



Sant'Anna
School of Advanced Studies – Pisa

PHYSIOTHERAPISTS' JOB SATISFACTION: EMPIRICAL EVIDENCE FROM TUSCANY REGION

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Professional job satisfaction significantly affects high-performing Organizations: better productivity, creativity and enthusiasm relate to more satisfied employees, including healthcare professionals. Literature also reports that **higher job engagement links with a better quality of care.** Despite the importance of PTs along the care pathway, focus on factors that contribute to job satisfaction of PTs is needed in order to make Healthcare Organizations more suitable, attractive and fit for them and **a better place for patients.**

Organizational Climate (OC) to **1.532** PTs in Tuscan NHS in **2** months-period during **2019** around **3** Local Health Authorities (LHAs) and **4** Teaching Hospitals (THs) with a **55%** response rate (n=843)

PTs' job satisfaction is on average **higher than the rest of the Healthcare Personnel (HP)** (48,15% vs 46,84%**)

PTs declare a **lower intention to look for another job** in the coming year than the other LHAs professionals mean (11,18% vs 13,56%*)

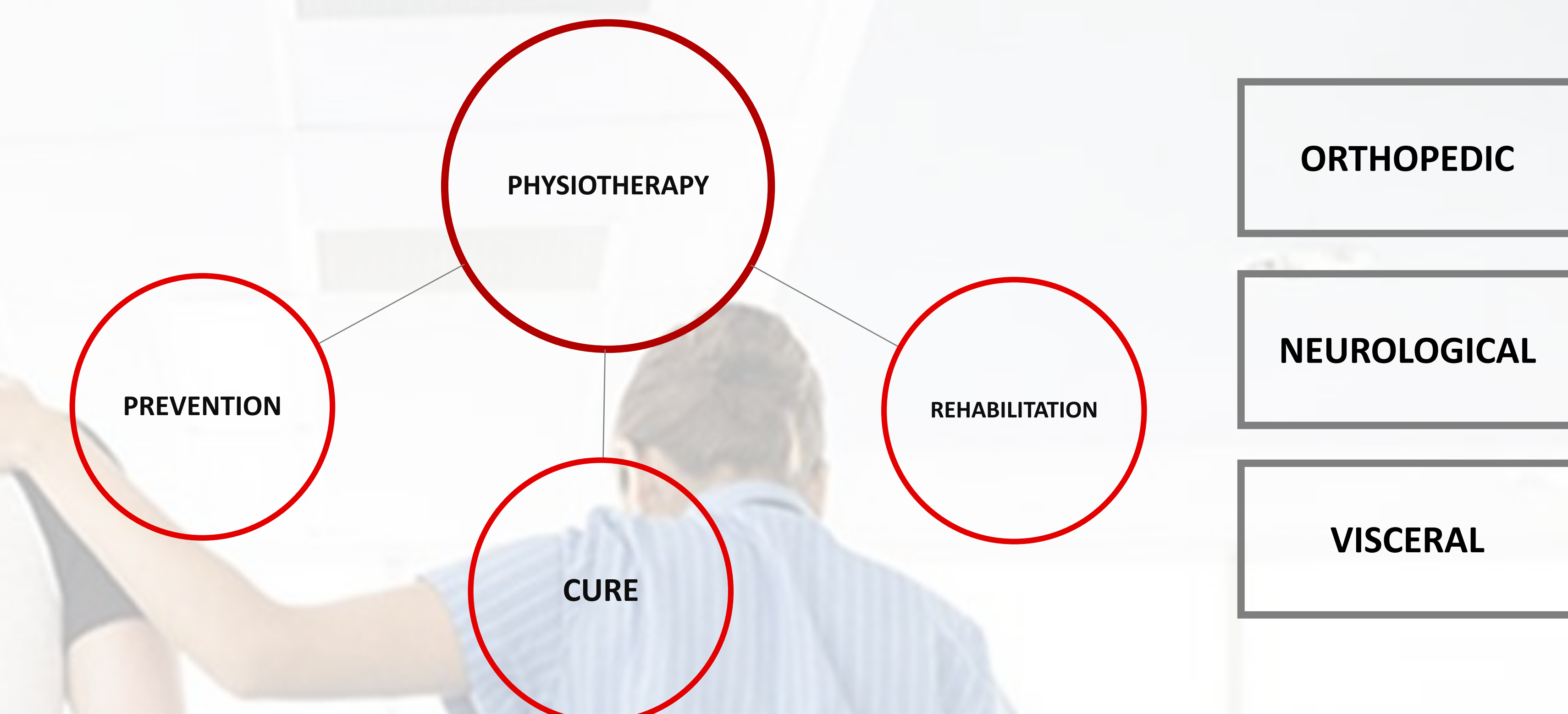
Job satisfaction is positively related to equipment adequacy, communication with the supervisor and with age increasing.

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PTs amount in Italian NHS is nearly **20.000** and they provide care to **5.2%** of the population with serious daily life impairment.



5 dimensions selected:

working conditions, management, Intention to Leave (ITL), communication and Organization's characteristics.

Descriptive statistics with chi-square test and regression models.

PTs report **lower rates of equipment adequacy** compared to the other Tuscan Health workforce mean (14,26% vs 35,32%***)

PTs perceive a **worse communication** among Hospital and Territory professionals' in comparison to the HP mean (25,44% vs 35,97%***)

A higher level of communication among Hospital and Territory professionals seems to negatively affect PTs job satisfaction although the magnitude is very limited. On the other hand, job satisfaction is negatively correlated with the willingness to find another job in one.

(p<0,01) * (p<0,005) ** (p<0,001) ***

PTs seem to be more satisfied with their job compared to other Health Professionals. They have a lower level of stress but they seem to work in an environment where few PTs declare that the equipment is adequate.

It is interesting to note that **there is an overall decreasing appeal in working as PT in LHAs.**

Regression analysis reveals that PTs satisfaction with their job relates to communication and innovation as the literature suggests. PTs are professionals who work between acute and rehabilitation services, and because of the importance of integration of care, this finding requires to be further investigated.

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