

A Study on Job Satisfaction among Nurses in Thoothukudi District, Tamilnadu

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ABSTRACT

Job satisfaction among the nurses play great role in any health care organisation to deliver a great quality of services for patients from different communities. On the other hand, the job satisfaction has direct impact on absenteeism, turnover rate and the quality of the performance. It is a normal phenomenon that every human performs well when they are satisfied in their job and that comes from rewards and benefits received from their organisation. In contrary, low job satisfaction leads to bad impact on their performance. Job satisfaction level affects not only the quality of the tasks done by the nurses but also affects the satisfaction of patients towards any health care organisation. Due to many reasons, job satisfaction among nurses turned to be inconsistent. The present study was designed and carried out to understand the reasons for their job satisfaction or dissatisfaction. The working condition and working environment being perceived by nurses in different ways and that leads to discrepancy in job satisfaction at various circumstances. Though this is an universal concern perception, nurses from both government hospitals and private hospitals of Thoothukudi District that served as the population for this study. In this study, the researcher used a snowball sampling method.

Keywords

Nurses, job satisfaction, working condition, satisfaction level and hospital

INTRODUCTION

Health care specialists play a significant role in improving quality health care for the people. The World Health Organisation Global strategy on human resources on health workforce 2030 sets out the policy agenda to make sure a workforce that is fit for purpose to attain targets of the sustainable Development goals (SDGs) [1]. The term job satisfaction refers to the attitude and the feelings of the people about their work and it is said to be associated with the employee's work environment and time pressure [2]. And it is defined as the level to which employees like their jobs [3]. Job satisfaction is one of the most vital factors that decides productivity and efficiency of human resources for health [4]. As main members of the health care team, job satisfaction of nurses takes an essential role in delivery of high quality health care [5]. They are the only health consultants accessible to many people in their life time and hence, addressing their satisfaction is a keyconcern [6]. The nursing career is also incompetent to attract adequate number of men and women due to salaries, shift hours and social insight of nurses [7]. Job satisfaction of nurses is a multidimensional phenomenon which was influenced by many variables [8]. Job satisfaction has often mentioned as the key reason for a high rate of absenteeism and turnover of nurses which pose a threat to a health care organization's capacity to provide quality care by encumbering their efficiency and effectiveness [9].

OBJECTIVES OF THE STUDY

- To identify the relationship between general satisfaction and various dimensions of job satisfaction of nurses working in hospitals.
- To examine level of job satisfaction and its nineteen dimensions among demographic characteristics.

STATEMENT OF THE PROBLEM

Value of work life is commonly supposed to be one of the most essential influences in recruitment and retention, thus having an effect on the current and the future supply of nurses. To deal with the problem, the range of issues includes suitable workload, skilled leadership and clinical support, ample continuous professional education, career flexibility, security against injuries and diseases related to the work place and decent remunerations. Maslow suggested that employees will always try to want more from their employers. When they have satisfied with their survival needs, they attempt to achieve security needs. When jobs are protected, they will pursue ways of nourishing social needs and if successful, they will search for the resources to the ultimate end of self-actualization [10]. The most significant associate of work satisfaction is retention. Workers who are all satisfied with their jobs incline to remain in their jobs. A pleased employee will focus on their professional tasks, without any distraction from undesirable environment, which leads to enhancement in performance. Nurses who are not satisfied with their job are found to be avoiding patients and their nursing responsibilities, which will spoil the quality of job. And hence, dissatisfaction in work can cause poor performance in job and increase in staff turnover [11]. Low incomes, deficiency of resources to work effectively, inadequate career development opportunities, and limited educational opportunities are the important factors which leads to dissatisfaction. Continuous career enhancement and greater opportunities in the organisation may lead to better job satisfaction and extended service with that organisation [13]. Exploring possible changes over time in sources of dissatisfaction discovered that issues related to the work environment rather than individual or demographic factors were still of furthestmost position to nurses turn over intentions.

HYPOTHESIS OF THE STUDY

1. H1: There would be significant relationship between work experience and various dimensions of job satisfaction of nurses working in hospitals.
2. H1: There would be significant relationship between general satisfaction and various dimensions of job satisfaction of nurses working in hospitals.

METHODOLOGY

Data Collection Methods:

Primary Data: The present study is an empirical survey and data collected through online questionnaire using Google Forms and distribute it through social media, email, and messages to reach nurses. The researcher also contacted nurses from nearby hospitals who were available and easy to contact. In this study, the researcher used a snowball sampling method, one of the non probability sampling techniques is adopted and 124 nurses from hospitals in Thoothukudi District, Tamil Nadu, constitute the sample for the study.

Secondary Data: Sources like journals, newspapers, magazines and websites were used for the collection of secondary data.

Inferential analysis of nurses working in hospitals

To draw the inferences of job satisfaction of nurses working in hospitals, t-test and F-test are performed. Basically, t-test is a statistical method which is used to analysis whether there is a statistically significant difference between the means in two groups. With the help of t-test, hypotheses were tested about the mean of sample drawn from a normally distributed population when the population's standard deviation is unknown. Similarly, F-test is applied where the groups are more than two.

Table 1:F-test for difference in job satisfaction and its nineteen dimensions for nurses working in hospitals on the basis of work experience

Alternate Hypothesis: There would be significant relationship between work experience and various dimensions of job satisfaction of nurses working in hospitals.

Group Statistics										
Work Experience	Less than 5 years		5 – 10 years		10-15 years		Above15 years		F Value	P Value
	Mean	SD	Mean	SD	Mean	SD	Mean	SD		
Better lighting and ventilation facilities	10.05	1.28	15.86	6.89	20.66	0.73	20.65	0.89	17.11	0.00 [*]
Cleanliness of the work place	14.96	5.28	19.66	2.89	20.43	2.58	21.01	0.00	12.78	0.00 [*]
Availability of equipment and instruments	17.64	3.10	19.70	1.81	19.71	2.80	20.30	0.96	13.60	0.00 [*]
Work place is easy to reach	15.93	6.38	20.41	4.65	19.07	3.91	21.65	2.41	13.54	0.00 [*]
Rest room is comfortable	12.21	6.93	9.90	1.85	20.35	1.63	21.03	0.00	17.34	0.00 [*]
Resting time in between the work	19.25	3.96	15.82	6.34	18.26	4.15	18.55	4.95	2.13	0.00 [*]
Work load	7.55	2.94	13.50	5.51	16.71	5.03	21.05	0.38	22.40	0.00 [*]
Communication from management are frequent enough	15.90	4.96	18.12	5.32	20.62	2.20	21.00	0.32	11.86	0.00 [*]
Supervisor gives me adequate support	13.52	5.06	9.52	1.88	12.82	2.55	21.20	0.42	15.59	0.00 [*]
I feel part of a team working toward shared goals	7.10	2.64	10.12	3.32	17.21	3.36	21.22	0.41	19.74	0.00 [*]
Total working hours and rest time	14.62	7.71	23.40	1.53	19.87	4.15	24.19	0.10	18.02	0.00 [*]
Management takes necessary steps for providing better working conditions	13.22	6.19	17.95	4.93	19.22	2.31	20.17	0.60	21.10	0.00 [*]

Sufficient salary to lead happy life	9.64	1.62	11.90	1.50	18.05	2.18	16.26	4.36	16.31	0.00 [*]
Attractive allowances are provided	15.20	5.13	20.49	2.94	21.02	2.34	24.33	0.47	18.60	0.00 [*]
Supervisors treats me with respect	20.49	1.65	22.75	1.91	20.32	5.03	21.00	3.02	15.08	0.00 [*]
There is high level of job security recognition and initial training provided by the hospital was good	16.94	5.91	20.93	1.93	21.11	0.74	20.01	0.01	22.23	0.00 [*]
Supervisors are kind and approachable	19.85	2.81	19.70	3.03	16.16	5.82	20.17	2.83	13.69	0.00 [*]
Superiors give us due respects	18.77	2.75	15.92	6.16	19.21	3.23	15.10	7.42	15.04	0.00 [*]
Recognition and initial training provided by the hospital was good	12.82	3.93	17.17	5.22	17.60	3.80	21.00	0.21	15.04	0.00 [*]
General satisfaction	57.05	2.94	68.04	7.41	76.48	7.00	84.06	0.97	2.94	0.02 [*]

Table 1 on the basis of F-test revealed that the difference between the job satisfaction of nurses and its all nineteen dimensions on the basis of work experience for the nurses working in hospitals was significant. The calculated F value is greater than table value for all these dimensions namely better lighting and ventilation facilities, cleanliness of the work place, availability of equipment and instruments, work place is easy to reach, rest room is comfortable, resting time in between the work, work load, communication from management are frequent enough, supervisor gives me adequate support, I feel part of a team working toward shared goals, total working hours and rest time, management takes necessary steps for providing better working conditions, sufficient salary to lead happy life, attractive allowances are provided, supervisors treats me with respect, there is high level of job security, supervisors are kind and approachable, superiors give us due respects and recognition and initial training provided by the hospital was good.

On the basis of mean values of general satisfaction, it is evident that nurses were more satisfied with mean value of 84.06 who have more than 15 years working experience in comparison to those nurses who have less experience as their mean values was less with 76.48, 68.04 and 57.05 mean values respectively.

Thus, the alternate hypothesis pertaining to significant difference in the job satisfaction and its various dimensions for hospitals nurses on the basis of working experience is accepted.

Relationship between job satisfaction and its nineteen dimensions for nurses working in hospitals

This section deals with the discussion of relationship of nurses working in public hospitals. For this, the correlation moment product statistical method is used.

Alternate Hypothesis: There would be significant relationship between general satisfaction and various dimensions of job satisfaction of nurses working in hospitals.

Table 2:Correlation coefficients between general job satisfaction and its dimensions of job satisfaction of nurses working in hospitals

Job Satisfaction Correlation		
N= 124		
Dimensions	Coefficients (r)	P value
General satisfaction	1	
Better lighting and ventilation facilities	0.73	0.00 [*]
Cleanliness of the work place	0.52	0.00 [*]
Availability of equipment and instruments	0.64	0.00 [*]
Work place is easy to reach	0.63	0.00 [*]
Rest room is comfortable	0.20	0.00 [*]
Resting time in between the work	0.27	0.00 [*]
Work load	0.85	0.00 [*]
Communication from management are frequent enough	0.53	0.00 [*]
Supervisor gives me adequate support	0.02	0.00 [*]
I feel part of a team working toward shared goals	0.63	0.00 [*]
Total working hours and rest time	0.41	0.00 [*]
Management takes necessary steps for providing better working conditions	0.49	0.00 [*]
Sufficient salary to lead happy life	0.62	0.00 [*]
Attractive allowances are provided	0.73	0.00 [*]
Supervisors treats me with respect	0.33	0.00 [*]
There is high level of job security recognition and initial training provided by the hospital was good	0.20	0.00 [*]
Supervisors are kind and approachable	0.30	0.00 [*]
Superiors give us due respects	0.47	0.00 [*]
Recognition and initial training provided by the hospital was good	0.24	0.00 [*]

The above table represents the coefficient between general satisfaction and its various dimensions of job satisfaction of nurses working in hospitals.

From the above results, it has been seen that the general satisfaction of nurses was correlated with all the above nineteen dimensions of job satisfaction of nurses working in hospital were found significant and positively correlated at 0.05% level of significance. Therefore, the alternate hypothesis that there exists significant relationship between general satisfaction and job satisfaction dimensions of nurses working in hospitals was accepted.

CONCLUSION

Assessing satisfaction is not one time action; instead, it needs continuous monitoring and evaluation. Study concluded that nurses in selected tertiary care hospital are highly satisfied in their job with respect to almost all job reinforcing factor namely Ability utilization, Achievement, Activity, Advancement, Authority, Hospital policy, Co-workers, Creativity, Security, Social service, Social status, Moral value, Recognition, Responsibility, Supervision, Variety, Working condition. Where as in case of independence and compensation they have reported only average level of satisfaction. Special measures improve independence and compensation of nurses will help to improve their performance and hence will positively affect on quality of care given to the patients.

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Nursing profession is the most challenging job in the present context. In this circumstance, various multidimensional variables will influence the nature of work of the nurses. The present study focused on studying the level of job satisfaction. Measuring satisfaction is not one time action, rather it needs continuous observance and assessment. Study concluded that nurses working in hospital are highly satisfied in their job with respect to almost all job reinforcing factor.

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