Measuring Job Satisfaction among Healthcare Staff: Confirmatory Factor Analysis of the Satisfaction of Employees in Healthcare Survey

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Objective

- To conduct a psychometric assessment of the Satisfaction of Employees in Healthcare (SEHC) scale using a multidisciplinary group of healthcare staff in the United States.

Study Design

- A web-based survey was e-mailed to clinical and nonclinical employees from 108 healthcare projects supported by funding from CMMI’s Health Care Innovation Awards. Satisfaction was measured by the 18-item SEHC summary score (range = 0-100).
- Reliability and validity were evaluated using Cronbach’s alpha and correlations with two self-reported global satisfaction items.

Results (continued)

- Neither an orthogonal 3-factor model nor a model with 3 correlated factors fit the data well (CFI=0.896; RMSEA=0.093).
- An acceptable fit was obtained for a single-factor model with correlated errors (CFI=0.945, RMSEA=0.060). Cronbach’s alpha was 0.942 for the 18 items in the SEHC.
- The proposed factors were highly correlated with one another. Diagnostics revealed hypothesized covariances among 9 error terms.

Table 2. SEHC Scores Were Significantly Correlated with Global Ratings of the Health Facility

<table>
<thead>
<tr>
<th>Global Item</th>
<th>r with SEHC</th>
<th>p-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommend to others</td>
<td>0.752</td>
<td>&lt;0.05</td>
</tr>
<tr>
<td>Quality of care in general</td>
<td>0.751</td>
<td>&lt;0.05</td>
</tr>
<tr>
<td>Overall rating as a place to work</td>
<td>0.755</td>
<td>&lt;0.05</td>
</tr>
</tbody>
</table>

Conclusions

- The SEHC is a psychometrically sound measure of job satisfaction for healthcare workers.
- The survey may be used to compare satisfaction levels across multidisciplinary clinical and nonclinical staff.

Table 1. SEHC Descriptive Statistics

<table>
<thead>
<tr>
<th>Mean</th>
<th>SD</th>
<th>Min</th>
<th>Max</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>77.6</td>
<td>19.0</td>
<td>0</td>
<td>100</td>
<td>982</td>
</tr>
</tbody>
</table>

Statistical Analysis

- The measurement structure of the SEHC was tested by confirmatory factor analysis, using goodness-of-fit tests to compare results in random half-samples of respondents.
- A 3-factor model proposed by the original developers of the SEHC was tested.

Acknowledgments

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More Information

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