



## Problems of the Organization of the Labor Process That Affect the Effectiveness of the Work of Kazakhstani Doctors

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### Dear Editor-in- Chief

Rather great importance in dissatisfaction, decrease in quality of life, and also in emergence of violations of physical and mental health of medical workers is rendered by conditions of their work, the organization of workplaces, and equipment with necessary resources. Studying of quality of life of medical workers and the factors influencing it, is of great importance for the adequate organization of work and life of health workers, influences acceptance of administrative decisions concerning medical workers and improvement of their health (physical and psychological). Many authors (1-4) described certain patterns of influence of the level of job satisfaction on the psycho-emotional and physical state.

This article presents a study of satisfaction with the working conditions of physicians of therapists in urban clinics of Kazakhstan. The object of the study was therapist doctors in urban clinics for the period 2015-2018. The sample size was 198 people. A cross-sectional study was conducted in the Southern (n = 61), Northern (n = 52) and Central (n = 85) regions of Kazakhstan. All respondents gave informed consent in accordance with the approval of the Ethics Committee. Descriptive summary statistics were used for the general group of respondents. An analysis of the relationship between satisfaction with working

conditions and factors influencing it was carried out by calculating the Spearman correlation coefficients using SPSS (Chigoe, IL, USA).

Of the respondents, 88.4% were women; 11.6% were men. Most of them are aged 40-49 years (31.3%), 28.3% is the age group 30-39 years, doctors 50-59 years was 27.3%, and young workers aged 20-29 years -13. 1%. The percentage of the total length of service for doctors was: 1-9 years (23.2%), 10-19 years (30.8%), 20-29 years (26.8%), 30-39 years (17.2 %), 40 years or more (2.0%).

The average percentage of satisfaction with working conditions in outpatient organizations was 47.7% (such parameters as career growth, affordable education, social support, psychological comfort). 43.9% of polyclinic doctors consider the load very high, according to 47.5% of respondents, the load is average, and for 8.6% of medical workers it is insufficient. The salary of general practitioners in the country averaged \$ 380, according to the questionnaire. The distribution of wages depending on the region of the country is presented in Fig. 1. Among the respondents, 16.2% of doctors have additional income, while for 83.8%, the salary in the main job is the only source of income.



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Most doctors noted 7-8 hours of the working day (59.6%), durations of up to 6 hours and 9 hours

or more were indicated by 20.2% of the respondents respectively.

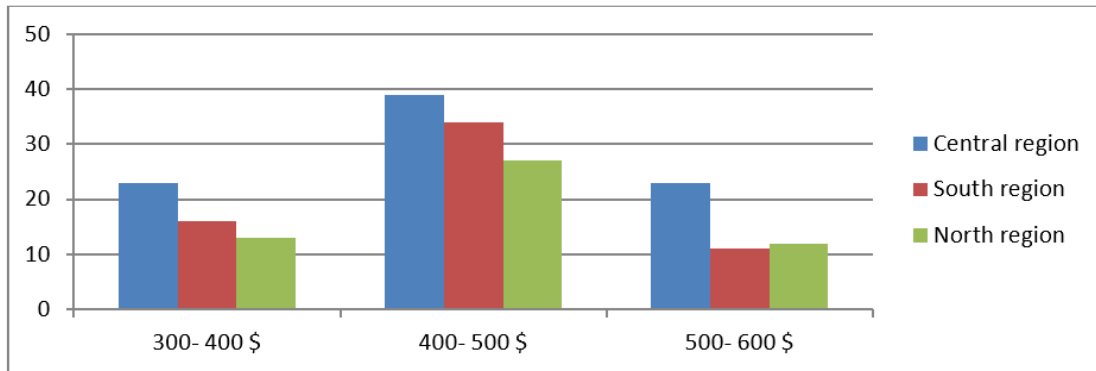


Fig. 1: The salaries of general practitioners depending on the region

At the same time, 64.1% of employees have a break for rest and meals, 35.9% of respondents indicated a lack of a break. Responding to a question about the possibility of eating hot food, respondents answered that they bring lunch with them (53.6%); 23.8% of therapists have lunch outside the medical organization, 22.6% are unable to dine with a hot meal. 58.6% of general practitioners consider themselves healthy, 27.3% have any kind of chronic disease, 14.1% found it difficult to evaluate their health. Among the risk factors affecting their health, the responses most often noted were stress and workload (24.2% and 21.7%, respectively). According to the respondents, factors less affecting health were: poor nutrition, a sedentary lifestyle, and others.

In connection with the increasing complaints in the field of outpatient services, we included in the questionnaire the question of protecting the doctor and disputed cases between the doctor and the patient. 58.6% of General practitioners consider themselves healthy, 27.3% have any chronic diseases, 14.1% found it difficult to assess their health. Among the risk factors affecting their health, stress and workload were the most frequently noted (24.2% and 21.7%, respectively). According to respondents, the factors less affecting health were: poor diet, sedentary lifestyle. Thus, according to the above, dissatisfaction with the working conditions of doctors in General can lead to poor quality of medical care. The study

suggests that the main factors of the organization of the labor process, both social and industrial, affecting the effectiveness of medical care, labor productivity and the successful performance of professional tasks by medical workers depends on an integrated approach not only the organization, but also the health care system itself. This is especially true for medical organizations that provide free medical care, which can be observed in other countries of the world, in particular in European countries, where there is also an underfunding of such institutions, which is also one of the factors.

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