

## Assessment of Nurses Job Satisfaction in Hospitals

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### ABSTRACT

**Background:** Health professionals' job happiness has long been a subject of interest to all people around the world. The subject is still vitally significant since it has an impact on how well hospital and healthcare staff perform their jobs.

**Objective:** The study aims to assess the job satisfaction level among the nursing staff and to find out the association between demographic variables and level of job satisfaction.

**Methods:** Cross-Sectional Research to accomplish the initially stated goals, the present study uses a descriptive design approach. The study's time frame is from December 10, 2017, to March 28, 2018. 140 nurses, non-probability (convenience sample).

**Results:** According to the study's statistical breakdown of the nurses group by their sociodemographic characteristics, it is clear that the bulk of the nurses subgroup (63.6%) are nurses between the ages of 20 and 28, related the gender the majority are female (59.3%). More half of study sample are married (60%), related the residents the majority are urban (80%). Most of study sample graduate in nursing (36.5%), majority of study sample with unsatisfied economic not enough salary with (61.9%).

**Conclusion:** The majority study sample pass response related to assessment of nurses knowledge about job satisfaction. The majority study sample items agree response and remaining of study sample with disagree response.

**Recommendation:** The study recommended conduct further study includes more geographic area and study sample. The management of the hospital should strive to increase employee job satisfaction. To optimize employee job satisfaction, which will ultimately enhance the quality of treatment, it is advised to offer competitive remuneration, improve the working conditions for nurses, and apply stress-relieving techniques.

**Keywords:** Assessment, Nurses, Job Satisfaction, Hospitals

### INTRODUCTION

Health professionals' job happiness has long been a subject of interest to all people around the world. The subject is still vitally significant since it has an impact on how well hospital and healthcare staff perform their jobs<sup>1</sup>. Nurses emphasize the link between job satisfaction and stress, noting that job satisfaction is significantly inversely connected with stress, turnover in the nursing profession and employment intention. Heavy workloads and a lack of peer support are the two main factors that have been linked to lower job satisfaction, according to studies<sup>2</sup>. Studies have also shown that elements associated to the outcome of nurses' job satisfaction include income, autonomy, and the consequences of a bad organizational climate. Hefty workloads, poor peer support environments, according to nursing research, organizational atmosphere, autonomy, and compensation are all elements that could ultimately lead to considerable staff departures<sup>3,4</sup>. Regarding the two fiscal years, the turnover rates were 4.5% and 4.7%, respectively. Both figures are marginally higher than the 3% average nurse turnover rate over the previous ten years. 1,545 nurses were hired in 2009 as restitution for that turnover. The high rate of turnover may be caused by nurses' positions changing or moving between public hospitals, private hospitals, and other healthcare facilities, or even abandoning the nursing industry altogether<sup>5,6</sup>. Overt turnover has been on the rise, and the scarcity of nurses will only get worse in the near

future. However, there hasn't been any recent research on nurses' job satisfaction in Hong Kong, especially in the private hospital setting, which is typically overlooked due to its unique culture, customs, and surroundings<sup>7,8</sup>. It is intriguing to conduct additional research on this subject in the hopes that the findings would help policymakers construct a satisfying atmosphere for nurses and/or other physicians, resulting in high levels of job satisfaction for healthcare workers<sup>9,10</sup>. Job satisfaction refers to how much an employee likes or appreciates their work. It could be used to sum up a person's overall attitude or perceptions toward their work. The importance that a person places on the incentives and/or advantages of their job might influence how satisfied they are with their career<sup>11</sup>. If their employment offers a reward that is really significant to them, employees will be happier in their position. An employee displays a positive emotional state as a result of the advantages of their work and experiences higher levels of job satisfaction. As a result, one of the key personnel-related challenges in attracting and retaining nursing staff in hospitals is nurses' job satisfaction<sup>12</sup>. The lack of qualified nurses is a global issue that affects patient care quality, access to healthcare services, and the management of the system's resources as a whole. An important consideration in determining the effects of the ongoing nursing shortage is the job satisfaction of nurses<sup>13,14</sup>. The nurses' desire to leave would increase as a result of their bad attitude about their jobs, which can be viewed as one of the "push" elements

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in their turnover rate<sup>15</sup>. Additionally, low job satisfaction, growing absenteeism, turnover, and a nursing shortage are all associated with nurses who experience high levels of job stress, which all contribute to an increase in productivity costs, instability, and a decline in care quality in the healthcare organization in question<sup>16,17</sup>. Job satisfaction is a significant predictor of absenteeism, according to Siu and Gruss. Absenteeism disrupts schedules, necessitates overstaffing, and increases organizational costs; it is also closely tied to turnover as the ultimate decision. In such case turnover is considerably more expensive because it necessitates finding and training replacement staff. Therefore, one of the key "pull" reasons preventing nurses' turnover is job satisfaction. Nurses who are happier with their working conditions, benefits, and situations are less likely to leave their positions<sup>18-20</sup>.

### METHODOLOGY

Cross-Sectional Research to accomplish the earlier mentioned objectives, the present study used a descriptive design. The study's time frame is from December 10, 2017 to March 28, 2018. The AL-Sadder Hospital, AL-Hakeam Hospital, AL-Zahra Hospital, and AL-Furat Hospital in AL-Najaf City are the study's locations. 140 nurses from a convenience sample taken at random. Researchers have created and implemented the Study Instrument to assess tool to gauge nurses' job satisfaction. This tool consists of: Demographic data form: This includes (Age, Gender, levels of education, Place of work, Years of experience, Salary, Duty time or shift hours, Residence, Marital Status) and Nurses Job Satisfaction Scale. The data was gathered utilizing a designed questionnaire as well as a structured interviewing technique with each participant (nurses) who was individually questioned. The questionnaire was developed in both Arabic and English. The researcher used a program statistical (SPSS, V24) which includes both Descriptive data analysis and inferential data analysis are statistical data analysis techniques that were utilized to examine the study's data while using a statistical package.

### RESULTS

**Table 1:** Statistical distribution of nurses by their Socio-demographic data

Items	Sub-groups	Study group Total = 50	
		Frequency	Percentage
Age / Years	20-28	89	63.6
	29-37	30	21.4
	38-46	13	9.3
	37-55	8	5.7
Gender	Male	57	40.7
	Female	83	59.3
Marital Status	Married	88	62.9
	Unmarried	52	37.1
Residency	Urban	112	80.0
	Rural	28	20.0
Levels of Education	Nursing School	38	27.1
	Nursing Institute	51	36.4
	graduate of Nursing	51	36.5
	Postgraduate	0	0.0
Salary	Enough	53	38.1
	Not Enough	86	61.9
Shift Hours	1-12	136	97.1
	13-24	4	2.9
Year of Experience	1-12	117	83.6
	13-24	20	14.3
	25-36	3	2.1

This table illustrates the statistical distribution of nurses by their sociodemographic characteristics. It demonstrates that the bulk of the nurses subgroup (63.6%) are nurses between the ages of 20 and 28, related the gender the majority are female (59.3%), married status more than half of study Sample is married (60%). In the residents' the majority are urban (80%). level of education most of study sample graduate in nursing (36.5%), majority of study sample with unsatisfied economic not enough salary (61.9%).

**Table 2:** Descriptive statistics (frequencies) of initial assessment for nurses job satisfaction

Questions	Strongly Agree	Agree	Disagree	Strongly Disagree
1	59	59	15	7
2	25	40	65	10
3	18	63	48	11
4	44	54	30	12
5	37	60	41	2
6	40	60	38	2
7	38	72	21	9
8	44	61	26	9
9	15	43	66	16
10	16	43	42	39
11	30	56	50	4
12	59	60	18	3
13	15	31	82	12
14	26	46	61	7
15	20	68	42	10
16	23	55	46	16
17	34	79	20	7
18	15	75	44	6
19	26	52	52	10
20	44	56	34	6
21	24	42	55	19
22	13	57	54	16
23	72	36	19	13
24	24	55	53	8
25	28	52	50	10
26	22	44	58	16
27	7	32	73	28
28	5	37	74	24
29	19	30	75	16
30	22	77	31	10
31	15	58	60	7
32	47	62	25	6
33	6	19	94	21
34	11	24	87	18

These table show the result of study sample related job satisfaction, related the majority study sample item agree response and remaining of study sample with disagree response.

**Table 3:** Assessment of mean of score for items regarding nurses job satisfaction

Questions	Mean of Score	RS	SD	Assessment
1	1.79	44.64	0.83	Pass
2	2.43	60.71	0.86	Failure
3	2.37	59.29	0.80	pass

4	2.07	51.79	0.93	pass
5	2.06	51.43	0.78	pass
6	2.01	50.36	0.78	pass
7	2.01	50.18	0.82	pass
8	2.00	50.00	0.87	pass
9	2.59	64.82	0.83	Failure
10	2.74	68.57	0.99	Failure
11	2.20	55.00	0.80	pass
12	1.75	43.75	0.76	pass
13	2.65	66.25	0.78	Failure
14	2.35	58.75	0.84	pass
15	2.30	57.50	0.80	pass
16	2.39	59.82	0.89	pass
17	2.00	50.00	0.77	pass
18	2.29	57.32	0.71	pass
19	2.33	58.21	0.86	pass
20	2.01	50.36	0.85	pass
21	2.49	62.32	0.93	pass
22	2.52	63.04	0.81	Failure
23	1.81	45.18	0.99	pass
24	2.32	58.04	0.82	pass
25	2.30	57.50	0.87	pass
26	2.49	62.14	0.89	pass
27	2.87	71.79	0.78	Failure
28	2.84	70.89	0.74	Failure
29	2.63	65.71	0.86	Failure
30	2.21	55.18	0.79	pass
31	2.42	60.54	0.75	pass
32	1.93	48.21	0.82	pass
33	2.93	73.21	0.67	Failure
34	2.80	70.00	0.76	Failure

These table show assessment of nurse job satisfaction the majority study sample pass result.

**Table 4:** Overall assessment for knowledge regarding nurses job satisfaction

Questions No. = 34	Mean of Score	SD	RS	Assessment
Total Score	2.32	0.31	85	Pass

Table shows the overall assessment of nurses job satisfaction for knowledge the result indicators most of study sample pass.

**Table 5:** Relationship between demographic information and overall ratings of nurses' job satisfaction

Demographic Data	Correlation Coefficient	Significance p- value
Age	0.133	0.117
Gender	0.187	0.02
Residence	0.017	0.84
Marital Status	0.213	0.009
Educational Status	0.126	0.32
Economic	0.155	0.6

These table show correlation between nurses job satisfaction and demographic characteristics high significant between nurses job satisfaction and gender with p.value (0.02) and high significant relationship between job satisfaction and Marital Status with p.value (0.009).

**Table 6:** Correlation between overall assessment of nurses job satisfaction and years of experience and shift ours

Items	Pearson's Correlation Coefficient	Significance p- value
Years of experience	0.122	0.151
Shift Hours	0.016	0.851

These tables show a link between nurses' work satisfaction, experience, and shift hours. The findings indicate that there is no significant relationship between nurses' job happiness, experience (0.151) and shift hours (0.851).

**DISCUSSION**

The study's distribution of nurses by sociodemographic information indicates that nurses between the ages of 20 and 28 make up the majority of the nurses subgroup, related the gender the majority for female, married status the more half of study Sample is married with (60%), related the residents the majority result for urban with (80%), level of education most of study sample graduate in nursing, majority of study sample with unsatisfied economic not enough salary, years of experience majority result (1-12) years<sup>21</sup>. They are supported by (Khamlub,2013) The study's participants were married in 76.3% of cases. The majority (40.4%) had between five and ten years of job experience, while 33.3% had more than ten years. Less than 5% of participants (4.8%) had a Master's degree, while 64.9% of participants had a graduate degree in nursing<sup>22,23</sup>. study sample related job satisfaction, related the majority study sample item agree response and remaining of study sample with disagree response, the study result support by<sup>24</sup>, only a small minority (4%) of the nurses and midwives in our sample reported being unsatisfied with their jobs, and the majority (96%) reported moderate to high levels of work satisfaction. The nurses and midwives in this survey were generally content with their jobs.

**CONCLUSION**

**The study found a high significant link between job satisfaction and marital status and a positive relationship between nurses' job happiness and gender, both with a p-value of (0.02). (0.009), the majority study sample pass response related to assessment of nurses knowledge about job satisfaction and the majority study sample item agree response and remaining of study sample with disagree response.**

**Authorship Contribution:** All authors share equal effort contribution towards (1) substantial contributions to conception and design, acquisition, analysis and interpretation of data; (2) drafting the article and revising it critically for important intellectual content; and (3) final approval of the manuscript version to be published. Yes.

**Potential Conflict of Interest:** None.

**Competing Interest:** None.

**Acceptance Date:** 15 September 2022

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