



Assessment Of Job Satisfaction Among Healthcare Professionals

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Abstract

Job satisfaction refers to the attitude and feelings people have about their work. It relates to beliefs and emotions of individuals towards their work and their job. The objectives of the study were to assess the level of job satisfaction and to find out the association between level of job satisfaction and selected demographic variables among healthcare professionals. Descriptive research design was used to assess the level of job satisfaction among healthcare professionals. The samples consisted of 60 healthcare professionals and selected by purposive sampling technique on the basis of inclusion criteria. The tools used for data collection were Demographic Variables and Minnesota Satisfaction Questionnaire (MSQ) - Short Form. Among the subjects, 6.67% had high satisfaction, 68.33% had moderate satisfaction and 25% had low satisfaction about their job. The study concluded that, the mean score of job satisfaction level among healthcare professionals was about 48.85 and the standard deviation was 19.053 and there was a significant association between level of job satisfaction and selected demographic variables like age in years, sex, education, marital status, designation and years of experience among healthcare professionals.

Keywords: Job satisfaction, healthcare professionals, feasibility, population, sample

Introduction

Job satisfaction relates to beliefs and emotions of individuals towards their work and their job. It refers to the attitude and feelings people have about their work. The World Health Organization (WHO) defines job satisfaction as “a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences.” Job satisfaction is determined by a comparison of one's prior expectations about the job and the actual experience of the job.

The primary purpose of any healthcare facility like the hospital is to provide the best possible patient care. The primary quality of care given and the

efficiency with which the facility operates are ultimately a reflection of the performance of human resources. With the different levels of impact, the physicians, the nurses, the administrators and the other health-care workers shared their talents and efforts to provide patients with the care and treatment they need.

Nurses develop a plan of care, working collaboratively with physicians, therapists, the patient, the patient's family and other team members, that focus on treating illness to improve quality of life. Nurses are experiencing higher workloads than ever before due to four main reasons: increased demand for nurses, inadequate supply of nurses,

reduced staffing and increased overtime and reduction in patient length of stay.

The current nursing shortage is of great concern in many countries because of its impact upon the efficiency and effectiveness of any healthcare delivery system. Recruitment and retention of nurses are persistent problems associated with job satisfaction. Quality nursing is extremely important in tertiary care hospitals as critically sick, injured and operated patients need round the clock nursing care. Nursing is one profession in which major part of the work force employed is women performing shift and night duties.

Need for the Study

Sathyajith S. and Haridas conducted a study to assess job satisfaction among nurses of private hospitals in Kerala and found that, 30 (15%) are highly satisfied on their job, 144 (72%) are moderately satisfied and 26 (13%) shows low level of satisfaction. There was a significant relation was found between job satisfaction and age, sex, experience among nurses.

Blegen, Zangaro and Soeken (2007) two previous meta-analyses have been conducted that identify common factors contributing to nurse job satisfaction. They identified 48 previous studies, involving 15,048 subjects, and concluded that, there are 13 variables that are linked with job satisfaction. These variables were stress, commitment and communication with supervisor, autonomy, recognition, reutilization, communication with peers, fairness, locus of control, age, years of experience, education and professionalism.

According to a present report from OECD (Organization for Economic Co-operation and Development) the number of nurses per capita was highest in Switzerland, Norway, Denmark, Iceland and Finland, with more than 14 nurses per 1000 population and the lowest in Turkey (with less than 2 nurses per 1,000 population). Particularly in Asia, Indonesia was the lowest country that only 1.2 nurses per 1,000 population while India 1.3, China 2.0, Korea 5.2 and the highest Japan with 10.5.

Healthcare professionals in public sector of India seem to be less satisfied with the policies of the healthcare institutions. In India, several strikes and protests by the healthcare professionals in the recent past are the testimony of the fact. This has raised a

continuous threat of attrition of medical professionals in public health-care sector. National Health Mission (NHM) has emphasized on increasing the level of satisfaction of healthcare workers by providing better incentives and working environment and decreasing the workload by recruitment of more staff.

Statement of the Problem

“A study to assess the level of job satisfaction among healthcare professionals in selected hospitals at Kanniyakumari District, Tamil Nadu, India”.

Objectives of the Study

1. To assess the level of job satisfaction among healthcare professionals.
2. To find out the association between level of job satisfaction and selected demographic variables among healthcare professionals.

Hypothesis

H₁ – There is a significant association between level of job satisfaction and selected demographic variables among healthcare professionals.

Research Methodology

To accomplish the objectives of the study, the researcher was chosen quantitative research approach. Descriptive research design was used to assess the level of job satisfaction among healthcare professionals. The study was conducted in CSI Medical Mission Hospital, Neyyoor at Kanniyakumari District. This setting was selected because of the feasibility of samples. The target population was composed of all healthcare professionals who are working in selected hospital at Kanniyakumari District. Healthcare professionals who fit into the inclusion criteria were selected as a sample. Those who were working as nurses and in the age between 21 and 60 years were considered as inclusion criteria. The sample size was consisted of 60 healthcare professionals. The samples were selected by purposive sampling technique on the basis of inclusion criteria.

Based on the objectives, the tool was developed. The tool consisted of two sections. Section - A: Demographic Variables that consisted of age in years, sex, education, marital status, designation and years of experience among healthcare professionals and Section - B: Minnesota Satisfaction

Questionnaire (MSQ) - Short Form. It consisted of 20 items with scoring of five points (1-5) such as Extremely Satisfied (5), Very Satisfied (4), Satisfied (3), Somewhat Satisfied (2) and Not Satisfied (1). The score will be ranged as follows: High Satisfaction (75 - 100%), Moderate Satisfaction (26 - 74%) and Low Satisfaction (25% or Low).

The data collection tool was validated by 6 experts in the field of Nursing, Management and Statistics. They were requested to give their valuable suggestions on the appropriateness and relevance of the items in the tool. According to their suggestions, the tool got its final form. The reliability of the tool was established by test-retest method. The Cronbach's alpha method was used to assess the reliability and it was administered to 8 samples. The findings ($\alpha = 0.85$) revealed that, the tool was reliable .

Results

Table - 1: Distribution of Subjects based on Selected Demographic Variables (n=60)

Demographic Variables	Frequency	Percentage
Age in Years		
21 – 30	15	25
31 – 40	17	28.33
41 – 50	16	26.67
51 – 60	12	20
Sex		
Male	12	20
Female	48	80
Education		
GNM	48	80
B.Sc.(N)	12	20
Marital Status		
Single	12	20
Married	45	75
Divorced / Widow	3	5
Designation		
Ward Supervisor	5	8.33
Head nurse	12	20

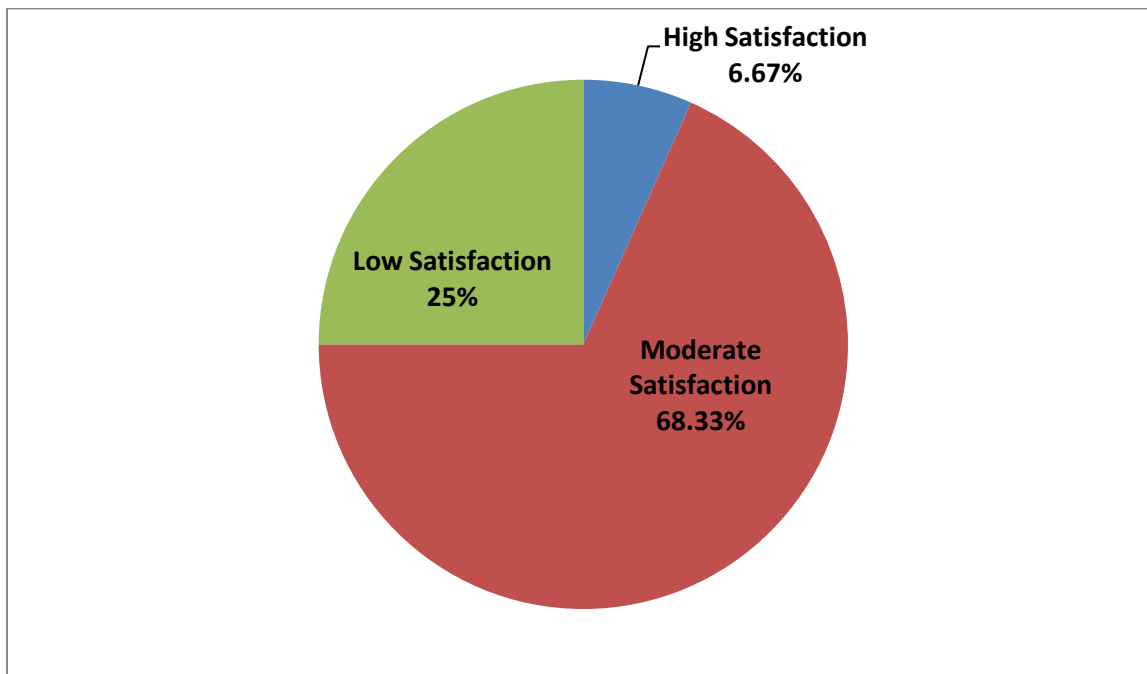
A pilot study was conducted to assess the feasibility of the study and also to determine the plan of statistical analysis. It was conducted among 8 subjects in a manner in which the final study would be done. Data analyzed to find out the suitability of statistics. The pilot study showed that, the study was feasible.

Formal permission obtained from the concerned authorities. The researcher introduced herself to the subjects and explained the purpose of the study. The researcher obtained consent from the subjects. Data collected by using demographic variables and Minnesota Satisfaction Questionnaire (MSQ) - Short Form to assess the level of job satisfaction among healthcare professionals. All the collected data kept confidential.

Staff nurse	28	46.67
Trainee	15	25
Years of Experience		
Less than 5 years	10	16.67
6 – 10 years	12	20
11 – 15 years	18	30
More than 15 years	20	33.33

Table - 1 showed that, 28.33% were in the age group of 31 – 40 years, 80% were females, 80% were completed GNM course, 75% were married, 46.67% were staff nurses and 33.33% had more than 15 years of experience.

Fig – 1: Distribution of Subjects according to the Level of Job Satisfaction



The above Figure revealed that, 6.67% of healthcare professionals had high satisfaction, 68.33% had moderate satisfaction and 25% had low satisfaction about their job.

Table – 2: Mean and Standard Deviation on Level of Job Satisfaction among Healthcare Professionals

Variable	Mean	Median	Range	Mode	Standard Deviation
Level of Job Satisfaction	48.85	53	60	20	19.053

Table – 2 showed that, mean score of job satisfaction level among healthcare professionals was about 48.85, median was 53, range was 60, mode was 20 and the standard deviation was 19.053.

Table – 3: Association between Level of Job Satisfaction and Selected Demographic Variables among Healthcare Professionals

Demographic Variables	Level of Job Satisfaction			χ^2	Level of Significance
	High	Moderate	Low		
Age in Years					
21 – 30 years	1	13	1	4.104	0.662
31 – 40 years	1	10	6		
41 – 50 years	1	10	5		
51 – 60 years	1	8	3		
Sex					
Male	2	8	2	2.67	0.263
Female	2	33	13		
Education					
G.N.M	3	37	8	9.418	0.009
B.Sc. (Nursing)	1	4	7		
Marital Status					
Single	1	9	2	4.668	0.323
Married	2	31	12		
Widow / Divorced	1	1	1		
Designation					
Ward supervisor	1	2	2	7.54	0.274
Head nurse	1	6	5		
Staff nurse	1	20	7		
Trainee	1	13	1		
Years of Experience					
Less than 5 years	1	8	1	7.603	0.269
6 – 10 years	1	8	3		
11 – 15 years	1	15	2		
More than 15 years	1	10	9		

Table – 3 revealed that, there was a significant association between level of job satisfaction and selected demographic variables like age in years ($\chi^2=4.104$), sex ($\chi^2=2.67$), education ($\chi^2=9.418$), marital status ($\chi^2=4.668$), designation ($\chi^2=7.53$) and years of experience ($\chi^2=7.603$) among healthcare professionals. Hence,

the H₁ (There is a significant association between level of job satisfaction and selected demographic variables among healthcare professionals) was accepted.

Discussion

The first objective of the study was to assess the level of job satisfaction among healthcare professionals

Among the subjects, 6.67% of had high satisfaction, 68.33% had moderate satisfaction and 25% had low satisfaction about their job.

The finding is supported by the study done by Shrestha, G.K. and Singh, (2010) on Job satisfaction among nurses in a hospital". It was a descriptive cross sectional study. The sample size consisted of 85 nurses. The mean age of the respondents was 23. The study concluded that, among 80.6% of the nursing staffs were satisfied with their job.

The second objective of the study was to find out the association between level of job satisfaction and selected demographic variables among healthcare professionals

There was a significant association between level of job satisfaction and selected demographic variables like age in years ($\chi^2=4.104$), sex ($\chi^2=2.67$), education ($\chi^2=9.418$), marital status ($\chi^2=4.668$), designation ($\chi^2=7.53$) and years of experience ($\chi^2=7.603$) among healthcare professionals.

The study finding would be compared with the study done by Abdullahi, N.M. and Nasir, P.O. (2018) on "A study to assess the level of job satisfaction among staff nurses working in Adesh University hospital, Bathinda, Punjab". A descriptive design was used to assess to assess the level of job satisfaction among Staff nurses. Convenience sampling technique was used to select 60 staff nurses. Standardized Misener Nurse Practitioner Job Satisfaction Scale was used to measure the level of job satisfaction among the staff nurses. The study results revealed that, 33 (55.0%) of the staff nurses were satisfied with their job, 20 (33.3%) were minimally satisfied with their job while 6 (10.0%) were minimally dissatisfied with their job and 1 (1.7%) was very satisfied with their job. There was a significant association between the level of job satisfaction among staff nurses with the marital status ($p=0.003$), work experience ($p=0.002$) and annual income ($p=0.001$) at the level of 0.05. However, no significant association exist between the level of job

satisfaction among staff nurses with selected socio-demographic variables such as age, sex, area of residence, religion, employment type, and language proficiency, working hours, educational qualification and unit/ward.

Recommendations

A similar study can be conducted using larger samples and covering more than one health facility in other to be able to effectively generalize the findings. Hospital administrators should work towards improving staff nurses satisfaction by enhancing quality client care. Improving nurse's wages and reduction in the cost of healthcare services would most likely yield the maximum output on their level satisfaction. Improving nurses' work environment and implementing stress relieving strategies are necessary to maximize nurse's job satisfaction and improve quality care.

Conclusion

Job satisfaction is the degree of emotional attachment/detachment. It is derived from the difference what the job rewards and what the nurse expect as reward. The dimensions of job satisfaction among nurses have been conceptualized into intrinsic factors which include personality, personal achievements, sense of accomplishment, prestige and extrinsic factors which include work conditions, workload, relationship with colleagues, remuneration, promotion, recognition, benefits, social relationship, nurse autonomy, feedback, task significances, task relevance and training opportunities.

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