

**STRUCTURES OF RADIOGRAPHERS' JOB
SATISFACTION : A HYBRID USE OF A
PHENOMENOLOGICAL APPROACH
COVERING BOTH RADIOGRAPHERS' CHRONIC
LACKING AND WORKPLACE MOVING
PHENOMENA IN THAILAND
AND A ONE WITHOUT SUCH PHENOMENA
IN AUSTRALIA.**

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ORIGINAL ARTICLE

Structures of Radiographers' Job Satisfaction : The Hybrid use of a Phenomenological Approach Covering both Radiographers' Chronic Lacking and Workplace Moving Phenomena in Thailand and a One Without Such Phenomena in Australia.

Abstract

This qualitative research was purposed to excrete structures of medical radiographers' job satisfaction in the two working place, one with radiographers' chronic lacking and work moving phenomena and other one without such phenomena in a x-ray department Thailand and one in Australia respectively. The items, excreted from the two workplaces, were manually analysed to obtain the same items, the different ones and then they were unioned together to cover the radiographers' structures in both phenomena.

Sample were 10 radiographers, 5 were in a x-ray department in Thailand. And the 5 ones were in a x-ray department in Australia.

The results showed the structures of radiographers' job satisfaction excreted into seven main topic areas with various sub-topics in each one excreted from Thai samples, Australian ones and the union of both of them respectively. They composed of the satisfaction to job characteristics with 10, 12 and 14 subtopics, to boss with 14, 15 and 15 ones, to workmates with 15, 18 and 20 ones, to work progress for higher position with 5, 5 and 6 ones, to environment with 10, 16 and 17 ones, to salary with 3, 3 and 3 ones and to others related to job satisfaction with 3, 8 and 8 ones.

This study yielded the structures of job satisfaction able to be brought, in further studies, to construct radiographers' job satisfaction questionnaire. The questionnaire can be used in any survey research in quantitative aspect such as the factor related job satisfaction. This way of thought will be advantage in radio-diagnostic personnel

field in the future. Besides it can be used to find the predictors of job satisfaction such as personality that enable the data for the admission of radiographers'.

Introduction

Radiographer is a essential professional in medical team services. In Thailand, the phenomena of radiographers' lacking and work moving has occurred for instance in a x-ray unit with such phenomena for more than 30 years⁽¹⁾. While in Australia, a hospital hasn't have such phenomena for 9 years. And the radiographers' sampled in that hospital reflected the high level of job satisfaction although they feel that their workplace has lesser numbers of radiographers' compared with another hospital with the same quantity of work⁽²⁾. And as work satisfaction has been used as a global measure of the well being at work, indirectly, it measures subjective social and learning needs, requirements and work stimulation⁽³⁾. Therefore it is very interesting to study the situation of the radiographers job satisfaction as it may be a predictor of the radiographer's changing job work places and even leaving the job. However before that step structures of radiographers' job satisfaction should be studied first for depth understanding.

Despite the proliferation of research on the determinants of job satisfaction, there has as yet been no consensus on a single theory of job satisfaction^(4,5). Wanous and lawler ⁽⁶⁾ speculated that the proliferation of various theoretical and operational approaches to investigate overall job satisfaction. Accounted for contradictory research findings and raised questions in relation to construct validity. It is questionable whether research findings frequently reported in job satisfaction literature could be generalised to different job populations, because each industry and its employees produce unique needs and requirement. Therefore each health care professionals and setting has unique needs and requirement. Past findings regarding health care employee satisfaction have been as

diverse as the type of work setting, level of job classification, conceptual framework, instrumentation and method of statistical analysis^(7, 8, 9, 10, 11). Nevertheless, knowledge of specific job facts that health care professionals perceived as important in predicting overall satisfaction has proven valuable to health care administrators and managers developing retention and/or recruitment strategies^(9, 11, 12).

As the occurrence of the changing work place, radiographers are professionals and structures of radiographers' job satisfaction was not seen in previous studies although Broski and Cook⁽¹³⁾ examined overall job satisfaction of allied health professionals, including radiographers, using a Job Descriptive Index, but did not attempt to conceptualise the nature of the work.

At the beginning in studying the structures of radiographers' job satisfaction, the phenomenological method is very interesting as Plager⁽¹⁴⁾ stressed that the characteristics of phenomenology are meaning questions, general and simple, not problem solving, and are best suited for answering questions about human issues concerning the "what and how" questions. As Thaniwattanon⁽¹⁵⁾ previously studied experiences of nurse in providing care of patients with aids in Thailand by using a phenomenological approach the results were shown in five topics.

Therefore the researchers choose to study the radiographers job satisfaction by a hybrid use of a phenomenological approach to find the structure of job satisfaction and try to explain the "what and how" to job satisfaction.

The aims of the study.

1. To excrete structures of radiographer's job satisfaction in a x-ray unit which has occurred the phenomena of radiographer lacking and moving work place around more than 30 years.

2. To excrete structures of radiographer's job satisfaction in a x-ray unit which hasn't occurred. The phenomena of radiographer lacking and moving work place for 9 years.

3. To union the structures excreted in the first and the second number of radiographer's job satisfaction above in main topic areas and subtopics together

The values of the study.

These unions structures can be brought to help in questionnaire construction. radiographer's job satisfaction in a covering, structures in future studies. Besides these structures can be the good items to be recognized and realized for administrators concerning in radiographers' field.

Definition of terms.

1. Radiographer's job satisfaction : the subjects' feeling and thoughts responding to the constructed eight open - ended questions.

2. Radiographers : 5 radiographers in a x-ray unit with the phenomena of radiographer's lacking in Thailand and workplace moving and 5 radiographers in a x-ray unit with out such phenomena in Australia.

Methods.

This research used a hybrid of a phenomenological approach by interviewing radiographers in a purposive x-ray unit in Thailand and a purposive x-ray unit in Australia. This approach derived from Webb & Webb⁽¹⁶⁾ who argued that the interview should be a conversation with a purpose that was agreeable to the person being interviewed. Natural conversation was achieved.

Participants and Setting.

Ten radiographers were purposively selected (5 in Thailand and 5 in Australia). They were interviewed in a private room and tape recorded in their convenient time and with their consents. Each

took approximately 30–45 minutes, without any notes for interviewees' convenience. However after the interview, tape recording will be replayed and field note is applied at each interview.

Instrument and steps of construction.

1. Researcher is prepared on interviewing skills as an important instrument.

2. Eight open-ended questions were constructed into 8 items; the first one is about personal data, the six following items supported factors related to job satisfaction. The other is anything freely to say about the interviewees' job satisfaction.

3. Tape-recording during the interview is applied.

4. Checklist constructed for reliability and adding to cover the structures of radiographer's job satisfaction is applied ten days after the interview.

Procedure.

1. Have an appointment to gain consent of the radiographers.
2. The interview : At the beginning of each interview, the purpose was explained and permission obtained to tape record. The researcher explained that although there was a list of topics which they wanted to cover this was not rigid and the radiographer could raise other relevant issues. Respondents were reminded that the interview would be treated as confidential. Interviews started with discussion on general topics such as the weather, the number of patients each day etc. Then, eight open-ended questions were applied. The interview terminated with a thank you and word of appreciation.

Data collection.

Data from the tape recording was recorded in note form. Substantial field notes were taken which consisted of situations, events and conversations that researchers took part in⁽¹⁷⁾ They were also made to include personal reflections on researchers' my activities in the field. Ten days later checklist for reliability and adding to cover radiographer's job satisfaction were applied.

Internal Validity and Consistency of data collection and covering the structures of radiographer's job satisfaction data.

To help to establish validity the researchers conferred with the participants at the next week of each interview, to ensure that notes taken were a fair description of what he/she had said. Note-taking ; notes were written up within 24 hours of the interview.

Biographical data of the participants was obtained during the first items of the open-ended questions of each interview. Anonymity of the participants was ensured by the use of number, eg 1, 2, 3... in place of their names.

To help to establish consistency, the interview were compared with the checklist to establish consistency and covering the structure of job satisfaction was applied again to ten interviewees ten days after the interviewing of the data collection.

Ethical consideration.

1. Informed to gain consents includes an explanation of the research was carried out.

2. The participants were also informed that at any time during the interview they could withdraw or refuse to answer any questions.

3. Explanations were given regarding the protection of the participant's anonymity and confidentiality of the notes and subsequent transcriptions. Collected data was stored in locked draw in the researchers' desk to ensure confidentiality.

Data analysis.

The data was analysed and sorted into a number of categories.

Validity of data analysis.

To enhance validity, a copy of each analysis transcript was sent to each participant by hand. She/he was asked to read it, and to correct it if she/he felt it was inaccurate and to note down any main items that she/he thought had been mentioned.

Quotations from the transcript and checklist were selected to illustrate the point being made.

The results.

The results were analysed by manual from interview transcription, checklist and field note. Subjects were 5 Thailand radiographers from a x-ray unit with the chronic radiographer's lacking and work moving for more than 30 years and a x-ray unit in Australia without is that phenomena for 9 years. Subjects age in Thailand ranged between 25-55 years old, 4 male and 1 females, and one in Australia rage is between 24-30 years, 1 male and 4 females.

The results can be shown in the table as follows,

Table of main topic areas and sub-topics including validity + consistency treat. (N=10)

Remarks for sources.

- * means the items excreted from Thai subjects only.
- ** means the items excreted from Australian subjects only.
- *** means the items excreted from Thai and Australian subjects.

Main topic area	Sub-topics	Number of From the interview	Number of responders in checklist	Consistency		Remarks
				Available	Unavailable	
I satisfaction to Job characteristics.	1. exciting.	5/10	10/10	5/10	5/10	***
	2. challenging.	10/10	10/10	10/10	-	***
	3. many interesting pathologies.	3/10	10/10	3/10	7/10	***
	4. a good opportunely to communicate with all types of people.	3/10	10/10	3/10	7/10	***
	5. quiche shift sometimes make you tried and Under strain.	5/10	10/10	5/10	5/10	***
	6. effect family time.	3/10	10/10	3/10	7/10	***
	7. comparing with other hospital in the sane Quantity of work there are less staffs and equipment.	2/10	10/10	2/10	8/10	***

Main topic area	Sub-topics	Number of From the interview	Number of responders in checklist	Consistency		Remarks
				Available	Unavailable	
	8. feel good and enjoy 9. sometimes boring 10. sometimes it can be boring 11. deteriorate your dental health. 12. show staff-self capacity. 13. frustration and conflict with your nature. 14. multi skills.	8/10 2/10 2/10 1/10 1/10 1/10 2/10	10/10 10/10 10/10 10/10 10/10 10/10	8/10 2/10 1/10 1/10 1/10 2/10	2/10 8/10 8/10 9/10 9/10 8/10	*** *** * * ** ** **
II satisfaction to boss	1. generally OK 2. understanding your needs 3. approachable 4. tells you your errors in a nice way 5. has good ideas 6. you are able to talk personally or leave a note to express The difficulty with the patients. 7. gives you autonomy at work. 8. encourages you to give ideas.	10/10 10/10 3/10 4/10 3/10 3/10 2/10 3/10	10/10 10/10 10/10 10/10 10/10 10/10 10/10	10/10 10/10 3/10 4/10 3/10 3/10 2/10 3/10	- - 7/10 6/10 7/10 7/10 8/10 7/10	*** *** *** ** ** ** ** ***

Main topic area	Sub-topics	Number of From the interview	Number of responders in checklist	Consistency		Remarks
				Available	Unavallable	
	9. good communication.	40/10	10/10	4/10	6/10	**
	10. give you positive reinforcement when you do well.	The researchers Added in Checklist				
	11. very good.	2/10	10/10	2/10	8/10	**
	12. reasonable talking	The researchers Added in Checklist	10/10	-	10/10	**
	13. reacts to what you say.	6/10	10/10	6/10	4/10	***
	14. helps when you are busy	6/10	10/10	6/10	4/10	***
	15. has ability covering multi skills	2/10	10/10	2/10	8/10	**
Ill satisfaction workmates	1. respect each other	3/10	10/10	3/10	7/10	***
	2. fun to work with	3/10	10/10	3/10	7/10	***
	3. easy to get along with	5/10	10/10	5/10	5/10	***
	4. diligent, intent to work	5/10	10/10	5/10	10/10	***
	5. good in general	2/10	10/10	2/10	8/10	***

Main topic area	Sub-topics	Number of From the interview	Number of responders in checklist	Consistency		Remarks
				Available	Unavailable	
	6. conflict and disputes can be amicably resolved.	2/10	10/10	2/10	8/10	***
	7. self centered	The researchers Added in Checklist	10/10	-	10/10	***
	8. every one will help you in working if you ask for help.	2/10	10/10	2/10	8/10	***
	9. support each other when morale gets down.	The researchers Added in Checklist	10/10	-	10/10	***
	10. not open and hard to understand	The researchers Added in Checklist	10/10	-	10/10	***
	11. sometimes you get annoyed.	2/10	10/10	2/10	8/10	***
	12. non-sense talking	1/10	10/10	1/10	9/10	*
	13. boring	1/10	10/10	1/10	9/10	*
	14. try to detect another one mistake and silently reported to boss.	1/10	10/10	1/10	9/10	**
	15. talking behind you back to degree, but not bad here.	1/10	10/10	1/10	9/10	**

Main topic area	Sub-topics	Number of From the interview	Number of responders in checklist	Consistency		Remarks
				Available	Unavailable	
VI satisfaction To related - matters	1. policy decision not proper practice in professional decision	3/10	10/10	3/10	7/10	***
	2. this puts stress on staff who have high ethical concern	3/10	10/10	3/10	7/10	***
	3. care is suffering	3/10	10/10	3/10	7/10	***
	4. dictation o political situation	1/10	10/10	1/10	9/10	**
	5. qualification about in service training is OK	1/10	10/10	1/10	9/10	**
	6. no changes foreseeable in the near future to benefit patients	1/10	10/10	1/10	9/10	**
	7. quality assurance is low	1/10	10/10	1/10	9/10	**
	8. no response when requests made for extra resources					
VII satisfaction to environments	1. close to home	8/10	10/10	8/10	2/10	***
	2. facilities supplied are good (eg. Water cooler is new)	3/10	10/10	3/10	7/10	***
	3. the colour should be brighter	3/10	10/10	3/10	7/10	***
	4. not good design for what it meant to do.	8/10	10/10	8/10	2/10	***
	5. not large enough for quality of patients	3/10	10/10	3/10	7/10	***
	6. much equipments out of order.	3/10	10/10	3/10	7/10	***
	7. need more "general" X-ray rooms	2/10	10/10	2/10	8/10	***

Main topic area	Sub-topics	Number of From the interview	Number of responders in checklist	Consistency		Remarks
				Available	Unavailable	
	8. there should be things for children to decrease their fear of the machines	3/10	10/10	3/10	7/10	***
	9. need more equipment	2/10	10/10	2/10	8/10	***
	10. equipment needs to be improved and repaired	1/10	10/10	1/10	9/10	***
	11. untidy	1/10	10/10	1/10	9/10	**
	12. quite large	1/10	10/10	1/10	9/10	**
	13. nowhere to relax	1/10	10/10	1/10	9/10	**
	14. no need of rest room (chair is OK)	1/10	10/10	1/10	9/10	**
	15. physical layout not good	2/10	10/10	2/10	8/10	**
	16. lack of resources	1/10	10/10	1/10	9/10	**
	17. generally OK	2/10	10/10	2/10	8/10	**

DISCUSSION

This research had some limitations, they composed of that the samples can not be represented to the whole population of radiographers, the methodology is only in a hybrid of phenomenological approach and the analysis is in diagnostic aspect, not in directory one.

The results showed the seven main topic areas. They composed of satisfaction to job characteristics, to boss, to work mates, to work progress, to environment, to salary and the related others. The first six ones were relevantly to Maslow⁽¹⁸⁾, Herzberg⁽⁷⁾, Mc Gregor⁽¹⁹⁾, Vroom⁽²⁰⁾, Gilmer⁽²¹⁾ and Blum and Naylor⁽²²⁾. However the some sub-topics in all main topic areas were specifications to radiographers' job satisfaction, distinctly to other health team structure of job satisfaction⁽¹⁵⁾. They were "many interesting pathologies" in satisfaction to job characteristics, "Be able to talk personally or leave a note to express the difficulty with the patients" in the one to boss, "the design for what it mean to do", "the size of X-ray room", "need more specific special case rooms", "more should be things for children to decrease fear", "need more equipments" and "need more repairing to the machines" in the one to the environment.

CONCLUSION

The level of satisfaction in X-ray unit in Thailand and one in Australia can not be revealed in this research. However the structures of each one and the unioned results of the structures are already shown in the result section. These structures are valuable concerning questionnaire construction to cover specific career structures of radiographers job satisfaction. The co-structures derived from the same nature of professional and the difference may be effected from the culture difference and the phenomena of lacking and moving working places. There is no previous writing to support these findings.

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