

Characteristics Professional Their to Relationship its and Satisfaction Job Nurses'

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خلاصة البحث

الخلفية: الرضا الوظيفي هو عامل مهم وحيوي للموظفين يؤثر على أدائهم، وخاصة في أي مهنة إنسانية وصحية مرهقة تتطلب الاتصال المباشر مع المرضى وأسرهم، وأهمها منها مهنة التمريض. وفي السنوات الأخيرة شهدنا، وخاصة في العراق، مجموعة كبيرة من الممرضات اللاتي لديهن درست أو تتوي دراسة تخصص صحي آخر غير التمريض. ولذلك تهدف هذه الدراسة إلى قياس وظيفة الممرضات الرضا وعلاقته بالمتغيرات المهنية.

الطريقة: أجريت دراسة وصفية ارتباطية في الفترة من ديسمبر ٢٠٢٣ إلى مايو ٢٠٢٤. دراسة غير احتمالية هادفة (عينة) من الممرضين والممرضات (١٩٠) تم اختيارهم من مستشفيات مديرية مدينة الطب وصحة بغداد/ الرصافة المديرية. يتكون الاستبيان المختار من ثلاثة أجزاء. الأول هو الخصائص الاجتماعية والديموغرافية للمريض، استبيان الرضا الوظيفي .(JSS)

النتائج: أظهرت هذه الدراسة أن متوسط عمر المشاركين كان ٣٠,٢٥ سنة، وكانت الأغلبية (٣٣٠%) من الإناث و حاصل على درجة الدبلوم بنسبة (٤٨,٩%) في علوم التمريض. لديهم مستويات معتدلة من الرضا الوظيفي بين الممرضات. المتوسط سنوات الخبرة للممرضات يشير إلى ٧,٢٩ سنة. وجدت هذه الدراسة أن هناك ارتباطات كبيرة بين أبعاد الرضا الوظيفي مثل الترقيات والمزايا الإضافية وطبيعة العمل مع بعض الممرضين المحترفين صفات.

الاستنتاجات: توجد علاقة ارتباطية ذات دلالة إحصائية بين بعض أبعاد الرضا الوظيفي والوظيفة المهنية للممرضات صفات. على سبيل المثال، يُظهر بُعد "الترقية" العلاقة المهمة بين سنوات خدمة الممرضات بقيمة p تبلغ ٢٠٠٠٠. بالإضافة إلى ذلك، يرتبط بُعد "المزايا الإضافية" بسنوات خدمة الممرضات وكذلك أولئك الذين لقد درسوا تخصصًا في الرعاية الصحية بخلاف التمريض. وأخيرًا، يرتبط بُعد "طبيعة العمل" بشكل كبير الممرضون الذين تابعوا تخصصًا صحيًا آخر غير التمريض. وهذا يمكن أن يكون له تأثير ضار على عملهم ويؤدي ذلك إلى نظرة تشاؤمية تجاه وظائفهم، مما قد يتسبب في معاناتهم من اضطرابات نفسية أو نفسية قضايا الصحة العقلية.

التوصيات: تشجيع الشعور بالانتماء والفخر: تعزيز الروح الجماعية والانتماء للفريق والمؤسسة، تكريم إنجازات الممرضات وتقدير جهودهن. الاستجابة لمشاكل العمل: أخذ النهج السريع لمشاكل العمل والتعرف على أهمية تلبية وحل احتياجات الممرضات.

Abstract

Background: Job satisfaction is an important and vital factor for employees that affect their performance, especially in a stressful humanitarian and health profession that requires direct contact with patients and their families, the most important of which is the nursing profession. In recent years, we have seen, especially in Iraq, a large group of nurses who have studied or intend to study another health specialty other than nursing. Therefore, this study aims to measure nurses' job satisfaction and its relationship to professional variables.

Method: A descriptive correlational study is conducted from December 2023 to May 2024. A non-probability (purposive sample) of nurses (190) was selected from hospitals in the Medical City Directorate and the Baghdad/Al-Rusafa Health Directorate. The chosen questionnaire consists of three parts. The first is the patient's socio-demographic characteristics, the Job Satisfaction Survey (JSS).

Results: This study shows that the average participants' age was 30.25 years, and the majority (53.7%) were female and held a diploma degree (48.9%) in nursing science. They have moderate levels of job satisfaction among nurses. The average years of experience for nurses refers to 7.29 years. This study finds there are significant correlations between dimensions of job satisfaction like promotions, fringe benefits, and the nature of work with certain nurse professional characteristics.

Conclusions: There is a significant correlation between certain job satisfaction dimensions and nurses' professional characteristics. For instance, the dimension of "Promotion" shows a significant relationship nurses' years of service at a p- value of .033. Additionally, the dimension of "fringe benefits" is linked to nurses' years of service as well as those who have studied a healthcare specialty other than nursing. Finally, the "nature of work" dimension is significantly related to nurses who have

pursued a healthcare specialty other than nursing. This can have a detrimental effect on their work involvement and lead to a pessimistic outlook towards their job, potentially causing them to suffer from psychological or mental health issues.

Recommendations: Encouraging a sense of belonging and pride: enhancing the collective spirit and belonging to the team and the institution, honoring nurses' achievements and appreciating their efforts. Response to work problems: Taking a quick approach to work problems and recognizing the importance of meeting and solving nurses' needs.

Keywords: Job Satisfaction, Nurses, Professional Characteristics

Introduction

The satisfaction of hospital staff, especially nurses, with their jobs, is vital for their optimal performance and delivery of high-quality services. The contentment of nurses with their jobs is associated with increased efficiency and improved care for patients (1). Job satisfaction is indeed a complex matter that involves various factors and is not a straightforward issue (2). Job satisfaction and ethical leadership are essential factors in shaping the perception of frontline service employees towards their organization (3,4). The issue of nursing shortages and high turnover rates in healthcare organizations is a widespread problem that affects both developed and developing countries worldwide (5). Given the importance of job satisfaction in nursing, it is crucial to consider the factors that influence the decision to stay or leave a job (6).

A growing body of evidence links nurse job satisfaction to the quality of the work environment (7–9). The characteristics of the work environment, such as relationships with coworkers, the pace, balanced workload, the ability to meet patient's needs, and professional opportunities, all impact job satisfaction levels (10,11). As a profession, nursing can be challenging, with long hours and high levels of stress. According to Bonnie Castillo (2020), the Executive Director of National Nurses United (NNU), many hospitals operate with minimal staffing levels to maximize

profits, regardless of the number of patients and the severity of their conditions (12). This practice is deeply frustrating for nurses who argue that there isn't really a "nursing shortage," but rather a shortage of nurses willing to risk their well-being, license, or patients while working in such stressful conditions (13,14).

Maintaining high job satisfaction is one key component to combatting the challenges that occur in the nursing field (15). As per recent research, the greatest challenges faced by the occupational health and safety sector are related to psychosocial factors, work-related stress, and various forms of harassment, including moral and sexual. The psychosocial factors are formed due to the interactions between the worker, their working environment, conditions, organization, work demands, and the degree of autonomy in their activities. These factors can have a significant impact on an individual's health, job satisfaction, and performance (16-18). So, the study aims to determine the satisfaction concerning relationship between job nurses' professional characteristics.

2. Methodology

2.1 Design of the Study:

For the current study, a descriptive correlational design was employed to determine the relationship between emotional exhaustion and job satisfaction among psychiatric hospital nurses. The study was conducted from December 2023 to May 2024.

2.2. Settings of the Study

The research encompassed nurses who working in psychiatric units. Participants were sourced from the Al Rashad Teaching Hospital for mental illness and Ibn Rushd Psychiatry Hospital and Baghdad Teaching Hospital\ psychiatric ward.

3.3. Sample of the Study

A non-probability (purposive sample) was used to select 190 nurses from hospitals in the Baghdad/Al-Rusafa Health Directorate (Al Rashad Teaching Hospital for Mental Illness and Ibn Rushd Psychiatry Hospital) and the Medical City Directorate (Baghdad Teaching Hospital psychiatric ward

2.5. Study Instrument:

- **3.5.1 Part I:** This part is about getting demographic information from the nurses, which includes the age, sex, and the nurse's social status; level of education; nurse who study different specialty; financial situation; work experience they spent in psychiatric unit and duration of working experience.
- **2.5.2. Part II:** The Maslach Burnout Inventory: Human Service Scale (MBI-HSS) was used to measure emotional exhaustion, specifically using the 9-item Emotional Exhaustion subscale (19). The level of emotional exhaustion for each item is estimated by calculating the cut-off points for the mean score and divided into three levels: low=1-3, moderate= 4-5, and low=6-7.
- **2.5.2. Part III:** job satisfaction was measured using the Arabic version of the Job Satisfaction Survey (JSS), which was developed by (20). The JSS consisted of 36 items rated on a Likert scale ranging from 1 (Completely disagree) to 5 (Completely agree), with a potential score range of 36-180. The total level of Job Satisfaction was calculated by estimating the range score for the scale's total score, which is rated into three levels: low = 36 -84, moderate =85-132, and high =133 -180.

2.6. Data Collection and Analysis:

During the period spanning from January 2 to February 28, 2024, a study was conducted with the approval of both the Rusafa and Medical City health departments, along with their respective hospitals. Data were collected through a self-report method and the Statistical Package for the Social Sciences was utilized for data analysis (SPSS, version 26). The evaluation of the data involved descriptive and inferential statistical methods. The correlation coefficient was used to establish the questionnaire's reliability, and the level of statistical significance was chosen at 0.05.Results

Table (3-1): Distribution of Nurses according to their Sociodemographic Characteristics (N=190)

List	Characteristics		Frequency	Percentage
		20- less than 30	119	62.6
		30= less than 40	34	17.9

1	Age	40- less than 50	29	15.3
1	$M \pm SD = 30.25 \pm 8.7$	50 and more	8	4.2
		Total	190	100.0
2	a	Male	88	46.3
2	Sex	female	102	53.7
		Total	190	100.0
		Single	63	33.2
3	3 Marital status	Married	127	66.8
		Divorced	0	0.0
		Total	190	100.0
		Not enough	87	45.8
4	The monthly income	Barely enough	92	48.4
		It is enough	11	5.8
		Total	190	100.0

M: Mean, SD: Standard deviation

The descriptive analysis in table 3-1 shows that nurse' average age is 30.25 ± 8.7 years and 62.6% of nurses are seen with the group of "20-less than 30 years". The sex variable refers to males among 53.7% of nurses while female nurses 46.3%. The marital status of nurses refers that the majority of them are married as seen among 66.8% and only 33.3% of nurses are single. Regarding monthly income, 48.4% of nurses reported a monthly income is barely enough and 45.8% reported not enough indicates to low socioeconomic status.

Table (3-2): Distribution of Nurses According to their Professional Characteristics (N=190)

			(= (= > 0)		
List	Characteristics			Frequency	Percentage
1	Qualification	Nursing	secondary	65	34.2
	in	school			
	nursing	Diploma		93	48.9

		Bachelor	27	14.2
	-	Postgraduate	5	2.7
	-	Total	190	100.0
		Yes	9	4.7
2	Different	No	181	95.3
	specialty	Total	190	100.0
		1-3 years	141	74.2
	-	4-6 years	14	7.4
3	period they spent	7-9 years	12	6.3
	here	10 and more	23	12.1
	-	Total	190	100.0
	Years of	1-4 Years	109	57.4
4	experience M±SD= 7.29 ±	5-9 years	35	18.4
4	$ M\pm SD=7.29\pm 7.83 $	10 years and more	46	24.2
	_	Total	190	100.0

M: Mean, SD: Standard deviation

The table 3-2 shows that 48.9% of nurses are graduated with diploma degree in nursing and 34.2% of them are graduated with general secondary education in nursing. Regarding to the question "are you study a Different specialty?" were 95.3% of nurses answer "no" while, 4.7% of them answer "yes". The highest years group of nurses that period they spent in psychiatric word or unit refers to 1-3 years with percentage 74.2%. The average years of experience for nurses refers to 7.29 ± 7.83 years and the highest percentage refers to experienced nurses as reported by 57.4% of nurses with 1-4 years of experience.

Table (3-3): Overall Assessment of Job Satisfaction among Nurses (N=190)

Job Satisfaction	Frequency	Percentage	Mean	Standar d Deviatio n	Assessmen t
Low	0	0			
Moderate	188	98.9			
High	2	1.1	108.0368	7.67830	Moderate
Total	190	100.0			

Low= 36 -84, Moderate= 85-132, High= 133 -180

This table indicates that nurses perceive moderate level of job satisfaction as reported among 98.9% of them (M \pm SD= 108.03 \pm 7.67) and 1.1% of them perceive high level of Satisfaction.

Table (3-4): Assessment of Subscale Item of Job Satisfaction Survey Items (N=190)

List	Subscale Item	Mean	Standar d	Assessment
			Deviatio n	
1	Pay	10.4211	2.29136	Moderate
2	Promotion	10.4105	2.59831	Moderate
3	Supervision	12.3000	2.01305	Moderate
4	Fringe Benefits	12.3421	2.37353	Moderate
	Contingent	11.8211	2.48585	
5	rewards			Moderate
6	Operating conditions	11.6105	2.27615	Moderate
7	Coworkers	13.7947	2.87020	Moderate
8	Nature of work	13.1474	3.57969	Moderate
	Communication	12.1895	2.96468	
9				Moderate

10	Total satisfaction	12.0041	.85314	Moderate

Low =4 - 9.33, Moderate = 9.34 - 14.66, High = 14.67 - 20

This table indicates that nurses perceive moderate level of all dimension of subscale job satisfaction survey; the findings reveal that the mean score is moderate ($M\pm SD=12.0041\pm.85$) and highest mean ($M\pm SD=13.14\pm3.579$) show in (9) dimension the Nature of work.

Table (3-5): Relationships among Dimensions of Job Satisfaction Subscale with Nurses Professional Characteristics (N=190)

			Nu	rses	Prof	fessional
			Cha	aracteristi	cs	
	Correlatio					Differ
Variables	ns	Experien	Edu			e nt
		ce s	-	•	Correlation	specia
			leve	ic	S	lt
			l	period		y
Pay	Spearman	.069	.095	014	Point	051
					biserial	
	Sig. (2-	.342	.191	.851	Sig. (2-	.416
	tailed)				tailed)	
Promotio	Spearman	.155	122	.131	Point	033
n					biserial	
	Sig. (2-tailea	l). <u>033</u>	.095	.072	Sig. (2-	.597
					tailed)	
Supervisio	Spearman	062	.035	135	Point	.080
n					biserial	
	Sig. (2-tailea	l).396	.634	.064	Sig. (2-	.212
					tailed)	
Fringe	Spearman	146	082	077	Point	.183
Benefi					biserial	
ts	Sig. (2-tailea	l) .044	.259	.290	Sig. (2-	.004
					tailed)	
Contingen	Spearman	.026	035	064	Point	029

Operating conditions Spearman .014 068 .102 Point biserial .083 Sig. (2-tailed).845 .351 .160 Sig. (2191 tailed)	7				biserial		
conditions biserial Sig. (2-tailed).845 .351 .160 Sig. (2191 tailed) Coworkers Spearman .049 037 .041 Point .045	rewards	Sig. (2-tailed).725	.630	.381		(2-	.648
Coworkers Spearman .049037 .041 Point .045		Spearman .014	068	.102			.083
		Sig. (2-tailed).845	.351	.160		(2-	.191
	Coworkers	Spearman .049	037	.041			.045
Sig. (2-tailed).505 .609 .574 Sig. (2474 tailed)		Sig. (2-tailed).505	.609	.574		(2-	.474
Nature Spearman .136027 .035 Point .190 biserial		Spearman .136	027	.035			.190
Sig. (2-tailed).061 .707 .631 Sig. (2- <u>.002</u> tailed)		Sig. (2-tailed).061	.707	.631		(2-	<u>.002</u>
Communic Spearman031015 .043 Point100 ation biserial		Spearman03	1015	.043			100
Sig. (2-tailed).674 .833 .558 Sig. (2109 tailed)		Sig. (2-tailed).674	.833	.558		(2-	.109
Overall Spearman086128060 Point .023 biserial	Overall	Spearman080	5128	060			.023
Sig. (2-tailed).240 .078 .411 Sig. (2753 tailed)		Sig. (2-tailed).240	.078	.411		(2-	.753

*. The mean difference is significant at the 0.05 level.

The data presented in this table indicates that there are significant correlations between certain characteristics of nurses and their levels of job satisfaction. For instance, there is a notable correlation between nurses' years of service and their satisfaction with promotions, with a p-value of .033. Additionally, there are significant correlations between the fringe benefits dimension of job satisfaction and nurses' years of service and specialty, with p-values of .044 and .003, respectively. Finally, there is a significant correlation between the nature of work dimension of job

satisfaction and nurses who have studied a healthcare specialty other than nursing, with a p-value of .002.

Discussions

According to the data analysis presented in Table 3-1, our study sample consisted of 190 participants aged within range of 20 to 60 years old. On average, the participants' age was 30.25 ± 8.7 years. Majority of them were female and married. Almost half of them (48.4%) perceive their income as barely sufficient, which highlights the financial challenges they face. These findings are in line with previous local studies (21–23).

According to the data analysis presented in Table 3-2, the highest percentage of nurses hold diplomas and nursing secondary school degrees, accounting for 48.9% and 34.2%, respectively. Out of the 190 nurses who participated in the study, only 9 (4.7%) confirmed that they had studied a different specialty. The remaining 181 nurses (95.3%) answered "no" to the same question. The results of a study show that a majority of nurses have spent between one and three years in psychiatric units. An average experience of 7.29 years of experience in the nursing field. These findings align with a previous studies (21,24).

Job satisfaction level among nurses working at a psychiatric hospital was moderate as indicated by (M±SD= 108.03±7.67) in which (%=98.9, n=188) of nurses showed a moderate satisfaction, that is present in the table (3-5) and the results of the job satisfaction survey indicate that all dimensions of the subscale's items show moderate satisfaction (refer to Table 3-6). The first dimension for which nurses expressed high satisfaction was "Coworkers" (mean = 13.79), while the last dimension was "Pay" 10.4). According to a previous mental health professionals study, 48% of participants were content with their co-workers and management, while 62.4% expressed moderate satisfaction with the organization (17). In line with our results, a study conducted by Giannoula et al, which involved 100 nursing staff and used the Job Satisfaction Survey, the overall average for job satisfaction was 108.5, indicating neutrality. The study found that nurses expressed high satisfaction with the "supervision"

dimension (mean = 17.05) and low satisfaction with the "salary" dimension (mean = 8.2) (25). Hajibabaee et al's study found that most nurses were less satisfied with their jobs, as 53.1% reported low or moderate levels of job satisfaction, while 47.1% had high job satisfaction (26).

Based on the data presented in table 3-10, it is apparent that there are noteworthy correlations between certain job satisfaction dimensions and nurses professional characteristics. For instance, the dimension of "Promotion" shows a significant relationship nurses' years of service at a p-value of .033. Additionally, the dimension of "fringe benefits" is linked to nurses' years of service as well as those who have studied a healthcare specialty other than nursing, with p-values of .044 and .003, respectively. Finally, the "nature of work" dimension is significantly related to nurses who have pursued a healthcare specialty other than nursing, with a p-value of .002.

Based on the findings, it can be inferred that a nurse's job satisfaction is affected by their years of service in terms of promotion and fringe benefits. In 2023, a study found that job satisfaction is influenced by employees' length of service (27). A recent study has shown that nurses' education levels and work experience can be linked to job dissatisfaction and burnout (28). The results of the present study may reflect this frustration. We also conclude that nurses who intend to change their nursing specialty to another health specialty had a relationship with both aspects of fringe benefits and the nature of the work. A study conducted on nurses working in psychiatric hospitals found that 36% of the survey respondents were actively seeking new employment opportunities. According to authors their desire to leave was linked to workplace relationships and other factors related to the work environment (29). Khoshfetrat et al's report, one of the main reasons for nurse job dissatisfaction is the low salary. This issue is disproportionate to the amount and importance of their work, ultimately leading to burnout and leaving the profession (30). Co-workers eventually supervisors can provide additional support to adjust perceived job

needs by offering emotional and informational assistance beyond the scope of basic work activities (31–33). Transformational leadership, which is a relational leadership style, nurses tend to experience better outcomes when they are exposed to leadership styles that are supportive, equitable, and safe. On the other hand, leadership styles that are focused on tasks and tend to be authoritarian or abusive are associated with lower levels of job satisfaction, lower levels of empowerment, and a higher tendency among nurses to leave their jobs. These findings have been reported in various studies (10,34).

Conclusions

As per research, job satisfaction is one of the primary factors that impacts turnover rates among psychiatric nurses (35). Nurses' job satisfaction is influenced by several factors. These factors include their work environment, relationships with colleagues and managers, scheduling and staffing arrangements, level of salaries, opportunities for career advancement, job security, work time, and recognition for their performance from their managers (30,36,37). Despite being a particularly stressful specialty, little information is available regarding the level of job satisfaction among psychiatric nurses in Iraq. Nurses' intention to leave is a leading cause of nursing shortages which is further amplified by high turnover rates (38). Nursing professionals usually dedicate a considerable amount of their time to their job. If they are discontent with certain aspects of their work, they may begin to experience negative emotions. This can have a detrimental effect on their work involvement and lead to a pessimistic outlook towards their job, potentially causing them to suffer from psychological or mental health issues.

Recommendations

- 1. Enhancing communication: improving the medical team's communication system and encouraging effective communication between nurses and between them and the administration.
- 2. Providing a positive work environment: Focus on improving the work environment, providing psychological

- and social support to nurses, and ensuring their safety and psychological comfort.
- 3. Review wages and benefits: Provide competitive salaries and benefits and ensure the availability of appropriate health care programs and financial incentives.
- 4. Response to work problems: Taking a quick approach to work problems and recognizing the importance of meeting and solving nurses' needs.
- 5. Encouraging a sense of belonging and pride: enhancing the collective spirit and belonging to the team and the institution, honoring nurses' achievements and appreciating their efforts.

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