

A Cross-Sectional Study to Assess the Job Satisfaction of Nurses in a Tertiary Care Hospital of Maharashtra

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Abstract: ***Background:** Staff nurses play a crucial role in determining the efficiency, effectiveness and quality of care rendered to patients. To ensure a good quality care and to assess the performance and efficiency of healthcare services, nurses' job satisfaction becomes a good indicator. **Materials and methods:** This study aims to assess the level of job satisfaction among nurses in a tertiary care hospital. The cross-sectional study was done among 200 nurses in a tertiary care hospital by the non-probability sampling technique for three months using modified Minnesota satisfaction Questionnaire (MSQ) scale. Study included nurses who gave consent to participate in the study and have at least 1 year of working experience. **Results:** Majority (57.5%) of the nurses have moderate level of job satisfaction while 38% of the nurses are poorly satisfied and 4.5% of the nurses are highly satisfied with their job. Several socio demographic factors significantly affect the overall job satisfaction and its various components. **Conclusion:** Job satisfaction is not a single entity but a composition of various factors and each factors needs to be worked upon and should be keenly observed to improve the satisfaction level thereby improving healthcare services for the community.*

Keywords: Job, Healthcare, Nurses, Satisfaction, Tertiary Care Hospital

1. Introduction

The World Health Organization (WHO) defines job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences.". Our lives are significantly impacted by our professional employment. It is the gratification of material and financial requirements combined with a social and psychological component. An individual's life, self-worth, and sense of fulfilment are all directly impacted by job satisfaction. Multiple factors can influence job satisfaction of a person. These factors may be in the form of the salary, other financial benefits, transparency of promotion within the organization, the working environment, social relationships, and group dynamics. Job satisfaction can be assessed at the global level or at the individual level which is positively and mutually related to life satisfaction. Job satisfaction is affected by employee's desire to use their skills and abilities. Job satisfaction of nurses is a topic which is not taken seriously because nurses do a job which is a service to the community [[1]]. One of the crucial indicators of good working environment and management of the institution is the job satisfaction of the nurses. Speaking about nurses, they are patients' closest friends. The care and concern they show for the patient is unmatched and frequently goes above and beyond any monetary compensation, even though they are paid for their work. High levels of stress can often result in unfavourable work situations that can demotivate the nurses and disgrace sense of purpose in their profession. Satisfied employees are typically more dedicated, inventive, and productive. Since patient happiness is the ultimate aim, nurses who are extremely satisfied and free from burnout will eventually be effective in providing superior nursing care. If the nurses are unsatisfied, due to any of the factors not only patients but the organisation and community gets affected [[2]].

Assessing satisfaction is not a one-time event; rather, it requires ongoing monitoring and assessment. By using this process, service providers can become aware of shortcomings

in the health care system and promptly take necessary corrective action [[3]]. The findings of this study will be very helpful to nurses, who can implement programs and strategies to promote job satisfaction as well as to patients, who are the primary beneficiaries of high-quality nursing care from extremely content and joyful nurses. The hospital administrator will benefit from this study by understanding the value of employee satisfaction. Finding areas where there is room to increase nurse satisfaction through the deployment of metrics would be very beneficial to hospital administrators.

2. Materials and Methods

Study Design

The cross-sectional study was conducted for a period of 3 months, from November 2023 to January 2023.

Study Population

Participants were selected from nurses who are working in OPDs and wards of a tertiary care hospital in Mumbai, Maharashtra.

Sample Size

Sample size was calculated using [[4]]
 $= (4pq/l^2)$ {allowable error = 8 %}
 $= 158 \approx 200$

Sampling Method: 200 nurses who were selected by a non-probability sampling method.

Inclusion and Exclusion Criteria: The inclusion criteria included those female nurses who had at least 1 year of working experience and were willing to participate in the study.

Data Collection and Instruments: After getting permission from the Institutional Ethical Committee and taking permission from the Nursing Superintendent, the participants were explained about the study, and after taking consent from the nurses, they were given the questionnaire. The

questionnaire was composed of two segments: one is a socio-demographic profile, and the other is the Minnesota Satisfaction Questionnaire (MSQ).

The sociodemographic profile included factors like age, type of family, educational qualification, years of experience, number of children, support system, selection of job with interest, etc.

Study Instrument: The Manual for Minnesota Satisfaction Questionnaire, a validated tool for such surveys, was used for this study. The long form of the questionnaire consists of 100 items. However, for a short form version, every 5 questions have been jotted down to one question, bringing them down to 20 questions. Each item refers to a reinforcer in the work environment. The responses indicate how satisfied he or she is with the reinforcer or his present job. Five response alternatives are presented for each item. Very dissatisfied, dissatisfied, neither dissatisfied nor satisfied, satisfied, very satisfied. Following is a list of the items of MSQ scales

- Achievement
- Activity
- Advancement
- Authority
- Hospital policy
- Compensation
- Co-workers
- Creativity
- Independence
- Ability utilization
- Moral value
- Recognition
- Responsibility
- Security
- Social service
- Social status
- Supervision (human relations)
- Supervision (technical)
- Variety
- Working condition.

Data Analysis

After being gathered from nurses, the data was transferred to Microsoft Excel for analysis. The total score of the 20 factors is being added. The scoring cutoff has been provided based on the job, as per the manual [[5]]. For the nurses, the scoring criteria is as follows: if the score is below 72, they are not very satisfied with their jobs; if it is between 72 and 84, they are somewhat satisfied; and if it is greater than or equal to 85, they are very satisfied with their jobs. The statistical significance of the investigation was assessed using the Fischer exact test and the Chi square test. [[6]]

3. Results

1) Socio demographic profile:

Majority of the participants (nurses) are aged 34-38 years, followed by 38-42 years with mean age being 37.14. Most of the nurses belong to nuclear families (44.5%) and Joint family (44%) followed by only 11.5% of the nurses belong to 3 generation families. We have categorized work experience in three groups: maximum participants (66.5%) have experience of 11-20 years while 28% of nurses have

work experience of 6-10 years and 5.5% of nurses have work experience of 21-30 years. 86.5% of nurses are married whereas 13.5% of nurses are unmarried. Most of the nurses have done GNM (45.5%). Only 17% of the nurses have not selected their profession with interest. Majority (53.5%) of the nurses have 2 children, whereas 21% of nurses have no children. Those 21% of nurses also include all the unmarried nurses. Mostly in an urban area like Mumbai, most of the nurses cannot afford maids, so spouse and relatives play an effective role in taking care of children.

Table 1

Socio demographic variables	Sub categories	Frequency	Percentage
Age	30-34	28	14
	34-38	76	38
	38-42	66	33
	42-47	30	15
Marital Status	Married	173	87.5
	Unmarried	27	13.5
Type of Family	3 generation family	23	11.5
	Joint	88	44
	nuclear	89	44.5
Total Work Experience in Years	6-10 Years	56	28
	11-20 Years	133	66.5
	21-30 Years	11	5.5
Educational qualification	B.SC	87	43.5
	GNM	91	45.5
	MASTERS	22	11
Selected your profession with your interest	No	34	17
	Yes	166	83
Total Number of Children	0	42	21
	1	47	23.5
	2	107	53.5
	3	4	2
Effectively helping in taking care of children	Spouse and relative	122	61
	Maid at home and day care	20	10
	Spouse and relative, Maid at home and day care	12	6
	None	46	23

2) Results on Job Satisfaction of nurses:

Out of 200 nurses in a tertiary care hospital, 115 nurses are moderately satisfied with the job, 76 of the nurses are poorly satisfied with the job scoring a total of less than 72; whereas only 9 nurses are highly satisfied with the job scoring more than 85(Figure 1).

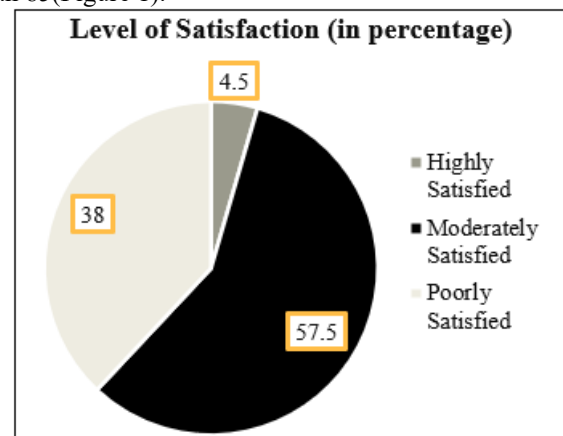


Figure 1: Overall Level of Job Satisfaction (Distribution in Percentage):

About 61% of nurses aged 30-34 years, 54% of nurses aged 34-38 years, 48% of nurses aged 38-42 years and 83% of nurses aged >42 years are moderately satisfied with the job. Age is significantly associated with the level of satisfaction (χ^2 value = 19.719, $p=0.001$) [table 2];

Out of nurses belonging to 3 generation families and nuclear families, 30.4% and 28% respectively are poorly satisfied with the job, while among the nurses who are coming from joint families, 50% of them are poorly satisfied with the job. Type of family is also significantly associated with the level of job satisfaction of nurses ($p<0.05$). [table 2]

39.2 % of nurses who have experience of 6-10 years are poorly satisfied with job; 39.8% of the nurses who have an

experience of 11-20 years are poorly satisfied with job, only 9% of nurses with 21-30 years of experience are poorly satisfied.

34% of nurses who choose their career path based on interest are not happy with it, compared to 58% of nurses who did not choose their career path based on interest.

Based on educational qualification, it is observed that 37.9% of B.Sc. qualified, 40% of GNM qualified nurses and 27% of the nurses who have done Masters in any field are not satisfied with their job (table 2). Table 2 indicates that there is no statistically significant correlation between the level of job satisfaction among nurses and their overall work experience, educational background, or choice of profession.

Table 2: Association Of Socio Demographic Factors with Level of Job Satisfaction

Socio demographic variables	Sub categories	Highly Satisfied	Moderately Satisfied	Poorly Satisfied	χ^2 value	dF	P value
Age	30-34	4	17	7	19.719	6	0.001*
	34-38	1	41	34			
	38-42	3	32	31			
	42-47	1	25	4			
Type of Family	3 Generation Family	1	15	7	11.573	2	0.024*
	Joint	4	40	44			
	Nuclear	5	59	25			
Total Work Experience in Years	6-10 years	4	30(53.5)	22(39.2)	6.768	4	0.123
	11-20 years	4	76(57.5)	53(39.8)			
	21-30 years	1	9(81)	1			
Educational qualification	B.SC	2	52	33	3.551	4	0.447
	GNM	6	48	37			
	MASTERS	1	15	6			
Selected your profession with your interest	No	2	14	18	4.705	2	0.078
	Yes	7	101	58			
Total Number of Children	0	0	27	15	5.079	6	0.521
	1	3	29	15			
	2	6	56	45			
	3	0	3	1			

After analysing each item, it was found that most nurses were satisfied with every item listed in the modified Minnesota Satisfaction Questionnaire, with the exception of the item "creativity" which is shown in table 3.

Table 3: Level Of Satisfaction of Each Item Of 20 Items of MSQ

	Very dissatisfied		Dissatisfied		Neither Dissatisfied nor Satisfied		Satisfied		Very Satisfied	
	n	%	n	%	n	%	n	%	n	%
Activity	4	2	8	4	49	24.5	93	46.5	46	23
Independence	8	4	23	11.5	40	20	102	51	27	13.5
Variety	0	0	7	3.5	24	12	111	55.5	58	29
Social Status	4	2	1	0.5	66	33	78	39	51	25.5
Supervision (Human Relation)	4	2	13	6.5	27	13.5	113	56.5	43	21.5
Technical Supervision	3	1.5	18	9	38	19	120	60	21	10.5
Moral Value	9	4.5	9	4.5	69	34.5	97	48.5	16	8
Security	3	1.5	12	6	31	15.5	104	52	50	25
Social Service	4	2	9	4.5	28	14	101	50.5	58	29
Authority	4	2	11	5.5	31	15.5	94	47	60	30
Ability Utilization	2	1	7	3.5	38	19	93	46.5	60	30
Hospital Policy	19	9.5	19	9.5	37	18.5	109	54.5	16	8
Compensation	15	7.5	23	11.5	17	8.5	102	51	43	21.5
Advancement	12	6	37	18.5	49	24.5	77	38.5	25	12.5
Responsibility	20	10	44	22	35	17.5	91	45.5	10	5
Creativity	8	4	55	27.5	57	28.5	55	27.5	25	12.5
Work Conditions	18	9	38	19	29	14.5	70	35	45	22.5
Co-Workers	7	3.5	21	10.5	37	18.5	96	48	39	19.5
Recognition	0	0	23	11.5	37	18.5	82	41	58	29

Achievement	0	0	18	9	23	11.5	92	46	67	33.5
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4. Discussion

Related to socio demographic profiles:

In present study among 200 nursing students, majority of participants are in the age group of 34-38 years whereas in a study conducted by Mohite et al (2014)^[3] at Karad hospital in Maharashtra, where number of participants are 100, maximum nurses were belonging to age group 21-30 years. A study conducted by Khamisa et al ^[6](2015) on 1200 nurses from 4 hospitals found that 27 % of nurses had >25 years of experience whereas in our study, only 5.5% of the nurses(n=200) have an experience of 21-30 years. In a cross-sectional study done by Venkatraman et al ^[7] conducted at Nellore, nurses qualified with GNM are 77% and with B.Sc. nursing are 23% among 100 nurses while in the present study, 45.5% of the nurses have done GNM where only 43.5% of the nurses are qualified with B.Sc. nursing and 11% of them have done their masters. Also, in this above Nellore study, it can be observed that 100% of the nurses have chosen nursing with interest while in our study 83% of the nurses chosen the profession with interest and rest 17% have not chosen the profession with interest. In Venkatraman et al ^[7] study, it was observed that 100% of the nurses belong to nuclear family while in the present study, 44.5% of nurses belong to nuclear family, while 44% of nurses belong to joint family. Rest belonging to three generation family.

Related to Job Satisfaction of Nurses:

One crucial aspect of organizational behaviour that is frequently examined and debated is job satisfaction. The goal is to promote both mental and physical health from a wide perspective that includes organizational and human resource management viewpoints. Or simply, it is said that people who are very happy in their jobs would undoubtedly perform better. In healthcare sector, it has become very important as it can impact the health of the community. So various studies are being now done to put a light into this matter before the situation worsens.

In a study conducted in a private hospital in Kerala among 200 nurses by Sathyajith et al ^[8] it was observed that 15% of nurses are highly satisfied with the job, 72% of nurses are moderately satisfied with the job and only 13% of nurses are poorly satisfied with job. They have done the factor analysis by using questionnaire of 81 questions from 200 samples. Similarly, the study conducted in Mainland China in 2020 during covid 19 among 275 nurses, by Hong Lu et al ^[9], 53.7% of the nurses were satisfied or very satisfied with the job while 15% experienced moderate to extreme occupational stress. There is another study on job satisfaction of nurses by Sharma et al ⁽²¹⁾ in Southern India (n= 845), where 43.6% of nurses were highly satisfied with the job, 56.1% are moderately satisfied with the job while only 0.4% of the nurses were not satisfied with the job. On the contrary, in the present study, we observe that 57.5% of nurses of the tertiary care hospital are moderately satisfied with the job and 38% of the nurses are poorly satisfied with the job and only 4.5% are highly satisfied with the job.

Bhattacharya et al ^[10] also performed statistical analysis to show that there was a significant association between age and

level of job satisfaction. The Chi-square tests also implied that there was a significant difference found between job satisfaction and their educational qualifications among nursing staff and total years of experience of the nurses was also significantly associated with the job satisfaction levels. There was no significant association between the type of family and level of job satisfaction.

However, in the present study, it is observed that there is a statistically significant association between age, and type of family with the level of job satisfaction which is implied by Chi-square test but there is no significant association between educational qualification or total years of work experience of nurses working in the tertiary care hospital.

5. Limitation

There are 3-4 limitations in this study. Firstly, the study has not categorised whether the nurses are working in wards or OPDS, since every OPD or Ward has its own tension. Handling a light OPD will always be satisfying than a ICUs. Secondly, there are also male nurses which are not included in the study, and their opinions also are equally important as female nurses. Thirdly, limited sample size will not accurately demonstrate the outcome of the nursing population.

6. Conclusion

When the 200 nurses in the current study at a tertiary care hospital were compared to previous studies, disparities in demographic factors were discovered. The findings of the Chi-square test indicate that family type and age have a significant association with work satisfaction, but no significant relationship was observed between other sociodemographic characteristics and the degree of job satisfaction, which was shown to be strongly connected with previous research. Based on the results of the most recent study, 38% of nurses are just somewhat dissatisfied with their professions, but they are still happy with all elements of their careers, such as advancement, capacity utilization, and working conditions. The data given above demonstrate how complicated the factors influencing work satisfaction in this medical setting are. Future initiatives and policies aiming at improving work happiness should be guided by the implications of these results, paying special attention to factors like age and family structure. The study also emphasizes the need for more research into the dynamic interactions between factors influencing nurses' work satisfaction in tertiary care settings.

Ethical Consideration

The data collection for the study was preceded by approval from Institutional Ethical Committee.

Acknowledgement

The authors of the study are indebted towards Department of Nursing Administration for their valuable cooperation and coordination.

Abbreviation

GNM = General Nursing and Midwifery

OPD = Outpatient Department

ICU = Intensive Care Unit

MSQ= Minnesota Satisfaction Questionnaire

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