

Job Satisfaction among Nurses Working in a Tertiary Level Government Hospital

Ajanta Singh¹, Roshi Chakradhar¹ and Nibaran Joshi²

¹Maharajgunj Nursing Campus, Maharajgunj, Kathmandu, Nepal

²Kanti Children Hospital, Maharajgunj, Kathmandu, Nepal

ABSTRACT

Introduction: Job satisfaction refers to the employees having a feeling of job stability, career growth and a comfortable work life balance which implies that the employee is having satisfaction at job and the individual's expectations are met. Job satisfaction is one of the most important factors that determine efficiency and productivity of human resources. It is vital to increase nurse's job satisfaction to improve patients care quality and ensure adequate nursing workforce which helps in the development of effective strategies to address the nursing shortage and increase the quality of patient care. The objective of this study was to assess the level of job satisfaction among nurses working in the government hospital.

Methods: A descriptive cross-sectional design was adopted. All the nursing staffs working in Kanti Children's Hospital, Kathmandu, Nepal were the study population and the total sample size was 81, selected using stratified random sampling techniques from different wards. The information was collected by using self-administered structured questionnaire. Level of job satisfaction was assessed by using 5point Likert Scale. The collected data were entered into SPSS version 16 and were analysed using descriptive and inferential statistics.

Results: The study findings showed that almost half (46.9%) of the respondents were satisfied with their current job. The satisfaction mean score obtained by work itself and nursing practice was (23.35 ± 4.25) followed by advancement opportunity with mean value (20.44 ± 4.97) . Similarly, the satisfaction score obtained for recognition and reward (6.80 ± 2.62) followed by participation in decision making with mean value (9.45 ± 2.24) . There was a statistical association between the level of job satisfaction and ethnicity ($p = 0.41$), marital status ($p = 0.005$), professional qualification ($p = 0.001$) and work experience ($p = 0.002$) of the respondents.

Conclusions: Based on the findings it is concluded that nearly half of the nurses were satisfied with their job. The most satisfying factor is the work itself whereas the least satisfying factor is the recognition and reward given to them followed by participation in decision making.

Key words: Advancement opportunity; Family support; Job satisfaction; Nursing practice; Recognition and reward

Correspondence: Ajanta Singh, Maharajgunj Nursing Campus, Maharajgunj, Kathmandu, Nepal. E-mail: ajanta2034@hotmail.com

DOI: 10.3126/mjsbh.v20i1.28777

Submitted on: 2019-12-09

Accepted on: 2020-03-10



This work is licensed under creative common license:
<http://creativecommons.org/licenses/by-nc-nd/4.0/> © MJSBH 2020



INTRODUCTION

Job satisfaction refers to the attitude and feelings people have about their work. Job satisfaction is indicated by positive and favourable attitudes towards the job whereas job dissatisfaction indicates negative and unfavourable attitudes towards the job.¹ Job dissatisfaction is the commonest cause for the nurses to give up their job, which leads to high turnover and shortage of the nurses.² A major target of the health care delivery system is to provide the quality care which is mainly provided in the hospital by the nurses.³ Nurses are accountable for taking challenging responsibilities by contributing the Nation for achievement of the goals and targets of Sustainable Development Goals.⁴ Nurses have important role in determining the efficiency, effectiveness, and sustainability of health care so nurses' job satisfaction plays an important role in the delivery of quality health care.⁵ Nursing profession is one among where an individual is threatened by heavy workload, multiple role expectations and insufficient time which leads to decreased job performance, negative attitude towards work, lack of motivation, and eventually detachment from the job.⁶ The study in Egypt found that two thirds of nurses have low job satisfaction.⁷ Similar study conducted in Thailand reported that one out of four nurses was dissatisfied with his / her job and 40% of nurse's experience high burnout. Nurses job dissatisfaction was associated with nurses' intent to leave and turnover.⁸ In one study, 80.6% of the nursing staffs were satisfied whereas lack of opportunities for further education and training provided lowest sense of satisfaction.⁹

In our country nurses are confronting with problem of proper assignment and utilisation of nursing personnel. There are a fewer number of nursing posts and many are still vacant in comparison to the capacity of hospital. The nurse-patient ratio is not uniform which affects the quality of care.¹⁰ Nepal was found to have 0.17 doctors per 1,000/population and 0.50 nurses per 1,000/population. This represents 0.67 doctors and nurses per 1,000/population which is significantly less than the WHO recommendation.¹¹ Further, the problems with job dissatisfaction are unemployment, insecurity, disempowerment, low pay, exploitation, lack of policies and monitoring, insufficient in-

service education and brain drain leading to frustration and burnout syndrome.¹⁰ So there is a need to assess the level of job satisfaction in order to find out the areas of dissatisfaction and overcome those problems so that nurses work bring positive outcome in health of individual as well as of themselves. The general objective of the study was to find out job satisfaction among nurses working in a hospital and the specific objectives of the study were; to assess the level of job satisfaction among nurses and to measure association between level of job satisfaction and the selected demographic variables.

METHODS

A descriptive cross-sectional design was adopted to find out the job satisfaction among nurses. Study was carried out at Kanti Children's Hospital, Kathmandu, Nepal. It is the only central Government children hospital with 156 nursing staffs working in total 16 wards. Study population consisted of all nursing staffs except ANMs. Stratified Random Sampling technique was used to select the samples. The population was divided into strata on the basis of ward they are working i.e. total 16 wards. Each ward was taken as a stratum and then 50% of staffs from each ward were selected randomly as samples. The included wards were medical, surgical, oncology, burn, emergency, special cabin, operation theatre, post operative, paying medical, observation ward, intensive care units (NICU, PICU, SICU, NIMCU, PIMCU) and outpatient departments. Based on the total number of staffs working in each ward, 50% were included in the study ranging from minimum three from special cabin to maximum nine from PICU. Total sample size was 81. Data were collected during two shifts in the morning and in the evening as well at their convenient time avoiding the rush hour. Nursing staffs that were present at the time of data collection and those willing to participate were included in the study. Prior to data collection, permission was taken from Research Committee of Maharajgunj Nursing Campus and Ethnical approval from Institutional Review Board of Kanti Children's Hospital. After getting permission from ward in-charges, the respondents' data were collected from 2019 Nov 03 to Nov 16. Collected information was coded, tabulated and entered into SPSS 16 Version and analysed on the basis of

research objectives by using descriptive statistics in terms of number, percentage, mean and standard deviation and inferential statistics was used to measure the association.

RESULTS

Table 1 shows socio-demographic information of the respondents. Majority (48.1%) of respondents were of age group 15 – 29 yrs with Mean \pm SD (32 \pm 9.118). More than half (61.7%) were Brahmin / Chhetri. Maximum (70.4%) were married. Majority (55.6%) had work experience of 1 to 10 yrs in total with Mean \pm SD (10.66 \pm 8.753). Majority (44.4%) completed bachelor of nursing. Most nurses (70.4%) were recruited in post of staff nurse. Similarly, (51.9%) were in temporary appointment.

Table 2 shows factors contributing to job satisfaction with the highest satisfaction mean score

Table 1. Demographic information of the Respondents (N = 81)

Characteristics	Number	Percentage
Age group		
• 15 - 29 yrs	39	48.1
• 30 - 49 yrs	37	45.7
• 50 - 59 yrs	5	6.2
Mean + SD (32 + 9.118)		
Ethnicity		
• Brahmin / Chhetri	50	61.7
• Janajati	29	35.8
• Muslim	2	2.5
Marital status		
• Married	57	70.4
• Unmarried	24	29.6
Work experience		
• 1 - 10 yrs	45	55.6
• 11 – 20 yrs	21	25.9
• 21 – 30 yrs	15	18.5
Professional qualification		
• PCL	29	35.8
• B. Sc. Nursing	10	12.3
• Bachelor of Nursing (BN)	36	44.4
• Bachelor in Nursing Science (BNS)	5	6.2
• Masters in Nursing (MN)	1	1.2
Current Working Post		
• Staff nurse	57	70.4
• Senior staff nurse	24	29.6
Present job appointment		
• Temporary	42	51.9
• Permanent	39	48.1

obtained by work itself and nursing practice with same mean value (23.35 \pm 4.25) followed by advancement opportunity with mean value (20.44 \pm 4.97). Similarly, the lowest satisfaction score was recognition and reward (6.80 \pm 2.62) followed by participation in decision making with mean value (9.45 \pm 2.24).

Table 3 shows the level of job satisfaction among nurses by using the mean score (144) as a cut off value. More than half (53.1%) of the respondents were dissatisfied whereas only (46.9%) of the respondents were satisfied with their current job.

Table 4 shows significant association between level of job satisfaction and ethnicity, marital status, professional qualification and total work experience of the respondents.

DISCUSSION

More than half (55.6%) of the respondents were satisfied with working environment of the hospital and (42.4%) of the respondents were dissatisfied on it. Previous study showed that 50% of nurses were satisfied and 50% were dissatisfied with working

Table 2. Comparison of the Level of Job Satisfaction among Different Job Dimension (N=81)

Factors contributing job satisfaction	Minimum	Maximum	Mean	SD
Working environment	7.00	19.00	13.40	2.52
Work itself	12.00	33.00	23.35	4.25
Nursing practice	12.00	33.00	23.35	4.25
Salary and benefits	6.00	18.00	12.66	2.45
Advancement Opportunity	8.00	18.00	20.44	4.97
Supervision	6.00	29.00	19.24	4.43
Recognition and rewards	3.00	13.00	6.80	2.62
Participation in decision making	3.00	12.00	9.45	2.24
Interpersonal relationship	7.00	20.00	14.95	2.24
Support from family	9.00	15.00	12.62	1.82

Higher the mean score higher the satisfaction

Table 3. Overall Level of Job Satisfaction of the Respondents

Level of satisfaction	Number	Percentage
Satisfied (> mean score)	38	46.9
Dissatisfied (< mean score)	43	53.1

Total 81, Minimum score 48, Maximum score 240, cutoff value mean score – 144

environment.¹² In other study, 46.9% were satisfied on work itself whereas more than half (53.1%) of respondents were dissatisfied.¹³ In a study done in Limpopo, South Africa, 61% found their jobs challenging.¹² Another study found 43.18% were dissatisfied with nurse patient ratio.¹⁴ This study found more than half (56.8%) of the respondents were satisfied whereas (43.2%) were dissatisfied on salary and benefits. Another study showed 57.33% think that their income was reflection of job they do.⁹ Similar study showed that 48.57% of the nurses were satisfied with salary.¹⁵ Similarly, another study showed 40% of the nurses disagreed with pay and benefits² and another study showed (46.4%) were not satisfied with salaries.¹⁶ This study found half (50.6%) of the respondents were satisfied whereas (49.4%) were dissatisfied with advancement opportunity provided by the hospital with mean score of 1.50 ± 0.503 . In another study, 50% were satisfied with the opportunity to learn and professional development.¹² Similarly, some other study showed 45.1% were satisfied with advancement opportunity.⁹

This study showed (48.1%) of respondents were satisfied whereas (51.9%) of the respondents were dissatisfied with provision of supervision. Another study in the past showed 54% of nurses were satisfied with interaction with supervisors.¹⁷ In similar study majority of nurses (46.6%) disagreed on quality of supervision.² We found almost half (49.4%) were satisfied whereas (50.6%) of the respondents were dissatisfied with recognition and rewards. Another study found 55.5% of the respondents were satisfied with the recognition whereas 44.5% were dissatisfied.¹⁸ Another study showed half (50.6%) of the respondents were dissatisfied whereas (49.4%) were satisfied with decision making.¹⁷ It also showed 42% nurses were dissatisfied with job security and freedom to make

Table 4. Association between Level of job satisfaction and Socio-demographic Variables

Variables	Level of satisfaction		X ²	p-value
	Satisfied No. (%)	Dissatisfied No. (%)		
Age (in completed year)			1.264	0.261
• < 32 yrs	25 (52.1)	23 (47.9)		
• >32 yrs	13 (39.4)	20 (60.6)		
Ethnicity			4.16	0.041
• Brahmin / Chhetri	19 (38.0)	31 (62.0)		
• Others (Janajati, Madhesi)	19 (61.3)	12 (38.7)		
Marital status			7.83	0.005
• Married	21 (36.8)	36 (63.2)		
• Unmarried	17 (70.8)	7 (29.2)		
Professional qualification			12.140 #	0.001
• PCL	21 (72.4)	8 (27.6)		
• Bachelor in Nursing	17 (33.3)	34 (66.7)		
• Masters in Nursing	-	1 (100)		
Total work experience			12.605 #	0.002
• 1 - 10 yrs	26 (57.8)	19 (42.2)		
• 11 - 20 yrs	3 (14.3)	18 (85.7)		
• 21 - 30 yrs	9 (60.0)	6 (40.0)		

Association is Significant at < 0.05 level
Fischer exact test

decision. More than two third (67.9%) were satisfied whereas 32.1% were dissatisfied with interpersonal relationship. In another study, 63% were satisfied with spirit of cooperation between co-workers.¹² Shrestha et al.⁹ found 60.6% of respondents were satisfied with interpersonal relationship with seniors, juniors and co-workers. Lober et al. found 64% were satisfied with interpersonal relationship.¹⁹

We did not find significant association between age and level of job satisfaction. Similar results were shown among Norwegian nurses in the past.²⁰ Various other published studies also support our results.²¹⁻²³ However, we found significant association between marital status and job

satisfaction, like other studies.^{13,19,24} Similarly like ours, study in Slovenia found positive correlation between job satisfaction and level of education.¹⁹ Similar association was shown in other studies too.^{23,25} There has been found significant association between work experience and job satisfaction in various studies like ours.^{19,25,26}

CONCLUSIONS

Based on finding, it is concluded that less than half of the nurses were satisfied with their job. They are satisfied with their work and nursing practice but are dissatisfied with recognition and reward and involvement in decision making. The study showed statistical association between level of job

satisfaction and ethnicity, marital status, professional qualification and work experience. So efforts made by nurses must be recognised and should be involved in decision making activities. Basic trainings and in-service educational programme need to be conducted for updating knowledge for strengthening and providing quality and continuity of nursing services.

ACKNOWLEDGEMENTS

UGC, Kanti Children Hospital, All the respondents who have participated in the study.

To cite this article: Singh A, Chakradhar R, Joshi N. Job Satisfaction among Nurses Working in a Tertiary Level Government Hospital. *MJSBH*. 2021;20(1):30-5.

Conflict of Interest: None declared

REFERENCES

1. Armstrong M. A Handbook of Human resource Management Practice, 10th Edition, London, Kogan Page Publishing, 2006 p. 264
2. Jagadale S, Chinchpure S. A Descriptive Study to Assess the Job Satisfaction among the Nursing Staff of Selected Hospital of Pune City. *AJNER*. 2016;6(2):204208. DOI: 10.5958/2349-2996.2016.00037.9
3. Kabeel AR, Eisa SA. Relationship between Job Satisfaction and Professional Identity among Psychiatric Nurses. *Egypt Nurs J*. 2017;14(1):9. DOI: 10.4103/2090-6021.206939
4. International Labour Organisation. Migration of Health Workers from Nepal,2017; Retrieved from www.ilo.org/publns
5. Semachew A. Predictors of Job Satisfaction among Nurses Working in Ethiopian Public Hospitals. *ANS*. 2014; DOI:10.4172/2573-0347-C1-018
6. Baral R, Bhatta R. Job Satisfaction among Nursing Faculties of Chitwan District. *JCMS*. 2018;14(4)221-4. DOI: <https://doi.org/10.3126/jmsn.v14i4.22559>
7. Elsherbeny EE, El-Masry R. Job Satisfaction among Nurses Working in Mansoura University Hospital: Effect of Socio- Demographic and Work Characteristics. *EJOM* 2018;42 (2):227-40. DOI: 10.21608/ejom.2018.6807
8. Koy V, Yunibhand J, Angsuroch Y, Fischer ML. Relationship between Nursing Care Quality, Nurse Staffing, Nurse Job Satisfaction, Nurse Practice Environment, and Burnout. *Int J Res Med Sci*. 2017;3(8),1825-31. DOI: 10.18203/2320-6012.ijrms20150288
9. Shrestha GK, Singh B. Job Satisfaction among Nurses in a Hospital, Department of Nursing, Kathmandu University School of Medical Sciences. *JNHRC*. 2010;8(2). DOI: <https://doi.org/10.33314/jnhrc.v0i0.231>
10. Paudel K. Report on Status of Nurses in Nepal. Nepal Health Research Council 2010.
11. Annual report, Department of Health Services Government of Nepal Ministry of Health and Population, Department of Health Services, Teku, Kathmandu 2013.
12. Kekana HP, Du Rand EA, Van Wyk NC. Job satisfaction of registered nurses in a community hospital in the Limpopo Province in South Africa. *Curationis*. 2007;30(2):24-35. DOI:10.4102/curationis.v30i2.1068
13. Saini KS, Singh C. Job Satisfaction among Nursing Personnel. *IJNMR*. 2005;1(2). DOI: <https://doi.org/10.33698/NRF0018>

14. Mbabazi G. Employee Motivation and Job Satisfaction among Private Primary Schools in Uganda. 2019. DOI: 16/U?6981/EVE/216017132
15. Khan AS, Jan F. Study of Organisation Commitment and Job Satisfaction among Hospital Nurses, A Survey of District Hospital Ismail Khan. GJMBR. 2011;15(1).
16. Kaddourah BT, Khalidi A, Abu-Shaheen AK, Al-Tannir MA. Factors Impacting Job Satisfaction among Nurses from a Tertiary Care Centre. Journal of Clinical Nursing. 2013;22(1);2979-3235. DOI: 10.1111/jocn.12261
17. Singh B, Chhetri M, Singh R. Job Satisfaction: An Issue among Nurses of National Medical College and Teaching Hospital, Birgunj. IntJ Curr Res. 2015;7(11):22630-2.
18. Semachew A, Predictors of Job Satisfaction among Nurses Working in Ethiopian Public Hospitals. Advanced Nursing Science & Practice. 2014 . DOI: 10.4172/2573-0347-C1-018
19. Lorber M, Savic BS. Job satisfaction of nurses and identifying factors of job satisfaction in Slovenian Hospitals. 2012. DOI:10.3325/cmj.2012.53.263
20. Bjork IT, Samdal GB, Hansen BS, Torstad S, Hamilton GA. Job Satisfaction in a Norwegian Population of Nurses: A questionnaire survey. Int J Nurs Stud. 2006;44(5):747-57. DOI: <https://doi.org/10.1016/j.ijnurstu.2006.01.002>
21. Mehta RS, Yadav R. Professional Satisfaction among B.Sc. Nursing Graduates of an Institute. JNMA. 2012; 52(187), 122-7. DOI: <https://doi.org/10.31729/jnma.359>
22. Mohite N, Shinde MB, Gulavani A. Job Satisfaction among Nurses Working at Selected Tertiary Care Hospitals. IJSR. 2014;3(6):1006-1112
23. Timilsina R, K.C.S, Rai N, Chhantyal A. Predictors of Organisational Commitment among University Nursing Faculty of Kathmandu Valley, Nepal. BMC Nursing. 2018;17:30. DOI: <https://doi.org/10.1186/s12912-018-0298-7>
24. Al-Enezi N, Chowdhury R, Shah M. Job Satisfaction of Nurses with Multicultural Backgrounds: A Questionnaire Survey in Kuwait. Applied Nursing Research. 2009;22(2):94-100. DOI: <https://doi.org/10.1016/j.apnr.2007.05.005>
25. Khatun R, Akter N, Muhammad F, Chowdhury ABM. Job Satisfaction among Nurses in Public and Private Sector in Dhaka City of Bangladesh: A Comparative Study. Int J Community Med Public Health. 2018;5: 2177-81. DOI: 10.18203/2394-6040.ijcmph20182141.
26. Reddy KR, Rao VBM, Satyanarayana N. A Study on Job Satisfaction among Nursing Staff in a Tertiary Care Teaching Hospital. IOSR-JBM. 1018;17(3):20-4.