

A Study on Socio-Demographic Variables and Its Influence on Job Satisfaction among Tertiary Care Hospital Nurses

J. Indumathy¹, Dr. M. Ravichandran²

¹MBA, M Phil, Pg Dip in Hospital Administration, (Phd)
Research Scholar, Bharathiar University, Coimbatore

²MIB A, MBA, PhD, M Com, M Phil
Assistant Professor, Department of Management studies, Anna University, Tiruchirappall-24

Abstract: Nursing profession is considered as one of the most important occupations in health care delivery system. Nurses have a great potential to impact the health care delivery system, and this depends on some crucial factors to do their job unhindered. The present study aims at determining the effect of some select socio-demographic factors on job satisfaction of nurses. 66 nurses from randomly selected tertiary care hospitals in Malappuram district were included. The study factors include age, gender, and marital status, department of their work, educational level, and job experience. Results of the Simple percentage analysis shows that majority of the nurses 53% are in the age group of 18 years to 20 years, 69.7% of nurses are female and 53% of them are married, 51.5% of the nurse have completed M sc in nursing, monthly income of (83.3%) majority of nurses were below Rs 25001, 51.5% of the nurses have a work experience below three years, and 81.8% of them work in ward. And the ANOVA study revealed a significant relationship between genders, designation of nurses, nature of institution with level of job satisfaction of nurses. And there is no association found between levels of job satisfaction, age, marital status monthly income, qualification and years of experience. This study provides information to hospital administrators for better planning and framing policies to satisfy and retain the nurses in their hospital which helps in delivering better patient care.

Keywords: Nurses, Experience, Job Satisfaction, tertiary care Hospitals, Demographic factors.

1. Introduction

International studies have found significant relationships exist between some socio-demographic factors with job satisfaction in nurses however there is limited information available on relationships between socio-demographic factors with job satisfaction among nurses in the Indian context. Globally, job satisfaction among health care professionals is becoming an important issue in health care reform (Pillay, 2009; World Bank, 2010).

Spector (1997) Defined job satisfaction as an attitudinal variable that measures how a person feels about his or her job in general, and also how he or she feels about different facets of the job. He also identified nine dimensions of job satisfactions as follows: pay, promotion, supervision, fringe benefits, contingent rewards operating procedures (required rules and procedures), coworkers, nature of work, and communication [1]

Studies have provided evidence that satisfied workers tend to be more productive, creative, committed and will eventually contribute to higher quality patient care and patient satisfaction, tend to care more about work quality and are more generally productive.

2. Objective

To study the influence of selected socio-demographic factors (age, gender, department, educational qualification, job experience and marital status), on the job satisfaction of nurses.

3. Hypothesis

- There is no significant relationship between age and job satisfaction.
- There is no significant relationship between gender and their level of job satisfaction.
- There is no significant relationship between marital status and level of job satisfaction.
- There is no significant relationship between work setting and job satisfaction of nurses.
- There is no significant relationship between educational level and job satisfaction level.
- There is no significant relationship between experience and job satisfaction level.
- There is no significant relationship between monthly income and job satisfaction.
- There is no significant relationship between the nature of institution and job satisfaction.

4. Review of Related Studies

Reid, Carol L., Hurst, Cameron P., Anderson, Debra J. (2013) Conducted a cross sectional survey of Australian registered nurses aiming at examining relationships between socio-demographic factors and job satisfaction and to identify if these factors predict job satisfaction levels in an Australian registered nurses the majority of respondents showed positive job satisfaction scores. ANOVA test found significant positive relationships existed between job satisfaction, specialty area, health sector and Australian states. Multivariable analyses found relationships existed between specialty area, health sector, and job satisfaction [2]

Volume 5 Issue 12, December 2016

www.ijsr.net

Licensed Under Creative Commons Attribution CC BY

Harokova and Gurkova, based on the results of their study, state that nurses' satisfaction gets better with age just in those areas where the results of their experience and skills are manifested – in control and responsibility at work, praise and recognition, and scheduling [3]

Fikri Pala, Semim Eker, Melek Eker, in their study found a relationship between health care staff's age and general satisfaction and two satisfaction subscales levels. And there is an important relationship between the health care staff's education level and the levels of general satisfaction and interior satisfaction. There was no significant relationship found between the institution variable and level of general satisfaction and extrinsic satisfaction of health care staff. Also, a reverse relationship is seen between the years in occupation variable and the level of organizational commitment of health care staff [4]

5. Analysis and Discussion

Research Methodology

Research methodology involves the systematic procedure by the researcher which starts from the initial identification of programme to its final conclusion [5]

Research Approach: Exploratory approach is used to assess stress and job satisfaction among nurses

Research Design: In present study descriptive research design is adapted.

Study Area: Present study was conducted among 66 nurses working in hospitals with similar environment but different management pattern which were providing tertiary care in Malappuram district in Kerala

Sampling Techniques: Convenient sampling technique was used.

Limitations:

This study had some limitations. In this study, data collection was conducted using self-assessment tools that permit bias. In addition, this study was limited to selected tertiary care hospital nurses in Malappuram district, so generalizing the results to other groups should be done with caution.

Data analysis was done using **SPSS Software**.

Questionnaire

Individual Satisfaction is an attitude which is influenced by many factors, each of which, to some extent, contributes to its general satisfaction level.

Part one of the questionnaire contained questions seeking information on demographic factors such as age and gender, experience, salary, qualification and marital status.

Part two of the questionnaire contained questions on number of factors affecting and determining job satisfaction such as compensation, independence, achievement,

recognition, social status, working conditions, security, hospital policy, human relations.

Table 1: Demographic Profile of the Respondents

Demographic Profile	No. of Respondents	Percent
Age Group		
18-28	35	53.0
29-38	17	25.8
>38	14	21.2
Total	66	100.0
Gender		
Male	20	30.3
Female	46	69.7
Total	66	100.0
Marital Status		
Married	35	53.0
Single	31	47.0
Total	66	100.0
Educational Qualification		
BSc	17	25.8
MSc	37	56.1
GNM	12	18.2
Total	66	100.0
Nature of institution		
Private	29	43.9
Co-operative	37	56.1
Total	66	100.0
Monthly Income		
<25001	55	83.3
25001- 50000	7	10.6
50001- 75000	3	4.5
> 75000	1	1.5
Total	66	100.0
Work Experience		
0-3 yrs	34	51.5
4-6 yrs	11	16.7
7-9 yrs	4	6.1
>9 yrs	17	25.8
Total	66	100.0
Department		
Out Patient	1	1.5
ICU	8	12.1
Ward	54	81.8
Operation Theatre	3	4.5
Total	66	100.0

Source: primary data

Table 1: Showing the demographic profile of nurses in simple percentage

Simple percentage analysis shows that majority of the nurses 53% are in the age group of 18 years to 20 years, 69.7% of nurses are female and 53% of them are married, 56.1% of the nurse have completed Msc in nursing, monthly income of (83.3%) majority of nurses were below 25001 rupees, 56.1% of them are working in co-operative hospital, 51.5% of the nurses have a work experience below three years, and 81.8% of them work in ward.

6. Job Satisfaction of Nurses and Its Relation With Socio Demographic Factors:

Anova – one way showing the relationship between selected demographic variables and satisfaction level of nurses

Characteristics	Mean	St. Dev	f	Significance
Age				
18-28 yrs	3.20	.668	.914	.406
29-38 yrs	2.89	.873		
> 38 yrs	3.01	.991		
Total	3.08	.797		
Since p value is more H₀ is accepted at 1% level of significance. Hence it is concluded that there is no significant relationship between age of nurses and their level of job satisfaction				
GENDER				
Male	2.766	1.02	4.819	.032
female	3.222	.640		
Total	3.083	.797		
Since p value is less than the H₀ is rejected at 1% level of significance. Hence we concluded that there is a significant relationship between gender of nurses and their job satisfaction level. And female nurses are more satisfied with their job (mean 3.2220, sd.6402) than their male counterparts				
MARITAL STATUS				
Married	3.0264	.84083	.384	.538
Single	3.1488	.75424		
Total	3.0839	.79760		
Since p value is more H₀ is accepted at 1% level of significance. Hence it is concluded that there is no significant relationship between marital status of nurses and their level of job satisfaction.				
LEVEL OF EDUCATION				
BSc	3.1993	.63081	.490	.615
MSC	2.9972	.96029		
GNM	3.1877	.32367		
Total	3.083	.7976		
Since p value is more , the H₀ is accepted at 1% level of significance. Hence we concluded that there is no significant relationship between the education level of nurses and their job satisfaction levels.				
NATURE OF INSTITUTION				
Private	3.304	.64392	4.148	.046
Co-operative	2.911	.86961		
Total	3.083	.79760		
Since P Value Is Less, The H₀ Is Rejected At 1% Level Of Significance. Hence We Concluded That There Is A Significant Relationship Between The nature of institution and the nurses Job Satisfaction Levels. It is seen that the nurses working in private hospitals are more satisfied with their job(mean3,304,sd .643)than other category.				
EXPERIENCE				
0-3 yrs	3.128	.804	.131	.941
4-6 yrs	2.976	.568		
7-9 yrs	2.958	.531		
>9 yrs	3.093	.988		
Total	3.083	.797		
Since p value is more , the H₀ is accepted at 1% level of significance. Hence we concluded that there is no significant relationship between the nurses experience and their job satisfaction levels				
DESIGNATION				
Staff Nurse	2.99	.796	5.24	.008
Nursing Supervisor	4.43	.251		
Incharge Nurse	3.16	.386		
Total	3.08	.797		
Since P Value Is Less , The H₀ Is Rejected At 1% Level Of Significance. Hence We Concluded That There Is A Significant Relationship Between The Designation Of Nurses And Their Job Satisfaction Levels. It is seen that the nursing supervisors are more satisfied with their job(mean4.43,sd .251)than other category.				
DEPARTMENT				
Out Patient	1.0000	.	2.509	.067
ICU	3.0393	.39680		
Ward	3.1303	.82097		
Operation Theatre	3.0630	.15883		
Total	3.0839	.79760		
Since p value is more , the H₀ is accepted at 1% level of significance. Hence we concluded that there is no significant relationship between the job satisfaction levels and their department.				

Source: primary data

7. Results of one way Anova

The one way anova test has been carried out to find out the relationship between socio economic factors in relation to

job satisfaction clearly shows that, there is no significant relationship between age of nurses and their level of job satisfaction *since p value is .406*. And there is a significant relationship between gender of nurses and their job

satisfaction as the *p value is .032*. Female nurses are much satisfied with their work (mean 3.2220, sd.6402) compared with their male counterparts. It is also found from the study that there is a significant relationship between the nature of institution and the nurses job satisfaction levels as the *p value is 0.046*. It is seen that the nurses working in private hospitals are more satisfied with their job (mean3,304, sd .643) than nurses working in co-operative hospitals. *P value is .008* hence we concluded that there is a significant relationship between the designation of nurses and their job satisfaction levels, nursing supervisors are having more job satisfaction (mean4.44, sd .251) than other nurses. And there is no significant relationship between marital status of nurses and their level of job satisfaction as *the p value is .538*, and since *p value is .651* we concluded that there is no significant relationship between the education level of nurses and their job satisfaction levels.. We concluded that there is no significant relationship between the departments the nurses work and their job satisfaction as the *p value is .067*

8. Conclusion

This study is an attempt to explore the relationship between job satisfaction and demographic variables among the nurses in the study area. The study reveals that there exists a relationship between gender, designation, nature of institution and the level of satisfaction of the nurses, and there is no relationship between age, level of education, marital status, work department, and years of experience. Investigating and identifying these relationships, would provide suitable information and practical strategies to the hospital administrations to be aware of nurse's job satisfaction rate and improve it through job enrichment and divide responsibilities among nurses, providing change in rest breaks, training courses appropriate to the job specifications, increasing compensation and better promotion procedures, which would eventually help the betterment of quality nursing care and nurses commitment to the institution in general.

References

- [1] Spector, P. E. (1997). Job satisfaction: Applications, assessment, causes, and consequences. Thousand Oaks, CA: Sage
- [2] Reid, carol L.,Hurst, Cameron P.,and Anderson,Debra J. (2013) Examination of socio-demographics and job satisfaction in Australian registered nurses. *Collegian*, 20(3), pp. 161-169
- [3] Haroková S., Gurková E.: Faktory pracovnej spokojnosti českých sestier. In Kontakt. 2012, roč. 14, č. 4, s. 401-409
- [4] Fikri Pala, Semim Eker, Melek Eker "The Effects Of Demographic Characteristics On Organizational Commitment And Job Satisfaction: An Empirical Study On Turkish Health Care Staff" The Journal of Industrial Relations and Human Resources Vol: 10 No:2 ,pp.55-75, April 2008, ISSN: 1303-2860
- [5] Shinde, M., & Anjum, S. (2007). Introduction to Research In Nursing. Sneha Publication India (Dombivili).

- [6] Maria Kozuchoval, Marianna Magerciakova , Anna Vargova, "Analysis Of Selected Demographic Factors Of Nurses Job Satisfaction In Slovakia". Medical and Biological Sciences, 2015, 29/2, 57-61
- [7] Reid, carol L.,Hurst, Cameron P.,and Anderson,Debra J. (2013) "Examination of socio-demographics and job satisfaction in Australian registered nurses". *Collegian*, 20(3), pp. 161-169.
- [8] Fikri Pala, Semim Eker, Melek Eker "The Effects Of Demographic Characteristics On Organizational Commitment And Job Satisfaction: An Empirical Study On Turkish Health Care Staff" The Journal of Industrial Relations and Human Resources Vol: 10 No:2 ,pp.55-75, April 2008, ISSN: 1303-2860.
- [9] Apeksha Gulavani1, Mahadeo Shinde2, "Occupational Stress and Job Satisfaction among Nurses" International Journal of Science and Research (IJSR) Volume 3 Issue 4, April 2014,733-740

Author Profile



Mrs. J. Indumathy, MBA,MPhil,PG Diploma in Hospital Administration,(Phd), Research Scholar, Bharathiar University, Coimbatore



Dr. M. Ravichandran, MIBA, MBA, PhD, MCom, MPhil Assistant Professor, Department of Management studies, Anna University, Tiruchirappall-24