



Job and Career Satisfaction among Physiotherapists of Gujarat State - A Prevalence Study

¹Niharika Soni, MPT; ²Harsha Vaswani, BPT; ³Dr. Arvind Kumar, PhD

¹Assistant Professor (Master of Neurological and Psychosomatic Disorders);

²Bachelor of Physiotherapy; ³Principal and Professor (PhD Physiotherapy)

¹Venus Institute of Physiotherapy – Swarnim Startup & Innovation University, Gandhinagar, Gujarat

²Venus Institute of Physiotherapy – Swarnim Startup & Innovation University, Gandhinagar, Gujarat

³Venus Institute of Physiotherapy – Swarnim Startup & Innovation University, Gandhinagar, Gujarat

Abstract

Background:

Job and career satisfaction is an integral part of an individual's professional life. It affects job performance, consequently influencing growth of the profession. This study aims to assess the level of job and career satisfaction among physiotherapists of Gujarat State.

Methodology:

A cross-sectional survey was done with a self-administered e-questionnaire. 467 surveys collected were subjected to descriptive statistical analysis.

Result:

Overall job satisfaction is 39.83% (3.14 ± 1.20) and career satisfaction is 42.84% (3.18 ± 1.23).

Conclusions:

The majorities of physiotherapists were not satisfied with their jobs and moderately satisfied with their careers. It is essential to incorporate favourable factors in the workplace that promote professional satisfaction and there is a need to enhance opportunities for continued medical education.

Keywords:

Job satisfaction, Career satisfaction, Physiotherapists, Gujarat

INTRODUCTION

Work plays a prominent role in our lives. It occupies more time than any other single activity and provides the economical basis for our life style. Therefore, job satisfaction is a key research area for numerous specialists and is one of the most frequently studied work attitudes.¹

Health services are affected by many factors such as human resources, delivery system and health infra structures. Among these human resources is a vital component in delivering health services. Job satisfaction of the health workers is highly important in building up employee motivation and efficiency as higher job satisfaction determine better employee performance and higher level of patients' satisfaction. Job satisfaction in health care workers has a great impact on quality, effectiveness and work efficiency and at the same time on health-care costs. Besides its importance for patients and health care system as a whole, professional satisfaction in health care workers is directly connected with absence from work, human relations and organization of work.^{2,3,4}

Job satisfaction is how an individual feels about his or her job.⁵ Job satisfaction, or dissatisfaction, not only depends on the nature of the job, but also on the individual's expectations from the job, and relies on the degree of motivation an employee has. The most common predictors for job satisfaction are leadership, interpersonal relationships, salary and promotion.⁶

Job satisfaction is under the influence of a series of factors such as: The nature of work, Salary, Advancement opportunities, Management, Work groups and Work conditions.⁷ Job satisfaction is an important factor in increasing the level of work performance

and career aspirations. It is noted in the literature that there is high correlation between job satisfaction, commitment and better performance.^{8, 9.}

One common research finding is that job satisfaction is correlated with life satisfaction. This correlation is reciprocal, meaning people who are satisfied with life tend to be satisfied with their job and people who are satisfied with their job tend to be satisfied with life. However, some research has found that job satisfaction is not significantly related to life satisfaction when other variables such as non-work satisfaction and core self-evaluations are taken into account.^{10, 11}

There are important reasons why the researcher should be concerned with job satisfaction the first is that the people deserve to be treated fairly and with respect. Job satisfaction to some extent is a reflection of good treatment. It can also be considered as an indicator of emotional wellbeing or physiological health. The second reason is that job satisfaction can lead to behaviour of employees that affects organizational functioning. Furthermore job satisfaction can be a reflection of organizational functioning. Differences among organizational units in job satisfaction can be diagnostic of potential trouble spots.¹² Dissatisfied workers are more likely to provide inferior services, the physical and mental status and the social functioning of these workers can be affected substantially by the level of their job satisfaction.¹³

In recent years the scope of physiotherapy is also expanding to outside of medical institutions. So, that physiotherapist is increasingly expected to practice according to the social needs.¹⁴ this necessitates practitioners to improve their quality of treatment. In order to deliver high quality of physiotherapy service it is necessary for the physiotherapist to have a firm commitment to their work, awareness of themselves as a professional & motivation & ambition to apply present and past learning and work experience to their future work.¹⁵ One of the premises for quality treatment is job satisfaction, and this, in turn, influences employee retention in the work field, decreases absenteeism, improves work productivity and enhances performance.¹⁶

Knowledge about Physiotherapists job satisfaction will indirectly influence career choice and professional preferences in students for choosing Physiotherapy as a profession. One of the premises for quality treatment is job satisfaction, and this, in turn, influences employee retention in the work field, decreases absenteeism, improves work productivity and enhances performance.¹⁷ Knowledge about Physiotherapists job satisfaction will indirectly influence career choice and professional preferences in students for choosing Physiotherapy as a profession.¹⁸

METHODOLOGY

Study design: A cross sectional survey study

Source of data: Physiotherapy colleges of Gujarat, Hospitals and Private Clinics of Gujarat, Social Media (Google, Facebook, Instagram, LinkedIn, and Whatsapp)

Population: Physiotherapists with more than 6 months of experience

Method of collection of data: Online survey form

Sample size: Convenient

Duration of study: 1 year

Inclusion criteria:

- Physiotherapists working in Physiotherapy Colleges of Gujarat.
- Physiotherapists having private practice or working at hospitals of Gujarat
- Physiotherapists having postal and/or email address.
- Physiotherapists having more than 6 months of work/teaching experience.

Exclusion criteria:

- Physiotherapists not willing to participate in the study.
- Physiotherapists not replying to the questionnaire in the fixed time period.
- Physiotherapists having less than 6 months of work/teaching experience.

Procedure:

The questionnaire was constructed with closed questions pertaining to job and career satisfaction. Job satisfaction included a set of questions on knowledge, work ethics, qualification, remuneration, rewards, communication among co-workers, and opportunities provided at the workplace. Career satisfaction included a set of questions on professional status, opportunities, immigration, career path, contribution, and research activity. It also covered basic demographics such as age, gender, years of experience and qualification (i.e. master's/bachelor's degree). Only the responses of individuals with more than 6 months of experience were included. The questionnaire was developed on Google Forms and consisted 15 closed questions, equally distributed on job and career satisfaction, eight of which focused on job satisfaction, and seven on career satisfaction.

STEP: 1

Identifying eligible candidates according to the inclusion criteria

STEP: 2

Selecting suitable candidates

STEP: 3

Sending consent form

STEP: 4

Sending survey form after receiving consent form

STEP: 5

Collection of data

STEP: 6

Assessment of collected data

STEP: 7

Statistical data analysis

STEP: 8

Result

DATA ANALYSIS

Statistical analysis was carried out with SPSS (v.26). Convenience sampling was used and descriptive statistics was performed. Mean, standard deviation and percentage were used and the level of satisfaction for each question was expressed in percentage. Finally, overall combined job and career satisfaction was calculated in percentage.

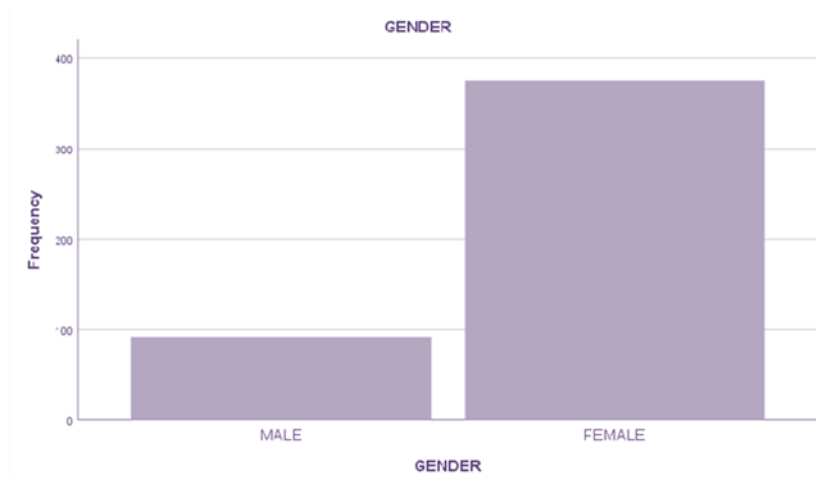
RESULT:

The demographic detail of the respondents is shown in the tables below. There were a total of 467 responses.

GENDER					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	92	19.7	19.7	19.7
	Female	375	80.3	80.3	100.0
	Total	467	100.0	100.0	

TABLE.1

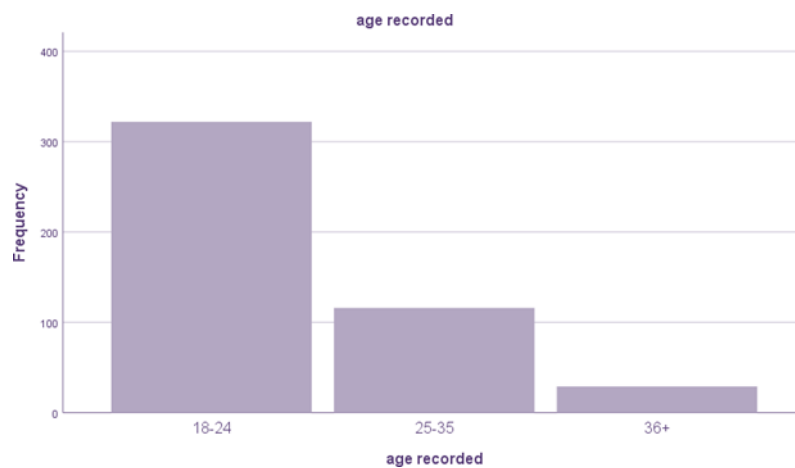
As shown in the table 1, out of total number of respondents, 92 were male and 375 were female.

**GRAPH.1**

AGE RECORDED					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	322	69.0	69.0	69.0
	25-35	116	24.8	24.8	93.8
	36+	29	6.2	6.2	100.0
	Total	467	100.0	100.0	

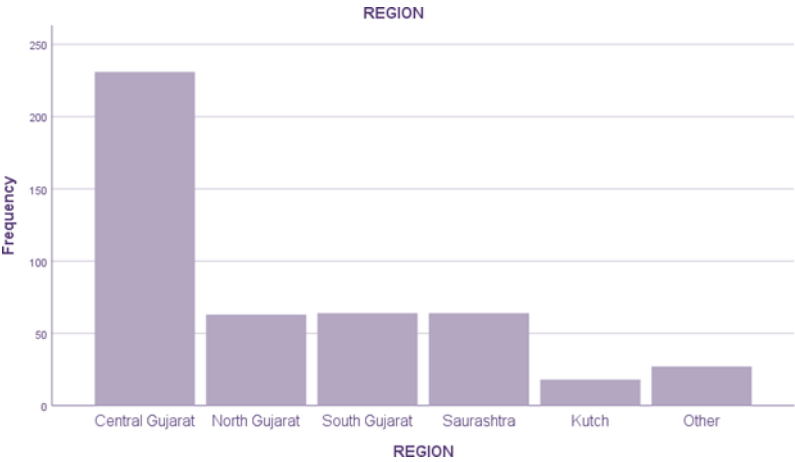
TABLE.2

As shown in the table 2, 322 respondents were of age group ranging from 18-24 years, 116 respondents were of age group ranging from 25-35 years and 29 respondents were of age group ranging from 36-45 years.

**GRAPH.2**

REGION					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Central Gujarat	231	49.5	49.5	49.5
	North Gujarat	63	13.5	13.5	63.0
	South Gujarat	64	13.7	13.7	76.7
	Saurashtra	64	13.7	13.7	90.4
	Kutch	18	3.9	3.9	94.2
	Other	27	5.8	5.8	100.0
	Total	467	100.0	100.0	

TABLE.3



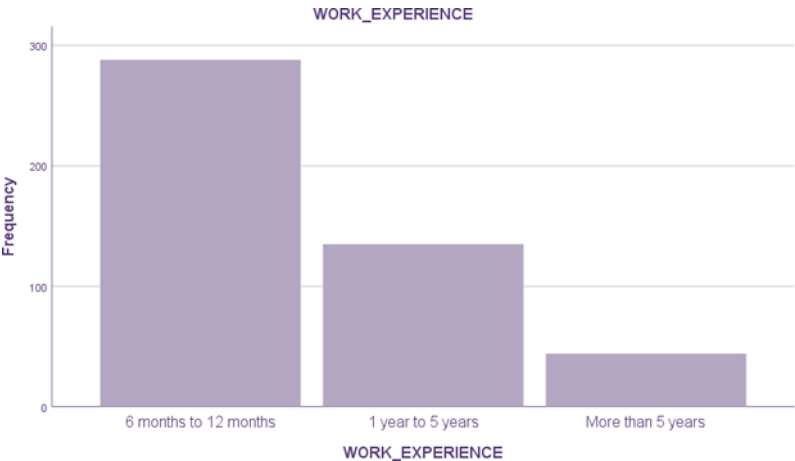
GRAPH.3

As shown in the table 3, from the respondents, 231 were from Central Gujarat, 63 were from North Gujarat, 64 were from South Gujarat, 64 were from Saurashtra, 18 were from Kutch and 27 were from other regions of Gujarat.

WORK EXPERIENCE					
		Frequency	Percent	Valid Percent	Cumulative e Percent
Valid	6 months to 12 months	288	61.7	61.7	61.7
	1 year to 5 years	135	28.9	28.9	90.6
	More than 5 years	44	9.4	9.4	100.0
	Total	467	100.0	100.0	

TABLE.4

As shown in the table 4, from the respondents 288 were having 6-12 months of experience, 135 were having 1-5 years of experience, 44 were having more than 5 years of experience



GRAPH.4

The tables below represent the statistical analysis (frequency, percentage) of the responses of all the questions asked in the survey which were rated on 5 point likert scale by the respondents

LOJS1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	37	7.9	7.9	7.9
	Moderately dissatisfied	63	13.5	13.5	21.4
	Neither satisfied nor dissatisfied	138	29.6	29.6	51.0
	Moderately satisfied	138	29.6	29.6	80.5
	Extremely satisfied	91	19.5	19.5	100.0
	Total	467	100.0	100.0	

TABLE.5

LOJS2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	19	4.1	4.1	4.1
	Moderately dissatisfied	27	5.8	5.8	9.9
	Neither satisfied nor dissatisfied	173	37.0	37.0	46.9
	Moderately satisfied	185	39.6	39.6	86.5
	Extremely satisfied	63	13.5	13.5	100.0
	Total	467	100.0	100.0	

TABLE.6

LOJS3					
		Frequency	Percent	Valid Percent	CumulativePercent
Valid	Extremely dissatisfied	55	11.8	11.8	11.8
	Moderately dissatisfied	46	9.9	9.9	21.6
	Neither satisfied nor dissatisfied	138	29.6	29.6	51.2
	Moderately satisfied	146	31.3	31.3	82.4
	Extremely satisfied	82	17.6	17.6	100.0
	Total	467	100.0	100.0	

TABLE.7

LOJS4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	64	13.7	13.7	13.7
	Moderately dissatisfied	45	9.6	9.6	23.3
	Neither satisfied nor dissatisfied	90	19.3	19.3	42.6
	Moderately satisfied	157	33.6	33.6	76.2
	Extremely satisfied	111	23.8	23.8	100.0
	Total	467	100.0	100.0	

TABLE.8

LOJS5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	83	17.8	17.8	17.8
	Moderately dissatisfied	63	13.5	13.5	31.3
	Neither satisfied nor dissatisfied	156	33.4	33.4	64.7
	Moderately satisfied	119	25.5	25.5	90.1
	extremely satisfied	46	9.9	9.9	100.0
	Total	467	100.0	100.0	

TABLE.9

LOJS6					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	82	17.6	17.6	17.6
	Moderately dissatisfied	117	25.1	25.1	42.6
	Neither satisfied nor dissatisfied	148	31.7	31.7	74.3
	Moderately satisfied	46	9.9	9.9	84.2
	Extremely satisfied	74	15.8	15.8	100.0
	Total	467	100.0	100.0	

TABLE.10

LOJS7					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	46	9.9	9.9	9.9
	Moderately dissatisfied	118	25.3	25.3	35.1
	Neither satisfied nor dissatisfied	184	39.4	39.4	74.5
	Moderately satisfied	36	7.7	7.7	82.2
	Extremely satisfied	83	17.8	17.8	100.0
	Total	467	100.0	100.0	

TABLE.11

LOJS8					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	91	19.5	19.5	19.5
	Moderately dissatisfied	110	23.6	23.6	43.0
	Neither satisfied nor dissatisfied	156	33.4	33.4	76.4
	Moderately satisfied	46	9.9	9.9	86.3
	Extremely satisfied	64	13.7	13.7	100.0
	Total	467	100.0	100.0	

TABLE.12

LOCS9					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	100	21.4	21.4	21.4
	Moderately dissatisfied	18	3.9	3.9	25.3
	Neither satisfied nor dissatisfied	118	25.3	25.3	50.5
	Moderately satisfied	139	29.8	29.8	80.3
	Extremely satisfied	92	19.7	19.7	100.0
	Total	467	100.0	100.0	

TABLE.13

LOCS10					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	80	17.1	17.1	17.1
	Moderately dissatisfied	82	17.6	17.6	34.7
	Neither satisfied nor dissatisfied	208	44.5	44.5	79.2
	Moderately satisfied	97	20.8	20.8	100.0
	Total	467	100.0	100.0	

TABLE.14

LOCS11					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	73	15.6	15.6	15.6
	Moderately dissatisfied	54	11.6	11.6	27.2
	Neither satisfied nor dissatisfied	110	23.6	23.6	50.7
	Moderately satisfied	100	21.4	21.4	72.2
	Extremely satisfied	130	27.8	27.8	100.0
	Total	467	100.0	100.0	

TABLE.15

LOCS12					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	56	12.0	12.0	12.0
	Moderately dissatisfied	18	3.9	3.9	15.8
	Neither satisfied nor dissatisfied	127	27.2	27.2	43.0
	Moderately satisfied	147	31.5	31.5	74.5
	Extremely satisfied	119	25.5	25.5	100.0
	Total	467	100.0	100.0	

TABLE.16

LOCS13					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	55	11.8	11.8	11.8
	Moderately dissatisfied	74	15.8	15.8	27.6
	Neither satisfied nor dissatisfied	162	34.7	34.7	62.3
	Moderately satisfied	120	25.7	25.7	88.0
	Extremely satisfied	56	12.0	12.0	100.0
	Total	467	100.0	100.0	

TABLE.17

Locs14					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely dissatisfied	74	15.8	15.8	15.8
	Moderately dissatisfied	36	7.7	7.7	23.6
	Neither satisfied nor dissatisfied	156	33.4	33.4	57.0
	Moderately satisfied	146	31.3	31.3	88.2
	Extremely satisfied	55	11.8	11.8	100.0
	Total	467	100.0	100.0	

TABLE.18

Locs15					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither satisfied nor dissatisfied	15	3.2	3.2	3.2
	Moderately satisfied	422	90.4	90.4	93.6
	Extremely satisfied	30	6.4	6.4	100.0
	Total	467	100.0	100.0	

TABLE.19

The tables below represent the statistical analysis (mean, standard deviation) of the responses of all the questions asked in the survey which were rated on 5 point likert scale by the respondents.

Statistics						
		LOJS1	LOJS2	LOJS3	LOJS4	LOJS5
N	Valid	467	467	467	467	467
	Missing	0	0	0	0	0
Mean		3.3919	3.5268	3.3298	3.4411	2.9615
Std. Deviation		1.17310	.93847	1.21614	1.31933	1.22326

TABLE.20

Statistics						
		LOJS6	LOJS7	LOJS8	LOJS9	LOJS10
N	Valid	467	467	467	467	467
	Missing	0	0	0	0	0
Mean		2.8137	2.9829	2.7473	3.2248	2.6895
Std. Deviation		1.28610	1.19895	1.26541	1.39080	.98702

TABLE.21

Statistics						
		LOJS11	LOJS12	LOJS13	LOJS14	LOJS15
N	Valid	467	467	467	467	467
	Missing	0	0	0	0	0
Mean		3.3426	3.5460	3.1028	3.1542	4.0321
Std. Deviation		1.39833	1.24797	1.16555	1.21410	.30908

TABLE.22

Table 23 represents the level of job satisfaction among PTs. The results reflected that the majority of PTs were satisfied with their job in all aspects measured.

Table 23. Level of job satisfaction among physiotherapists				
	Questions	Mean	Std. deviation	Level of satisfaction (%)
Q1	Are you satisfied with the opportunities provided at your workplace to improve and update your knowledge and clinical skills?	3.3919	1.17310	49.1%
Q2	What is your level of satisfaction with the communication between your co- workers and supervisors in workplace?	3.5268	0.93847	53.1%
Q3	What is your level of satisfaction with work ethics at your workplace?	3.3298	1.21614	48.9%
Q4	Are you satisfied with your qualification matching the designation?	3.4411	1.31933	57.4%
Q5	Are you satisfied with remuneration for the service you provide?	2.9615	1.22326	35.4%
Q6	Are there regular increments in your salary in the organization/hospital you are working in?	2.8137	1.28610	25.7%
Q7	Are you satisfied with the criteria implemented in your organization/hospital for promotion?	2.9829	1.19895	25.5%
Q8	Are you satisfied with the rewards received for your performance (excluding timely promotion)?	2.7473	1.26541	23.6%
	Overall job satisfaction	3.1493	1.2025	39.8375%
20–40% dissatisfied; 41–60 moderately satisfied; 61–80 satisfied; >80 highly satisfied				

The results were as follows for satisfaction with:

- Opportunities provided in the workplace to improve knowledge and skill level: 49.1% (3.39± 1.173)
- Communication among co-workers: 53.1% (3.526± 1.216)
- Work ethics: 48.9% (3.32±1.216)
- Qualification matching with designation: 57.4% (3.44±1.319)
- Remuneration: 35.4% (2.96 ±1.223)
- Rewards at workplace: 25.5% (2.98±1.198)
- Overall job satisfaction among physiotherapists: 39.83% (3.14± 1.202).

Table 24. Results demonstrating level of career satisfaction among physiotherapists

		Mean	Std deviation	Level of career satisfaction (%)
Q9	Are you satisfied with your professional status in the community and social life?	3.224	1.39080	49.5%
Q10	Are you satisfied with the opportunities available in India for continued professional education?	2.6895	0.98702	20.8%
Q11	Are you satisfied with the career path you chose?	3.3426	1.3983	49.2%
Q12	Are you satisfied with your contribution towards the growth of the physiotherapy profession in India?	3.5460	1.2479	57%
Q13	Are you satisfied with opportunities provided for research activity at your work place?	3.1028	1.1655	37.7%
	Overall career satisfaction	3.180	1.237	42.84%
20–40% dissatisfied; 41–60 moderately satisfied; 61–80 satisfied; >80 highly satisfied				

Table 25. Results regarding qualification/income and immigration

		Mean	Std. Deviation	Level of agreement
Q14	Your qualification (1/2/PhD) influences your income	3.1542	1.21410	43.1%
Q15	Indian PTs are immigrating for better prospects	4.0321	.30908	96.8%
20–40% disagree; 41–60% moderately disagree; 61–80% agree; >80% highly agree				

Table 24 and Table 25 represent career satisfaction level among physiotherapists

The results were as follows for satisfaction with:

- Satisfaction with professional status: 49.5% (3.224±1.390)
- Opportunities for continued medical education: 20.8% (2.68±0.987).
- Satisfied with the career path chosen: 49.2% (3.76±1.363)
- Contribution to the profession: 57% (3.546 ±1.247).
- Opportunities at work: 37.7% (3.10±1.165)
- Qualification level influences the income: 43.1% (2.74±1.439),
- Physiotherapists emigrating for better prospects: 96.8% (4.032±0.309).
- Overall career satisfaction among physiotherapists: 42.84% (3.18±1.137).

DISCUSSION:

In this state level survey, it was found that most physiotherapists surveyed were moderately dissatisfied with their job and career. The authors were unable to find literature on career satisfaction among Physiotherapists of Gujarat State.

Job satisfaction

Workplace opportunities, communication, ethics, and qualification-matching designation:

Physiotherapy is a skill-based profession where most of the techniques require a hands-on approach. Therefore, it is important for individual physiotherapists to have periodic training to update their skills and knowledge within their workplaces based upon international standards. Developing countries like India lack such opportunities. However, this study reveals that the majority of the

individual surveys were happy about the current opportunities provided to them. Interpersonal relationships, which affect communication among co-workers, is another sensitive area that has an impact on professional development¹⁹. The survey within this study showed that 53.1% of the physiotherapists were satisfied with their communication with co-workers and supervisors. One of the important aspects of job satisfaction is having an appropriate designation based on an individual's qualification. This is the indirect way of keeping workers effective at work. Depending on their designation, their remuneration and work responsibilities can change. In this study, 57.4% of physiotherapists were happy with their designation based on their qualification. Work ethics is also one of the important factors, which determines employee satisfaction on. This study shows that the majority of the employees reported being satisfied with their organization's work ethics.²⁰

Career satisfaction

Professional status, qualification influence on income, and immigration:

In the current study, 49.5% of the physiotherapists were satisfied with their professional status in the community. The majority of the participants agree that physiotherapists are immigrating to other places for better prospects. This indirectly states that the majority of them are dissatisfied working in Gujarat, and it is presumed to be the same in other developing countries. Since this survey has been able to reach only a few of the PTs in Gujarat, however, this statement cannot be generalized. There is a need for extensive research regarding this aspect.

Remuneration, salary increments, organizational criteria and rewards:

Remuneration is another important element of job satisfaction. This survey reveals that only 35.4% of physiotherapists were happy with the remuneration they receive for the work they do. This provides some insight into the situation in India where it appears physiotherapists feel they are underpaid. Motivating the employee to improve their performance in the workplace is necessary, as is rewarding them periodically for their performance.²¹

In the current survey, 25.5% of the respondents was satisfied with the rewards they received for their work performance.

Career choice, contribution to the profession and opportunities for research activity:

The most encouraging aspect of this survey is that the majority of the participants were happy about the career they have chosen. It is essential to keep ourselves updated with recent information in order to provide safe, effective and quality care for our patients. Of the population in the current study, 79.2% expressed dissatisfaction towards the opportunities provided for continued professional education.

CONCLUSION

The majority of physiotherapists in the current study were not satisfied with their job and moderately satisfied with their career in the state of Gujarat. This study represents the scenario in state of Gujarat in India, providing insight into the situation in developing countries and also provides a global outlook when compared with developed countries.

LIMITATIONS

- Convenient sample size. Responses were collected from the physiotherapists whose contacts were possible either through email or social media.
- The main limitation of the study was the participation in the survey. As the survey was sent electronically, the response rate was solely dependent on participants' motivation.
- The major drawback of the study was that it could only reach the major cities in Gujarat, and those who used networks. This should be a consideration for future study.
- This was a preliminary survey which does not represent the entire population; hence, a detailed study should be carried out with large sample size in order to be able to generalize the results.

FUTURE RECOMMENDATIONS:

- Other factors affecting job satisfaction can be considered.
- Individual factor for job satisfaction can be studied.
- Inclusion of all the physiotherapists in Gujarat.
- Job satisfaction of Physiotherapists can be compared with other health care professionals.
- Job satisfaction among Physiotherapists working in different health care settings can be studied.

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