

**STUDY ON FACTORS AFFECTING JOB SATISFACTION AMONG NURSES IN BASE HOSPITAL  
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**Abstract**

Job satisfaction represents the degree to which nurses like or enjoy their jobs, which is an essential issue for both employees and employers. It leads to less job turnover, increased staff productivity, and greater patient satisfaction. Nursing and hospital administrators need to focus on ways to increase job satisfaction, and thus improve the performance, and thereby raise the level of quality of patient care. Job satisfaction is an important factor in increasing the level of work performance and career aspirations. This study was carried out in Base Hospital Medirigiriya, Sri Lanka among 59 nurses. Study objectives were to describe the socio demographic details among nurses, to find out the level of job satisfaction and to describe the factors affecting the job satisfaction. It was a cross sectional analytic study carried out by qualitative method. Pretested validated self administrated questionnaire were introduced among all nurses after obtained written consent. 26% of the nurse were belongs to the 31-40years age group and almost 78% of nurses were up to the 40 years age group.93.2% were female among nurses and 83.1% were married. Almost 90% were holding only the nursing diploma among nurses. Highest number of nurses was working in the medical wards (22%). Majority were fall into the group of “satisfied”( >50%) and “very satisfied group”. Organisation factors which were stated as the working condition, staffing, training, praise & recognition and remuneration, studied in this study taken as a one variable and mean score is 68.54. All the factors with job satisfaction correlation were significant. According to simple linear regression, all the determinants were found to be important determinants of job satisfaction in this study. According to the participants all the factors were satisfied with majority of staff. As a recommendation If this study was carried out the larger sample it would be given the higher mean score for the job satisfaction.

**Keywords:** Job satisfaction, Nurses.**INTRODUCTION**

Job satisfaction is an integral component of organizational climate, of which an important element is managing employee relationships. The assessment of employee attitudes such as job satisfaction has become a common activity in organizations in which management is concerned with the physical and psychological well-being of the people. Satisfaction results when a job fulfils or facilitates the attainment of individual values and standards. Dissatisfaction occurs when the job is seen as blocking such attainment. Sri Lankan health care system is increasingly address continuous human resources development and the availability of highly motivated and quality-oriented staff for the quality systems. Anticipated significant impact of human resources management on the quality of services is essential for the development of quality system. The Sri Lankan healthcare system is experiencing major changes, notably in its levels of quality and safety in healthcare systems, within its limited resources. All activities of a hospital are carried out by the staff, and the standard of service, patient care, etc. are dependent on employee satisfaction levels. It is vital that people participate effectively, both as individuals and as team members, with respect to performance and rapid adaptation to change; and hospital physicians and other staff possess valuable knowledge about the performance of their organization and opportunities for improvement.

The nurse in Sri Lanka carries out many roles including providing care to patients, administering medications ordered by the doctor, coordinating paramedical services, as well as supervising junior nursing and assistant staff members. Many researchers have demonstrated strong positive correlations between job satisfaction of medical staff and patient satisfaction, and the service levels in such health care settings (Leiter *et al.*, 1998). Consequently, by creating an environment that promotes job satisfaction, a health care manager can develop employees who are motivated, productive and fulfilled. The Nursing Officers are usually in the wards for 24 hours in a day on a shift basis. This means they are the category of health care workers who are with the patients most of the time. They function as the bridge between Medical Officers and patients, too. Therefore, job satisfaction of Nursing Officers is a highly important factor contributing to patient satisfaction. This is, indeed, critical to the process of attracting external customers through internal customers. This study will be a unique and significant because the areas it addresses have not been extensively studied in nursing in Sri Lankan health sector, and it provides substantive data for professional nurses, nurse educators, and nurse administrators. For these reasons, study on workload and job satisfaction is important among nurses. Limited studies were available in this field and it will help for the future planning of nurses' recruitment and placement. This study is trying to explain the job satisfaction and the associated factors among nursing officers in a base hospital of a public health care institution. Selected hospital is the Base Hospital (BH) Madirigiriya, in Polonnaruwa district, Sri Lanka which is containing the average drainage population of seventy four thousands.

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According to the cadre 2017, approved carder for the nurses is 101, but in position are 69. With the availability of 68% requirement of nurses are fulfilling the patient care services of the hospital.

### Objectives

1. To describe the socio demographic details among nurses in Base Hospital, Mederigiriya.
2. To find out the level of job satisfaction among nurses in Base Hospital, Mederigiriya.
3. To describe the organizational factors affecting the job satisfaction among nurses in Base Hospital, Mederigiriya.

### METHODOLOGY

This study was done at Base Hospital, Medirigiriya to find out the factors affecting job satisfaction among nurses. It was a cross sectional analytical study and participant were the all nurses working in the Base Hospital, Medirigiriya. Only 59 nurses were given the written consent to enroll this study. Data collection was done by quantitative method. According to the thorough literature search and with the expertise opinions, self administrated questionnaire was prepared and pre tested. According to the pre tested results, it was finalized and used for data collection. Data collection was done during the month of January, 2019. Data were analysed with SPSS version 21.0 package.

### RESULTS

A. Socio demographic details of the nurses are given in table 1.

26% of the nurse were belongs to the 31-40years age group. But there were 8.5% of the nurses were fall into >50years of age group. Almost 78% of nurses were up to the 40 years age group. 93.2% were female among nurses and 83.1% were married. Almost 90% were holding only the nursing diploma among nurses and one nurse (1.7%) was holding the Bsc nursing with diploma in nursing. Highest number of nurses were working in the medical wards (22%), where as next to that, will be the others category (20.3%). Among the others category, it included the dialysis unit, surgical theater, blood bank and health education unit. But there were three nurses (5.1%) working in the multiple units. They were working more than one unit which stated here (medical, OPD, Clinic). 37.3% of nurses had up to 5years working experience and 33.6% had 5.01 -15years. Among the participants 8.5% had more than 25years of experience.

B. Job satisfaction among nurses in Base Hospital Medirigiriya is given in table 2:

Above table stated the job satisfaction of nurses. Majority were fall into the group of "satisfied"(>50%) and "very satisfied group". 6.8% were dissatisfied for "my performance is affected by my job satisfaction" component for the job satisfaction.

**Table 1. Distribution of nurses with socio demographic details at BH Medirigiriya (n=59)**

Parameters		Number	Frequency %
Age (in years)	<30	20	33.9
	31-40	26	44
	41-50	8	13.6
	>50	5	8.5
Sex	Male	4	6.8
	Female	55	93.2
Marital status	Married	49	83.1
	Un married	10	16.9
	Diploma only	53	89.8
Professional qualifications	Diploma and BSc nursing	1	1.7
	Diploma and other degree	5	8.5
	Medical	13	22
	Surgical	10	16.9
	Pediatric	4	6.8
Working Unit	Gynecology & Obstetrics	11	18.6
	Out Patients Departments	5	8.5
	Clinic	1	1.7
	Others	12	20.3
	Multiple answer	3	5.1
	Up to 5years	22	37.3
	5.01 – 15yrs	21	33.6
Working experience (in years)	15.01 – 25yrs	8	13.6
	> 25yrs	5	8.5

**Table 2. Nurses job satisfaction among nurses at BH Medirigiriya (n=59)**

Job satisfaction	Very satisfy ed	Satisfi ed (n&%)	Neutr al (n&%)	Dis satisfi ed (n&%)	Very dis satisfied (n&)	No answer	Statistical test	
							Mean	SD
I am very satisfied with my work	23 39.0%	33 55.9%	3 5.1%	-	-	-	4.34	0.57 6
My performance is affected by my job satisfaction	9 15.3%	34 57.6%	9 15.3%	4 6.8%	-	3 5.1%	3.66	1.13 9
I believe the quality of care we provide is affected by employee job satisfaction	12 20.3%	30 50.8%	15 25.4%	-	-	2 3.4%	3.81	0.99 1
I would recommend employment at this hospital to my friend.	11 18.6%	28 47.5%	10 16.9%	9 15.3%	-	1 1.7%	3.64	1.06 3

## C. Summary of the Mean score and S.D of the factors and the job satisfaction under the study among nurses

**Table 3. Description of mean score values of factors and job satisfaction**

Factors	Mean	SD
Working conditions	19.39	2.305
Staffing	7.61	1.451
Training	14.15	2.753
Praise and Recognition	20.37	2.456
Remuneration	6.61	1.509
Job satisfaction	15.46	2.292
Quality of patient care	12.22	12.560
Organizational factors	68.54	7.890

Above table 3 said about the mean score value of the factors in regards of the nurses satisfaction at Base Hospital Medirigiriya. It said that mean job satisfaction score is 15.46. But the staffing and remuneration fall into the lower than the job satisfaction mean score is 7.61 and 6.61 respectively. Organisation factors which were stated as the working condition, staffing, training, praise & recognition and remuneration, studied in this study taken as a one variable and mean score is 68.54.

## D. Relationship between job satisfaction and organizational factors among nurses is given in table 4:

**Table 4. Correlation coefficient of job satisfaction and organizational factors among nurses at Base Hospital, Medirigiriya**

Statistical test		Working condition	Staffing	Training	Praise & Recognition	Remuneration
Pearson Correlation	Job satisfaction	.325	.335	.363	.481	.322
Significance (1-tailed)	Job satisfaction	.006	.005	.002	.000	.006

\*\* Correlation is significant at the 0.01 level (1-tailed).

The job satisfaction among nurses in Base Hospital Medirigiriya was analyzed using Pearson's correlation coefficient with the factors which were affects the job satisfaction. All the factors with job satisfaction correlation were significant.

The probable significance value for job satisfaction and praise & recognition is 0.000, which indicates that the correlation is significant, and the value of the Pearson correlation is (0.481) high. Further, the probable significance value for job satisfaction and remuneration is 0.006, indicating that there is less significant correlation between them compare to other factors.

## E. Simple linear regression between job satisfaction and factors affecting job satisfaction is given in table 5:

**Table 5. R<sup>2</sup> between Job Satisfaction and Factors affecting Job Satisfaction using Simple Linear Regression**

Variable	Working condition	Staffing	Training	Praise & Recognition	Remuneration
Job satisfaction	0.105	0.112	0.13	0.231	0.104

Above table said the regression among the factors. R Square is the coefficient of determination, interpreted as the percentage of variance in Y that can be explained by X. For example, an "R Square" of 0.105 (working conditions) in the above table indicates that only 10.5% of the variance in job satisfaction can be explained by the working conditions. Likewise, assumptions can be made for the variance in job satisfaction. According to simple linear regression, all the determinants were found to be important determinants of job satisfaction in this study.

**DISCUSSION**

Job satisfaction is good not only for employees but for employers too; as job satisfaction increases productivity and decreases staff turnover. Satisfied employees tend to be more productive, creative and committed to their employers. According to this study, 26% of the nurse were belongs to the 31-40years age group. But there were 8.5% of the nurses were fall into >50years of age group. 93.2% were female among nurses and 83.1% were married. Almost 90% were holding only the nursing diploma among the nurses and one nurse (1.7%) was holding the Bsc nursing with diploma in nursing. Highest number of nurses were working in the medical wards (22%), where as next to that, will be the others category (20.3%). Among the others category, nurses had worked in more than one units and it included the dialysis unit, surgical theater,

blood bank and health education unit. 37.3% of nurses had up to 5years working experience and 33.6% had 5.01 -15years. Regarding the job satisfaction of the nurses majority were fall into the group of "satisfied"(>50%) and "very satisfied group". If considering the factors influencing the job satisfaction were working condition, staffing, training, praise and recognition and remuneration. According to the participants all the factors were satisfied with majority of staff. They were satisfied with their working condition, staffing, training, praise & recognition and remuneration. According to the studies done in other countries, these factors were considered as the organizational factors which influencing the job satisfaction (Hayes et al). They were stated these factors as organizational climate or organizational factors. From the table 3, it can be seen that, under the domain of Job Satisfaction the mean value of the nurses working in the Base Hospital Medirigiriya, has been found out to be 15.46. According to the study by Mukherjee S & Chatterjee I (2017), the government hospital had the mean score value of satisfaction among nurses was 75.54. Here the total study population was 59 whereas the referred study was 200 nurses in public hospitals. The probable significance value for job satisfaction and remuneration is 0.006, indicating that there is less significant correlation between them compare to other factors. According to simple linear regression, all the determinants were found to be important determinants of job satisfaction in this study. Of these independent variables, using Pearson's correlation coefficient, it was found that the

correlation between job satisfaction and all five factors were significant in Base Hospital Medirigiriya among nurses.

### Conclusion

Job satisfaction and the factors affecting the job satisfaction among the nurses were analysed with Pearson correlation with 1-tailed test. Job satisfaction of mean score for nurses was 15.46. According to the participants all the factors were satisfied with majority of staff. It is the need of the Health Ministry to improve the human resources for health and to meet the future demands of the several transitions.

### Recommendations

If this study was carried out the larger sample it would be given the higher mean score for the job satisfaction. There were correlation of significant between the factors and job satisfaction. It was explained with Sri Lankan as well as other countries studies. But job satisfaction and the quality of patient care was not correlated significantly. So it was removed from the original conceptual frame work.

### Limitations

It was done in one hospital under one location. Most of the staff were new for their job. If this study is done with wide range of experience of nurses and the institutional experience will give better results.

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