

# Prediktori zadovoljstva poslom kod stomatologa u Federaciji Bosne i Hercegovine

---

Muhić, Edin; Plančak, Darije; Lajnert, Vlatka; Muhić, Asja

Source / Izvornik: **Acta stomatologica Croatica, 2016, 50, 222 - 229**

Journal article, Published version

Rad u časopisu, Objavljena verzija rada (izdavačev PDF)

<https://doi.org/10.15644/asc50/3/4>

Permanent link / Trajna poveznica: <https://urn.nsk.hr/urn:nbn:hr:184:426287>

Rights / Prava: [In copyright](#) / [Zaštićeno autorskim pravom.](#)

Download date / Datum preuzimanja: **2025-01-11**



Repository / Repozitorij:

[Repository of the University of Rijeka, Faculty of Medicine - FMRI Repository](#)



Edin Muhić<sup>1</sup>, Darije Plančak<sup>2</sup>, Vlatka Lajnert<sup>3</sup>, Asja Muhić<sup>1</sup>

## Prediktori zadovoljstva poslom kod stomatologa u Federaciji Bosne i Hercegovine

### *Predictors of Job Satisfaction in Dental Professionals of the Bosnia and Herzegovina Federation*

<sup>1</sup> Privatna stomatološka ordinacija, Sarajevo, Bosna i Hercegovina  
*Private dental practice, Sarajevo, Bosnia and Herzegovina*

<sup>2</sup> Zavod za parodontologiju Stomatološkog fakulteta Sveučilišta u Zagrebu  
*Department of Periodontology, School of Dental Medicine University of Zagreb, Croatia*

<sup>3</sup> Zavod za stomatološku protetiku Medicinskog fakulteta Sveučilišta u Rijeci  
*Department of Dental Prosthetics, Medical Faculty of Rijeka, School of Dental Medicine, Rijeka, Croatia*

#### Sažetak

**Uvod:** Cilj svakog zaposlenika jest raditi u zdravom radnom okolišu. Stomatologija je stresno zanimanje, a razloga za nezadovoljstvo je mnogo. Željelo se kod stomatologa u FBiH-u ustanoviti prediktore nezadovoljstva poslom. **Materijali i postupci:** U istraživanju su sudjelovala 134 stomatologa izabrana nasumičnim postupkom iz Registra stomatološke komore FBiH-a. Svi su ispunili demografski upitnik i ljestvicu zadovoljstva poslom (JSS). **Rezultati:** Porastom učestalosti utjecaja posla na kvalitetu života te sve češćim razmišljanjem o napuštanju posla, smanjuje se zadovoljstvo poslom. Opći stomatolozi znatno su zadovoljniji od specijalista. Značajni prediktori zadovoljstva poslom su radni status, tip prakse i zapošljavanje asistenta. **Zaključak:** Značajni prediktori zadovoljstva poslom su radni status, tip prakse i zapošljavanje asistenta. Najzadovoljniji su opći stomatolozi zaposleni u privatnoj praksi koji imaju dentalnog asistenta.

**Zaprimljen:** 24. svibnja 2016.  
**Prihvaćen:** 11. srpnja 2016.

**Adresa za dopisivanje**  
Doc. dr. sc. Vlatka Lajnert  
Kumičićeva 18, Rijeka  
vlatkamikic@yahoo.com

#### Ključne riječi

stomatolozi; radno okruženje; osobno zadovoljstvo; Bosna i Hercegovina

#### Uvod

Zdravo radno okruženje znači takve uvjete rada u kojima se djelatnik osjeća sigurno i ugodno te može obavljati svoj posao bez negativnih posljedica na zdravlje. U takvoj sredini rizici i sigurnost moraju biti pravilno nadzirani (1).

U mnogobrojnim istraživanjima potvrđeno je da djelatnici svoje radno mjesto ne percipiraju kao zdrav radni okoliš – gotovo svaki četvrti smatra da je njegovo radno mjesto rizično za zdravlje ili sigurnost (2, 3). Sve veća pojavnost anksioznosti i depresije te ostalih mentalnih bolesti snažno je povezana sa psihosocijalnim radnim okolišem (4, 5). Američka agencija za sigurnost na radu (OSHA) u izvješćima navodi da su muskuloskeletne bolesti i psihosocijalni problemi, kao što je stres na radnom mjestu, glavni uzrok zabrinutosti stručnjaka, poslodavaca i zaposlenika (6). Nesklad između razine odlučivanja i zahtjeva stvara uvjete za razvoj stresa na radnom mjestu i rizik od razvoja određenih bolesti, odnosno visoki psihološki zahtjevi s malom mogućnošću kontrole nad poslom mogu utjecati na mentalne i fizičke bolesti (7–9). Izvori stresa na radnom mjestu su preveliki zahtjevi postavljeni djelatniku, premalo zadataka, monotonija, gubitak kontrole nad obavljanjem zadataka, posao s premalo izazova, produljeno radno vrijeme, nedostatak kon-

#### Introduction

Healthy work environment implies such work conditions that make the employees feel safe and comfortable to perform their work chores without negative consequences to their health. Within such environment, risks and safety must be adequately monitored (1).

The available research data confirm that employees fail to perceive their work environment as healthy, and approximately one fourth of those interviewed consider their work place as a risk to their health and/or safety (2, 3). The frequency of anxiety and depression as well as other mental diseases are strongly related to psychosocial work environment (4, 5). The USA Occupational Safety and Health Administration (OSHA) stated in their reports that musculoskeletal diseases and psychosocial problems such as workplace stress act as the main cause of concern for experts, employers and employees alike (6). Misbalance between the levels of decision-making and the imposed requirements create the perfect conditions for development of workplace stress and pose a risk for development of certain diseases; in other words, increased psychological pressure with little possibility of control at work may affect mental and physical diseases (7-9). The sources of stress at workplace are extreme demands from

trole nad poslom i nedostatna potpora menadžmenta (10, 11).

Svako radno mjesto može biti rizično za pojavu određenih bolesti, ali ipak određena se zanimanja smatraju stresnijima, a među njima se zanimanje stomatologa i liječnika općenito procjenjuje kao vrlo stresno. Stomatologija je, bez daljnje- ga, vrlo stresna. Stres počinje još na fakultetu, a nastavlja se u praksi. Čimbenici koji pridonose izloženosti stomatologa stresu jesu privatizacija, sve veća radna i financijska nesigurnost, sve veća zahtjevnost pacijenata, izloženost potencijalnim sudskim tužbama pacijenata, konkurencija, dampinške cijene te komunikacija s pacijentima (12). Osim navedenih stresora, stomatolozi su na radnom mjestu izloženi nizu drugih rizika (stresora) koji su specifični za to zanimanje. To su biološki rizici (mogućnost mikrobiološke zaraze), kemijski (doticaj s različitim kemikalijama), fizikalni (zračenje), ergonomske i psihološke rizici (nasilje na poslu, nepredvidivost situacije, smjenski rad) itd. (13). Posljedice nezadovoljstva na poslu ogledaju se u čestim bolovanjima, pogreškama u radu, profesionalnom izgaranju, napuštanju posla, smanjenom zadovoljstvu primatelja usluge i lošijoj kvaliteti mentalnoga zdravlja liječnika (10, 14 – 17).

## Materijali i postupci

U istraživanju su sudjelovala 134 stomatologa s područja Federacije Bosne i Hercegovine koji rade u privatnom i državnom sektoru. Odabrani su nasumičnim postupkom iz Registra stomatološke komore FBiH-a (52 % žena) i bili su u dobi od 25 do 76 godina (medijan 47, interkvartilni raspon 37 – 55). Radnog staža imali su 1 do 54 godine (medijan 18, interkvartilni raspon 9 – 27) i to u ustanovama s jednim do 172 zaposlenika (medijan 9, interkvartilni raspon 3 – 48). Iz istraživanja su isključeni umirovljeni stomatolozi te stažisti. Sudionici istraživanja bili su obaviješteni o prirodi i svrsi istraživanja te su potpisali informirani pristanak koji je odobrilo Etičko povjerenstvo Stomatološkog fakulteta u Zagrebu. Istraživanje je bilo anonimno i dobrovoljno te je ispitanik mogao odustati u bilo kojem trenutku, bez navođenja razloga ili bilo kakvih posljedica. Ispitanici su popunjavali dva upitnika – demografski upitnik te JSS (ljestvica zadovoljstva poslom). Demografski upitnik pripremljen je za potrebe ovog istraživanja i sastojao se od 14 čestica (spol, godina rođenja, bračno stanje, specijalizacija...), a ljestvicu zadovoljstva poslom (JSS) oblikovao je Paul E. Spector. Njome se mjeri zadovoljstvo poslom na devet faceta u 36 čestica (po četiri za svaku facetu). JSS se temelji na ljestvici Likertova tipa sa šest stupnjeva u rasponu od 1 (izričito se ne slažem), do 6 (izričito se slažem). Ljestvica nema neutralnu vrijednost. Rezultat ukupnog zadovoljstva poslom izražava se kao zbroj svih čestica, pritom viši rezultat pokazuje veće zadovoljstvo poslom. JSS se pokazao kao dobra mjera fenomena (18). Za odnos između zadovoljstva poslom i prediktora mjerenih kontinuiranim ljestvicama korištene su Pearsonove korelacije. T-testovi

the employee, lack of job assignments, monotony at work, loss of control over assignments, a job with very few challenges, long working hours, loss of control over the workload, and insufficient support from the management (10,11).

Each workplace has potential risk factors related to development of certain diseases, however some professions are commonly perceived as more stressful, and among those dental and medical professions are regarded as very stressful. Dentistry is without exception a very stressful profession. Stress evolves as soon as at the university level, continuing during the practice. The factors contributing to dentist's exposure to stress are: privatization, increase in professional and financial insecurity, increased patient demands, exposure to potential lawsuits, competition, dumping of prices, and communication with patients (12). Apart from the listed stress factors, there are additional facts worth mentioning: dentists are usually exposed to other risk factors that are specific to dental profession: biological risks (possibility of microbial infection), chemical risks (interaction with chemical agents), physical risks (irradiation), ergonomic risks, psychological risks (workplace violence, unpredictable situations, work in shifts), etc. (13). The consequences of the lack of work satisfaction are reflected in frequent sick-leaves, mistakes at work, professional burnout, abandoning the work, decreased satisfaction of the treated persons and poor quality of the doctor's mental health (10, 14-17).

## Materials and Methods

A total of 134 dentists participated in this investigation, all of them residing in Federation of Bosnia and Herzegovina and all of them employed in private and state sectors. They were randomly selected from the Registry of Dental Chamber of Federation of Bosnia and Herzegovina. The sample consisted of 52% females aged 25-76 years (median 47, interquartile range 37-55). Their cumulative work experience ranged 1-54 years (median 18, interquartile range 9-27), employed in practices of 1-172 employees (median 9, interquartile range 3-48). The retired dentists and those in training were excluded from the study. The participants of the study were informed on the nature and aim of the investigation and were required to sign an informed consent, which was approved by the Ethics Committee of the School of Dental Medicine University of Zagreb. Their participation was anonymous and voluntary, and the participants were able to withdraw from the investigation at any time without stating the reasons or suffering any consequences. The participants filled out two questionnaires: Demographic questionnaire and JSS (Job satisfaction scale). A Demographic Information Questionnaire was created for the purpose of this investigation. It included 14 units (gender, year of birth, marital status, specialization). The Job Satisfaction Scale (JSS) was designed by Paul E. Spector. This scale measures one's satisfaction with the job. It is a 9-facet scale containing 36 items (four for each facet). The JSS uses the Likert-type scale with six choices ranging from 1=strongly disagree to 6=strongly agree. The scale has no neutral values. The result of the employee's attitude towards the job is expressed as a sum of all

su korišteni kako bi se ispitao odnos između zadovoljstva poslom i spola, zadovoljstva poslom i vrste posla te zadovoljstva poslom i vrste specijalizacije. Odnos bračnog statusa i zadovoljstva na poslu testiran je ANOVA-om. Za procjenu u kojoj mjeri su demografski i poslovni čimbenici prediktori zadovoljstva poslom, načinjena je linearna regresija. Statističke analize obavljene su u komercijalnom softveru IBM SPSS 22 (IBM Corp, Armonk, SAD) uz razinu značajnosti  $p < 0,05$ .

## Rezultati

Rezultati dobiveni Pearsonovom korelacijom upućuju na to da je zadovoljstvo statistički značajno, ali umjereno negativno linearno koreliralo sa samoprocjenom o učestalosti utjecaja posla na kvalitetu privatnog života te učestalošću razmišljanja o napuštanju posla zbog stresa i nezadovoljstva. Porastom učestalosti utjecaja posla na kvalitetu života smanjuje se zadovoljstvo poslom. Porastom učestalosti razmišljanja o napuštanju posla smanjuje se zadovoljstvo poslom (tablica 1.). Iz tablice 2. vidi se da su opći stomatolozi znatno zadovoljniji od specijalista. Temeljem Sidakova post-hoc testa samo su specijalisti dječje stomatologije nezadovoljniji poslom od stomatologa bez specijalizacije i to značajno (tablica 3.). Ostali specijalisti nešto su manje zadovoljni poslom od stomatologa bez specijalizacije, no ne značajno. Razlike u zadovoljstvu među specijalistima nisu značajne.

Uz kontrolu dobi, duljinu radnog staža, tipa zaposlenja i broja zaposlenih u ustanovi, značajni prediktori zadovoljstva

items, where higher scores on this scale represent a greater satisfaction related to job. The JSS has proved to be a good measure of this phenomenon (18). The Pearson correlation test was used to determine the relationship between job satisfaction and predictors measured by continuous scales. A t-test was used to examine the relationship between job satisfaction and gender, job satisfaction and type of work, and job satisfaction and specialization. The relationship between the marital status and job satisfaction was determined by Analysis of Variance (ANOVA). Linear regression analysis was used to evaluate the extent to which demographic and work factors predict job satisfaction. Statistical analysis was performed using the IBM SPSS 22 commercial software (IBM Corp, Armonk, SAD) with level of significance set at  $p < 0,05$ .

## Results

The results obtained by the Pearson's correlation test revealed that job satisfaction is significantly correlated, in moderately negative linear manner, with self-assessed frequency of work influence on the quality of personal life as well as with the frequency at which one thought about abandoning his/her present work place due to stress and dissatisfaction. The increase in the frequency of work influence on the quality of private life also reduced the overall job satisfaction. The increase in the frequency of thoughts about abandoning the present work place reduced the job satisfaction (Table 1). Table 2 clearly points to the fact that general practitioners are significantly more satisfied with their jobs as compared to specialists. Based on the Sidak's post-hoc test, only the specialists of pediatric dentistry were significantly less satisfied with their jobs when compared to general practitioners (Table 3). Other specialists were only somewhat less satisfied with their jobs compared to general practitioners, however

**Tablica 1.** Pearsonove korelacije za odnos između zadovoljstva poslom i prediktora mjerenih kontinuiranim ljestvicama  
**Table 1** Pearson's correlation test for relationship between the job satisfaction and predictors measured with continuous scales.

		JSS_sum
Dob • Age	r	0.018
	p	0.834
	N	134
Godine_staža • Years of practice	r	0.033
	p	0.701
	N	134
Broj_zaposlenih - ustanova • Number of employees	r	-0.168
	p	0.052
	N	134
Napuštanje_posla - nezadovoljstvo - stres • Leaving work for dissatisfaction and stress	r	-0.471**
	p	0.000
	N	134
Posao_utječe_qol • Effects of work_qol	r	-0.512**
	p	0.000
	N	134
Samoprocjena_općeg_zdr. stanja • Self-assessed overall health	r	-0.150
	p	0.083
	N	134
Izostanak_s_posla - zdr. razl. • Sickness leave	r	-0.123
	p	0.158
	N	134

Tablica 2. Table 2	T-test: tip posla i zadovoljstvo T-test: type of employment and satisfaction	N	Mean	Std. Deviation	p
	Opći stomatolog • General practitioner	75	153.5	34.0	
	Specijalist • Specialist	57	137.1	30.0	
	Ukupno • Total	132	146.4	33.3	0.004

Tablica 3. Table 3	T-test: vrsta specijalizacije i zadovoljstvo T-test: Type of specialization and satisfaction	N	Mean	Std. Deviation	p
	Bez specijalizacije • No specialization	75	153.7	33.9	
	Endodoncija • Endodontics	12	148.1	31.0	
	Pedodoncija • Pediatric dentistry	8	113.8	8.2	
	Ortodoncija • Orthodontics	4	140.8	27.3	
	Protetika • Prosthetics	16	135.5	27.7	
	Kirurgija • Oral surgery	9	146.2	35.1	
	Parodontologija • Periodontology	10	134.0	32.2	
	Ukupno • Total	134	146.3	33.0	0.019

poslom su radni status, vrsta prakse i zapošljavanje asistenta (tablice 4. – 8.). Poslom su zadovoljniji opći stomatolozi koji rade u privatnoj praksi sa zaposlenim asistentom. Vrsta prakse (privatna vs. javna) opisuje 13,6 posto varijabilneta zadovoljstva poslom, zapošljavanje asistenata 3, 8 posto, a radni status (opći vs. specijalist) 3 posto. Cijeli model opisuje 28 posto zadovoljstva poslom, ostatak je objašnjen nekim drugim parametrima koji u ovom istraživanju nisu praćeni. Za procjenu u kojoj su mjeri demografski i poslovni čimbenici prediktori zadovoljstva poslom, načinjena je linearna regresija. Zbog problema interkorelacije dobi i duljine radnoga staža u model je uključen samo radni staž (tablica 9.).

without statistical significance. The differences in job satisfaction among different specialties were not significant.

Linear regression analysis was performed in order to assess the extent to which demographic and work factors predicted job satisfaction.

After adjusting for age, years of professional experience, type of work and total number of employees in the work environment, it was demonstrated that employment status, type of practice and availability of dental assistant were significant predictors of job satisfaction (Tables 4-8). General practitioners working in private practice with dental assistant were most likely to be satisfied with their jobs. Type of practice (private vs. public) explained 13.6% of the variability in job satisfaction, availability of an assistant explained 3.8%, and the work status (general practitioner vs. specialist) explained 3% of the variation. The results show that the chosen model explained 45% of the variation in job satisfaction, while the remaining percentage needs to be explained by some other parameters that were not evaluated in this investigation. Due to the problem of intercorrelation (multicollinearity) between the age and years of professional experience, only the professional experience was included into the model (Table 9).

Tablica 4. Table 4	T-test: spol i zadovoljstvo T-test: Gender and satisfaction	N	Mean	Std. Deviation	p
	M	64	150.4	34.1	
	Ž • F	70	142.5	31.8	
	Ukupno • Total	134	146.3	33.0	0.166

Tablica 5. Table 5	Bračni status i zadovoljstvo – ANOVA Marital status and satisfaction – ANOVA	N	Mean	Std. Deviation	p
	Neoženjen • Single	28	144.00	36.900	
	Oženjen • Married	92	145.92	31.766	
	Izvanbračna zajednica • Living with a partner	5	176.80	20.266	
	Rastavljen • Divorced	7	132.43	35.818	
	Udovac • Widowed	2	167.00	15.556	
	Ukupno • Total	134	146.28	33.040	0.169

Tablica 6. Vrsta prakse i zadovoljstvo Table 6 Type of practice and satisfaction		N	Mean	Std. Deviation	p
	Privatna • Private	79	156.63	31.581	
	Javna ustanova • Public facility	55	131.42	29.432	
	Ukupno • Total	134	146.28	33.040	<0.001

Tablica 7. Tip zaposlenja i zadovoljstvo Table 7 Employment status and satisfaction		N	Mean	Std. Deviation	p
	Vlasnik • Owner	47	149.72	27.491	
	Zaposlenik • Employee	87	144.43	35.694	
	Ukupno • Total	134	146.28	33.040	0.378

Tablica 8. Zaposlena asistentica u praksi i zadovoljstvo Table 8 Dental assistant and satisfaction		N	Mean	Std. Deviation	p
	Da • Yes	111	147.93	34.776	
	Ne • No	23	138.35	21.752	
	Ukupno • Total	134	146.28	33.040	0.207

Tablica 9. Linearna regresija  
Table 9 Linear regression

Model B	Unstandardized Coefficients		Standardized Coefficients	Sig. Zero-order	Correlations		
	Std. Error	Beta			Partial	Part	
(Constant)	240.696	23.013		0.000			
Spol • Gender (1 = m; 2 = ž • f)	-8.171	5.488	-0.123	0.139	-0.116	-0.133	-0.113
Radni_status • Professional status (1 = opći • general; 2 = specijalist • specialist)	-13.452	5.804	-0.201	0.022	-0.246	-0.204	-0.176
Godine_staža • Professional experience	0.159	0.237	0.057	0.502	0.030	0.060	0.051
Tip_prakse • Type of practice (1 = privatna • private; 2 = public • državna)	-41.861	8.622	-0.621	0.000	-0.375	-0.400	-0.369
Tip_zaposlenja • Employment status (1 = vlasnik • owner; 2 = zaposlenik • employee)	8.500	8.043	0.122	0.293	-0.074	0.094	0.080
Asistent • Assistant (1 = da • yes; 2 = ne • no)	-21.815	8.524	-0.250	0.012	-0.112	-0.224	-0.195
Broj_zaposlenih_kolektiv • No. of employees	0.197	0.109	0.206	0.074	-0.170	0.160	0.137

R=0.531; R Square=0.282; Adjusted R Square=0.241; p<0.001.

## Rasprava

Stomatologija je, s obzirom na odgovornost, vrlo stresno zanimanje. U svakodnevnom radu stomatolozi se suočavaju s nizom izazova – krizom zdravstvenog sustava, nezadovoljnim pacijentima, nestručni osobljem, neadekvatnim uvjetima rada, stresom, pritiskom okoline vezanim uz zanimanje stomatologa koje treba pratiti visok socijalno-ekonomski standard i slično. Sve to posljedično potiče nezadovoljstvo u svakodnevnom radu stomatologa. Ako uzmemo u obzir da je Federacija Bosne i Hercegovine zemlja u tranziciji i da se posljednjih dvadesetak godina događaju mnogobrojne promjene kako u globalnoj tako i u zdravstvenoj politici, čini se nemogućim pratiti sve te izmjene. Stomatolozima se postavljaju preveliki organizacijski zadatci i obveze, a oni su, ionako, opterećeni prevelikom odgovornošću na poslu koji obavljaju (19, 20).

Cilj ovog istraživanja bio je ispitati koji su to prediktori koji stomatologe u Federaciji Bosne i Hercegovine dovode do nezadovoljstva poslom. Iz tablice 1. vidljivo je da se porastom učestalosti utjecaja posla na kvalitetu života smanjuje zadovoljstvo poslom, a porastom učestalosti razmišljanja o napuštanju posla smanjuje se zadovoljstvo poslom. Preop-

## Discussion

Considering the amount of responsibility the dentists have, dentistry is considered one of the one of the most stressful of the health professions. Dentists need to address a large number of challenges, which they face in their daily work: crisis of the healthcare sector, unsatisfied patients, lack of professionalism among the staff, unsatisfactory working conditions, stress, and pressure from the environment regarding high social and economic standards related to dental professionals, etc. All of these contribute to a strong dissatisfaction of dentists, which is reflected in their everyday practice. Considering the fact that Bosnia and Herzegovina Federation is a transition country affected by numerous changes in the past 20 years, in both global and health politics, it seems impossible to keep up with all the changes in the health politics today. Dentists are required to take up major organizational requirements and tasks, regardless of the burden of their daily jobs (19, 20).

The aim of this study was to define the predictors leading to job dissatisfaction in dentists of the Federation of Bosnia and Herzegovina. Table 1 shows that an increase in frequen-



terećenost poslom svakako je jedan od bitnih prediktora koji dovodi do nezadovoljstva poslom, a samim time povećava se i učestalost razmišljanja o napuštanju posla (19,21). Prema istraživanju Chonga i suradnika (23), čak 68 posto liječnika razmišlja o napuštanju posla. S druge strane, zadovoljstvo na poslu i dobri međuljudski odnosi mogu zaštitno djelovati na utjecaje stresa (23, 24).

Naše istraživanje pokazalo je, pak, da su opći stomatolozi zadovoljniji od specijalista. U većini istraživanja navode se drukčiji podatci (25, 26), vjerojatno zbog činjenice da su naši opći stomatolozi odabrali taj oblik prakse ne želeći se usko specijalizirati te da im takav način rada odgovara. Nadalje, kod nas su najzadovoljniji opći stomatolozi koji rade u privatnoj praksi sa zaposlenim asistentom. Vjerojatno su razlozi za to odlični uvjeti rada, dostupnost najnovijih materijala i tehnologija, četveroručni rad, široka kazuistika i dr. Naime, podatci iz literature upućuju na to da opći stomatolozi u svijetu razlog za svoje nezadovoljstvo vide u činjenici da ne mogu napredovati, nije im omogućeno daljnje usavršavanje i zbog toga se osjećaju frustrirano. Ono što se također uočava u našem istraživanju jest da su samo specijalisti dječje stomatologije nezadovoljniji od ostalih specijalista. Prema istraživanju Newtona i suradnika (27), i oni su došli do sličnih podataka, no specijalisti dječje stomatologije u tom su istraživanju naveli da svoju profesiju smatraju stresnijom od ostalih, ali to nije bilo statistički značajno. U Federaciji Bosne i Hercegovine vjerojatno smo došli do takvih podataka zato što je preventiva na vrlo niskoj razini, roditelji se dosta neodgovorno odnose prema oralnom zdravlju djece te to rezultira nezadovoljstvom dječjih stomatologa. Prema istraživanju Crouchera i suradnika (28), vidi se da su oralni kirurzi i opći stomatolozi nezadovoljni poslom, a ortodonti su najzadovoljnija skupina. Naravno, u svjetskim okvirima ortodont je sigurno najzahvalnija profesija zbog divne populacije s kojom se radi, a sigurno ni financijska komponenta nije zanemariva. Kod nas je sve to još u povojima.

Dakle, posao obuhvaća 1/3 dana i ne možemo reći da nema velik utjecaj na naš život, no pretjeran utjecaj uglavnom se odražava na kvalitetu našega privatnog života i zato treba razmisliti o važnosti istoga. Ono što je specifično za našu profesiju jest velik stres kojem smo izloženi te treba raditi na njegovu smanjivanju. Osim toga, treba stvoriti uvjete rada koji će nam osigurati miran i zdrav radni okoliš u koji ćemo dolaziti rado i s osmijehom na licu, a podatci nažalost pokazuju da većini naših kolega ipak nije tako.

cy of job influence on the quality of life reduces the job satisfaction as well as an increase in frequency of thoughts about leaving the job. Job overload is absolutely one of the most significant predictors which lead to job dissatisfaction, therefore the frequency of the idea of leaving the job is increased (19, 21). According to the study that was carried out by Chong et al. (23), as much as 68% of doctors thought about abandoning their jobs. On the other hand, job satisfaction and good personal relationships may have a protective effect against stress (23, 24).

This investigation showed that general practitioners were more satisfied with their jobs than specialists. Most other studies have shown the opposite (25,26), which is probably due to the fact that general practitioners of the Federation of Bosnia and Herzegovina chose such a type of practice to avoid limitations of the specialist work, meaning that such an arrangement probably works best for them. Furthermore, general practitioners working in a private practice dental offices with dental assistant were most satisfied with their jobs. This is probably influenced by several factors: good working conditions, availability of the most recent materials and technologies, fourhanded dentistry, broad spectrum of services etc. In fact, the available literature data suggest that general practitioners consider the inability to make progress in their careers the main reason for dissatisfaction, since they are frequently denied an opportunity for further education and therefore may feel frustrated. This study points to a very interesting fact: specialists of pediatric dentistry were significantly less satisfied with their job than other specialists. Newton et al. (27) came to the same conclusion. However, in Newton's investigation, the specialists of pediatric dentistry perceived their jobs as more stressful than other specialists. Additionally, the differences were not statistically significant. Different results which were obtained in this study can be explained by the fact that the level of prevention is low, parents are quite irresponsible towards their children's oral health, which finally leads to dissatisfaction of pediatric dentists in the Bosnia and Herzegovina Federation. According to the investigation by Croucher et al. (28), it is obvious that oral surgeons and general dental practitioners are not satisfied with their jobs, while orthodontists are the most satisfied group of dental professionals. Indeed, today's world of orthodontics is significantly expanded with great work being done globally. Being an orthodontist can be a very rewarding and lucrative career since he deals with a large number of population groups, and certainly, the economic benefits are not negligible. However, orthodontics is still under development in the Bosnia and Herzegovina Federation.

Since working hours comprise one third of our day, they greatly affects our lives. This may give rise to harmful effects on our private lives. Interestingly, job satisfaction is significantly related to working hours.

Stress is experienced by dental profession as a whole and internally at the level of the individual professional. Accordingly, dental practitioners are encouraged to reduce the amount of stress to which they are constantly exposed. In addition, they should strive to provide a safe working environment since it plays a large role in the ability to provide quality

## Zaključak

Značajni prediktori zadovoljstva poslom su radni status, vrsta prakse i zapošljavanje asistenta. Najzadovoljniji su opći stomatolozi zaposleni u privatnoj praksi koji imaju dentalnog asistenta.

## Sukob interesa

Autori nisu bili u sukobu interesa.

care. Thus, they can lead more balanced and healthy personal and professional lives on a daily basis. The available data sadly show that the abovementioned life is still one of the most common dreams that majority of dentists have.

## Conclusion

Employment status, type of the practice and availability of dental assistants are significant predictors of job satisfaction. General practitioners employed in a private practice with dental assistants are most likely to be satisfied.

## Conflict of interest

None declared.

### Abstract

**Introduction:** Working in a healthy work environment is the ultimate goal of every employee. Dentistry is a stressful career, and the reasons for dissatisfaction are numerous. **Aim:** The aim of this study was to determine the factors of work satisfaction in dental professionals of the Bosnia and Herzegovina Federation. **Materials and methods:** A total of 134 dental professionals selected randomly from the Registry of Dental Chamber of Bosnia and Herzegovina Federation were included in the study. All of them filled out the Demographic Questionnaire and Job Satisfaction Scale (JSS). **Results:** An increase in the influence of work on the quality of life as well as an increase in its frequency results in leaving the job and significantly reducing the overall job satisfaction. General dental practitioners are significantly more satisfied as compared with specialists. Significant predictors of the job satisfaction are employment status, type of the practice, and availability of dental assistants. General dental practitioners with a dental assistant employed at a private practice are more likely to be satisfied with their jobs. **Conclusions:** Employment status, practice type and availability of dental assistants are significant predictors of job satisfaction. General dental practitioners working in a private practice with a dental assistant are most likely to be satisfied.

**Received:** May 24, 2016

**Accepted:** June 11, 2016

### Address for correspondence

Vlatka Lajnert, DMD, PhD  
Kumičićeva 18, Rijeka  
vlatkamikic@yahoo.com

### Key words

dentists; Workplace; Personal Satisfaction; Bosnia and Herzegovina

## References

- Nelson DI, Concha-Barrientos M, Driscoll T, Steenland K, Fingerhut M, Punnett L et al. The global burden of selected occupational diseases and injury risks: Methodology and summary. *Am J Ind Med.* 2005 Dec;48(6):400-18.
- Maleyre A, Lorenz E, Cartron D. Working condition in European union, eurobarometar special report Dublin. Ireland: European fundation for the improvement of living and working condition publishing; 2009.
- Paoli P, Merllie D. Third European survey on working conditions . Dublin: European Foundation for the Improvement of Living and Working Conditions publishing; 2000.
- Mausner-Dorsch H, Eaton WW. Psychosocial work environment and depression: epidemiologic assessment of the demand-control model. *Am J Public Health.* 2000 Nov;90(11):1765-70.
- Wang J, Lesage A, Schmitz N, Drapeau A. The relationship between work stress and mental disorders in men and women: findings from a population-based study. *J Epidemiol Community Health.* 2008 Jan;62(1):42-7.
- MeSH Browser [database on the Internet]. European Agency for Safety and Health at work. EU- OSHA multi-annual strategic programme 2014-2020. European Agency for Safety and Health publishing; 2013 [cited 2014 October]. Available from: <https://osha.europa.eu/en/publications/corporate/eu-osha-multiannual-strategic-programme>
- Karasek R. Job demands, job decision latitude, and mental strain: implications for job redesign. *Adm Sci Q.* 1979;24:285.
- Kuper H, Marmot M. Job strain, job demands, decision latitude, and risk of coronary heart disease within the Whitehall II study. *J Epidemiol Community Health.* 2003 Feb;57(2):147-53.
- En-Young NC, Cho N, Kanel R. Job Stress and Overcommitment in Cardiac Patients. In: Dornelas EA, editor. Stress proof the heart. Behavioral intervention for cardiac patients. 1 st ed. New York: Springer; 2012. p. 249-80.
- Michie S, Williams S. Reducing work related psychological ill health and sickness absence: a systematic literature review. *Occup Environ Med.* 2003 Jan;60(1):3-9.
- Milczarek M, Schneider E, González ER. OSH in figures: stress at work — facts and figures. European Agency for Safety and Health at Work. Luxembourg: Office for Official Publications of the European Communities, 2009.
- Knežević B, Golubić R, Milošević M, Matec L, Mustajbegović J. Zdravstveni djelatnici u bolnicama i stres na radu: istraživanje u Zagrebu. *Sigurnost.* 2009;51:85-92.
- MeSH Browser [database on the Internet]. Health and safety of healthcare staff Bilbao, Spain. European Agency for Safety and Health at Work - Europa; 2013 [cited September 2013]. Available from: <https://osha.europa.eu/en/sector/healthcare>
- Fothergill A, Edwards D, Burnard P. Stress, burnout, coping and stress management in psychiatrists: findings from a systematic review. *Int J Soc Psychiatry.* 2004 Mar;50(1):54-65.
- West CP, Huschka MM, Novotny PJ i sur. Association of perceived medical errors with resident distress and empathy: a prospective longitudinal study. *JAMA.* 2006 Sep 6;296(9):1071-8.
- Ala-Mursula L, Vahtera J, Linna A, Pentti J, Kivimaki M. Employee worktime control moderates the effects of job strain and effort-reward imbalance on sickness absence: the 10-town study. *J Epidemiol Community Health.* 2005 Oct;59(10):851-7.
- Block L, Wu AW, Feldman L, Yeh HC, Desai SV. Residency schedule, burnout and patient care among first-year residents. *Postgrad Med J.* 2013 Sep;89(1055):495-500.
- Spector PE. Summated rating scale construction: an introduction. 1 st ed. Newbury Park (CA): Sage; 1992.
- Selmanovic S, Ramic E, Pranjić N, Brekalo-Lazarević S, Pasić Z, Alic A. Stress at work and burnout syndrome in hospital doctors. *Sigurnost.* 2012;54:1-9.
- Pranjić N. Burnout and Predictors for Burnout among physicians in Bosnia and Herzegovina - survey and study. *Acta Med Acad.* 2006;35:66-76.
- Bergman B, Ahmad F, Stewart DE. Physician health, stress and gender at a university hospital. *J Psychosom Res.* 2003 Feb;54(2):171-8.
- Chong, A., Killeen, O., Clarke, T.: Work-related stress among paediatric non-consultant hospital doctors. *Ir Med J.* 2004 Jul-



- Aug;97(7):203-5; discussion 205.
23. Finset KB, Gude T, Hem E, Tyssen R, Ekeberg O, Vaglum P. Which young physicians are satisfied with their work prospective nationwide study in Norway. *BMC Med Educ.* 2005 Jun 2;5(1):19.
  24. Calnan M, Wainwright D, Forsythe M, Wall B, Almond S. Mental health and stress in the workplace: the case of general practice in the UK. *Soc Sci Med.* 2001 Feb;52(4):499-507.
  25. Zini A, Zaken Y, Gonen-Ovadia H, Mann J, Vered Y. Burnout level among general and specialist dentists: A global manpower concern. *Occup Med Health.* 2013;1:128.
  26. Denton DA, Newton JT, Bower EJ. Occupational burnout and work engagement: a national survey of dentists in the United Kingdom. *Br Dent J.* 2008 Oct 11;205(7):E13; discussion 382-3.
  27. Newton JT, Mistry K, Patel A et al. Stress in Dental Specialists: A Comparison of Six Clinical Dental Specialties. *Prim Dent Care.* 2002 Jul;9(3):100-4.
  28. Croucher R, Osborne D, Marcenes W, Sheiham A. Burnout and issues of the work environment reported by general dental practitioners in the United Kingdom. *Community Dent Health.* 1998 Mar;15(1):40-3.