

JOB SATISFACTION OF NURSES WORKING IN A CENTRAL-LEVEL HOSPITAL

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ABSTRACT

Background: Job satisfaction is the extent to which an employee feels self-motivated, content, and satisfied with his/her job. It happens when an employee feels he or she is having job stability and career growth. Nurses' job satisfaction plays an important role in delivering quality care, so this study aims to find out the level of job satisfaction among nurses.

Methods: A descriptive cross-sectional design was adopted. All nursing staff working in Tribhuvan University Teaching Hospital were the study population; the sample size was 263 selected through stratified random sampling. A self-administered questionnaire was used. The level of job satisfaction was assessed using a 5-point Likert Scale. Data were entered into SPSS version 16 and analyzed using descriptive and inferential statistics.

Results: Among the respondents, 75.7% were between 20 and 30 years old, 81.4% had bachelor's degrees, 52.9% were married, 65.8% belonged to the nuclear family, and the highest number 18.3% were working in the medical ward. Among them, 38.4% were on a contract basis, and 51% had work experience of less than five years. Findings showed that 69.6% were satisfied with their job, and 60.8% had high intention to leave their job. The level of satisfaction was significantly associated with the intention to leave a job ($p=0.006$), age ($p=0.01$), marital status ($p=0.01$), and area of specialty ($p=0.01$) were associated with intention to leave the job.

Conclusions: More than half of respondents were satisfied, the most satisfying job dimension is salary and the least is recognition. More than half of the respondents have high intention to leave their jobs.

Keywords: Intention to leave, job satisfaction, nursing staff

INTRODUCTION

The nursing profession includes the promotion of health, prevention of illness, and care of ill and dying people.¹ Major target of the health care delivery system is to provide quality care by nurses.² Nurses have an important role in determining the efficiency, effectiveness, and sustainability of health care.³ Job satisfaction is one of the most important factors that determine the efficiency and productivity of human resources.⁴ In the nursing profession, individuals have heavy workloads, multiple role expectations, and insufficient time leading to decreased performance, negative attitudes, lack of motivation, and eventually detachment from a job.⁵ Studies found that it is vital to increase job satisfaction to improve patients' perception of care quality.⁶ Study in Egypt found nearly two-thirds of nurses have low job satisfaction.⁷ A study in Thailand reported one out of four

nurses were dissatisfied and 40% experienced burnout. Nurses' job dissatisfaction was associated with intent to leave and turnover.⁸ In a study 80.6% were satisfied whereas lack of opportunities for further education and training provided lowest satisfaction.⁹ A similar study revealed that 50% of overworked nurses are unsatisfied with salaries.¹⁰ In Kerala, 72% are moderate, and 13% show low satisfaction.¹¹ In Pune, only 8% were satisfied.¹² Studies among migrated nurses showed that 55.22% were not satisfied abroad.¹⁶ In another study 74% were satisfied; dissatisfaction factors were lack of training opportunities.¹³ Nurse-patient ratio in hospitals is not uniform and is found low which affects the quality of care.¹⁴ Improving nurses' working conditions may improve both nurses' and patients' satisfaction as well as quality care.¹⁵ Thus, this study aimed to identify the job satisfaction of nurses.

METHODS

A descriptive cross-sectional design was adopted to find out job satisfaction among nurses working in a central-level hospital. The study was carried out at Tribhuvan University Teaching Hospital (TUTH), Kathmandu. The study population consisted of all nursing staff working in TUTH. A total of 263 samples were collected randomly from various wards. A stratified Simple Random Sampling technique was used. There are more than 28 wards and in each ward, a varied number of staff work. Each ward was considered as a strata and from the list of staff working in each ward participants were selected randomly. The nurses with the education of either PCL, BSc, BN, BNS, or MN were included. Nurses present at the time of data collection and willing to participate were included. The self-administered questionnaire consisted of Socio-demographic information, statements related to various aspects of job satisfaction, and statements related to intention to leave the job. Ethical approval was taken from the Institutional Review Board (IRB) of the Institute of Medicine (IOM). Administrative approval was taken from TUTH. A permission letter was submitted to the incharges of each ward. The informed written consent was obtained from each respondent. Confidentiality and anonymity were maintained. The collected data were checked, reviewed, and organized daily. Then were coded, tabulated, and entered into the SPSS 16 Version. Data were analyzed on the basis of research objectives by using descriptive statistics and inferential statistics.

RESULTS

Among the respondents, 75.7% were between the ages of 20-30 years of age and 81.4% had completed Bachelor's degree. More than half (52.9%) were married. More than half (65.8%) belong to the nuclear family and 82.5% earn around 40 to 50 thousand per month.

Table 1. Profession-related information of the respondents n=263

Characteristics	Number	Percent
Working area		
Emergency	15	5.7
Pediatric emergency/Pediatric Medicine	29	11.0
Ortho/ENT/Eye/Psychiatric	39	14.8
Maternity	35	13.3
Surgical wards	73	27.8
Medical wards	72	27.4
Area of specialty		
General nursing	194	73.8
Pediatric nursing	11	4.2
Adult nursing	55	20.9
Psychiatric nursing	3	1.1
Nature of job		
Permanent	95	36.1
Temporary	168	63.9
Work experience		
Less than 5 years	150	57.0
More than 5 years	113	43.0
Current job position		
Staff nurse	250	95.1
Sister/Sister incharge	13	4.9

Table 1 reveals that 27.8% were from the surgical department followed by 27.4% in the medical department, 13.3% in the maternity ward, and at least 5.7% were from the emergency department. Most (73.8%) had specialized in general nursing 63.9% were working on a temporary basis 57% had the experience of one to five years and 95.1% were working as staff nurses.

Table 2. Job satisfaction of respondents n=263

Characteristics	Satisfied		Dissatisfied		Mean	SD
	No.	%	No.	%		
Job Satisfaction	183	69.6	80	30.4	64.56	10.31

Table 2 reveals that among the respondents 69.6% were satisfied and only 30.4% were dissatisfied. Respondents who scored less than the mean value were regarded as

dissatisfied and those who scored above the mean were categorized as satisfied.

Table 3. Satisfaction in different job dimensions of respondents

n=263

Characteristics	Satisfied		Dissatisfied	
	No.	%	No.	%
Working environment	170	64.6	93	35.4
Work itself	168	63.9	95	36.1
Nursing practice	154	58.6	109	41.4
Salary and benefit	244	92.8	19	7.2
Advance opportunity	103	39.2	160	60.8
Supervision	103	39.2	160	60.8
Recognition	98	37.3	165	62.7
Decision making	166	63.1	97	36.9
Interpersonal relation	234	89.0	29	11.0
Family support	225	85.6	38	14.4

Table 3 reveals that 92.8% of them were satisfied with the salary and benefits followed by interpersonal relationships 89% and the most dissatisfying factor is recognition (62.7%) followed by advancement opportunity 60.8%.

Table 4. Association between job satisfaction and intention to leave job

n=263

Variables	Job Satisfaction				Chi-Square Value	P Value
	Dissatisfied		Satisfied			
	No.	%	No.	%		
Intention to leave						
Low intention	41	51.3	62	33.9	7.686	0.006
High intention	39	48.7	121	66.1		

Table 4 showed that there is a statistical association ($p=0.006$) between satisfaction and intention to leave a job among the respondents, it also showed that 51.3% who were dissatisfied had a low intention to leave their job whereas 66.1% even were satisfied had high intention to leave the job.

The study also showed that among the respondents 60.8% have a high intention to leave their job. There was no significant association between levels of job satisfaction and the demographic variables and profession-related variables of the respondents. However, there is a significant association between the intention to leave a job and age ($p=0.01$), marital status ($p=0.01$), and area of specialty ($p=0.01$) of the respondents.

DISCUSSION

The findings showed that 69.6% were satisfied with their job and 30.4% were dissatisfied, also Among them 60.8% had a high intention to leave their jobs and 39.2% had a low intention to leave jobs within the coming six months. A similar study conducted in India reported that 55.2% of nurses were dissatisfied.¹² Another study done in Egypt found higher nurses encounter low job satisfaction that

is 61.8%.⁷ Similar studies done in Chitwan reported that 55.22% of nurses were dissatisfied.¹⁶ Nursing Staff in a Tertiary Care Teaching Hospital found that 42% of participants were satisfied with their job.¹⁷ This study found that the most satisfying domain was salary and benefit (92.8%), a similar study done in Nepal showed that 57.33% think that their income was the reflection of the job they do.¹⁸ A similar type of study conducted in Pune showed that 40% of the nurses disagreed with the pay and benefits given to them.¹² Similar studies showed that 46.4% were not satisfied with their salaries.¹⁰ This study found that 63.9% of the respondents were satisfied with the work itself and 64.6% were satisfied with the working environment. A similar study conducted in South Africa showed that 50% of the nurses were satisfied with the working environment.¹⁹ Similar studies conducted in Nepal showed that 63% of the nurses were satisfied with the working environment.²⁰ This study found that 39.2% were satisfied with the advancement opportunity; a similar study conducted in South Africa found that 50% were satisfied with the opportunity they were given.¹⁹ Another study conducted in Nepal showed that 45.1% of nurses were satisfied with the advancement

opportunity.¹⁸ This study showed that only 39.2% were satisfied with the provision of supervision. A similar study conducted among nurses of Birgunj showed that 54% of the nurses were satisfied with their interaction with the supervisor.¹³ This study found that 37.3% were satisfied with recognition and rewards. A similar study done in Ethiopia found that 55.5% of the respondents were satisfied with the recognition whereas 44.5% were dissatisfied.³ This study also found that 63.1% were satisfied with participation in decision-making, a similar study conducted in Birgunj showed that 42% of nursing staff were dissatisfied with job security and freedom to make decisions.¹³ In this study 89% were satisfied with interpersonal relationships, a similar study in South Africa found that 63% were satisfied with the spirit of cooperation between co-workers in the hospital.¹⁹ Similar study conducted in Nepal found that 60.6% of respondents were satisfied with interpersonal relationships with seniors, juniors, and co-workers.¹⁸ In another study in Slovenia found 64% were satisfied with interpersonal relationship.²¹

This study showed no significant association between job satisfaction and age, marital status, and level of education. A similar study observed no statistical association between age and job satisfaction in Norwegian nurses.²² Similar studies in Nepal found no statistical association between job satisfaction and age.²³ Similar studies done in India and Nepal showed no association between age and job satisfaction, studies done among Slovenian nurses also found that there was no association between job satisfaction and age of nurses.²¹ Similar studies conducted in Kuwait showed a significant association between marriage and job satisfaction.²⁶ Another study conducted in Nepal showed a significant association between marital status and job satisfaction.²⁰ The study done among Slovenian nurses found a positive correlation between job satisfaction and their level of education.²¹ Another study in Nepal showed an association between higher education in nursing and job satisfaction.²⁵ The study conducted in Bangladesh showed a significant association between professional qualification and level of job satisfaction.²⁷ The study conducted in Teheran found a statistical association between the type of job appointment and the level of job satisfaction.²⁸ Another study showed an association between years of experience and job satisfaction level similar study conducted in Slovenian Hospitals also showed a statistical association between years of work experience and level of job satisfaction.^{21, 29}

CONCLUSIONS

It is concluded that more than half of the nurses working in TUTH are satisfied with their jobs. The most satisfying job dimension is salary and benefits and the most dissatisfying is recognition and reward. Job satisfaction is associated with the intention to leave the job. More than half have high intention to leave their job within six months.

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CONFLICT OF INTEREST

The authors declare no conflict of interest.

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