

Determinants of Job Satisfaction among Nurses Working in Selected Hospitals of Udupi and Mangalore Districts Karnataka, India

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Abstract

Background: Job satisfaction is the affective orientation that an employee has towards their work. Identification of the factors related to job satisfaction has the potential to aid the development of employment strategies to improve retention and reduce turnover.

Objectives: The study was conducted to assess the job satisfaction of nurses as measured and to identify the determinants of the job satisfaction with regard to selected demographic and work related variables.

Method: A cross sectional survey design was used to conduct the study. The study population consisted of 1040 registered nurses working in selected medical college hospitals and government hospitals of Udupi and Mangalore districts during the period of data collection. Subjects were selected through purposive sampling. Data were gathered by administering Background proforma, and The Minnesota Satisfaction Questionnaire (MSQ).

Results: Majority i.e. 977 (93.94%) were in the category of low satisfaction and only 10 (0.96%) subjects had high job satisfaction. Significant association between job satisfaction, income per month, area of work and working hours ($p < 0.05$) is observed.

Conclusions: Findings clearly indicate that the nurses are underpaid in many institutions which may affect their job satisfaction. No standard is followed in most of the institutions regarding the nurses duty hours in a day.

Keywords: Nurses, Intrinsic Job satisfaction, Extrinsic Job satisfaction, Hospitals, work variables.

Introduction

Most published research from various countries indicates that job satisfaction is a major predictor of nursing absenteeism, burnout, turnover and intention to quit¹. Thus identification of the factors related to

job satisfaction and exploration of their effects on job satisfaction have the potential to aid the development of employment strategies to improve retention and reduce turnover.

A study investigated the interrelationships among burnout, role conflict and job satisfaction among 450 health care staff of two major hospitals in Szeged, Hungary. Questionnaire contained items on work and health-related information (i.e., burnout, job satisfaction, role conflict, and psychosomatic symptoms) and on some basic socio-demographics. Findings show that emotional exhaustion and depersonalization scores were higher, while scores on personal accomplishment was lower

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as compared to Canadian, Norwegian or US samples. Burnout, particularly emotional exhaustion ($p < 0.001$), was found to be strongly related to job dissatisfaction. Schooling was inversely related to satisfaction with the job ($p < 0.05$). While job satisfaction was a negative predictor of each type of burnout subscale ($p < 0.001$), role conflict was a factor contributing positively to emotional exhaustion ($p < 0.001$) and depersonalization scores ($p < 0.001$).²

Job satisfaction of 546 nurses who worked in private psychiatric hospitals in Pennsylvania was assessed in a study. Respondents rated their level of satisfaction on the 100-item survey by using a 5-point Likert scale. Management's actions and attitudes demonstrated the largest mean correlation with all the other factors (mean of 0.64), including overall satisfaction ($r = 0.98$). Therefore, management's actions and attitudes were found to strongly relate to other areas of job satisfaction for the RNs. Compensation demonstrated the lowest mean correlation with the other factors ($r = 0.31$), including global satisfaction ($r = 0.46$).³

The magnitude and determinants of job satisfaction in 500 nurses working in 9 Ministry of Health hospitals Riyadh, Kingdom of Saudi Arabia was found in a survey. A modified version of the Minnesota Job Satisfaction Questionnaire by Weis, DJ (1967) is used to. Data analysis consisted of descriptive statistics, t-tests, one way-analysis of variance, correlation analysis, and regression analysis. Overall job satisfaction was measured in two different ways: first the average score of responses to all 25 items of the job satisfaction scale, then through the averages score of the global measure. Results show that overall satisfaction scores were similar when measured in both ways, and its value was 3.3 on a scale of 5, indicating that nurses have a moderate level of job satisfaction, or that they are "somewhat satisfied". No significant differences in overall levels of job satisfaction were found according to gender, nationality, age, marital status, job tasks, and monthly income. Significant differences were only found according to education level at $p < 0.01$. Results indicate that overall job satisfaction is significantly lower among bachelors' degree holders than middle college graduates and graduates of the Health Institutes, and that it is also significantly lower among middle college graduates than graduates of the Health Institutes. Patterns of association between overall job satisfaction scores and experience level (years of experience) were measured using Pearson product correlation. Significant but low positive

correlation was found between the two variables ($r = 0.21$, $p < 0.01$) indicating that overall job satisfaction improves with time on the job. The highest satisfaction was found with their colleagues, while the lowest satisfaction was found with pay, and job advancement.⁴

The objectives of the study were to find the determinants of job satisfaction among nurses with regard to demographic variables and work place variables.

Materials and Method

Study type and setting: Cross sectional survey approach was adopted for the study. Selected medical college hospitals and government hospitals of Udupi and Mangalore districts were the settings.

Study Population: All registered nurses working in selected medical college hospitals and government hospitals were selected as the study population.

Sampling: Purposive sampling was used to select the samples. Total sample size was 1040. Sampling criteria included female nurses who were: registered with state nursing council, working as staff nurses, involved in direct patient care, employed at the hospital at least six months and working in respective units at least six months. These criteria were chosen because: to practice as a licensed staff nurse she has to be registered in state nursing council, job satisfaction experienced by different category of nurses differs as their job description is different, similar working situations, respondents would be well-oriented to the organization, and past the initial stress of working in a new environment.

Data collection tools and techniques: A questionnaire consisting 11 items such as age, professional qualification, marital status, married status, type of family, number of children, monthly income, area of work, daily working hours, experience in current area of work and total years of experience as a nurse was used to collect the background information. The Minnesota Satisfaction Questionnaire (MSQ)-Short form 1977 was used to assess job satisfaction among nurses. It is a standardized questionnaire designed to measure an employee's satisfaction with his or her job. It is composed of twenty items which consists of three scales: Intrinsic satisfaction, Extrinsic satisfaction and General satisfaction. The response choices are: Very dissatisfied, Dissatisfied, Neither satisfied nor dissatisfied, Satisfied and Very satisfied with the scoring weight of 1,2,3,4 and 5 respectively. Scale scores are determined by summing

the weights for the responses chosen. The reliability coefficient of intrinsic, extrinsic and group satisfaction was 0.87, 0.8 and 0.98 respectively. Thus the reliability coefficient of the tool was 0.88. Job satisfaction was classified as high, average and low.

The nurses were contacted and administered the questionnaires in their respective wards during different shifts according to their convenient time.

Ethical Considerations: The study was approved by the faculty of nursing and the administrators of the institutions selected and approval was taken from the Institutional Ethics Committee of Kasturba Hospital Manipal before conducting the study. Purpose of the study was explained to the subjects and written consent was obtained from the subjects before collecting the data. Anonymity and confidentiality were ensured throughout the study.

Results

The descriptive statistics was used to analyse the data related to sample characteristics in terms of frequency and percentage. Determinants of job satisfaction was determined by computing Kruskal-Wallis test, and Mann-Whitney (Z) test. The statistical level was specified at $p < .05$. Age of the subjects varied from 21 to 56 years, with a mean age of 28.9 + 7.67 years. Majority (70.2%) of the subjects were in the age group of 21- to 30 years. General Nursing and Midwifery was the professional qualification for 906 (87.1%) of the subjects. With reference to marital status, 555 (53.4%) were single and among the married 326 (67.22%) of the subjects were staying with spouse and 142 (29.28%) were staying away from spouse due to job related reason. With regard to type of family 858 (82.5%) were from nuclear family. Data on number children show that among 485 married subjects most of them i.e. 214 (44.13%) have two children and 17.32% had no children. Monthly income for 532 (51.2%) of the subjects was within the range of rupees 5001-9000.

With regard to area of work most (32.1%) of the nurses were from medical area followed by surgical area which was 17.6%. Majority (75.5%) of them was working for eight hours a day, but 5.7 % of them were working for 12 hours or more. With reference to data on total years of experience 592 (56.92%) had 1-5 years of experience and 54 (5.19) of them had experience more than 20 years. Data on Experience in current area of

work reveal that 390 (37.5%) had less than one year of experience and 138 (13.27) had more than five years of Experience in current area of work.

Majority of the participants i.e. 977 (93.94%) were in the category of low satisfaction based on the transformed score and only 10 (0.96%) subjects had high job satisfaction. Moderate satisfaction was present for 53 (5%) of the participants.

As age was a continuous variable and did not follow normality, Spearman's rho was calculated between job satisfaction and age to determine whether age is a factor which determines job satisfaction of nurses. The Spearman Rho calculated was 0.04 with p value of 0.24 which is not significant at 0.05 level. Determinants of job satisfaction in relation to and other demographic variables was determined by computing Kruskal-Wallis test, and Mann-Whitney (Z) test and significant association exist only between job satisfaction and monthly income ($p=0.002$). Data were further analysed with Bonferroni correction and findings are presented in table 1.

Findings from table 1 suggest that there is significant association ($p=0.001$) between job satisfaction and income category in the pair of rupees <5000: 5001-9000. It is evident from the median score presented in table 1 that nurses who are having the income <5000 rupees are less satisfied with their job.

Findings of determinants of job satisfaction in relation to work variables are presented in table 2 and show a significant association between job satisfaction, area of work and daily working hours ($p=0.001$). Hence job satisfaction, area of work and daily working hours are identified as determinants of job satisfaction of nurses. No significant association is observed between job satisfaction and total years of experience and experience in current area of work.

Significant association exists between job satisfaction and area of work in the pair of Surgical ward and Intensive Care Unit ($p=0.001$). With regard to Daily working hours association is significant in the pair of 8:10. Thus it may be interpreted that nurses working in Intensive care unit (Md=55) and working for eight hours per day (Md=54) are having more job satisfaction compared to the nurses working in other areas and nurses who are working more than eight hours per day.

Table 1: z value, and p value of job satisfaction with regard to monthly income, with Bonferroni correction n=1040

Grouping variable	Groups	z value	p value
Monthly income in Rupees*	<5000	3.32	0.001
	5001-9000		
	<5000	0.66	0.51
	9001-13000		
	<5000	0.17	0.87
	>13000		
	5001-9000	2.07	0.04
	9001-13000		
	5001-9000	2.41	0.02
	>13000		
	9001-13000	0.67	0.5
	>13000		

Bonferroni corrected level of significance 0.0083

Table 2: Median, IQR, Test statistic, df and p value of Job satisfaction and work variables of nurses n=1040

Work variables	Median	Inter quartile range	Test statistic & df	p-value
Area of current work				
Medical	53	45-60	17.49 8	0.025
Surgical	52	45-57		
Operation theatre	55	49-61		
Intensive care unit	55	48-65		
Casualty	54	47-58.5		
Special ward	54.5	47.25-61		
Paediatrics	54	46-60		
OBG	53	47-67.5		
Dialysis	53	47-67.5		
Daily working hours				
8	54	47-61	13.33 2	0.001
10	52	45-57		
12 and more	50	43-58		
Total years of experience				
1-5	54	46-61	5.1 4	0.28
6-10	52	45-60		
11-15	54	48.75-61		
16-20	53.5	47-59		
>20	53	47.75-65		
Experience in current area of work				
<1	54	47- 60	4.26 3	0.23
1-3	52	45-60		
3-5	52.5	44-63		
>5	54	48-60		

Discussion

Based on the transformed score majority i.e. 977 (93.94%) out of 1040 subjects were in the category of low job satisfaction and 53 (5.1%) had moderate satisfaction and only 10 (0.96%) subjects had high job satisfaction. This finding is in agreement with the study by Ravindran, Sood (1996)⁵ in a sample of 75 staff nurses working in a large hospital in Delhi. Fifty three percent of nurses in general wards and 48% of nurses in special wards had their scores exceeding mean value, indicating a higher degree of dissatisfaction. A descriptive survey among 438 Jordanian nurses on job satisfaction and retention found that subjects were moderately satisfied in contrast to the findings of present study. This could be due to the differences in pay scale and the role functions of nurses in India as compared to the other countries. In India nurses are underpaid in most of the private institutions which was evident from the present study. The magnitude and determinants of job satisfaction in nurses working in Ministry of Health hospitals, Kingdom of Saudi Arabia was found and reported the findings similar to the study on Jordanian nurses, i.e. nurses had a moderate level of job satisfaction, or that they are somewhat satisfied with their job⁴. Balseiro, Valle, Gracida, Guerrero, Hernández (2006) in Mexico city found that 79.23% of the nurses had satisfaction in the work⁶. The findings of the present study are supported by a study in Iraq hospital which found that most nurses were dissatisfied with their job description. In both of these studies salary was rated as the least satisfying aspect of work⁷.

Significant difference in job satisfaction was observed in the present study in monthly income, area of work, and working hours. Nurses who are having the income of <5000 rupees per month, are less satisfied with their job. Nurses working in Intensive care unit and nurses working for eight hours per day are having higher job satisfaction. Similar finding is reported by Cimete, Gencalp, Keskin (2003)⁸ who found a significant difference in job satisfaction according to their age, economic level, marital status, duration of working life, and position at work.

Conclusion

Nurses are underpaid in many institutions which may affect their job satisfaction. No standard is followed in most of the institutions regarding the nurses duty hours in a day. Some institutions follow different duty hours for nurse. This also could be a significant factor contributing to poor reduced job satisfaction. Monthly pay and the hours of work in a day are the main factors affecting job satisfaction.

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Conflicts of Interest: No

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