

The level of job satisfaction amongst the nursing staff in a trust hospital

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Abstract

Objective: To report the level of job satisfaction amongst the nursing staff in a trust hospital. **Summary of background data:** Job satisfaction is a very important attribute which is frequently measured by organisations. The most common way of measurement is the use of rating scale where employees report their reactions to their jobs. This study focuses on the predictive effects of various aspects of a nursing job that contribute towards job satisfaction and dissatisfaction. Studies of this nature and magnitude may be instrumental in helping administrators to better meet the needs of long-term care nurses employed in their organizations, which may have implications for services delivery. This study is being conducted for the first time in K.E.M. hospital, Pune. **Method:** The research option used was a questionnaire survey and the Likert scale was used as a method for collecting and analyzing data. The study was conducted among the nurses of K.E.M. trust hospital Pune, using a self-administered, anonymous questionnaire. **Results:** The survey was conducted among 50 nurses. With the sample size consisting of 25 O.P.D. nurses and 25 Ward nurses. In our study, we observed that most of the nurses were not satisfied with their pay. But 56% of the nurses were happy with the job security. Majority of the nurses (40%) showed little dissatisfaction in the number of paid sick leaves offered, but with respect to facilities provided to the hospital 40% were satisfied while 50% were dissatisfied. When it came to longevity of career in the present hospital 46% of nurses wanted to be associated on a long term basis. **Conclusion:** Through our study we conclude that factors like job security, free health schemes, protection from diseases, communication with seniors, and flexibility of schedule motivate nurses towards their jobs while factors like salaries, bonuses offered, promotional opportunities, facilities provided etc. make nurses susceptible to quit their job.

Keywords: Job satisfaction, nurses, trust hospital.

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INTRODUCTION

The purpose of this study focuses on the level of job satisfaction amongst the nurses which has an impact on the quality of health care and the turnover rates. It also focuses on the predictive effects of organizational commitment, perceived organizational support, transformational leadership, transactional leadership behaviour, and level of education on the degree of job

satisfaction among nurses. Most studies of health care settings tend to focus on nurses and other medical personnel in acute care settings resulting in a major gap in the literature on issues and concerns of health professionals in long-term care settings. Studies of this nature and magnitude may be instrumental in helping administrators to better meet the needs of long-term care nurses employed in their organizations, which may have implications for services delivery. Job satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance job satisfaction and performance; methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work groups. Job satisfaction is a very important attribute which is frequently measured by organisations. The most common way of measurement is the use of rating scale where employees report their reactions to their jobs. Questions relate to rate of pay, work responsibilities, variety of

tasks, promotional opportunities the work itself and co-workers. I am taking up such a study for the first time in K.E.M. hospital, Pune.

MATERIAL AND METHOD

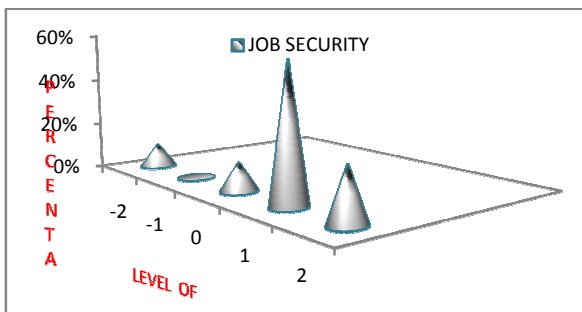
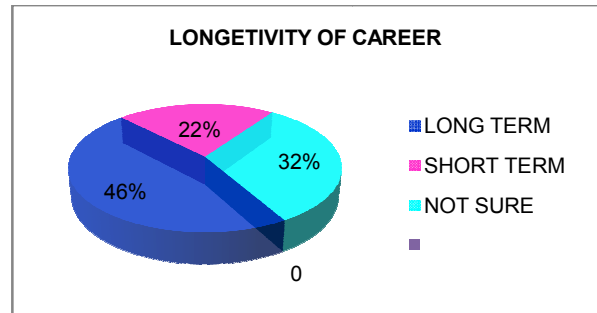
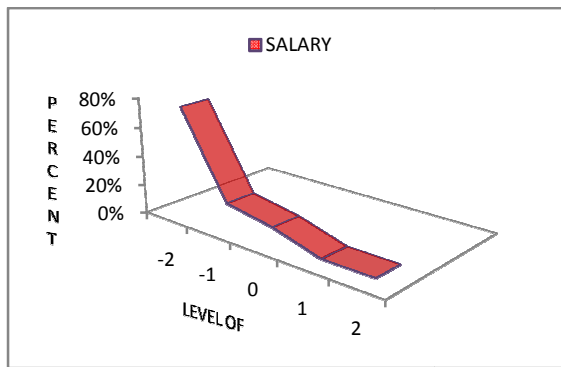
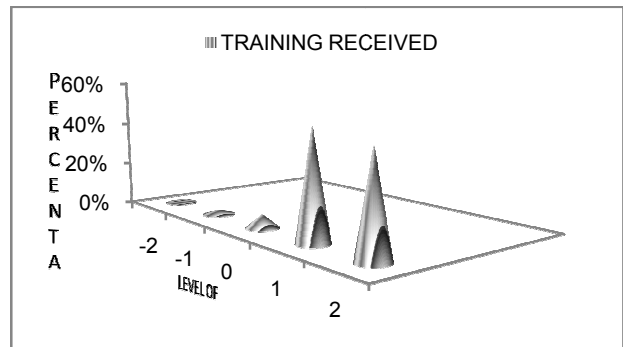
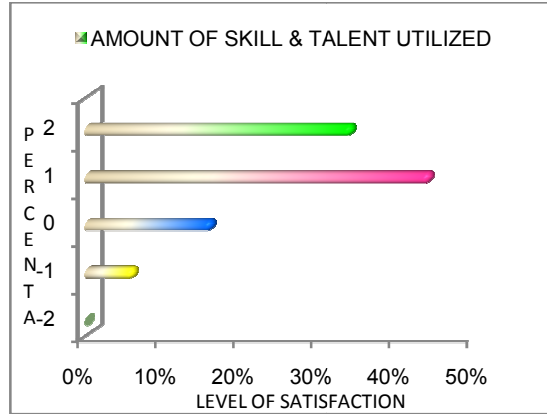
The research option used was a questionnaire survey method. The questionnaire was designed to elicit information about five parameters i.e. General Work Conditions, Pay and Promotion Potential, Work Relationships, Use of Skills and Abilities and Training Received There are many methods for measuring job satisfaction. By far, the most common method for collecting data regarding job satisfaction is the Likert scale which has been used for this survey. A cross-sectional study was conducted among the nurses of a trust hospital, using an English language, self-administered, anonymous questionnaire. Permission to conduct the survey and format of the questionnaire was approved by the Nursing Superintendent. The survey was conducted among 50 nurses from seniors to juniors. With the sample size consisting of 25 O.P.D. nurses and 25 Ward nurses. The survey was completed on a one-on-one basis.

RESULTS AND DISCUSSION

In our study, we observed that the nurses were little satisfied with number of hours they worked in the hospital, 30% of them had a neutral opinion whereas 20% of them were little dissatisfied. Majority of the nurses (40%) showed little dissatisfaction in the number of paid sick leaves offered, 10% were extremely dissatisfied, 10% had a neutral opinion, 30% were little satisfied and 10% were extremely satisfied. Most of the O.P.D. nurses were unhappy with paid leave scheme as they had to come down to the hospital to fill the pink permission slip and half of the day would go in this process, whereas the Ward nurses are extremely satisfied as they got enough time to rest between work. Majority of the nursing staff were satisfied with protection offered to them by the hospital against communicable and life threatening diseases them. 50% were little satisfied, 30% extremely satisfied. This demonstrates that the hospital maintains a clean work environment as it plays a vital role in maintaining the health of its staff and patients. Salary is the most important part when it comes to doing a job. None of the nurses were satisfied with their pay, 80% dissatisfied and 10% had a neutral opinion. Most of them said they were attached to the hospital for a long period of time yet the salary difference between a fresher and a senior staff was not much. Also 46% of the nursing staff were extremely dissatisfied respect to bonus given to them. The nurses were of the opinion that the amount given as bonus was very less and they receive it 24 hours prior to the festival and thus it cannot be properly utilised.

The salary offered to them was low compared to other hospitals in their opinion. On a positive note we observed that nurses were satisfied with the punctuality of the salary. 48% of the nurses were little satisfied and 20% were extremely satisfied. But when it came to savings 60% of the nurses were extremely dissatisfied. Majority of the nurses said that with rise in inflation they were able to just suffice their basic needs and were unable to save for their future. This shows that the nurses are happy with the punctuality of the salary they received, but were not content with the amount they received. The nurses were happy with job security accounting 56% of the total, but had a mixed feeling in reference to promotional opportunities. 48% were dissatisfied, 28% had a neutral response. They felt that politics and pampering the seniors was the way to get a promotion and thus they were not happy with promotional opportunities they had. With respect to facilities provided to the 40% were satisfied but 50% dissatisfied. Nurses in the O.P.D. were little satisfied whereas nurses in the Wards were little extremely dissatisfied. In reference to about free health schemes 60% of the nurses were satisfied. But when it came to the level of recognition that nurses get out of the work they do. 70% were dissatisfied. Majority of the nurses felt there was favouritism and those who pampered their seniors were frequently given awards and recognition. In reference to flexibility of scheduling the nurses participating in the study were divided in opinion. Most of the O.P.D. nurses were mostly dissatisfied whereas the ward nurses were satisfied with flexibility of scheduling. Though most of the nurses were content with the flexibility of the schedule, 40% were dissatisfied. But 86% of the nurses were satisfied with respect to team work in the department. In context of seniors 58% nurses felt they could easily go and communicate with their seniors and were happy in relation to equality and justice followed by superiors. The response towards overall administration of nursing staff was a mixed one as majority of the nurses preferred being neutral on this question, with 44% of them having a neutral opinion. A vast majority of them were really happy with respect to training received by them (92%), the number of seminars organised for them (92%) and the amount of skill and talent the nurses are being able to utilize (78%). Nurses were moderately satisfied with the level of responsibility bestowed upon them. 50% were little satisfied, 44% were slightly dissatisfied and rest were neutral. In terms of longevity of career in the present hospital 46% of nurses wanted to be associated on a long term basis, 32% were not sure and 22% wanted to be for short term. Most of the nurses who wanted to be for short terms were fresher's and were serving their 2 years bond which the hospital had with them. Most of the nurses who have been

associated with this hospital for more than a decade wanted to have a long term career in the hospital. Those nurses who were not sure were associated for less than a decade and may continue to be associated and join the 46% group or may shift if better opportunity is available to them.



CONCLUSION

Following table shows the two sets of issues in a nutshell creating satisfaction as well dissatisfaction observed amongst the nursing staff.

Table 1:

Hygiene Issues (Dissatisfiers)	Motivators (Satisfiers)
Salary	Job Security
Sick Leave/Paid Leave	Free Health Schemes
Facilities Provided	Communication With Seniors
Bonus	Utilize Individual's Talent And Skills
Promotional Opportunities	Training Received And Seminars
Level Of Recognition	Allowed To Attend
Savings	Flexibility Of Schedule
	Protection From Diseases

RECOMMENDATIONS

1. Consult salary surveys or even local help-wanted ads to see whether the salaries and benefits we are offering are comparable to those of other hospitals in our area. In addition, make sure we have clear policies related to salaries, raises and bonuses.
2. Bonuses should at least be given 4-5 days in advance so that staff can utilize it properly as they want.
3. If we notice staff doing something well, their good work should be acknowledged immediately. Publicly should be thanked, Bonus, kind note of praise and an award at annual function.
4. There should be promotional opportunities for everyone without any bias. If there is no open position for promotion, consider giving him/ her a new title that reflects the level of work he/she has achieved.
5. A sick leave/paid leave should be offered to staff without filling the permission slip at least once in 3months and they should be allowed to inform the hospital over a phone call because they are taking a leave for a genuine reason and a sick person cannot come all the way to just fill a slip.
6. The faculties provided to the nurses should be improved especially in the wards as they work there for long hours.

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