Emergency Medical Service Personnel Satisfaction Regarding Ambulance Service Facilities and Welfare

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Abstract

Introduction: Personnel job satisfaction, facilities, and welfare are among the most important factors affecting quality of service. To date, no study has been done in the field of Emergency Medical Service (EMS) personnel satisfaction regarding facilities and welfare in Iran. Therefore, the present study was designed to evaluate the level of satisfaction among EMS personnel regarding facilities and welfare. Methods: In the present cross-sectional study, 68 of the EMS personnel of Northern Khorasan, Iran, were selected by simple randomization and their level of satisfaction was evaluated using a 23-question questionnaire. Afterwards, their satisfaction level was divided into 2 groups of desirable and non-desirable and the findings were reported as frequency and percentage. Results: The lowest satisfaction level regarding facilities were reported to be linked to the physicians being out of reach (14.7%), presence of help (27.0%), comfortableness of nurse’s chair (29.8%), and ability of patients’ bed to be positioned (32.3%). Minimum satisfaction regarding welfare was also seen concerning the time of receiving their wage (4.4%) and place for rest (5.9%). Based on the classifications done, only 22 (32.4%) of the personnel were satisfied with the facilities and 5 (7.4%) were satisfied with the welfare conditions. Conclusion: The findings of the present study showed that satisfaction rate of the EMS personnel regarding facilities and welfare is low. All the factors leading to this decrease in satisfaction level of the personnel could be prevented and relieved, therefore intervention in these regards can improve satisfaction rate among the personnel.

Keywords: Job satisfaction; emergency medical services; ambulances; health planning