

An evaluation of Job Satisfaction of Nurses across working sector

Tarannum Jahan¹, U.V. Kiran²

¹Student, ²Assistant professor Department of Human Development & Family Studies, School for Home Sciences Babasaheb Bhimrao Ambedkar University, Lucknow-226025)

ABSTRACT: Nurses are those females who face a lot of stress whether mental or physical are being pressurized by work. They are unable to devote time to their family and to themselves because of work and this leads to disturbance between work and life further affecting their-occupational life. It is difficult for a female worker (Nurses) to manage their personal and professional life due to the work pressures and timings. The present study was carried out with the objective to examine the Job Satisfaction of Nurses in the working sector and to study and to study the Salary Satisfaction of nurses. Tools used for data collection Job Satisfaction scale developed by Hinger, A Mittal, U the data was analyzed using Statistical techniques like 't' test 'F' test in terms of means and standard deviation. comparison were between working sector private and government nurses using a t test and job satisfaction respondents chi square, t test, job satisfaction using a multi stage random sampling 120 sample size government and private hospital nurses. Results of the present study indicated a better Job Satisfaction among nurses of government sector in comparison to nurses belonging to private Sector. This may be due to the job insecurity and long working hours among nurses of private hospitals. Hence the nurses of government hospitals are more satisfied with their job than private hospital nurses. Married nurses were found to be more stressed than unmarried nurses due to the extra responsibilities of family and child rearing.

KEY WORDS: Work Life Balance, Job Satisfaction, Working Pattern.

I. INTRODUCTION

Job satisfaction is a mental feeling of favorableness which an individual has about his job. To the workers, job satisfaction brings a pleasurable emotional state that often leads to a positive job attitude. A satisfied worker is more likely to be creative, flexible, innovative, and loyal (Ajmir, 2001). According to Borda and Norman (1997) and Lu, While, and Barriball (2005), The retention and recruitment of nurses have shown that low wages and poor job satisfaction are the primary reasons why nurses leave their positions. Their dissatisfaction is often attributed to heavy workloads, leadership styles, motivation, inadequate training, and lack of respect (Lu, While, & Barriball 2005).

Compared to their counterparts in other health care settings, such as those who work for home health care, staffing agencies, and acute care facilities, nursing home facility employees are often underpaid (Lu, While, & Barriball 2005). Wilson (2005) stated that recruitment and retention efforts need to concentrate on increasing financial incentives to these staff members and creating a desirable work place that will lead to greater job satisfaction because the expertise required of direct caregivers and the heavy workload they are assigned often far exceed the financial compensation they receive.

Job satisfaction represents the degree to which nurses like or enjoy their jobs, which is an essential issue for both employees and employers. It leads to less job turnover, increased staff productivity, and greater patient satisfaction. Nursing and hospital administrators need to focus on ways to increase job satisfaction, and thus improve the performance, and thereby raise the level of quality of patient care. Job satisfaction is an important factor in increasing the level of work performance and career aspirations. It is noted in the literature that there is a high correlation between job satisfaction, commitment and better performance (Culphan et al, 2002). There is a strong relationship between emotional exhaustion, staff conflict and job dissatisfaction (Piko, 2006).

Nursing shortages are one of the vexing problems in healthcare. As the demand continues to rise, the current supply is unable to meet society's needs. This is a worldwide phenomenon. In the United States, according to the latest projections from the U.S. Bureau of Labor Statistics (BLS), more than 1 million new and replacement nurses will be needed by 2016 (BLS 2009). Additionally, more than 587 000 new nursing positions will be created (a 23.5% increase). Consequently, it is expected that nursing will be the nation's top profession in terms of projected job growth (BLS 2009). Adding to this problem is that registered nurses (RNs) continue to leave their current positions and the profession at a high rate. It has been reported that up to 13% of new nurses consider leaving their jobs within 1 year (Kovner et al.2007). Job dissatisfaction is reported to be strongly associated with nurse turnover (Hayes et al. 2006) and intent to leave (Brewer et al. 2009) thus highlighting the importance of understanding what promotes nursing staff job satisfaction.

According to **Borda and Norman (1997)** and **Lu, While, and Barriball (2005)**, the retention and recruitment of nurses have shown that low wages and poor job satisfaction are the primary reasons why nurses leave their positions. Their dissatisfaction is often attributed to heavy workloads, leadership styles, motivation, inadequate training, and lack of respect (**Lu, While, & Barriball 2005**). Compared to their counterparts in other health care settings, such as those who work for home health care, staffing agencies, and acute care facilities, nursing home facility employees are often underpaid (**Lu, While, & Barriball 2005**). **Wilson (2005)** stated that recruitment and retention efforts need to concentrate on increasing financial incentives to these staff members and creating a desirable work place that will lead to greater job satisfaction because the expertise required of direct caregivers and the heavy workload they are assigned often far exceed the financial compensation they receive.

Job satisfaction is an integral component of organizational climate, of which an important element is managing employee relationships. The assessment of employee attitudes such as job satisfaction has become a common activity in organizations in which management is concerned with the physical and psychological well-being of the people. Satisfaction results when a job fulfils or facilitates the attainment of individual values and standards. Dissatisfaction occurs when the job is seen as blocking such attainment. This attitude has received extensive attention from researchers and practitioners alike, because it was at one time, believed to be the cause of improved job performance. Recent research questions negate such a relationship and suggest a more complicated interaction between satisfaction, commitment, turnover and productivity. Now, because of the managers concern for creating both a humane and high performance workplace, researchers continue to search for definite answers about the causes and consequences of job satisfaction. For example, recent research suggests that employee involvement in information processing, decision making and problem solving have only a small, although statistically significant, effect on job satisfaction (**Gordon, 2000**).

Job satisfaction among nurses is less than satisfactory despite well-known factors such as pay, recognition, autonomy, and organizational commitment. **Aiken, Clarke, and Sloane (2002)** reported that more than 40% of nurses working in United States (US) hospitals were dissatisfied with their jobs. The low job satisfaction among nurses and the failure of hospitals and other institutions to implement interventions to improve job satisfaction contribute to the current nursing shortage problem (**Garon & Ringl, 2004**). As of 2002, the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) has set an expectation that healthcare organizations collect and analyze data on staff satisfaction and other human resource indicators and link them to clinical outcomes (JCAHO, 2002). The purpose of this descriptive

Methodology

This investigation was carried out on nurses only. The sample was selected from different Private and Government hospitals of Lucknow city in Uttar Pradesh, India. One hundred twenty Sample (60 Government ,60 Private hospital nurses) were Selected through Multi stage random sampling when they were working in hospital using a Asha Job satisfaction scale (Hinger,A Mittal, U. (2009) Interview Schedule.

II. RESULTS AND DISCUSSION

Table No. 4.4.1. Assessment of job satisfaction according to working sector.

	WORKING SECTOR					
	Government		Private			
Dimensions	Mean	S.D	Mean	S.D	't'	P
Salary and facilities	8.19	1.43	7.69	1.27	1.98	2.96
Supervision	8.19	1.43	7.69	1.27	1.98	2.96
Promotion	8.18	1.61	7.15	1.28	3.74	0.31
Work	7.78	1.26	7.48	1.37	1.23	0.51
Human relation	7.84	1.41	7.33	1.38	1.98	0.90

Even though no significance differences more found among both the categories in Job Satisfaction, the mean scores depict higher Job satisfaction in government hospital nurses than private hospital nurses. Equal satisfaction with mean scores of 8.19 and 7.69 were found due Salary and facilities and supervision followed by promotion ($\mu = 8.18$).

Table No.2. Assessment of job satisfaction according to income

	INCOME								F	P
	30,000-40000		41,000-50,000		51,000-60,000		>60,000			
Dimensions	Mean	S.D	Mean	S.D	Mean	S.D	Mean	S.D		
Salary and facilities	7.78	1.26	7.61	1.32	8.31	1.44	8.33	1.52	2.12	0.10
supervision	7.78	1.26	7.61	1.32	8.31	1.44	8.33	1.52	2.12	0.10
promotion	7.03	1.80	7.64	1.29	8.13	1.40	9.33	1.15	4.82**	0.00
Work	7.34	1.55	7.58	1.22	7.85	1.22	8.33	0.57	1.26	0.28
Human relation	7.34	1.33	7.15	1.48	8.02	1.32	8.67	1.32	3.78	0.12

It is evident from the above table that highly significant differences between nurses different income groups among parameters like promotion ($\mu=9.33$). The highest mean score ($\mu=8.67$) for human relation, the mean score is ($\mu=8.33$) for supervision, in the highest mean group. And the lowest mean score ($\mu=7.03$) was found in the income group of 30,000-40,000.

Table No.4.4.4. Assessment of job satisfaction according to level

Level	Government	Private	Total
High	56(46.66)	37(30.83)	93(77.5)
Average	37(30.83)	16(13.33)	27(22.5)
Low	---	--	120

$$\chi^2 = 37.723^{**}$$

Significant Chi square values indicate significant differences in the level of job satisfaction among government and private nurses.

It is evident from the table 46.66 percent nurses have high level of job satisfaction in government sector compared to 30.83 percent nurses belonging to private sector. 30.83 percent nurses have average level of job satisfaction in government sector compared to 13.33 percent nurses belonging to private sector. The results of the present research is at par with the findings of many researchers who had conducted studies and reported that more than half of nurses were Satisfied or very Satisfied with their Jobs and felt moderate to extreme occupational stress. It has also been identified workload, professional support, training received, and working conditions as the main factors that influence job satisfaction among Nursing Officers. Of these, professional support influenced job satisfaction most, while the study received that opportunities for career development had no influence on their job satisfy action. Regarding overall job satisfaction, more than half of respondents were satisfied. Most respondents were satisfied or very satisfied with their immediate manager and their fellow workers. On the other hand, almost three quarters of the sample felt dissatisfied or very dissatisfied with the rate of pay for nurses. Although nurses with a bachelor degree reported a lower level of job satisfaction compared to those with an associate degree or diploma, there was no significant difference in total job satisfaction of respondents from the different educational programmes. However, nurses with a diploma were more likely to be satisfied with their fellow workers than those with an associate degree or bachelor degree. Regarding other items of job satisfaction, there were no significant differences across the three nursing programmes. (Hong L.(2006), Sridharan S. (2008) Alison (2006)

III. CONCLUSION

From the findings of the study it can be concluded that the nurse's profession is very difficult. Nurses of are highly Private hospital suffer from many stressed and face problem and dissatisfied with their job and salary. It can be concluded the work life balance and job satisfaction among private sector nurses is not equilibrium. Private Nurses work continuously long hours and they are not satisfied with their job. Government nurses have a good work life balance and are satisfied with their job.

REFERENCES

- [1]. **Beatrice, (2010)** Nursing staff teamwork and job satisfaction Journal of Nursing Management vol,18 PP938-947
- [2]. **Gittel.J .H. (2008)** Impact of relational coordination on job satisfaction and quality outcomes: a study of nursing homes Human Management Resource Journal,18 No.(2). 154-170.
- [3]. **Khaliq,M. (2010)** The role of human resource management and nurses job satisfaction in medical service organization African Journal of business Management ,5(3). 974-986.
- [4]. **Mahmoud,S. (2008)** "A study of nurses job satisfaction: the relationship to organizational commitment perceived organizational support transactional leadership transformational leadership, and level of education" European Journal of Scientific Research, vol.22No.2,PP.286-295.
- [5]. **Lakshmi.K.S (2012)**" Analysis of work life balance of female nurses in hospitals comparative study between government and private hospital in Chennai, TN; India" international journal of trade, Economics and finance, vol. 3, No.3.