



# Emergency Medical Services Worker Satisfaction: Results from a National Survey



Emily Kennedy, BS; Jackson D. Déziel, PhD, MPA, NRP; Brian Raming, PhD, MBA, NRP

## Introduction

Management theory indicates that a happy employee is a productive employee and that employee satisfaction is a leading cause for retention and resignation. As the price tag of replacing an employee surges into the five-figures, we must explore what truly makes our workers “happy.” Even small changes can exponentially affect a positive work environment at a fraction the cost of turnover.

## Methods

An electronic survey was distributed via email and social media to workers who held a prehospital provider credential. All responses were anonymous and no personally identifying data were collected. Respondents did not receive compensation for their participation. For analysis, Likert-type questions were used with the five-point scale. For tests of inference, the authors employed Chi-squared tests, logistic regression, and ordered logistic regression.

## Sample Survey Questions

My agency is adequately staffed		
	N	%
Strongly Disagree	92	16.9
Somewhat Disagree	154	28.2
Neither Agree nor Disagree	58	10.6
Somewhat Agree	182	33.3
Strongly Agree	60	11.0
My mental health needs are adequately met		
	N	%
Strongly Disagree	69	12.6
Somewhat Disagree	98	17.9
Neither Agree nor Disagree	96	17.6
Somewhat Agree	155	28.3
Strongly Agree	129	23.6
I am paid a fair salary		
	N	%
Strongly Disagree	108	19.8
Somewhat Disagree	152	27.8
Neither Agree nor Disagree	65	11.9
Somewhat Agree	141	25.8
Strongly Agree	80	14.7

## Effects of Organizational Factors on Job Satisfaction

Variable	Odds Ratio	95% CI	P-Value
Age	1.000	0.976 – 1.024	0.970
Experience	1.000	0.987 – 1.031	0.445
Salary	1.000	0.999 – 1.000	0.420
Fair Salary	1.182	0.624 – 2.240	0.608
Adq Staffing	2.297	1.278 – 4.129	0.005
Nec Equip	2.037	1.208 – 3.435	0.008
Mental Health	1.889	1.104 – 3.232	0.020
Secure Employ	1.665	0.987 – 2.809	0.056
Adq Vacation	1.621	0.895 – 2.935	0.111
Comfort SickCall	1.432	0.797 – 2.569	0.229

## Results

The survey distribution yielded 703 responses. A majority of participants reported that they were happy with their current job (79.4%) and were secure in their employment (72%). As to equipment and staffing, 72% felt as though they had the necessary equipment to perform their duties, but 44% deemed their organization as adequately staffed. A plurality (47.6%) believed that they were not paid a fair salary, but a majority (59.7%) indicated that they received adequate vacation time/leave. When rating their work environment, a quarter of participants (25.2%) stated that they had been bullied at work and 37.9% were uncomfortable requesting sick-time/leave. Participants were 2.3-times more likely to report being happy with their job if they agreed that their organization was adequately staffed, and 2-times more likely to be happy if they agreed that they had adequate equipment. Additionally, respondents were 89% more likely to report happiness if they felt their employer was meeting their mental health needs. Respondent salary was not associated with job satisfaction.

## Conclusion

Most respondents were happy in their current job. Adequate equipment, staffing, and mental health resources were the largest drivers of satisfaction. Although nearly half of participants believed that they were not paid a fair salary, it did not affect their overall satisfaction. The results of this survey indicate that managers should focus on a suite of well-rounded employee resources.