

Research Article

Frequency of Job Satisfaction and its Influencing Factors among Nurses Working in Tertiary Care Hospital of Lahore

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Abstract

Background: The level of patient care directly correlates with nurse job satisfaction. Nurses are more likely to experience job discontent due to increased work demands, which could have an impact on their productivity.

Objective: This study's objective was to ascertain the level of job satisfaction and contributing factors among the nurses at Lahore's tertiary care hospital.

Methods: A cross-sectional study was carried out in 2022 between June and August. Following an informed consent, 170 nurses employed by tertiary care hospitals were included in the study. The self-administered questionnaire was handed to the nurses, who completed it. The researcher assembled all of the information. Frequency and percentages were determined for quantitative data, and the chi-square test was used to determine whether there was a statistically significant difference between variables for categorical variables. In order to create the results, SPSS (version 23) was used.

Results: In this study 124(73%) out of 170 nurses were satisfied. Relationship between intrinsic factors such as choice of profession(p-value= .004), nature of job (p-value =.003) and extrinsic factors like relationship with patients and colleagues, time pressure, opportunity to develop were found significantly associated with job satisfaction having p-value =.001,.030,.012 and .031 respectively. Nurses (4%) working in intensive care unit showed dissatisfaction due to time pressure.

Conclusion: This study shows that most of the nurses were satisfied with their job. Which can be further improved by reducing the working hours and providing career development opportunities and job security in form of permanent jobs to nurses.

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Introduction

Job satisfaction is the degree to which an individual is happy with his or her work, or the positive attitude

that people have toward their careers, employment, and employers.¹ As a result, employee happiness is crucial for inspiring and enhancing performance, which raises the standard of care.² Nurses' job discontent results in costly labor disputes, employee turnover, and patient risk. The pace of the job is slowed down by a lack of professional satisfaction, which can also have unfavorable impacts on employees including "burnout" effects.³



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Despite the fact that research has revealed a range of job satisfaction levels for nurses, factors that influence job satisfaction tend to be comparable, and these factors include working conditions, relationships with coworkers and leaders, salary, promotions, job security, responsibility, and working hours.⁴

In disease prevention, primary and community care delivery, and health promotion, nurses play a crucial and vital role. In addition to providing care in ward, outdoor, and emergency situations, they are crucial to achieving universal health coverage. More than 50% of the current deficit is due to the lack of nurses, who are in particularly high demand worldwide. In many nations, businesses pay considerable attention to the subjective well-being of their employees and how it affects their jobs when hospitals are already regarded as organizations. Many businesses regularly conduct their own job happiness surveys in developed countries like Denmark, and an employee satisfaction index has been created for a number of European countries. Similar to this, the European Union has made member states aware of the importance of work quality.⁵

Pakistan's primary and secondary healthcare infrastructure is insufficient, and the country is still developing as a whole. As a result, more and more patients with chronic illnesses are being treated in tertiary care facilities. This increases the need for health workers in developing nations like Pakistan by half. In Pakistan, there are more female nurses. The ratio of nurses to doctors is 1:3, while the ratio of nurses to patients is 1:50,000.⁶

According to the findings of a survey conducted in Pakistan, 91% of the nurses were female. Most of them had a diploma (38%) or a BSc (45%). Experience of 82% of nurses had between 1-6 years. The majority of nurses (93%) were satisfied with their work., most reasons for dissatisfaction were with the current service structure 73%, low salary.⁷

With this background, our study aims to assess the frequency of job satisfaction and its contributing factors among nurses, as the number of trained nurses is alarmingly low. This study will help to contemplate a larger study that would help the administration of hospital and government to look after and resolve the factors leading to dissatisfaction for job among nurses which ultimately will help to improve the level of health care

in public sector hospitals.

Methods

Ethical approval of the study was taken from IRB of services institute of medical sciences and IRB no. is IRB/2022/964/SIMS

The study was cross-sectional conducted from June to August 2022 in the surgical, medical and allied wards of a tertiary care hospital in Lahore. This Hospital is 1196 bedded tertiary care government hospital with 31 departments, 27 major and minor operation theaters with 1 out-patient department and emergency. Total number of nurses working in various departments of tertiary care hospital are 467, including 9 males and 458 females. The sample was estimated using WHO statistical software S size using formula confidence interval of 95% and relative precision of 0.10% taking anticipated population frequency 70%, sample size was 170.⁸ Non-probability convenience sampling technique was used. Inclusion criteria consisted of all nurses working in different departments including operation theaters, emergency and out patient department and who served in the teaching hospital for more than 6 months. Nurses who did not give consent, on leave and working at night shift were excluded.

Data from the individuals were gathered after taking informed consent from them, using a self-administered questionnaire. The reliability and validity of the tool was checked using Cronbach's alpha test and was found to be acceptable i.e. 0.7. Questionnaire was divided into demographic section, intrinsic and extrinsic factors. Intrinsic factors include nature of job, choice of profession, responsibility at work place, years of work experience. Extrinsic factors include time pressure, opportunity to develop, relationship with patients, relationship with colleagues. A five-point likert scale with 24 job satisfaction statements ranging from strongly disagree(1) to strongly agree (5) was used to measure sociodemographic characteristics of the study's participating nurses. Subscale scores were calculated by adding item scores and dividing by the total number of items.

Respondents scoring more than 60% in each factor were considered satisfied and those scoring less than 60% were considered dissatisfied. The software program SPSS version 23 was used for data entry, statistical cal-

ulation, tabulation and interpretation from final result. Descriptive statistics were applied on quantitative and qualitative variables. For qualitative variables such as gender, education, intrinsic and extrinsic factors. frequencies and percentages were calculated. For quantitative variables i.e. age mean and standard deviation was calculated. Chi-square test was applied on categorical variables to find out the significant p-values i.e. <0.05, and for assessment of relationship of different factors.

Results

The mean age of 170 nurses were 29 ± 7 . Out of 170 9(5.3%) were males and 161(94.7%) were females. Among them 75(44.1%) were married and 94(55.3%) were unmarried. 17(10%) were head nurses, 102 (60%) were staff nurses, and 51(30%) were trainees. Demographics and working characteristics are represented in Table 1.

Table 1: Frequency Distribution Table of Sociodemographic Characteristics of Nurses of Tertiary Care Hospital, Lahore (n=170)

Variables	Frequency n	Percentage (%)
Age (years)	29 ± 7	
Gender		
Male	9	5%
Female	161	95%
Education		
Diploma	79	47%
Graduation	55	32%
Post Graduation	35	21.2%
Marital Status		
Married	75	44.1%
Single	94	55.3%
Place of Duty		
Surgery	46	27%
Medicine	37	22%
Gynae & Obs	28	16.5%
Eye/Ent	20	12%
Emergency/Icu	14	8%
Operation theatre	11	7%
Opd	4	2.4%

Relationship between job satisfaction with intrinsic factors shows who had regular nature of job were more satisfied (81%). Those who chose profession willingly were more satisfied as compare to those who chose it unwillingly(76%).and they are significantly associated with job satisfaction having p-value=.004. All extrinsic

factors including time pressure, opportunity to develop, relationship with patients and colleagues were significantly associated with job satisfaction having p-values .012,.031,.001 and .030 respectively. Those having more chances of opportunities for their development were more satisfied and those having good relationship with patients and colleagues were more satisfied. (Table 2)

Table 2: Relationship between Job Satisfaction and Intrinsic and Extrinsic Factors of Nurses of Tertiary Care Hospital, Lahore(n=170)

Intrinsic Factors	Satisfaction	Dissatisfaction	P-value
Choice of Profession			
Willingly	76%	24.1%	.004
unwillingly	36.4%	64%	
Years of Work Experience			
< 10 years	73.1%	27%	.324
> 10 years	100%	0%	
Nature of Job			
Permanent	81%	19.3%	.003
adhoc	33.3%	67%	
trainee	61.2%	39%	
Extrinsic Factors			
Time pressure	66.5%	33.5%	.012
opportunity to develop	76%	23.5%	.031
Relationship with patients	55.3%	45%	.001
Relationship with colleagues	78%	22%	.030

Discussion

Any health worker's job satisfaction is crucial for increasing employee motivation, effectiveness, and efficiency since it influences improved performance.⁹ In contrast, work unhappiness would lead to staff burnout and turnover, which could worsen understaffing in healthcare institutions and service delivery quality⁹. According to our study, 124 nurses (72.95%) were happy with their jobs, while 45 nurses (26.5%) were not. Similar results were found by Ramoo V et al¹⁰ who found that 60% of nurses were content with their jobs. This result is comparable to research of Blaauw D et al, at Tanzaina, Malawi and South Africa, where job satisfaction is, 71%, 82.6%, and 52.1% respectively¹¹. In contrast, research by Girma B et al shows lower level of job satisfaction at Nigeria (32.9%), Uganda (17.4%), and Ethiopia (35%).¹² The differences between the present and prior studies' study settings, educational levels, measurement devices, and salaries, as well as the government's better

health policies after 2013, could be to blame. The results of this study weren't as strong as those of Kaddourah BT et al¹³, where 79.3% of respondents reported being satisfied.

The results of our study indicate that there was a substantial difference in the likelihood of achieving general job satisfaction between individuals who had the opportunity to improve and those who did not. Job satisfaction and growth potential have a significant link. This result is comparable to a study done by Lee C et al, that recommended addressing opportunities for professional progress to boost health professionals' job happiness and enhance the quality of healthcare delivered. In this study, almost eight out of ten (77%) workers said they were satisfied with this element (responded "somewhat satisfied" or "very satisfied").¹⁴

In our study time pressure more likely to cause dissatisfaction in nurses (in ICU and surgery) but less time pressure cause satisfaction among nurses (p-value < .021). A study done among nurses at by Abdullah AT et al showed that perceived time pressure is associated with low job satisfaction among nurses. (P value .001).⁸

According to our study's findings, people who have better interpersonal relationships are happier (P value .031). Numerous studies among health care professionals have highlighted the value of interpersonal relationships in fostering a sense of job satisfaction and have demonstrated how these relationships boost patient safety, enhance health care, and raise satisfaction. According to Tadese T et al research, those who had positive staff relations were 2.76 times more likely to be satisfied with their jobs overall than people who didn't.¹⁵

In our study, nurses (55.3%) expressed satisfaction with their interactions with patients. The more patients respected and appreciated the nurses at work, the happier they were. The primary source of health professionals' discontent was patients and their families.¹⁶ Another study was carried out by Cheung T et al to look at the impact of patient involvement on satisfaction. It was discovered that patient participation enhances nurses' job happiness, . Using data from 282 nurses and 522 patients from a public hospital in China, it was found that patient participation improves nurses' job satisfaction, work engagement, and helping behaviors towards patients.¹⁷

In our study, 93.5% of nurses acknowledged that they had voluntarily chosen this career (p-value<.004). In contrast to study done by Zahaj M et al, where choosing a career is not free but rather subject to competition, our study shows that choosing a profession as a nurse can sometimes be forced or random and is not always something that is actively chosen. Sixty-two percent of them acknowledged that they opted to become nurses because it was the best option. Among them 38% voluntarily choose this line of work.¹⁸

In our study, there was no association between the number of years of employment and job satisfaction. In contrast, a study conducted by Zahaj M et al found that nurses with less than two years of experience in the field of nursing reported feeling the most dissatisfaction with their jobs. None of them claimed to be content. Nurses with more than 10 years of experience in the field are those who express a high level of satisfaction.¹⁸

In our study female were more in number (164) and only 9 were males. This study is similar to the findings of Treveli S and Vaiya S where more number of female nurses were participated (74 %) and satisfaction level is more.¹⁹ In our study 115 (68.9 %) nurses were regular employees having job security, similar to the study of Sasaki S et al.²⁰ where more nurses were satisfied due to regular job. Permanent job structure gives a job security as compared to contractual jobs which seems to be a threat for contract renewals as the Government policies vary with every political setup in Pakistan.

The main strengths of this study are majority of the nurses were satisfied and most of the factors were significantly associated with job satisfaction. The limitations are this was a single centre study, a multicentre study with a comparison between public and private nurses can further be helpful. This is the most important human resource working as a backbone of Health system and demand will further increase with aging population. Nursing staff's sources of job dissatisfaction and pressure at work must be addressed and handled because of their critical role in patients' lives.

Conclusion

In this study, most of the nurses were satisfied with nature of job, choice of profession, relationship with patients and with colleagues, time pressure and opportunity to develop. Years of work experience found to

have no significant association with job satisfaction.

It is recommended males should also be encouraged to join this profession. In addition to this improved working environment, on job Training and workshops for continuous development and creation of structured career pathways to ensure promotions and benefits based on performance will further enhance the job satisfaction and performance of nurses.

Ethical Approval: The Institutional review board approved the study vide letter No. Ref No. IRB/2022/964/ SIMS

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Authors' Contribution:

JU: Conception and design, acquisition of data, contribution to data analysis and final approval for draft

AS: Critically review for important intellectual content, final approval of version to be published

HF: acquisition of data and data analysis

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