

LEVEL OF JOB SATISFACTION AMONG REGISTERED NURSES WORKING IN CLINICAL AREA AT TEACHING HOSPITAL: A STUDY FROM LOCAL POPULATION

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Abstract: Job satisfaction is crucial to a nurse's life, impacting patient safety, productivity, performance, quality of care, and commitment to the organization and the profession. The objective of this study was to evaluate the level of job satisfaction among registered nurses working at different local hospital of Multan, Punjab, Pakistan. The study employed a cross-sectional descriptive survey design with a sample of 102 registered nurses selected through random sampling. A self-reported questionnaire was used to collect data, and the inclusion criteria were comprised of female regular nurses registered with the Pakistan Nursing Council. Primary data was collected through semi-structured interviews, and secondary data, which consisted of 30 questions, was collected. All participants in this study were female, most of whom were aged between 26 and 30 (53.92%). Most respondents (89, 87.3%) had a diploma in general nursing, and most had working experience ranging from 6 months to 5 years (49, 48.0%). The majority of the respondents were married (58, 56.9%). Out of 102 respondents, 63 (61.77%) were satisfied, 45 (44.12%) were neutral, and 14 (13.72%) were dissatisfied. The corresponding percentage in the satisfied category (61.77%) is higher than in the remaining categories. Nurses are not entirely satisfied with their work. The level of job satisfaction among nurses varies with age, qualification, working experience, and marital status. At different local hospital of Multan., nurses are not fully satisfied with their jobs due to more patients than staff nurses, low salaries, job insecurity, lack of opportunities for promotion, and no daycare center for the duty staff's children.

Keywords: Job Satisfaction, Age, Professional Ranking, Working Experience, and Marital Status

Introduction

All efforts to progress and enhance the quality of wellness care are included in quality affirmation in wellness (Shanafelt and Noseworthy, 2017). Humans operate best when they are content with what they do. A person's level of job satisfaction is determined by how much their profession meets their requirements. Individuals are more likely to assume a functional role in satisfying hierarchical objectives if their fulfillment over disappointment ratio is larger (Giaque et al., 2012).

Nurses are now handling a wide range of problems. As a result, they are not carrying out their duties effectively. The quality of nursing care is deteriorating daily. A lot of nurses wish to go into other fields. Future nursing shortages in the clinical setting are likely if we do not address this issue. They are happy in their current positions. The study found that, among registered nurses, there is a low degree of work satisfaction among nurses for various reasons. Her goal was to investigate and evaluate nurses' job satisfaction levels.

A few factors influencing attendants' degrees of job contentment are acknowledged in the literature. Higher degrees of job contentment has been linked to constructive relationship connections (reliability, trust, sharing of normal traits) and attention. When healthcare providers see that caring for their patients is essential to their job, they become more fulfilled. Clear job descriptions, equitable workload distribution, and compensation for effort are also linked to higher levels of job satisfaction (Supriyanto, 2018). On the other hand, it has been shown that low employment

satisfaction and burnout are associated with a low patient-to-nurturing ratio, dissatisfaction with the nature of work, lack of initiative, and inadequate strengthening at work (Dominelli, 2012).

According to a study, even though medical caretakers are motivated to work, having a decent work environment significantly impacts their job satisfaction and lowers their likelihood of quitting within two years of graduation (Ali Jadoo et al., 2015). Nurses play a crucial role in determining the social insurance system's effectiveness, sufficiency, and manageability. Considering everything, it is important to understand what motivates and fulfills people to continue working in open clinics. Research shows that at the Republic of South Africa (RSA) open hospital, medical attendants' dissatisfaction with their jobs strongly correlates with authoritarian environments and subpar working conditions (Asnake, 2019). Another study conducted in Kwa Zulu-Natal by Harvey et al., 2017 discovered that although OSD was effective in raising medical caregivers' pay rates, other factors had a negative impact on the motivation of human services workers. A combination of factors, such as high levels of anxiety due to the increased number of duties still to be completed and other difficulties, contributed to the decision of well-being workers to relocate (Harvey et al., 2017). A person's level of job satisfaction indicates how much they like or detest their work. A person's degree of job satisfaction may be influenced by a variety of factors, including leadership and interpersonal relationships, the organization's perceived fairness in its

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promotion system, the quality of working conditions, and the amount of compensation and benefits (Al-Zawahreh and Al-Madi, 2012). A key determinant of a positive work environment and effective institution management is nurses' job satisfaction level (Penconek et al., 2021). The purpose of this study is to evaluate registered nurses' job satisfaction levels.

Methodology

A descriptive cross-sectional survey was conducted to evaluate the job satisfaction level among registered nurses. The prevalence of correct and incorrect responses was represented in frequencies and percentages, making cross-sectional designs more suitable. The cross-sectional design proved more effective as the data was collected at a single point. The purpose of this study was not to analyze the findings in tables and graphs but to use a descriptive study design to summarize the data using percentages and frequencies.

The study was conducted on registered nurses of the different local hospital of Multan, working in different units. Out of 121 registered nurses (all female), 102 were selected for the study, which included 101 regular nurses working in wards and one nurse working in general duty at a nursing school. The sample was selected using stratified random sampling.

Descriptive statistics, such as percentages, were used to synthesize and describe the data. This facilitated the description of quantitative data, including age, professional ranking, work experience, and marital status, based on individual characteristics of registered nurses.

Results

All respondents in this study were 102 females (100%), majority of the respondents were aged 26 to 30 (53.92%). Regarding education, most of the respondents, 89(87.3), had a diploma in general nursing, and most respondents' years of working experience ranged between 06 months to 05 years 49(48.0%). Majority of the respondents were married 58(56.9%). The level of job satisfaction showed that most respondents are moderately satisfied with their work 45(44.12%). The result also showed a positive correlation between age, qualification, working experience, and marital status (Table, Figure 1). Figure 2 displays the distribution of nursing across different shifts (Figure 2).

Table 1: Demographic of Nursing staff

INDICATOR	FREQUENCY	PERCENTAGE
Age		
20-25	0	0%
26-30	55	53.92%
31-35	32	31.37%
36-40	15	14.71%
Professional Ranking		
Diploma Nursing	89	87.3%
BSN(post RN)	08	7.8%
BSN	05	4.9%
Work-Experience		
>6 Month	49	48.0%
> 5 years	32	31.4%
>10 Years	21	20.6%

Marital status		
Married	58	56.9%
Unmarried	44	43.1%

Table 2: Level of Job Satisfaction among Registered Nurses

Category	No of respondents	Percentage
Satisfied	63	61.77%
Neutral	25	24.51%
Dissatisfied	14	13.72%
Total	102	100%

Of the 102 respondents, 63 (61.77%) said that they were satisfied, 25 (24.51%) that they were neutral, and 14 (13.72%) that they were unsatisfied. Clearly, the vast majority of respondents—61.77 percent of the sample—fall into the highly satisfied and satisfied categories (Figure 3). Moreover, the scale appears to have been modified for practicality since the frequency of results declines upwards. The overall proportion of respondents who reported being happy or very satisfied might range from 70% to 80% if the scale were modified differently. This indicates that the results may be regarded as dependable and that the sample size as a whole is strongly valid.

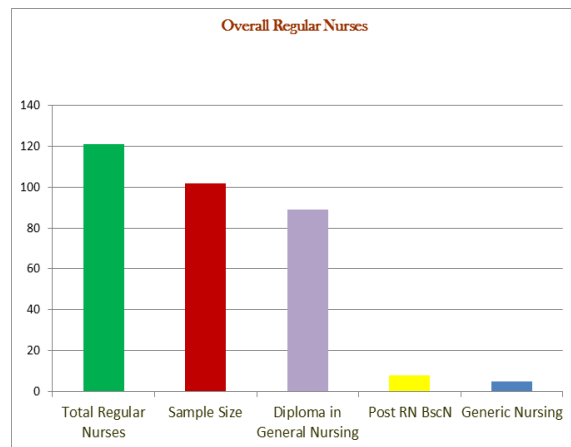


Figure 1: Education status of the nursing

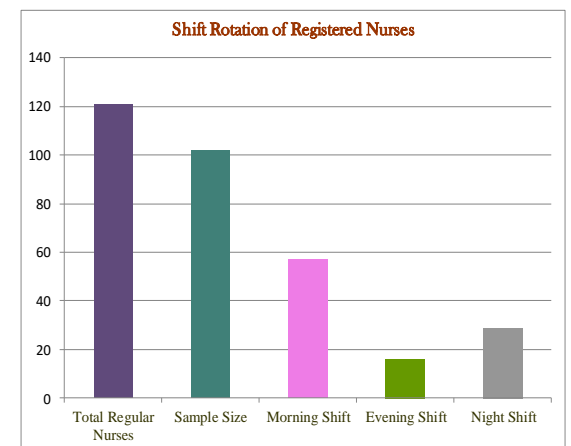


Figure 2: Distribution of nurses in different shifts

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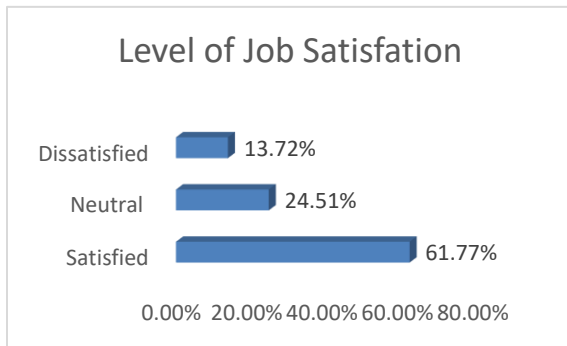


Figure 3: Level of job satisfaction among the study population

Most respondents are dissatisfied with the availability of childcare facilities for employees in the hospital, support

Table 1: Descriptive Statistics, Correlation, and Regression Coefficients

Variables	Mean	S.D	Correlation One tail, two tail	Df	Sig	Std. Err	Linear regression	Co- efficient
Age	2.6078	.73332	.052,.603	1	.603	.73598 to 0.74	0.147	.052
Professional ranking	1.1765	.49576	-.258,.009	1	.796	9.561	6.147	-0.258
Working experience	114.78	15.650	.006,.952	1	0.952	15.728	0.897	1.979

Discussion

This study was carried out in a teaching hospital and is mainly quantitative. Multan to learn how satisfied registered nurses are with their jobs. In the public sector, nurses labor under challenging conditions and are not happy with the pay they receive for their services. The government hospitals' nurses were overworked due to a staffing shortfall. Although most respondents had chosen to become nurses to help, others and families had encouraged them to follow their professional goals the most.

According to the study, half of the sample's nurses expressed satisfaction with their present position (Asegid et al., 2014). Public sector nurses were responsible for 20 to 30 patients during the night shift. This result aligns with other research showing a negative correlation between job stress and happiness. Out of 102 respondents, 18 (17.65%) gave highly satisfied replies, 45 (44.1%) gave satisfied answers, 25 (24.51%) gave neutral answers, 08 (7.83%) gave unsatisfied answers, and 06 (5.89%) gave severely dissatisfied answers.

A similar problem has been discussed by Aiken et al. four, who emphasized the need for enough workers (Aiken et al., 2013). The number of hospital beds had doubled at the government hospital, but there had been no corresponding increase in nursing positions. To maximize the nurses' functioning, our study has highlighted areas where their working environment must be improved (Sapar and Oducado, 2021). To optimize the nurses' functioning, our study has highlighted areas where their working environment must be improved. Nurses are unhappy with their pay because there are more patients than personnel. To keep this workforce in Pakistan, the pay structure must be strengthened. Laschinger6 has also emphasized the

from hospital management, opportunities for promotion, and annual leave

The table presents descriptive statistics, correlation coefficients, and linear regression results for Age, Professional Ranking, Working Experience, and Marital Status.

The standard error (Se) for age is approximately 0.73598 to 0.74, suggesting a negligible adjustment between the variables. This supports the alternative hypothesis. The ANOVA test further confirms a minimal correlation (R = 0.147) between the variables, with a degree of freedom of 0.603, signifying a lack of significant influence on their interconnection, supporting the alternative hypothesis. Upon correlation testing, a positive relationship is found between age and job satisfaction (J.S.). As employees' age increases, J.S. tends to increase over time.

necessity of concentrating on keeping recent graduates in the system by implementing tactically straightforward initiatives like preceptorship programs and orientation and honing technical skills (Martin, 2020). One key tactic for alleviating the nursing crisis and ensuring the profession's survival is to retain graduate nurses (Cope et al., 2016; Robbins and Davidhizar, 2020). Fewer opportunities for advancement, more education, an excessive workload, and an unpleasant work environment contribute to nurses' dissatisfaction. Most nurses in the public sector did not get performance-based compensation or promotions after many years of service. Another factor contributing to discontent was a lack of job advancement.

Conclusion

We saw a strong relationship between the level of education and job satisfaction among registered nurses and observed a positive relationship between working experience and level of job satisfaction, followed by the relationship between.

Declarations

Data Availability statement

All data generated or analyzed during the study are included in the manuscript.

Ethics approval and consent to participate

Approved by the department Concerned.

Consent for publication

Approved

Funding

Not applicable

Conflict of interest

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The authors declared absence of conflict of interest.

Author Contribution

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Concept of study, Data entry, and Data Analysis, drafting article

Literature, Drafting article, Review of manuscript, final approval of manuscript

TAHIRA PERVEEN (Principal)

Conception of Study, Drafting article

Methodology Design, Study Design, Review of Literature

KALSOOM NAZAR (Nursing Superintendent)

Review of Literature, Drafting article

Conception of Study, Development of Research

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