

Job Satisfaction among Nurses in Rzgary Teaching Hospital in Erbil City

الرضا الوظيفي لدى الممرضين في مستشفى رزكري التعليمي في مدينة أربيل

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الخلاصة:

خلفية البحث: إن دراسة الرضا الوظيفي بين الممرضات مهم لأنه من الضروري التمييز بين الجوانب الإيجابية والسلبية عن الرضا الوظيفي. **الهدف:** تهدف هذه الدراسة إلى تقييم مستوى الرضا الوظيفي للممرضة والعوامل التي تؤثر على الرضا الوظيفي في مستشفى رزكري التعليمي في مدينة أربيل / العراق.

المنهجية: تم اختيار تصميم مقطعي وشملت 65 ممرض وممرضة يعملون في مستشفى رزكري التعليمي في مدينة أربيل/العراق و جمعت العينة باستخدام اداة الاستبيان باختيار ممرض من العاملين في مستشفى رزكري التعليمي في مدينة أربيل في العراق باستخدام استبيانات لجمع البيانات.

النتائج: اظهرت الدراسة ان 27.7% من الممرضين والممرضات كانوا لديهم رضا خلال فترة التعرف على المستشفى في السنة الأولى من عملهم. وان 44.4% من الممرضين لديهم رضا عن المشرف أو المسؤول عنه. وكانت نسبة (50.8%) من الممرضين لديهم رضا عن الكادر التمريضي كمورد بشرية. وهي تمثل أيضا بالدخل الشهري، ومواقف المريض والعائلة، وساعات العمل والتناوب، وعدم وجود الدعم الإداري. ان هذه العوامل الأربعة لها التأثير السلبي على رضا الممرضين والتي شكلت النسب التالية 58.5%، 41.1%، 40.0%، و 52.3% على التوالي. **الاستنتاج:** استنتجت الدراسة ان الممرضين الذين يعملون في مستشفى رزكري لديهم رضا عن عملهم. وكان الدخل الشهري من اهم العوامل الرئيسية التي تؤثر على الرضا الوظيفي عن الممرض.

التوصيات: توصي الدراسة بإجراء مزيد من البحوث لمعرفة الجوانب المختلفة للعمل التي يمكن استخدامها لزيادة الرضا الوظيفي للممرض. **الكلمات المفتاحية:** ممرضة، الرضا الوظيفي

ABSTRACT

Background: Studying job satisfaction among nurses is important because it is necessary to distinguish between positive and negative aspects of job satisfaction.

Objectives: this study aimed to assess the level of nurse's job satisfaction and factors that influence nurse's job satisfaction in Rzgary Teaching hospital in Erbil city/Iraq.

Methods: A cross-sectional design was selected and included 65 nurses working in Rzgary Teaching hospital in Erbil city in Iraq by using questionnaires to collect the data.

Results: the study showed that (27.7%) of nurses were satisfied with their orientation period to hospital when they have been working for less than one year. 44.4% of nurses were satisfied with their supervisor or leader. The majority of nurses (50.8%) were very satisfied with nursing staff as a resource. It also represented salary, patient and family attitude, shift and hours, and lack of support from management are four factors that have a negative impact on nurse's job satisfaction which were 58.5%, 41.1%, 40.0%, and 52.3% respectively.

Conclusions: Nurses, which work in Rzgary teaching hospital, were satisfied with their job. Income is one of the main factors that influence nurse's job satisfaction.

Recommendation: Further research could be conducted to find various aspects of the job that can be used to increase nurse's job satisfaction.

Keywords: Nurse, Job satisfaction.

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INTRODUCTION:

Job satisfaction has been considered as one of the most important considerations concerning nurses working in Kurdistan's' hospitals. Studying job satisfaction among nurses is important because it is necessary to distinguish between positive and negative aspects of job satisfaction. Job satisfaction is defined as a favorable or unfavorable aspect with which employees view their work⁽¹⁾. The widespread nursing role shortage and nurses' high turnover has become a global issue ⁽²⁾ which is of increasing issue to both the developed and developing countries ^(3,4). Moreover, job satisfaction has been of interest to individuals, organizations, and social systems for many decades ⁽⁵⁾. Satisfied employees tend to be more productive and committed to their employers, and a direct correlation has been shown between staff satisfaction and patient satisfaction in health care organizations ⁽⁶⁾.

A multitude of factors can exert an effect on the job satisfaction of nurses. A study observed that work content characteristics, such as routinization, autonomy, and role conflict, as well as characteristics of the work environment, such as leadership, supervisory relations and participation, were all related to job satisfaction⁽⁷⁾. Moreover, job satisfaction was negatively associated with turnover intentions and behaviors. Job satisfaction was influenced by intrinsic and extrinsic factors. Intrinsic factors include: autonomy of the profession; autonomy in patient relationships; group cohesion with peers; group cohesion with physicians; and organizational characteristics, which include type of governance, relationships a staff nurse has with the organization, supervisors and management, lack of respect from management, physicians, and patients family, and the organization's commitment to professional values. In addition, extrinsic factors such as: stress and workload; autonomy and control of work hours; autonomy and control of work activities; salary and benefits; and perception of and real opportunities for jobs elsewhere ⁽⁸⁾.

OBJECTIVE OF THE STUDY:

The main aim of the study was to assess the level of nurses' job satisfaction and factors influencing job satisfaction in Rzgary Teaching hospital in Erbil City in Iraqi Kurdistan.

METHODOLOGY:

A cross-sectional design has been used to collect data for conducting this study in Rzgary Teaching hospital in Erbil city in Iraqi Kurdistan.

A purposive sampling of 65 nurses was selected from five units in Rzgary Erbil Teaching hospital was conducted from 1st August to 20th September 2014. The questionnaires were distributed in morning shift by research coordinator and collected in a same day. The time for filling out the questionnaires is about 15 to 20 minutes. The

inclusion criteria for nurses were male and female gender, all ages, and all nurses who worked at morning shift. However, the exclusion criteria were Outpatient nurses (all departments) and operation theatre room nurses and nurses who work at evening and night shift. The questionnaires were prepared on the literature on nurse's job satisfaction. The questionnaires were prepared on the literature on nurse's job satisfaction. The questionnaires included three parts: first part was socio-demographic characteristics of nurses (Gender, Marital Status, Years of Employment, Workplace, and the Level of Education). The second part of questionnaires was about nurse's job satisfaction. Nurse's job satisfaction questionnaires were prepared after an extensive overview of relevant literature on nursing job satisfaction consisted of 5 likert type scale. This scale was ranged from 1=dissatisfied to 5= very satisfied. Last part (part three) of questionnaires was about factors that affect nursing job satisfaction. The content validity of the questionnaire was determined initially through a panel of experts. Researcher explained that participation in the study was completely voluntary and that the decision to participate or not participate in the study would not have any effect on their job. Frequency and percentage was used to describe and assess the data. Statistical Package for Social Science (SSPS) was used for entering and analyzing the data.

RESULTS:

Table 1: Demographic and Professional Characteristics (N=65)

<u>Professional characteristics</u>		<u>F</u>	<u>%</u>
What type of unit do you work?	Medical unit	27	41.5
	Surgical unit	17	26.2
	Urology unit	6	9.2
	ICU unit	4	6.2
	Chemotherapy	7	10.8
	ENT	4	6.2
Gender	Male	35	53.8
	Female	30	46.2
Marital Status	single	16	24.6
	Married	49	75.4
	Widowed	0	0.0
Educational level	Six month training	2	3.1
	Nursing secondary school	16	24.6
	Nursing institute	44	67.7
	Nursing college	3	4.6
Years of Employment	1-12	47	72.3
	13-24	14	21.5
	25-36	4	6.2

Table 1 show that the sample consisted of 65 nurses from Rzgary Teaching Hospital. According to demographic and personal characteristics, the majority of respondents were male (n=35, 53.8%), married (n=49, 75.4%), nursing institute (n=44, 67.7%). The most of participation worked in medical unit (53.8%). The majority of nurses have been working from 1-12years which were 72.3%, n= 47.

Table 2: Nursing Job Satisfaction (N=65)

Items	Unsatisfied		somewhat unsatisfied		somewhat satisfied		satisfied		Very satisfied	
	F	%	F	%	F	%	F	%	F	%
If you have been employed less than one year how satisfied were you with your orientation period?	17	26.2	6	9.2	12	18.5	18	27.7	12	18.5
How satisfied were you with your nursing leader?	4	6.2	3	4.6	3	4.6	29	44.6	26	40.0
How satisfied were you with the nursing staff as a resource?	2	3.1	2	3.1	5	7.7	23	35.4	33	50.8
How satisfied were you with the work environment?	3	4.6	1	1.5	16	24.6	16	24.6	29	44.6
How satisfied are you with the ability to advance within your facility?	4	6.2	2	3.1	10	15.4	20	30.8	29	44.6
How satisfied are you with the ability to advance within the nursing profession?	33	50.8	7	10.8	12	18.5	11	16.9	2	3.1

The table 2 shows that 27.7% of nurses were satisfied with their orientation period to hospital when they have been working for less than one year. 44.4% of nurses were satisfied with their supervisor or leader. The majority of nurses (50.8%) were very satisfied with nursing staff as resource.

Table 3: Factors influencing nursing job satisfaction (n=65)

Factors	Yes		No	
	F	%	F	%
Staffing	6	9.2	59	90.8
Income	38	58.5	27	41.5
Staff attitude	2	3.1	63	96.9
Patient and Family attitude	27	41.5	38	58.5
Shift and hours	26	40.0	39	60.0
Lack of Respect from MD	21	32.3	44	67.7
Lack of support from management	34	52.3	31	47.7

The table 3 represents that salary or pay, patient and family attitude, shift and hours, and lack support from management are four factors that have a negative impact on nurse's job satisfaction which were 58.5%, 41.1%, 40.0%, and 52.3% respectively. While staff attitude has less impact on nurses' job satisfaction which was (3.1% n=2) among all factors.

Table 4: Nursing satisfaction with their profession (N=65)

Item	F	%
Unsatisfied	2	3.1
somewhat unsatisfied	3	4.6

How would you rate your satisfaction with the nursing profession?	somewhat satisfied	18	27.7
	Satisfied	21	32.3
	Very satisfied	21	32.3

The table 4 reports that the high proportion of nurses were satisfied and very satisfied with their profession to progress in future which were 32.3% (n=21) and 32.2% (n=21) respectively.

DISCUSSION:

The result of the present study reported that the majority of nurses who work in medical unit that participated in this study. It is consistent with the study conducted in China ⁽⁹⁾ it showed that the majority of the nurses who participated were working in medical units. This study demonstrated that the majority of nursing who work in Rzgary teaching hospital were married. According to research was done in England regarding nursing job satisfaction among 85 registered nurses illustrated similar result. It was showed that (75.29%) 64 out of 85 nurses were married ⁽¹⁰⁾. The result of this study reported that the most of participated nurses were male this is opposite with the study conducted in England which represented that the majority of the respondents were females (n=78, 92.86%) ⁽¹⁰⁾. This research confirmed that job satisfaction of nurses in Rzgary teaching hospital in Erbil city was at a medium level. Similarly, the same result was observed from the study was conducted by ⁽¹¹⁾ in Slovenian hospitals, also determined a medium satisfaction level in Turkish hospitals ⁽¹²⁾. In this study the majority of nurses have been working less than 12 years. Their years of experience in nursing were quite varied. However, study was conducted in China to identify the nursing job satisfaction among 1564 nurses by ⁽¹³⁾. It showed that the high proportion (29.3%) of nurses have been employed more that 10 years in China. The result of this study showed that the highest job satisfaction with nursing staff as resource or coworkers and nursing leader was observed. Similar results were obtained by ⁽¹⁴⁾, who showed that nurses were most satisfied with their coworkers and head nurses. ⁽¹⁵⁾ also found that management and managerial support had a pronounced effect on nurses' job satisfaction and the quality of care. It confirmed that managerial competencies of leaders have the greatest effect on employees' job satisfaction, explaining as much as 39% of total job satisfaction variance. The high proportion 44.6% of participant was very satisfied with the environment that they work in it and the facility around them. ^(16, 17, 18) found that nurses who viewed the working environment as empowering were more likely to provide high quality care, because satisfied employees perform better and are more productive. Enhancing empowerment in a supportive environment would allow nurses to experience satisfaction with their job. This study represented that salary or pay level was the first main factors that have a negative influence on nursing job satisfaction. Nevertheless, the study was conducted in Slovenia among professional nurses in Slovenian hospitals. It reported pay level was the second most important factor of job satisfaction. The pay dimension, which is not a function of organizational structure, was found to limit hospitals in improving nurses' job satisfaction ⁽¹⁹⁾. Low satisfaction with pay (salary) was also reported in ⁽²⁰⁾ with income being the most common (81 percent) dissatisfying factor. The result of this study showed that the lowest level of nurses was dissatisfied with their nursing profession. This has a negative influence on quality and nursing care for patients.

The opposite result was observed from the study was done by ⁽⁹⁾ reported that nurses were found to be very satisfied with professional ones (n=440, 85.9%).

CONCLUSION

It can be concluded that the high proportion of nurses were satisfied with their job in Rzgary Erbil teaching hospital. However, only few nurses were dissatisfied with their job. The majority of nurses reported that salary, family and patient attitude, hours, and lack of support from management were the main factors that influence the nurse's job satisfaction. It is recommended that it is better to provide better support and promotion to nurse by ministry of health to enhance nurses satisfied with their job.

RECOMMENDATION

Since this study identified factors that influence job satisfaction among nurses in one hospital only, the study should be extended to nurses from other hospitals in the same region or in a larger area nationally which may reveal additional factors influencing job satisfaction among nurses.

The sample may not necessarily reflect the pattern of the factors affecting job satisfaction across the spectrum of the population of nurses. Further research could be conducted to find various aspects of the job that can be used to increase nurse's job satisfaction.

It will be meaningful to conduct a future study, to examine the reasons why nurses chose to become health care workers. The questionnaire used, requires further development, as it was developed specifically for this study. The questionnaire needs to be used in studies with larger sample sizes in a different area to test the validity and reliability.

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