

Job Satisfaction Among Nurses: A Cross-Sectional Study in District Peshawar

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Abstract

Job satisfaction defined by World Health Organization (WHO) as “a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences”. In short the job satisfaction is the satisfaction level of the staff working in different organizations for their job. Health care sector is very important which deals with the health of the people. Similarly, job satisfaction of nurses is defined as the satisfaction level of nurses from their jobs. To estimate the job satisfaction level among nurses. A cross-sectional study was carried out in district Peshawar, Khyber Pakhtunkhwa. Data was collected in LRH, KTH and HMC using an adopted questionnaire. Overall, 250 participants were included in the study working in different units of the hospital. Permission was granted from hospital administration, college and participants before collecting the data. Data was analyzed using SPSS version 24. The mean age of the nurses was 35.56 years. Nearly half (49%) of the participants were from the age group of less than 30 years, 36% participants were from the age group 30 to 40 years and 15% participants were more the age group more than 40 years. Majority (82%) of the participants was female and 18% participants were male. Overall, 70% of the study participants had poor job satisfaction, 20% participants had moderate job satisfaction and only 10% participants had good job satisfaction. The study concluded that overall, 70% of the study participants had poor job satisfaction, 20% participants had moderate job satisfaction and only 10% participants had good job satisfaction. Different strategies should be followed on different level to enhance the job satisfaction level of nurses.

Keywords: Nurse, Job Satisfaction, Factors Effect Job Satisfaction, Nursing Issues, Problem.

Introduction:

The World Health Organization (WHO) describes job satisfaction as "a happy or good emotional state resulting from the appraisal of one's job or job experiences"(1). To summarize, job satisfaction refers to the degree to which members of staff at various organizations are pleased with the work that they do (2). The health care industry is a particularly significant one because it deals with the wellbeing of the general population. In a similar vein, the level of satisfaction that nurses derive from their professions is what is meant by "job satisfaction" for nurses. The health care system has seen significant transformations over the past few decades as a result of advancements in technology, equipment, and knowledge, as well as increased rivalry among health care institutions. Every health care business strives to increase the quality of its staff and resources in order to provide better patient care services and care of a higher standard (3,4).

Nurses are healthcare's backbone. Nurses provide holistic care around-the-clock. Good nursing care benefits patients and the company (5,6). Positive outcomes from increased productivity and efficiency in the healthcare industry may result from nurses' job happiness. However, a lack of job satisfaction can have serious negative effects on the healthcare system. All healthcare employees' job satisfaction is crucial. Even though nurses are the primary healthcare providers on the front lines, their high level of job satisfaction is crucial because they play a crucial part in enhancing the health care system and delivering high-quality care (7,8).

In addition, a number of characteristics, including stress, rising turnover, a loss of interest in one's job, absenteeism, and weariness, are associated with a lack of job satisfaction. Additionally, absenteeism, stress, weariness, and an increase in turnover have all been shown to be negatively correlated with a nurse's job satisfaction (9,10).

Factors Influence Job Satisfaction:

Workplace satisfaction is influenced by a number of things. Poor incomes, no job promotions, rigorous rules and regulations of the healthcare organization, conflicts at work, workplace harassment, low salaries, lack of professional development, and lack of benefits are among these reasons, and they are of the utmost importance (11).

The nursing staff is also emotionally and physically disturbed by the nurses' long shifts and erratic schedules. In the same situation, nurses' personal difficulties disrupt their daily lives and the significant ties between life contentment and job satisfaction. Similar to this, insufficient pay for nurses forces them to leave their jobs and pursue careers with other organizations. According to research, good amenities, particularly decent pay, are favorably correlated with nurses' level of satisfaction. Because of the enticing earnings, many nurses from low- and middle-income nations go to developed nations (12,13).

Impact of Nurse's Job Satisfaction:

The effects of job happiness are very extensive. Four dimensions are positively impacted by job satisfaction. First and foremost, job happiness has a significant impact on nurses. More contented nurses typically show interest in their responsibilities and patient care. Typically, nurses who are more satisfied with their jobs are in better health and experience less negative effects from their care. The peaceable environment of the healthcare organization, the nurses' positive emotional status, their retention, and their ability to be held accountable are all influenced by their job satisfaction (14).

A high level of job satisfaction may be positively correlated with patient treatment and satisfaction. The standard of nursing care and the amenities made available to patients in the health care industry determine the degree of patient satisfaction. Nurses that are happy in their jobs typically show interest in the treatment of the patients. Additionally, the patients receive high-quality care from them (15).

Objective of the Study:

To estimate the level job satisfaction among nurses working in district Peshawar, Khyber Pakhtunkhwa.

Methodology:

This was a cross-sectional study carried out in the province of Khyber Pakhtunkhwa, data was gathered at the Lady Reading Hospital, the Hayatabad Medical Complex, and the Khyber Teaching Hospital. The data collection was place in several departments throughout these hospitals.

Sample size was calculated using online sample size calculator. With 95% confidence interval and Margin of error of 5%, with previous proportion of 22% the anticipated sample size was calculated to be 264. Eventually, a sample size of 250 was selected for the collection of data. The sample size was divided on all the hospitals and 83 participants were selected from each hospital. Sample random sampling technique was used. All the available participants who working in LRH, HMC and KTH Peshawar from at least one year were included in the study. Consents were granted from all the participants before collection of the data.

A questionnaire was used to collect the data for this investigation. The poll emphasized the degree of job satisfaction among nurses. There were two sections to the questionnaire. Socio-demographic information on the nurses was included in Section "A." Questions about job satisfaction are found in Section "B." A poll on job satisfaction was adapted from the psychology department at the University of South Florida. The study tool's job satisfaction portion consists of 36 questions. The following responses were given in response to the questions: Disagree strongly, disagree somewhat, disagree somewhat, agree slightly, agree moderately, and agree strongly.

Results:

Socio-Demographic Profile:

The study included 250 participants, with 83 from KTH and HMC and 84 from LRH. The mean age of nurses was 35.56 years, with 49% under 30, 36% aged 30–40, and 15% over 40. Most participants were female (82%), held a diploma in nursing (76%), and had 2–5 years of experience (35%). Additionally, 31% had less than 2 years of experience, 21% had 5–10 years, and 13% had over 10 years. Table 01.

Table 1: Socio-Demographic profile of the Participants, n=250

	Frequency	Percent	Valid Percent	Cumulative Percent
Age of the Participants				
Less than 30 Years	125	50.0	50.0	50.0
31 to 40 Years	90	36.0	36.0	86.0
More than 40 Years	35	14.0	14.0	100.0
Total	250	100.0	100.0	
Gender of the participants				
Male	45	18.0	18.0	18.0
Female	205	82.0	82.0	100.0
Total	250	100.0	100.0	
Qualification of the participants				
Diploma in nursing	190	76.0	76.0	76.0
BSN degree	60	24.0	24.0	100.0
Total	250	100.0	100.0	
Experience				
Less than 2 year	78	31.2	31.2	31.2
2 to 5 year	88	35.2	35.2	66.4
6 to 10 year	52	20.8	20.8	87.2
More than 10 year	32	12.8	12.8	100.0
Total		230	100.0	100.0

Job Satisfaction:

The study assessed job satisfaction based on various aspects, and results are summarized below:

Pay and Benefits: 50% disagreed (moderately/very much) with being paid a fair amount. 52% disagreed about receiving equitable benefits. 62% felt their salary increases were unsatisfactory. **Promotion and Recognition:** 60% felt there were too few chances for promotion. 64% felt their efforts were not rewarded adequately. **Supervisor Relations:** 64% disagreed their supervisor was competent. 48% disagreed their supervisor was unfair. 60%

disagreed with liking their supervisor. **Work Environment:** 58% disagreed about enjoying their coworkers. 70% disagreed they felt pride in their work. 70% felt their work assignments were not well-explained. **Workload and Rules:** 52% felt they had too much paperwork. 64% felt their work was obstructed by red tape. Overall, 70% of the study participants had poor job satisfaction, 20% participants had moderate job satisfaction and only 10% participants had good job satisfaction.



Discussion:

In the current study the nurses were predominantly aged 35–56 years, with less than half under 30 years, 36% aged 30–40 years, and 15% over 40 years. The majority were female (82%), and 76% held a diploma in nursing, while 24% had a bachelor's degree or higher. In terms of experience, 35% had 2–5 years of experience, 31% had less than 2 years, 21% had 5–10 years, and 13% had more than 10 years.

One research found that the average age of the participants was 33.34 years old, and the bulk of participants (54 percent) were in the age range of 21 to 30 years old. This finding lends credence to the findings that were just presented. 86% of the participants were women, 51% of the participants had an education of less than five years, and 60% of the participants had a graduate level degree or higher (16).

Similar to how the findings of the present study were corroborated by the findings of another study, which found that the average age of the participants, was 35.5 years old. More than half of the participants had more than five years of experience. This made up 56% of the total. 88 percent participants were female(17).

The outcomes of a research, on the other hand, presented data that were completely opposite and indicated that the average age of the participants was 23 years old. The participants' average ages ranged from 18 to 29, making up 77 percent of the total. The majority of nurses (87 percent) had less than two years of experience, and practically all of them had educations that extended up to the doctoral level(18).

In the same general setting, another research also produced different findings of the study, and the findings of the study revealed that the participants' mean age was 28 years old. The majority of those who took part were between the ages of 25 and 35. Sixty-six percent of the participants had fewer than five years of experience (19).

In the current study, 70% of the study participants had poor job satisfaction, 20% participants had moderate job satisfaction and only 10% participants had good job satisfaction. Supporting the findings of the current study, majority (52%) of the nurses was dissatisfied from their jobs,

39.8% participants were moderately satisfied and only 8.16% participants were satisfied with their jobs (20).

In the same context, a different study that supported the findings of the current study found that, overall, 68 percent of participants were not satisfied with their jobs, 28 percent of participants expressed a moderate level of satisfaction, and only 4% of nurses expressed a high level of satisfaction (21).

The majority of the research on the subject showed that nurses were the least satisfied with their work, followed by those who were moderately and highly satisfied. The primary causes cited in the literature include the poor income, the supervisor's lack of assistance, the lack of deaths, the lack of promotions, the hostile work environment, and the lack of professional growth (22–23).

Conclusion:

The findings of the study indicated that overall, 70 percent of study participants reported having low levels of job satisfaction, 20 percent of study participants reported having moderate levels of job satisfaction, and only 10 percent of study participants reported having high levels of job satisfaction. In order to raise the degree of contentment that nurses feel in their work, many approaches have to be implemented on various levels.

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