

TO EXPLORE THE LEVEL OF JOB SATISFACTION AMONG SPEECH AND LANGUAGE PATHOLOGISTS WORKING IN PUBLIC AND PRIVATE SECTORS

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Abstract

Background: Working with the full range of communication and its disorders, speech-language pathologists evaluate and diagnose speech, language, cognitive-communication, and swallowing disorders in individuals of all ages, from infants to the elderly. So, it was necessary to explore the level of job satisfaction among speech and language pathologists working in the public and private sectors to rule out any insecurities among them regarding their workplace.

Objectives: To explore the level of job satisfaction among speech and language pathologists (SLPs) working in the public and private sectors.

Methods: The data was collected from speech-language pathologists working in different cities in Pakistan. The sample size was estimated to be 156 speech and language pathologists, with a confidence interval of 95%. The sample size was calculated through an online portal (surveysystem.com). The data was gathered through convenience sampling via an online questionnaire.

Results: 98 of the 156 speech and language pathologists met the inclusion criteria and filled out the questionnaire. 23.5% of speech and language pathologists were working in the public sector, while 76.5% were working in the private sector. Approximately 60% of SLPs working in the private sector were more satisfied than SLPs who were working in the public sector. The main factors included fair amount of work, the transport facility was fairly interactive with colleagues, and supervisors were highly cooperative.

Conclusion: Job satisfaction among SLPs is influenced by factors like salary, transport facilities, colleagues' interaction, and supervisory cooperation, with private sector workers experiencing higher satisfaction.

Key Words: Speech and language pathologists, public sectors, private sectors, job satisfaction.

Introduction:

Speech and language pathology is an extensive discipline that is related to the communication sciences.¹ Speech and language pathology deals with the diversity of people and services.² Communication sciences and disorders are a lucrative field, with extensive opportunities for professionals to work in various settings, either in terms of the workplace or the service recipient.³ The communication practices of speech and language pathologists (SLPs) have been focused on by a large number of studies, and SLPs can work in numerous settings, such as schools, hospitals, care facilities, rehabilitation centers, and private practice. The scope of practice of SLPs involves the prevention, assessment, and treatment of speech-sound disorders, language disorders, cognitive communication disorders, social communication disorders, and swallowing disorders in both adults and children.⁴

These SLPs are responsible for the development of new, knowledge-based, and specialized technical skills and knowledge for effective treatment of communication disorders. Over the past, there have been several changes in the field of communication sciences and disorders, all of which have led to an increase in the demands of speech and language pathologists.⁵ The increasing demand for SLPs at the workplace is subject to technical advances in areas such as augmentative and alternative communication, speech, swallowing, and in conjunction with additional administrative responsibilities, as well as legal mandates, processes, and multidisciplinary meetings.⁶

In speech and language assessment and intervention contexts, not only is effective SLP communication required to communicate, but also searching for a better understanding of the communication and how it is received and interpreted is necessary.⁷ The main purpose of these studies is that SLPs must consider building relationships with clients irrespective of the services of assessments and therapy they provide. The initial step for the client and SLP to be involved in an effective relationship is to have proper knowledge about the communication disorder that is being treated. As SLPs deal with children with language and literacy disorders, they will need to decide what the best information is to be shared with caregivers.⁸

Job satisfaction is defined as the level of contentment with various aspects of an individual job⁹. Enrichment of overall performance, wonderful work values, highly motivated tiers, and more desirable intellectual and physical health are positively associated with job satisfaction. However, attendance, turnover, and burnout are negatively associated with job satisfaction.¹⁰

Job satisfaction is an agreeable emotional state caused by the assessment of one's employment as allowing or attaining success.¹¹ It was noted that job dissatisfaction was characterised as an emotionally uncomfortable condition coming from an evaluation of one's job as irritating or as being incompatible with the accomplishment of one's own job values or as being a net loss of job worth. Job satisfaction is directly related to stress and emotional exhaustion, as seen across job occupations.¹² Job satisfaction and performance are correlated, as stress has a negative impact on the individual's ability to do it in a better way. Maslow concluded that the environment required for an employee's capability to be utilized is created by the leaders in the work setting. Health workers face more stress than any other professionals.¹³

Job security, followed by working hours, schedule, and, in the end, salary, is a greater public-private differential.¹⁴ With respect to the well-being of employees, the most popular measure in economic literature is self-related job satisfaction. The term "job satisfaction" refers to a collection of attitudes that employees have about their job. Subjective well-being (SWB) refers to the cognitive and affective evaluations that people make about how well they feel. It is an inclusive term, and it is used to refer to happiness, positive affect, the absence of negative affect, and life satisfaction. Measures of SWB have been associated with measures of job satisfaction, a construct that includes receiving recognition for a job well done, feeling close to people at work, and receiving fair wages.¹⁵

Job satisfaction is so important in terms of performance and employee engagement that there has been a rise in research in this area across a wide range of settings. In a supportive environment, people are going to be able to show freedom, identification, and responsibility. This is the reason that it is the duty of supervisors and administrators to satisfy employees in order to maintain the success of an organization.¹⁶ Current research seems to imply that employees today place the most importance on things like salary, lifestyle, and job stability. As an employee is satisfied with his or her job, he or she is highly dedicated to the organization, and as a result, a greater commitment improves productivity. Inversely, frustration for a person, a low level of job satisfaction, and the highest turnover will lead to a

poor work environment. The organization can face serious consequences if employees are not satisfied with their jobs.^{17, 18}

Materials and Methods:

This study was a cross-sectional and observational survey. The data was collected from speech-language pathologists working in different cities in Pakistan. Among the 256 speech and language pathologists working in different cities in Pakistan, 156 were selected to fill out the questionnaire. 98 speech and language pathologists participated in this survey. Speech and language pathologists practicing for more than a year were included in the selected criteria. Data was collected through an online questionnaire, which was sent to the participant via email. The data was collected through convenient sampling.

Results:

The result of this study indicated that a higher number of speech therapists were working in the private sector. And the speech therapists who were working in the private sector were more satisfied than those who were working in the public sector.

Table 1: Frequency distribution of Job Sector

Job Sector	Frequency (n)	Percentage (%)
Public	23	23.5 %
Private	75	76.5 %
Total	98	100.0 %

This table shows the frequency distribution of the job sector of speech and language pathologists where they were working. Among the 98 speech and language pathologists who participated in the study, 23 (23.5%) SLPs were working in the public sector and 75 (76.5%) were working in the private sector.

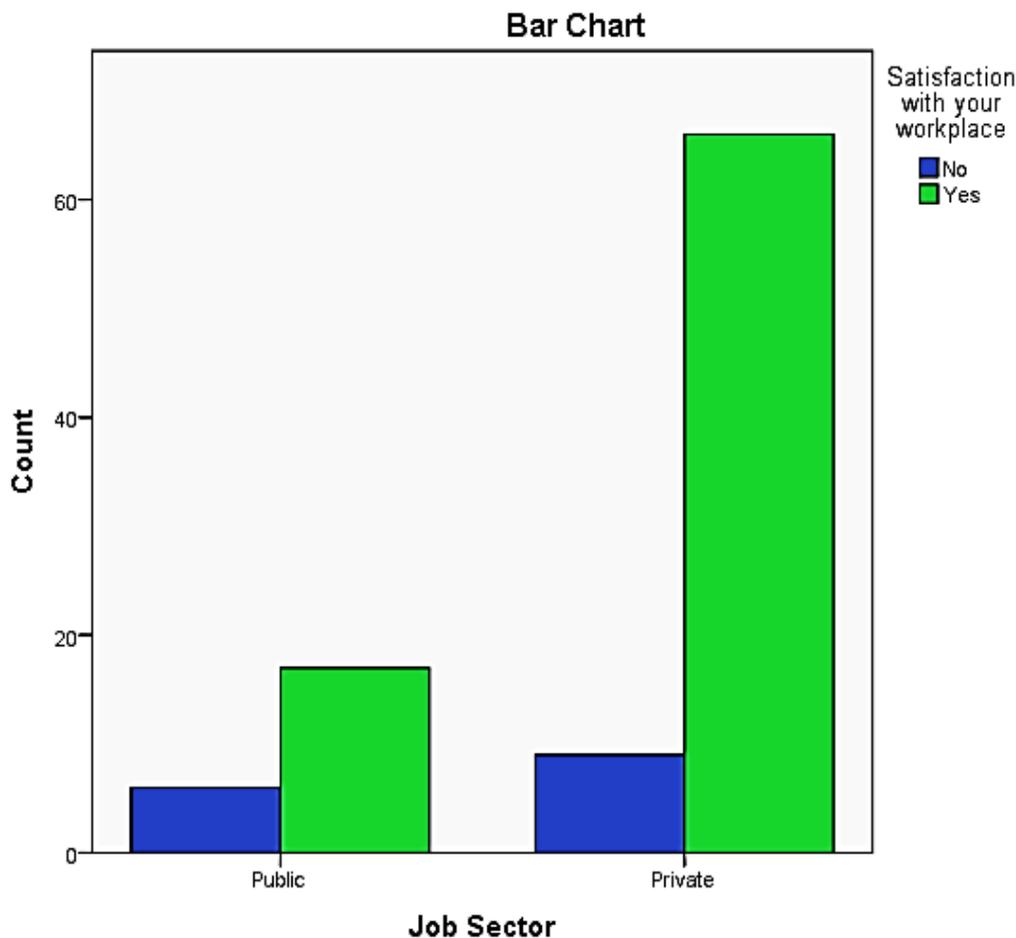


Fig 1: Satisfaction with workplace at job sector

This bar chart depicts that speech therapists who were working in the private sector were more satisfied than those who were working in the public sector. The main factors included fair amount of work, the transport facility was fairly interactive with colleagues, and supervisors were highly cooperative.

Discussion:

Job satisfaction among Speech and Language Pathologists (SLPs) varies between public and private sectors. SLPs in private practice often report higher job satisfaction due to factors like, autonomy and flexibility in their work schedules, better compensation and benefits, opportunity to work with diverse client populations, greater control over their work environment.¹⁹ Speech Language Pathologists (SLPs) in the public sector, such as schools and hospitals, often face challenges that impact their job satisfaction. Heavy caseloads, limited resources, and bureaucratic constraints can lead to burnout and frustration. However, many SLPs in this sector find personal fulfillment in working with underserved populations and making a positive impact on their communities.²⁰ In contrast, SLPs in private practice enjoy greater autonomy, flexibility, and better compensation. They have the opportunity to work with diverse client populations and have more control over their work environment. However, some may experience isolation and lack of support from colleagues.²¹ Public sector SLPs value the opportunity to make a difference in their communities, despite the challenges. Private sector SLPs prioritize autonomy and financial rewards. However, some SLPs in the public sector may find personal fulfillment in working with underserved populations and

making a positive impact on their communities. Overall, job satisfaction among SLPs depends on individual priorities, values, and work environments.

Conclusion:

In the current study, SLPs who worked in the private sector were more satisfied than SLPs who worked in the public sector. Job satisfaction was found to be associated with various factors such as fair amount of work, the transport facility was fairly interactive with colleagues, and supervisors were highly cooperative.

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