

COMMUNICATION COMPETENCY OF THE OPERATING ROOM TEAM ON JOB SATISFACTION

To reveal the vital link between team synergy, employee satisfaction, and patient safety.

Iklima YAZAR*, RN, Prof. Filiz OGCE AKTAS**, RN, Prof. Tülay YAVAN**, RN

* Izmir University of Economics, Graduate Education Institute ** Izmir University of Economics, Faculty of Health Sciences, Department of Nursing

BACKGROUND

Operating rooms are high-risk environments requiring precise, coordinated teamwork. Despite its importance, 60–80% of OR medical errors are attributed to ineffective communication and inadequate teamwork. Poor communication creates a domino effect:



- Immediate Issues: Practice errors, conflicts, unclear leadership
- Patient Impact: Increased medical errors and mortality
- Staff Impact: Higher stress, tension, workplace conflict
- Long-Term Effects: Burnout, reduced job satisfaction, decreased care quality

Key Question:

Does better communication lead to a more satisfied OR team and a safer operating room?

METHODS

Design: Descriptive, correlational cross-sectional study

Setting: Afyonkarahisar State Hospital Central OR

Sample: 152 surgical team (surgeons, anesthesiologists, nurses, anesthesia technicians)

Research Questions:

1. What is the level of communication competency?
2. What are the job satisfaction levels?
3. Does communication competency influence job satisfaction?

Data Collection Tools:

- * Self-administered questionnaires Tools:
- * Communication Competence Scale (CCS)
- * Job Satisfaction Scale (JSS)



RESULTS

- Communication competence was moderate–high.
- Surgeons scored significantly higher than anesthesiologists and anesthesia technicians ($p = 0.002$); anesthesiologists scored lowest.
- Job satisfaction was moderate.
- Surgeons had the highest job satisfaction; nurses had the lowest overall and extrinsic satisfaction ($p < 0.001$).
- A positive correlation was found between communication competency and job satisfaction ($r = 0.46$, $p < .001$).
- Communication competency predicted 21% of job satisfaction variance.
- Clarity, active listening, and empathy were the strongest predictors.
- Interpretation:
- Higher communication competency is associated with greater job satisfaction.

DISCUSSION & IMPLICATIONS

Communication competency is a key determinant of job satisfaction in the OR. Strong communication promotes teamwork, reduces conflict, increases support, and boosts morale.

Practice Implications:

- Structured communication training (SBAR, closed-loop communication)
- Team building and interprofessional simulation
- Leadership strategies to support psychologically safe OR environments

CONCLUSION

Enhancing communication competency can significantly improve job satisfaction and contribute to safer, more collaborative surgical teams.

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