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Job Satisfaction among Group of Nurses in General-Hospitals - Erbil City

ARTICLE INFORMATION

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ABSTRACT

Background: Job satisfaction greatly determines the productivity and efficiency of human resources for health. Job satisfaction is said to be linked with employee's work environment, job responsibilities, and time pressure among various health professionals.

Objectives: To find out the level of nurse job satisfaction and its association with different demographical variables

Methods: Across section study was conducted in Erbil city which is the capital of Iraqi Kurdistan Region, from 1st of January to 31st December of 2012. Convenient sample was chosen and involved 127 nurses, from all 200 nurses, who worked and graduate from Nurse College, Two questionnaires were used: 1st one closed ended questionnaire that include demographical criteria. 2nd type was Job Satisfaction Scale.

Results: Out of all 127 nurses, 63.8% were neither satisfied nor unsatisfied, 22% were satisfied while only 14.2 were not satisfied with their job. The only association was between gender and job satisfaction with p value ≤ 0.05 .

Conclusions: Our findings state a low level of overall satisfaction among nurses in major hospitals in Erbil city. This response may be due to poor environment of work, unclear future promotion, missing their real work position, attention and respect.

Introduction:

Nursing is one of the largest human recourses of health system, possessing considerable potential power that could be influential on the quality of health care services system 1. An individual's perception of his role in the organization plays a vital role in job satisfaction 2. In healthcare setting physicians' satisfaction plays a great role in their performance and satisfaction among their patients. Similarly nurse's job satisfaction in their jobs determines whether their roles are fulfilled towards service delivery for their clients 3.

Nurses' job satisfaction and their commitment have always been important issues for health care administrators. Job satisfaction is a complex and multifaceted concept which can mean different things to different people. Job satisfaction is usually linked with motivation, but the nature of this relationship is not clear. Satisfaction is not the same as motivation. Job satisfaction is more of an attitude, an internal feeling. It could, for example, be associated with a personal feeling of achievement, either quantitative or qualitative; it is a worker's sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to personal well-being. Job satisfaction implies enjoy in doing the job, doing it well and being rewarded for one's

efforts. Job satisfaction further implies enthusiasm and happiness with one's work, therefore it is the key ingredient that leads to recognition, income, promotion, and the achievement of other goals that lead to a feeling of fulfillment and personal satisfaction 4, 5. Rather than that it is an overriding factor in the quality of performance and services provided by hospital staff, including nurses 6. Loss of nurses' interest in what they do not only leads to work quality decline and irreparable damage to patients and help-seekers but also contributes to demoralization 7. The widespread nursing shortage and nurses' high turnover has become a global issue 8. Professional commitment is a person's involvement, pledge, promise or resolution towards his/her profession (9). It has an incremental effect on a person's intention to leave the organization 10. And is positively associated with job satisfaction of nurses 11. The nursing workforce in Erbil Iraq also faces similar challenges in recruitment and retention as a consequence of graduation of several rounds of nursing students from nursing college of Hawler medical university which have entered several institutional health system. Recruitment and retention of nurses

are persistent problem associated with job satisfaction issue. There is an urgent need for rigorous research regarding job satisfaction and related factors to inform the development of suitable nurse employment strategies in Erbil.

Researchers have attempted to identify the various components of job satisfaction measure the relative importance of each component of job satisfaction and examine what effects these components have on workers' productivity 12. Since the Hawthorne studies, job satisfaction and commitment to employing organizations have received a great deal of attention from both academicians and practitioners. This is largely due to their significant impact on organization and individual behaviors. It was found that employee attitudes toward satisfaction and commitment are indicators to the solidarity between organizational members and management 13.

Somewhat different approach regarding the factors of job satisfaction is provided by Rue and Byars like Manager's concern for people 14, Job design (scope, depth, interest, perceive value), Compensation (external and internal consistency), Working conditions, Social relationships, Perceived long-range opportunities, Perceived opportunities elsewhere, Levels of aspiration and need achievement, all these factors which lead at the end to either job satisfied or dissatisfied and these by their pivotal role lead to either Commitment to organization or Turnover, absenteeism, tardiness, accidents, strikes, grievances, sabotage etc 15, 14, 16.

When talking about factors of job satisfaction the fact that they can also cause job dissatisfaction must be kept in mind. Therefore the issue whether job satisfaction and job dissatisfaction are two opposite and excludable phenomena? There is no consensus regarding this issue among authors. Herzberg's Two Factor Theory is probably the most often cited point of view. In fact the main idea is that employees in their work environment are under the influence of factors that cause job satisfaction and factors that cause job dissatisfaction. Therefore all factors that have derived from a large empirical research and divided to factors that cause job satisfaction (motivators) like Achievement, Recognition, responsibility, advancement, Growth, and factors that cause job dissatisfaction (hygiene factors) like Company policies, Supervision, Interpersonal relations, Work conditions, Salary, status, Job security 15, 17.

Aim of the present study is to determine the level of job satisfaction among nurses and to find out association between different level of nurses job satisfaction and their socio-demographical variables.

Methods:

A cross section study was carried out in the major eight hospitals which includes (Rizgary teaching hospital, Hawler teaching hospital, Maternity teaching hospital, Cardiac center, and four emergency hospitals.) in Erbil city which is the capital of Iraqi Kurdistan Region, from 1st of January to 31st December of 2012. The study sample component was nurses who worked in the eight hospitals and graduated from college of nurse (male and female). A verbal consent was taken from each recruited respondent and informed that participation in this study was voluntary and official litter with a written consent was obtained from Directorate of Health and eight major hospitals in Erbil city to conduct and perform the study.

A convenient sample that involved 127 nurses from all nurses (200) who graduate from nurse college within last few years rather than other nurses who transported from other governorate to Erbil city in Iraq, the remaining were not available at time of study conducting due to (sickness, travelling, etc), or they refused to participate in the study.

Two types of questionnaire were used, 1st one closed ended questionnaire that include demographical criteria which include (age, marital status, religion, ethnicity, number of years of service, type of hospital, and department in hospital at he/she worked.

2nd type of questionnaire was Job Satisfaction Scale, Warr et al. (1979): a five-point Likert type scale (1 = very dissatisfied, 5 = very satisfied) with 15 items 18.

Data were entered and analyze by using statistical packages for social science (SPSS, version 21) and New Microsoft Office Excel Worksheet. Two approaches were used; descriptive and analytic. The descriptive included calculation of the frequencies, percentages and the second approach; Chi-square test and Fishers exact test were used to test the association between categorical variables

Results:

Table (1) shows the distribution of studied sample regarding sociodemographic data, the majority of responders from young age group, about 82.7% from 22-31 years old and the least one from more than 31 years old. The majority of study sample were female (70.9%) while only 29.1% were male.

Regarding the years of service among the nurses who were graduated from college of nursing, the highest percentage 74% had ≤ 5 years of service at governmental hospitals while only 26% had > 5 years of service.

The distribution of nurse on different specified unite work at hospital shows that most of the nurses 43% were working in different clinical emergency care units (CCU, RCU, ICU) and Maternity & neonate care unit while the lowest percentage 24% were working at surgical unit.

The married nurses were little bit more than half of the studied sample with percentage of 53.54%.

Table (1) Distribution of studied sample regarding sociodemographic data

character	sub character	no.	%
Age group	22-26	55	43.3
	27-31	50	39.4
	>31	22	17.3
Gender	Male	37	29.1
	Female	90	70.9
Years of services	≤5	94	74
	>5	33	26
Specific branch work	Different care unit	54	43
	Maternity & neonate care unit		
	Medical unit	42	33
	Surgical unit	31	24
Marital state	Single	59	46.5
	Married	68	53.54
Total		127	100

Table (2) shows the level of satisfaction of nurses to their jobs, the highest rate 63.8% who were neither dissatisfied nor satisfied to their work, 22% were satisfied, and the least one who were dissatisfied to their work equal to 14.2%. p value = 0.001 which is highly significant

Table (2) Distribution of sample according to level of satisfaction

Level of Satisfaction	Frequency	Percent
Dissatisfied	18	14.2
Neither dissatisfied nor satisfied	81	63.8
Satisfied	28	22.0
Total	127	100.0

Chi- square Goodness - of- Fit = 54.1575
p value = 0.001

Table (3) shows there was no significant association between level of satisfaction and age group of nurses with p value (0.266), the highest rate of satisfaction (43%) were observed among 22-26 years, on other side the highest rate who were neither dissatisfied nor satisfied to their work seen in the age groups 22-26 years was (44,5%). 39% of those who were not satisfied seen in the age group 22-26years.

Table (3) Distribution of sample according to association between nurse age and level of satisfaction

Age group / years	dissatisfied	Neither	satisfied	Total	P value
22-26	7 (39 %)	36 (44.5%)	12 (43 %)	55	0.266
27-31	5 (28 %)	35 (43.2%)	10 (36%)	50	
≥32	6 (33 %)	10 (12.3%)	6 (21 %)	22	
Total	18 (100%)	81 (100%)	28 (100%)	127	

Table (4) shows there was significant association between level of satisfaction and gender of the studied population, the highest satisfied nurse to their work observed among female was 12.6%, and the least group who were dissatisfied to their work 8.1% found among female also, but still the highest group who were neither satisfied nor dissatisfied to their work was among male and female 56.75%, 74.44% respectively

Table (4) Distribution of sample according to association between level of satisfaction and gender

Gender	dissatisfied	Neither	satisfied	Total	P value
Male	10 (27.02%)	21 (56.75%)	6 (16.21%)	37	0.007
Female	9 (8.1%)	67 (74.44%)	14 (12.6%)	90	
Total	19 (14.96%)	88 (69.29%)	20 (15.74%)	127	

Table (5) shows there was no significant association between level of job satisfaction and years of service with p value (0.323), the highest rate of satisfied nurse with their job found among those who have ≤ 5 years service, which was (64.3%)

Table (5) Distribution of sample according to association between satisfaction level and years of service

Year of service	dissatisfied	Neither	Satisfied	Total	P value
≤ 5 years	15(83.3%)	61 (75%)	18 (64.3%)	94	0.323
>5	3 (16.7%)	20 (25 %)	10 (35.7%)	33	
Total	18 (100%)	81(100%)	28 (100%)	127	

Table (6) shows there was no significant association between the level of satisfaction and nurse's place and type of work with p value (0.73), the highest satisfied group found among the nurse who work in different emergency care unit like (ICU, CCU, RCU, Perfusion unit) (39%) and also in the medical unit they represent (39%).

Those who were dissatisfied, (56%) of them work in different emergency care unit, maternity & neonate care unit, also (41%) of those neither dissatisfied nor satisfied were nurses work in different emergency care unit like (ICU, CCU, RCU, Perfusion unit), maternal and neonate care unit.

Table (6) Distribution of sample according to association between satisfaction level and specific branch of work

Specific branch work	dissatisfied	Neither	Satisfied	Total	P value
Different care units	10 (56%)	33 (41%)	11(39 %)	54	0.73
Maternity & neonate care unit					
Medical ward	4 (22%)	27 (33%)	11(39 %)	42	
Surgical unit	4 (22%)	21 (26%)	6 (22%)	31	
Total	18(100 %)	81(100 %)	28(100 %)	127	

Table (7) shows there was no significant association between marital status and level of job satisfaction among the nurses with p value (0.097), The highest percentage who were satisfied with work 30.5% noticed among single nurses, but still those who are neither satisfied nor dissatisfied form the highest rate out of all nurses single and married (55.93%, 70.58%) respectively.

Table (7) Distribution of sample according to association between satisfaction level and marital status

Marital status	Dissatisfied	Neither	Satisfied	Total	P value
Single	8 (13.55%)	33 (55.93%)	18 (30.5%)	59	0.097
Married	10 (14.70%)	48 (70.58%)	10 (14.7%)	68	
Total	18 (14.17%)	81 (63.77%)	28 (22.04%)	127	

Discussion:

To our knowledge, no similar study has been conducted in Kurdistan regarding job satisfaction among nurses in multiple governmental hospitals in Erbil city.

The sample size in this local questionnaire survey was limited to nurses who are graduated from college of nursing and working in all big hospitals in Erbil city. The current study shows that most of responders 117 out of 127 of nurses from age group (22- 30)years, this finding consistent with result of study that done in India and Palestine which revealed that 92% from age group (22-28) ^{7,19}. At the same time there were no significant association between the nurses age group and level of job satisfaction, probably this result may be explained by involvement of only nurses who graduated from college of nurse in Erbil city which was a new institution, this was clearly reflected on years of services which shows that 74% were only with ≤ 5 years of work. This may explain low rate of job satisfaction among the studied sample.

Regarding the gender distribution among responders, about 71% were female and this is may be attributed to population attitude and role that prefer the nurse job as more suitable to female and they named her by Angelic Grace who support her service provide by her nostalgic feeling when she offering help and following up to patients, on other hand it was clear that there was significant association between gender of the nurses and level of satisfaction with p value <0.007 , this may be due to most of satisfied nurse and neither satisfied nor dissatisfied from female. This study showed that majority of the participants were from the group of neither dissatisfied nor satisfied with their job and this finding was in contrast to result of study that done by Wang (2002) ²⁰ survey

of nurses working in a hospital in Beijing where nurses reported more dissatisfaction than satisfaction, and at the same time was in contrast to result of the study that was conducted in china, USA ,UK, Singapore, Hong kong, Taiwan, which revealed most of respondents were satisfied with their jobs,^{21, 10, 22, 23, 24, 25 and 26.}

A possible explanation for such unparallel in result²³ of this study and western country study may lie under the reason that all recruited nurses in current study who were from new generation of college of nurse and 74% of them had \leq 5years service that cannot adapted to their work perfectly so most of them were neither dissatisfied nor satisfied. Nurses' has not received enough concern and interest from health system to convince nurses with their job either in financial aspect or work position or responsibility issues.

Nurses' job satisfaction has received increasing attention and enhancing nurse job satisfaction has been emphasized as a major strategy to recruit and retain qualified nurses,^{27, 28.}

There is no significant association between the level of satisfaction and area of services, place of work, the most satisfied nurse 39% from department of different care unit (ICU,RCU,CCU) units which is still less than that result of study done in India⁷ which revealed 62.8% were satisfied in different care units.

Regarding the gender of the studied sample there is significant association between the gender of the nurse and level of satisfaction the highest degree of satisfaction from female nurses was 12.6% and the least dissatisfied 8.1% from female group also and the highest percentage who were neither dissatisfied nor satisfied among female, may be due to considering nursing as a female job rather than male group and this result is similar to that found in Indian study⁷

Regarding the marital status of the nurse, the result of this study revealed there is no significant association between the marital status and job satisfaction, even the satisfied nurse with their job 30.5% among single more than among married one which revealed 14.7% and this may be due to family and social factors, married nurse has more responsibilities and in need of more financial support and more stable environment of work. This result was parallel to result of study that done in Palestine,^{19.} which revealed 61.8% among singles and with absence of significant association with nurse job satisfaction.

Conclusion:

Our findings state a low level of overall satisfaction among nurses in major hospitals in Erbil city. This response may be due to poor environment of work, unclear future promotion, missing their real work position, attention and respect

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