

**JOB SATISFACTION OF THE ADMINISTRATIVE PERSONNEL AND
MANIFESTATIONS OF PROFESSIONAL STRESS IN MEDICAL UNIVERSITY - SOFIA**

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Abstract: Beyond any doubt, administrative work has risk characteristics and this necessitates performing researches of the work conditions, job satisfaction being the grounds for stress prevention. Research of job satisfaction results in unveiling the additional reasons behind chronic stress, mainly related to hygiene characteristics of occupational environment and organization-management behavioural style. The objective of this research is to establish the job satisfaction level and the professional stress level (Burn out) among the administrative personnel in Medical University - Sofia. **Methods:** Sociological method – direct individual anonymous inquiry; Statistical method – indicators of relative share and graphic analysis. **Results:** We established the satisfaction from remuneration, job contents, relations with colleagues and the development opportunities. **Conclusion:** One-third of the personnel faces significant manifestations of chronic stress, and more than half of it are facing the inherent dangers. **Deduction:** The job choice decisions made by the administrative personnel are promoted by the good occupational conditions and educational area.

Key words: satisfaction, professional stress, Burn out, job.

The meaning and relative importance of labor in organizations as a stressor are constantly increasing.

It is established that the boring and monotonous job cuts life and the career not requiring decision-making and responsibility is considered a serious risk of early death. Along with advanced technology, modern management solutions and total quality management there are many professions where information flow and monotony of work at the computer are unusual for the past decades working and organizational stress. Public importance of stress has become so large, especially in developed countries, that the legal and social institutions are forced to update labor law.

Undoubtedly administrative work contains those risk characteristics, which requires the study of the working conditions and the satisfaction coming from it as basis for stress prevention. The study of job satisfaction leads to the disclosure of additional causes of chronic stress associated mainly with the hygienic characteristics of the work environment and organizational management style of behavior. Moreover, the motivation to perform the work and the satisfaction derived from it are caused by the interaction between what an individual puts into the work and what he/she gets in terms of incentives. The effective work performance and increased satisfaction are associated with better remuneration, rewards, recognition and, therefore, the sense of accomplishment. The differences in satisfaction are due primarily to the differences in the needs of the individual and what he/she values in the work. Satisfaction from the work content is high if there are needs of a higher level - self-actualization, development, achievement and independence. Our study will cover only some of the essential reasons for satisfaction.

1. Characteristics of occupational stress

1.1. Factors and conditions for development of occupational stress

Occupational burnout is a syndrome that develops against the background of chronic stress and leads to exhaustion of the emotional-energetic and personal resources of the worker. According

to WHO data, 50-60% of lost working days in the EU are related to stress. The causes provoking the emergence of the syndrome are complex – on the one hand, the individual characteristics of the individual, and the specifics of the professional activity, the structure and management of the organization, on the other. Occupational burnout occurs due to internal accumulation of negative emotions without the corresponding “calming” or “liberation” from them. The danger of burnout lies in the fact that it is not a brief transitional episode, but a long process of "burning to the ground". Negative experiences of people with a high degree of burnout are related to the fact that they begin to perceive their profession as meaningless, and lose their ability for self-realization and personal perspective. The despair from the lack of results or the indifference and misunderstanding of others leads to the devaluation of diligence and effort. The affected loses the sense not only of what is engaged with, but also the desire for life.

Occupational stress factors can be grouped, namely:

1. Personality factors - these are certain personality characteristics that make individuals vulnerable to occupational stress. The literary analysis of the arguments for personal predisposition separates the following groups:

- It can be people prone to inflated expectations of themselves and the others, perfectionists, too ambitious; selflessness and idealism, a desire to change the world; with need to prove their relevance, need for serious work, strong motivation to achieve the objective, inability to say "no", difficulty setting boundaries in communication; inability and unwillingness to delegate tasks and responsibility to others in the team, tendency to “give” rather than “receive”, predisposition to sacrifice.
- The syndrome occurs in people who identify themselves as weak, shy, vulnerable, passive, anxious, with lack of confidence in themselves, with a sense of inferiority, behavior of learned helplessness, rigid personality structure.
- It is not infrequently observed occupational stress among people who are impulsive, testy, impatient, irritable, independent, with improper motivation system, excessive extroversion or introversion, authoritarianism, need to control everything.

These personality characteristics become problematic, risky when they are abnormal and do not respond to the real conditions and opportunities, and when there is excessive devotion to work. Another reason are the attitudes and perceptions with which people begin their careers. Often these attitudes are unrealistic and do not overlap with reality; they are connected with incomprehensibility of the "internal standard" and with blocking of the negative experiences.

2. Situational factors - these are factors related to the workplace - lack of opportunity for self-decision making, uncertainty of the role and the functional obligations, uncoordinated work schedule, work overload, work stress, interpersonal conflict, lack of appreciation, lack of social support, lack of necessary training to carry out the professional obligations, insufficient resources.

According to researchers, who occupy the social opinion the occurrence of Burnout depends more on the situation than on the personality types. An obvious and commonplace social overstress is the excessive workload – overwork.

The aim of this study is to determine the level of work satisfaction and the level of occupational stress (Burnout) of the administrative staff at the Medical University – Sofia. **In the study are used:** direct individual anonymous survey, and statistical method – relative share

indicators and graphic analysis.

Results and discussion: 33 employees at the Medical University – Sofia were surveyed during May 2015 as a pilot study.

The distribution of respondents by **age and gender** shows a predominance of women - 81.8%, and the greatest representation is that of the age group of 46-55 years - 36.4%. The next largest is the age group of 26 -35 years - 27.3% and of 36 -45 years - 18.2%. More than two thirds of the administrative staff is aged between 25 and 55, which is important for the experience but also for the age predisposition for work overload.

In terms of **education** impresses its high level - 81.8% with master's degree and 18.2 percent with bachelor's degree. According to data on **years of service** prevails the group with over 20 years of service - 45.5%, and nearly one-third of the staff has little experience – between 1 – 5 years. These data correspond with the data on the distribution of staff by age groups.

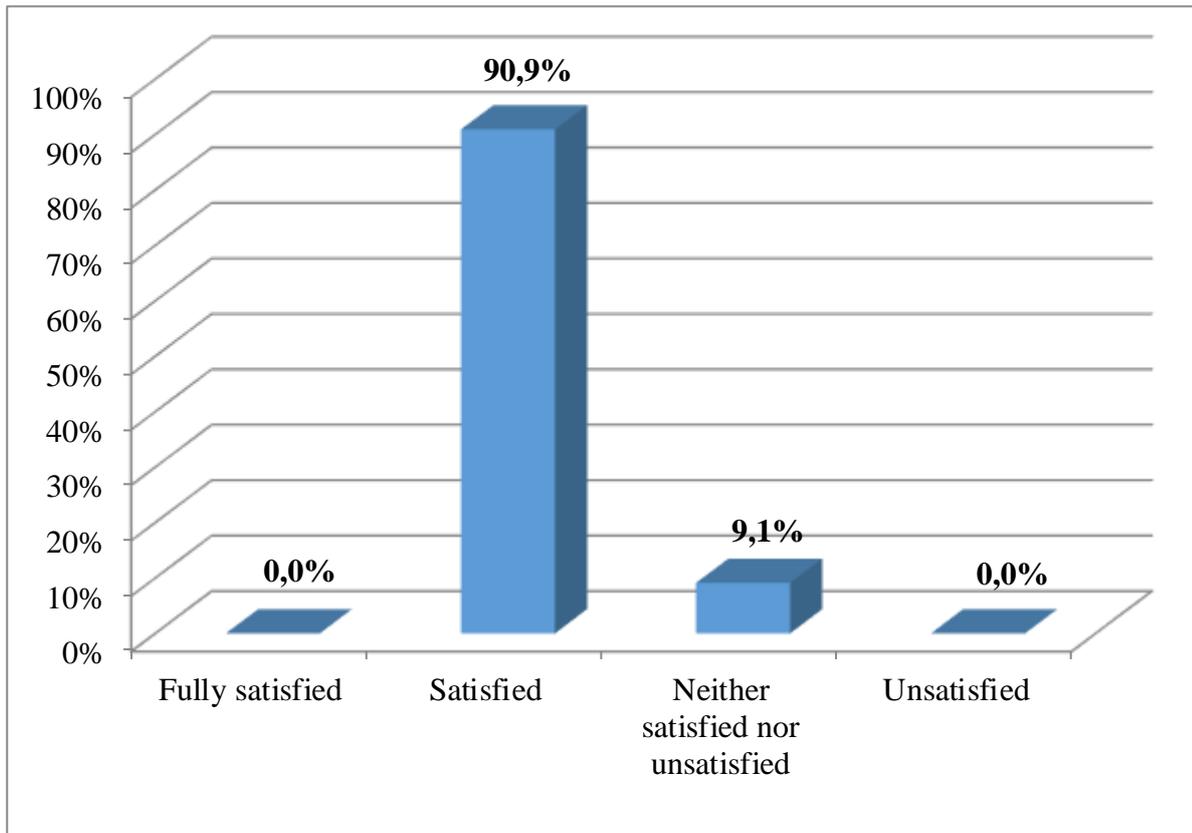
The results of the answers to the question – “What guided you to choose this place for professional development?” indicate the following:

- Good working conditions	27.3%
- Accidentally	27.3%
- Field of education	36.3%
- Opportunity for development	9.1%

The choice of workplace was determined for more than half of the respondents primarily on the nature of work, the preferred area of activity and preference for good working conditions. We can assume that more than two thirds of the respondents have chosen entirely motivated workplace and expect that they will be satisfied from their work.

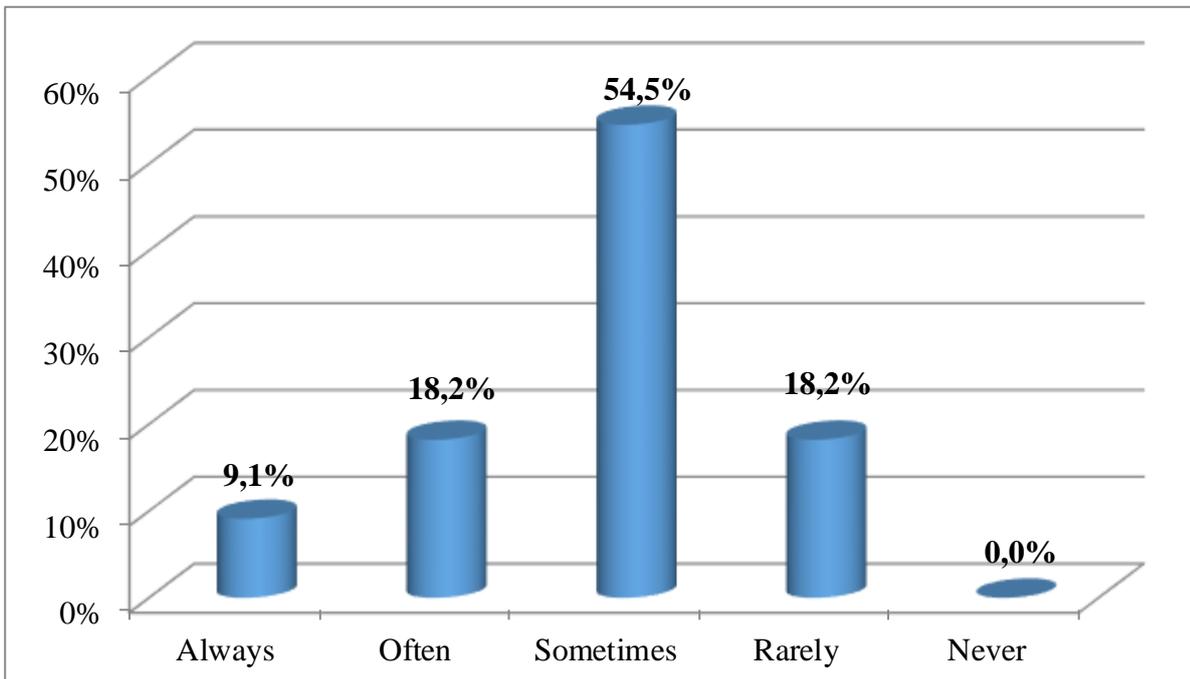
The results of the answers to the question – “Are you **professionally satisfied** from the work done?” show that there are no completely satisfied respondents, but 90.9% of respondents are satisfied and approximately one-tenth of them are not confident in their assessment.

Figure 1 Distribution according to professional satisfaction from the work done



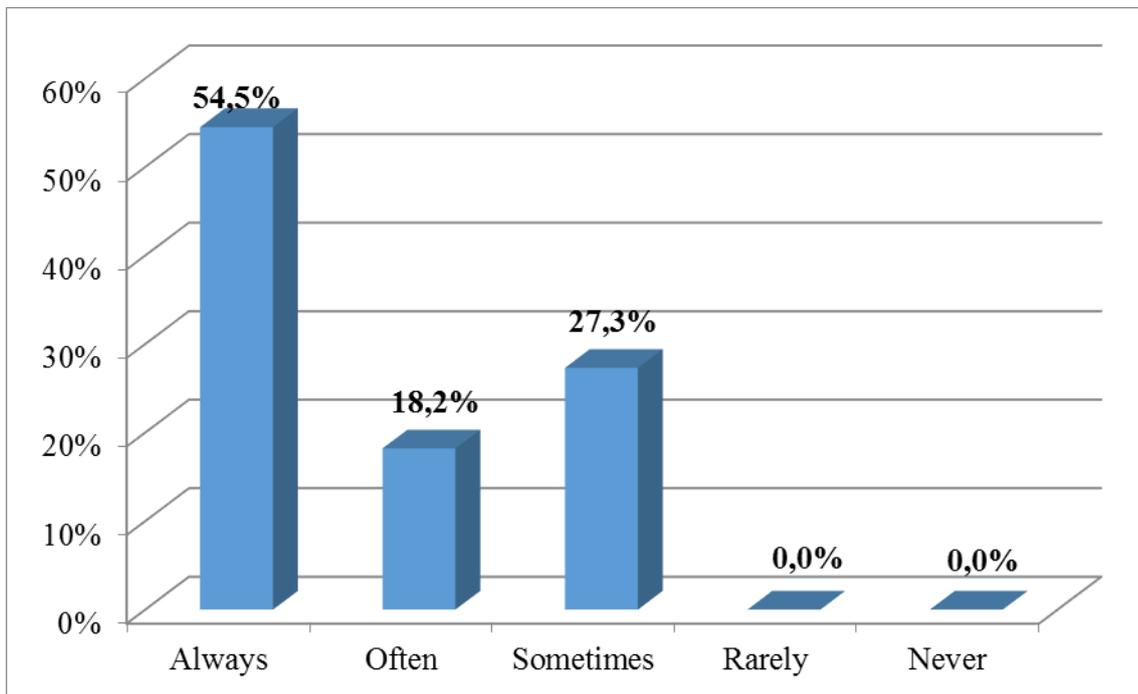
Especially important for motivation is the **recognition and approval** of the performed work, where only one tenth of the respondents – 9.1% have answered that this always happens, and half of them - 54.5%, that this happens only occasionally. In summary it can be assumed that the recognition and approval happens, although to a certain extent, to more than two-thirds of the staff.

Figure 2 Distribution according to the recognition received for a job well done



The question "Can you **count on support** from your colleagues and superiors in the performance of your employment duties?" indicates to what extent the expectation of each member of the team are justified on this important relationship indicator. Moreover, in the characteristic of good leadership is present, along with competence, the personal approach, empathy and support.

Figure 3 Distribution according to the degree of support from colleagues and superiors in the labor process



When asked "When you get out of bed in the morning, **do you feel tired?**", 36.4% of the respondents chose the answer "yes", the answer "sometimes"- 54.5% and only 9.1% chose the answer "no". This shows that in one third of the employees there is a serious symptom of chronic fatigue, and more than half of the respondents are at risk in this regard. The comparison of these data with the need for refreshing drinks during the day will allow to follow the maintenance and development of this fatigue.

The distribution of answers to the question "Do you use **refreshing drinks** during work?" is the following:

- I don't use 19.1%
- I use 3 times a day 63.6%
- I use 5 times a day 18.2%
- I use over 5 times a day 9.1%

In terms of the use of **cigarettes**, the results are as follows:

- I don't smoke 36.4%,
- Up to 10 cigarettes 36.4%,

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- Up to 20 cigarettes 27.2%.
- Over 20 cigarettes 0.0%

The aggregated data show that smoking relates to 63.6% of the respondents, while refreshing drinks are a necessity in 90.9% of the cases.

It is known from literature that the accumulation over time of problems and worries from ongoing activities and special tasks and commitments, whether business or personal, force people to resort to the use of substances to provide the necessary energy to reduce anxiety. At first it seems as a positive, good intent, but it deepens fatigue over time.

Other manifestations of chronic stress are presented in the following questions:

* The results of the answers to the question – “Do you have **complaints** at the end of the working day?” show complains of “headaches” in 72.2% of the respondents, the second highest result are “other symptoms” – in 36.4% of the cases, and the “gastrointestinal complaints” and “muscle tension” are equally observed – 18.2% each.

* There may be more than one answer.

These physical indicators of stress are too pronounced, unlike the morning fatigue, which reflects the psychosomatic side of stress.

Especially important indicator of stress are the behavioral and emotional changes that affect self-esteem and the relationships with other people.

To the question "Do you feel **emotionally exhausted** from work at the end of the workday / workweek?" 54.5% of the respondents answered with “yes”, for 36.4% the answer is “sometimes” and for only 9.1% - the answer is negative.

It is known from specialized literature that this depletion leads to emotional outbursts, impatience and irritability, alienation from colleagues and friends, loss of precision and accuracy, reduction of criticism and neglect of duties. Naturally, this reflects on the effectiveness of work and from there, through self-esteem, to further emotional stress.

CONCLUSIONS:

1. The selection of the workplace by the administrative staff is motivated by the good working conditions and the field of education.
2. It was established satisfaction from the remuneration, work content and development opportunities.
3. The relations with colleagues are mostly very good and with average level of work support from colleagues and superiors.
4. The recognition and approval for a job well done as an important motivator and a factor of satisfaction is not the style of human resource management.
5. In a third of the staff there is serious manifestations of chronic stress, and more than half are threatened by it.
6. The high degree of emotional exhaustion and the presence of essential physical manifestations of chronic stress are at the root of the problem of stress prevention.
7. The pilot study allows for future in-depth studies on the factors of occupational stress and its overcoming by the administrative staff.

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