

Abstract**Original Article****Investigation of Business Satisfaction of Medical and Nursing Staff of the Naval Hospital of Athens**

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Abstract

Background: Business satisfaction is the key for business success, as indicated by numerous surveys in the last decades, and is associated with many factors which are related to the working environment.

Objective: The purpose of this research is to study the level of business satisfaction of the medical and nursing staff of the Naval Hospital of Athens and find its association with several factors.

Methodology: A quantitative survey was conducted, using a structured questionnaire consisting of 23 questions, 22 of which were closed and one was open-ended. The survey population consisted of 454 people, doctors and nurses who work at the Naval Hospital of Athens. The questionnaire was sent electronically to a sample of 62 people, as the hospital was able to provide us with valid mails and social media accounts (Facebook, LinkedIn) for those 62 people. The 44 people who replied (71% of the initial sample and 10% of the survey population) formed the final sample. Data analysis recorded the average level of business satisfaction concerning various factors related to the workplace. We used Statistical Package for Social Sciences (SPSS) v20 (descriptive statistics, χ^2 independence test).

Results: Most of the participants found facilities very suitable and the relationship with their colleagues and the hospital management very satisfactory, but they are not satisfied at all with their income. Despite the fact that most of them believe that management does not recognize good performance and does not provide them with opportunities for intervention in organizational aspect of the hospital, they are satisfied with the general working conditions in the hospital and they would not prefer working in another non-military hospital. It was revealed that there is an association between years working in the hospital and opportunities for intervention in organizational matters of the hospital ($\chi^2=21$, p-value=0.007), as well as between education and belief that management rewards good performance ($\chi^2=33.7$, p-value=0.006).

Conclusions - Discussion: The conclusions arising from the analysis show a general satisfaction from the relationship between colleagues, the adequacy of staff's skills and the need for improvement in several areas, such as the need for modernization of hospital equipment. It is important for medical and nursing staff to feel part of the organization they work in, by being included in decision making. This works as a motive and has a positive effect on job satisfaction.

Keywords: Business satisfaction, Naval Hospital of Athens, medical and nursing staff.

Abstract