

## **AN INVESTIGATION OF THE JOB SATISFACTION & RELATED FACTORS WITH NURSES OF URMIA HOSPITALS IN 2015**

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### **ABSTRACT**

The majority of health system related staffs is nurses. Job satisfaction causes to increase the organization productivity and employees are committed to the organization and his physical and mental health will be guaranteed. Identifying the related factors in nurses' job satisfaction may be useful in increasing their job satisfaction and creating necessary motivation to do their therapeutic, educational and research duties. In this study, the job satisfaction and its related factors in nurses in Urmia hospitals during 2015, were studied. This is an Analytic-Descriptive study that was performed on 629 nurses in Urmia hospitals who have been selected based on step-random 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 are as follows: The workplace (75.2%), relationship with colleagues (49%), compensation 75.1%), job status (60.5%), job security (64.6%), monitoring and supervision (64%), management policy (59.2%) and personal life (65.7%). Most significant satisfaction was about communication with co-workers and the significant 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. Results indicate that overall rate of satisfaction was 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.

**Keywords:** *Job Satisfaction, Nurse, Hospital, Urmia*

### **INTRODUCTION**

Job satisfaction is a critical challenge, especially for nurses and health care organizations. Since there are always limited financial resources with high costs, there is a daily-increase need for nurses with a lack of further supplying. One of the major world problems is increasing of high rate exit of nurses either in developed and/or under developing countries. According to the results, it is obvious that lack of job satisfaction is the major factor for nurses' leave of job. About one third of English and Scotland nurses and more than one fifth of American ones were interested to leave their job (Golchin, 1993).

According to the results of a research by Bahabadi *et al.*, (2004). It is obvious that %72.3 of nurses have left their job without any interests to return. Nurses are mostly the basic human force in health system of all countries (it is even up to %80 in various centers). At present, there is a critical shortage of work force throughout the world. One of the major shortages is lack of nurse. Job satisfaction has been evaluated by various countries as well. U.S.A has the highest rate of job satisfaction (%41) after that it is Scotland (%38), England (%36), Canada (%33) and Germany (%17). In his paper, Roman stated that major effects of lack of nurses would be obvious mostly in 2015 and 2020. Such a lack of special force may prevent nations to find their world ideals in health systems and dissatisfaction of professional nurses.

In his research at U.S.A, Taylor illustrated that job satisfaction with nurses will be resulted in upgrading of care quality of patients and increasing their output. In their study, Monjamed *et al.*, (2003). Stated that great number of hours of working, non-suitable work place, weakness in evaluation and weakness in encouragement & punishment are the major reasons of dissatisfaction of nurses.

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In their study, Bond & Adams concluded that organizational factors are more important than personal factors in estimation of job satisfaction with nurses. According to the researches of Lu, it is obvious that various factors are effective on job satisfaction including academic level of nurses, work shifts and work description.

*Job satisfaction* is a concept which has been studied from 1920s many times at different organizations. Most of specialists believe that it is one of the most challenging organizational concepts and the base of most policies of management to increase output and organizational efficiency. Job satisfaction has been defined as a pleasure excitement mode resulted from sentimental reaction and personal attitudes against their jobs. Job satisfaction means enjoying of jobs, better performing it and considerable allowance for personal efforts (Bahabadi, 2004).

Due to important duties of health & therapeutic organizations in the field of prevention, care and therapeutic for health organizations, they find a special position in society. Any dissatisfaction of personnel at therapeutic centers may cause a reduction in quality and also dissatisfaction of patients (Zahedi, 2002). Therefore, regarding wide group of nursery at health & therapeutic centers, it is necessary to pay more attention to their ideas and requests. Since any increase in job satisfaction of nurses will upgrade therapeutic services and better satisfaction of patients of therapeutic factors it is necessary to pay attention key role of nurses in presenting of health services. As a result, any scientific studies and benefiting from results may cause useful consequences. According to the mentioned factors, this research intends to find out relevant factors of job satisfaction among nurses at therapeutic health centers of Urmia city in 2012.

## **MATERIALS AND METHODS**

### **Methods**

This research is an analytic-survey study with step-random sampling method in 2012 on 629 nurses occupied at three Health & Therapeutic Centers (Imam Reza, Imam Ali and Taleghani) at Urmia city. Nursing personnel in this study include all nurses on official or contractual work contracts. Questionnaire was data collection tool. It has 8 demographic questions including age, sex, academic records, work experience, marital status, type of employment, housing situation and type of therapeutic insurance. The other question was Herzberg standard job satisfaction for evaluation job satisfaction in 8 scopes of job safety, allowances, work environment, relations with colleagues, job situation, supervision, managerial policy making and life relations. Reliability of research for different dimensions of job satisfaction were respectively as follows: Job safety %63, Salary & allowance %65, Job environment %69, relation with colleagues %72, job position %70, Supervision %74, Managerial policies %76 and personal life relation %80. Cronbach Alpha was %71 for the study.

Likert scale was applied for grading all questions with the scale of zero to three. (Completely satisfied has grade 3), (Somehow satisfied has grade 2), (Dissatisfied has grade 1) and (No idea has grade 0). Finally general satisfaction was divided into three parts as follows: (Grade 0 to 33 shows low satisfaction), (grade 34 to 66 shows average satisfaction), (grade 67 to 100 shows high satisfaction). About 675 questionnaires were distributed among concerned persons from whom 658 questionnaires were returned back accordingly. Some of the questionnaires were extracted due to incomplete information. Finally about 629 questionnaires were studied. They were distributed at work place of nurses (hospitals) at different shifts. All questionnaires were coded and then registered and analyzed accordingly. Chi-square and Pearson correlation coefficient were applied for classification and interpretation of findings out of frequency calculations, absolute calculation and independence tests.

## **RESULTS AND DISCUSSION**

### **Results**

According to the research findings, about %70.6 (444) of subjects were female and %29.4 (185) were male. Also the average age of subjects was  $\pm 7.91$  34.03 and their average work records were  $\pm 7.78$  9.41 years (Table 1).

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**Table 1: Average dimensions of job satisfaction according to general satisfaction grades among nurses**

Dimensions of Job satisfaction	Low satisfaction (Violation criterion)	Average satisfaction (Violation criterion)	High satisfaction (Violation criterion)
Work place	(7.3)46	(75.2)474	(17.5)110
Relation with colleagues	(3.8)24	(49)309	(47.1)297
Salary & allowances	(13.7)86	(75.1)473	(11.3)71
Job position	(10.2)64	(60.5)381	(29.4)185
Job safety	(20.5)129	(64.6)407	(14.9)94
Supervision	(9.5)60	(64.0)403	(26.5)167
Managerial policy making	(11.6)73	(59.2)373	(29.2)184
Personal life relation	(6.0)38	(65.7)414	(28.3)178
General satisfaction	(4.6)29	(82.2)518	(139.2)84

According to the results, job satisfaction has no more significant relations with none of variants of age, work records and number of family members ( $p>0.05$ ). But there is a significant relation between satisfaction rate and various variants like sex, academic level, type of employment and work shifts ( $p<0.05$ ).

Therefore satisfaction level of males was more than females along with average satisfaction among those with academic records more than Bachelor of Science degree that others lower than Bachelor of Science. In addition, low satisfaction rate among the subjects with fixed shifts was more. But satisfaction rate has no more significant relation with marital status, housing and type of insurance ( $p>0.05$ ). Table 2 illustrates any correlation coefficient between job satisfaction dimensions with various variants like age and work records.

**Table 2: Correlation coefficient of job satisfaction according to age and work records among nurses**

Dimensions of Job satisfaction	Age Correlation coefficient	Significant level	Job records Correlation coefficient	P-value
Work place	-0.051	0.312	-0.118	0.006
Relation with colleagues	0.024	0.739	-0.036	0.422
Salary & allowances	-0.034	0.392	-0.092	0.018
Job position	0.028	0.639	-0.049	0.342
Job safety	0.087	0.098	-0.019	0.729
Supervision	0.057	0.096	0.06	0.336
Managerial policy making	0.129	0.006	0.088	0.028
Personal life relation	0.179	0.003	0.156	0.001
General satisfaction	0.093	0.115	-0.008	0.867

## Conclusion

The real purpose of this research is to find out effective factors on job satisfaction among nurses at Urmia city. According to the results, job satisfaction of nurses at Urmia city had an average level and in compliance with the results of a research by Monjamed (2003) at Tehran and Fernandez at Madrid.

There is a significant relationship between academic records and job satisfaction. It is obvious that those with academic records higher than Bachelor of Science had average satisfaction more than those with lower records. This means that higher academic records may cause more satisfaction of people. It is in compliance with the findings of Alenzi (2009) at Kuwait and Mogharab (2005) at Birjand. But it was in contrast with the results of any researches made by Habibi (2003) on nurses at different hospitals. This is perhaps because of some other factors like type of hospital, number of patients and stress making conditions which are effective on job satisfaction.

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Highest rate of job satisfaction was related to colleagues. Interaction and satisfaction of personnel from their colleagues may cause more encouragement of personnel. In spite of unsuitable professional condition at hospital, thanks to good relationship among nurses at different hospitals of Urmia city. Here Daglas believes that more interests of nursing groups are affected by good relationship. According to the results of job satisfaction, most of nurses at Urmia were satisfied of others' respects. But they were unsatisfied from master managers' relations with nurses. Monjamed *et al.*, (2003) found out similar results in their researches.

Regarding job environment, concerned personnel were satisfied about available equipment but unsatisfied from working hours in week, additional works and welfare conditions. Golchin (1993) believes that more satisfaction of nurses from their work conditions may cause little service leave and more dissatisfaction. There will be more absence, resignation and escaping from organization.

According to the questions about salary and allowances, it is obvious that nurses were unsatisfied from their salary and allowances for removing their necessities and also allowances for work hardness. Regarding hard conditions for nurses at hospitals, it is necessary to point out to some other factors like salary increase and work environment as the most effective factors on job satisfaction. In their study, regarding any relation with job position, the results show that most of studied units are informed about their professional necessity for meeting of society needs. But they were not satisfied from their professional position in society.

The results of job safety show that most of nurses were satisfied from their insurance conditions but unsatisfied from justice and lack of difference among nurses. Any difference among nurses may cause discouragement of them against job and reducing of job motivation. Golchin (1993) has pointed out to dissatisfaction of job safety with most nursing groups. The present study shows that all participants were satisfied from competency of persons in charge. In their researches, Zahedi *et al.*, (2002) stated that most nurses were satisfied from their direct supervisor. They considered correct management of persons in charge as one of the major factors of success at Health & Therapeutic Networks. Subjects of research were dissatisfied from current conditions for encouragement and punishment. This should be revised by most of persons in charge along with materialistic and spiritual encouragements. The minimum satisfaction is related to job safety of participants. The results of this research are in compliance with previous ones by Monjamed (2003) and Shahbazi (2002).

According to the results of managerial policy making, it is obvious that most of nurses were satisfied from hospital management. In his research, Zahedi (2002) showed that most of nurses were satisfied from their manager. Mogharab (2003) has stated also that suitable supervision by direct person in charge is really effective on job satisfaction. Greatz & Arch (1989) believe that in case of good support of nurses, they would perform their duties with little pressure. It may improve mutual relations and job satisfaction along with more self-confidence and job quality.

Regarding personal life relation, results of this research show that most of nurses are satisfied with their own working unit but dissatisfied from welfare facilities of hospital. In his researches, Mogharab (2005) has pointed out to dissatisfaction of most nurses from welfare and cultural facilities.

According to the results of average job satisfaction in this study, it is necessary to pay more attention to any factors which may cause an increase in job satisfaction. Then it is finally possible to upgrade care services of patients. For this purpose, it is possible to increase job satisfaction of nurses by payment of subsidies and hard works, making suitable job standards for reduction of job stress and increase of job output, applying of encouragement & punishment systems, making welfare & sport facilities and also focusing on effective factors through removing any shortages by increasing freedom of job and removing stress factors in nursing and more cooperation between doctors and nurses and also improvement any relations among nurses, more cares of patients with high quality, organizing of nursing profession and improvement of payment system and justifying it for increasing of job satisfaction.

Finally with regard to various effective factors on job satisfaction and efforts of managers for improvement of work conditions, it is proposed that: job satisfaction of nurses should be evaluated through an annual questionnaire in all occupation steps of nurses throughout the province. Furthermore it

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is better to write an integrated plan of payment and job hardness for reducing any dissatisfaction and increase of satisfaction with nurses along with making upgrading changes and increasing the skills and culture making of society and providing required facilities and updating the knowledge of nurses and making some changes in management system and human relations and involvement of forces in decision making and benefiting from experienced consultants and their experiences in occupation environment.

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