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Subject: Re: Healthcare Providers

Posted by [Janet-DHS](#) on Tue, 08 Nov 2022 19:00:05 GMT

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We apologize for the delay. Gulnara Semenov and Claudia Marchena contributed to this response.

Table 3.13 is country-specific. It is not a standard SPA table. Usually, country-specific tables are designed by the country stakeholders, and they, rather than DHS staff, define the indicators. There are three relevant questions in the SPA Health Worker Interview Questionnaire (HWI 805/806/807), and the first 3 columns in Table 3.13 are based on them. The in-country staff simply tried to summarize or synthesize those three columns (having opportunities for promotion, receiving salary supplements, receiving other non-monetary incentives) and gave the result a name.

You should feel free to re-interpret the label for the indicator. "Satisfaction" is just a generic term the country stakeholders decided to use. We don't believe it is based on any specific definitions. To us it is about job opportunities/incentives rather than satisfaction. You should also feel free to construct a summary indicator however you choose, and label it how you choose. You could perhaps also use variable 808, where providers mentioned 3 things that want improved in the health facility which will allow them to provide a better service. This contains option 'Y=No problem', and many other problems.

Of course, indicators are generally more useful if they are based on general standards and have undergone some validation and reliability checks. The indicators used by DHS are developed with that in mind but there are country-specific variations. Finally, we advise that you be mindful of how the question and the categories are worded.