

A Quasi Experimental Study to Assess the Effectiveness of Counselling and Correction of Background Factors of Staff Nurses on Job Satisfaction

Esther Sudhir Joseph

*Nursing Superintendent Grade-I, Govt. Medical College & Hospital, Nagpur, Maharashtra, India.

Abstract:

60-75% of hospital operating cost is directly related to the personnel. Maximal utilization of human resources is of course related to employee's productivity. Concern must also be centered on employee motivation or more precisely on how the hospital provides employees, a change to satisfy their needs, which in turn produces motivation. Registered nurses account for a significant part of manpower expenditure in the hospitals. Hospital management face problems in terms of motivation, absenteeism and turnover.

Purpose of the study was to assess the effectiveness of counselling and correction of staff nurses on job satisfaction in relation to her specific background factors.

A quasi experimental approach was adopted with a schematic representation of the design elements. The factors under study were the selected background factors, the job related factors and the personal factors. The conceptual framework was based on the Herzberg theory of motivation. Setting was located in the private hospitals of Nagpur, with population comprised of the staff nurses. A sample of 300 staff nurses was selected from seven different private hospitals through purposive sampling technique. The data collection technique was a self structured questionnaire, developed on job satisfaction and personal satisfaction. The teaching was carried out through a booklet on counseling and correction of background factors of staff nurses. The tool was developed in three parts i.e. personal information, factors of motivation and hygiene and factors related to personal satisfaction. Data was collected in three phases, from the sample subjects, after prior permission from the hospital administrator/medical superintendents.

The result indicated that after counseling and correction of the background factors of the staff nurses, maximum number of the nurses i.e. 75.33% were satisfied towards their job. 71.66% of nurses, those who were indifferent towards personal satisfaction, were found to be satisfied i.e. 64.66%. The chi-square values indicated that there was no significant relationship between job satisfaction and specific background variables, however the involvement of the family members played an important role in the improvement of job satisfaction level. The t value indicated that there was a significant relationship between job satisfaction and personal satisfaction. The study concludes that after counselling and correction of the background factors of staff nurses, the job satisfaction levels have improved from indifferent levels to satisfied levels. Similarly the significant improvement was observed in personal satisfaction levels of staff nurses i.e. from an indifferent level to a satisfied level. Hence it is concluded that there was a significant relationship of the involvement of family members in contributing toward job satisfaction of the staff nurses.

Keywords: Job satisfaction; Staff nurse; Background factors; Counselling and correction; Personal satisfaction.

Background

Avallone *et al* (1998)[1] Hospitals are labor intensive organization with 60-75% of hospital

operating cost is directly related to the personnel.

Anderson A (1971)[2] states that Job satisfaction is a pleasurable and emotional state resulting from the appraisal of one's job. The definition suggests that we form attitudes towards our jobs by taking into account our feelings, beliefs and behaviours.

Reprint Request: Mrs. E.S. Joseph, 647, Giripeth, Near Canal Road, Nagpur 440010, Maharashtra, India.

E-mail: sudhirjoseph@ymail.com

Objective/Purpose

Objective/Purpose of the study was to assess the effectiveness of counselling and correction of staff nurses on job satisfaction in relation to her specific background factors.

Method

A quasi experimental approach (one group pre test post design) was adopted with a schematic representation of the design elements. The factors under study were the selected background factors, the job related factors and the personal factors. The conceptual framework was based on the Herzberg theory of motivation. Setting was located in the private hospitals of Nagpur, with population comprised of the staff nurses. A sample of 300 staff nurses was selected from seven different private hospitals through purposive sampling technique. The data collection technique was a self structured questionnaire, developed on job satisfaction and personal satisfaction. The teaching was carried out through a booklet on counseling and correction of background factors of staff nurses. The tool was developed in three parts i.e. personal information, factors of motivation and hygiene and factors related to personal satisfaction. Data was collected in three phases, from the sample subjects.

A Survey of the Work Done in the Research Area

Blum L.M. (1955)[3] states that job satisfaction and occupational success are major factors in personal satisfaction, self-respect, self-esteem, and self development. To the worker, job satisfaction brings a pleasurable emotional state that often leads to a positive work attitude.

Review of the studies conducted by Jayaseelam M. Devadason (1992)[4], Jyoti kaul (1989)[5], revealed that job satisfaction was less than their job expectation. Benfort B. Longest (1974)[6], Freeman T. (1998)[7] conducted a study on factors influencing job satisfaction on specialty nursing units and found a positive correlation between autonomy, motivation and job satisfaction and found that neither gender was satisfied with their jobs in general.

Larson, Elaine (1984)[8] states that problems such as absenteeism, uncooperative or unproductive employees, clinical incompetence, and employees with emotional problems are challenge to a manager. These problems must be dealt within ways to minimize their effect on patient care and on staff morale.

In context with the current population of nurses working in the private sector reported dissatisfaction in their working areas.

The Hitavada of (May 2012)[9] reports that the nurses working in the private sector have filed PIL for enforcement of fundamental rights of working professional nurses under article 14, 19, and 21 as they reported harassments from their employer.

Main Findings of the Study

Findings Related to Sample Characteristic

73.33% of staff nurses belonged to age group of 21-30 years. 40.66% of the nurses were married. 66.66% belonged to nuclear families. Majority of the nurses were Hindu. 96% of staff nurses had their professional education as GNM nurses. 25.66% of the family members were unemployed and 24.66% of nurses had a partially supportive atmosphere.

Findings on job related satisfaction before and after counseling and correction of background factors of staff nurses were:

- A) The mean was 173.2, median 169.547 and standard deviation was 152.89 which got enhanced to mean 282.667, median 286.5 (fig 1).) and standard deviation was 98.686.
- B) Maximum number of nurses i.e. 223 (74.33%) were indifferent towards job satisfaction which got enhanced to 226 (75.33%) satisfied.
- C) The maximum satisfaction area was identified as supervision followed by the work itself which changed to work followed supervision.
- D) The least satisfaction area was identified as growth and advancement and policy and administration which remained the same.

Findings Related to Relationship between Job Satisfaction and Background Variables

It was inferred that job satisfaction by staff nurses

Table 1: Job Related Satisfaction Areas before and after Counselling and Correction of Background Factors

N=300

S No	Job related satisfaction areas	Mean before counseling and correction of background factors	Mean after counseling and correction of background factors	T value
1	The work itself	19.253	31.243	t = 9.20
2	Achievement	16.956	27.65	
3	Growth and advancement	15.493	25.993	
4	Recognition	17.2	27.53	
5	Responsibility	16.77	27.376	
6	Policy and administration	16.143	26.02	
7	Working conditions	16.326	26.8	
8	Supervision	19.763	30.33	
9	Interpersonal relations	18.546	28.063	
10	Salary safety and security	16.253	28.496	

Table 2: Areas Related to Personal Satisfaction before and after Counselling and Correction of Background Factors

N=300

S. No.	Personal factors related to satisfaction areas	Mean before counseling and correction of background factors	Mean after counseling and correction of background factors	T value
1	Pertaining to her role performance in the family	19.48	31.916	t = 6.17
2	Pertaining to her self development	18.87	30.86	
3	Pertaining to her health aspects	19.033	30.673	
4	Pertaining to her financial aspects	18.846	30.906	
5	Pertaining to her adjustments in her family	19.036	31.423	

was not dependent on the background variables of age, marital status, duration of experience, number of dependents, employment of husband/other family members, family members supporting in domestic work, and family income, but they were found to be dependent on relationship with family members.

Findings of personal satisfaction before and after counseling and correction of background factors of staff nurses were:

A) The mean was 95.86, median 92.848 and standard deviation was 328.44 which got

enhanced to mean was 181.733, median 162.210 (fig 2) and standard deviation was 120.231

- B) Maximum number of nurses i.e. 215 (71.66%) were indifferent towards personal satisfaction which got changed to 194 (64.66%) satisfied.
- C) The maximum satisfaction area identified as pertaining to her role performance in the family followed by adjustments in the family which remained the same.
- D) The least satisfaction area was identified as pertaining to her financial aspects and pertaining to her self development which got changed to