



JOB SATISFACTION AMONG NURSES SHEIKH ZAYED HOSPITAL, RAHIM YAR KHAN.

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Abstract

Introduction: Nursing is that profession which is directly related with provision of health care services towards individuals, families as well as communities in a country so that they can attain or maintain positive health. So satisfaction of nurses regarding their jobs is very much important for achievement of good quality of medical as well as preventives care. Unsatisfaction of nurses in this regard can lead towards low quality health care and can ultimately affect the goal of positive health achievement at national level. **Objective:** to determine job satisfaction among nurses in Sheikh Zayed Hospital, Rahimyar Khan. **Methodology:** This Cross-Sectional Study was conducted in different wards and emergency of Sheikh Zayed Hospital, Rahimyar Khan from 5th of 1st January to 28th of February, 2022. A total of 112 nurses of Sheikh Zayed hospital who gave consent were included in the study, student nurses and those who didn't give consent were excluded from this study. The data collection was done by a pre-designed and pre tested questionnaire. Convenient sampling technique was used for this study. Our Questionnaire included variables like age, marital status, residential area, monthly income, education, duration of service, job category, working hours, family size, dependent members, distance from house, mode of transportation, facilities available and working environment. **Results:** 112 nurses in total were interviewed in this study from which 75% belonged to urban area while 25% to rural areas. 58.9% nurses were married. 68.8% were diploma holders and 31.2% were graduates. Environment of working place for 26.8% nurses was excellent, 64.3% was good and 8.9% was bad. Among all the study subjects, 55.4% worked for 6 hours, 19.6% for 8 hours and 25% for 12 hours. 87.5% were satisfied with their job while 12.5% were unsatisfied. **Conclusion:** Majority of nurses in our a tertiary care hospital were satisfied with their jobs. However, working environment can be made better for unsatisfied nurses to achieve good quality of health care.

Key words: job satisfaction, nurses.

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INTRODUCTION

Assessment and determination of job satisfaction can be done by having an eye on expectations and priorities of a person about his work and actual cultural experience of the job⁽¹⁾. Job satisfaction has very close association of beliefs and emotions that workers think about the workplace and their jobs in all the professions⁽²⁾. Leadership influences in workers satisfaction, personal relationships with others and a good feel in employees about their work play key role in overall job satisfaction. A good leader always wants satisfied workers to have a good output in his field. All these factors have same application on the nurses like other professions. Like other employees, nurses also want good reasonable pay, security of job, good working conditions, nice relations with co-workers and leaders, promotions, responsibility and comfortable working hours.⁽³⁾ Organizational climate and culture play very important role in job satisfaction among nurses⁽⁴⁾. Moreover, satisfaction of job among nurses was recently related with lowering down the risk of mortality in an Observational study conducted by Alken LH, Sloane DM, Bruyneel L et al in England⁽⁵⁾ so satisfaction of nurses really matters in health system. Job satisfaction among nurses in Kingdom of Saudi Arabia was investigated at different settings in different hospitals and were mainly undertaken in one geographic locations, explored that the living conditions were the major factor that contribute to their satisfaction or imposes negative effects on their performance^(6,7). Occupational stress level among nurses was found to be 87.4% by Bhatia N and Kishore J in their study conducted in different hospitals in Delhi, India where main factors related with professional stress were time stress, professional skills among nurses, time for caring their own kids and other personal responsibilities at home. Home responsibilities are a definite fact that affect their overall work performance

because nurses are females and we cannot see isolated from their kids and family. At the same time, nurses also feel stress when they have to take care of serious patient in one day and less serious on the next day⁽⁸⁾. Some other important work associated stressors among nurses were many patients has to attend them at the one time and how they learn new things in early years of their career? Manageable factors at workplace play key role in job satisfaction of young nurses in first two years of their jobs and if properly taken care of these factors can decrease the chances of these nurses from leaving their jobs⁽⁹⁾. Regarding Pakistan, there are 109 nursing schools but still nation is facing very much shortage of nurses in the recent years as many nurses are migrating from Pakistan to better salary offering countries like Saudia and UK. There are 44000 registered nurses in Pakistan with nurses to population ratio is 1:3043 and nurses to doctors ratio 1:2.7 that is very much high. Regarding deficiencies of work force related with health, Pakistan has 57th position in the world⁽¹⁰⁾. Retention of nurses in health care system of Pakistan is becoming difficult day by day due to this migration towards developed countries. Other low income countries like India and Bangladesh are also facing this Brain Drain problem due to low pay structure that leads to financial problems in nurses. This brain drain has to be stopped by the developing countries at every cost for better patient care. A range of factors has been already been explained to contribute to the shortage of nurses including poor job satisfaction⁽¹¹⁾. Many factors in Pakistan are active that dissatisfy the nurses during their duties while they are in the hospitals that are high work burden, biased nursing administration, no incentives, little appreciation for good work and rigid attitude of senior staff members. While factors that satisfy the nurses most are working with good reputation organizations, necessary materials working

equipment and patients showing positive feedback and attitude ⁽¹²⁻¹⁴⁾. Some other studies explored that nurses had less time to perform the difficult duties. Overall there is a lack of staff members in hospitals and work load is high with lot of stress. They had to perform long duty hours with off and on day offs that leads to chronic fatigue, poor performance and unhappiness with their work ⁽¹⁵⁾. One more thing is important that is workplace violence. Internationally, 45% nurses had to face some sort of violence during performing their duties in the hospitals (16). Fine working environment with good practice chances and qualification improving scope can make the nurses quite satisfy with their work ⁽¹⁷⁾. Nursing is a neglected profession in Pakistan and little research working has been done on this topic so we decided to do research on this particular topic.

METHODOLOGY

Data was collected in this cross sectional study from different wards and emergency department of Sheikh Zayed Hospital Rahimyar khan from 1st January to 28th of February, 2022. A total of 112 nurses were included by convenient sampling and data collection was done by using a pre designed pre tested questionnaire. Consent was taken before the interview from nurses.

Table 1: Socio-demographic variables: Age, Marital status, Residence, Monthly income And Educational status.

Variable		Frequency	Percentage
Age (years)	21 - 30	72	64.29 %
	31 - 40	21	18.75 %
	41 - 50	12	10.72 %
	51 - 60	7	6.25 %
	Total	112	100.0 %
Marital Status	Unmarried	46	41.1%
	Married	66	58.9%
	Total	112	100.0 %
Residence	Rural	28	25 %
	Urban	84	75 %
	Total	112	100.0 %
Monthly Income	< 15,000	4	3.6 %
	15,000–30,000	31	27.7 %
	> 30,000	77	68.8 %
	Total	112	100.0 %
Educational Status	Diploma Holder	77	68.8 %
	Graduation	35	31.2 %
	Total	112	100.0 %

- Mean age among nurses was 30.60 years with Standard Deviation, 8.39 years.

Student nurses were excluded from the study Variables that were questioned in our study were age, marital status, residence, monthly income, education, duration of service, job category, working hours, family size, dependent members, distance from house, mode of transportation, facilities available and working environment. All the data was collected after getting verbal consent from nurses and analyzed by using computer based program SPSS version 20. The quantitative data was analyzed by mean and standard deviation while qualitative ones were analyzed by using frequency and percentages.

RESULTS

112 nurses in total were included in this study, the mean age of nurses calculated was 30.6 +- 8.39 years. Out of 112 nurses 58.9% were married 41.1% unmarried while 25% from rural areas and 75% were from urban areas. 68.8% of our study subjects were diploma holder and 31.2% were graduates. Our main variables of interest were, job category, duration of service, monthly income, family size, working hours, facilities available, working environment and job satisfaction. Analysis of these variables showed results as presented in tables given below

Table 2: Job Characteristics Of Nurses

Variable		Frequency	Percentage
Job Category	Contract	30	26.8 %
	Ad hoc	26	23.2 %
	Regular	56	50 %
	Total	112	100.0 %
Duration Of Service	< 5 years	36	32.4%
	5–10 years	52	46.3%
	> 10 years	24	21.4%
	Total	112	100.0%
Working Hours	6.00 hours	62	55.4 %
	8.00 hours	22	19.6 %
	12.00 hours	28	25 %
	Total	112	100.0 %
Distance From Home	< 10 km	40	35.7 %
	10–20 km	33	29.5 %
	> 20 km	39	34.8 %
	Total	112	100.0 %
Mode Of Transportation	On foot	15	13.4 %
	Rickshaw	20	17.9 %
	Bike	41	36.9 %
	Car	14	12.5 %
	Any other	22	19.6 %
	Total	112	100.0 %

Chart 1: Facilities available to nurses

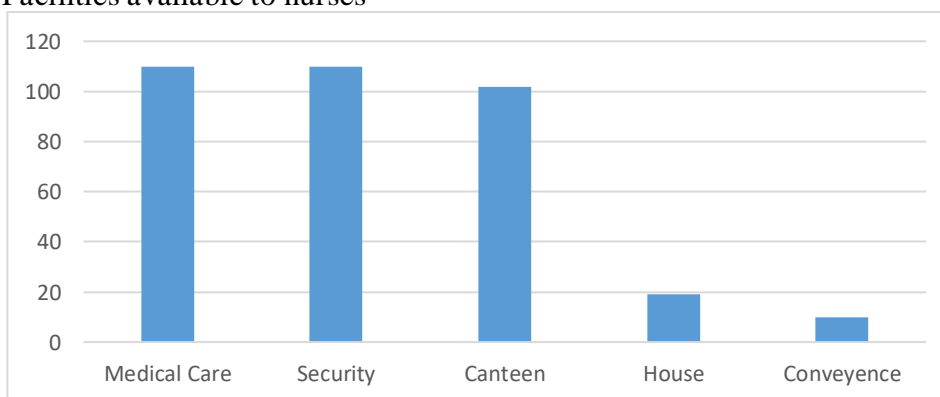


Table 3: Satisfaction about environment, job and relationship with administration & colleagues.

Variable		Frequency		Percentages
Environment Of Working Place	Excellent	30		26.8%
	Good	72		64.3%
	Bad	10		8.9%
	Total	112		100.0 %
Relationship with administration & Colleagues		Administration	Colleagues	
	Excellent	26	38	23.2%, 33.9%
	Good	78	52	69.7%, 46.4%
	Bad	08	22	7.1%, 19.6%
Total	112	112	100.0%,	
Job Satisfaction	Satisfied	98		87.5 %
	Un-Satisfied	14		12.5 %

Total	112	100.0 %
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DISCUSSION

This particular study was planned to determine job satisfaction among nurses at a tertiary care hospital; Sheikh Zayed Hospital Rahimyar Khan. It was known that high and integrated productivity and performance of hospitals can't be realized without active participation of satisfied health care workers including nurses. Among the respondents the age of majority of nurses (68.28%) was between 20-30 years, 18.7% between 31-40 years, 10.7% between 41-50 years and 6.25% were between 51-60 years. These findings were consistent with the study conducted by Masih S and Gulzar L at Karachi ⁽¹⁸⁾. In present study 58.9% nurses were married and 41.1% were unmarried. 68.8% nurses at Sheikh Zayed Hospital were having monthly income more than 30,000 while 27.7% nurses were having monthly income in range of 15,000 – 30,000, while 3.6% were having monthly income less than 15,000. Similar findings were noted in a study by Namrata M ⁽¹⁹⁾. In our present study majority of nurses (75%) were living in the urban areas while 25% were from rural areas and these results were in consistent with a study results that done by Chung C, where 61.6% of the working nurses were from areas categorized as larger urban ⁽²⁰⁾. Our study showed that 26.8% nurses were on contract basis, 23.2% on ad hoc and 50% on regular basis. 55.4% were working for 6 hours, 19.6% nurses for 8 hours and 25% of nurses worked for 12 hours and this is in contrast with a study conducted by A. W. Stimpfel and Douglas M. Sloane in 2012, where 65% of nurses worked for 12 hours and 26% nurses worked for 8 hours ⁽²¹⁾. In our study 68.8% of nurses were diploma holders while 31.2% were graduated, a study conducted by Suleman S and Rashid M in 2013 showed the same results that 64.9% nurses were diploma holders and 15.4% were graduated ⁽²²⁾. In present study 35.7% nurses were having their houses at a distance of less than 10 kilometers, 29.5% between 11-20 km and 34.8% at a distance

of more than 20 km from hospital. In this study 23.2% nurses were working in excellent relationship with administration, 69.7% nurses had good working relation and only 8% had bad working relation with their administration. 33.9% had excellent, 46.4% had well and 19.6% had bad working relation with their colleagues. Current study showed that 26.8% of nurses viewed that they had excellent working environment, 64.3% good and for 8.9% nurses working environment was bad. These results are in contrast to the study carried out in Public Hospital in Gauteng where 82.2% nurses told that their working conditions were not satisfactory and 11.29% were satisfied to their working environment ⁽²³⁾. In present study majority of nurses 87.5% were satisfied with their job while 12.5% were unsatisfied and these findings were similar with the study results conducted in Public Hospitals in Calabar, Nigeria where 5.80% nurses were dissatisfied, 82.4% moderately satisfied and 11.8% were very much satisfied ⁽²⁴⁾.

CONCLUSION

This study showed that overall job satisfaction level in nurses was 87.5% due to an opportunity to serve humanity, good salary package, and satisfied working environment, moderately better relationship with administration and colleagues and available facilities. On the contrary, 12.5% nurses were dissatisfied with their jobs due to work load, staffing stress, poor administration, long duty hours and unsatisfactory working environment.

SUGGESTIONS

This study was designed to assess satisfaction regarding job in nurses of Sheikh Zayed Hospital, Rahimyar Khan. When we are dealing with assessing satisfaction of job, we should keep in mind that it is not a onetime action; but actually it demands continuous monitoring as well as evaluation results should be implemented for future strategies to make the things better and to get good results. This is more important for nurses because

they play key and backbone role to move towards good quality health care which is actually not possible until nurses are satisfied with their jobs. Reservation of nurses should be immediately addressed to make things better for them. It can play very important role for having a healthy nation. Our study clearly showed perception of nurses regarding their jobs and deficiencies mentioned by nurses should be immediately addressed. Overall a detailed picture had been shown that can help the administration to have best satisfaction of nurses regarding their jobs.

CONFLICT OF INTEREST

There was no conflict of interest in this study.

ETHICS APPROVAL: The ERC gave ethical review approval

CONSENT TO PARTICIPATE: written and verbal consent was taken from subjects and next of kin

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CONFLICT OF INTEREST: No competing interest declared.

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