

LEVEL OF JOB SATISFACTION AMONG NURSES WORKING IN TERTIARY CARE HOSPITAL OF FAISALABAD

Aftab Nazir¹, Rabia Arshad Usmani¹, Rida Dawood^{2,3}, Nargis Haider Kakar⁴, Marriam Nazir⁵, Zunera Tanveer⁴, Irshad Ahmad⁶

ABSTRACT

Introduction: Nurses playing an important role in the provision of health service delivery. Their job satisfaction impacts the quality of healthcare service delivery and patient outcome.

Objective: To study the level of job satisfaction among nurses working in Independent University Hospital, Faisalabad.

Material and Methods: Descriptive cross-sectional study was conducted in Independent University Hospital from January 2018 to June 2018. All the nurses, who were working in Independent University Hospital and are willing to take part, were included in our study through convenience sampling technique. Data was collected through structured questionnaire. Confidence level set at 95% and p-value taken 0.05. Job satisfaction was considered low when 0-33% respondents answered yes (satisfied) to a particular question, moderate satisfaction for a 34-67% response and high satisfaction for 68% or more yes (satisfied) response to a particular question. A nurse was labeled as satisfied from job if answers to more than 6 out of 12 questions was found yes (satisfied).

Results: Among 116 participants nurses, 92 (79.3%) nurses were satisfied with work load, 90 (77.6%) nurses with their working hours, 90 (77.6%) nurses with new job skills and 88 (75.9%) nurses were satisfied with relations with co-workers. Lowest satisfaction was found with pay 26 (39.7%) followed by satisfaction with benefits other than pay 66 (56.9%). Overall 80 (69.0%) nurses were satisfied with their job while 36 (31.0%) were not satisfied with their job at independent university hospital.

Conclusion: Majority of the nurses working at Independent University Hospital were satisfied with their job. Pay and job-related benefits need to be reviewed for nurses' better job satisfaction and less job turnover.

Key words: Nurses, job satisfaction, Tertiary care hospital, healthcare

INTRODUCTION

A number of factors affect the performance and success of an organization. Job satisfaction of employees is an important factor which affects the organization success. Job satisfaction of employees is subjective. It can be defined as 'a pleasurable or positive emotional

state resulting from the appraisal of one's job or job experiences'.⁽¹⁾

In healthcare setting, job satisfaction of employees is very important for the better and optimal care of patients and provision of quality healthcare services^(2,3) Job satisfaction and organizational performance are interlinked with each other as it can be said job satisfaction determine organizational performance.⁽³⁾ Positive job satisfaction leads to better organizational performance and vice versa.⁽³⁾ Nurses play an important part in the provision of health services. Because of nurses shortage, it is important to have the nurses have good job satisfaction and thus retain them in the organization and reducing their turn over.⁽⁴⁾

A number of factors influence the nurses' job satisfaction in a healthcare setting. Educational level, years of experience, personal income, work burden, workplace relationship, stress, job autonomy, perceived organizational support, equity etc have their impact on job satisfaction.⁽⁵⁻⁹⁾

Herzberg's two-factor theory also known as motivation-hygiene theory is the most commonly theory used to describe motivation and job satisfaction.⁽¹⁰⁾ It describes the factors which influence the attitude of

1Department of Community Medicine, Independent Medical College, Faisalabad Pakistan.

2Department of Cardiology, Children Hospital Faisalabad, Pakistan.

3Department of Medical Education, University of Health Sciences, Lahore, Pakistan.

4Department of Physiology, Bolan University of Medical and Health Sciences, Quetta, Pakistan.

5Allied Hospital Faisalabad, Faisalabad Medical University, Faisalabad, Pakistan.

6Department of Molecular Biology and Genetics, Institute of Basic Medical Sciences, Khyber Medical University, Peshawar, Pakistan.

Address for correspondence:

Dr. Aftab Nazir

Department of Community Medicine, Independent Medical College, Faisalabad, Pakistan.

Mob#: +92-345 171 62 72

Email: aftab_001@hotmail.com

people towards their work and job satisfaction. This theory describes two types of factors that are hygiene factors (extrinsic factors) and motivator (intrinsic factors).⁽¹⁰⁾ A summary of these factors is shown in the following Table No. 1

Motivation factors are intrinsic to job and aim to improve the job satisfaction among employees.⁽¹⁰⁾ Hygiene factors are extrinsic to job and they are there in an organization to reduce the job dissatisfaction among employees.

Our study aims to describe the factors associated with job satisfaction among nurses working in Independent University Hospital (IUH), and to study the level of job satisfaction among nurses working in Independent University Hospital, Faisalabad

METHODOLOGY

Study design: Cross-sectional descriptive study was done at Independent University Hospital (IUH) from January 2018 to June 2018. All the 116 nurses working at Independent University Hospital (IUH) were selected. Sampling technique was convenience sampling. Confidence interval set at 95%.

Sample selection: All the nurses working in the hospitals affiliated with Independent Medical College Faisalabad and willing to participate in our study. Consent was taken before the administration of questionnaire.

Data collection procedure: Data was collected by self-administered structured questionnaire. Questionnaire was adapted from studies conducted previously. Verbal and written consent was taken before administration of questionnaire.

Study variables: include the following: Age, marital status, boarding status, wards working, years of experience, total monthly income, working hours

Data analysis procedure: Data was entered and analyzed using the statistical package for social sciences (SPSS) version 19.

Operational Definitions

Low satisfaction: When 0-33% respondents answered yes (satisfied) to a particular question.

Moderate satisfaction: 34-67% respondents answered yes (satisfied) to a particular question.

High satisfaction: 68% or more respondents answered yes (satisfied) to a particular question.

Overall job satisfaction: There were total of 12 job satisfaction related questions, a nurse was labeled as satisfied from job if answer to more than 6 questions was found yes (satisfied).

RESULTS

Among 33 nurses who aged less than 30 years,

23 (69.7%) were satisfied while 10 (30.3%) were unsatisfied. Those aged 30 years or more, 17 (68%) were satisfied while 8 (32%) were unsatisfied from their jobs.

100 nurses were married and only 16 were unmarried. Among 100 married, 68 (68%) were satisfied and 32 (32%) were unsatisfied while among 16 unmarried nurses, 12 (75%) were satisfied and only 4 (25%) were unsatisfied.

Among 48-day scholar nurses, 36 (75%) were satisfied and 12 (25%) were unsatisfied from their job. Among 68 nurses living in nursing hostel, 44 (64.7%) were satisfied while 24 (35.3%) were unsatisfied from their job.

Nurses' response to each particular job satisfaction related question is shown in Table No.3.

Out of 116 nurses, 80 (69%) were found to be satisfied from their job while 36 (31%) were unsatisfied from their job. (Table No. 4)

DISCUSSION

Our research found that more than two third nurses (69%) working at Independent University Hospital were overall satisfied from their job. This is significant as it has been shown that the greater the job satisfaction, the lesser the intent to leave the job and thus reduced employee turnover.⁽¹¹⁾ A similar study conducted on nurses working in different hospitals in Turkey found nurses satisfaction level at 58%.⁽¹²⁾

High satisfaction level was found for the work load question as 92 (79.3%) nurses were satisfied with the work load they face during their job followed by satisfaction with working hours 90 (77.6%), satisfaction with new job skills 90 (77.6%) and satisfaction with relation with co-workers 88 (75.9%). All of these factors are important in job satisfaction of employees and motivating them to continue their existing job.

Low level of satisfaction were found with pay 46 (39.7%), followed by satisfaction with benefit other than pay 66 (56.9%), and by satisfaction with attitude of hospital management 70 (60.3%). This is significant as studies have shown that pay and job benefits have great impact on job satisfaction of nurses and thus in turn their intention to quit the job.^(12, 13) Less pay forces

Table No.1 Factors in Herzberg two-factor theory

Motivation Factors	Hygiene Factors
Advancement	Interpersonal relationship
Work itself	Salary
Possibility of growth	Policies and administration
Responsibility	Supervision
Recognition	Working conditions
Achievement	

Table No. 2: Frequency distribution of socio demographic variables of study participants

Demographic variables	Frequency	Percentage
Age Group		
Less than 30 years	66	56.9%
30 or more than 30	50	43.1%
Marital status		
Single	16	13.8%
Married	100	86.2%
Boarding status		
Day scholar	48	41.4%
Hostelite	68	58.6%
Type of family		
Nuclear	88	75.9%
Extended	28	24.1%
Ward in which working		
Medicine and allied	32	27.6%
Surgery and allied	84	72.4%
Years of experience		
Upto 4 years	90	77.6%
More than 4 years	26	22.4%
Working at other job		
Yes	98	84.5%
No	18	15.5%
Total monthly family income		
Upto 40000	72	62.1%
More than 40000	44	37.9%
Participant income		
Upto 15000	82	70.7%
More than 15000	34	29.3%
Number of working hours		
8 hours	32	27.6%
More than 8 hours	84	72.4%
Mode of transport usage		
Public transport	72	62.1%
Own transport	44	37.9%

Table No.3: Nurses job satisfaction with respect to particular question

Serial No.	Statement	Yes	%	No	%	Satisfaction level
1	Are you satisfied with your working hours?	90	77.6	26	22.4	High
2	Are you satisfied with your workload?	92	79.3	24	20.7	High
3	Are you satisfied with your pay?	46	39.7	70	60.3	Moderate
4	Are you satisfied with the time of your pay?	72	62.1	44	37.9	Moderate
5	Are you satisfied with your working condition & environment?	74	63.8	42	36.2	Moderate
6	Are you satisfied with the attitude of hospital management?	70	60.3	46	39.7	Moderate
7	Are you satisfied with the appreciation when you do good work?	78	67.2	38	32.8	Moderate
8	Are you satisfied with the motivation provided by your supervisor?	78	67.2	38	32.8	Moderate
9	Are you satisfied with your relations with your co-workers?	88	75.9	28	24.1	High
10	Are you satisfied with any other benefit other than salary?	66	56.9	50	43.1	Moderate
11	Are you satisfied with new skills acquired at job	90	77.6	26	22.4	High
12	Are you satisfied with security provided at work	74	63.8	42	36.2	Moderate

Table No. 4: Overall job satisfaction of nurses

Overall job satisfaction		
Satisfied	80	69%*
Unsatisfied	36	31%**

*There were total of 12 job satisfaction related questions, a nurse was labeled as satisfied from job if answer to more than 6 questions was found yes (satisfied). **A nurse was labeled as unsatisfied from job if answer to 6 or more than 6 questions was found to be no (unsatisfied).

the workers to leave the job and search for jobs having better pay and good job-related benefits.

Research included a sample of employees from only Independent University Hospital, so the data cannot be generalized to whole population of nurses working in different hospitals of Faisalabad.

CONCLUSION

80 (69%) nurses were found to be satisfied and only 36 (31%) were unsatisfied with their job at Independent University Hospital. High satisfaction level was found for work load burden (79.3%) while low satisfaction was found with the pay (39.7%) among nurses. Pay and job-related benefits need to be reviewed for the better job satisfaction of nurses working at Independent University Hospital and thus reduced job turn over.

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