



# Job Satisfaction among Nursing Professionals of Selected Hospitals: Prospective Study

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## ABSTRACT

**Background:** Nursing professionals are key health workers to render comprehensive patient care. Multiple factors are responsible for job satisfaction among nurses to work in different health sectors viz. government, non-government and semi-government hospitals.

**Objectives:** The study objectives were (1) to identify job satisfaction levels among nursing professionals of selected hospitals in Mumbai. (2) to find out the association of job satisfaction with demographic variables among nursing professionals of selected hospitals in Mumbai.

**Methodology:** The research method adopted for the present study is the quantitative approach. The researcher adopted the descriptive exploratory research design among nursing professionals of selected hospitals viz. government, non-government and semi-government hospitals in Mumbai. Sampling technique used by researcher was non-probability convenient sampling technique. The total sample size for this study was 500 nursing professionals. Data collected by using Minnesota Satisfaction Questionnaire to identify job satisfaction among nursing professionals. Participant's responses was calculated and expressed as frequency and percentage. Association of job satisfaction with demographic variables was analyzed by using chi-square.

**Results:** The results showed that nursing professionals shows job satisfaction of that maximum = 92 (Mean=64.56, SD=12.79). According to the level of job satisfaction among nursing professionals, where the majority of 50% respondents neither satisfied nor dissatisfied followed by 20.40% were satisfied, 15.60% were dissatisfied, 8% very dissatisfied and 6% were very satisfied. The finding reveals that the calculation of chi-square value there has been significant association between age (21.07), gender (21.07), education (120.36), and working department (26.65) and hospital type (33.22) chi square values were more than the table values at the level of 0.05, hence it is interpreted as these demographic variables has a significant association with the Job satisfaction among nursing professionals and experience in years (18.95) the chi square values less than the table values at the level of 0.05 did not demonstrate the association between the job satisfaction among nursing professionals. Therefore, the null hypothesis is rejected and the alternative hypothesis accepts.

**Keywords:** Job satisfaction, Nursing professionals, Selected Hospitals.

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## INTRODUCTION

The health sector has been gradually established in India, which includes public

(government), private (non-government) and semi-government health sectors. There is need to improve number of factors in health sectors



which includes physical infrastructure, manpower, equipment, drugs and supply etc. The aim of health sectors to ensure quality services to society and community [1]. To achieve this aim among the health care professionals the nurses also play a vital role to serve the individuals in hospitals and community. Therefore, health sector has become one of the vital components of providing accepted quality health care to public. In a healthcare setting, quality of service and patient satisfaction plays a very important role which can be achieved by employee satisfaction [2]. It has been found to be positively related Employees and employee's satisfaction can directly influence patient satisfaction in that their involvement and interaction with patients plays a significant role in quality perception. Satisfied employees tend to be more productive and committed to their jobs. a win-win situation is created between the employer and the employee [3]. The study Job Satisfaction among Nurses Working at Selected Tertiary Care Hospitals, a descriptive research design was adapted used to assess job satisfaction among nurses. Study was conducted on 100 staff nurses selected by non-probability convenient sampling technique. Job satisfaction was assessed by Modified Minnesota job satisfaction scale. The Findings showed that Majority of nurses were highly satisfied in their job.

**METHODOLOGY**

Study was conducted in government, non-government (private), and semi-government hospitals of Mumbai. The study approach was quantitative approach. Researcher selected descriptive exploratory research study design.

**Section I: Frequency and percentage distribution of socio-demographic variables of nursing professionals of selected hospitals in Mumbai.**

Table No 1: Frequency and percentage distribution of socio-demographic variables among nursing professionals of selected hospitals in Mumbai.

Demographic Variables		Number of Nursing Professionals	Percentage
Characteristics		Frequency (f)	%
Age (Years)	21-30	160	32

Population of the study was nursing professionals mainly staff nurses working in government, non-government (private), and semi-government hospitals in Mumbai. Sampling technique used by researcher was non-probability convenient sampling technique. The total sample size for this study was 500 nursing professionals. Data collected by using Minnesota Satisfaction Questionnaire to identify job satisfaction among nursing professionals. Questionnaire consists of 20 questions all of which utilized a five-point Likert measurement scale, with 'very dissatisfied' forming the one end of the continuum and 'very satisfied' the other end [4]. Demographic variables were calculated by frequency and percentage. Participant's responses for job satisfaction was calculated and expressed as frequency and percentage. Association of job satisfaction with demographic variables was analyzed and interpreted by using chi-square at 0.05 level.

**RESULTS**

The data were entered into a master sheet for tabulation and statistical processing. The obtained data were reanalyzed, organized, and presented under the following headings:

**Section I:** Frequency and percentage distribution of socio-demographic variables of nursing professionals of selected hospitals in Mumbai.

**Section II:** Assessment of job satisfaction among nursing professionals of selected hospitals in Mumbai.

**Section III:** Association of job satisfaction with demographic variables among nursing professionals of selected hospitals in Mumbai.

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	31-40	160	32
	41-50	160	32
	>50	20	4
Gender	Males	60	12
	Females	440	88
Education	Post-graduateinnursing	80	16.0
	Diplomain nursing	280	56.0
	Graduateinnursing	140	28.0
WorkingDepartment	Medical	150	30
	Surgical	170	34
	Others	180	36
Experience(Years)	5-10	220	44
	11-15	100	20
	16-20	160	32
	26-30	20	4
HospitalType	NoneGovernment	150	30
	Government	175	35
	SemiGovernment	175	35

Table No 1 depicts that, only 4% of the study subjects aged above 50 years while 32% subjects each belonged to age-group of 21-30 years, 31-40 years, and 41-50 years. As shown in table no 1, 88% of the subjects were females, and remaining 12% subjects were males. Male to female ratio was 7.3:1. Result in table no 1 showed that, 56% of the subjects had Diplomain nursing, 28% were graduates, and remaining 16% subjects had post graduation in nursing. Table no 1 depicts that, 30% of the subjects were working in medical department/wards, 34% in surgical department/wards while remaining 36% were working in other departments/wards. As shown in table no 1, a majority of the subjects (44%) had working experience between 5 and 10 years followed by 32% with working experience of 16-20 years, and 20% with work experience of

11-15 years. Only 4% subjects had working experience of 26-30 years. As shown in table no 1, only 30% of the subjects were non-government (private) hospital employee while 35% each were either employed by government and semi-government hospitals.

### Section II: Assessment of job satisfaction among nursing professionals of selected hospitals in Mumbai.

The descriptive statistics reflecting the means, standard deviations, minimum, maximum, median, and interquartile range (IQR) scores for the study variables and their dimensions are shown in Table no 2 and Table no 3

Table No 2 Means, Standard Deviations, Minimum, Maximum, Median, and Interquartile Range (IQR) of Job Satisfaction

N=500

Study Variables	N	Minimum	Maximum	Mean	SD	Median	IQR
Job Satisfaction	500	42	92	64.56	12.79	65.0	55.0, 76.0



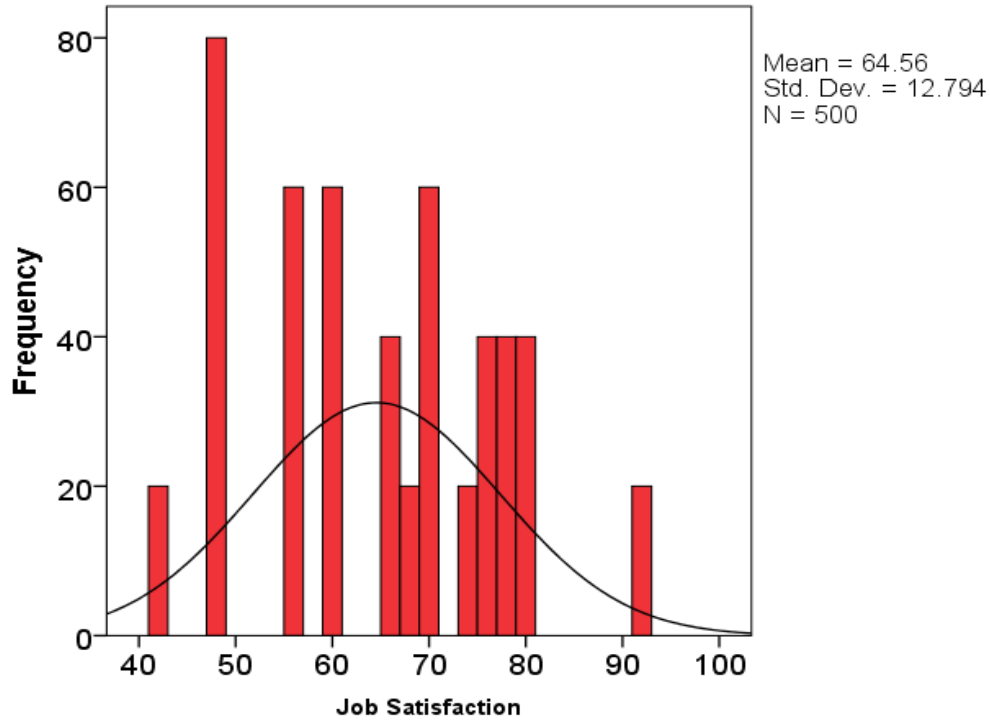


Figure 1: - Histogram Showing Distribution of Scores of Job Satisfaction

In terms of job satisfaction, table no 2 and figure no 1 depicts that staff nurses were satisfied sometimes (M=64.56). The standard deviation (SD= 12.79) shows a variation in responses. Some staff nurses were dissatisfied (Minimum=42) while others were very satisfied (Maximum= 92) (Table 2 and Figure 1).

Table no 3. Assessment of job satisfaction level among nursing professionals.

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N=500

Sr. No	Level of Job Satisfaction	Frequency	Percentage
1.	Very satisfied	30	6%
2.	Satisfied	102	20.4%
3.	Neither satisfied not Dissatisfied	250	50%
4.	Dissatisfied	78	15.6%
5.	Very dissatisfied	40	8%



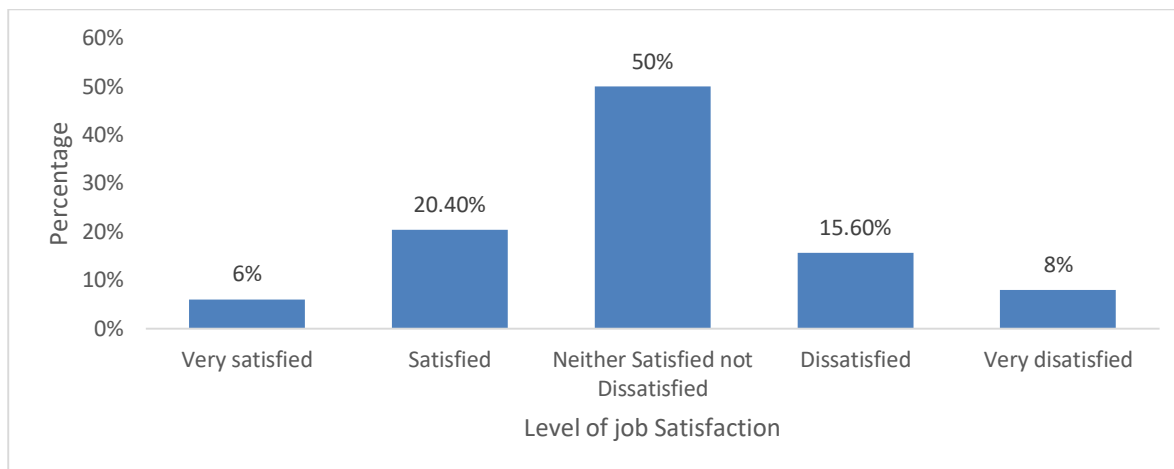


Figure no 2. Distribution of respondents according to level of job satisfaction.

Table no 3 and figure no 2 depicts the distribution of respondent according to level of job satisfaction where the majority of 50% respondents neither satisfied nor dissatisfied followed by 20.40% were satisfied, 15.60% were dissatisfied, 8% were very dissatisfied and 6% were very satisfied.

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### Section III: Association of job satisfaction with demographic variables among nursing professionals of selected hospitals in Mumbai.

Table no 4 Association of job satisfaction with demographic variables among nursing professionals of selected hospital in Mumbai.

Demographic variables	No of samples	Job Satisfaction					DF	P value	$\chi^2$ value	Result
		VS	S	NSND	D	VD				
<b>Age (Years)</b>						12	0.00012	21.07	<b>S</b>	
21-30	160	12	22	95	12	19				
31-40	160	7	45	81	21	06				
41-50	160	10	30	70	38	12				
>50	20	1	5	4	7	3				
<b>Gender</b>						4	0.00030	21.07	<b>S</b>	
Male	60	4	21	14	15	6				
Females	440	26	81	236	63	34				
<b>Education</b>						8	0.0000	120.36	<b>S</b>	
Post- graduate in nursing	80	3	35	17	19	6				
Diploma in nursing	280	21	16	190	34	19				
Graduate in nursing	140	6	51	43	25	15				
<b>Working Department</b>						8	0.00087	26.65	<b>S</b>	
Medical	150	13	42	56	25	14				
Surgical	170	11	31	95	28	5				
Other	180	6	29	99	25	21				



Experience (Years)							12	0.08	18.95	NS
5-10	220	11	44	111	38	16				
11-15	100	5	22	48	16	09				
16-20	160	12	31	88	19	10				
26-30	20	2	5	3	5	5				
Hospital type							8	0.00005	33.22	S
Non-Government	150	12	38	63	21	16				
Government	175	15	41	73	35	11				
Semi Government	175	3	23	114	22	13				

Table No 4 depicts that the calculation of chi-square value there has been significant association between age (21.07), gender (21.07), education (120.36), and working department (26.65) and hospital type (33.22) chi square values were more than the table values at the level of 0.05, hence it is interpreted as these demographic variables has a significant association with the Job satisfaction among nursing professionals and experience in years (18.95) the chi square values less than the table values at the level of 0.05 did not demonstrate the association between the job satisfaction among nursing professionals. Therefore, the null hypothesis is rejected and the alternative hypothesis accepts.

### DISCUSSION

The majority of 50% respondents were neither satisfied nor dissatisfied followed by 20.40% were satisfied, 15.60% were dissatisfied, 8% were very dissatisfied and 6% were very satisfied. Similar study conducted by the ABdulkareem M.A et al (2021) suggested that, about one-third of healthcare providers were satisfied, 9.3% were dissatisfied, while 51.3% were ambivalent. Similar study conducted by the James AvokaAsamani, Florence Naab, Adelaide Maria Ansahofei, suggested that the nurses exhibited higher satisfaction with their relationship with the nurse managers, however they were the least satisfied with working at their current workplace until their retirement. Similar study conducted by Ajay Sharma, VipinKaushal, Navin Pandey, Pakaj Arora,

ArulmaniThiyagarajan and Sudip Bhattacharyaon assessment of job satisfaction among nursing officers working at a tertiary care hospital in Northern India suggest that job satisfaction and age group factor, which indicated that there was a significant association between the variables ( $p < 0.01$ ).

### CONCLUSION

In accordance with the results of this study, it is necessary for nursing professionals to have job satisfaction in their day-to-day services. Job satisfaction for health workers in hospitals will help to uplift the care of patient care. Job satisfaction among nursing professionals is of fundamental importance. Administrators of hospitals should develop policies to improve conditions which will lead to nurse's job satisfaction. It will improve quality patient care and consumer satisfaction also and lead to organizational success.[5][6]

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### Conflicts of interest

There are no conflicts of Interest.

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