

Study the job satisfaction and its affected factors in Kermanshah hospitals nurses 2013

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Abstract: The vast majority of staffing the health system is nurses. Job satisfaction caused to increase the organization productivity and employees are committed to the organization and his physical and mental health will be guaranteed. Identifying the affected factors in nurses' job satisfaction can be useful in increase their job satisfaction and create necessary motivation to do their therapeutic, education and research tasks. In this study, the job satisfaction and its affected factors in Kermanshah hospitals nurses 2013, were studied. This is an Analytic-Descriptive study that was done on 629 nurses in Kermanshah hospitals who have been selected on step sampling methods. Data collection tools include demographic information and standardized job satisfaction questionnaire (Herzberg) and job satisfaction was categorized in three levels. The results showed that job satisfaction among workers in eight areas on average are as follows: the workplace (75/2 percent), relationship with colleagues (49 percent), compensation (75/1 percent), job status (60/5 percent), job security (64/6 percent), monitoring and supervision (64 percent), management policy (59/2 percent) and personal life (65/7%). Most satisfaction was about communication with co-workers and least satisfaction was in hard working benefits, establish equity and non-discrimination and the amenities. Chi-square test showed a significant association between gender, education, type of employment, career and administrative shift. Our results indicate that overall satisfaction was generally in a satisfactory condition. Considering the research findings it is recommended to the Ministry of health, education and medical treatment that make greater effort in order to improve job satisfaction in the fields of on time payment of salaries, as well as conservative design, hard working benefits and facilities.

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1. Introduction

Job satisfaction is a great challenge in health care organizations particularly among nurses. Increasing the demand for nurses is growing since resources are always limited and costs are high; there isn't sufficient supply to meet this demand (1). Lack of nurses and leaving the profession, is a worldwide problem in both developed countries and developing countries (2). Survey shows that lack of job satisfaction is one of affecting factors to leave the nursing profession. One-third of nurses in England and Scotland, and more than one-fifth of the American nurses have a tendency to leave their profession (3). Bahabadi and associates study results showed that 72/3% of the nurses leave their profession and did not have desire to return to work under any circumstances (4). Almost in all countries, the most important part of the health workforce (insome 80%) are nurses. Today the world is facing workforce crisis and one of the most striking examples is the shortage of nurses (5). Different countries have to check the status of job satisfaction in working order and, have been studied job satisfaction indifferent perspective. The highest job satisfaction showed in the U.S. (41%) followed by Scotland (38%), the UK (36%), Canada (33%) and Germany (17%) (6). Roman suggested in his article that, nursing

shortage will reach its maximum in the years 20 15 and 2020. This shortage is caused to don't achieve to global goals of health systems and professional grievances of nurses (7). Taylor in his research in America showed that productivity and job satisfaction of nurses will increase by patient care quality (8). Monjamed and colleagues in their study showed that the dissatisfaction of the nurses can be due to long working hours, workplace conditions, weakness in the way of reward and punishment and evaluation method (9). Adams And Bond In their study concluded that organizational factors are more important than individual factors in the prediction of the nurses' job satisfaction (10). Lu Research is also suggests that factors such as education level, shifts and tasks can be effective on job satisfaction (11).

The job satisfaction issue is one the subjects that has been studied in many different organizations from the 1920s onwards, and according to many experts, it is one of the most challenging and fundamental concepts of organizational policies and management strategies to increase productivity and the organization's performance (12). Job satisfaction is defined as a pleasurable emotional state that arises from assessments of emotional reactions and attitudes of persons toward the job (13,.) Satisfaction points to

enjoy job, better work, enthusiasm and joy of getting a good reward due to the efforts of individual (14).

Treatment and health care organizations have a special position in the community due to their importance task in prevention, care and treatment; and job dissatisfaction in health centers leads to the reduction of the quality of provided services and finally patient's dissatisfaction (15). Therefore, attending their views is attending to the healthcare community considering the extent of the value of nursing in health care and training centers. As the job satisfaction of nurses in hospitals leads to increasing health care and improving patient's satisfaction and ultimately improve healthcare of hospital and considering the key role of nurses in health services to patients, the important cases that these will lead to better services offered by them. The scientific study in this field and using its results in various aspects of nursing practice can be beneficent. The present study, considering the raised issues, investigates the factors associated with job satisfaction among nurses of health centers(hospitals)city of Kermanshah in 2013.

2 - Materials and Methods

This is an Analytic-Descriptive study using a stratified - random sampling that was conducted in 2013 over 629 nurses working in health centers (Imam Reza (AS), Imam Ali (AS) and Taleghani) in Kermanshah city. Nurses in this study are nurses who were either formally or contractors engaged to perform the tasks. Data were collected using a questionnaire. The questionnaire included 8 demographic questions, including age, gender, education, work experience, marital status, type of employment, housing and healthcare, respectively. Another is standard job satisfaction questionnaire of Herzberg that study the job satisfaction within 8

factors including Job security, salary, working environment, relationship with colleagues, job status, supervisory, managerial policy personal life. Reliability and validity of the questionnaire for the dimensions of job satisfaction:

job security 63%, wages, 65%, working environment 69%, relationship with colleagues, 72%, career 70%, supervisory 74%, managerial policy 76% and personal life 80%. The Cronbach alpha Coefficient is 71% using software SPSS. Scoring scale for all questions was taken in Likert scale and scores were classified from zero to three. (I am completely satisfied with point 3), (I am somewhat satisfied with score 2), (I am not satisfied with the 1) and (no idea of zero). Finally the overall satisfaction was divided into three parts. (Score of 0 to 33 indicates low satisfaction), (average satisfaction score of 34 to 66), and (high satisfaction score of 67 to 100). 675 questionnaires were distributed and 658 questionnaire were returned. A number of questionnaires were excluded from the list due to incomplete information and finally 629 questionnaires were examined. Questionnaires were distributed among nurses in the workplace (hospitals) in different shifts and were easy access. Data obtained from the questionnaires were coded and then were recorded and analyzed in the software program SPSS 16. To classification and interpretation of the test frequency results using software SPSS, absolute and independent t-test, chi-square and correlation coefficient Pearson's were used.

3- Research Findings

Based on these findings, 70/6 percent (444) were female and 29/4 percent (185) were male. The mean age is $7/91 \pm 34/03$ Average years of work experience $7/78 \pm 9/41$ years.

Table 1: Overall satisfaction scores based on the average dimensions of job satisfaction among nurses

| High-Satisfaction | Average satisfaction | Low satisfaction | Dimension of job satisfaction |
|---------------------|----------------------|---------------------|-------------------------------|
| Std. deviation/Mean | Std. deviation/Mean | Std. deviation/Mean | |
| 110 (5/17) | 474 (2/75) | 46 (3/7) | Workplace |
| 297 (1/47) | 309 (49) | 24 (8/3) | Relationship with colleagues |
| 71 (3/11) | 473 (1/75) | 86 (7/13) | Salary |
| 185 (4/29) | 381 (5/60) | 64 (2/10) | Position |
| 94 (9/14) | 407 (6/64) | 129 (5/20) | Job Security |
| 167 (5/26) | 403 (0/64) | 60 (5/9) | Monitoring and Supervision |
| 184 (2/29) | 373 (2/59) | 73 (6/11) | Management policy |
| 178 (3/28) | 414 (7/65) | 38 (0/6) | Personal Communication |
| 84 (2/139) | 518 (2/82) | 29 (6/4) | Overall Satisfaction |

** Correlation is significant at the 0.01 level (2-tailed).

Our results indicate that there isn't any significant relationship between Job satisfaction and age, work experience and the number of members of families ($p > 0/05$), But there is significant relationship between satisfaction and variables such as gender, education, type of employment and work shifts ($p < 0/05$). Such that high levels of satisfaction in men is more than women and in people above bachelor's degree is more than nurses less than

bachelor's degree, in nursing of contract more than any other. Also, in the in those with constant shifts low satisfaction were greater, but there isn't significant association between satisfaction and, marital status, insurance status and type of housing ($p>0/05$). Table 2 shows the correlation between job satisfaction and variables of age and work experience.

Table 2: Coefficients in terms of job satisfaction based on Age and experience among nurses

| Experience | | age | | Dimension of job satisfaction |
|------------|---------------------|-------|---------------------|-------------------------------|
| Sig | Pearson Correlation | Sig | Pearson Correlation | |
| 006/0 | 118/0- | 312/0 | 051/0- | Workplace |
| 422/0 | 036/0- | 739/0 | 024/0 | Relationship with colleagues |
| 018/0 | 092/0- | 392/0 | 034/0- | Salary |
| 342/0 | 049/0- | 639/0 | 028/0 | Position |
| 729/0 | 019/0- | 098/0 | 087/0 | Job Security |
| 336/0 | 06/0 | 096/0 | 057/0 | Monitoring and Supervision |
| 028/0 | 088/0 | 006/0 | 129/0 | Management policy |
| 001/0 | 156/0 | 003/0 | 179/0 | Personal Communication |
| 867/0 | 008/0- | 115/0 | 093/0 | Overall Satisfaction |

** Correlation is significant at the 0.01 level (2-tailed).

4. Discussions

Aim of the present study is investigating the affecting Factors on nurse's job satisfaction in Kermanshah city. According to the results, the level of job satisfaction of nurses in hospitals in Kermanshah were at the average level, the results of this study is consistent with the monjamed research findings in Tehran and Fern andesine Madrid (16, 17).

Education variable has a significant relationship with job satisfaction. Results indicate that average satisfaction in nurses with the degree above of BA was higher than persons with the degree less than BA; it means the higher education the more satisfaction. This results is constant with Alenzi results at Kuwait and Mogharab results in Birjand (18, 19). But it is not constant with Habib research results which had been done on hospital nurses. This may be due to other factors such as hospital type, number of patients and other stressful conditions that can impact on job satisfaction (20).

The highest Job satisfaction is about coworkers. Engagement and employee satisfaction of partners in the workplace are encouraged them, despite the adverse professional conditions in the hospital, here is a good relationship between the Kermanshah hospitals nurses'. Daglas believes that participation and interest groups affected by good communication (21). Results of nurses' job satisfaction in communication with colleagues' field show that most of Kermanshahians nurses were satisfied with mutual respect between coworkers and dissatisfied in communication with senior officials of hospital. Monjamed and colleagues in their research came to a similar conclusion (22).

In the field of workplace condition the studied people are satisfied about existing equipment, and the work hours and overtime hours in the week and

facilities. Golchin suggest that much more personal satisfaction of work condition leads to more satisfaction and much dissatisfaction leads to absenteeism, dropouts and truancy from the organization (23).

Salary, results suggest that nurses are dissatisfied about their wages to meet immediate needs and the benefits of hard work. Considering the nurses hard working conditions, it should be pointed to increase salary and workplace conditions as influential factors on job satisfaction (24). Shad pour and JamshidBeigy in his study suggest that the greatest grievances of the workers are about salary, working hours and workload (25).

In the field of job condition study results showed that the majority of nurses are inform about their professional careers need in order to meet the society needs but they are dissatisfied of their career position in society.

In the field of job security results show that the majority of nurses are satisfied in the area of insurance and dissatisfied about establishing justice and discrimination between the nurses. Existence the discrimination between nurses of hospital resulted in discouraging them in their work and will decrease their motivation. Golchin pointed to the dissatisfaction of the majority of nurses about job security (26). In the area of supervised, the studied persons were satisfied with the competent authorities, Zahedi and his research partners also expressed satisfaction of the majority of nurses with their direct supervisor; and considered the proper management of health and treatment Net as its success factor (27). Subjects did not satisfy with conditions of reward and punishment. This should be reviewed by the authorities and the appropriate terms and conditions must be created to

encourage nurses valuably and virtually. Minimal satisfaction of participants is about job security. The results of the present investigation is constant with Monjamed, Mir Molaei and Shahbazi (28,29, 30).

Management policy results suggest that most people are satisfied with the hospital management; Zahedi's research showed that the most of nurses have expressed satisfaction with the manager (31). Mogharab also stated that the proper supervision by a direct charge is one of important satisfaction factors (32). Greatz and Arch believe that nurses will do their job with less stress if will be supported and it leads to improved relations and job satisfaction as well as increased self-confidence and quality of work (33).

In the area of personal life relationships results showed that most of the people satisfied in working in his unit and are dissatisfied with the facilities out of hospital. Mogharab shows in his research, the majority of dissatisfied about cultural and amenities shortage(34).

Considering the average job satisfaction results in this study, it should be considered the factors that increase the job satisfaction of nurses by the relevant authorities ultimately leads to improve patient care. So we can improve job satisfaction of nurses by pay good salaries, hard work benefits, make a good job to reduce stress and increase working efficiency standards, established a proper punishment and reward system, amenities and sporting facilities, also, you can focus on the factors affecting job satisfaction among nurses and nursing shortages by strengthening freedom, eliminate stress maker factors in the nursing profession, collaboration between doctors and nurses and improve communication among nurses to provide high-quality patient care, organize the nursing practice and justifying it.

5- Limitations of the study

This is just a sample of Iranian nurses in the city of Kermanshah and we should be cautious in generalizing its results to the nurses of other cities.

6 - Offers research

Finally, considering the variable factors influencing job satisfaction and attempting the variable managers to improve working conditions, it have been proposed that: a survey of nurses' job satisfaction will performed annually in all employed nurses units at the provincial level ; also, to reduce frustration and increase nurse satisfaction; a master change plan should be established to change salary and hard work benefits, creating opportunities for promotion based on merit and skill, culture making and values the importance of professional nurses community, provide the opportunities to refresh nurses knowledge, change management and human relations and involved nurses in the decision makings,

support of experienced consultants and their expertise in employment.

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