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The survey of the job satisfaction rate in the nurses working in the training hospitals of Zahedan University of Medical Sciences 2015

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ABSTRACT

The researchers have come to know the concept of the job satisfaction as a general satisfaction in the majority of the occupational conditions such as payment, promotion, security and so on. Job satisfaction is one of the main factors influencing the occupation's favorable aspects including organizational commitment, improving the organizational citizenship behavior, elevating the customers' satisfaction and reducing the frequent absences from work. Therefore, the current study aims at the survey of the job satisfaction rate in the nurses working in the training hospitals associated with Zahedan medical sciences university. The present study is a descriptive-analytical research which has been conducted on 264 nurses. The required information have been collected through the use of a two-part questionnaire the first part of which related to the demographic characteristics and the second part encompassed a researcher-made job satisfaction questionnaire. The data extracted were analyzed by the use of descriptive statistics methods, independent *t*-test and variance analysis in SPSS 19.0 software. In the present study the participants average age was 32.61 ± 6.95 and 185 individuals (70.1%) were women. The nurses overall mean score for the job satisfaction was 65.41 ± 11.58 . Three individuals showed a very low level of job satisfaction, 19 individuals indicated low satisfaction, 53 individuals were satisfied and 5 individuals were completely satisfied with their jobs. Generally speaking, 89 individuals were dissatisfied with their jobs and the rest were happy with their jobs. The relationship between job satisfaction and participants' age and gender was found to be statistically significant. The results of the study indicated that the nurses' job satisfaction was in an intermediate level and a considerable percent of the nurses were dissatisfied with their jobs.

Keywords: nurses, job satisfaction, Zahedan

INTRODUCTION

Paying attention to the human workforce is twice as much important in the health organizations and a significant part of the human workforce in such organizations is comprised of the nurses [1]. Nurses are among one of the largest groups offering services in the health systems [2]. Now, the entire world is facing a workforce and lack of nurse crisis. The rate of job desertion in nurses in comparison with the other occupations is very high and for the time being the job desertion rate is about 20% in the US and it has been estimated that this rate would amount to 36% in 2020. The lack of nurses and their job quitting rates has brought about big challenges in providing service to the patients, patient-care qualities and the treatment costs [3]. Iran, like many of the other developed countries, is

confronted with the problem of nurses' shortage and according to the reports compiled by the government there is a need for 220 thousand nurses for the purpose of providing health care services to the patients and only 90 thousand nurses are now busy in nursing-related activities and the problem does not end here and according to the data offered by the Iranian nursing council ten thousand nurses are working in the sections irrelevant to the health care and treatment [4]. The investigations show that lack of job satisfaction is one of the main factors influencing the job quitting in nursing occupation [1].

Job satisfaction is a multifaceted construct for which there are many definitions provided by the theorists, among which one can refer to the contentment or the lack of it in the employees regarding their works, affective and positive attitudes towards one's job and the perceived affections and emotions stemming from the work experiences [5]. The researchers also have come up with the realization of an overall satisfaction in the majority of the job special facets such as payment, promotion, security and so forth as the definition for the job satisfaction. The peers' behaviors and the supervisors are among the more critical factors in safeguarding the employees' job satisfaction. Also, management styles, relationships and rewards affect the employees' attitudes and performances. Other than the aforementioned factors, job satisfaction can be created due to the human workforce high performance or the quality of the work relations in the human workforce and/or both of the above factors [6, 7]. The results of the studies indicate that job satisfaction is among the underlying factors effective on the favorable aspects of a job including organizational commitment, improvement in the organizational citizenship behavior, increasing the customers' satisfaction and reducing the frequent absences from work and job dissatisfaction is followed by unfavorable consequences and outcomes which is completely in sharp contrast to the current organizations' mission. Job burnout, lack of concentration in accomplishing the tasks, reduction in the efficiency, reduction in performance quality and increase in the psychological stresses are among the outcomes derived from vocational dissatisfactions [8-10].

Various researches have shown that the job satisfaction can be effective on the retention, performance and productivity qualities in the employees [6]. Lack of attention to the job satisfaction issues can disrupt the organizational system in the long-term and cause the emergence of rebelliousness, reduction in the responsibility taking and dutifulness feelings and eventually job desertion [11]. Job satisfaction is influenced by numerous variables and it undergoes changes based on the time and space and social conditions [12]. In the study performed by Mirzabeigi *et al* in Iran, the results indicated that the nurses' job satisfaction is in a low level [7]. In the study conducted by Ziapour it has also been found that the nurses' job satisfaction is in an intermediate level [13].

The ultimate goal set by every organization is to keep its personnel satisfied and job satisfaction as one of the important components of success in the organizations can cause the individual's satisfaction and efficiency [14]. Job satisfaction makes the individual's productivity augmented, the individual becomes committed to the organization, the individual's physical and mental health is warranted, the individual's spirit is increased, the individual is satisfied with his or her life and learns new vocational skills very fast [7]. Therefore, according to the importance of the job satisfaction in the nurses, the current study deals with the survey of the nurses' job satisfaction in the training hospitals associated to Zahedan medical sciences university.

MATERIALS AND METHODS

The current study is a descriptive-analytical research. The study sample is consisted of 264 nurses working in Ali Ibn Abitaleb and Khatam Al-Anbyia hospitals in Zahedan. According to the information obtained from the statistical data gathered from the hospitals, the total number of the study population reached 650 individuals out of which 250 individuals were selected as the study sample volume based on Morgan's table. The study sample volume has been selected based on stratified two-stage random method and among the characteristics considered for entering the study was an at least one-year history record of working in the hospitals. To gather the information we made use of a two-part questionnaire the first part of which was related to the demographic characteristics (age, gender, marital status, work history) and the second part pertained to a researcher-made questionnaire for job satisfaction and the latter contained 20 questions and it has been classified based on answers to each of the questions ranging from "completely satisfied, satisfied, relatively satisfied, dissatisfied and completely dissatisfied". The scoring method has been based on the idea that the overall satisfaction rate is assessed based on the percentage of the score obtained out of the total score of 100. In this way, scoring 90% or higher is considered as being completely satisfied, 75%-89.9% as being satisfied, 50%-74.9% as being relatively satisfied and 35%-49.9% as having low satisfaction level and less than 34.9% is considered as having a very low level of satisfaction and generally the scores 50 and higher

are considered as appropriate job satisfaction level. The questionnaire validity was confirmed by 5 of Zaedan medical sciences university professors and also the questionnaire reliability was obtained as being equal to 0.7. To obtain the questionnaire's reliability firstly the questionnaire was distributed to 15 nurses and they were collected upon completion. Afterwards, 15 days later the questionnaires were again administered to the same nurses and finally after they were completed and gathered their reliability coefficient was acquired by taking advantage of the retest method.

To collect the data required for the study, after a permit was acquired from the ethics committee of Zahedan Medical Sciences University the researcher administered the questionnaires to the nurses in both of the hospitals within 2 work shifts. The necessary explanations were given and the oral consent was taken from the participants to be allowed to enter the study. In the end, the questionnaires were collected and they were analyzed by the use of SPSS 19, descriptive statistics methods, independent t-test and variance analysis.

RESULTS

In the present study the individuals' average age was 32.61 ± 6.95 and 185 individuals (70.1%) were women. Also, 123 individuals (46.6%) had a work history of less than 5 years, 52 individuals (19.7%) had a work history of 5-10 years, 38 individuals (14.4%) had a work history of 10-15 years and 51 individuals (19.3%) had a work history of above 15 years. The nurses' total job satisfaction mean score was 65.41 ± 11.58 . 3 individuals (1.1%) were found to have very low satisfaction, 19 individuals (7.2%) had a low satisfaction level, 184 individuals (69.7%) had a relative level of satisfaction, 53 individuals (20.1%) were satisfied and 5 individuals (1.9%) were completely satisfied with their jobs. Generally, 89 individuals (33.7%) were dissatisfied with their jobs and the rest of the individuals were satisfied. The relationship between the job satisfaction and the individuals' age was not significant ($P=0.599$). The relationship between the gender and job satisfaction was also found to be statistically not significant ($P=0.119$).

The relationship between the work history and the job satisfaction has been illustrated in table (1).

Table 1: The relationship between the work history and job satisfaction (variance analysis test)

	Mean	Std. Deviation	Minimum	Maximum	P Value
<5	64.86	10.54	38	93	0.805
5-10	66.71	11.60	34	94	
10-15	65.05	11.44	23	83	
>15	65.67	14.07	32	100	
Total	65.41	11.58	23	100	

DISCUSSION

The results of the current study indicated that the nurses' job satisfaction was in an intermediate level and it was also shown that the results are corresponding to the results obtained in some other researches in Iran [8]. In the study conducted by Shahbazi et al, it was reported that 83% of the nurses working in Yazd Province have been found out to have an intermediate level of job satisfaction [15]. Of course, in the study carried out by Rosta et al in Norway and Germany the Norwegian hospitals physicians showed a higher rate of job satisfaction in contrast to the German hospitals physicians and the reason for such a difference was reported to be the proper work hours and sufficient amount of salary and benefits in Norway [16]. The results obtained in the study conducted by Reid et al also reflected that in sum 81% of the Australian nurses have high rates of job satisfaction [17]. And there has been reported considerable differences in the studies regarding the nurses' job satisfaction levels [13, 18]. And the results obtained in the mentioned studies are not corresponding with the results obtained in the present study. Therefore, the results of the current study indicated that in various communities the nurses' job satisfaction rates differ and according to the idea that the quality of the health care services depend highly on the way these services are provided by the nurses thus paying attention to the nurses' job satisfaction based on their roles sensitivity and importance regarding the issues such as health care, disease prevention and taking care of the patients is very vital [19]. Also, such different reports in various studies regarding the nurses' job satisfaction levels is suggestive of the fact that the studies' findings cannot be readily generalized to the other centers. Therefore, the survey of the nurses' job satisfaction is deemed a necessary task in every center, since the differing work conditions in various treatment centers can influence the nurses' perspectives and satisfaction rates regarding their jobs as a result of differences in leadership styles, relationships, enhancement systems and the other components.

Also, in the present study a considerable percent of the nurses were found to be dissatisfied with their jobs. Their reason for dissatisfaction could be related to their discontent of their own selves or their jobs. The nurses due to reasons such as not enjoying enough options and choices regarding various groundings and aspects, vocational conflicts and uncertainties, disconcert in the tasks assigned with what has been defined in their job descriptions, not having sufficient opportunities for expressing their competencies and qualifications and lack of respect they enjoy from their peers' sides such as the physicians lose their hopefulness and interest in the work environment, so it is natural for them not to have a proper point of view regarding their jobs. The study of the contexts and texts related to the job satisfaction shows that the job satisfaction has an extensive importance from various aspects and in various environments and for the different interested groups. Some of the studies have realized that the personality variables and the personality characteristics are effective on job satisfaction, and some other researchers have found that the work environments and the activities leading to dissatisfaction are effective on job satisfaction [20]. Providing the conditions for nurses' higher degree of independence within their occupational performance realm can set the ground for the application of their knowledge and specialized skills and improving their occupational position inside the organizations and eventually increasing their job satisfaction [21].

Lack of attending to the issue of job satisfaction in the long-run disrupts the organizational system and causes the rebelliousness to merge, reduces the dutifulness and accountability feelings, decreases the staff spirit and finally causes them to quit their jobs and this per se causes an increase in the factors relevant to dissatisfaction and job burnout such factors include the increase in the work load, unfavorable work shifts and so forth [22, 23]. The individuals who enjoy favorable job satisfaction have better performances and the higher feelings of welfare and this in itself will be effective on and improving their life outside the organization [24]. On the other hand, every employee is seeking to find a type of job which is close to his or her interests and competencies to the maximum extent possible and meanwhile acquiring success it will provide the employee with an opportunity to promote [25-27]. The managers should be attentive that due to the differences in the structures, objectives and organizational cultures the staff perspective regarding the job satisfaction can be different in various organizations but in spite of such differences the job satisfaction can be enhanced through the use of different solutions and strategies in order to cause an increase in the staff motivation to continue and keep on going in their occupations and finally the organizational productivity can be elevated.

Also, in the present study results it became evident that the relationship between the job satisfaction and gender, age and work history of the nurses is not statistically significant and this is the result which is not consistent with the result found by Kakemam *et al* [28]. But, Gholami Fesharaki *et al* announced in their study that the treatment services staff gender in a highly specialized military hospital does not indicate a significant relationship with the staff job satisfaction [29]. Also, Dashti *et al* indicated that there is no significant relationship between the job satisfaction and gender in the staff members working in health and treatment centers in Hamedan County [30] and their results were found to be corresponding with the results obtained by the current study.

The current study was faced with two limitations. Firstly, the current study was performed in cross-sectional format and accordingly the findings therein can be said to be of value for the same period of time and the results in other cross-sections might be found different from what has been acquired. Secondly, the current study has been undertaken by making use of two questionnaires in a self-report format and such results may be accompanied and prone to errors due to the questionnaires respondents self-reports, although the mentioned limitations can be present in the entire similar studies.

CONCLUSION

The results of the current study indicated that the nurses' job satisfaction is in an intermediate level and a considerable percent of the nurses are dissatisfied with their jobs. According to the idea that the staff job satisfaction causes an increase in its motivation, improvement of the service offering activities and its active participation in accomplishing the organizational objectives, the full-scale growth and development, higher rates of efficiency and effectiveness the factors resulting in higher job satisfaction and positive perceptions of the fairness in the staff should be identified and focused by the officials and authorities. So, it is suggested that the factors effective on the nurses' dissatisfaction should be evaluated from their own perspectives in future studies.

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