

# CAREGIVERS WORKPLACE

## EXPECTATIONS AND JOB SATISFACTION

### AN ONLINE SURVEY OF CAREGIVERS IN BAVARIA

#### MOTIVATION

##### DEMOGRAPHIC CHANGE AND SHORTAGE OF CARE WORKERS

- Rising number of people in need of care <sup>1</sup>
- Limited number of caregivers and higher demand
- Projected gap of 260 - 490 thousand caregivers by 2030 <sup>2</sup>
- Care labor market is a demand employee market <sup>3</sup>

##### STUDIES INDICATE THE NEED TO IMPROVE WORKING CONDITIONS IN CAREGIVING

- 18.4% care workers consider leaving the nursing profession at least „several times a month“ <sup>4</sup>
- High turnover, sick leave and absenteeism
- Loss of public image and recognition of care work

#### METHODOLOGY

##### RESEARCH AIM

What are the job expectations and job satisfaction of state professional caregivers in Bavaria?

##### STANDARDIZED ONLINE QUESTIONNAIRE

- **Target group** – all care workers
- **Timeline** – 4 months, Oct 2022 to Jan 2023
- **Funding** – Hightech Agenda Bavaria
- **Recruiting** – several regions in Bavaria
- **Design** – cross-sectional, four topics, closed questions, predominantly Likert-scale, free-text for improvement comments

##### STATISTICS WITH SPSS® AND FREE-TEXT ANALYSIS

- Analysing the thematic fields (see figure on the right) was mainly descriptive
- Qualitative data were subjected to a summary content analysis

##### THEMATIC FIELDS OF OUR ONLINE SURVEY

-  **IMPORTANCE OF WORKING CONDITIONS**
-  **JOB SATISFACTION**
-  **JOB COMMITMENT**
-  **DEMOGRAPHICS**

#### MAJOR FINDINGS



##### SURVEY RESPONSE


**N=2,572**

- 57.8% inpatient care (n = 1,170), 23.9% inpatient geriatric nursing (n = 484)
- 81.4% (n = 1,707) female participants



##### WORKING CONDITIONS – IMPORTANCE AND SATISFACTION

- Most important are time for patient care, salary and work-life balance
- Greatest dissatisfaction with sufficient time for patient care & reliable service organization




##### CAREGIVING IS REGIONAL

- 80.7% (n = 1,789) have a commute of 30 minutes or less



##### JOB COMMITMENT IS MAINLY POSITIVE

- 56.8% (n = 1,299) will certainly continue to work in care in the next 12 months
- 32.7% (n = 747) are unsure, 10.5% (n = 240) have the intention of quitting



##### WORK ABILITY IS A DEMANDING FIELD OF UNCERTAINTIES

- 31.9% (n = 650) of the respondents state that it is not feasible to stay in care profession due to health issues



##### QUALITATIVE ANALYSIS CONFIRMS OUR FINDINGS

- More time for patient care, e.g. through digitalization
- Working time schedules and service organization are in need of improvement

#### RECOMMENDATIONS

##### POSSIBLE MEASURES TO IMPROVE WORKING CONDITIONS AND FURTHER RESEARCH

##### IMPROVE THE SATISFACTION IN IMPORTANT WORKING CONDITIONS

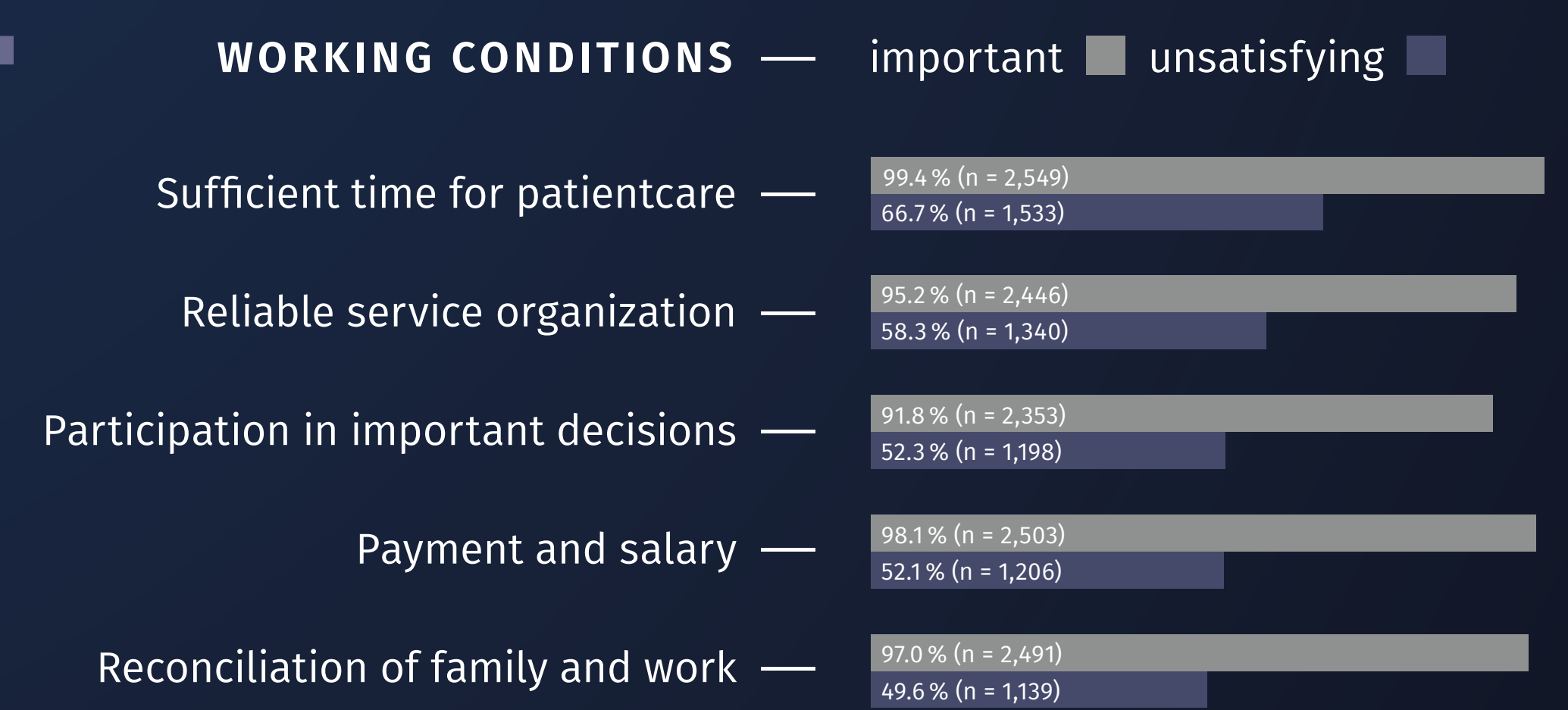
- Enable more time for direct patient care, e.g. through de-bureaucratization, digitalization
- Reliable working schedules (e.g. less filling in on short notice)

##### WORK ABILITY MANAGEMENT IS CRUCIAL

- Promoting corporate health so that more people can stay in care profession until retirement
- Family friendly policies (e.g. shift work for mothers and consideration of individual requirements)
- Train managers about employee participation in decision making

##### FURTHER RESEARCH

- Other perspectives (e.g. care assistants)
- Further analysis of our data



#### DISCUSSION

##### CONFIRMATION OF RELATED WORK AND EXTENSION

- Job satisfaction of caregivers is improvable <sup>6</sup>
- Caregivers exit is lower than in other studies <sup>5</sup>, esp. most caregivers are uncertain about quitting
- Gratification is important, but immaterial job dimensions (like having time for patients) come first <sup>7-11</sup>
- Work ability question indicates high health burdens <sup>12</sup>