



ISSN: 0975-833X

RESEARCH ARTICLE

JOB SATISFACTION: AN ISSUE AMONG NURSES OF NATIONAL MEDICAL COLLEGE AND TEACHING HOSPITAL BIRGUNJ

¹*Singh, B., ²Chhetri, M. and ³Singh, R.

¹Ms. Babita Singh, Associate Professor and Vice Principal, National Medical College Nursing Campus Birgunj

² Ms. Mary Chhetri, Nursing Instructor, Tansen Nursing School, Palpa

³Mr. Rakesh Singh, Lecturer, Department of Community Medicine, National Medical College, Birgunj

ARTICLE INFO

Article History:

Received 21st August, 2015

Received in revised form

20th September, 2015

Accepted 17th October, 2015

Published online 30th November, 2015

Key words:

Job satisfaction,
Nursing staff.

ABSTRACT

Introduction: Nurses in hospitals are the key to any health care delivery system. An efficient patient care comes not merely from modern equipment and drugs, but from a group of well-motivated medical, paramedical and skilled personnel. "A Happy Employee is a Productive Employee" who must be satisfied with his/her job. Job satisfaction in nurse should be of great concern to any health organization. Nurses hold the majority of positions in most health care settings and replacement of nursing personnel is costly and time consuming. Nurses' job satisfaction is an important issue because of its impact on the quality of nursing job. The widespread nursing shortage and nurses' high turnover has become a global issue which has been a great concern to both the developed and developing countries.

Methods: The descriptive cross-sectional study design was carried out among 50 nursing staff of national medical college and teaching hospital by using pretested structured questionnaire. The data obtained were analyzed by using SPSS and MS Excel.

Results: This study revealed that 74% of nursing staff were satisfied with their job and while area wise analysis the factors that lead to nursing staff satisfaction were: area of interpersonal relationship, area of physical facilities, area of working conditions, financial incentives and non financial incentives respectively. Hence the nursing staffs were satisfied with most of the areas except organizational function, work and training.

Conclusion: Despite of satisfaction, there is further need of training and other motivational component to increase their level of job satisfaction.

Copyright © 2015. Singh, B. This is an open access article distributed under the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Citation: Singh *et al.*, 2015. "Job satisfaction: an issue among nurses of national medical college and teaching hospital birgunj"*International Journal of Current Research*, 7, (11), 22630-22632.

INTRODUCTION

Hospitals are the key of health care delivery system. The primary aim of a hospital is to provide patient care of the highest quality. An efficient patient care comes not only from modern equipment and drugs, but also from the work force, a group of well-motivated medical, paramedical and skilled personnel. If the personnel employed in an organization is well looked after and Understood and their needs are studied and met, those employees can take the organization to magnanimous heights of glory and achievement. Job satisfaction or dissatisfaction is of great concern to the management since there seems to be a relationship between job satisfaction and job performance. Better Performance typically leads to higher economic, sociological and psychological Rewards. Nursing is a vital aspect of healthcare system and nurses are the vital members of health care.

Job satisfaction in nurse should be of great concern to any health organization. Nurses hold the majority of positions in most health care settings and replacement of nursing personnel is costly and time consuming. So nurses' job satisfaction is an important issue because of its impact on the quality of nursing job. Therefore, Nurse' satisfaction is positively linked to patient satisfaction and to the quality of care. Professionally, nurses are employed to give care to patients but as human beings they have to satisfy their needs. Therefore the management has the responsibility to provide an environment so as to keep the nurses satisfied and emotionally stable which will in turn improve the quality of nursing care and satisfy the patient (Celine, 2007). The widespread nursing shortage and nurses' high turnover has become a global issue which is of increasing importance to both the developed and developing countries. In light of this, concern about recruitment and retention of nursing staff is increasing in a number of countries. Recruitment and retention of nurses are persistent problems associated with job satisfaction. Job satisfaction is a topic of wide interest to both people who work in organizations and

*Corresponding author: Singh, B.,

Ms. Babita Singh, Associate Professor and Vice Principal, National Medical College Nursing Campus Birgunj.

people who study them. Absenteeism is an important problem for health-care providers because it is costly and related to preventable job stress. The impact of job satisfaction upon nursing absenteeism, burnout and nurses' intention to quit and turnover has been explored in a number of research studies. Nurses' turnover is a major issue impacting the performance and probability of health care organization. It is predicted that there will be shortage of nearly one million nurses in united states by 2010. In today's competitive world, the biggest challenge which the organization is facing is to retain talented employee. Job satisfaction is necessary to promote functional employee behavior in the organization. So nursing is one of the stressful jobs in health sector. The level of job satisfaction in the profession remains a matter of concern. Therefore nurses' job satisfaction is an important factor which greatly influences turnover among nursing staff. The objective of this study was to assess the level of job satisfaction among the nursing staff working in National medical college and teaching hospital, Birgunj, Nepal.

RESULTS

The findings of the study showed that most of the nursing staff 58% was in the age group 18-22 years. Majority of the nursing staff 88% were unmarried. Majority 60% were having qualification of PCL Nursing. Most of the nursing staff, 62% had job experience of 6-12 months. Most of the nursing staff, 30% was working in ICU/CCU. Findings regarding organizational function showed that half of the nursing staff 50% was satisfied with the rules and regulations of the institution. Regarding working condition, 50% of nursing staff were dissatisfied with availability of equipments and instruments. Similarly regarding physical facilities only 46% of the nursing staff was satisfied with the basic facilities like toilet, drinking water etc in the respective ward. Similarly regarding their work 52% were satisfied with workload in the

Table 1. Mean Score and Rank of Areas of Job Satisfaction of the Nursing Staff

Areas of job satisfaction	Mean Score	Mean Percentage Score	Maximum Score	Rank
Organizational function	4.4	55	8	4
Working condition	11.8	59	20	3
Physical facilities	7.38	61.5	12	2
Work	8.8	55	16	4
Financial incentives	9.44	59	16	3
Non financial incentives	4.72	59	8	3
Training	4.06	50.75	8	5
Interpersonal relationship	7.86	65.5	12	1

Table 2. Overall Frequency and Percentage Distribution of Level of Job Satisfaction of Nursing Staff

Level of job satisfaction	Frequency	Percentage
Highly satisfactory (76-100)	1	2
Satisfactory (51-75)	37	74
Dissatisfactory (26-50)	12	24
Highly dissatisfactory(0-25)	0	0

MATERIALS AND METHODS

The descriptive cross-sectional study design was carried out among 50 nursing staff working in National Medical College and Teaching Hospital (NMCTH). Population proportionate random sampling technique was used to select 50 nursing staff as the sample for this study. The Inclusion Criteria of the nursing staff were the registered nurse having the qualification of PCL and B.Sc Nursing working at NMCTH and having at least 6 month of work experience in NMCTH. Data were collected from a total of fifty nursing staff from dated 2070/4/1 to 2070/4/11 by using pretested self administered structured questionnaire (grouped under 8 areas which were evaluated by using a five point rating scale, "highly satisfactory, satisfactory, neutral, dissatisfactory and highly dissatisfactory") which was developed after the consultation of seven experts in the respective fields. The data obtained were analyzed by using SPSS and MS Excel and appropriate statistical tests were performed to draw the inference. For ethical reasons, formal permission was taken from Medical Director of NMCTH Birgunj, to conduct the study and written informed consent with the nursing staff was taken before administering structured questionnaire.

respective ward, 42% were dissatisfied with job security and freedom to take decision. Regarding financial incentives 50% of nursing staff were dissatisfied with annual increment done, 42% of nursing staff were dissatisfied with the leave benefit given and 54% of nursing staff were satisfied with medical benefit given. Similarly regarding training most of the nursing staff 34% was highly dissatisfied with training programme conducted. 72% were satisfied with interaction with patients and 54% of nursing staff were satisfied with interaction with supervisor.

Mean Score and rank of areas of Job Satisfaction of the Nursing Staff are presented in Table 1. Area of interpersonal relationship was ranked first (mean percentage score =65.5) and area of training was ranked last (mean percentage score =50.75).

Overall Frequency and Percentage Distribution of Level of Job Satisfaction of Nursing Staff is presented in table no.2. Majority 74% of the nursing staff working at NMCTH was satisfied with their job, 24 % were dissatisfied and only two percentages was highly satisfied.

DISCUSSION

The findings of the study revealed that most of the nursing staff 58% was in the age group of 18-22 years, 88% were married, 62% of nursing staff had professional experience of 6-12 months and 30% of nursing staff were working in ICU/CCU department. Majority 74% of the nursing staff working at NMCTH was satisfied with their job. This finding of the study was supported by the finding of study done by [Chaulagain and Khadka \(2012\)](#) which aimed to determine the factors influencing job satisfaction among healthcare professionals at Tilganga Eye Centre.

The results showed 76% of healthcare professionals were satisfied with their current job in overall job satisfaction. Mean Score and rank of areas of Job Satisfaction of the Nursing Staff showed that area of interpersonal relationship was ranked first (mean percentage score =65.5) and area of training was ranked last (mean percentage score =50.75). This finding of this study is supported by findings of the [Celine \(2007\)](#) which is conducted to assess the level of job satisfaction among the nursing personnel who are working in the surgical wards of Father Muller Medical College Hospital, Mangalore which showed that Majority 83% of the nurses were satisfied with job. By area wise analysis it was found that the area of interpersonal relationship first, satisfaction regarding work second, working condition third, then physical facilities, organizational function, training and lastly non-financial incentives and financial incentives.

Conclusion

Despite of satisfaction in various areas, there is further need of training and other motivational component to increase their level of job satisfaction.

REFERENCES

- Celine, M., Job Satisfaction among Nursing Staff In Surgical Ward of Bangalore. *Journal of Medical College*, 2007; 7(23): 44-50.
- Chaulagain, N., Khadka, D., 2012. A study on Factors Influencing Job Satisfaction Among Healthcare Professionals at Tilganga Eye Centre, Kathmandu, Nepal. *Journal of Nursing Education of Nepal*. 7(9):35-39.
- Doorman, C., Zapf, D. 2001. Job Satisfaction: A Metaanalysis of Stabilities. *Journal of Organizational Behavior*, 22 (5): 483 – 504.
- Hayes, L.J., et al. 2006. Nurse Turnover. *International Journal of Nursing Studies*; 43: 237–263.
- Health resources and services administration; what behind HRSA'S projected supply demand and shortage of Registered Nurses? 2006; United States government, Department of health and Human Science.
- Hong, L. et al. 2007. Job satisfaction and its related factors: A questionnaire survey of Hospital nurses in Mainland China. *International Journal of Nursing Studies* ; 44:574–588.
- Ingersoll, G.L. Olsan, T. Davies, J. 2002. Nurses' job Satisfaction, organizational commitment, and careerintent. *Journal of Advanced Nursing*. 32(5): 250-63.
- Judge, T. A, Bono, J. E., Locke, E. A. 2000. Personality and job satisfaction the mediating role of job characteristics. *Journal of Applied Psychology*. 85 (2): 2374 - 9.
- Linguiti, P. A. 2012. A Study On Job Satisfaction And Perceived Autonomy For Nurse Practitioners Working In Nurse-Managed Health Centers America. *International Journal of America*. 36(9): 124-128.
- Mehta, R.S., Yadav, R. 2012. Professional Satisfaction Among Passout BSC Nursing Graduates At B.P Koirala Institute Of Health Science, Dharan, Nepal. *Journal of Nepal Nursing Council*. 2(9): 45-47.
