

**QUALITATIVE STUDY OF DOCTORS' SATISFACTION
WORKING IN PUBLIC HOSPITALS IN MYANMAR**

The image shows a large, faint watermark of the Mahidol University logo in the background. The logo is circular with a blue center and a gold border. Inside the blue center is a gold emblem featuring a stupa-like structure with a flame-like base. The gold border contains Thai text in the upper and lower arcs. The name 'ZWE WAIYAN' is printed in black, bold, uppercase letters across the center of the logo.

ZWE WAIYAN

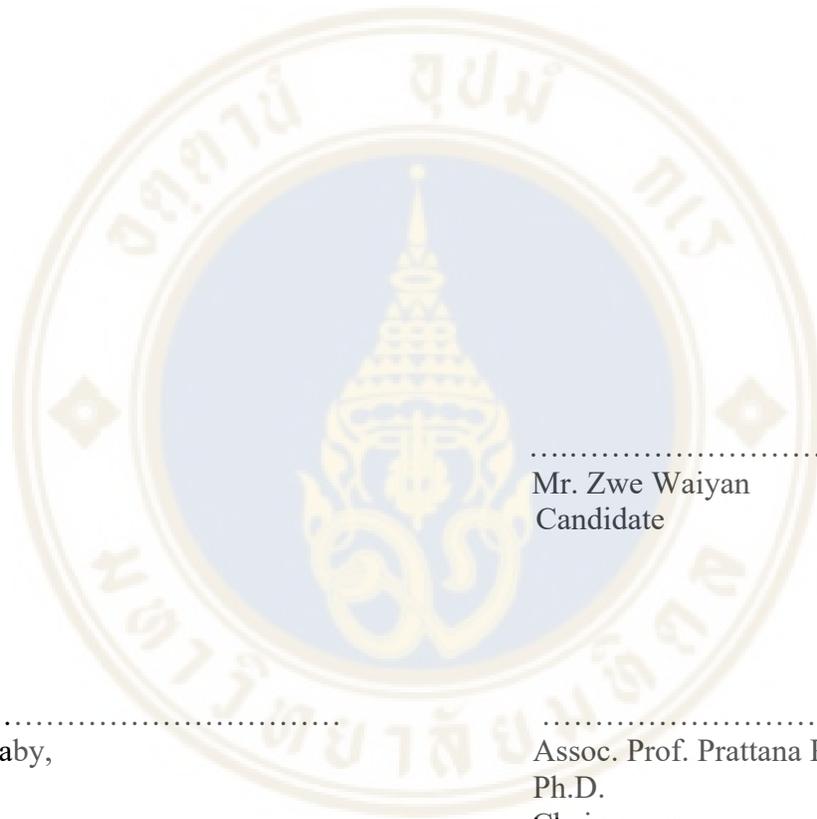
**A THEMATIC PAPER SUBMITTED IN PARTIAL FULFILLMENT
OF THE REQUIREMENTS FOR
THE DEGREE OF MASTER OF MANAGEMENT
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Thematic paper
entitled
**QUALITATIVE STUDY OF DOCTORS' SATISFACTION
WORKING IN PUBLIC HOSPITALS IN MYANMAR**

was submitted to the College of Management, Mahidol University
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QUALITATIVE STUDY OF DOCTORS' SATISFACTION WORKING IN PUBLIC HOSPITALS IN MYANMAR

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ABSTRACT

The majority of people in Myanmar rely on public hospitals for healthcare services. According to WHO, the healthcare standard in Myanmar is very low in compared to other countries. To improve the ranking of healthcare standard, it is important to fix the errors in healthcare system. Healthcare policy makers, administrators and healthcare professionals are the ones who have a deep insight about healthcare system. Among them, doctors are the fundamental components of healthcare system and they are working in operational level. Therefore, a better understanding about the opinions and ideas of doctors can help the policy makers to improve the healthcare standard of Myanmar.

In this study, job satisfaction of doctors and their perception about healthcare system of Myanmar has been explored. The objective of this study is to identify the satisfaction of doctors working in public hospitals in Myanmar by measuring their perception and expectation in their working environment. Qualitative method is used for this study and data are collected by using semi-structured open-ended questions. Individual in-depth interviews with 30 participants who are working in four public hospitals in Yangon (North Oakkala General Hospital, Insein General Hospital, Thingangyun Sanpya General Hospital, and Yangon General Hospital) were conducted for this research.

Data were analyzed by qualitative content analysis method. According to the research findings, doctors perceived that healthcare system of Myanmar should have improved by redesigning newer strategies. Moreover, there are several factors to improve for job satisfaction of doctors working in public hospitals in Myanmar. Among them, doctor-patient relationship is the most important factor according to doctors' perceptive. Then, physician well-being, autonomy, income and workloads follow, respectively. Those findings would help the policy makers and administrators to know which sectors are needed to improve job satisfaction of doctors and hopefully lead to a better healthcare system in Myanmar.

KEY WORDS: Job satisfaction/ Doctors/ Healthcare system of Myanmar/ Factors affecting job satisfaction of doctors

137 Pages

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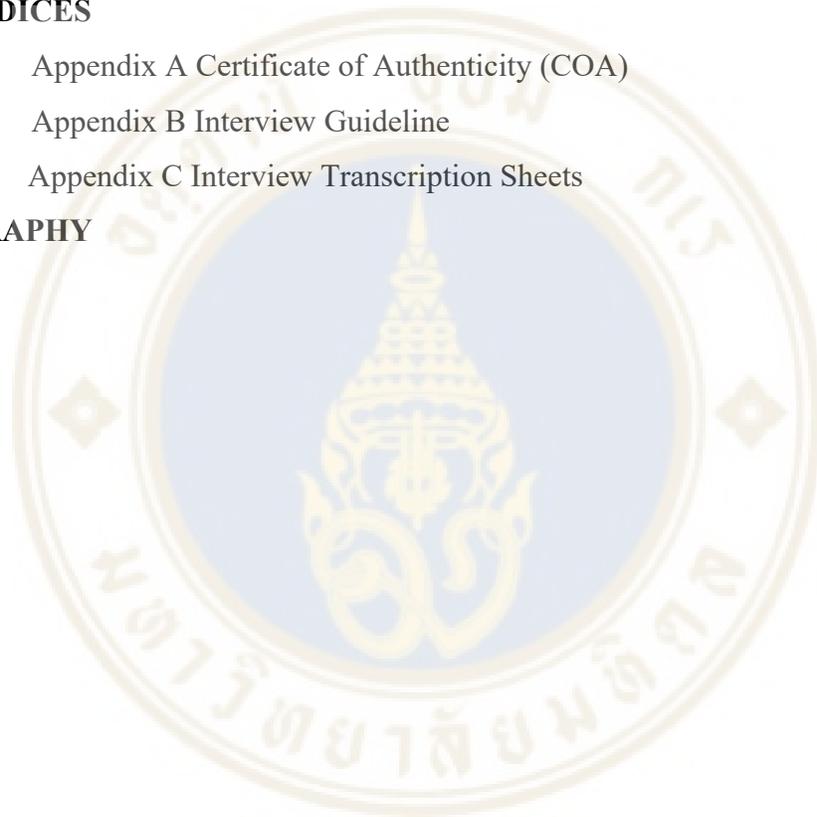
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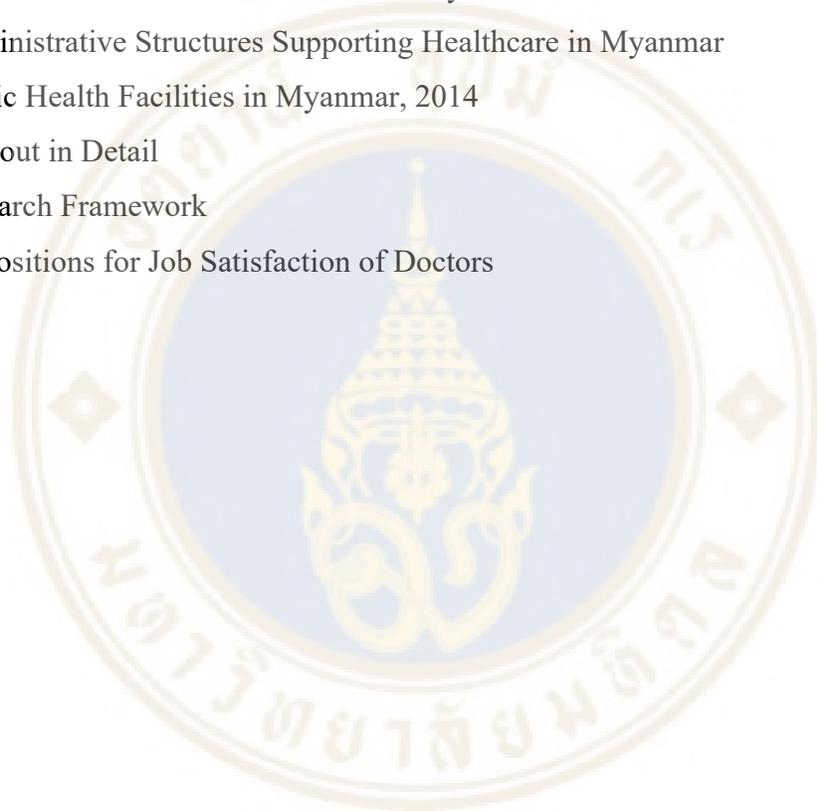
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CHAPTER I

INTRODUCTION

Numerous researches have been discussed about how satisfaction of doctors is important to the quality of care, patients' satisfaction and impact on the health system of the country (Zuger, 2004; Kaur et al., 2009; Murray et al., 2001). In this paper, job satisfaction of doctors in Myanmar will be discussed as only a few and not current studies have been conducted about this issue (Lin et al., 2018; Oo & Htun, 2014; Zaw et al., 2015). Doctors' satisfaction issue in other countries and Myanmar, Myanmar healthcare system and how to become a doctor in Myanmar will be described briefly in this chapter.

1.1 Background

Nowadays healthcare industry is growing and expected to continue growing in the future. The following Figure 1.1 is about global health expenditure database (% of GDP) where we can see the development of healthcare industry in the world.

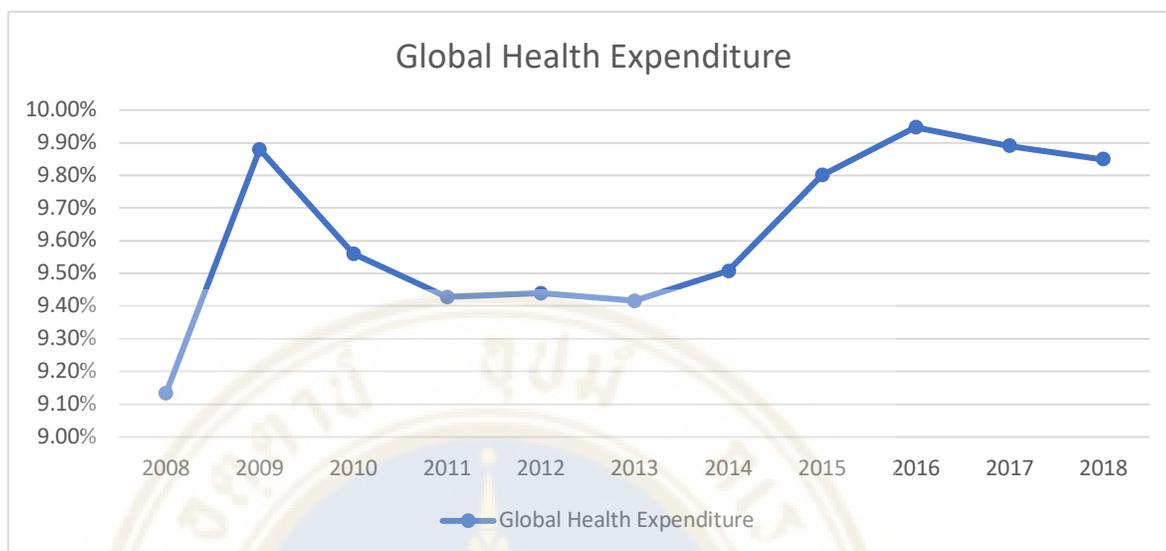


Figure 1.1 Global Health Expenditure (The World Bank, 2018)

Health industry is comprised of a lot of companies such as hospitals, pharmaceutical companies, medical devices producing companies, companies that offer supportive healthcare services and health insurance companies. In those businesses, the profession of doctors is mandatory. According to Cambridge dictionary (2021), doctor can be defined as a person with a medical degree whose job is to treat people who are ill or hurt. Therefore, we need to think about the doctors' satisfaction in their job.

It would be difficult to recruit new generation doctors to provide healthcare services if job satisfaction is poor. Moreover, retention of the existing doctors working for the populations would not be easy. Since doctors are the essential and fundamental components of health system, the satisfaction of doctors in their work should be the main concern (Janus et al., 2007).

One of the most important factors that can affect the healthcare industry is satisfaction of the patients (Win & Panza, 2010). Patients' satisfaction can be defined as the degree of congruence between the expected quality of nursing care and the actual received care (Grujic et al., 1989). Satisfaction of the patients in healthcare services is strongly related with the job satisfaction among doctors (Haas et al., 2000). In this way, we can see

that job satisfaction of doctors is very important. Job satisfaction is a person's overall evaluation of his or her job as favorable or unfavorable (Meier & Spector, 2013). If the doctors are not satisfied with their job, it will have negative consequences such as increased absenteeism, high turnover rate, poor quality of care, and decreased productivity (DiMatteo et al., 1993).

Healthcare service quality is defined as “consistently delighting the patient by providing efficacious, effective and efficient healthcare services according to the latest clinical guidelines and standards, which meet the patients’ needs and satisfies providers” (Mosadeghrad, 2013, p. 203). Since healthcare service quality is also directly related with the job satisfaction of doctors, it is important to consider whether doctors are satisfied with the current working environment and their quality of life.

Therefore, in many countries a lot of studies have been conducted to measure the doctors’ perception, satisfaction, and expectation regarding their daily work since they are very important for the stability of healthcare system. In the United States, satisfaction of doctors seems to be decreasing year by year (Murray et al., 2001). In the UK, physicians said that their enthusiasm for medicine has declined and they would not recommend joining the medical field to the qualified students (Zuger, 2004). As shown in Figure 1.2, doctors are not satisfied with their job and they intend to leave their profession in the US and UK.

Studies of the Retirement Patterns of Physicians			
Study	Study Period	Group Studied	Findings
Donelan et al.	1995	2000 Physicians across the United States	25% were considering retiring or leaving clinical practice within the next three years
Sibbald et al.	1998-2001	1949 General practitioners in England	The proportion intending to leave direct patient care within the next five years rose from 14% in 1998 to 22% in 2001
Kletke et al.	1980-1996	All active U.S. physicians who were 55 years old between 1980 and 1996	No changes in mean retirement age were found, but there was a significant association between managed-care market penetration in a community and the likelihood of retirement

Figure 1.2 Studies of the Retirement Patterns of Physicians (Zuger, 2004)

Job satisfaction and work perception of the doctors in India is also questionable. A significant proportion of the doctors said that they were not really happy with their current profession due to a lot of factors such as working hours and salary (Kaur et al., 2009). We can see that job satisfaction of doctors in other countries is declining and it is important to take action to increase the doctors' satisfaction.

In Myanmar, just a few studies have been conducted to detect the satisfaction of Myanmar doctors. Since there is strong relationship between doctor's satisfaction and patient's satisfaction, it is essential to know the perception of doctors. In addition, doctor's satisfaction can also have an effect on the other healthcare workers such as medical technicians, nurses and other staffs who work closely with them. That is why, it is crucial to know the satisfaction of doctors who are the fundamental parts of healthcare system.

1.1.1 Healthcare System in Myanmar

Myanmar, formerly known as Burma, is a country with an area of 680,000 km² which is surrounded by the neighboring countries of China, India, Thailand, Laos and Bangladesh. In Republic of the Union of Myanmar, there are 51.41 millions of population with 135 different ethnic groups according to the Census 2014 (Aung, 2014). The socioeconomic development of Myanmar lags far behind from the other countries because of the country shutdown for around 60 years by military government. According to the data of World Bank, GDP of Myanmar in 2019 was 76 billion dollars while Thailand (543 billion), Switzerland (703 billion), Japan (5 trillion) and United States (21 trillion) accordingly.

The healthcare sector of Myanmar also suffered from shutdown of the country. To provide healthcare services for the populations, number of doctors and other healthcare professionals are low. According to the World Bank (2017), there are only 0.864 doctors for every 1,000 population. Therefore, healthcare professionals including doctors have to face over workload.

Healthcare services are provided mainly by public hospitals which are funded and administrated directly by the government. And other healthcare sectors (E.g., private hospitals and NGOs) offer medical services as well. Even though healthcare system in Myanmar is a mixture of private and public sector, the ministry of health has to provide basic healthcare services. We can see Myanmar administrative structure supporting healthcare in Figure 1.3.

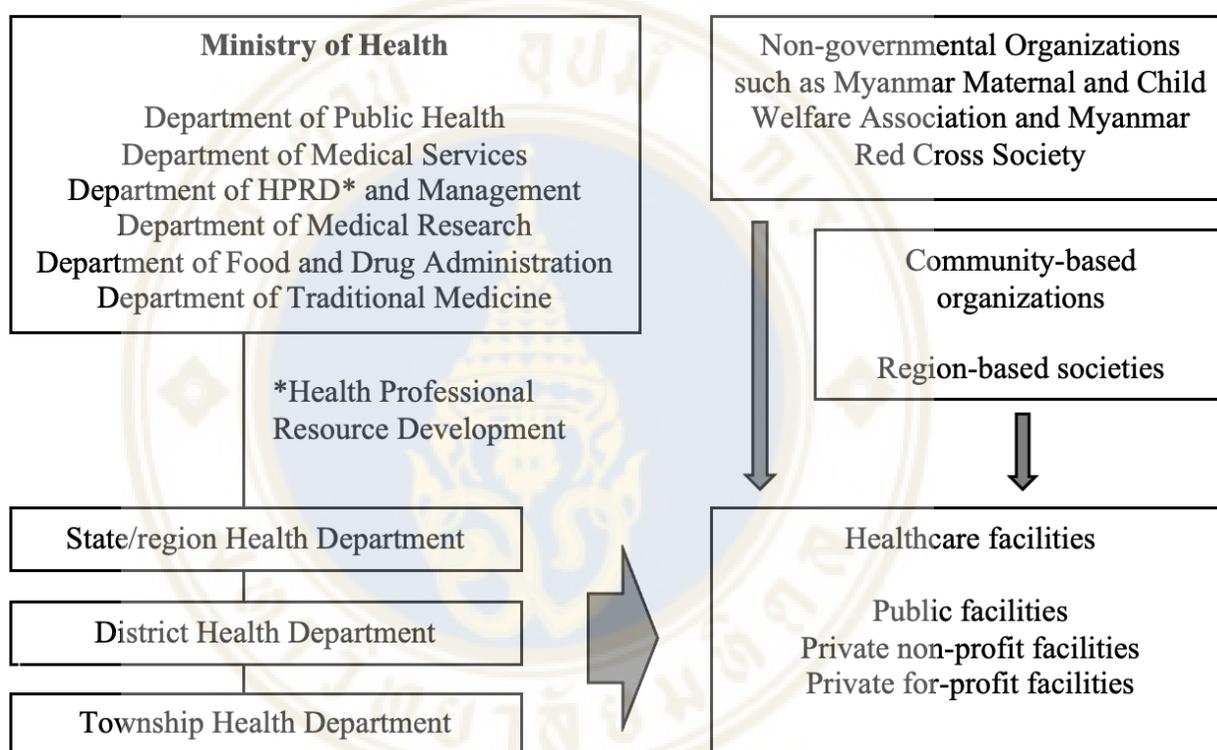


Figure 1.3 Administrative Structures Supporting Healthcare in Myanmar (Latt et al, 2016)

According to Poverty Report- Myanmar Living Conditions Survey (2017), about one in four people in Myanmar is poor. Since most of the people are poor in Myanmar, they mostly rely on government hospitals for their healthcare services. The main payment method for healthcare services is out of pocket since the insurance plans are not well developed in the country. The government offers healthcare services free of charges

for citizens. However, if the medical supplies are running out, the patients have to pay for those necessary supplies.

The World Bank data (2018) showed that the expenditure of Myanmar healthcare sector had been increasing from 1.873% of national GDP in 2010 to 4.791% in 2018. But, health coverage for the populations is not quite effective. There are only four of 2,000 bedded hospitals, 50 specialist and teaching hospitals, 55 district hospitals, etc. as shown in Figure in 1.4. After 2014, there is no specific data for health facilities in Myanmar.

Public health facilities in Myanmar, 2014

Facility	Number
Curative and rehabilitative services	1,056
General hospitals (up to 2,000 beds)	4
Specialist/teaching hospitals (100-1,200 beds)	50
Regional/state/district hospitals (200-500 beds)	55
Township hospitals (25-100 beds)	330
Station hospitals (16-25 beds)	617
Preventive and public health services	2,199
Primary and secondary health centers	87
Maternal and child health centers	348
Rural health centers	1,684
School health teams	80
Traditional medicine	259
Traditional medicine hospitals	16
Traditional medicine clinics	243

Figure 1.4 Public Health Facilities in Myanmar, 2014 (Latt et al, 2016)

The healthcare infrastructure is low and also human resources to operate the healthcare system is not sufficient in Myanmar. That is why a lot of doctors in Myanmar quit their profession because of poor quality of life, heavy workload, low salary and many other reasons such as burnout, conflicts and problems (Ko, 2018).

1.1.2 Journey of a Doctor in Myanmar

Most of the students in Myanmar want to be a doctor when they become an adult because they believe being a doctor is regarded as an ideal profession. But it is not an easy way to become a doctor in Myanmar. The education system in Myanmar is a little bit different from other countries. The students who passed the matriculation exam with great scores and distinctions only have a chance to enroll the medical university. When they have been accepted from the medical universities, they need to study for 7 years including internship period. After internship period, they got M.B., B.S degree (Bachelor of medicine & Bachelor of Surgery).

During the first 6 years, they have to study a lot of things about medicine. In the last year of internship life, they have to work in assigned public hospitals as a house officer. Most of the doctors do not want to continue their profession anymore after that year because they experienced a lot of difficulties and problems in internship life. Since human resource is not sufficient in healthcare sector, house officers have to work as a nurse, accountant and other works which are not related with medicine.

They have to work for 28 hours in one duty period. The quality of life is really poor for them. Moreover, low salary, workplace violence, and poor relationship with the patients and staffs force them to quit. Some doctors work in pharmaceutical companies, NGOs and some go to abroad and never come back to Myanmar. Therefore, assessing the satisfaction of doctors would be necessary for policy makers and administrative teams to reform the operating system.

1.2 Problem Statement

A lack of data about doctors' satisfaction in Myanmar could not help to improve the quality of healthcare services. It would be difficult for policy makers to hire new generations of doctors and maintain the existing doctors working in public hospitals. The study of job satisfaction of doctors by observing their perceptions and expectations can help

the policy makers and administrative teams to manage human resources in healthcare sector efficiently.

Moreover, since job satisfaction of doctors has an impact on the satisfaction of patients and other staffs working together with doctors, implementing the best possible solutions for problems (E.g., implementing the information system for medical errors) and actions to increase the satisfaction of doctors such as offering incentives to long working hours will give the benefits to the stakeholders of healthcare sector.

1.3 Research Questions and Objectives

In this paper, how doctors in Myanmar think about the current health policy and what kinds of factors can persuade the doctors to work as a professional in Myanmar will be explored. Questions for this research would be as follow;

1. What are the main factors affecting the job satisfaction of the doctors?
2. What are the current perceptions of doctors about Myanmar healthcare system?
3. What are the expectations of doctors for working in Myanmar public hospitals?

The aim of the study is to identify the satisfaction of doctors working in public hospitals in Myanmar by exploring their perception and expectation in their working environment. By exploring the opinions and ideas of doctors, the government administrators and policy makers could understand the circumstances of doctors in their daily life and make a decision to reform the healthcare system.

The findings of the study will help us to understand the feeling of doctors and how it affects the working environment. In this way, policy makers would know which sectors are needed to improve to increase the job satisfaction of doctors and hopefully lead to a better health system in Myanmar.

1.4 Scope of Study

In this study, the ideas and opinions of Myanmar doctors about job satisfaction issue will be focused. Factors affecting the job satisfaction of doctors were identified from the previous researches, literatures and articles. Furthermore, this study will explore more variables relating to the job satisfaction of doctors. For data collection, the participants of 30 doctors will be interviewed by giving semi-structured open-ended questions to assess job satisfaction in their working environment. Qualitative research method will be used to evaluate doctors' satisfaction.

1.5 Expected Benefits

Healthcare professionals especially doctors have to face difficulties in meeting the needs of patients and healthcare quality if their own needs are not met. Hence, it is quite important to fulfill the needs of doctors. This study will help the policy makers and administrators to realize the expectation and perception of doctors so that they can change their strategy and reform the health system.

Higher satisfaction level of the doctors will have a positive impact on job satisfaction of other staffs working together with the doctors and satisfaction of patients. In addition, this study will give an opportunity for the government to improve the healthcare standard of the country. Lastly, this research paper will help the other researcher who have an interest in healthcare industry for further study.

1.6 Limitations of Study

The participants will be selected with the total of 30 doctors working in public hospitals in Myanmar. So, findings do not reflect all the doctors' perception and expectation. The evaluation of this study may vary according to each hospital and each department because of different available facilities and services. This study does not reflect job satisfaction of all the doctors working in public hospitals in Myanmar.

CHAPTER II

LITERATURE REVIEW

In this chapter, Healthcare services in Myanmar, how satisfaction of doctors affects patients and quality services and which factors influence on the job satisfaction of doctors will be pointed out.

2.1 Healthcare Services in Myanmar

For the health status of Myanmar civilians, Ministry of Health plays a major role. Since the political and administrative situation is always changing in Myanmar, role of the players is also changing all the time. However, Ministry of Health (MOH) plays the administrative role and provides comprehensive health care services such as promotive, preventive, curative and rehabilitative measures (Sein et al., 2014).

Myanmar had been suffering from many civil wars and economic shutdowns for around 60 years as mentioned in chapter 1. As the consequences, the living standard and health status of people are really low in compared to other countries. After 2010 election which led the country to change democratization, the country started to open. Since 2011, Ministry of Health tried to raise the health care standard of Myanmar with the goal of achieving universal health coverage by 2030 (Zaw et al., 2015).

Public hospitals in Myanmar provide healthcare services free of charge for the vast majority of people by increasing budget allocation with annual growth rate of 6% up to 2020 for the healthcare sector. Yet, some medical services and laboratory tests are not covered in free of charge since the government support limited resources. So, the patients have to pay out of pocket for some kind of medical services. In 2014, out of pocket payment was around 78% for the healthcare financing in Myanmar (Consultancy.uk, 2015).

Private hospitals also contribute as a major source of healthcare provision. However, these services are mostly available in major city of Myanmar such as Nay Pyi Taw, Yangon and Mandalay. In most of the rural areas, people have to rely only on public sectors. The medical services available in private sectors are limited. They can only offer primary and ambulatory healthcare services. Healthcare professionals working in private hospitals are the same ones who are working in public hospitals. These professionals have to work in private sectors after their office hours in public sectors (Sein et al., 2014).

2.2 Importance of Job Satisfaction of Doctors

Cambridge University Press (n.d.) described that satisfaction means a pleasant feeling that you get when you receive something you wanted, or when you have done something you wanted to do. So, it is quite important that in every workplace or profession, there would be negative consequences if there is no satisfaction. On the other hand, if there is satisfaction in workplaces, there would be positive outcomes.

Job engagement and job satisfaction can produce a positive emotion and effective psychological work which can lead to commitment in the work place. Someone who is strongly engaged in work, persistent and immersed in work is the satisfied employee (Lee et al., 2013). Doctors who are dealing with the lives of people need to have job satisfaction. Negative impact on the job satisfaction of doctors can cause damage to doctor-patient relationship, medical errors and even affect to the wellness of doctors.

A lot of surveys about the job satisfaction of doctors have been conducted in many countries. And most of the doctors think about leaving the medical professional field. According to global physicians' burnout and lifestyle comparison by Locke (2019), 25% of doctors working in UK, 23% in France, 20% in Germany and 19% of doctors in US have been suffering from both burnout and depression as shown in Figure 2.1. If the dissatisfaction of doctors cannot be solved, we might face the shortage of doctors in the near future.

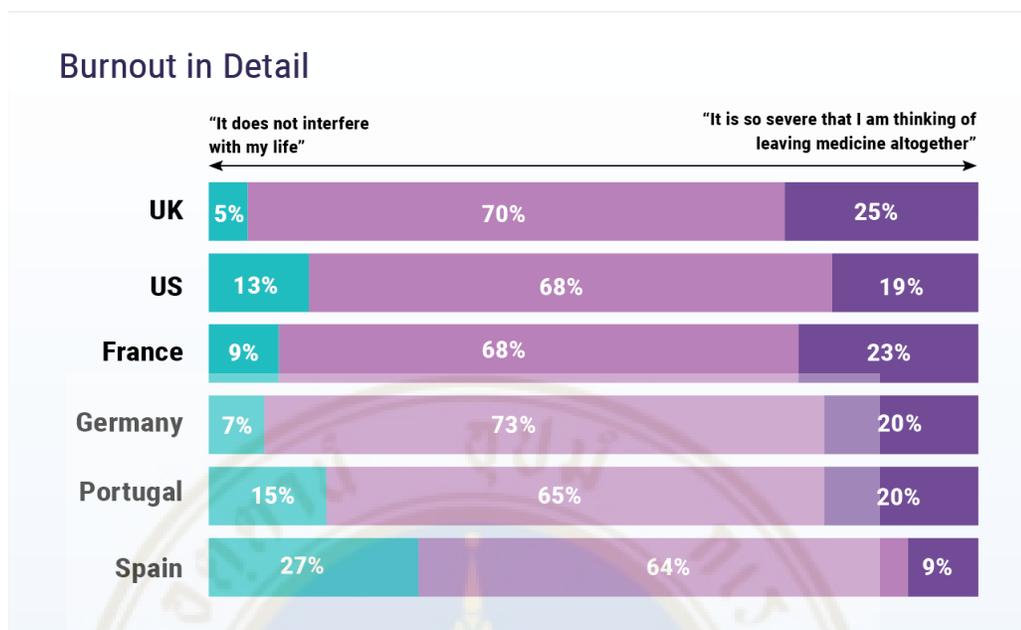


Figure 2.1 Burnout in Detail (Locke, 2019)

Nowadays, the demands for healthcare services are increasing in this kind of stressful environment. Shortage of healthcare professionals and increasing numbers of patients who are seeking health care services can contribute a big burden of workloads for doctors (Abidin et al., 2010). Heavy workloads lead to negative impact on the job satisfaction of doctors and with that reason, most of the doctors try to quit their professional carriers.

Firth-Cozens (2015) said that the engagement of doctors in their work affects not only to patient satisfaction, but also many aspects of patient care such as infection rate in workplace, mortality rate of the patients and medical errors. A lot of studies show strong relationships between doctors' satisfaction and patients' satisfaction. Satisfied doctors can provide the best optimal medical care to the patients. In this way, patients trust their physicians and have confidence on the treatment of doctors (Scheurer et al., 2009).

A healthy relationship between doctors and patients is possible if the doctors are satisfied enough in their job. This kind of good interaction can also promote the patients' recovery rate (Meng et al., 2018). El-Hanafy (2018) pointed out that nurse-physician relationship is crucial since it can create satisfying working environment which can lead to

the good quality of care. If healthcare professionals including doctors are not satisfied enough in their job, relationship with the other staffs such as medical technologists and technicians would not be good enough and comprehensive treatment to the patients cannot be accomplished.

Doctors' satisfaction can also have an impact on themselves. Poor job satisfaction is likely to make the doctors suffering from physical and mental illness. Depression, burnout and many other symptoms force the doctors to quit their professional carriers (Kumar et al., 2007). Dissatisfaction of the doctors lead to higher turnover, difficult to recruit new doctors and retention of existing doctors (Kaur et al., 2009).

In addition, the quality of healthcare services depends on doctors' job satisfaction. Nowadays service sector plays an important role in economy of one country and hence the quality of services should be measured (Büyüközkan et al., 2011). According to Cambridge University Press (n.d.), quality means "how good or bad something is". However, healthcare service quality is difficult to measure. It is intangible and cannot be touched, measured, viewed and counted as other service quality (Mosadeghrad, 2014).

Increasing demand of quality healthcare services leads to high level of job demand to doctors which makes them dissatisfied in their work (Mache et al., 2009). Doctors perceived that one of the main obstacles to deliver high-quality care is professional dissatisfaction (Friedberg et al., 2014). That is why job satisfaction of doctors also has a high impact on healthcare service quality.

2.3 Doctors' Satisfaction in Myanmar Healthcare Industry

According to 2014 Census, there are around 51.48 million populations in Myanmar. To provide health care services and to promote health standard of the citizens, there are only around 32,861 health workers within 2015 to 2016 (Ministry of Health and Sport, 2018). Estimated amount of 1900 medical students graduated each year from five medical universities in Myanmar which are University of medicine 1, University of medicine 2, University of medicine Mandalay, University of medicine Magway and

University of medicine Taunggyi. However, the number of medical students who have graduated and joined to work in public hospitals are really low.

In 2016, around 58% of graduated medical students work in public hospitals. The remaining students work as a doctor in private sectors, NGOs and pharmaceutical industries (Ministry of Health and Sport, 2018). It means that most of the doctors are not willing to work in public sector in Myanmar. One of the main reasons is that before they work as a registered doctor, they have to work as a House officer, Internship trainee doctor. During this period, they have to face a lot of problems and they have limited roles and responsibilities. One study which was conducted in public hospitals in Myanmar to identify burnout among house officers described that 57.2% of participating house officers were suffering from burnout (Lin et al., 2018). The study suggested that lack of recognition is the main reason of burnout among house officers and needed to improve.

Oo & Htun (2014) said that around 53% of the doctors working in public hospitals in Mandalay city are not satisfied with their profession. In their study, 68% of them complained about low salary and 61.3% of doctors are suffering from heavy workloads. Since job dissatisfaction has a significant negative effect on the performance of doctors, quality of care and patient satisfaction, urgent actions to solve the problems and ways to improve the job satisfaction of doctors are necessary.

2.4 Factors Affecting Job Satisfaction of Doctors

Although each healthcare professional, physician group, specialists have their preferable factors that can satisfy their work life, no one is immune and resistant to potential dissatisfaction (Scheurer et al., 2009). Since the satisfaction of doctors is really important on the healthcare quality and patients' satisfaction, it is good to understand which factors determine the job satisfaction of doctors. Previous studies have identified many factors that effect on the doctors' satisfaction (Friedberg et al., 2014, Scheurer et al., 2009 and Yaseem, 2013). In this study, these factors will be classified into two main categories; Physician Factors and Workplace Attributes.

2.4.1 Physician Factors

Under this category, there will be physician age, physician specialty, year of experience, physician wellbeing, and intention to leave.

- **Physician Age:** Although physician age is not a strong determinant for the job satisfaction of the doctors, it is independently associated with the job satisfaction. One research paper revealed that the relationship between age and satisfaction is like a U-shaped curve. Young physicians got a high satisfaction in their carriers and the satisfaction of doctors who are 65 years old and above is higher (Leigh et al., 2002). The author discussed about the reason that young doctors are motivated and enthusiastic in their work and old physicians do not retire because they enjoy their profession.
- **Physician Specialty:** The study results vary the satisfaction of specialist doctors. But generally, most of the studies described that among the specialties, pediatricians are highly satisfied with their profession. One study revealed that doctors working in radiology, pediatric and laboratory medicine department have higher satisfaction than other specialties (French et al., 2007). According to Leigh et al. (2002), neonatologists, pediatricians and dermatologists are likely to be more satisfied with their job.
- **Years of Experience:** There are different results relating to years of experience and job satisfaction. Some studies described that the more year of experience, the more job satisfaction. But some studies claimed that job satisfaction will decrease spontaneously with the increasing tenure. According to Sarker et al. (2003), the unsatisfied workers leave the job early and the ones who are satisfied with their job stay for longer. On the other hand, the ones who stay in the work for long could see that it is boring and they are not satisfied with the job (Clark et al., 1996).

- **Physician Well-being:** Almost every doctor has to work for long hours and they have to deal with a lot of problems and stress during their duty hours. In Myanmar, the doctors often have to face with 24 to 28 hours duty. Sometimes even though they feel sick, they still have to work because of over workload. That is why it is so prominent that a lot of doctors are dissatisfied with their professions and they frequently suffered from burnout and depression regardless of the country they work (Wallace et al., 2009). French et al. (2007) mentioned that if the doctors are in excellent health condition, there is a positive effect on job satisfaction.
- **Intention to Leave:** Intention to quit the job is one of the factors for dissatisfaction of doctors. Vice versa, if the doctors are not satisfied with their work, they intend to leave the job. Wen et al. (2018) explored that higher turnover intention mostly occurs among young doctors, doctors with higher job titles and higher work pressure.

2.4.2 Workplace Attributes

Under workplace attributes, there will be workloads, autonomy, relationship with co-workers, relationship with patients, income, and professional development.

- **Workload:** Over workload can be solved by the individual for a short period of time. However, if that person has to deal with over workload for long, it is impossible to stand for that (Williams et al., 2007). The more duty hours and workload for doctors, the more stress they have to face and they would consider that the job is not pleasant anymore and dissatisfaction will increase over time.
- **Autonomy:** Autonomy is one of the strongest determinants for the satisfaction of doctors. Being able to deliver the necessary healthcare services to the patients, having the right to make clinical diagnosis and decision, having enough consulting time to communicate with the patient and working in an environment where high

quality healthcare services can be delivered to the patient have a positive relationship to the job satisfaction of doctors (Stoddard et al., 2001).

- **Relationship with Co-workers:** According to Herzberg's two factor theory, relationship with the colleagues is a hygiene factor and achievement and recognition are like motivators. Only good relationship with the peers is not enough but it is dependent on the motivators to get job satisfaction. Good teamwork, cooperation, trust among co-workers can improve the team productivity and increase the individual's job satisfaction. Doctors who perceived that they have good relationship with the co-workers got higher career satisfaction than others (Linzer et al., 2000).
- **Relationship with Patients:** Good relationship with the patients also has a positive impact on the job satisfaction of doctors. One study described that satisfaction of the patients on healthcare services that he received can make the doctors happy and satisfy with their job (Mache et al., 2012).
- **Income:** Money acts as a motivator for the job. If the employee gets enough salary, their performance will increase (Yaseen, 2013). If the income is low in compared to the job done, this can lead to the job dissatisfaction (Robbins, 2002). According to Maslow's Hierarchy of needs, income as a physiological need is the basic fundamental need for the motivation and job satisfaction. If it cannot be fulfilled, the other levels such as safety, social, self-esteem and self-actualization will not be accomplished. According to Grumbach et al. (1998), physician's perception of earning fair income does appear to correlate with the overall job satisfaction of doctors.
- **Professional Development:** Job satisfaction has a positive relationship with the opportunity to develop the career. When the individuals see that there is a potential

in the professional career, they would have higher motivation, growth and enhancement which lead to job satisfaction (Ramasodi, 2010).

2.5 Conceptual Framework

The following framework is adopted from Friedberg et al. (2014), Scheurer et al. (2009) and Yaseem, A. (2013). In this framework, there are two main factors such as physician factors and workplace factors that can lead to the job satisfaction of doctors.



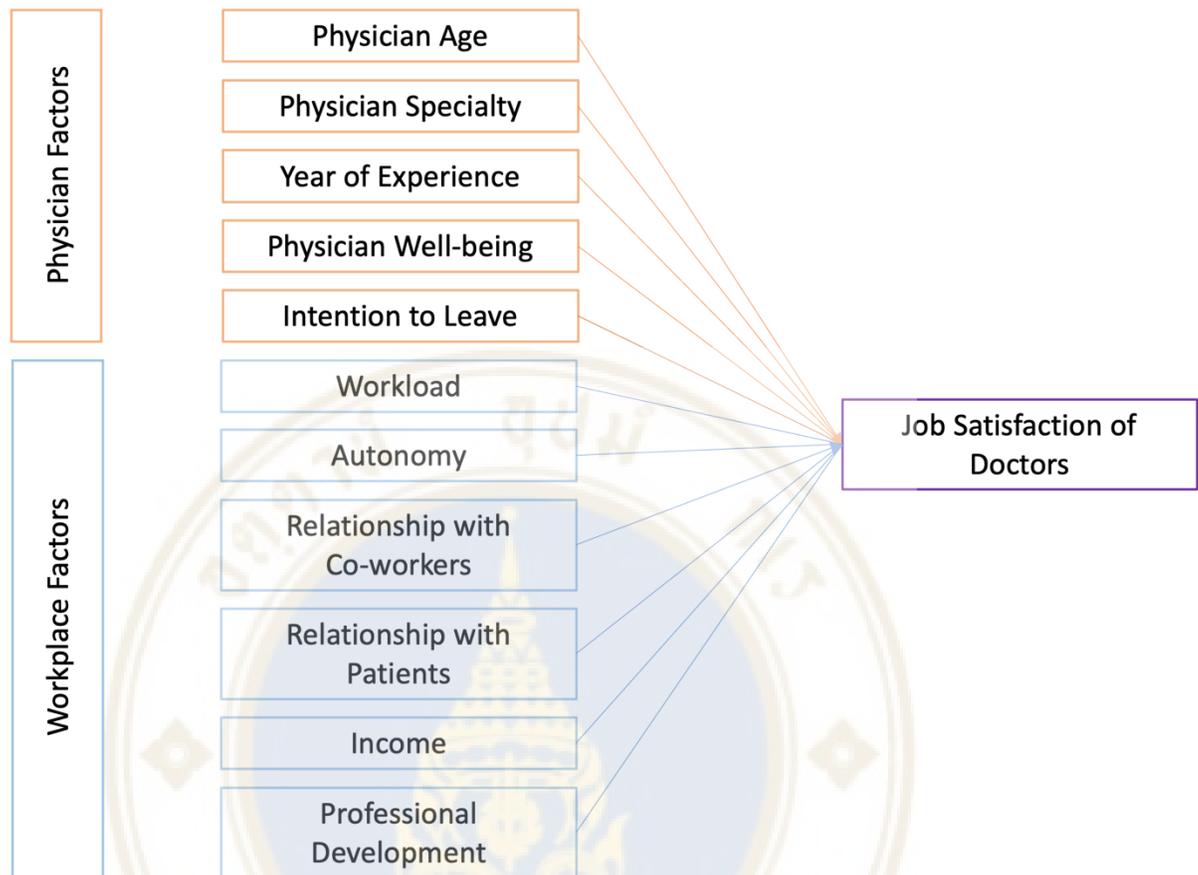


Figure 2.2 Research Framework for Qualitative Study of Job Satisfaction of Doctors working in Public Hospitals in Myanmar

CHAPTER III

METHODOLOGY

This chapter will describe about research methodology which is a tool to answer research questions and describe about how the questionnaires are developed, how data will be collected and analyzed.

3.1 Research Design

For this research, the exploratory method of qualitative research technique will be used for job satisfaction of doctors working in public hospitals in Myanmar. The reason for choosing this method is that even though the outcomes are not quantifiable, qualitative study can explore the nature of participant's response more deeply. Since doctors working in Myanmar are struggling with the poor health system, it is better to explore their opinions and responses about their job nature than measuring the numbers and statistics.

According to Merriam (2009), qualitative study is one kind of study which aim to understand the meaning that people have constructed, experience and attitude of people in the situation or phenomenon. By using this method, the contextual details might not be missed since the study focus on subjective instead of objective.

Generally, the goals of qualitative survey are to explore the phenomenon about a particular issue and explain how they are different across the individuals (Probyn et al., 2016). Another advantage of this method is that researcher can get the information which had not been anticipated or expected that is not possible in quantitative research. Therefore, by using the qualitative method, doctors' point of view about job satisfaction issue can be seen more clearly and more valuable information can be collected.

3.2 Research Instrument

The research instrument of this study is semi-structure, open-ended questions to explore the perceptive and meaning of experience from the doctors. During the in-depth interview, conversational technique will be used to conduct the individual lived experience on job satisfaction issue. From the reviews of previous studies (Friedberg et al., 2014; Scheurer et al., 2009; Yaseem, 2013), a list of research questions is developed as a tool to assist the participants in identifying ideas and their perceptions towards the research questions.

Research Questionnaire:

1. Please mention your age and working hospital.
2. Please indicate your specialty and year of working experience.
3. How do you think about current health system and provided healthcare services in Myanmar?
4. What kinds of factors do you think are important for the job satisfaction of doctors?
5. Do you think that physician well-being affects the job satisfaction? Please share your opinion.
6. Have you considered to leave your profession? If yes, please explain why you intended to quit.
7. How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
8. Do you think you have autonomy and accountability for your current position? Please share your experience.
9. Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
10. How do you think about doctor-patient relationship in Myanmar?
11. Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?

12. What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?

3.3 Sample Size

As the lack of access to a large number of doctors throughout Myanmar, the participants for this research will be selected among the doctors working in Yangon General Hospital, Insein General Hospital, North Oakkala General Hospital and Thingangyun Sanpya General Hospital. All four hospitals are located in Yangon, Myanmar. Any doctors working in those hospitals will be eligible for this research. In selecting the doctors, purposeful sampling method, one of the most common sampling methods, will be used for this research. It is a widely used technique in qualitative study to get information efficiently when the resources are limited (Palinkas et al., 2015).

The target sample for this research was set as 30 doctors working in public hospitals in Myanmar. The information and ideas through in-depth interview will be explored and it will approximately take around 20 minutes per interview. But depending on the participant's response, the duration may vary.

3.4 Data Collection

For this stage, data will be collected through one-to-one in-depth interview. Semi-structured open-ended questions will be used for this research which are often used in healthcare industry since the researcher can get detailed information in a style which is somewhat conversational (Harrell & Bradley, 2009).

The interviews will be conducted through telephone such as Line call or Skype call which is a popular way if face-to-face interview is not possible (Kvale, 2006). During the interview, note taking and voice recording will be used to collect the data. Even though the questionnaires are in English, we will conduct the interview in Burmese since English language is not a mother tongue for Myanmar doctors.

3.5 Evaluation of Data

For data analysis, qualitative study yields unstructured and unorganized text-based data. In this research, the data would be interview transcripts, notes and audios. After collecting the data from the desired sample size, qualitative content analysis method, the most common qualitative data analysis, will be used.

Qualitative content analysis is the research method in which the research used to analyze and interpret data through systematic classification process of coding and evaluate patterns within the content (Hsieh & Shannon, 2005). The process of data analysis involves coding or categorizing the data which is a crucial aspect in qualitative data analysis process. According to Gibbs (2007), coding is how the researcher define the data he is analyzing about.

Basically, assigning codes to words and phrases help the researcher to better analyze and summarize the data of the entire survey. During the coding process, firstly the data from interviews will be transcribed. After that, the volume of raw information will be reduced by eliminating irrelevant information, followed by identifying significant pattern. Finally, coding will be continued by building a logical chain of evidence.

CHAPTER IV

DATA ANALYSIS

In this chapter, the collected data during the interview will be analyzed and discussed. In-depth interviews with 30 participants were conducted by using semi-structured open-ended questions to explore their ideas about job satisfaction issues as stated in Chapter 3. After collecting the data, findings are transcribed and coded manually for analysis of data. Profiles of participants and research findings are presented in this chapter.

4.1 Profiles of Participants

The characteristics of the participants such as age, gender, working hospital, working experience, and specialty are identified to understand the general status of the participants included in this study. The general information about the participants is summarized and coded in Table 4.1.

Table 4.1 is created to provide a better understanding for the readers about the general characteristics of the participants in this study. The codes for the participants are created according to the working hospital of the participants as follows.

Y – For the participants who work in Yangon General Hospital (YGH)

N – For the participants who work in North Oakkala General Hospital (NOGH)

I – For the participants who work in Insein General Hospital (IGH)

T – For the participants who work in Thingangyun Sanpya General Hospital (TSGH)

Table 4.1 Characteristics of Participants

Code	Age	Gender	Working Hospital	Working Experience	Specialty
N1	25	Female	NOGH	1 year and 6 months	General Medicine
N2	26	Female	NOGH	1 year and 4 months	General Medicine
N3	26	Female	NOGH	1 year and 6 months	General Medicine
N4	27	Female	NOGH	1 year and 6 months	General Medicine
N5	29	Female	NOGH	2 years	General Anesthesia
N6	31	Female	NOGH	5 years	Obstetrics and Gynecology
N7	34	Male	NOGH	8 years	Pediatric Medicine
N8	29	Female	NOGH	5 years	Anesthetic Medicine
I1	26	Male	IGH	1 year and 7 months	General Medicine
I2	26	Male	IGH	1 year and 6 months	General Medicine
I3	25	Male	IGH	6 months	General Medicine
I4	26	Male	IGH	1 year and 6 months	General Medicine

Table 4.1 Characteristics of Participants (cont.)

Code	Age	Gender	Working Hospital	Working Experience	Specialty
I5	25	Female	IGH	1 year and 6 months	General Medicine
I6	26	Male	IGH	1 year and 3 months	General Medicine
T1	26	Male	TSGH	1 year and 6 months	General Medicine
T2	30	Male	TSGH	6 years	Internal Medicine
T3	33	Female	TSGH	10 years	Internal Medicine
T4	35	Male	TSGH	8 years	Urology
T5	26	Female	TSGH	1 year and 6 months	General Medicine
T6	26	Male	TSGH	1 year and 6 months	General Medicine
Y1	30	Female	YGH	5 years	Pediatric Medicine
Y2	29	Female	YGH	3 years	Anesthetic Medicine
Y3	26	Female	YGH	1 year and 4 months	General Medicine
Y4	26	Male	YGH	2 years	General Medicine
Y5	26	Male	YGH	10 months	General Medicine

Table 4.1 Characteristics of Participants (cont.)

Code	Age	Gender	Working Hospital	Working Experience	Specialty
Y6	26	Male	YGH	1 year and 3 months	General Medicine
Y7	30	Female	YGH	5 years	General Surgery
Y8	28	Female	YGH	4 years	Obstetrics and Gynecology
Y9	29	Female	YGH	4 years	Internal Medicine
Y10	29	Female	YGH	3 years	General Surgery

4.2 Research Findings

After conducting the interview and careful step-by-step merging and refining the relevant codes from the transcribed data, data are grouped into different categories and analyzed accordingly. The respondents shared about their idea and opinion of the current health system in Myanmar. Moreover, they also discussed about meaningful factors regarding the doctors' satisfaction issue in Myanmar public hospitals. Among those factors, not only the pre-existing elements stated in the research framework, but also other interesting components are collected according to their perceptives.

Table 4.2 shows the factors affecting the job satisfaction of doctors working in public hospitals in Myanmar and doctors' response rate.

Table 4.2 Response Rate of Overall Respondents

Pre-existing Factors	Number of Participants who Mentioned as Important Factors for Job Satisfaction
Physician Age	-
Physician Specialty	-
Years of Experience	5 (16.67%)
Physician Well-being	28 (93.33%)
Intention to Leave	21 (70%)
Workload	22 (73.33%)
Autonomy	27 (90%)
Relationship with Co-workers	21 (70%)
Relationship with Patients	30 (100%)
Income	23 (76.67%)
Professional Development	11 (36.67%)
Emerging Factors	
Workplace Safety	8 (26.67%)
Facilities and Welfares	8 (26.67%)
Clear Job Description	6 (20%)
Political Issue	5 (16.67%)

4.2.1 Doctors' Perception on Myanmar Healthcare System

In Myanmar, the Ministry of Health plays a major role as a governing agency as well as comprehensive health care provider (Sein et al., 2014). People in Myanmar can access to both private and public healthcare sectors for medical services. However, most of them rely upon public hospitals because of free of charge system (FOC). The government increased the budget allocation for healthcare sector in the past decades. Nevertheless, the FOC system is nominal and unreliable because of limited resources.

In this study, 17 participants (56.67%) stated about the FOC system in Myanmar. They discussed that the government implemented FOC system for healthcare sector. Therefore, most of the patients come to public sector to get medical services for free. However, all medical services are not fully covered and patients still need to pay out of pocket for some medical fees.

According to doctors' perceptive, the FOC system is just nominal system and patients do not realize about that issue. Therefore, public hospitals are overcrowded with patients. According to Ministry of Health and Sport (2018), there are 32,861 health workers in Myanmar. About 1.33 health workers have to provide medical services to 1000 populations. As a result, doctors cannot provide quality healthcare services since doctor-patient ratio is low. Some of the noticeable conversions about Myanmar healthcare system from doctors' perceptive are described below.

“Health system of Myanmar is FOC system. But government cannot supply all medical resources. Sometimes, patients have to pay for some medical services. For doctors, there are a lot of workloads to handle and no time to take a break. So, it is not good for us and I am not satisfied.”

N2

“Myanmar health system is FOC system but medical supplies are not enough. So, tests and CT scan are not available after office hours. It is difficult for doctors to give the prompt treatment to patients.”

N4

“Currently, health system of Myanmar is Free of Charge (FOC) system. Actually, this system does not fit with Myanmar's economic condition. For example, some kinds of drugs are not available in hospitals. So, patients have to buy for that. Human resource in health industry of Myanmar is also not enough. Hence, doctors have to face with a lot of workloads and stress in everyday life. It would be better if some insurance policy has been implemented for the better health system.”

12

“There are only some changes in our health system. The government recruited more human resources but only some new generation doctors work in public hospitals. Budget for healthcare sector has also been increased but I think it is still not enough. Moreover, we have FOC system but it is not that reliable. Some patients do not get quality healthcare services because of limited resources.”

T4

“Our health system is FOC system. Patients are poor and mostly they rely on public hospitals. But there is limited medical supply in public hospitals, FOC system is not reliable. For medical services, we cannot offer quality healthcare services because doctor-patient ratio is low.”

Y6

These statements expressed by the participants show that doctors are not satisfied with the current healthcare system in Myanmar. As a consequence of FOC system, more patients rely on public hospitals, but a satisfactory care cannot be provided due to low proportion of doctors and limited medical supplies. Doctors have to face over workload because of FOC system. Finally, getting tender loving care and quality healthcare services from the doctors are like a miracle for patients.

4.2.2 Physician Age and Specialty

According to Leigh et al. (2002), the author discussed that job satisfaction for doctors are like a U-shaped curve. In this study, the in-depth interview was conducted, yet none of them discussed about the relationship between physician age and job satisfaction. All 30 participants are between the age of 25 to 35. Because of the limitation of study, interview with other age groups could not be conducted. The participants in this study claimed that they are satisfied or unsatisfied with their job because of different factors. Therefore, physician age is not a strong determinant factor for job satisfaction.

There are different results about job satisfaction with physician specialty. In this study, the researcher conducted 18 participants from general medicine, three participants

from internal medicine, one participant from urology, two doctors from obstetrics and gynecology, two pediatricians, two general surgeons, and two participants from anesthetic medicine. During the interview, all of them did not discuss that specialty is one of the factors which affects job satisfaction of doctors.

In Myanmar, the doctors have to work in public hospitals as an assistant surgeon for 2 years to become a specialist. After 2 years of working in assigned hospital, they must sit the entrance exam to become a specialist. But it is also not easy for a doctor to pass the exam because only few candidates are selected. As a result, most of the doctors quit their jobs while working as an assistant surgeon before they become a specialist.

4.2.3 Years of Experience

Previous studies (Sarker et al., 2003 & Clark et al., 1996) revealed different results relating to the years of experience and job satisfaction. In this study, five doctors (16.67%) claimed that the years of experience is one of the factors to consider for job satisfaction issue. The following quotations provide an overview of the responses regarding the interviewees' years of experience in working as a medical doctor.

“I think in terms of working experience, when I had few experiences, I was satisfied. But the more working experience, the less I feel satisfied with my work.”

N8

“In terms of working experience, I think the more working experience, the more job satisfaction because doctors can get more skills from experience.”

I6

“For working experience, I think the more experience we have, the more job satisfaction for doctors. Because we will have more autonomy and more skill.”

Y3

“I think the more working experience, the more job satisfaction.”

Y9

“In terms of working experience, the more working experience, the more job satisfaction.”

Y10

Among five participants who mentioned that the years of experience is one of the factors affecting doctors' satisfaction, only one said that the more working experience, the less satisfaction while others discussed the more experience, the more job satisfaction. Hence, the results might be different according to the individual mindset which are in line with both studies, Sarker et al. (2003) and Clark et al. (1996).

4.2.4 Physician Well-being

A medical doctor's physical and mental well-being obviously is crucial for safe and effective clinical outcomes. If he is not in good health condition, he might not work well and there could be medical errors which might affect the patient's safety. Thus, it is very important to have a good well-being for doctors.

French et al. (2007) mentioned that doctors need to be in excellent health condition to get a positive effect on job satisfaction. In this study, 28 participants (93.33%) mentioned that physician well-being is important for job satisfaction. They said that they need to take care of their well-being since hospital environment is stressful and infectious. If they can treat the patients well, their job satisfaction increases. During the interview, they shared their idea as follows.

“If doctor's well-being is not good, he would not be satisfied in the job. Since our profession is easy to get sick, we need to take care of ourselves too. For example, we are facing with so many infections. If we are healthy, we can treat patients well and we are satisfied with the job.”

N2

“Physician well-being is important. Especially during Covid-19 outbreak, we are very tired both physically and mentally. I even took some

sedative drugs to fall asleep at night. If we are not healthy, we can make wrong decisions and cannot finish our tasks on time. Those conditions might affect job satisfaction of doctors.”

N4

“If doctor’s well-being is not good, he would not feel happy working in hospital. If the doctor is sick, he would feel stressed about his job. Vice versa, if the doctor is stressful in the workplace, he could be sick. They are related and important for job satisfaction.”

I3

“Doctor’s physical and mental well-being are very important to offer the quality healthcare services. If the doctor is sick, he cannot consult effectively with the patients. In Myanmar, it is difficult to get a sick leave for doctor and job satisfaction also decrease.”

T2

“In Myanmar, there are over workload and long working hours in public hospitals. For example, after my long 24 hours duty, I still need to work more in hospital. It can affect the well-being of doctors and our performance. If we are tired, we can make errors and decrease our job satisfaction.”

Y2

These conversations reflect how crucial physician well-being is for job satisfaction. Stress and burnout can be met because of poor well-being. Conversely, if a doctor is not satisfied with his job, physician well-being can be negatively affected.

4.2.5 Intention to Leave

During the interview, 21 doctors (70%) disclosed that they had considered leaving the job because of several reasons such as over workload, low income, and poor relationship with co-workers. If there is intention to leave the job, the doctor might not feel satisfied in his work. The way they shared their intention to leave the job is described below.

“I have considered about it. When I was sick, I could not get sick leave and I had to work because of poor resource. I wanted to leave from the job. At that time, my job satisfaction was so poor.”

N6

“I have considered about it. Mainly because of no enough medical experience, high working hours and poor relationship with co-workers.”

I4

“I have considered about it. Doctors are also human beings. We have our own capacity to work and we need acceptable salary for living. But it is not possible in Myanmar.”

T3

“I have considered to leave from working in public hospital. But I haven't considered to leave my profession. It is because the salary that I am earning from public hospital is not enough.”

T4

“I have considered about it especially when I feel unsatisfied with my workload, well-being and income. I have intention to quit because of poor job satisfaction. If I am satisfied with my work, I will not consider to leave.”

Y9

Intention to leave the job is strongly associated with other factors such as workload, income, physician well-being, etc. If the doctor is not satisfied with other factors, he could consider to leave the job. That is why, the main reasons that push the doctors away from working in public hospitals are needed to be understood and solved.

4.2.6 Workload

Workload is one of the main factors that affect job satisfaction of doctors. Among the participants, 22 doctors, which is 73.33%, disclosed that workload is one of the factors that strongly determines their job satisfaction. In Myanmar, doctors are facing with over workload. In public hospitals, even though there is limitation of beds, numbers of

patients getting medical services in public hospitals are higher than bed limitation. Doctors have no authority to deny accepting the patients even though bed occupation is full.

Moreover, there is a lot of paperwork for doctors since the hospitals still use the traditional note taking method instead of implementing management information system. Doctors need to take note about not only clinical treatment records but also other accounting tasks such as medical supplies. Because of those reasons, doctors are struggling with burnout and stress in their workplace.

According to Williams et al. (2007), an individual can handle over workload for a short period of time but it is impossible to handle over a prolonged period. Doctors said that their job satisfaction is not good and most of the doctors quit their job because of over workload. The following conversations are noticeable conversations about over workload in public hospitals in Myanmar.

“Normally, workload is huge in public hospitals. As a pediatric specialist, I have to take care of tasks such as in-patient care, out-patient care, immunization program, etc. Over workload is due to poor human resource. I have no time to rest and my job satisfaction declines.”

N7

“There are a lot patients and few doctors in public hospitals. So, workload is massive and doctors have to work for long duty hours. It can damage job satisfaction.”

N8

“Of course. Over workload can affect the job satisfaction. We are human beings and we have our own capacity to work. If we have to work beyond our capacity, we can make a lot of medical errors. Now we are facing with over workload every day in public hospitals.”

I2

“Workload in public hospital is massive. If possible, a doctor should be in charge of some beds. But now he has to take care a lot of beds. There

is over workload which make doctors feel stressed and there is no job satisfaction.”

I6

“To be honest, public hospitals are facing over-workload. Myanmar is a developing country and most of the people rely on public hospitals. But in public hospitals, we do not have enough human resources. our job satisfaction has been damaged a lot because of over workload.”

T3

According to the participants’ conversations, workload in public hospitals in Myanmar is massive for doctors. Most of the patients rely on public hospitals but there are only few doctors. In addition, there is a lot of paperwork and unreliable tasks which can push the doctors away from working in public hospitals. One of the reasons that new generation doctors do not want to work in public hospitals is over workload.

4.2.7 Autonomy

Job autonomy is one of the important factors for satisfaction issue. If a person has the right to do the tasks under his own decision, self-esteem can be achieved in the workplace. However, if he has been controlled and does not have freedom to work by his own decision, job satisfaction cannot be achieved. In the healthcare sector, doctors have to learn and apply their knowledge for the well-being of patients. If their autonomy has been restricted, it will definitely affect their job satisfaction. While interviewing with the participants, 27 doctors, which is 90%, mentioned autonomy as an important factor for job satisfaction. Some of the conversations about autonomy are described below.

“For my position, I have autonomy. Especially during Covid-19 outbreak, human resource is not enough. So, I have to take care of a lot of stuffs and I can learn more. I am satisfied with it.”

N5

“As an anesthetist, I have to take care of my patients throughout the operation process. So, I have fair autonomy in my position and I am satisfied with it.”

N8

“For me, I have no autonomy to treat patients. I have to manage paperwork in most of the time. I do not have a chance to learn medical knowledge in hospitals.”

I5

“I do not have full autonomy and accountability. So, sometimes I do not even feel as a doctor because I have to handle non reliable jobs.”

Y6

“As a post-graduate doctor, I have full responsibility for patients and autonomy. For that, I am satisfied with it.”

Y9

Autonomy is very important for doctors. When the doctors still have lack of experience, it is good to apply medical knowledge under the supervision of senior doctors. However, if he has been controlled and there is no opportunity to make decision by his own, he might doubt whether he actually is assigned for that position. It is crucial to know that having an autonomy and good clinical outcomes can make the doctors feel happy.

4.2.8 Relationship with Co-workers

Having a good relationship with co-workers can create a good environment in the work place. Good teamwork and mutual respect among colleagues can improve the productivity and increase job satisfaction. Poor relationship with co-workers can affect job satisfaction negatively. In hospital environment, doctors have to work together with different professionals including nurses, medical technicians and administration teams. To offer the best quality healthcare service to patients, they need to coordinate with each other. Therefore, it is crucial to have good relationship with co-workers.

During the interview, 21 doctors (70%) discussed about the importance relationship with co-worker for job satisfaction.

“I have faced some problems. At that time, I don’t want to work anymore and I am really disappointed. When our relationship with co-workers is not good, working process will not go smoothly.”

N5

“I haven’t faced that kind of problem. But if we have that kind of conflicts, it might affect our job satisfaction. Because we have to work as a team to treat a patient. So, it is very important to have a good relationship with co-workers.”

I2

“Sometimes, we face conflicts among co-workers. To treat a patient, we need teamwork. If our relationship is not good, we cannot achieve a good outcome. So, our relationship is important and it affects our job satisfaction.”

I5

“I have good relationship with my colleagues. If there is no good relationship, there can be medical errors in treating the patients which affect job satisfaction.”

T5

“Sometimes, I have faced some conflicts. For me, I can handle. For some doctors, they even quit because of bad relationship with co-workers.”

Y6

Good clinical outcomes can only be achieved if there is good relationship among doctors and other professionals. According to the responses, the relationship with co-workers is good for doctors. Nevertheless, there could still be some conflicts among them because of the reasons such as misunderstanding and over workload. These small conflicts can ruin the relationship among doctors. Therefore, it is good to solve the small conflicts to maintain the strong connection among doctors.

4.2.9 Relationship with Patients

Good relationship between doctor and patient is important to achieve the positive outcome in treatment. Moreover, trust, respect and compliance among two parties can only be achieved if there is good relationship between them. In the past decades, doctor-patient relationship is “doctor says, patient does” relationship. Now, patients have more knowledge on health education and now their relationship is two-way communication.

In Myanmar, there is mutual respect between two parties and doctor-patient relationship is good because of the culture. However, doctors think Myanmar patients still need to improve in health education to create interactive communication. In addition, because of poor human resources in public hospitals, there is not enough consultation time for the patients which can damage the patients’ satisfaction. In this study, all 30 participants discussed about their relationship with patients.

“Patients are good and they understand us. In most of the time, doctor-patient relationship is good. I am satisfied in dealing with my patients.”

N5

“Doctor-patient relationship is good in Myanmar. Sometimes, patients are difficult to communicate because of low health education. If we can have more time, we can consult more and our relationship would be better.”

N8

“I think doctor-patient relationship is good in Myanmar. Patients used to listen to doctors and they are satisfied with our treatment. If they are satisfied, doctors are also satisfied.”

I3

“In public hospitals, we do not have enough time to consult with patients. Even though I want to listen more from patients, I cannot. So, patients may also feel unsatisfied about it and I also feel guilty.”

I5

“Because of poor health education, patients used to rely on doctors. Our communication is more like giving an order from the doctors. In terms of relationship, it is good.”

T4

“I think doctor-patient relationship is good. One problem is we have no enough time to consult with them. So, sometimes they might feel unsatisfied. Personally, I feel satisfied with my patients.”

Y3

The relationship between doctors and patients is built on trust, respect, communication, and common understanding of both sides. Not only doctors' satisfaction but also patients' satisfaction can be achieved if the relationship is good between two parties. In this study, doctors claimed that they are satisfied to give medical services to patients because of good relationship between them. This finding is in line with the previous study Mache et al. (2012).

4.2.10 Income

Since income is a basic physiological need according to Maslow's hierarchy of needs, earning enough income is important for doctors. Doctors should get reliable income in compared to their workload and working hours. However, the basic salary of doctors working in public hospitals in Myanmar is extremely low. The basic salary of a medical officer in public hospitals is 275000 MMK (171 USD) per month and for internship doctors, they earn only 150000 MMK (93 USD) per month.

Earning an acceptable income with workload obviously is crucial for doctors for job satisfaction. During the interview, 23 doctors (76.67%) discussed that income is one of the important factors for job satisfaction.

“The income for a doctor is very low in public sector. It is not enough. So, we have to work in private sector too for extra income.”

N6

“I am not satisfied with it. The salary that one doctor get for month is very low. We can find that amount of money just by selling burgers. But since our country is poor, we cannot expect a lot.”

I2

“As a doctor, my income is low. If the government offer more salaries, more doctors will work in public hospitals and we can reduce the workload. Now doctors also have to work in private sector for more income.”

T1

“I know GDP of Myanmar is low. Internationally, the income of doctors is high and for Myanmar doctors, it is so low and can cover only daily usages. I am not satisfied with that.”

Y1

“The current income for a doctor in public sector is very low in compared to private sector. If the healthcare expenditure and our wages increase, then our job satisfaction will increase too.”

Y4

In this study, doctors revealed the opinion about their current income. They disclosed that their current income is very low for their profession and they are not satisfied with it. Therefore, income is one of the significant factors for job satisfaction and fair income should be offered to doctors to boost the job satisfaction. These findings are in consistent with the previous studies (Robbins, 2002; Yaseen, 2013 & Grumbach et al., 1998).

4.2.11 Professional Development

Training and development are very important for doctors' career since medical science changes all the time. Therefore, Continuing Medical Education (CME) program has been established for doctors so that they can study more in their specialty and profession.

According to Ramasodi (2010), an individual who has a potential to develop his career has higher job satisfaction.

Most of the doctors work in public hospitals in Myanmar because of this factor. In Myanmar, there is a policy that doctors can study specialty subjects only when they have worked in public sector for at least one year. After one year in public hospital, they need to sit entrance exam to study master's degree. But only a few doctors can study for professional development since there is limited positions. Some doctors quit their job when they fail the exam for one time. So, it is clear that there is relationship between professional development and doctors' job satisfaction. Among the participants, 11 doctors (36.67%) claimed that professional development is important.

“I want to be a specialist in the future. I work in public hospital because of my professional development. In Myanmar, we have to work two years for government to become a specialist. But there are just a few positions to apply in a year. I cannot expect a lot for my professional development. So, I think it is not good.”

N2

“From this profession, I want to pursue master's degree. Professional development is important for job satisfaction. If there is no professional development, job satisfaction will decline.”

N7

“What I expect is to become an orthopedic specialist. We work in public hospitals because we want professional development. I think it is important for job satisfaction of doctors.”

I2

“I want to study more for my profession. If we have more opportunities for our professional development, our job satisfaction might increase even though we earn low salary.”

T2

According to doctors' responses, professional development obviously is important for job satisfaction. This factor is one of the main reasons for doctors to work in

public hospitals in Myanmar. Therefore, it is crucial to modify the current policy for doctors to gain more professional development.

4.2.12 Workplace Safety

During the interview, eight participants (26.67%) mentioned that workplace safety is one of the important factors for job satisfaction of doctors. According to Gyekye (2005), there is a positive association between job satisfaction and workplace safety. In a workplace where there is safety for the staffs, the employees could have a sense of security for them and higher job satisfaction. If there is no safety for the employees in the workplace, they could feel insecurity which might negatively affect the job satisfaction.

“In public hospitals, there is no workplace safety for doctors. Sometimes, doctors got injured because of assaults in hospitals.”

Y6

“Another factor is work place safety. In hospitals, there should be safety for doctors and other staffs. But now, there is no workplace safety in hospitals.”

T2

“And workplace safety is important. Sometimes, doctors are facing with threats and assaults in public hospitals because of no workplace safety.”

Y10

These statements point out that workplace safety should be considered as one of the important factors for job satisfaction of doctors. Sometimes, doctors are facing with threats and assaults in public hospitals because of low security. Some conflicts among doctors and patients might cause a big problem which threatens the security of doctors. Hence, hospital administrators should emphasize to reinforce the workplace safety.

4.2.13 Facilities and Welfares

Facilities and welfares for doctors should also be considered for job satisfaction of doctors. In public hospitals in Myanmar, income of doctors is 275000 MMK (171 USD) per month which is very low. Moreover, there is no opportunity to get the welfares such as accommodation, incentives and insurance. Even in workplace, there is no specific room for doctors to rest. Thus, it is very difficult for doctors to gain motivation.

In addition, the facilities such as medical equipment are not enough. Sometimes, some medical devices and equipment are not working well which makes the doctors feel stressed. Since working process cannot be efficient, it can increase the workload of doctors which reduce the job satisfaction.

During the interview, eight participants (26.67%) disclosed that facilities and welfares are important for job satisfaction. Some of the noticeable conversations for facilities and welfares are described below.

“Income and facilities should be improved so that job satisfaction of doctors will increase. For example, the policy makers should offer some accommodations for doctors and there should be appropriate room for doctors to rest.”

T1

“Moreover, more facilities should be installed in public hospitals such as monitors, machines, etc. Then, working processes will be smooth and efficient. In this way, we can reduce the workload.”

T5

“Other factors are facilities for doctors and income which are important for job satisfaction. Welfare such as accommodation should also be offered to doctors since salary is very low.”

N5

Facilities and welfares for doctors should be considered for job satisfaction. If there is no welfare such as accommodation, it is a burden for doctors from different provinces since they have to rent a room when the salary is low. Medical facilities and

equipment should also be in optimal conditions to provide the quality healthcare services to patients.

4.2.14 Clear Job Description

Job description enables employees to get acquainted with the job. However, if there is no clear job description, it would be difficult to know who is accountable for the particular task. In Myanmar public hospitals, doctors have to handle a lot of tasks including accounting, nursing care and some administrative works since there is not enough human resources and clear job descriptions. Therefore, most of the doctors doubt whether they are made for the position of doctors.

While conducting the interviews with doctors, six doctors (20%) disclosed that clear job description is important job satisfaction. Doctors claimed that they had faced some problems with co-workers and they have limited autonomy because there is no clear job description. Some noticeable conversations are described below.

“I do not have full autonomy and accountability. So, sometimes I do not even feel as a doctor because I have to handle non reliable jobs.”

Y6

“Because of shortage in human resource, I have to handle the tasks which is not reliable for my position. I cannot get full autonomy in my position, too. I am not satisfied with it.”

Y7

“I have faced some problems with colleagues mainly because we have no specific job description.”

T3

“There is no clear job description for doctors in public hospitals. We have to do unreliable jobs and therefore we have no time to learn more for professional development. It can affect my job satisfaction.”

Y2

These statements show that there is a relationship between clear job description, autonomy and relationship with co-workers. No clear job description has a negative effect on job satisfaction of doctors.

4.2.15 Political Issue

The political stability of the country is another significant factor for job satisfaction according to interview with doctors. Whenever there is political issue, it affects the different industries in many ways. Numerous political events such as protests and civil wars threaten the security of the civilians. In this way, job satisfaction of doctors is also affected by political instability.

While conducting the interviews with doctors, the participants mentioned that they wanted to quit the job because of political instability. According to the interview, the participants who claimed about political issue is five out of 30 participants which is 16.67%. The conversations about political issue are described as follows.

“I haven’t considered to leave the job before. But now I am thinking about it because of coup d’ état.”

T1

“I haven’t considered to quit the job until coup d’ état happens in Myanmar. But now, I have no idea. If we get democracy back, I will continue to work.”

Y1

“I haven’t considered to leave the job before even I am tired. But now, I am considering because of political issues.”

N2

These findings show that job satisfaction of doctors is affected by political events. If most of the doctors quit their job because of political instability, the healthcare system can be damaged and it would be more difficult for the patients to access healthcare services.

CHAPTER V

CONCLUSION AND RECOMMENDATION

This research is developed by using qualitative method to acquire insightful information about doctors' satisfaction issue in public hospitals in Myanmar. In this paper, doctors' perception about current healthcare system, factors affecting the job satisfaction, and doctors' expectation for their career were explored by using semi-structured open-ended questionnaire while conducting the in-depth interview with 30 participants from four different hospitals in Yangon. By using the qualitative study method, new knowledge and factors beyond the reachable literatures were identified while conducting the interview.

The remainder of this chapter is organized as discussion and outlook (5.1), managerial implications (5.2), limitation of this study (5.3), and suggestion for future researchers (5.4).

5.1 Discussion and Outlook

Doctors' perceptive is very important for policy makers to implement the better healthcare system. Healthcare system should be reliable to deliver the healthcare services to meet the needs of target populations. Leadership and governance, financing, health workforce, health information, health products and technology are necessary for a good healthcare system. Based on the findings of the study, doctors think that healthcare system in Myanmar is not reliable for both patients and doctors. Problems can be seen in macro, meso and micro level of healthcare system in Myanmar.

In macro level, budget for the healthcare sector is not enough and there is no health insurance policy. However, government offer Free-of-Charge (FOC) system for medical services in public hospitals. But that system is not reliable and merely nominal in the doctors' point of view. In meso level, there is no enough medical resources and safety

for doctors. The hospital administrator such as medical superintendent needs to observe the situations in hospitals well. In micro level, conflicts can be occurred among doctors and patients because of FOC system and conflicts among the healthcare professionals can be seen because of shortage of human resources and over workload. Hence, policy makers and healthcare administrators need to reconsider the policy about healthcare system and modify to fulfill the needs of healthcare professionals and patients.

According to the research framework, important factors for job satisfaction of doctors such as physician factors and workplace factors were identified. And the questionnaire was developed to study the perception of doctors about those important factors. Furthermore, doctors also discussed about some other factors which were not stated in the research framework.

Among the factors stated in the conceptual framework, doctors disclosed that relationship with patients is the most important factor for job satisfaction. Then, physician well-being, autonomy, income and workload follow, respectively. According to Leigh et al. (2002), the author discussed that physician age is independently associated with job satisfaction, but it is not a strong determinant for doctors' satisfaction. In this study, doctors did not mention about physician age as an important factor for their job satisfaction. Therefore, physician age obviously is not a strong determinant for doctors' satisfaction.

Different studies (French et al., 2007 & Leigh et al., 2002) revealed different results regarding the relationship between physician specialty and job satisfaction. However, none of the participants discussed that physician specialty is one of the significant factors for job satisfaction in this study. Based on limited data, the association of doctors' satisfaction with physician age and specialty requires more research.

Regarding years of experience, Sarker et al. (2003) discussed that the more years of experience, the more job satisfaction. However, Clark et al. (1996) mentioned that the ones who stayed in work for long could see that the job is boring. In this study, five respondents disclosed years of experience as an important factor for job satisfaction. Among them, one participant revealed the more working experience, the less satisfaction while others discussed the more experience, the more job satisfaction. One doctor thinks that he has to face many problems, conflicts and responsibilities when he has more

experiences in public hospitals which affect his job satisfaction. On the other hand, other doctors perceive that if they have more experiences, they might gain more autonomy and professional development which increase their job satisfaction. Therefore, the result depends on the perceptiveness of doctors and it is in line with both studies.

In doctors' perceptiveness, physician well-being is one of the significant factors for job satisfaction which is in line with the results of previous studies (Wallace et al., 2009 & French et al., 2007). Doctors need to be in excellent condition both physically and mentally to give the quality healthcare services. If the doctor's well-being is not good, there can be errors in workplace which affect job satisfaction. In Myanmar, doctors have to face long working hours and there is not enough resting time for them. This situation can negatively affect the well-being of doctors which in turn impacts the job satisfaction.

There is a relationship between doctors' satisfaction and intention to quit the job. In this study, doctors revealed that they had intended to quit the job because of other factors such as low income and over workload. Previous study (Wen et al., 2018) also discussed that doctors intend to quit because of higher job title and higher work pressure. Therefore, it is clear that if the doctors are not satisfied with the job, they will quit.

In public hospitals in Myanmar, doctors are facing with over workload in everyday life. They claimed that many patients rely on public hospitals because of FOC system. Public hospitals have to provide medical services to patients which is more than the capacity of bed allocation. However, there is not enough doctor to provide medical services. New generation doctors also do not want to work in public hospitals because of several reasons such as low salary, over workload and poor professional development. Therefore, work demand is massive for the existing doctors and as a result, dissatisfaction will increase overtime. This result is in line with previous study (Williams et al., 2007).

In terms of autonomy, doctors claimed that they need to have the opportunity to apply the medical knowledge and make clinical decision. Having an autonomy as a doctor makes them satisfied with their job. They can learn more knowledge and gain experiences through clinical management. Doctors' satisfaction has been affected negatively when their autonomy is restricted which is in line with previous study (Stoddard et al., 2001). In Myanmar, only post graduate medical doctors and above level have the

autonomy for clinical management. Sadly, internship medical doctors and assistant medical officer do not have the chance to apply their knowledge.

According to the responses, the relationship with co-workers is important for doctors' satisfaction. They claimed that good clinical outcomes and job satisfaction can only be achieved if there is good relationship among doctors and other professionals. This result is supportive to the previous study (Linzer et al., 2000).

Good relationship with patients is very important for doctors to get a great clinical outcome. Bad relationship with patients can negatively impact the job satisfaction of doctors that lead to frustration, stress, burnout, and finally intention to quit the job. In Myanmar, doctor-patient relationship is good according to the culture. However, health education of patients is still low and doctors need more time to consult with them. Unfortunately, doctors are so busy because of over workload and they cannot give enough consultation time to the patients. It can affect the patients' satisfaction and doctors also feel guilty about that situation. This finding is in line with the previous literature (Mache et al., 2012).

Income is the fundamental important factor for job satisfaction of doctors. Doctors in this paper think that they should earn fair wages according to their workload and efforts. However, they do not earn the acceptable and competitive salary in public hospitals in Myanmar. This is one of the reasons that most of the new generation doctors do not want to work in public sector. Salary for doctors in Myanmar is unbelievably low and most of the doctors claimed that their salary is not enough to support their family. These findings are consistent with the previous studies (Robbins, 2002; Yaseen, 2013 & Grumbach et al., 1998). Physician engagement and satisfaction cannot be achieved if the income is not acceptable.

According to Ramasodi (2010), professional development is important for job satisfaction of doctors. In this study, doctors also claimed that professional development is one of the main reasons to work in public hospitals in Myanmar. Beyond the factors described in the research frame work, doctors also discussed other factors such as workplace safety, facilities and welfares, clear job description and political issues as significant factors for job satisfaction.

There are several factors which affect job satisfaction of doctors. Most of them are correlated to each other which means if one factor can be improved, other factors can also be improved spontaneously. Currently, income of the doctors is low and professional development cannot be guaranteed. Autonomy is also limited for young doctors. Moreover, there are no other benefit such as facilities and welfare. These conditions make the doctors feel upset. Therefore, existing doctors do not want to work in public hospitals anymore and new generation doctors also have no motivation to work in public sector.

In this way, human resource in public hospitals is getting lower. Most of the patients mainly rely on public sector, but number of doctors who provide medical services is low. As a result, workload is huge for existing doctors and they cannot offer quality healthcare services. Moreover, there is no clear job description for doctors. Therefore, they have to deal with unreliable jobs which enhance a burden of over workload.

Because of over workload, doctors have to work for long working hours and they cannot have enough time for personal issue. Physician well-being is negatively impacted as a consequence of over workload. Furthermore, problems and conflicts can be met among healthcare professionals when they have to work beyond their capacity. Doctor-patient relationship can be damaged when doctors cannot offer enough consultation time for patients.

Doctors intend to quit the job because of those situations. In addition, there is no workplace safety for doctors which make them feel insecure to work in public hospitals. Political instability is also one of the factors that make doctors feel upset. Obviously, all factors are correlated with each other which lead to job dissatisfaction of doctors. However, most of these factors are modifiable. That is why policy makers and administrators should address the perception and expectation of doctors regarding factors affecting job satisfaction and enhance doctors' satisfaction.

5.2 Managerial Implications

Healthcare industry is growing in worldwide as well as in Myanmar. Healthcare service quality has been improved in both public and private healthcare sectors in Myanmar. Yet, there is still room for improvement. In this study, job satisfaction of doctors working in public hospitals in Myanmar had been explored since the doctors are fundamental components of healthcare industry. Knowing and understanding the insightful information about doctors' satisfaction will help the policy makers to improve the healthcare system of Myanmar.

According to the findings, most of the doctors think that current healthcare system in Myanmar is not suitable because of limited allocation of budgets and resources to healthcare sector. Most of the patients are poor and they rely on public hospitals. They perceive that all medical services in public hospitals are free of charge. But in reality, public hospitals can provide only some medical service for free of charge. Doctors are also suffering from over workload and problems with patients because of unreliable healthcare system.

Observing the real situation in public hospitals would be helpful for healthcare policy makers to improve the current healthcare system. Visiting to public hospitals should be done to identify the real situation that doctors are facing at the moment. Arranging meetings with hospital administrators, and conducting surveys about perception and expectation of doctors and patients on healthcare services would help the administrators to gain insightful information. By utilizing the information and improving the weak points, healthcare system of Myanmar can be improved.

The administrators should also consider about multi-payer universal health insurance policy for the citizens as in other countries such as Germany where the family members can be accessed quality healthcare services in public hospitals just by paying monthly insurance payment. In Myanmar, the amount of the insurance plan should be fair for the citizens.

Before implementing the insurance system, the government needs to conduct the research about people's opinion. If the responses are acceptable, insurance policy should

be introduced and people should be shared about the benefits from this policy. Implementing the policy only is not enough. Policy makers have to listen the feedbacks from hospital administrators, doctors, nurses, and patients as well and improve the system continuously. Then, with those extra budgets from insurance payments, wages of healthcare professionals and facilities could be improved. In this way, new generation doctors could be recruited. Then, workload could be reduced and job satisfaction of doctors might be increased.

To improve job satisfaction doctors, firstly income should be increased to acceptable amount. 275000 MMK (171 USD) is very low in compared to the doctors' wages in other neighboring country such as Thailand where doctors can earn around 20000 THB (605 USD) in public hospitals. Healthcare administrators should ask the government to increase the budget allocation for healthcare sector so that doctors can earn acceptable salary.

Conducting survey about expected salary range of doctors in public hospitals should be done. After that, competitive salary should be offered to doctors. For example, offering 500000 MMK (303 USD) salary for medical doctors can boost the job satisfaction. If the new pay skill is not working, the administrators should reconsider about the newer strategy regarding income of doctors. Nevertheless, acceptable income of doctors should be fulfilled first since it is basic physiological need.

For professional development, it is also not satisfactory for doctors. They have to spend at least one-year in-service training in public hospitals to sit entrance exam for their interesting specialty. During that period, doctors have to work in different departments in assigned public hospital. Sometimes, they cannot study and get experience in their interesting specialist department.

Therefore, hospital administrators should arrange meetings regularly with doctors and they should be assigned to work in department where they can study their particular interest. There should also be clear policy in recruiting the specialist doctors. For example, setting the minimum grade and scores for recruiting the doctors who want to study master's degree and doctoral degree during the entrance examination. In this way, leaving the job because of few positions for professional development could be reduced.

Administrators should also think about autonomy especially for junior doctors. They should be given a chance to learn knowledge from seniors and opportunity to apply their knowledge by their own decision. They should not be controlled by seniors all the time. If they have a chance to make clinical decision, they might feel sense of independence and their satisfaction will increase. To boost the autonomy, clear responsibility and accountability should be set for medical doctors. For example, implementing policies and procedures that allow young doctors to participate in clinical management may improve physician's sense of control over his responsibilities. By letting the doctors have an autonomy according to their positions, job satisfaction and motivation can be achieved.

Facilities and welfares for doctors should be considered to improve. Facilities such as medical equipment, machine and instruments should be well-functioned so that working process will go smoothly. Hospital administrators should make continuous assessment about medical equipment and facilities. Purchasing the new technology machines, 24 hours laboratory and radiology services, and replacing the old medical equipment with new ones should be done to increase the efficiency.

Welfares such as accommodation should be offered to doctors especially who are from other provinces. Hospital administrators should ask more budget for infrastructure and offer the accommodations for doctors and other healthcare professionals. By providing welfares, they might reduce the burden to rent a room. Furthermore, providing the accommodation near the hospital can reduce the commuting time.

Clear job description should also be provided to doctors especially during recruiting process. Lack of clarity about the role of physicians can be a cause of job dissatisfaction. Doctors should be accountable for clinical management only. For other tasks in hospitals such as recording the number of patients' visits and medical resources recording, the hospital administrators should hire the accounting staffs to handle. Besides, there is no pharmacists in public hospitals and they should be hired to improve operations.

To reinforce the workplace safety, there should be strong laws and regulations that can protect doctors and other healthcare professionals from any harm and danger. Myanmar Medical Association (MMA) and Myanmar Medical Council (MMC) should protect the doctors by reinforcing the rules and regulations.

If these factors can be fulfilled, doctors' satisfaction might increase and administrators could persuade new generation doctors to work in public hospitals. Then, workload can be distributed among doctors and long working hours can be reduced. This will benefit the well-being of doctors. Consequently, they will have enough recovery time to rest and personal time for their family. Excellent physical and mental well-being can help the doctors to focus on their job and enhance job satisfaction.

If workload can be reduced, there will be few frictions and conflicts among co-workers. Moreover, doctors can give enough consultation time for patients which will improve relationship with patients. Policy makers should emphasize to improve those factors for job satisfaction of doctors. If doctors' satisfaction increases, there will be less intention to quit the job. Vice versa, the less intention to quit the job, the more job satisfaction of doctors can be achieved. Figure 5.1 shows the propositions to increase the job satisfaction of doctors.

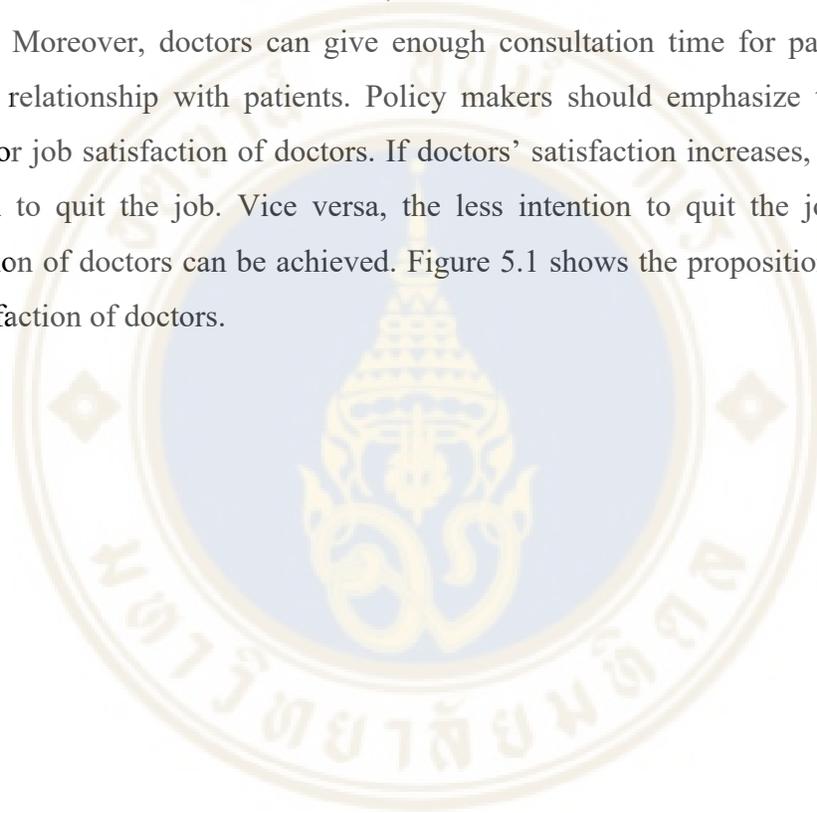




Figure 5.1 Propositions for Job Satisfaction of Doctors

Understanding the connection of those factors will help the healthcare administrators to solve the problems and implement new strategies. Therefore, policy maker should make assessment systemically and try to improve the factors so that job satisfaction of doctors will increase.

5.3 Research Limitations

In this study, some limitations were met while doing the research. Firstly, the study was conducted by using only qualitative method. The quantity regarding job satisfaction of doctors working in public hospitals was not measured in this research. And time was too short to do the research in a large scale. This study was only conducted among 30 doctors in four public hospitals in Yangon, Myanmar. Therefore, the research findings do not represent the whole population of doctors working in public hospitals in Myanmar.

Furthermore, the majority of the respondents (76.67%) are young doctors who were below 30 years of age. Thus, the research findings were based on the perspective of young doctors. In addition, there was Covid-19 pandemic while conducting the research. Hence, the researcher could conduct the interview via telephone only because of rules and regulations of government. Lastly, this study was based on self-reporting and it might be possible that the findings were based on subjective perception.

5.4 Suggestion for Future Research

This study was conducted to explore different issues in compensating the job satisfaction of doctors working in public hospitals in Myanmar. In order to get a complete and accurate data about doctors' satisfaction, a larger sample size would be required. Future research with larger sample size conducting in public hospitals in other cities of Myanmar is recommended to provide a deep understanding about doctors' satisfaction issue.

Even though there are some researches about patients' satisfaction issue in Myanmar, no similar research study about doctors' satisfaction was found at the time of research. Therefore, this study should be the foundation for the future researchers who have an interest about job satisfaction of doctors in Myanmar. Lastly, this study should be beneficial for the government to get an insightful information about why the doctors quit the jobs and in which aspect the healthcare sector should be improved.

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Appendix A: Certificate of Authenticity



Institutional Review Board, Institute for Population and Social Research, Mahidol University (IPSR-IRB)

Established 1985

COA. No. 2021/05-117

Certificate of Approval

Protocol No.: IPSR-IRB-2021-117

Title of Project: Qualitative Study of Doctors' Satisfaction Working in Public Hospitals in Myanmar

Approval Includes:

- 1) Principal Investigator: Mr. Zwe Waiyan
Affiliation: College of Management, Mahidol University
- 2) Submission Form
- 3) Interview Guideline
- 4) Participants Information Sheet
- 5) Informed Consent Form

IPSR-IRB is in Full Compliance with International Guidelines for Human Research Protection such as Declaration of Helsinki, The Belmont Report, CIOMS Guidelines and the International Conference on Harmonization in Good Clinical Practice (ICH-GCP)

Date of Approval: 21 June 2021

Date of Expiration: 20 June 2022



Signature of Chairperson: 

(Professor Emeritus Dr. Pramote Prasartkul)

IPSR-IRB Chair

Appendix B: Interview Guideline

Introduction: The interview was conducted to explore the doctors' satisfaction working in public hospitals in Myanmar.

Length of Interview: Approximately 15-20 minutes

Mode of Interview: Individual in-depth interview through telephone since face-to-face interview cannot be conducted.

Interview Questions:

13. Please mention your age and working hospital.
14. Please indicate your specialty and year of working experience.
15. How do you think about current health system and provided healthcare services in Myanmar?
16. What kinds of factors do you think are important for the job satisfaction of doctors?
17. Do you think that physician well-being affects the job satisfaction? Please share your opinion.
18. Have you considered to leave your profession? If yes, please explain why you intended to quit.
19. How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
20. Do you think you have autonomy and accountability for your current position? Please share your experience.
21. Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
22. How do you think about doctor-patient relationship in Myanmar?
23. Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
24. What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?

Appendix C: Interview Transcription Sheets

Participant (1) – Code N1

- Please mention your age and working hospital.
 - I am 25 years old, currently working in North Oakkala General Hospital.

- Please indicate your specialty and year of working experience.
 - I am now studying general medicine. I have work experience of 1 year and 6 months.

- How do you think about current health system and provided healthcare services in Myanmar?
 - Currently, provided healthcare services can cover more than before and the cost is cheaper in public hospitals. But available services may differ according to wards. For the health system, doctor patient ratio is low. Therefore, best quality care cannot be achieved. Moreover, there are a lot of paper works for doctors and we cannot get enough medical skills.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - In my opinion, acceptable workload, workplace safety and good relationship with co-workers. For instance, if one doctor has to take care of five patients, then he can give the best quality care and he would be satisfied in his work.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - I agree with that. If the doctor has the problem with mental and physical wellbeing, it might affect the job satisfaction. For example, if the doctor is not in good mood because of his family issue and he has to work for 24 hours in hospital for many days, he might not feel satisfied in his work.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - o No, I haven't considered about it. It is not because of job satisfaction, but because of professional development.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - o Workload in public hospitals is huge. But if the teamwork and relationship with co-workers are good, job satisfaction can be acceptable even though it is tired for me.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - o I am just graduated from medical university and working in tertiary hospital. There are a lot of seniors and I don't need to take a lot of responsibilities. It is acceptable for me.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - o There was only just a small conflict and it did not affect my job satisfaction.

- How do you think about doctor-patient relationship in Myanmar?
 - o Normally, most of the patients are good to communicate with. Sometimes, they are low educated and it is so tired for me to consult with them. It depends on individuals.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?

- In terms of income, it is so low. Since our country is poor, I have to accept this amount. But I hope to get more salary.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I work in public hospital because of this factor. I will study Master of Science, Dermatology in the future.
- Do you want to add more for this issue?
 - I think our healthcare system improve in compared to the past. Especially during Covid-19 pandemic, we can offer our services in free of charge. But now, health system falls because of coup d' état.

Participant (2) – Code N2

- Please mention your age and working hospital.
 - I am now 26 years old, working in North Oakkala General Hospital.
- Please indicate your specialty and year of working experience.
 - Now I am studying general medicine and I have worked in public hospitals for 1 year and 4 months.
- How do you think about current health system and provided healthcare services in Myanmar?
 - Health system of Myanmar is FOC system. But government cannot supply all medical resources. Sometimes, patients have to pay for some medical services. For doctors, there are a lot of workloads to handle and no time to take a break. So, it is not good for us and I am not satisfied.
- What kinds of factors do you think are important for the job satisfaction of doctors?

- In my opinion, the first priority is working hours. Doctors have to stay in hospitals for many hours and we are not satisfied with it. The second factor is income. We earn very low incomes. Another factor is relationship with co-workers. I think these factors are important for job satisfaction of doctors.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - If doctor's well-being is not good, he would not be satisfied in the job. Since our profession is easy to get sick, we need to take care of ourselves too. For example, we are facing with so many infections. If we are healthy, we can treat patients well and we are satisfied with the job.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - I haven't considered it before even I am tired. But now, I am considering because of political issues.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - I think it is strongly related to job satisfaction. Now we are handling over workloads and no time to learn more for career development. If workload can be reduced, I think our satisfaction will increase.
- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - In my position, I have limited responsibility and autonomy. I think because of workload, I have to do some tasks which are not reliable to my profession such as accounting. For autonomy, I am not satisfied.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - o Since we have limited medical resources and human resources, sometimes we have conflicts among co-workers. These problems are getting bigger sometimes and it is not good for working environment. For this, I am not satisfied.

- How do you think about doctor-patient relationship in Myanmar?
 - o For doctor-patient relationship, we don't have enough consulting time. So, patients are not satisfied with our services. And job satisfaction of doctors is also decreased.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - o Our income is very low. I can spend that amount of money for my daily use only. I cannot support to my family. I am not satisfied with my income.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - o I want to be a specialist in the future. I work in public hospital because of my professional development. In Myanmar, we have to work two years for government to become a specialist. But there are just a few positions to apply in a year. I cannot expect a lot for my professional development. So, I think it is not good.

Participant (3) – Code N3

- Please mention your age and working hospital.
 - o I am now 26 years old. I am working in North Oakkala General Hospital.

- Please indicate your specialty and year of working experience.

- I am in general medical field and I have 1 year and 6 months working experience.
- How do you think about current health system and provided healthcare services in Myanmar?
 - Now our health system is FOC system. But government cannot fully support. And there are over workload in public hospitals. It would be better if there are more doctors and can offer better healthcare services.
- What kinds of factors do you think are important for the job satisfaction of doctors?
 - I think workload is very important. If doctor-patient ratio is higher, we can reduce over workload. And another important factor is medical training. Doctors will be happier if they get more medical knowledge and skills. Moreover, salary is one of the important factors.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - In Myanmar, doctors cannot get sick leave easily because there are a few doctors in public hospitals. So, we are not happy to work in public hospitals.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - Yes, I have considered about it. Because I am tired because of over workload and low salary. I cannot support to my family.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - If there are over workload, I cannot fully concentrate on my work and in that time, I am easily to get annoyed. Sometimes, I even shout at patients and it

is not good. And I cannot give good quality of care to patients. I am not happy in work in those times.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - o In some wards, I have autonomy to give treatment. But in some wards, I have no autonomy. I want more autonomy as a doctor.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - o I have good relationship with co-workers. If the relationship is not good, it might affect job satisfaction.

- How do you think about doctor-patient relationship in Myanmar?
 - o It depends on patients. For some patients, I am satisfied with my work even I am tired. But for some patients, it is difficult to deal with.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - o My income is very low. I am from another province and I have to rent accommodation by myself. So, I cannot support to my family.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - o I work in public hospital because I want to be a specialist. In Myanmar, it is difficult to become a specialist because even I pass the entrance exam, there are just a few positions. So, if I cannot become a specialist, it might affect my job satisfaction.

- Do you want to add more for this issue?

- If the doctors get more training since from internship life and income is acceptable, I think more doctors will work in public hospitals. In this way, we can also reduce the workload.

Participant (4) – Code N4

- Please mention your age and working hospital.
 - I am now 27 years old. My working hospital is North Oakkala General Hospital.
- Please indicate your specialty and year of working experience.
 - I am now working in general medical field. I have 1 year and 6 months working experience.
- How do you think about current health system and provided healthcare services in Myanmar?
 - Myanmar health system is FOC system but medical supplies are not enough. So, patients have to pay for some medicine. In some hospitals, some medical services such as blood tests and CT scan are not available after office hours. It is difficult for doctors to give the prompt treatment to patients.
- What kinds of factors do you think are important for the job satisfaction of doctors?
 - I think income of a doctor is important. In Myanmar, it is very low. And another factor is professional development. Most of the doctors are working in public hospitals because of this factor. Relationship with co-workers is also important for job satisfaction of doctors.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - Physician well-being is important. Especially during Covid-19 outbreak, we are very tired both physically and mentally. I even took some sedative drugs

to fall asleep at night. If we are not healthy, we can make wrong decisions and cannot finish our tasks on time. Those conditions might affect job satisfaction of doctors.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - Yes, I have considered about it because I cannot support my family. My professional development is uncertain and my income is low.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - There is over workload in public hospitals. We have to do some unreliable jobs such as paper work. That is why most of the doctors in Myanmar quit the job.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - I think my autonomy is unsatisfiable. Because instead of treating the patients, I have to do some jobs such as accounting.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - Sometimes I face some problems with nurses. It is mainly because of poor resources and over workload. Our relationship can be damaged because of those reasons and my job satisfaction decreases.

- How do you think about doctor-patient relationship in Myanmar?
 - Doctor-patient relationship is not good enough because of system error. Doctors are facing over workload and we cannot give enough time to

patients. So, our relationship is not good and it can affect job satisfaction of doctors.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - o My income is very low and it is not enough to support my family. So, I have to work in private sector as my second job. That is why I have no time for my family.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - o I want to become a specialist as my professional development. It is difficult to say about relationship between job satisfaction and career development because if I become a specialist, I might face more stress.

Participant (5) – Code N5

- Please mention your age and working hospital.
 - o I am 29 years old and working in North Oakkala General Hospital.
- Please indicate your specialty and year of working experience.
 - o My specialty is anesthetic medicine. I have 2 years working experience.
- How do you think about current health system and provided healthcare services in Myanmar?
 - o For Myanmar health system, I think we need more human resources in public hospitals. Moreover, our health system is FOC system. However, the government cannot guarantee for that since we have no health insurance policy in Myanmar. For healthcare services, we cannot offer quality health services because we have poor resources.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - In my opinion, workload is important. In Myanmar, doctor-patient ratio is low and we are facing with over-workload. Other factors are facilities for doctors and income which are important for job satisfaction. Welfare such as accommodation should also be offered to doctors since salary is very low.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - I think so. Doctors need to be healthy to treat the patients well. If his well-being is not good both physically and mentally, he might not feel satisfied in his work.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - Yes, I have considered about it. Because for my specialty, I have to communicate with different departments. Sometimes, I face poor relationship with co-workers which makes me feel upset.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - In public hospitals, we are facing with over-workload. We cannot have enough time to rest because doctors are not enough. So, we are very tired in hospitals.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - For my position, I have autonomy. Especially during Covid-19 outbreak, human resource is not enough. So, I have to take care of a lot of stuffs and I can learn more. I am satisfied with it.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - Yes, I have faced some problems. At that time, I don't want to work anymore and I am really disappointed. When our relationship with co-workers is not good, working process will not go smoothly.

- How do you think about doctor-patient relationship in Myanmar?
 - Patients are good and they understand us. In most of the time, doctor-patient relationship is good. I am satisfied in dealing with my patients.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - Internationally, the income of doctors in Myanmar is really low. Even though there are over-workload and long working hours, there is only basic salary and no incentives for us.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I want to get more training and experiences. If we can get chances to study more for professional development, we will be happier to work in public hospitals.

- Do you want to add more for this issue?
 - It would be better if the hospital can provide medical services such as blood tests for 24 hours.

Participant (6) – Code N6

- Please mention your age and working hospital.
 - I am 31years old. My working hospital is North Oakkala General Hospital.

- Please indicate your specialty and year of working experience.
 - My specialty is obstetrics and gynecology. I have 5 years working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - Our health system lags behind. For patient, they have poor health education. For doctors, treatment guideline needs to be upgraded. For administrators, they should implement newer medical resources. There is FOC system, but it is not effective. Moreover, there is no quality healthcare service because of poor human resources.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - I think workload is important. There should also be good doctor-patient relationship, good relationship with co-workers and acceptable medical resources.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - There is over workload in public hospitals. So, doctors have to struggle and it affects our well-beings. We cannot get sick leave easily which might affect our job satisfaction.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - Yes, I have considered about it. When I was sick, I could not get sick leave and I had to work because of poor resource. I wanted to leave from the job. At that time, my job satisfaction was so poor.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - o Workload affects our job satisfaction. If there is over workload, we cannot offer quality health services which is not good for patients. If the outcomes of the patients are not good, our job satisfaction declines too.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - o As a senior medical doctor, I have full responsibility. Here, there is step down regulation which means I have to take care of my tasks which is not my responsibility. But I am satisfied with it.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - o I have faced some problems with my college. Our relationship is not that good because of because of over workload and system. It affects our job satisfaction.

- How do you think about doctor-patient relationship in Myanmar?
 - o Sometimes doctor-patient relationship is not good because of FOC system. Patients think all medical services are free of charge, but that system is not reliable. Patients have to pay for some medical services. So, patients misunderstand the doctors and our relationship is damaged which affects our job satisfaction.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - o The income for a doctor is very low in public sector. It is not enough. So, we have to work in private sector too for extra income.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - o I work in public sector because I want professional development. We can have a chance for further studying only when we work in public sector. It is a regulation in Myanmar. But we cannot get proper training.

- Do you want to add more for this issue?
 - o I think we need to improve a lot such as income, professional development, workload and relationship with co-workers.

Participant (7) – Code N7

- Please mention your age and working hospital.
 - o I am 34 years old. I am working in North Oakkala General Hospital.

- Please indicate your specialty and year of working experience.
 - o My specialty is pediatric medicine. I have 8 years working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - o Our system is FOC system. But government cannot fully support. There is over workload for doctors because of poor human resource. For medical services, it depends on the hospital.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - o The first one is workload. If over workload can be solved, satisfaction will increase. Another factor is income which is very low at the moment. Professional development is also important for doctors.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.

- Yes, it can affect job satisfaction. If doctor is sick, he cannot work well. Then, his job satisfaction might decline. I am the only one in charge for one ward in my department. I cannot fully rest and in long term, I am stressed.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - I have considered about it because of low income, over workload and poor professional development.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - Normally, workload is huge in public hospitals. As a pediatric specialist, I have to take care of tasks such as in-patient care, out-patient care, immunization program, etc. Over workload is due to poor human resource. I have no time to rest and my job satisfaction declines.
- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - For autonomy and accountability, I am satisfied with it.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - Normally, I have good relationship with my co-workers. Sometimes, I have faced some conflicts with my colleagues. We need good relationship with co-workers for job satisfaction.
- How do you think about doctor-patient relationship in Myanmar?
 - For me, I have good relationship with my patients.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - Income is very low for a doctor. I am not satisfied with it.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - From this profession, I want to pursue master degree. Professional development is important for job satisfaction. If there is no professional development, job satisfaction will decline.

Participant (8) – Code N8

- Please mention your age and working hospital.
 - I am 29 years old. I am working in North Oakkala General Hospital.
- Please indicate your specialty and year of working experience.
 - My specialty is general anesthesia. I have 5 years working experience.
- How do you think about current health system and provided healthcare services in Myanmar?
 - In terms of medical services, it is not different between public and private hospitals. But for healthcare system, it is not that good in public sector for both doctor and patients because of over workload.
- What kinds of factors do you think are important for the job satisfaction of doctors?
 - For job satisfaction, there should be acceptable income, reliable workload and working hours, good relationship with patients and co-workers.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.

- Yes, physician well-being is important. If a doctor is sick, he cannot work well and it affects job satisfaction. It is also difficult to get a sick leave in Myanmar.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - Yes, I have considered about it because of some conflicts with co-workers and over workload.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - There are a lot patients and few doctors in public hospitals. So, workload is massive and doctors have to work for long duty hours. It can damage job satisfaction.
- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - As an anesthetist, I have to take care of my patients throughout the operation process. So, I have fair autonomy in my position and I am satisfied with it.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - Normally, I have good relationship with co-workers and I am satisfied with it. But sometimes, I feel stressed because of some conflicts.
- How do you think about doctor-patient relationship in Myanmar?
 - Doctor-patient relationship is good in Myanmar. Sometimes, patients are difficult to communicate because of low health education. If we can have more time, we can consult more and our relationship would be better.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - Our income is very low. I am not satisfied with my current income.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - There is no much opportunity to learn for my professional development.
- Do you want to add more for this issue?
 - I think in terms of working experience, when I had few experiences, I was satisfied. But the more working experience, the less I feel satisfied with my work.

Participant (9) – Code I1

- Please mention your age and working hospital.
 - I am now 26 years old and working in Insein General Hospital.
- Please indicate your specialty and year of working experience.
 - Now I am studying general medicine. I have worked for 1 year and 7 months.
- How do you think about current health system and provided healthcare services in Myanmar?
 - Our health system is now Free of Charge (FOC) system. In patient's point of view, it is good for them. But in doctors' point of view, it is not good because we cannot fulfill their expectations. And I think primary healthcare should also be improved so that we can reduce workload in public hospitals.
- What kinds of factors do you think are important for the job satisfaction of doctors?

- I think passion to work, good income, training for doctors, workplace safety, good relationship with co-workers and acceptable workload are important factors for the job satisfaction.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - I think so. We have to work for many hours in hospitals and it affects our well-being. We also need to study for professional development and we are stressed and depressed especially if the exam is near. These situations can decrease job satisfaction of doctors.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - I haven't considered about it. But I wanted to take a break.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - If there are over workload, doctors' satisfaction will decrease. For example, in Obstetrics and Gynecology ward, there are a lot of works to do. Sometimes, I am impatient and over workload affects my job satisfaction.
- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - It depends on the wards. For instance, I got a lot skills in surgical ward, anesthetic ward and emergency department. But in medical ward, I am not satisfied with my autonomy.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?

- I have experienced a small conflict with nurse. But it does not affect my job satisfaction.
- How do you think about doctor-patient relationship in Myanmar?
 - Mostly, 70% of doctor-patient relationship is good in hospitals. Patients are satisfied with our healthcare services and doctors are also satisfied with it. But sometimes, there are some patients who are difficult to consult with.
- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - I think our income is so low in compared to workload. We do not get any welfares and other benefits from the government. At least, I hope workplace safety and overtime payment.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I expect to be an orthopedic surgeon. I work here because of this professional development.
- Do you want to add more for this issue?
 - I want the government to change the healthcare system such as universal health coverage. Every citizen has to pay for their health insurance for the improvement of our health system.

Participant (10) – Code I2

- Please mention your age and working hospital.
 - I am now 26 years old and working in Insein General Hospital.
- Please indicate your specialty and year of working experience.
 - I am general physician and I have 1 year and 6 months work experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - o Currently, health system of Myanmar is Free of Charge (FOC) system. Actually, this system does not fit with Myanmar's economic condition. For example, some kinds of drugs are not available in hospitals. So, patients have to buy for that. Human resource in health industry of Myanmar is also not enough. Hence, doctors have to face with a lot of workloads and stress in everyday life. It would be better if some insurance policy has been implemented for the better health system.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - o I think if the quality healthcare services can be delivered, I would be happy. Another factor is workload. Now one doctor has to work from 24 to 48 hours per duty. Relationship with co-workers is also an important factor. Moreover, workplace safety, facilities and income are also needed to be considered for doctors' satisfaction.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - o I agree with that. Because if the doctor is not well mentally or physically, then he might not satisfy in his workplace. So, he also needs to take care of his well-being.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - o I haven't considered about it yet. Now I am working because of my professional development. If I am not satisfied in my job anymore, I will consider about it.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - Of course. Over workload can affect the job satisfaction. We are human beings and we have our own capacity to work. If we have to work beyond our capacity, we can make a lot of medical errors. Now we are facing with over workload every day in public hospitals.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - The hospital that I am working right now is teaching hospital. So, there are a lot of seniors and we don't need to take a lot of responsibilities. I am satisfied with my autonomy.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - I haven't faced that kind of problem. But if we have that kind of conflicts, it might affect our job satisfaction. Because we have to work as a team to treat a patient. So, it is very important to have a good relationship with co-workers.

- How do you think about doctor-patient relationship in Myanmar?
 - Normally, doctor-patient relationship in Myanmar is good. Patients used to pay respect to doctors and they listen to doctors. For this factor, I am satisfied.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - I am not satisfied with it. The salary that one doctor get for month is very low. We can find that amount of money just by selling burgers. But since our country is poor, we cannot expect a lot.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - o What I expect is to become an orthopedic specialist. We work in public hospitals because we want professional development. I think it is important for job satisfaction of doctors.

- Do you want to add more for this issue?
 - o Our health system needs to be improved a lot in compared to international health systems in my opinion.

Participant (11) – Code I3

- Please mention your age and working hospital.
 - o I am 25 years old, working in Insein General Hospital.

- Please indicate your specialty and year of working experience.
 - o Now I am studying general medicine. I have worked for around 6 months.

- How do you think about current health system and provided healthcare services in Myanmar?
 - o Generally, I think our health system is not good. But during Covid-19 pandemic, it improves a lot. But workload is huge for healthcare professionals since we do not have human resources. It is not good for both doctors and patients.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - o I think doctor-patient relationship, relationship with co-workers, income and workload are very important for job satisfaction.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - I think so. If doctor's well-being is not good, he would not feel happy working in hospital. If the doctor is sick, he would feel stressed about his job. Vice versa, if the doctor is stressful in the workplace, he could be sick. They are related and important for job satisfaction.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - Yes, mainly because I am not satisfied with the relationship with co-workers.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - We do not have enough human resources. During Covid-19 outbreak, there are over workload and we are so tired. In terms of job satisfaction, I am not satisfied with it.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - In my job position, I can make clinical diagnosis and give treatment. For autonomy, I am satisfied.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - I have faced a lot of conflicts. Especially because we have over workload. So, we are impatient to each other and have some problems among doctors and technicians. In this situation, we are not satisfied.

- How do you think about doctor-patient relationship in Myanmar?

- I think doctor-patient relationship is good in Myanmar. Patients used to listen to doctors and they are satisfied with our treatment. If they are satisfied, doctors are also satisfied.
- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - Our current income is very low. I think it is related with job satisfaction but in Myanmar, we know about the income already. Most doctors are working in public hospitals not because of income, but because of other factors such as professional development.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - Now coup d' état happens in Myanmar. So, I am considering to resign. I do not expect professional development in Myanmar.

Participant (12) – Code I4

- Please mention your age and working hospital.
 - I am 26 years old and working in Insein General Hospital.
- Please indicate your specialty and year of working experience.
 - Now I am general medical field. I have 1 year and 6 months work experience.
- How do you think about current health system and provided healthcare services in Myanmar?
 - I think current health system is not reliable. Even though it is FOC system, patients still have to buy some drugs which are not available in hospitals. For doctors, they have to treat the patients with the available drugs only. So,

it is better to implement insurance policy and effective tax collection for healthcare sector.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - o I think good relationship with co-workers is necessary for job satisfaction. Because doctors working in public hospitals do not expect for high income, but they want professional development in a good environment. And another factor is specific accountability for job satisfaction.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - o Doctors' well-being is important for job satisfaction. If he is stressed, he cannot sleep well and his well-being might be damaged. Then, job satisfaction could not be accomplished.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - o Yes, I have considered about it. Mainly because of no enough medical experience, high working hours and poor relationship with co-workers.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - o In public hospitals, there are over workload because of not only many patients but also a lot of paper works. It is not acceptable for me.
- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - o I don't like my autonomy. I think it depends on hospital. In this hospital, I do not have many responsibilities. I have to do a lot of paper works.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - o I have one experience with my senior. In Obstetrics and Gynecology ward, that senior prioritize his patients only. So, I have a conflict with him. I lost opportunities to learn because of that kind of relationship with my senior. I am not satisfied with it.

- How do you think about doctor-patient relationship in Myanmar?
 - o I think doctor-patient relationship in Myanmar is good. Mostly I am satisfied with my patients. There are only few patients who are difficult to consult.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - o To be honest, my salary is very low in compared to my education and degree. I have to work more in private sector to get more income and I lost my private times to spend with my family.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - o I want to be a specialist or township medical officer in the future. I think I will be more satisfied if I see my professional development.

Participant (13) – Code I5

- Please mention your age and working hospital.
 - o Now I am 25 years old and working in Insein General Hospital.

- Please indicate your specialty and year of working experience.
 - o Now I am working in general medical field. I have 1 year and 6 months working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - In Myanmar, doctor-patient ratio is so low and there is over workload. So, doctors cannot provide good quality care to patients. And even though it is FOC system, government cannot provide all medical supplies for free.
- What kinds of factors do you think are important for the job satisfaction of doctors?
 - For the doctors' satisfaction in public hospitals, I think workload and relationship with co-workers are very important. Moreover, salary in Myanmar is so low. It needs to be increased.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - Well-being of doctors also matters. Doctors need to be healthy so that he can work well. If he is not healthy, he cannot focus on work. But in Myanmar, even we are sick, we still need to go to work. It is not good.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - I have considered about it because of over-workload. And I have faced some problems with co-workers.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - Since we have to handle a lot, we are very tired in works and we cannot provide best quality care to patients. So, most of the doctors in Myanmar are not satisfied about it.
- Do you think you have autonomy and accountability for your current position? Please share your experience.

- For me, I have no autonomy to treat patients. I have to manage paperwork in most of the time. I do not have a chance to learn medical knowledge in hospitals.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - Yes, sometimes we face conflicts among co-workers. To treat a patient, we need teamwork. If our relationship is not good, we cannot achieve a good outcome. So, our relationship is important and it affects our job satisfaction.
- How do you think about doctor-patient relationship in Myanmar?
 - In public hospitals, we do not have enough time to consult with patients. Even though I want to listen more from patients, I cannot. So, patients may also feel unsatisfied about it and I also feel guilty.
- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - My income is very low. I have to work a lot but my salary is very low. For job satisfaction of a doctor, income also matters.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - For me, I want to get another master degree. If I get that degree, even though I might be tired, I think my satisfaction will increase.

Participant (14) – Code I6

- Please mention your age and working hospital.
 - I am 26 years old. My working hospital is Insein General Hospital.
- Please indicate your specialty and year of working experience.

- My specialty is general medicine. I have 1 year and 3 months working experience.
- How do you think about current health system and provided healthcare services in Myanmar?
 - I am not satisfied with Myanmar health system. It is FOC system, but the government cannot provide free of charge for everything. Moreover, there is no insurance system for healthcare sector. In terms of healthcare services, there is no quality healthcare services because of over workload.
- What kinds of factors do you think are important for the job satisfaction of doctors?
 - I think workload is important. Now there is over workload for doctors. And income is very low now. It should be increased.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - Yes, doctor's well-being is also important. Doctors need to be in good health to provide quality services to patients. If a doctor is sick, he cannot take care of patients well and he might not feel satisfied.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - I haven't considered about it. Because I need 2 years as a doctor in public hospital to join another specialty.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - Workload in public hospital is massive. If possible, a doctor should be in charge of some beds. But now he has to take care a lot of beds. There is over workload which make doctors feel stressed and there is no job satisfaction.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - o I am satisfied with my autonomy. I have to treat the patients under supervision of my seniors. I can learn from them.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - o I have faced some small problems with my colleagues. We have to work together to give good quality care to the patients. If our relationship is not good, quality care cannot be accomplished. I have good relationship with my co-workers.

- How do you think about doctor-patient relationship in Myanmar?
 - o I think doctor-patient relationship is good in Myanmar. Doctors have to study ethical issues in medical student life which is very helpful. I have good relationship with my patients.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - o Our income is very low. It should be increased so that the doctors' satisfaction will increase.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - o For my professional development, I would like to study more. We can get professional development in public hospitals by experiencing different kinds of medical cases.

- Do you want to add more for this issue?

- In terms of working experience, I think the more working experience, the more job satisfaction because doctors can get more skills from experience. Moreover, the salary of the doctors should be increased and workload should be reduced. Then, job satisfaction of doctors will increase.

Participant (15) – Code T1

- Please mention your age and working hospital.
 - I am 26 years old and working in Thingangyun Sanpya General Hospital.
- Please indicate your specialty and year of working experience.
 - I am now studying in general medicine and I have 1 year and 6 months work experience.
- How do you think about current health system and provided healthcare services in Myanmar?
 - I think Myanmar health system is just average which means in some aspects, it is good but, in some parts, it is not good. For example, facilities in public hospitals are not good but in medical supplies and services, government offers most of the drugs for free. In doctors' side, the workload is huge.
- What kinds of factors do you think are important for the job satisfaction of doctors?
 - I think intention to work is needed to be happy in public hospitals. Because if I have no intention to work, I will feel stressed and I will not be satisfied in my work. Another factor is workload. If workload is not acceptable, then doctors will not be satisfied for sure.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - I agree with that. Doctors have to work 24 hours duty in Myanmar. After that duty, his well-being would not be good. Then, he can feel sick and he

might not be satisfied with his job but it is not strongly related with job satisfaction.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - I haven't considered before. But now I am thinking about it because of coup d' état.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - Workload is a strong determinant factor for job satisfaction. In Myanmar, workload depends on wards. In some wards, there are over workload but in some wards, it is acceptable. In general, workload is huge in public hospitals. Doctors will not feel satisfied, if there is over workload all the time.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - For me, I am 70% satisfied with my accountability. For example, in surgical ward, I can make clinical diagnosis and give treatment. In medical ward, my autonomy is low.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - I have no conflict with my co-workers. If there is no good relationship with co-workers, it might affect job satisfaction.

- How do you think about doctor-patient relationship in Myanmar?
 - I think doctor-patient relationship is good. Normally, patients usually follow doctors' suggestions about treatment.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - As a doctor, my income is low. If the government offer more salaries, more doctors will work in public hospitals and we can reduce the workload. Now doctors also have to work in private sector for more income.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I want to become a specialist in internal medicine department. And I will continue to study cardiac or neuro medicine. Professional development is important to doctors' satisfaction.

- Do you want to add more for this issue?
 - Income and facilities should be improved so that job satisfaction of doctors will increase. For example, the policy makers should offer some accommodations for doctors and there should be appropriate room for doctors to rest.

Participant (16) – Code T2

- Please mention your age and working hospital.
 - I am 30 years old. Now I am working in Thingangyun Sanpya General Hospital.

- Please indicate your specialty and year of working experience.
 - My specialty is internal medicine and I have 6 years working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - Myanmar health system needs to be improved in both private and public sectors. We need to improve in health technology, providing health

education to patients and equity between urban and rural healthcare assessment. There is also limitation to offer quality health service because of poor resources.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - o I think workload and working hours are the most important factors because we need to take a rest. Another factor is work place safety. In hospitals, there should be safety for doctors and other staffs. But now, there is no workplace safety in hospitals. And income is also important for living. Moreover, good relationship with co-workers and patients are also important.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - o Doctor's physical and mental well-being are very important to offer the quality healthcare services. If the doctor is sick, he cannot consult effectively with the patients. In Myanmar, it is difficult to get a sick leave for doctor and job satisfaction also decrease.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - o For this, I have never considered about it.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - o There is over-workload in public hospitals because of poor human resources. For example, there is no pharmacist in public hospital. So, nurses have to take care of it and doctors also need to do unreliable jobs. So, doctors are more tired and our job satisfaction decrease.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - In treating the patients, I have autonomy and accountability. I am satisfied about it.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - I have faced some small conflicts. But we can solve the conflicts among us.

- How do you think about doctor-patient relationship in Myanmar?
 - I think doctor-patient relationship in Myanmar is good according to our culture. But there is still room for improvement. For example, we can improve our communication with patients by giving more consultation time if we can reduce the workload.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - Honestly, I am not satisfied with it. We need to spend money for our living but our salary is really low. I have to pay for my room rental fee every month and my salary is not enough for me.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I want to study more for my profession. If we have more opportunities for our professional development, our job satisfaction might increase even though we earn low salary.

- Do you want to add more for this issue?
 - Most of the doctors in Myanmar are not satisfied with their profession mainly because of low salary, no workplace safety and other factors. I think

policy maker should identify the root causes and try to improve. Then, fresh graduated doctors will work in public hospitals.

Participant (17) – Code T3

- Please mention your age and working hospital.
 - I am 33 years old and I am working in Thingangyun Sanpya General Hospital.

- Please indicate your specialty and year of working experience.
 - My specialty is internal medicine. I have 10 years working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - Our health system changes over decade. Before, patients have to pay out of pocket for everything. Now, we have FOC system. But it is not that reliable. Patients usually rely on public hospitals so doctors have to work a lot. However, there is no incentives for doctors.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - I think workplace safety, workload, income and other welfares for doctors are important for job satisfaction of doctors.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - Yes, well-being matters for the job satisfaction. We need to be healthy to work. In Myanmar, even we are sick, we cannot get sick leave. It is unsatisfactory for me.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.

- I have considered about it. Doctors are also human beings. We have our own capacity to work and we need acceptable salary for living. But it is not possible in Myanmar.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - To be honest, public hospitals are facing over-workload. Myanmar is a developing country and most of the people rely on public hospitals. But in public hospitals, we do not have enough human resources. our job satisfaction has been damaged a lot because of over workload.
- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - For me, I have full autonomy to make decision making and treatment. I feel safe because my seniors can cover if I make a mistake in treatment.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - I have faced some problems with colleagues mainly because we have no specific job description. At first, I feel annoyed. But later, it is not a big deal for me.
- How do you think about doctor-patient relationship in Myanmar?
 - In Myanmar, doctor-patient relationship is like two-way communication nowadays. They have more knowledge about health and doctors also need to be cautious in treatment. It is good to improve our health standard.
- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?

- Our salary is very low even among developing countries. We do not get other welfares too.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - There are few opportunities for our professional development. We need more medical training and training for ethical issues.
- Do you want to add more for this issue?
 - I have 10 years working experience but I do not get any welfare for that. It would be better to provide more salary. And there should be specific job description for doctors and we need to recruit more professionals such as pharmacists.

Participant (18) – Code T4

- Please mention your age and working hospital.
 - I am now 35 years old. I am working in Thingangyun Sanpya General Hospital.
- Please indicate your specialty and year of working experience.
 - I am working in urology department. I have worked for 8 years.
- How do you think about current health system and provided healthcare services in Myanmar?
 - There are only some changes in our health system. The government recruited more human resources but only some new generation doctors work in public hospitals. Budget for healthcare sector has also been increased but I think it is still not enough. Moreover, we have FOC system but it is not that reliable. Some patients do not get quality healthcare services because of limited resources.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - o I think professional development is necessary. But it only is not enough for job satisfaction. We need income, good relationship with co-workers and autonomy for satisfaction.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - o Doctors working in public hospitals also have to work in private sector because salary from public hospital alone is not enough. So, our physical well-being is not good. We have no personal time and our mental well-being can be damaged too. Our job satisfaction decreases because of our well-being.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - o I have considered to leave from working in public hospital. But I haven't considered to leave my profession. It is because the salary that I am earning from public hospital is not enough.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - o The workload in public hospital is massive. In my department, we can perform surgery for 25 patients per week. But around 100 patients are coming to get treatment per week. So, we cannot provide quality health services and enough consultation time to patients. I am not satisfied with my workload.

- Do you think you have autonomy and accountability for your current position? Please share your experience.

- In my department, I do not get full autonomy. But I think I am accountable in treating the patients.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - We have faced some conflicts with medical technicians. It is mainly because of over workload. But our relationship is good enough.
- How do you think about doctor-patient relationship in Myanmar?
 - Because of poor health education, patients used to rely on doctors. Our communication is more like giving an order from the doctors. In terms of relationship, it is good.
- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - Our salary is really low. It would be difficult to increase our wages from the government. So, instead of income, I focus on professional development.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I am satisfied with my professional development throughout my career.
- Do you want to add more for this issue?
 - To increase the job satisfaction of doctors, reliable working hours and workload, autonomy and acceptable income are very important.

Participant (19) – Code T5

- Please mention your age and working hospital.
 - I am 26 years old. My working hospital is Thingangyun Sanpya General Hospital.

- Please indicate your specialty and year of working experience.
 - My specialty is general medicine. I have 1 year and 6 months working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - Our health system is FOC system. But that system cannot cover to all population. For healthcare services, public hospitals cannot offer all necessary medical services to the patients because of limited resources. We need donors to help the patients in public hospitals. I think insurance system should be implemented for better health system.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - I think reliable income is important. Because we need to have more income which matches with our working hours. Moreover, more facilities should be installed in public hospitals such as monitors, machines, etc. Then, working processes will be smooth and efficient. In this way, we can reduce the workload.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - Physician well-being is important. If we are sick, we need to get sick leaves. When I was sick, I still have to work because of over workload. It is not good.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - I haven't considered about it. If you are not satisfied with your work, you will leave for sure.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - Workload in public hospitals is massive because new generation doctors do not want to work in public hospitals. When workload is huge, doctors are tired and their job satisfaction declines. We cannot have our full personal time.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - I have autonomy in clinical treatment and I am satisfied with it.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - There are just a few problems but no big problem. I have good relationship with my colleagues. If there is no good relationship, there can be medical errors in treating the patients which affect job satisfaction.

- How do you think about doctor-patient relationship in Myanmar?
 - At the moment, doctor-patient relationship is good. Especially Covid-19 outbreak, they understand our sides. If our relationship is not good, there can be misunderstanding and clinical outcomes will not be good.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - It is very low. I hope the administrators to consider the current income of doctors and improve it.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?

- In public hospitals, we can learn a lot. That is why, most of the doctors work in public hospitals. I am satisfied with my professional development.
- Do you want to add more for this issue?
 - Myanmar healthcare system should be improved. Administrators should recruit more doctors to reduce workload. To recruit more doctor, they should implement new policy which can support doctors with more income and welfares.

Participant (20) – Code T6

- Please mention your age and working hospital.
 - I am 26 years old. I am working in Thingangyun Sanpya General Hospital.
- Please indicate your specialty and year of working experience.
 - I am from general medical field and I have 1 year and 6 months working experience.
- How do you think about current health system and provided healthcare services in Myanmar?
 - Our health system is FOC system which is good for the citizens. However, we have poor human resources and poor medical supply. So, FOC system does not work well. Healthcare services are getting better in my opinion.
- What kinds of factors do you think are important for the job satisfaction of doctors?
 - Income is very important. Now it is very low in compared to workload. Welfare and facilities for doctors are also important. Another factor is workload. Moreover, clear job description is important. Now, we have to do a lot of paper works.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - Physician well-being is important. We need to be healthy to give quality health services.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - Yes, I have considered about it because of low income and over workload. If there is no job satisfaction, we will intend to quit.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - We are facing over workload in public hospitals. It is because of poor human resources and there are a lot of patients. So, our job satisfaction declines.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - In my position, I have to handle a lot of tasks which are not reliable. I have to do a lot of paper works instead of treating the patients.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - I have good relationship with co-workers. Sometimes, we face some conflicts because of over workload.

- How do you think about doctor-patient relationship in Myanmar?
 - Doctor-patient relationship is good in Myanmar. Our relationship is good except communication because of low health education. I am satisfied with dealing with my patients.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - Our income is very low. Our salary is not enough for daily usage. So, we have to work more in private sector.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - There is over workload and we have no time to study more for professional development. It is so difficult to become a specialist in Myanmar. That is why, some doctors quit the job.

- Do you want to add more for this issue?
 - A doctor should get acceptable salary, reliable workload and welfare for job satisfaction.

Participant (21) – Code Y1

- Please mention your age and working hospital.
 - 30 years old and I am working in Yangon General Hospital.

- Please indicate your specialty and year of working experience.
 - I am post graduate student in Pediatric Medicine and I have been working for 5 years.

- How do you think about current health system and provided healthcare services in Myanmar?
 - Currently, it is not good enough in my opinion. Normally patients used to go to quack doctors and they came late to hospitals. So, it is more difficult to treat the patients. Moreover, resources, time and facilities are limited in public hospitals. That is why I think system and provided services are not good enough.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - o I think doctor-patient relationship is important. Sometimes they do not follow doctors' suggestions. Basically, patients are poor and hospitals services are not fully covered for their treatments. So, it is so difficult to give the best quality care. Another factor is workload. Doctor-patient ratio is so low. Furthermore, workplace safety and facilities for doctors are also important.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - o Of course. In Myanmar, doctors have to work for 24 hours duty and mostly they have to stay in hospital. Since I am a post graduate student, I still have to study and no enough time for me to rest. If it goes like this for many days, I think it can affect doctors' satisfaction.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - o I haven't considered about it until coup d' état happens in Myanmar. But now, I have no idea. If we get democracy back, I will continue to work.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - o Normally, I have to work a lot for many patients such as blood tests, X-rays, patient referral processes and so on. Sometimes if I could not accomplish these workloads, I feel guilty and not satisfied. It would be better if paper works are reduced and implement information system.
- Do you think you have autonomy and accountability for your current position? Please share your experience.

- Since I am first year post graduate student, I can make some decisions. But I still have to study a lot. In terms of autonomy, I feel satisfied.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - Not at all for me.
- How do you think about doctor-patient relationship in Myanmar?
 - Most of the patients have no knowledge about health and they used to go to quack doctors first. So, it is so difficult for doctors to consult with them. If the policy makers can control and improve the system, I think it would be better.
- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - I know GDP of Myanmar is low. Internationally, the income of doctors is high and for Myanmar doctors, it is so low and can cover only daily usages. I am not satisfied with that.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I just want to be a pediatric specialist first. If I can get more opportunities in the future, I will study more and continue to work in Myanmar.
- Do you want to add more for this issue?
 - I have worked for governments for 5 years and I did not get any welfare from government such as hospital accommodations. I hope it would be great if they offer welfare for doctors.

Participant (22) – Code Y2

- Please mention your age and working hospital.

- I am now 29 years old and working in Yangon General Hospital.
- Please indicate your specialty and year of working experience.
 - I am now studying anesthetic medicine. I have worked here for 3 years.
- How do you think about current health system and provided healthcare services in Myanmar?
 - I think Myanmar health system still needs to be improved. For both private and public sectors, the doctors are the same ones. Most of the people in Myanmar are poor and they have to rely on public sector. So, there are over workload in general hospitals but the income is low for doctors. For patients, they cannot get quality health services.
- What kinds of factors do you think are important for the job satisfaction of doctors?
 - In my opinion, clear job description for doctors is very important in Myanmar. Because we have to do some unreliable tasks in general hospitals. Other factors such as working hours and workload are also important for job satisfaction of doctors. Professional development and income are also important factors.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - In Myanmar, there are over workload and long working hours in public hospitals. For example, after my long 24 hours duty, I still need to work more in hospital. It can affect the well-being of doctors and our performance. If we are tired, we can make errors and decrease our job satisfaction.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.

- I have considered about it mainly because of system error and poor relationship with co-workers. When I worked as an assistant surgeon, I had conflict with hospital admins. At that time, I wanted to quit the job.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - Workload in public hospitals is massive because doctor-patient ratio is low. So, we cannot provide quality healthcare services. I am not satisfied with over workload.
- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - For autonomy, I am 80% satisfied. As a post-graduate doctor, I have autonomy to treat the patients.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - There were just a few problems with co-workers. If we have bad relationship with co-workers, we cannot work well which might affect the job satisfaction.
- How do you think about doctor-patient relationship in Myanmar?
 - For doctor-patient relationship, I am 70% satisfied. Most of the patients are good and follow our advices. We have to follow up the patients' condition and if they are not satisfied with us, doctors are also not satisfied.
- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - Our salary is low. We have to work a lot and it would be better if they offer more because we still need to support our family.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - o There is no clear job description for doctors in public hospitals. We have to do unreliable jobs and therefore we have no time to learn more for professional development. It can affect my job satisfaction.

- Do you want to add more for this issue?
 - o I think our job satisfaction will increase if we have more human resources for workload and more chances to learn for professional development.

Participant (23) – Code Y3

- Please mention your age and working hospital.
 - o I am 26 years old and working in Yangon General Hospital.

- Please indicate your specialty and year of working experience.
 - o Now I am working in general medical field. I have 1 year and 4 months working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - o Myanmar health system is FOC system. But budget allocation for healthcare sector is not enough. And doctor-patient ratio is also low to provide quality healthcare services. Medical services that we provide are improving now.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - o In my opinion, physician well-being, income, professional development and relationship with co-workers are important.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - I think physician well-being affects the job satisfaction. In Myanmar, there are over workload in public hospitals. So, we are tired and our well-being would not be good especially during Covid-19 pandemic. But I think physician well-being is not a strong determinant for job satisfaction.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - Yes, I have considered about it because of low income.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - Workload in public hospitals is massive in public hospitals. One of the reasons for over workload is that we have to do unreliable jobs. I feel upset for that.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - For my autonomy, I feel satisfied. I can learn more medical knowledge and I can make decision.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - There is no big problem for that. My relationship with co-workers is good in most of the time.

- How do you think about doctor-patient relationship in Myanmar?

- I think doctor-patient relationship is good. One problem is we have not enough time to consult with them. So, sometimes they might feel unsatisfied. Personally, I feel satisfied with my patients.
- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - My income is very low. It would be better if I can earn more. We have to work a lot but our income is low.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I expect to study further education in my carrier. But there are few opportunities for our professional development in Myanmar.
- Do you want to add more for this issue?
 - For working experience, I think the more experience we have, the more job satisfaction for doctors. Because we will have more autonomy and more skill. But for income we would not be happy. And if the government can provide more income and professional development for doctor, new generation doctors will work in public hospitals. In this way, workload can be reduced.

Participant (24) – Code Y4

- Please mention your age and working hospital.
 - I am 26 years old. Now I am working in Yangon General Hospital.
- Please indicate your specialty and year of working experience.
 - I am from general medical field. I have 2 years working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - o Generally, I think our health system is poor. Because budget allocation for healthcare sector is low. So, in public hospitals, there is no enough resources for providing quality treatment. Healthcare services are also limited. For example, in some hospital, patients cannot access some medical services.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - o I think working hour is important. Moreover, income, autonomy and clear job descriptions are also important for job satisfaction.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - o I agree with that. We have to work for long working hours. Our well-being would not be good if we have to face for long. And it is difficult to get sick leave in public hospitals. Our job satisfaction for that is not good.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - o I haven't considered to leave job.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - o In public hospital, one doctor has to take care of more than 50 beds. So, the workload is massive and we cannot provide quality healthcare service. It affects our job satisfaction.

- Do you think you have autonomy and accountability for your current position? Please share your experience.

- In my hospital, I have autonomy as a doctor. I can make decision and provide care to patients. I am satisfied with it.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - I have good relationship with my colleagues. If our relationship is not good, there can be medical errors and our job satisfaction might be damaged.
- How do you think about doctor-patient relationship in Myanmar?
 - It depends on patients. I have good relationship with my patients.
- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - The current income for a doctor in public sector is very low in compared to private sector. If the healthcare expenditure and our wages increase, then our job satisfaction will increase too.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - Professional development is important for job satisfaction. We need to have professional development.
- Do you want to add more for this issue?
 - There is poor human resource for healthcare sector in Myanmar. It should be improved.

Participant (25) – Code Y5

- Please mention your age and working hospital.
 - I am now 26 years old. I am working in Yangon General Hospital.

- Please indicate your specialty and year of working experience.
 - I am from general medical field. I have 10 months working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - I think our health system improves than before. Healthcare expenditure has been increased and we get more medical supplies. For medical services, we try our best for quality services depending on available resources. Public hospitals are crowded as always.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - I think income, workload, professional development, welfares for doctors and clear job descriptions are important. In terms of income, it is not enough and there is no welfare for doctors such as accommodation. There should also be clear job descriptions for doctors.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - Well-being is important for doctors' satisfaction. If the doctor is sick, he cannot give quality healthcare services to patients. Then, his satisfaction might decline.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - I haven't considered about it until now.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?

- Because of low income, most of the doctors do not work in public hospitals. So, there is over workload in public hospitals. Most of the doctors feel upset about over workload.
- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - I have to handle a lot tasks including non-reliable jobs because there is no clear job description. For that, I do not satisfy.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - I have good relationship with my co-workers. If there is no good relationship, working processes will not run smoothly.
- How do you think about doctor-patient relationship in Myanmar?
 - Doctor-patient relationship is good lately. Patients understand the situation of doctors. If there is no good relationship, it might affect job satisfaction.
- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - Income is just enough for my daily usage. I cannot support to my family. It would be better to earn more salary.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I want to study more for my profession. Professional development is important for doctors.
- Do you want to add more for this issue?

- The policy makers should recruit more doctors by offering more income and professional development.

Participant (26) – Code Y6

- Please mention your age and working hospital.
 - I am now 26 years old. I am working in Yangon General Hospital.

- Please indicate your specialty and year of working experience.
 - I am from general medical field. I have 1 year and 3 months working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - Our health system is FOC system. Patients are poor and mostly they rely on public hospitals. But there is limited medical supply in public hospitals, FOC system is not reliable. For medical services, we cannot offer quality healthcare services because doctor-patient ratio is low.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - I think income is important. Moreover, workplace safety and professional development are important.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - Physician well-being is important. Especially, when doctor's mental well-being is not good, then it would be difficult for him to deal with patients.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.

- I have considered about it because of political issue. If there is intention to quit, doctor will not enjoy his work.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - Workload is massive in my hospital. There would be around 200 new patients per day. So, doctors are very tired and feel stressed.
- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - I do not have full autonomy and accountability. So, sometimes I do not even feel as a doctor because I have to handle non reliable jobs.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - Sometimes, I have faced some conflicts. For me, I can handle. For some doctors, they even quit because of bad relationship with co-workers.
- How do you think about doctor-patient relationship in Myanmar?
 - Patients are low educated. So, doctors have to lead the decision making. Sometimes, it is difficult to communicate and I am impatient.
- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - It is very low because our country is poor. I am not satisfied with my income.
- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?

- I hope to get more opportunities to learn more for professional development. In Myanmar, it is difficult to become a specialist because of limited positions. I am not satisfied with the current opportunity.
- Do you want to add more for this issue?
 - Most of the doctors in Myanmar are not satisfied with their work. The policy makers should consider about the income, workplace safety, facilities for doctors and job descriptions. In public hospitals, there is no workplace safety for doctors. Sometimes, doctors got injured because of assaults in hospitals.

Participant (27) – Code Y7

- Please mention your age and working hospital.
 - I am 30 years old. I am working in Yangon General Hospital.
- Please indicate your specialty and year of working experience.
 - My specialty is general surgery. I have 5 years working experience.
- How do you think about current health system and provided healthcare services in Myanmar?
 - I think our health system is getting better than before. Many healthcare services are available in public hospitals nowadays.
- What kinds of factors do you think are important for the job satisfaction of doctors?
 - In my opinion, income should be reliable with working hours and workload. Moreover, welfares for doctors are also needed.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.

- Physician well-being should be fine for job satisfaction. Sometimes, I feel stressed in the workplace because of over workload. I got headache and I cannot concentrate on my work.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - Yes, I have considered about it. It is because of low income and over workload. but I think intention to leave the profession is not directly related to job satisfaction.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - There is over workload in public hospitals because of FOC system and a lot of paper works. Over workload can make us feel unhappy in workplace.
- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - Because of shortage in human resource, I have to handle the tasks which is not reliable for my position. I cannot get full autonomy in my position, too. I am not satisfied with it.
- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - I have faced some small conflicts with my college. Normally, I have good relationship with my colleagues. It does not affect my job satisfaction.
- How do you think about doctor-patient relationship in Myanmar?
 - Patients are low educated and sometimes they do not follow our suggestions. Then, I feel unsatisfied because their compliance is not good.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - o Our income is so low as a doctor. I enjoy working as a doctor so I do not expect from salary.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - o I want to study more for my profession. In my position, I think professional development is acceptable.

Participant (28) – Code Y8

- Please mention your age and working hospital.
 - o I am 28 years old. I am working in Yangon General Hospital.

- Please indicate your specialty and year of working experience.
 - o My specialty is obstetrics and gynecology. I have 4 years working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - o In Myanmar, workload is massive in public hospitals. There are also long working hours for doctors and patients' expectation is high to fulfill. Moreover, there is no specific job description for doctors. For medical services, it is getting improved.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - o I think workload and working hour is important. Now doctors are facing over workload and there is no specific job description. Furthermore, income should be increased for doctors.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - o Yes, well-being is important for job satisfaction. If doctor's well-being is not good, he cannot provide quality healthcare services to patients. He cannot get sick leave easily in Myanmar and job satisfaction will decline, too.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - o I haven't considered to leave my profession.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - o Workload is massive in public hospitals because of poor human resource in healthcare sector. One doctor has to work for 36 duty hours sometimes. There is no personal time for doctor. Therefore, job satisfaction will not be good.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - o I have full autonomy in my position. I am satisfied with it.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - o I have good relationship with my co-workers.

- How do you think about doctor-patient relationship in Myanmar?
 - o Generally, doctor-patient relationship is good. But patients have low health education, so we have to take time to communicate.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - Our salary is very low which is not acceptable with workload. It should be increased.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I want to learn more from this profession. But I have to do unreliable jobs and no chance to learn. So, I am not satisfied with my professional development.

Participant (29) – Code Y9

- Please mention your age and working hospital.
 - I am 29 years old. I am working in Yangon General Hospital.

- Please indicate your specialty and year of working experience.
 - My specialty is internal medicine. I have 4 years working experience.

- How do you think about current health system and provided healthcare services in Myanmar?
 - In my early working years, healthcare resources such as medical supplies are very low in public hospitals. Now, healthcare resources can be accessed easily. For human resource, it is also getting better. But workload is still massive. So, patients cannot get quality healthcare services in public hospitals.

- What kinds of factors do you think are important for the job satisfaction of doctors?
 - I think working hours is important. And income is also important. We need acceptable income for workload that we have to do.

- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - Physician well-being is important. A doctor needs to be healthy to work in hospitals. If not, he might suffer from stress and job satisfaction will decrease.

- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - Yes, I have considered about it especially when I feel unsatisfied with my workload, well-being and income. I have intention to quit because of poor job satisfaction. If I am satisfied with my work, I will not consider to leave.

- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - There is unclear job description for doctors in public hospitals. Sometimes, doctors even have to handle the nurses' job because of poor human resource and a large number of patients. Workload is massive and therefore, job satisfaction declines.

- Do you think you have autonomy and accountability for your current position? Please share your experience.
 - As a post-graduate doctor, I have full responsibility for patients and autonomy. For that, I am satisfied with it.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - I have good relationship with my co-workers. It is better not to have conflicts with colleagues to give quality care service to patients. I am satisfied to work with my colleagues.

- How do you think about doctor-patient relationship in Myanmar?
 - We have good doctor-patient relationship in Myanmar. I am satisfied to deal with my patients.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - I am not satisfied with my income. My income is low but my workload is massive to handle.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I would like to continue to study more about my specialty. I am satisfied with my professional development.

- Do you want to add more for this issue?
 - I think the more working experience, the more job satisfaction. To persuade the doctors to work in public hospitals, our income should be increased, workload should be reduced and there should be clear job description for doctors.

Participant (30) – Code Y10

- Please mention your age and working hospital.
 - I am 29 years old. I am working in Yangon General Hospital.

- Please indicate your specialty and year of working experience.
 - My specialty is surgery. I have 3 years working experience.

- How do you think about current health system and provided healthcare services in Myanmar?

- Our health system improves than before. For example, we have more medical supplies and services for patients. But there is still no equity between urban and rural areas. There is no quality healthcare service for patients in rural areas.
- What kinds of factors do you think are important for the job satisfaction of doctors?
 - There should be enough medical supplies in hospitals. And workplace safety is important. Sometimes, doctors are facing with threats and assaults in public hospitals because of no workplace safety. Hospital administrators should consider about this factor. Moreover, there should be good relationship with co-workers and patients.
- Do you think that physician well-being affects the job satisfaction? Please share your opinion.
 - Physician well-being is important for job satisfaction. If a doctor is sick, he cannot work well and he might feel tired because of workload. Then, his job satisfaction might decline.
- Have you considered to leave your profession? If yes, please explain why you intended to quit.
 - I haven't considered about it before. But now, I am considering to quit because of political issue.
- How do you think about the workload in public hospitals? Do you think heavy workload can influence the job satisfaction of doctors?
 - There is over workload in public hospitals. We cannot give enough time to patients and there might be medical errors if workload is massive. I am not satisfied with the workload in public hospitals.

- Do you think you have autonomy and accountability for your current position?
Please share your experience.
 - For autonomy, I am satisfied. Since there is no enough doctor in public hospitals, I have autonomy to make decisions.

- Is there any problem or conflict in working with co-workers such as administrators, nurses and medical technicians?
 - In general, there is no big conflict. I have good relationship with co-workers and I am satisfied to work with my colleagues.

- How do you think about doctor-patient relationship in Myanmar?
 - I think doctor-patient relationship is getting better than before. Patients can understand the doctors' situation. I am satisfied to deal with my patients.

- Are you satisfied with the current income of a doctor? Could you please share your opinion about wages?
 - Income is very low for doctors. We have to work for both day and night. Our salary should be increased.

- What do you expect from this profession? Do you think that professional development matters for the job satisfaction of doctors?
 - I have an opportunity to learn more for my profession. I am satisfied with my professional development.

- Do you want to add more for this issue?
 - In terms of working experience, the more working experience, the more job satisfaction.