

Job Satisfaction among Nurses in Teaching Hospitals Karapitiya and Mahamodara

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Abstract—

Background

Nurses play an extremely important part of patient care. They also assume various roles such as patient educator, counsellor, health care facilitator and patient advocator. But most of the nurses remain as dissatisfied professionals in the world today. Nurses' job satisfaction directly affects the quality of patient care. There are intrinsic factors as well as extrinsic factors that affect job satisfaction.

Method

A cross sectional study was conducted using Grade 2A RNOs (Registered Nursing Officers) in teaching hospitals Karapitiya and Mahamodara. A purposive sample was selected including 50 nurses from Mahamodara and 300 nurses from Karapitiya. Data collection was done by a self administered questionnaire. Both close ended and open ended questions were used in the questionnaire and a scoring system was used to measure job satisfaction over intrinsic and extrinsic factors.

Results

From the sample of 350 only 227 nurses responded to the questionnaire including 205 female nurses (90.31%) and 22 male nurses (9.69%). According to the scoring system used the mean score related to extrinsic factors was 36.91 ± 8.22 out of the total score of 65, the mean score related to intrinsic factors was 9.33 ± 2.37 out of the total score of 19. The mean overall score was 46.24 ± 9.55 out of the total score of 84. The nurses were placed under three groups (highly satisfied, averagely satisfied and poorly satisfied) with the overall score they have taken and it is found out that nearly 13% of the nurses are highly satisfied, 81% are averagely satisfied and 6% are poorly satisfied. Nearly 83% of the nurses are not satisfied with their wages, 67% on working overtime, 57% on supportive measures and 59% with the performance appraisal from their supervisors while 63% of the nurses are satisfied with the recognition they get as a nurse in

public. There were no significant differences between the age and job satisfaction related to wage ($\chi^2=2.55$, $p=0.466>0.05$) and to the age and performance appraisal from supervisors ($\chi^2=0.69$, $p=0.876>0.05$).

Conclusion

The job satisfaction was average among the study population. As majority of the nurses are not satisfied with their wages, on working overtime, on supportive measures and on their performance appraisal it may lead to poor quality of patient care. Relevant authorities have a responsibility to enhance job satisfaction of nurses by a proper management plan.

Keywords: RNO, Intrinsic factors, Extrinsic factors

I. INTRODUCTION

Nurses are important professionals in health care. The government emphasizes on maintaining healthy workforce as an integral part of its long-term human resource planning. Health services are regarded as an inseparable part of nation building. Therefore, as professionals nurses play a crucial role in health care. The nurses not only care for patients but also perform other roles too. The nurses assume various roles such as technician, waitress, and mother. Today, nurses assume various roles such as teacher (patient educator), counsellor, health care facilitator, and patient advocator etc. (Rashi, A., 2010). In health care settings nurses help in early detection of life threatening incidents of patients. Nurses not only care for patients' basic needs but also pay attention to social and emotional needs of patients.

Job satisfaction is an individual's general feeling about the job one has or does. (Heidi, A. Hirson, 1999) It has been reported that job dissatisfaction among nurses is four times greater than other

hospital professionals. Shortage of staff and heavy workload make nurses dissatisfied. They are unable to perform duties according to their education and have to cover various kinds of work with heavy patient numbers. (Rashi, A., 2010). Li described that work place stressors, coping strategies and demographic characteristics contribute both positively and negatively to job satisfaction of professional nurses (Li, 2008). Workload, professional support, training received and working condition were the main factors that influence job satisfaction among nurses in Sri Lanka. But opportunities for career development had no influence in job satisfaction. (Sathasivam, S., 2010) Job satisfaction studies in Central government Hospitals in Sri Lanka, emphasized that official support, interaction with patients, positive relationship with supervisors are important factors in the job satisfaction of nurses. Sri Lankan nurses have to perform activities in patient care beyond their training. Most of them have only a three-year basic diploma qualification in nursing. Most of them have no opportunities to pursue career advancement. They have to perform a heavy workload because of heavy patient numbers in wards. Some nurses are working in normal patient care units in scheduled six hour shift duty with rotation night duty shift for 12 hours while some nurses are performing duties as fixed hours for 8 hours per day such as clinics, outpatient departments in hospitals. Because of the shortage of staff most nurses have to perform extra duty hours in most hospitals. Because of these duty arrangements the nurses hardly engaged in continuing professional development. Nurses are responsible and accountable for patient care, highly expensive inventories, and in maintaining daily routines of health care units. In large health care institutions such as Teaching hospitals, General hospitals, and specialized hospitals, there are heavy patients' numbers and nurse has to perform duties beyond their nursing education. Understanding the level of job satisfaction of nurses, management section can integrate facilities for nurses to improve their job satisfaction.

Heidi explained job satisfaction is often considered in terms of intrinsic and extrinsic factors. Intrinsic factors include opportunities for advancement and growth, recognition, responsibility, promotes job satisfaction. Extrinsic factors include supervision, pay policies, working condition and interpersonal

relations (Heidi, A., 1999). A study was done on nurses in 4 major Slovenian hospitals in order to find the most important factors for job satisfaction. Good workplace relationships, followed by pay, praise from the superiors, opportunities for promotion, education possibilities, superiors' encouragement for work, good working conditions, work responsibility and professional challenges, work-connected freedom and independence, and more free time were among their findings. (Lorber, M., 2012).

Though various studies have been conducted on this topic elsewhere, the studies done in Sri Lanka are comparatively rare. Therefore this study was conducted in order to find the job satisfaction level in Sri Lankan hospital setup.

II. METHODOLOGY

A cross sectional study was conducted using grade 2A Registered Nursing Officers (RNO) attached to Teaching Hospitals Karapitiya and Mahamodara. All the nurses are qualified three year nursing diploma holders under the Ministry of Health Sri Lanka and their first continuous promotion as Grade 2A RNO. There were 1053 nurses were working in Teaching Hospital Karapitiya and 237 nurses were working in the Teaching Hospital Mahamodara. The study sample was selected as a purposive sample of 50 nurses from Mahamodara and 300 nurses from Karapitiya. Sample was selected on a voluntary basis by explaining the research objectives and methodology.

Permission for the data collection was obtained from the Directors of the Teaching Hospitals. Informed written consent was obtained from each participant prior to the interview.

Data collection was done by a self administered questionnaire. Questions on stress management, educational level and self satisfaction were included to assess job satisfaction related to intrinsic factors while questions on performance appraisal, wages and job recognition were included to assess job satisfaction related to extrinsic factors. Both close ended and open ended questions were used in the questionnaire and a scoring system was used to measure job satisfaction over intrinsic and extrinsic factors.

Data analysis was done using Microsoft Excel 2007 and statistical package for social sciences (SPSS) 17.0 Edition. Descriptive statistics were used to describe the characteristics of the population and to summarize data. Chi-square (χ^2) test was used to find the associations between variables.

III. RESULTS

Personal data of the participants is stated in the table 1. From the sample population (350) chosen, only 227 nurses responded to the questionnaire and from them 90.31 % (n=205) of the participants were females and 9.69% (n=22) of them were males. Nearly 29% of the nurses had service duration less than 5.

Table 1: Personal data of participants

Data category	Number of Subjects	Percentage %
<i>A. Gender</i>		
Male	22	9.69
Female	205	90.31
<i>B. Age (years)</i>		
20-30	63	27.75
31-40	72	31.72
41-50	76	33.48
51-60	16	7.05
<i>C. Service Duration (years)</i>		
0-5	65	28.63
6-10	48	21.15
11-15	33	14.54
16-20	44	19.38
21-25	21	9.25
26-30	12	5.29
31-35	03	1.32
36-40	00	0.00
41-45	01	0.44

According to the scoring system used the mean score related to extrinsic factors was 36.91 ± 8.22 out of the total score of 65, the mean score related to intrinsic factors was 9.33 ± 2.37 out of the total score of 19. The mean overall score was 46.24 ± 9.55 out of the total score of 84. Nurses were categorized as follows, "highly satisfied" (57-84), "averagely satisfied" (29-56), and "poorly satisfied" (0-28). It found out that nearly 13% of the nurses were highly satisfied, 81 % were averagely satisfied and 6% were poorly satisfied. (Table 2)

Table 2.Satisfactory level of participants

Satisfactory level	Number(N=227)	%
Poorly satisfied	14	6.17
Averagely satisfied	184	81.06
Highly satisfied	29	12.78

Nearly 83 % of the nurses were not satisfied with their wages, 67% on working overtime, 57% on supportive measures and 59% with the performance appraisal from their supervisors while 63% of the nurses were satisfied with the recognition they get as a nurse in public. There were no significant differences between the age and job satisfaction related to wage ($\chi^2=2.55$, $p=0.466>0.05$), to the age and performance appraisal from supervisors ($\chi^2=0.69$, $p=0.876>0.05$) and to all the variables. (Table 3)

Table 3.Job satisfaction by Age

Variable	% not Satisfied	P Value	χ^2
Wages	82.4	0.466	2.549
Job Stress	55.5	0.363	4.329
Public Recognition	37.0	0.400	4.045
Technology	65.6	0.944	0.755
Supervisory appraisal	59.5	0.876	0.690
Occupational hazards	55.5	0.444	3.729
Aids on Professional development	59.9	1.674	0.795
Clerical work	58.2	0.442	3.744
Patients' appraisal	38.3	0.370	4.275

IV. DISCUSSION

The overall job satisfaction among nurses in teaching hospitals was average in this study. Yet there are several areas in need of attention from relevant authorities in this country. The study that was done in Slovenian hospitals also had a medium level of satisfaction among nurses (Lorber, M., 2012).

Due to lack of man power the remaining nurses have to work extra shifts to cover the workload. It was shown that nearly 67% of the sample population believed that working overtime affects badly on their personal life. This fact cannot be ignored because the personal life of nurse in turn affects the quality of care he/she delivers.

Relevant authorities should emphasize on this matter and should recruit enough nurses to the hospitals. This will reduce the job stress by reducing the excessive workload on the nurse.

According to the study done in Slovenian hospitals the lowest levels of satisfaction were shown for pay level, amount of praise and level of trust, involvement in the decision-making process, concern for employees' well-being, opportunities for promotion, and leadership, and the highest were shown for satisfaction with the job and with co workers (Lorber, M., 2012). Similar results were gained by Sveinsdottir et al who showed that nurses were most satisfied with their co workers and head nurses, and least satisfied with their opportunities for promotion and pay level (Sveinsdottir et al, 2006). In this study we could see that 82.4% of nurses were dissatisfied with their wages. This clearly shows that nurses expect more payments for the responsibilities they hold in their profession. It is a responsibility of the employers to give adequate pay to their employees to get the maximum service from them. But the two studies that were done abroad show a clear difference with the Sri Lankan study related to satisfaction on performance appraisal by supervisors.

Performance appraisal is a key factor that motivates workers. As nursing is a job that deals heavily with patients a positive patient feedback always motivates them to work harder. An appraisal from a supervisor is equally important as an appraisal from a client .It was found that nearly 59% of the study population were not satisfied with the appraisal from their supervisors while nearly 62% are satisfied with the appraisal of patients .It is also a good sign that 63% of the nurses were satisfied with the recognition they get as a nurse in public. It is the responsibility of all staff members as well as the relevant authorities to build a healthy rapport between supervisory panel and the workers as majority of the nurses are not satisfied with the appraisal from their supervisors. Monthly workshops and training programmes for all the staff on soft skills, communication skills would be very much beneficial in solving these issues. It is also the responsibility of all the nurses to be competent, skilful and to behave well to win the hearts of patients as well as patients as well as their supervisors.

The study shows that nearly 56% of the nurses in the study populations had stress or frustrations regarding their career. Nearly 58% of the study population were overburdened with non nursing (clerical) work. This can directly affect quality of patient care. But it was good that nearly 44.9 % of the nurses were satisfied with the opportunity to participate in stress management sessions. To gain the expected quality in nursing care relevant authorities should focus attention on stress coping programmes and counselling sessions for nurses. It will also be helpful to identify their underline problems that affect their efficiency.

Nurses have to update their knowledge and skills regularly. This study shows that 65.6% of the nurses were not satisfied with their skills on new technology and 60% of the study population were not satisfied with the opportunities made available for professional development. It is important to update their knowledge and skills periodically to fulfil the needs of patients well.

V. CONCLUSION

The overall job satisfaction among nurses in teaching hospitals was average in this study. Yet there are many gaps to be filled to achieve a high job satisfaction among nurses. To achieve those goals relevant authorities have a responsibility to assess nurses' job satisfaction periodically and they should implement a good management plan accordingly to enrich their job satisfaction.

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