

## A Study on Job Satisfaction of Nursing Staff in a Teaching Hospital

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Abstract & Keywords not provided.

### Introduction

Organization comprises of people, it is their satisfaction which can make or mark the performance of an organization. Employee satisfaction is important in determining how far an organization achieves its goals. Job satisfaction leads to life satisfaction. Job satisfaction is generally regarded as an employee's attitude toward the job and job situation. Spector (1997) defines job satisfaction simply as "the degree to which people like their jobs." Some people therefore enjoy work and consider it a central part of their lives while others do so only because they have to. Robbins (2005) defines job satisfaction as "a collection of feelings that an individual holds towards his or her job." This implies that a person with a high level of job satisfaction will hold positive feelings towards the job and a person who is dissatisfied will hold negative feelings about the job. Robbins et al. (2003) define job satisfaction as "the difference between the rewards employees receive and the reward they believe they should receive." The higher this

discrepancy, the lower will be the job satisfaction.[1]

Job dissatisfaction leads to absenteeism, labour turnover and negative publicity of the organization. Unsatisfied worker can prove to be a liability to any organization and on the other hand happy and satisfied worker is always a productive worker.[1]

### *Need for the Study*

Nurses contribute very important position in health care sector. Helping sick people and dealing with medical emergencies can be very stressful. Patients need 24 hrs cares. Nursing duty is around the clock duty including night shifts. They often work nights, weekends and even on holidays. There is a considerable amount of health hazard from disease, infection and radiation. A nurse is responsible along with other health care professionals for the treatment, safety, and recovery of acutely or chronically ill or injured people, health maintenance of the healthy, and treatment of life- threatening emergencies in a wide range of health care settings.[1]

Nurses may also be involved in medical and nursing research and perform a wide range of non-clinical functions necessary to deliver health care. Thus, studying job satisfaction among nurses is important

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because it is necessary to distinguish between positive and negative aspects of job satisfaction. Herzberg (1959) stated that (positive) satisfaction is due to good experiences, and that these are due to 'motivators' i.e. achievement, recognition, the work itself, responsibility and advancement. Dissatisfaction is due to bad experiences caused by 'hygiene' factors i.e. supervisors, fellow workers, company policy, working conditions, and personal life (Herzberg 1959) 1.

The present set up in government hospitals depicts that a massive work load with the greater deal of responsibilities are vested on the working nurses in their day to day activities. The role played by the working nurses is so significant in maintaining the basic purpose of the government hospitals that the question of their satisfaction from their job can never be ignored. Extensive research has been done on role stress among nurses but very few studies have been done on job satisfaction in nurses. So, the present study aims at measuring the level of job satisfaction among the nursing staffs.[1]

### *The Problem*

A study on Job Satisfaction of nursing staff in a teaching hospital.

### **Objectives**

1. To measure the job satisfaction among nursing staffs working in the teaching hospital.
2. To find the association between the job satisfaction and selected socio-demographic variables.

### **Material and Methods**

A descriptive design was used in this study. The target population of this study was nursing staffs. The accessible population were the working in teaching hospitals, Mysore.

Using convenient sample method, 100 nursing staffs were selected in this study. Permissions from authorities were sought and obtained. The objective of the study was explained to all 100 nursing staffs and informed consent was obtained. Initial rapport was established. The data were collected using self

administered questionnaire i.e. demographic characteristics and self administered questionnaire on different items of job satisfaction. The participants were co operative. The average time taken to complete to questionnaire was 20-25 minutes. The tool was edited for compilation.

The data collected were grouped and analysed using SPSS, version software. The level of significance was 0.05.

### *Findings*

Majority of the Nursing staffs were in the age group of 40-49 years 47 (47%), Gender 94 (94%) were female, (85%) were from Hindu religion, (85%) were married, (48%) were from the income group of Rs. 20000 and above, (40%) were in the group of 15-20 years experience, (92%) were in the group of Nursing as first choice, (78%) were having 1-3 children and (93%) were in the group of diploma level education.

### *Overall Assessment of Satisfaction*

Regarding the physical condition (75.80%), freedom to choose (64.20%), fellow workers (73.20%), recognition of good (66.40%), immediate supervisor (73.40%), amount of responsibility (64.20%), opportunity to use abilities (62.40%), Relation between Administration and staff (70.20%), amount of variety in job (69.00%), job security (65.60%), were reported satisfaction.

Regarding the rate of pay (60.40%), hospital managed (52.80%), attention paid to your suggestions (50.20%), hours of work (56.40%), were reported moderate satisfaction.

### *Overall Satisfaction*

Overall satisfaction from both the hospitals regarding future chance of promotion (36.00%), were reported dissatisfaction.

Overall satisfaction in Chaluvamba hospital were reported as 1% were dissatisfaction, 2% were reported highly satisfied, 16% were reported moderately satisfied and 31% were reported satisfied among 50 samples, where as in K.R. hospital were reported as 2% were dissatisfaction, 3% were reported highly satisfied, 21% were reported moderately satisfied and 24% were reported satisfied among 50 samples

**Table 1: Sample characteristics**

	C.H. hospital	K.R. hospital	Total %
<b>Age in years</b>			
20-30	10	13	23
30-39	16	03	11
40-49	46	24	47
51 and above	18	10	19
			100%
<b>Gender</b>			
Male	00	06	06
Female	50	44	94
			100%
<b>Religion</b>			
Hindu	41	44	85
Muslim	04	00	04
Christian	05	06	11
			100%
<b>Marital status</b>			
Married	42	44	86
Single	08	06	14
			100%
<b>Income in rupees</b>			
<10000.			23
10001-15000	10	13	11
15001-20000	08	03	18
20001& above	08	10	48
	24	24	100%
<b>Year of Experience in years</b>			
0-4	09		20
5-9	04	11	07
10-14	04	03	07
15-20	21	03	40
20& above	12	19	26
		14	100%
<b>Nursing as 1<sup>st</sup> choice</b>			
Yes	45	47	92
No	05	03	08
			100%
<b>Number of children</b>			
0	09	11	20
1-3	40	38	78
4-6	01	01	02
			100%
<b>level of education</b>			
Diploma	45	48	93
Bachelor degree	05	02	07
			100%

Overall satisfaction from both the hospitals, 3% were reported dissatisfaction, 5% were reported highly satisfied, 37% were reported moderately satisfied and 55% were reported satisfied.

There was no significant association ( $< 0.05$ ) in comparison between the two hospitals such as regarding the physical condition  $t=0.410$  ( $p=.683$ ), freedom to choose  $t=1.454$  ( $p=.149$ ), fellow

workers  $t=0.472$  ( $p=.638$ ), recognition of good  $t=0.932$  ( $p=.353$ ), immediate supervisor  $t=0.113$  ( $p=.910$ ), amount of responsibility  $t=1.573$  ( $p=.119$ ), rate of pay  $t=0.879$  ( $p=.381$ ) chance of promotion  $t=0.543$  ( $p=.588$ ) hospital managed  $t=1.336$  ( $p=.185$ ) attention paid to your suggestions  $t=1.270$  ( $p=.207$ ), hours of work  $t=0.826$  ( $p=.0411$ ), amount of variety in job

**Table 2: Mean, Standard Deviation of Hospital: Combined**

	N	Minimum	Maximum	Max. possible score	Mean	Std. Deviation	Median	Mean (%)
Physical Condition	100	1	5	5	3.79	.729	4.00	75.80
Freedom to choose	100	1	5	5	3.21	1.038	4.00	64.20
Fellow workers	100	1	5	5	3.66	.844	4.00	73.20
Recognition of good	100	1	5	5	3.32	1.072	4.00	66.40
Immediate supervisor	100	1	5	5	3.67	.877	4.00	73.40
Amount of responsibility	100	1	5	5	3.21	1.217	4.00	64.20
rate of pay	100	1	5	5	3.02	1.363	4.00	60.40
Opportunity	100	1	5	5	3.12	1.157	4.00	62.40
Relation bn	100	1	5	5	3.51	1.010	4.00	70.20
Chance of promotion	100	1	4	5	1.80	1.101	1.00	36.00
Hospital managed	100	1	5	5	2.64	1.202	2.50	52.80
Suggestions	100	1	5	5	2.51	1.185	2.00	50.20
Hours of work	100	1	5	5	2.82	1.209	3.00	56.40
Variety in job	100	1	5	5	3.45	1.086	4.00	69.00
Job security	100	1	5	5	3.28	1.393	4.00	65.60
Over all satisfaction	100	20	71	75	47.01	8.774	47.00	62.68

Hospital	N	Minimum	Maximum	Max. possible score	Mean	Std. Deviation	Median	Mean (%)
C.H.	50	29	71	75	48.66	7.748	48.50	64.88
Overall K.R. Satisfaction Hosp	50	20	68	75	45.36	9.484	46.00	60.48
Total	100	20	71	75	47.01	8.774	47.00	62.68

$t=0.643$  ( $p=.522$ ), job security  $t=1.150$  ( $p=.253$ ), overall satisfaction  $t=1.905$  ( $p=.060$ ). There was significant association ( $p < 0.05$ ) regarding opportunity to use abilities  $t=2.110$  ( $p=.037$ ), Relation between Administration and staff  $t=2.543$  ( $p=.013$ ).

Chi square test reveals that there was no significant association ( $< 0.05$ ) between selected demographic characteristics of nursing staff's except significant association between religion and job satisfaction. (Chi-Square Tests-yates correction calculated value 4.003 with 1df  $p=.045$ ).

### Conclusion

In overall view about the study with responses given and analysis made with the statistical tests being used. It is obvious that the nursing staffs are satisfied with the provisions and policies made on certain

matters and relatively dissatisfied to a small extent with future chance of promotion. This refers to dissatisfaction with promotions may lead to under performance from the nursing staffs and affect the quality of nursing care to the clients. This would require appropriate intervention from the policy makers.

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**Table 3: Comparison between Two Hospital**

	Mean	Std. Deviation	Mean difference	S.E.	t	df	P
<b>Physical Condition</b>							
C.H.	3.76	0.716	0.060	0.146	0.410	98	0.683
K.R. Hosp	3.82	0.748					
<b>Freedom to choose</b>							
C.H.	3.36	0.964	0.300	0.206	1.454	98	0.49
K.R. Hosp	3.06	1.096					
<b>Fellow workers</b>							
C.H.	3.70	0.735	0.080	0.169	0.472	98	0.638
K.R. Hosp	3.62	0.945					
<b>Recognition of good</b>							
C.H.	3.42	1.032	0.200	0.215	0.932	98	0.353
K.R. Hosp	3.22	1.112					
<b>Immediate Supervisor</b>							
C.H.	3.68	0.819	0.020	0.176	0.113	98	0.910
K.R. Hosp	3.66	0.939					
<b>Amount of Responsibility</b>							
C.H.	3.40	1.143	0.380	0.242	1.573	98	0.119
K.R. Hosp	3.02	1.270					
<b>Rate of pay</b>							
C.H.	3.14	1.355	0.240	0.273	0.879	98	0.381
K.R. Hosp	2.90	1.374					
<b>Opportunity</b>							
C.H.	3.36	1.045	0.480	0.227	2.110	98	0.37 sig
K.R. Hosp	2.88	1.223					
<b>Relation bn</b>							
C.H.	3.76	0.822	0.500	0.197	2.543	98	0.013 sig
K.R. Hosp	3.26	1.121					
<b>Chance of promotion</b>							
C.H.	1.74	1.121	0.120	0.221	0.543	98	0.588
K.R. Hosp	1.86	1.088					
<b>Hospital managed</b>							
C.H.	2.80	1.178	0.320	0.239	1.336	98	0.185
K.R. Hosp	2.48	1.216					
<b>Sugesstions</b>							
C.H.	2.66	1.171	0.300	0.236	1.270	98	0.207
K.R. Hosp	2.36	1.191					
<b>Hours of work</b>							
C.H.	2.92	1.259	0.200	0.242	0.826	98	0.411
K.R. Hosp	2.72	1.161					
<b>Variety in job</b>							
C.H.	3.52	0.953	0.140	0.218	0.643	98	0.522
K.R. Hosp	3.38	1.210					
<b>Job security</b>							
C.H.	3.44	1.373	0.320	0.278	1.150	98	0.253
K.R. Hospital	3.12	1.409					
<b>Overall satisfaction</b>							
C.H.	48.66	7.748	3.300	1.732	1.905	98	0.060
K.R. Hosp	45.36	9.484					

Hospital	N	Minimum	Maximum	Max. possible score	Mean	Std. Deviation	Median	Mean (%)	
Overall Satisfaction	C.H.	50	29	71	75	48.66	7.748	48.50	64.88
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	Total	100	20	71	75	47.01	8.774	47.00	62.68

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