



"A STUDY ON JOB SATISFACTION OF NURSING EMPLOYEES IN A SELECTED HOSPITAL"

MUSSAVER RASHID KHAJA¹

RIZWANA BHAT²

1. *Corresponding Author pursuing Msc Nursing from Rajiv Gandhi University of Health Sciences Bangalore, Karnataka*
2. *Second Author pursuing Msc Nursing from Madre SKIMS Soura Srinagar, Jammu & Kashmir.*

ABSTRACT

Introduction: *A hospital is an institution for the medical and nursing care of ill and injured person needing complex services with high risk of complications.*

Nurse will be one who recognizes and understands the fundamental needs of a person, sick or well, and who knows how these needs can be met, she/he will possess a body of scientific nursing knowledge which is based upon and keep pace with general scientific advancement and she will be able to apply this knowledge in meeting the nursing needs of a person or of a community.

This study aims to evaluate the Job satisfaction of nursing employees in selected hospital of Srinagar.

Material and Methods:

- a) Questionnaire with closed ended questions were given to the nurse employees in the hospital.
- b) Primary data was collected by meeting the nursing employees in the hospital. Secondary data was collected from related books and internets.
- c) A sample size of 30 was selected for the study using random sampling technique.
- d) Data was analysed in Frequencies and percentages and data was presented in graphs and tables.
- d) The normal distribution test is used, that is interval estimation for population proportion.

Results: The present study indicated that the most of the respondents that is 86% are satisfied with the working conditions, 82% of respondents are satisfied with the Job security, 85% of respondents were satisfied with the given opportunities to learn and grow, 75% of



respondents satisfied with the additional support for training & education provided by the hospital.

The present study indicated that 21% of respondents dissatisfied with the work load, 28% of respondents dissatisfied with the work schedules and 51% of respondents are feeling stress at work

Conclusion: There are many factors that contribute to dissatisfaction in the work place. Many variables within each factor make achieving satisfaction for every individual a very difficult task. Recognition of frustrations such as turnover, lack of internal empowerment and elimination of external sources of stress can decrease dissatisfaction in the health care setting. Improved job satisfaction results in less turnover, better quality patient care, less physical and mental injuries to health care staff and betterment of entire organization.

Key words

Job Satisfaction – Nurse – Employee –

1. Introduction:-

A hospital is an institution for the medical and nursing care of ill and injured person needing complex services with high risk of complications.

Nurse will be one who recognizes and understands the fundamental needs of a person, sick or well, and who knows how these needs can be met, she/he will possess a body of scientific nursing knowledge which is based upon and keep pace with general scientific advancement and she will be able to apply this knowledge in meeting the nursing needs of a person or of a community.

Job satisfaction acts as a motivator for doing work. The term job satisfaction refers to an employee's general attitude towards his job. To the extent that a person's job fulfils his dominant needs and is consistent with his expectations and values, the job will be satisfying. Job satisfaction in staff nurses should be of great concern to any organization. Nurses hold the majority of positions in most health care settings. Nursing care is an important part of the health care delivery system and because the delivery of nursing services is tied to other components of the health care delivery system. The success of health care business depends on nursing participation in changing the systems for delivery cost- effective care and creating strategies to ensure that client's quality care.



Satisfactions with job and career choices are important for keeping staff nurses on the job. One of the many factors impinging on the practice of nursing is the growing level of job dissatisfaction among nurses. As nurses become dissatisfied, they tend to leave the profession, thereby adversely affecting the quality of health care delivered by nurses.

2. Objectives of the study

- To identify factors that leads to job satisfaction.
- To study the level of job satisfaction among the nursing staff of a selected hospital.

3. Materials and Methods

4.1 Tool: Structured Questionnaire

4.3 Setting of the Study: The present study was conducted at Modern Hospital Rajbagh, Srinagar (J&K)

4.4 Population: Staff nurses of Modern Hospital Rajbagh, Srinagar.

4.5 Sample: sample consists of 30 staff nurses of Modern Hospital, Rajbagh Srinagar (J&K)

4.6 Sampling technique: In the present study stratified Random sampling technique was used to select the sample.

4.7 Development of tool for Data Collection: The tool for data collection had two sections – Section A, B.

4.7.1 Section A: -It includes demographic variables of staff nurses like Age, Gender, Marital Status, Educational status, work experience, It has 5 items.

4.7.2 Section B: -Structured Questionnaire on Level of Job Satisfaction which includes 15 closed ended questions. Each item was having five close ended options and respondent had to tick (✓) the option as per his level of satisfaction. The responses were as

Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree

4.8 Reliability: The reliability of the tool was calculated by using the normal distribution test that is interval estimation for population proportion.



4.9 Data collection procedure:

- The data collection was scheduled from 25th of May 2014 to 20th of June -2014. Before the data collection, the investigator obtained permission from the selected hospital, introduced him to the study subjects and explained the purpose of the study. Participants were assured of confidentiality and anonymity.
- The investigator introduced him to the authority and explained the purpose of the study. All the concerned officials were co-operative along with other supporting staff.
- 30 staff nurses were selected from selected hospital.
- Structured questionnaire was provided with close ended questions on level of satisfaction.
- The questionnaire contained 15 items.
- Data collected was analyzed and tabulated by using normal distribution test that is interval estimation for population proportion.

4.11 Analysis of data:

Normal distribution test that is interval estimation for population proportion was used in this study. The findings were interpreted and presented with the help of tables and graphs.

5. Results:

The analysed data has been organized and presented in the following sections.

Section 1: Demographic character of the nurse employee.

Section 2: Distribution of samples according to level of job satisfaction

SECTION I:

This section deals with Demographic character of the nurse employee.

1. According to age: The study subjects were categorized in four age groups, 21-25 years, 26-30 years, 31-40 years and >41.

The data showed reveals that the majority 50% of respondents are between 21-25 years of age, followed by 26-30 (27%) years of age.



2. According to gender: The study subjects were categorized into male and female gender.

The data showed that out of 30 respondent's majority 90% of them are female, followed by 10%

Male.

3. According to Marital Status: The study subjects were categorized into two groups, i.e. Married and Unmarried.

The data showed that out of 30 respondent's majority 60% of them are unmarried, followed by 40% married.

4. According to Educational Status: The study subjects were divided into three group's i.e. Auxiliary Nurse Midwife (ANM), General Nurse Midwife (GNM), and B.sc Nurse Graduate. The data showed that out of 30 respondents 50% are of graduates, 30% are of GNM, and 20% are of ANM.

5. According to work experience: The study subjects were categorized into three groups i.e. 1-3 years, 4-6 years and > 6 years of age.

The data showed that out of 30 respondents 50% of them are experienced 1-3 years, 30% are experienced of 4-6 years and 20% are above 6 years experienced.

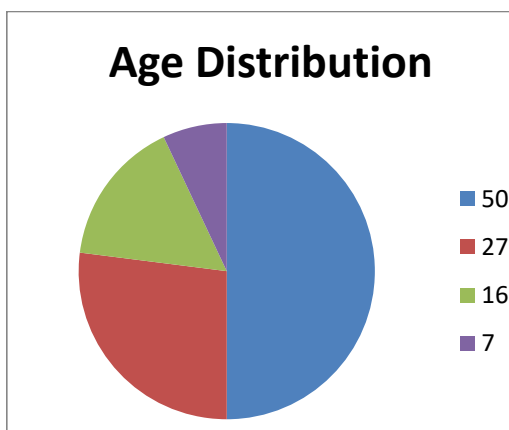


Fig. shows the Age group of respondents

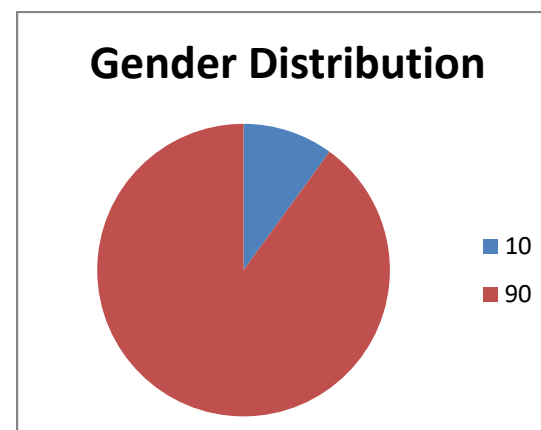


Fig. shows the gender distribution of respondents

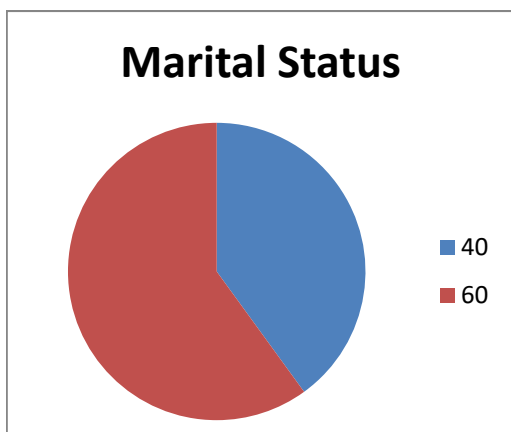


Fig. shows the Marital
Status of respondents

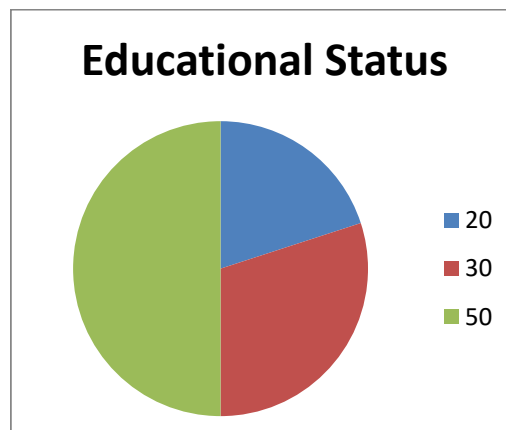


Fig. shows the Educational
Status of respondents



Fig. shows the Educational Status of
respondents



SECTION II:

This section deals with Distribution of samples according to level of job satisfaction. The closed ended questions with the finding were as:

- 1. The working conditions are good and safe:**

Inference

The data revealed that out of 30 respondents 33.33% of respondents strongly agree, 53.33% of respondents agree that working conditions are good and safe, 3.33% has no opinion, 6.66% of respondents disagree and 3.33% of respondents strongly disagree.

- 2. Freedom to do job efficiently:**

Inference

The data showed that out of 30 respondents 36.66% of respondents strongly agree, 50% of respondents agree that they have adequate freedom to do job efficiently, 3.33% has no opinion, 6.66% of respondents disagree and 3.33% of respondents strongly disagree.

- 3. Support from team and from other departments in the organization.**

Inference

The analysis of the data showed that out of 30 respondents 36.66% of respondents strongly agree, 46.66% of respondents agree that they get support from team and from other departments, 13.33% has no opinion and 3.33% of respondents disagree.

- 4. At work opinion seems to count.**

Inference

The analysis shows that out of 30 respondents 30% of respondents strongly agree, 50% of respondents agree that at work their opinion is considered, 13.33% has no opinion, 3.33% of respondents disagree and 3.33% of respondents strongly disagree.



5. I am kept informed about the activities that go on in my organization.

The results showed that out of 30 respondents 40% of respondents strongly agree, 50% of respondents agree that they get information about the organization activities, 3.33% has no opinion and 6.66% of respondents disagree.

6. The mission/ purpose of the hospital make me feel that my job is important.

Inference

Analysis showed that out of 30 respondents 33.33% of respondents strongly agree, 50% of respondents agree that the mission/purpose makes them to feel their job is important, 10% has no opinion and 6.66% of respondents disagree.

7. The interdepartmental communication in the hospital is effective and reliable

Inference

After analysis the findings shows that out of 30 respondents 33.33% of respondents strongly agree, 50% of respondents agree that the interdepartmental communication in the hospital is effective and reliable, 10% has no opinion and 6.66% of respondents disagree.

8. I feel secure about my job

The findings shows that out of 30 respondents 30% of respondents strongly agree, 53.33% of respondents agree that they feel job is secure, 6.66% has no opinion and 10% of respondents disagree.

9. I have opportunities at work to learn and grow

Inference

After analysis the findings showed that out of 30 respondents 33.33% of respondents strongly agree, 53.33% of respondents agree that they have opportunities at work to learn & grow and



13.33% has no opinion.

10. I have support for additional training and education

Inference

The data showed that out of 30 respondents 36.66% of respondents strongly agree, 43.33% of respondents agree that they have support for additional training and education, 13.33% has no opinion, 6.66% of respondents disagree and 3.33% of respondents strongly disagree.

11. I feel stressed in my job.

Inference

Analysis of data revealed that out of 30 respondents 10% of respondents strongly agree, 36.66% of respondents agree that they are feeling stress in job, 20% has no opinion and 33.33% of respondent disagree.

12. I am satisfied with the rules and regulations of the organization

Inference

The data after analysis revealed that out of 30 respondents 26.66% of respondents strongly agree, 56.66% of respondents agree that they are satisfied with the organization rules and regulation, 10% has no opinion, 3.33% of respondent disagree and 3.33% of respondents strongly disagree.

13. I believe that the work atmosphere is friendly

Inference

Analysis of data revealed that out of 30 respondents 30% of respondents strongly agree, 46.66% of respondents agree that the work atmosphere is friendly, 13.33% has no opinion, 6.66% of respondent disagree and 3.33% of respondents strongly disagree.

14. I am satisfied with my work load

Inference

The findings shows that out of 30 respondents 30% of respondents strongly agree, 46.66% of respondents agree that they are satisfied with the work load, 16.66% has no opinion, 6.66% of respondent disagree.



15. I am satisfied with my schedules

Inference

Analysis of data showed that out of 30 respondents 30% of respondents strongly agree, 40% of respondents agree that they are satisfied with the schedules, 6.66% has no opinion, 16.66% of respondent disagree and 6.66% of respondents strongly disagree.

Interval Estimation for population proportion using normal distribution:

Items	Sample Proportion	90%confidence interval
Working conditions	0.86	84% to 88%
Freedom to do job efficiently	0.86	84% to 88%
Team & other department support	0.83	80 % to 85%
Opinion consideration	0.8	77% to 82%
Information about organization activities	0.9	88% to 91%
Hospital Mission/purpose	0.83	80% to 85%
Interdepartmental communication	0.83	80% to 85%
Job security	0.83	80% to 85%
Opportunities to learn & grow	0.86	84% to 88%



Training & education	0.76	73% to 79%
Work Stress	0.46	42% to 49%
Rules & regulation	0.83	80% to 85%
Work atmosphere	0.76	73% to 79%
Work load	0.76	73% to 79%
Work schedules	0.7	67% to 72%

Above table reveals that in all the above areas the satisfaction level of nurses is close to 90% except for work stress which is about 42% to 49%.

6. Discussion & Conclusion

Out of 30 respondents 50% belongs to the age group 21-25, 27% of respondents belong to the age group 26-30, 16% of respondents belong to the age group 31-40 and only 7% belong to the age above 41 years. Out of 30 respondents 90% of respondents are female and 10% of respondents are male. Out of 30 respondents 60% of respondents are unmarried and 40% of respondents are married. Out of 30 respondents 50% of respondents are graduates, 30% of respondents are GNM and only 20% of respondents are ANM. Out of 30 respondents 50% of respondents are having experience of 1-3years, 30% of respondents are having experience of 4-6 years and only 20% of respondents are having experience of above 6 years. The literature shows that extrinsic and intrinsic job factors that could negatively impact on the productivity, absenteeism and turnover rate of nursing staff in the hospital.

The literature shows that factors such as working conditions, reward system, challenging work, learning and personality, promotion avenues and salary negatively affect the job satisfaction of employees. The present study indicated that the most of the respondents that is 86% are satisfied with the working conditions, 82% of respondents are satisfied with the Job security, 85% of respondents satisfied with the given opportunities to learn and grow, 75% of



respondents satisfied with the additional support for training & education provided by the hospital.

The present study indicated that 21% of respondents dissatisfied with the work load, 28% of respondents dissatisfied with the work schedules and 51% of respondents are feeling stress at work. These factors will continue to contribute to job dissatisfaction unless management actively intervenes to address these issues. The literature also shows that work load, work schedules and work stress negatively effect the job satisfaction of employees.

8. Acknowledgement

I express my gratitude and thanks towards all who have directly or indirectly helped me to complete this study and their support in each major step of the study

Limitations of the Study:

- As the study was conducted only on 30 staff nurses which Imposed limits in generalization of findings.
- The study was limited to those staff nurses who were working in selected hospital.
- The study was limited to the staff nurses who were willing to participate in the study.

9. Recommendations:

Based on the results of the study, the following recommendations are proposed:

- ☐ should create friendly and supportive atmosphere with in the health care setting.
- ☐ should support for additional training and education.
- ☐ should reduce stress at work.
- ☐ should consider the opinions of the employees.
- ☐ Workload should to be reduced.
- ☐ should praise and reward the employees who are hardworking and result Oriented.
- ☐ should adopt reasonable gratuity policy.
- ☐ should provide opportunities for periodic changes in duties.
- ☐ Need more flexibility from management side.

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