the study was the anesthesiologist nurses engaged in professional activities in medical organizations of state and private ownership. We used a questionnaire, a conversation. The total volume of the study included 118 people aged 20 to 60 years, of which 6,8% were men and 93,2% were women. The respondents work experience in the specialty is from 3 to 35 years.

Results. The results of the satisfaction study can be summarized in the form of the following conclusions: the presence of a higher level of satisfaction in all categories of personnel in commercial medical organizations compared with state ones, a low degree of satisfaction with the salary level in all categories of personnel regardless of the type of organization, the most favorable prospects for career and professional growth, a more

favorable psychological climate, greater independence in decision-making working solutions in commercial medical organizations.

Key words: Nurse-anesthetist, anesthesiological service, motivation, job satisfaction, effectiveness.

Relevance of the study. The effectiveness of a functional healthcare delivery system depends to a large degree on human resource utilization and motivation [1, 2]. Out of the seven billion people globally, about five billion people do not have access to safe and affordable surgical and anesthesia care, and this is disproportionately high in low- and middle-income countries (LMICs) [3]. Job satisfaction (JS) is a balance outcome in an individual who expects fulfilment from his/her job and what he/she actually felt achieved [4–7]. Job satisfaction is an important indicator of the performance and efficiency of the healthcare system [1, 8]. Anesthetists play a pivotal role in a well-functioning surgical care system [4, 5, 9]. In most LMICs, the shortage of anesthesia care providers limited the access to safe anesthesia services [10–12]. Nurse anesthetists work under direct or indirect supervision of physician anesthesiologists in high-income countries, but in many LMICs, anesthesia is administered primarily by nurse anesthetists [13, 14]. A tense operation theatre environment and the need for teamwork predispose nurse anesthetists to a higher degree of stress that influences their professional and personal life [1, 6, 15–18]. The practice of anesthesia profession requires a smooth cooperation among different disciplines that are expected to perform with the highest safety standards and free of adverse events; this has tremendous impact on clinicians' attitudes towards their work and practice [15, 19, 20]. The problem of staff motivation in Uzbekistan over the past decades remains one of the key problems of organizing work

in various fields of activity. Knowledge of the main motivational factors allows you to purposefully and effectively influence the behavior of nurses, achieving harmony of his interests and the desire of the employer. Despite numerous studies of this problem, the issues of staff motivation remain one of the most complex and unexplored [3, 6, 9]. Labor productivity is one of the key links in solving the problem of improving the efficiency of the functioning of the healthcare system as a whole. Ensuring and maintaining a high level of labor motivation of employees is one of the most difficult managerial tasks of any organization [14, 19]. The organization of medical activities is extremely complex, as it involves the management of heterogeneous production processes, complex technological schemes and heterogeneous categories of personnel. Another feature of the medical staff is, for the most part, the attitude to the profession as something more than a tool for making money. A profession in medicine is belonging to a group of like-minded people, to a caste, to a very conservative and closed structure [8,9]. And in this there is another great opportunity for placing emphasis in the motivation system: encouragement (or not encouragement) in the form of attention from key representatives of the medical environment. Without a high level of motivation of medical workers, it is hardly possible to really improve the quality and culture of providing medical care to the population, as well as increase the efficiency of medical organizations and the healthcare system as a whole based on the rational use of financial, material and

human resources[15, 18]. The efficiency and quality of the work of the entire medical organization largely depends on the efficiency and quality of the work of the nursing staff. In order to effectively influence the motivational attitudes of anesthesiologist nurses in state medical organizations, it is necessary to provide for the possibility of additional financial incentives, as well as creating conditions for reducing labor intensity. For more effective stimulation of secondary medical personnel in commercial medical organizations, it is advisable to create prerequisites for career growth, as well as additional financial incentives. It is worth considering that in this category of personnel there is a high interest in improving living conditions [5, 9, 12].

It is shown that despite a sufficient number of research papers devoted to the motivation of personnel of medical organizations, the features of the motivational structure of medical personnel, taking into account various forms of ownership of medical organizations, have not been practically investigated [19, 20].

The purpose of the study. to scientifically substantiate theoretical approaches to increasing the level of motivation and the degree of satisfaction with the professional activities of nurses of anesthesiologists and to develop practical recommendations for increasing the degree of motivated and degree of satisfaction with the professional activities of nurses.

Research objectives:

-To study the theoretical and methodological foundations of staff motivation, as well as the system of personnel motivation management in Uzbekistan at the present stage.

-To study the level of satisfaction with the professional activities of various categories of medical personnel (managers, doctors

and nurses) of medical organizations of public and private ownership of the city of Tashkent.

-To substantiate theoretical approaches to increasing the level of motivation for the professional activity of nurses of anesthesiologists of medical organizations of various forms of ownership.

Materials and methods. The study was carried out in 2019-2021 on the basis of state and commercial healthcare institutions of the city of Tashkent. The object of the study was the anesthesiologist nurses engaged in professional activities in medical organizations of state and private ownership. The unit of observation is a specialists with secondary medical education, working in the specialty "nurse-anesthetist" in multidisciplinary medical institutions. Motivational attitudes and the level of satisfaction with the professional activities of medical workers were considered as the subject of the study. Medical organizations, both state and private forms of ownership, were used as the basis of the study. We used a questionnaire, a conversation. The total volume of the study included 118 people aged 20 to 60 years, of which 6,8% were men and 93,2% were women. The respondents work experience in the specialty is from 3 to 35 years.

Results: Job satisfaction is the most important criterion for the development of professional self-awareness, directly related to the overall motivation of employees and is considered as an important human resource, which is a subtle indicator of both the current state of the organization and future prospects for its development. The results of the study of the degree of satisfaction of nurses of anesthesiologists of medical organizations of the state 8 form of ownership showed an average level of satisfaction in general, but

a large proportion of dissatisfied employees attracts attention. Thus, during a survey of nurses of state medical organizations, it turned out that 30.9% of representatives of this professional group are not satisfied with their work. In commercial medical organizations, a survey of nurses revealed that 80% of respondents are generally satisfied with their work, only 8% of respondents are not satisfied. Nurses of anesthesiologists working in state medical organizations are quite satisfied with the psychological aspects of their activities, relationships with colleagues and managers, in principle, they are satisfied with working conditions, but they are not satisfied with the monotony of work, its regime and the amount of earnings.

For nurses working in state medical organizations, regardless of the level of satisfaction, the most significant factor of labor activity is financial incentives. However, in the group of highly satisfied employees, the significance level is significantly lower than in the group of nurses with a low level of job satisfaction. Based on the data of the conducted research, it can be recommended to change the working hours and provide career opportunities to increase the level of satisfaction among nurses of anesthesiologists of state medical organizations. In a commercial medical organization, there is a fairly high degree of staff satisfaction among anesthesiologist nurses. The fact that satisfaction with the level of wages at a low level does not affect the level of overall satisfaction. The results of the satisfaction study can be summarized in the form of the following conclusions: the presence of a higher level of satisfaction in all categories of personnel in commercial medical organizations compared with state ones, a low degree of satisfaction with the salary level in all categories of personnel

regardless of the type of organization, the most favorable prospects for career and professional growth, a more favorable psychological climate, greater independence in decision-making working solutions in commercial medical organizations.

Conclusions. A study of literary sources has shown that, despite a sufficient number of research papers devoted to the motivation of personnel of medical organizations, the features of the motivational structure of medical personnel, depending on their professional status, as well as taking into account various forms of ownership of medical organizations, have not been practically studied.

The most significant characteristic of work for nurses of anesthesiologists of state medical organizations is low labor intensity. Among the significant characteristics for themselves, they also noted a favorable psychological climate, the opportunity to improve their living conditions. The variety and complexity of work, the possibility of job promotion has a rather negative, demotivating value for them, and even high wages do not contribute to their motivation. For nurses of commercial medical organizations, high wages are far from the main criterion when choosing a job. The most significant categories are diversity of work, good working conditions and a favorable psychological climate.

The level of staff satisfaction is significantly higher in commercial medical organizations, the degree of satisfaction with the salary level is low in all categories of personnel, in all types of institutions. All medical personnel are sufficiently satisfied with the material and technical base and sanitary conditions in state medical organizations, commercial medical organizations have the most favorable prospects for career and professional growth, the psychological

climate is more favorable, employees are more independent in making work decisions. The level of motivation and motivation structure depends on the level of overall satisfaction. A decrease in the level of satisfaction leads to a sharp increase in the importance of the material factor of

motivation and practically nullifies other possible mechanisms of influence. Increasing the level of satisfaction, without excluding the importance of the material factor of motivation, allows you to use other methods of influence.

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