



Association of Factors Affecting Job Satisfaction Among Critical Care Nurses at Khartoum Governmental Hospitals - Sudan

Nour Elhuda Mohammed Ibrahim¹ and Sara Lavinia Brair²

¹ Medical and Surgical Nursing Department, College of Nursing Science, Bahri University

² Community Medicine Departments, Faculty of Medicine, Alneelian University

Corresponding Author: NourhudaMohammed177@gmail.com

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Abstract

Job satisfaction among nurses was significant issue in any health organization to provide a high quality of care and best patient's outcomes promotes effective coronary and intensive care management as well as safe patient care. The objective is to determine association between factors affecting job satisfaction and job satisfaction regarding nurses working in intensive care unit (ICU) and coronary care unit (CCU) in governmental hospitals in Khartoum State in six governmental hospitals in Khartoum State, includes Khartoum teaching hospital, Elsheeb teaching hospital ,Bahri teaching hospital, National Center for Medical and Surgical of Nervous System, Ahmed gassum teaching hospital ,Omdurman teaching hospital and chinaness friends hospital. The ability to express concerns some factors were significantly associated with job satisfaction. However there was a strong relationship between the job satisfaction, work environment, enough payment and scheduling. Descriptive cross-sectional total coverage hospital based study, included 105 nurses working in ICU and CCU as participants. A standardised structured self-administered questionnaire was used to collect data that consisted of two domains, the first domain contained the demographic data and second domain contained the factors affecting nursing job satisfaction, including information about the nurses' work environment, enough payment and supervisor. Data was analysed by the computerized method Statistical Package for Social Sciences (SPSS) Version 20. The results provided tentative support for distinguishing between extrinsic and intrinsic sources of job satisfaction. One component explained intrinsic work factors (mainly the job itself factor, but also the promotion factors), while the other four components accounted for extrinsic work factors, namely, dissatisfaction with: working conditions, payment, and supervisor. Difference in nurse satisfaction was significant (p value 0.05). That means enough payment affects nurse job satisfaction. Association found between nursing work under stress, payment, supervisor and promotion. There was remarkable found to be demonstrated significantly related nurses job satisfaction and those factors, work under stress, payment and supervisor.

Keywords: job satisfaction, nurses, job satisfaction of nurses, nurses working in (ICU&CCU).

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المستخلص

الرضى الوظيفى للمهنى التمريض عامل مهم لنجاح خدمة للوحدات الصحية يؤدي الى توفير عناية تمريضية ذات جودة صحية عالية تعكس مدى تحسين حالة صحية جيدة للمريض و العناية التمريضية .العوامل المؤثرة(ضغوط العمل و اقله الدخل و الاجر و تدنى بيئة العمل و قلة الامكانيات و عدم اتاحة فرص للتطوير المهني) على الرضى الوظيفى للمهنة التمريض تؤدي الى تأثير سلبي لتتقديم خدمة العناية التمريضية مما يؤدي الى تدهور فى حالة المريض الصحية و قلة العناية التمريضية. تهدف الدراسة لمعرفة العوامل المؤثرة على الرضى الوظيفى للمهنة التمريض وتحديد العلاقة بين العوامل المؤثرة و الرضى الوظيفى لمهنة التمريض بوحدات العناية المكثفة فى المستشفيات التعليمية فى ولاية الخرطوم . دراسه وصفية عرضية اجريت فى ست مستشفيات تعليمية فى المستشفيات التعليمية الاتية (مستشفى الخرطوم والشعب و المركز القومى للامراض وجراحة الجهاز العصبى وامدرمان والصدافه الصينى وبحرى واحمد قاسم لامراض وجراحة القلب والكلية) فى لاية الخرطوم شملت العينة 105 ممرض وممرضة تم اختيار العدد الكلى للممرضين والممرضات الموجودين فى وحدات العناية المكثفة .تم جمع البيانات باستخدام الاستبيان بالمقابلة وجها لوجه تم تحليل البيانات ببرنامج التحليل الاحصائى نسخة 20.النتائج:اظهرت نتائج الدراسة ان هنالك عوامل المؤثرة على الرضى الوظيفى لمهنة التمريض وتشمل ضغوط العمل (0.05) و اقله الدخل (0.05). (40%) من المشاركين غير راضيين ببيئة العمل وعلاقة الاشراف الادارى و اتاحة فرص التطوير المهني . خلصت الدراسة حسب التحليل الاحصائى عوامل المؤثرة على الرضى الوظيفى لتشمل (ضغوط العمل و اقله الدخل و الاجر و تدنى بيئة العمل و قلة الامكانيات و عدم اتاحة فرص للتطوير المهني

كلمات مفتاحيه: الرضى الوظيفى , الممرضين , الرضى الوظيفى للمهنى, التمريض , الممرضين العاملين بوحدات العناية المكثفة

Introduction

Job satisfaction is defined as beliefs and emotions individuals have about their job (Lu H, et al, 2011). Job satisfactions were strongly linked to the shortage of critical care nurses that exists globally (Miracle V et al, 2004). Given this dearth, the patient-to-nurse ratio worldwide could increase. This would result in increased workload for nurses, leaving them feeling overwhelmed, distressed, and dissatisfied with their jobs (S. M. Metev et al, 1998).

Job satisfaction among nurses was significant issue in any health organization to provide a high quality of care and best patient's outcomes promotes effective coronary and

intensive care management as well as safe patient care ((Larson N et al, 2012). The aim of this study is to determine association between factors affecting job satisfaction and job satisfaction regarding nurses working in intensive care unit (ICU) and coronary care unit (CCU) in governmental hospitals in Khartoum State. The ability to express concerns some factors were significantly associated with job satisfaction. However there was a strong relationship between the job satisfaction, work environment, enough payment and supervision.

Job satisfaction should be of great concern to any organization as it determines employee retention, motivation and increases productivity (Khademol-hoseyni SM, et al,

2013) to determine association between factors affecting job satisfaction and job satisfaction regarding nurses working in intensive care unit (ICU) and coronary care unit (CCU) in governmental hospitals in Khartoum State

Materials and Methods

Study design

Descriptive cross-sectional hospital based study that included, 105 both nurses male and female working in ICU and CCU were selected by convenience sampling from the major governmental hospitals in Khartoum state as participants.

Study setting

The study conducted in intensive care unit (ICU) and coronary care unit (CCU) in six governmental hospitals in Khartoum State, includes Khartoum teaching hospital, Elsheeb teaching hospital, Bahri teaching hospital, National Center for Medical and Surgical of Nervous System, Ahmed gassum teaching hospital ,Omdurman teaching hospital and chinaness ships hospital.

Study population: The study population was 105 nurses male and female, their years of Practice more than one year.

Methods of data collection

One tool was used to collected data, which is A standardized structured self-administered questionnaire, consisted of two domains the first domain is the demographic variables, which included information about the nurses related to their age and level of education the and second domain is factors affecting Job satisfaction which used a five point likert scale to assess knowledge with 30 items. The nurses were asked to determine the extent to which they perceived the listed factors important to their job satisfaction.

Data analysis and clearance

Data was analyzed by using statistical package for social sciences SPSS. Chi-square was used for determine association between factors affecting job satisfaction and job satisfaction

Ethical consideration

The study was approved by the Faculty of Applied Nursing Sciences at Alneelian University. The selected nurses were given a cover letter explaining the purpose and outcomes of the study, assuring that their participation would be voluntary and they had the right to withdraw from the study without any penalties.

Results and Discussion

The findings indicated that the respondents were mostly dissatisfied with all three extrinsic factors measures in the study. The results indicated (40.0%).of the respondents were not satisfied with their working conditions. Moreover, the majority felt that the work is unpleasant by (40.0%). However, less of them (20.8%) indicated that the working conditions are not bad for their health. (27.2%) of the nurses staffs were dissatisfied with their supervisors. More specifically, (27.2%) of the respondents indicated that their supervisors do not support them. (24.3%) indicated that their supervisors irritate, maybe also disrespect them. (32.0%) of respondents were unhappy with payment and do not feel insecure and feel that the hospitals had enough resources to increase their salaries or their income. Regarding safety provided at hospital,(25.5%) of them believed that the hospitals are unsafe place to work. .Lastly ,the nurses indicated that the hospital environment is not conducive to generate high levels of job satisfaction and quality.

These results were difference in nurse job satisfaction and significant at (p value 0.05) level of significance. That means nursing work under stress affects nurse job satisfaction and difference in nurse satisfaction was significant at (p value 0.05) level of significance that means enough payment affects nurse job. Difference in nurse satisfaction was significant at (p value 0.05) level of significance. That means relation between nurse's staff and Supervisor is affecting nurse job satisfaction.

Job satisfaction was studied widely in Europe, the US, and Canada, results indicated that promotions, salaries, workload, autonomy, and the attitude of the nursing administration are all contributing factors to job satisfaction among nurses (Larson N et al, 2012),

A study conducted in Pakistan on nursing workplace satisfaction: perception of nursing

care providers at tertiary care hospitals in Karachi, Pakistan. Nursing professionals n=200 were recruited through the convenient sampling technique. The nursing workplace satisfaction (NWS) questionnaire was utilized as a tool to collect data. The study revealed that the overall satisfaction score was 56.05 ± 6.812 . Satisfaction with job, mental relaxation, and workplace learning environment, workplace communication, workplace support, and workplace dependency were the most significant factors related to satisfaction among nursing professionals (Azmi, et al, 2011).

In our study, the ability to express concern some factors were significantly associated with job satisfaction. However there was a strong relationship between the job satisfaction, work environment, enough payment and relation between nurse's staff and Supervisors.

Table 1: Association of Nurses Job satisfaction and Work conditions

Satisfaction	frequency	Percentages %	Chi-square	df	p-value
Very Dissatisfied	22	20	32.679	104	0.001
Moderately Dissatisfied	6	5.7			
Neither Satisfied Nor Dissatisfied	16	15.2			
Moderately Satisfied	20	19.1			
Very Satisfied	42	40			
Total	105	100			

Difference in nurse satisfaction was significant at 0.05 level of significance. That means nursing work under stress affects nurse job satisfaction.

Table 2: Association of Nurses Job satisfaction and Payment

Satisfaction	frequency	Percentages %	Chi-square	df	p-value
Very Dissatisfied	20	19.0			
Moderately Dissatisfied	19	18.0			
Neither Satisfied Nor Dissatisfied	16	15.2	10.155	104	0.038
Moderately Satisfied	15	14.2			
Very Satisfied	35	33.3			
Total	105	100			

Difference in nurse satisfaction was significant at 0.05 level of significance. That means enough payment affects nurse job satisfaction.

Table 3: Association of Nurses Job satisfaction and Nurses Supervisor

Satisfaction	frequency	Percentages %	Chi-square	df	p-value
Very Dissatisfied	15	14.3			
Moderately Dissatisfied	15	14.3			
Neither Satisfied Nor Dissatisfied	25	23.8	8.019	104	0.05
Moderately Satisfied	22	20.9			
Very Satisfied	28	26.7			
Total	105	100			

Difference in nurse satisfaction was significant at 0.05 level of significance. That means relation between nurse's staff and Supervisor was affect nurse job satisfaction.

Conclusion and Recommendations

The study concluded that: There was remarkable job satisfaction was found to be demonstrated significantly related to work environment, enough payment and relation between nurse's staff and Supervisors Nursing job is important to the hospital's

success, the hospital administrators should providing enough payment, work facilities, safety environment and enhance relation between nurse's staff and Supervisors.

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