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Original Article

Level of job satisfaction among nurses working in tertiary care hospitals of Rawalpindi

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ABSTRACT

Objective

To assess the job satisfaction of nurses, their work environment, dealing of health care professionals with nurses, attitude of the patients and their attendants towards nurses and to find out the problems of boarder nurses.

Methods

A cross-sectional descriptive study was conducted among 70 nurses in three tertiary care hospitals of Rawalpindi (17, 26 and 27 from Holy Family Hospital, Benazir Bhutto Hospital and District Head Quarters Hospital respectively) who were enrolled in the study by convenience sampling. The study was carried out for a period of two months from March-April 2009 and data was collected by using structured questionnaire. Questionnaire comprised of questions pertaining to job satisfaction of the nurses in terms of work environment, salary package, boarding facilities and satisfaction with attitude of the health care professionals, patients and their attendants.

Results

Of the total 70 nurses, 24.28% were satisfied with salary of <10,000 Rs. 69.23%, 37% and 29.4% respondents from Benazir Bhutto Hospital, District Head Quarters Hospital and Holy Family Hospital were satisfied with their jobs. 40.5% boarders while 28.6% non-boarders expressed their job satisfaction. Among 70 nurses, 65.71%, 80% and 47.14% respondents were satisfied with the attitude of male patients, female patients and patients' attendants, respectively. 92.8% were satisfied with dealing of doctors while 84.3% nurses were satisfied with the attitude of paramedical staff, respectively. Only 12.86% nurses were highly satisfied with their job and 37.14% were least satisfied with their jobs.

Conclusion

Most of the nurses were dissatisfied with their jobs. Nurses of Benazir Bhutto Hospital had the highest level of job satisfaction while those of Holy Family Hospital were least satisfied. (Rawal Med J 2011;36:150-154).

Key words

Tertiary care, nurses, paramedical staff.

INTRODUCTION

Nurses' job satisfaction has been found to be the critical factor that influences their turnover.¹ Professional status, positive attitude, independence and peer support greatly affect the job satisfaction of nurses.² Globally, the health care system is undergoing major changes that not only substantially influence the job satisfaction of nurses but also attributable to the poor quality of nursing care.³ Issues causative of present circumstances are stress and high workload.⁴ In a study by Ning et al job satisfaction was found to be strongly correlated with workload, lack of professional promotion, work environment and organizational policies.⁵ A similar study among Japanese public health nurses revealed that significant job satisfaction was attributed to the work environment, professional confidence and their commitment to the professionalism.⁶ A study from Korea showed higher level of job satisfaction and empowerment among permanent than that of temporary nurses.⁷ In a study from a tertiary care hospital of Rawalpindi, although most of the nurses felt secure in their organization yet, they were found to have increased occupational stress.⁸ The present study was aimed to assess the job satisfaction of nurses in three tertiary care hospitals of Rawalpindi.

SUBJECTS AND METHODS

A cross-sectional descriptive study was carried out in three tertiary care hospitals i.e. Holy Family Hospital (HFH), Benazir Bhutto Hospital (BBH) and District Head Quarters Hospital (DHQH) of Rawalpindi for a period of 2 months from March to April 2009. A total of 70 nurses (17, 26 and 27 from HFH, BBH and DHQH respectively) were included in the study by convenience sampling. Nurses of DHQH were found to be more co-operative than those in HFH and BBH. In present study, job satisfaction of nurses was defined as their satisfaction with attitude and behavior of health care providers and patients, their contentment with work environment, income and teaching opportunities in their respective organizations. Data was collected by means of structured questionnaire with both open and close ended questions (Annexure I). It was analyzed by using Microsoft Excel version 2003.

RESULTS

Out of 70 nurses, 24.28%, 37.15% and 38.57% were respondents were from HFH, BBH and DHQH respectively. Higher the salary package showed better satisfaction (Table 1).

Table 1. Satisfaction of nurses with various Salary packages.

Salary package	Number	Percentage
>20,000 Rs.	34	48.57%

10,000-20,000 Rs.	19	27.15%
<10,000 Rs.	17	24.28%

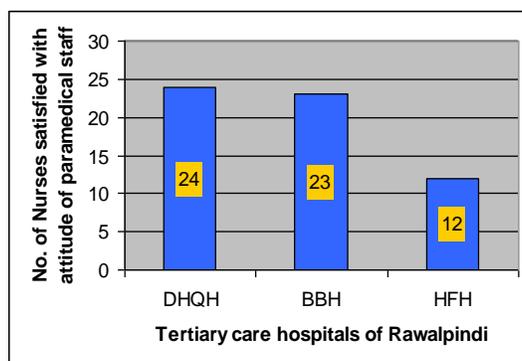
Forty two nurses were living in hostels while 28 nurses were non-boarders. Boarders were found to be more satisfied with their jobs (Table 2).

Table 2. Nurses' job satisfaction between boarders and non-boarders.

Nurses' Living	Nurses' Job Satisfaction		Total
	Satisfied	Dissatisfied	
Boarders	17 (40.5%)	25 (59.5%)	42
Non-boarders	8 (28.6%)	20 (71.4%)	28

Similarly, 25 nurses each from BBH and DHQH expressed their satisfaction towards attitude of doctors while 15 respondents from HFH were found to be satisfied with the behavior of doctors. On the other hand, all the 26 and 27 study subjects from BBH and DHQH were satisfied with the attitude of their fellow nurses while only one nurse working in HFH was dissatisfied with the attitude of her fellow nurses. Majority of the nurses from BBH and DHQH were satisfied with the attitude of paramedical staff (Fig 1).

Fig 1. Satisfaction of Nurses with attitude of paramedical staff.



Overall, satisfaction with attitude of female patients was greater than that of male patients and attendants of patients (Table 3).

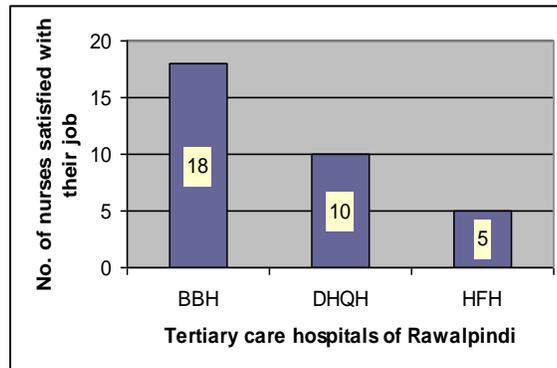
Table 3. Nurses' satisfaction with attitude of patients and their attendants.

Satisfaction of Nurses with attitude of male patients			
HFH	BBH	DHQH	Total
12/17 (70.6%)	20/26 (76.9%)	14/27 (51.8%)	46/70 (65.71%)
Satisfaction of Nurses with attitude of female patients			
HFH	BBH	DHQH	Total
15/17 (88.2%)	18/26 (69.2%)	23/27 (85.2%)	56/70 (80%)

Satisfaction of Nurses with attitude of patients' attendants			
HFH	BBH	DHQH	Total
9/17 (52.9%)	13/26 (50%)	11/27 (40.7%)	33/70 (47.14%)

Of all respondents, nurses working in BBH were found to be more satisfied as compared to those in HFH and DHQH (Fig 2).

Fig 2. Job satisfaction of nurses from three hospitals.



While evaluating the overall job satisfaction, irrespective of their organizations, majority were found to be least satisfied with their job (Table 4).

Table 4. Overall job satisfaction of nurses.

Degree of job satisfaction	Number	Percentage
Highly satisfied	9	12.86%
Satisfied	15	21.43%
Less satisfied	20	28.57%
Least satisfied	26	37.14%

DISCUSSION

Quality of health care delivered to the patients can be improved not only by strengthening the interpersonal relationship of nurses but also by facilitation of their capacity.⁹ In present study, 48.57% nurses were satisfied with their salary. In a similar study from tertiary care hospital of Rawalpindi, most nurses were found to be satisfied with their organizations.⁸ However, key subject of dissatisfaction has not been raised. The income at that time might have been sufficient to meet the daily requirements of life and researchers did to scrutinize this aspect in context of their job satisfaction. Nurses in tertiary care hospitals always seem to be overburdened and they are not paid in accordance with their strained job. That is why most leave the government set up in search of better salary package.

A study from Kuwait showed that the nurses working in five general hospitals of Kuwait were dissatisfied with professional opportunities and extrinsic rewards but expressed their satisfaction with duty schedule, respect and recognition.¹⁰ In another study, more men left the nursing profession than women for better salary packages and more convenient working hours.¹¹ In this study, 65.71% and 80% nurses were satisfied with attitude of male and female patients respectively. Probably these results are due to the fact that males constitute the dominating members of our society. Males in our set up must be well mannered so that nurses do not have any inferiority complex pertaining to their profession. Nurses pay special attention to the patients day and night and must also be appreciated by their supervisors and seniors for their hectic duty.

Attitude of patients' attendants was satisfactory in the opinion of only 47.14% nurses. Only 12.86% nurses were found to be highly satisfied with their job while 37.14% expressed their least satisfaction with nursing profession. Their degrees of satisfaction are manipulated after analyzing various variables of job satisfaction that have been mentioned in the questionnaire (Annexure I).

A study of nurses working in public and private hospitals of Rawalpindi and Islamabad, 80.4% were found to be satisfied with their career as nurse.¹² Another study revealed that job satisfaction and retention among nurses can be promoted by incorporation of social support.¹³ The need for improvement of work environment for nurses and provision of more educational opportunities have been highly emphasized to accentuate the job satisfaction among nurses and decline their turnover rates.¹⁴

CONCLUSION

Majority of the nurses were not satisfied with their job. Nurses of BBH and HFH seemed to have highest and lowest level of job satisfaction. Workload of nurses should be reduced and their salaries should be increased. Work environment of the nurses should be improved. Attitude of patients and their attendants towards nurses also needs consideration.

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Annexure I

Questionnaire

Hospital _____

Date: _____

SECTION-A

1. Name (optional) _____
2. Age _____
3. Gender _____
4. Marital status _____
5. No. of children (if any) _____
6. Resident of: Rural Urban

SECTION-B

7. Place of posting: HFH BBH DHQH
8. Department _____
9. Student Nurse Staff Nurse
10. Working hours _____
11. Salary _____
12. Is your salary enough for your expenditures? Yes No
13. Working environment: Good Satisfactory Bad
14. Part time job: Yes No
15. State, if any _____

SECTION-C

