

Research on the improvement path of job satisfaction of doctors in a tertiary public hospital in Yinchuan city from the perspective of psychological contract

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Abstract. research purpose: This study aims to explore the relationship between doctors' psychological contract and job satisfaction, and to further explore the impact of the four dimensions of hospital responsibility and doctor responsibility on overall satisfaction and interpersonal relationships, work itself, working conditions, training and promotion, compensation and benefits, The specific impact of the six dimensions of leadership and management. Research methods: Using the public hospital doctor's psychological contract scale and doctor's job satisfaction scale, Spss software was used to conduct multiple linear regression analysis to explore the relationship between the psychological contract and its various dimensions and the various dimensions of doctor's job satisfaction. Analysis conclusion:(1) Hospital development, relationship, and concept responsibility have a significant positive predictive effect on "interpersonal relationship", and the impact of hospital relationship responsibility is greater; (2) Hospital development, relationship, and concept responsibility have a significant positive effect on "work itself" (3) Hospital transaction and development responsibilities have a significant positive impact on "working conditions", and hospital transaction responsibilities have a greater impact on working conditions; (4) Hospital development and relationship responsibilities have a significant impact on "working conditions" "Training and promotion" has a significant positive impact, and hospital development responsibilities have a greater impact; (5) Hospital responsibilities and only hospital transaction responsibilities have a significant impact on "remuneration and benefits"; (6) Hospital development, relationship, and concept responsibilities, doctor's conceptual responsibility has a significant positive predictive effect on "leadership and management", and hospital relationship responsibility has the greatest impact on leadership and management.

Keywords: psychological contract; job satisfaction; public hospital doctors; hospital responsibility; doctor responsibility.

1. Introduction

The importance of public hospitals and public hospital doctors. At the beginning of 2020, almost all the medical staff supported by the novel coronavirus pneumonia came from public hospitals, and doctors in public hospitals became the main force in epidemic prevention and control[1]. As the main body of public hospitals, the main technical personnel and the implementers of medical services, doctors' attitudes and emotions towards work directly affect the medical results, as well as the direct medical experience of the people, and directly affect the goals of medical system reform and effectiveness[2].

According to the "Investigation Report on the Survival Status of Chinese Doctors", the living status of doctors in my country is summarized as: high work intensity, endless learning, irregular diet, low sleep quality, and poor quality of life. It can be seen that the current living status of doctors is not optimistic. This living environment makes doctors' job satisfaction decline. As an important concept in organizational behavior, psychological contract is considered to be able to effectively influence employees' attitudes and behaviors, thereby improving organizational efficiency. The study found that the psychological contract has a positive predictive effect on doctors' job satisfaction, that is, the higher the degree of fulfillment of the psychological contract, the higher the job satisfaction. Relevant studies are mostly analyzed from the overall situation, and

there are very few in-depth analyzes from the internal dimensions of the two. Therefore, this paper discusses the relationship between it and doctor job satisfaction from the perspective of psychological contract, and further analyzes the relationship between the two from the internal dimension to propose countermeasures to improve satisfaction.

2. Organization of the Text

2.1 Concept and Theoretical Basis

The psychological contract of doctors in public hospitals refers to the formation of individual doctors in public hospitals in the process of interaction with hospital organizations. Doctors believe that they have the obligation to perform various responsibilities of the hospital, and the hospital also has corresponding obligations. Among them, the doctor's psychological contract is measured from the two perspectives of hospital responsibility and doctor responsibility, each of which includes four dimensions: transaction responsibility, development responsibility, relationship responsibility and concept responsibility. Transaction responsibility refers to the hospital's provision of economic benefits and material conditions, and the doctor's compliance with the hospital's internal regulations. system to complete basic work; development responsibility hospitals provide doctors with support for career development and ability improvement, and doctors improve their professional skills and work performance; relationship responsibility means that hospitals provide doctors with a harmonious and good interpersonal relationship environment, and doctors must also maintain good relationships with hospitals. A good relationship is responsible for maintaining and creating a good interpersonal relationship environment; concept responsibility refers to the hospital's specific actions to realize the concept and mission, and the actions of doctors to realize the hospital's organizational concept and mission. Among them, the transaction responsibility is a contractual relationship based on economic material, the development responsibility emphasizes the career development of individual doctors, focusing on work and career prospects, and the relationship responsibility emphasizes the maintenance of long-term and emotional relationships, focusing on the interpersonal relationship environment within the hospital organization , Conceptual responsibility emphasizes the maintenance of the values and beliefs of hospitals and doctors, transcends material and economic relations, and focuses on the realization of higher-level values, concepts, and morals[3,4].

Doctors' job satisfaction refers to a kind of subjective feeling of doctors, which is affected by factors such as individual internal subjective feelings and external working environment, and is an attitude expression of a combination of various factors. In this paper, doctors' job satisfaction refers to the subjective feelings and attitudes of six dimensions including interpersonal relationships, work itself, working conditions, training and promotion, compensation and benefits, and leadership and management[5,7].

The psychological contract based on social exchange theory believes that the exchange between individual employees and organizations involves not only economic, but also psychological and emotional exchanges; based on the principle of reciprocity, each other thinks what the other party should pay and what can be obtained. Of course, this contract is not as good as economic As clear and specific as a contract (based on legal validity), this kind of social exchange is based on trust and responsibility, and it pursues the maintenance of long-term relationships[8].

2.2 Survey scale

The psychological contract scale for doctors in public hospitals includes two subscales: hospital responsibility and doctor responsibility. The hospital and doctor responsibility subscales respectively include four dimensions: transaction, development, relationship, and philosophy. The total scale has 25 items. The Cronbach's α coefficient of the public hospital doctor's psychological contract scale is 0.954. The Physician Job Satisfaction Scale includes six dimensions: interpersonal relationship, work itself, working conditions, training and promotion, compensation and benefits,

and leadership and management to measure doctor job satisfaction, with a total of 24 items. The Cronbach's α coefficient of doctors' job satisfaction is 0.914.

3. Results of Empirical Research

In order to further explore the impact of doctors' psychological contract and internal dimensions on doctor's job satisfaction, multiple linear regression will be carried out with each dimension of doctor's job satisfaction as the dependent variable, and the dimensions of doctor's psychological contract, hospital responsibility and doctor's responsibility as independent variables. The specific regression model is shown in Table 2.

Table2 Regression model results of each dimension of doctor's psychological contract on each dimension of job satisfaction(n=329)

Independent variables	Interpersonal relationships	work itself	working conditions	Training and Promotion	Compensation and Benefits	Leadership and Management
	model 1	model 2	model 3	model 4	model 5	model 6
Psychological Contract	-0.040	-0.101	0.297***	-0.057	0.148*	0.042
Hospital Liability	0.238***	0.234**	0.282**	0.406***	0.137	0.237***
Physician liability	0.263***	0.222***	-0.097	0.242**	-0.059	0.300***
Hospital transaction liability	0.261***	0.340***	-0.035	-0.009	-0.057	0.132*
Hospital Development Responsibility	0.029	0.023	-0.069	0.017	0.117	0.052
Hospital Relationship Responsibility	0.108	0.050	-0.003	-0.040	0.105	0.083
Hospital concept responsibility	-0.091	-0.026	0.008	-0.013	-0.083	-0.047
Physician Transaction Liability	-0.017	-0.070	0.031	0.027	0.003	0.119*
constant	1.250***	1.298***	1.859***	1.605***	2.125***	0.313
F	31.920***	25.805**	9.091***	17.284***	4.606***	45.908***
R2	0.444	0.392	0.185	0.302	0.103	0.492
ΔR^2	0.430	0.377	0.165	0.284	0.081	0.479

Note: * represents $P < 0.05$, ** represents $P < 0.01$, *** represents $P < 0.001$. In the table are standardized coefficients.

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