

Job Satisfaction among the Nursing Staff

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Abstract: ***Background and Purposes:** At present situation, majority of the health service organizations are facing acute shortage of qualified and experienced nurses. Recent prevalence has shown that 55.2% of nurses have job dissatisfaction in clinical settings which affects the quality of their job. Job satisfaction is a great concern among nurses. Satisfied employees tend to be more productive, creative, and committed to their employers and recent studies have shown a direct correlation between staff satisfaction and patient satisfaction in a health care organization. This study is done to assess the job satisfaction and the factors affecting it, among the Nursing staff of selected tertiary hospital of western Maharashtra. **Methodology:** A descriptive cross - sectional design and survey approach was used for the study. A sample size of sixty was taken for the study, data was collected using a structured questionnaire and a structured interview technique. The study was conducted over a period of 02 weeks and the subjects were aged between 22 to 50 years fulfilling inclusion criteria and belonging to a selected urban community. The structured questionnaire consisted of ten criteria collecting information on job satisfactory level of nurses. The data was analyzed using descriptive and inferential statistics. **Results:** Most nurses, 47.5%, were satisfied with their job, 44.5% of nurses are dissatisfied with their present job status, and 8.5% of nurses are neutral with various aspects of job satisfaction measured. Nurses were satisfied with patient interaction, safety and security provided by the institution. Most nurses are dissatisfied with praise and recognition, self, and professional growth.*

Keywords: Assess, job satisfaction, Bed side Nurses, working environment

1. Introduction

Pleasure in the job Puts, Perfection in the work:

Aristatil

Employees' job satisfaction and their commitment have always been important issue. Satisfied employees tend to be more productive, creative, and committed to their employers, and recent studies have shown a direct correlation between staff satisfaction and patient satisfaction in health care organization. However, what makes a job satisfying or dissatisfying does not depend only on the nature of the job, but also on the expectations that individuals have of what their job should provide. The shortage of nurses nationwide and locally has been well documented and extended to the long - term care industry.

Background of the Study

Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's Job an affective reaction to one's job. It is simply how people feel about their jobs and various aspects of the job, the extent to which people are satisfied or dissatisfied with their job. It suggests that job satisfaction is an important indicator of how employees feel about their jobs. They have not been able to keep the available nursing staff, the majority of whom have been migrating abroad. May be, poor job satisfaction is one of the reasons behind. Recent prevalence has shown that 55.2% of nurses have job dissatisfaction in clinical settings of India. Job satisfaction is a great concern among nurses. Recently, there has been a high turnover of the nurses. This continuous replacement of nursing staff negatively affects not only the standards of the nursing care but also the quality of the patient care. Job dissatisfaction was the commonest cause for the nurses to give up their job, which led to high turnover and shortage of the nurses This study means to explore the job satisfaction among the nurses of selected teaching government hospitals, which would in turn help the management to bring about the desired changes so as to improve nursing quality, quality of patient care and

effectiveness of health care team as well as hospital as an organization.⁽¹⁾

Abida Sultana, Rizwana Riaz, Fazal Mehmood, Riffat Khurshid in 2010 carried out a study on Level of job satisfaction among nurses working in tertiary care hospitals of Rawalpindi. Of the total 70 nurses, 24.28% were satisfied with salary Among seventy nurses, 65.71%, 80% and 47.14% respondents were satisfied with the attitude of male patients, female patients, and attendants, respectively.92.8% were satisfied with the dealing of doctors while 84.3% nurses were not satisfied with the attitude of other staff. Only 12.86% of nurses were highly satisfied with their job and 37.14% were least satisfied.⁽²⁾

2. Materials and Methods

A study to assess the job satisfaction among the Nursing staff of selected tertiary hospital of western Maharashtra was conducted with aims to assess the job satisfaction level among the nursing staff, to associate the selected demographic variables with job satisfaction level and to associate the factors affecting job satisfaction. Nurses from acute medical /surgical ward, ICU were included in the study.

Descriptive approach & cross – sectional design was adopted to conduct the study. The study was conducted on Nursing staff of selected wards of a tertiary care hospital in western Maharashtra. The study population in the present study formed of all the Bed side Nursing staff of selected areas of hospital (total present nurses were sixty) using Non - Probability Convenient sampling technique.

The tool consisted of structured questionnaire and Likert scale for Job Satisfaction. It had two sections - Section I - Demographic data, Section II - satisfactory data. Demographic data includes age, education, years of experience, designation. Various aspects covered under the job satisfaction scale were communications, working

Volume 12 Issue 12, December 2023

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relationships, safety, supervision, quality of management, support for quality, pay and benefits, composite satisfaction.

Formal permission was obtained from the authorities of the selected hospital. The investigator approached the study

subjects, explained to them the purpose of the study, and obtained consent after assuring the subject about the confidentiality of the data. Data was collected over 24 hours. The data was analyzed using descriptive statistics.

Table 1: Socio - Demographic Data, n=60

Demographic Variables	Category	Frequency (%)
Age (Yrs.)	20 - 30	51 (85)
	31 - 40	06 (10)
	41 - 50	03 (05)
Qualification	Undergraduate	30 (50)
	Postgraduate	03 (05)
	Diploma	27 (45)
Experience (Yrs.)	1-10	39 (65)
	11- 20	15 (25)
	21-30	06 (10)
Designation	Ward sister (2yrs of experience)	24 (40)
	Senior sister (2 - 7yrs of experience)	33 (55)
	Matron (7 - 25yrs of experience)	06 (10)

The table above is the socio demographic qualities of the study population which is that majority of nurses (85%) were in age group of 20 to 30 years and were undergraduate

nurses (50%) and maximum were having an experience of two to ten years.

Table 2: Job Satisfactory levels of Nurses, n=60

S. No	Research Variables	Satisfied	Dissatisfied	No Comments
1.	Salary and Incentives	45	12	3
2.	Working Environment	27	21	12
3.	Distributed Responsibilities & Time	27	33	-
4.	Society Recognition	9	45	6
5.	Safety and Security	45	12	3
6.	Praise and recognition of work.	18	39	3
7.	Available Resources	9	48	3
8.	Patient Communication	60	-	-
9.	Workload	24	24	12
10.	Self & Professional growth	18	33	9

Table 2 depicts major satisfier among nurses were Salary, Safety and Patient Satisfaction while work environment and distribution of responsibility were having a mixed response. The common dissatisfiers are society recognition, resource availability and self and professional growth.

3. Results

The group was made up of qualified undergraduate young nurses in the age group of 20 to 30 years and having experience of less than ten years. Findings of job satisfaction among nurses were varied as per variables such as **Pay and Benefits:** Majority of nurses (75%) satisfied with the pay and benefits given to them. **The Working Environment** had a mixed response as 45% felt satisfied and 35% dissatisfied. **Distributed responsibilities & time:** The inequality in distribution was clear as 55% of nurses were dissatisfied with work responsibilities and working hours. **Job recognition among society:** 75% feel dissatisfied about acknowledgement for their hard work and dedication among society. **Safety & security:** Nurses felt safe (75%) while working in their institution. **Praise & Recognition by Management:** Majority of nurses (65%) are dissatisfied with the praise and recognition of their work by management. **Available resources at institution:** Majority of nurses (80%) dissatisfied and

(15%) are satisfied on resources availability in the institution. **Patient Communication:** there was 100% satisfaction among the nurses in patient communication. **Workload:** Nurses (40%) dissatisfied, 40% satisfied with the workload. **Self & professional growth:** Majority of nurses (55%) dissatisfied, (30%) satisfied with their self & professional growth at their job.

Overall job satisfaction level Majority of nurses 47.5% are satisfied with their job, 44.5% of nurses are dissatisfied with their present job status, and 8.5% of nurses are neutral with various aspects of job satisfaction measured.

4. Conclusion

To conclude with the help of the above findings this study provides us with evidence that there are many factors which can affect the job satisfaction level among nurses, which will in turn affect the quality of patient care and health organization too. Thus, importance should be given to self - improvement & professional growth opportunities in their job, with the promotion of a good working atmosphere. A periodical revision of pay and benefits will also increase the satisfaction level. Working relationships, support of management in recognition of their work, and supervision should be also considered and emphasized for

better nursing future. The assumption made in this study was proved, that is the selected demographic variables will have significant association with the levels of job satisfaction.

5. Recommendations

Based on the study findings the researcher implemented various techniques to control the dissatisfiers of the study such as giving monthly acknowledgements to the best bedside nurses, Motivating the staff for various courses and placed an anonymous box for suggestion at office to find out the job satisfaction and dissatisfaction areas.

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