

ORIGINAL ARTICLE

JOB SATISFACTION AMONG NURSING STAFF OF DIFFERENT PUBLIC HOSPITALS IN IRAQ

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ABSTRACT

Background: Job satisfaction is one of the most vital factors that define efficiency and productivity of human resources. Nurses constitute major professional group among healthcare workers. The main objective of the study was to assess the level of job satisfaction regarding working environment, duty hours and salary among nurses working in public hospitals in Erbil City.

Materials & Methods: A quantitative, Cross-sectional study conducted on non-probability, and purposive sample of 225 nurses, chosen from governmental hospitals. The data were collected between April to September 2020 by direct interview and filling of a standardized questionnaire.

Results: A total number of 225 nurses participated in this study, of whom 54.2% were male. Nearly all the nurses were permanent employees among whom more than 72% were married. More than three-fourths of the nurses had a monthly income less than 1 million Iraqi dinars and 66% of nurses stated that they were satisfied with their job environment and duty hours at a high level, and just 8.4% of them were not satisfied with their jobs. The salaries were not satisfactory for 43.6% of the nurses, but 21.3% and 35.1% were satisfied and a little satisfied with their salaries respectively.

Conclusion: Investigating more amounts of money in improving the organizational climate encourages nurses to be active, share knowledge and promote innovation, while improving the level of their satisfaction. Finally, it was revealed that satisfied employees have a key role in the success rate of an organization.

KEY WORDS: Nurse; Job satisfaction; Working environment; Duty hours; Governmental hospitals.

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INTRODUCTION

Job satisfaction is the collection of feelings and beliefs people have about their current jobs.¹ Job satisfaction is a positive feeling about job resulting from an evaluation of characteristics.² Job satisfaction is an important work attitude in organizational behavior because it affects a wide range of behaviors and contributes to workers' well-being. It is one of the most well researched work attitudes.³ Nursing staffs in most medical institutions are the most unappre-

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ciated staff members.² Nurses' job satisfaction is a multidimensional occurrence affected by many variables.⁴ Job satisfaction is the key factors for the success of an organization. Most of the organizations usually take initiative to satisfy their employees to makes them committed and developing their effective roles. It is the difference between the level of rewards employees receive and the level they believe they should receive.⁵ Job satisfaction is a set of favorable or unfavorable feeling and emotions with which employees view their work and the supervisors should concentrate about employees' job satisfaction level.⁶

Job satisfaction is collection of feelings that an individual holds toward job.⁷ Job satisfaction is the positive and negative attitude towards the job of employee. There are some common factors like security of their existing job, employee's autonomy, salary and other facilities, working environment and schedule, career improvement opportunity, performance appraisal process and evaluation.⁸

This study aimed to assess the level of job satisfaction regarding working environment, duty hours and salary among nurses working in public hospitals in Erbil City.

MATERIAL AND METHODS

This cross sectional study was conducted in public hospitals of Erbil City, Kurdistan Region-Iraq. A non-probability, purposive sample selection method was used in order to obtain the representative sample according to the inclusion criteria which were nurses of both genders having an experience of at least one year and had provided care for patients admitted in hospital.

Data were collected from 10 different hospitals through a standardized questionnaire. The data were analyzed using the Statistical Package for Social Sciences (SPSS, Version 23). For this purpose, descriptive statistics was utilized and the results were presented as frequency and percentage.

RESULTS

Total 225 nurses participated in this study, 54.2% were male age ranged from 24 and 62 years. More than three-fourths of the nurses had a monthly income of less than 1 million Iraqi dinars (IQD), 31.1% had over 15 years of experience. Details of demographic characteristics are shown in Table: 1.

Table 1: Socio-demographic characteristics of the study sample

Socio-demographic characteristics (n=225)		Frequency	Percentage
Gender	Male	118	52.4
	Female	107	47.6
Age Group (years)	24-36	134	59.6
	37-49	73	32.4
	50-62	18	8
Education Level	Postgraduate of nursing	7	3.1
	College of nursing	44	19.6
	Institute of nursing	143	63.6
	Preparatory of nursing	31	13.7
Category of Employee	Permanent employee	224	99.6
	Probationer employee	1	0.4
Marital status	Married	176	78.2
	Unmarried	49	21.8
Monthly Income Level	< 1 million	170	75.6
	1 - 2 million	54	24
	> 2 million	1	0.4
Work Experience (years)	1 - 5	20	8.9
	6 - 10	101	44.9
	11 - 15	34	15.1
	> 15	70	31.1
Shift	Morning shift	178	79.1
	Evening shift	15	6.7
	Night shift	31	13.8
	Rotate shift	1	0.4
Work place	RCU	21	9.3
	CCU and ICU	41	18.2
	Emergency	41	18.2
	Others	122	54.2
Total		225	100

More than 66% of the nurses stated that they were satisfied with their job at a high level. Based on the data obtained from the questionnaire, it was revealed that nearly 74% of nurses had the ability to improve their skills and knowledge in their job. Evaluating the rate of the nurses' satisfaction with sharing their knowledge and information

with others showed that more than three-fourths of them were satisfied with that, while just 2.7% were not satisfied at all. Nearly 50% of the nurses were not satisfied with their working hours, 16.4% of them were a bit satisfied, and 34.7% of them were completely satisfied with their working hours (See Table 2).

Table 2: Job satisfaction variables of the study sample

Job Satisfaction Variables (n=225)	Satisfied		Neutral		Dissatisfied	
	F	%	F	%	F	%
Are you suitability and interest in the job	149	66.2	57	25.3	19	8.4
Are you have ability to improve skill and knowledge from my job	166	73.8	48	21.3	11	4.9
Are you have ability to command dignity and respect from the job	121	53.8	65	28.9	39	17.3
Ability to do the best of my work	178	79.1	35	15.6	12	5.3
Are you encouragement given for self-thinking while at work	92	40.9	74	32.9	59	26.2
Are you communication of information about what is going on	173	76.9	46	20.4	6	2.7
Are you respect and encouragement given for my efforts	89	39.6	58	25.8	78	34.7
Are you comfort ability of the working hours	78	34.7	37	16.4	110	48.9
Are you provision of safety appliances at work place	93	41.3	61	27.1	71	31.6
Are you comfort ability to work under the existing environment	88	39.1	76	33.8	61	27.1
Are you sufficiency of imparting training program	48	21.3	69	30.7	108	48
Are you selection criteria followed for imparting training	77	34.2	1	0.4	147	65.3
Are you competence and qualification of the trainees	110	48.9	0	0	115	51.1
Are you encouragement to participate in the external training	76	33.8	93	41.3	56	24.9
Are you organization of the training program	146	64.9	0	0	79	35.1
Are you opportunity provided to implement the knowledge secured during training	63	28	61	27.1	101	44.9
Are you opportunity provided to implement new methods and apply creative ideas secured	136	60.4	71	31.6	18	8
Are you satisfied with current working conditions	63	28	80	35.6	82	36.4
Are you efficiency of the equipment and tools at the work place	64	28.4	116	51.6	45	20
Are you implementation of safety norms in the organization	65	28.9	64	28.4	96	42.7
Are you satisfied with current salary and benefits	48	21.3	79	35.1	98	43.6
Are you provision of sanitary facilities available	118	52.4	85	37.8	22	9.8
Are you get decent income for the job i perform	70	31.1	2	0.9	153	68
Are you sufficiency of income to meet family expenses	107	47.6	0	0	118	52.4
Are you clarity and ability to understand the pay and allowance system followed by the management	101	44.9	3	1.3	121	53.8
Are you satisfied with current work relationships	96	42.7	2	0.9	127	56.4
Are you satisfied with your current nursing position overall	71	31.6	80	35.6	74	32.9
Are you satisfied with achievement/recognition opportunities	78	34.7	59	26.2	88	39.1

The nurses reported that they were satisfied with implementation of safety norms in their organization by nearly 29%, and 42.7% were unsatisfied.

The salary was not satisfactory for 43.6% of the nurses, but 21.3% and 35.1% were respectively satisfied and a little satisfied with the salary. Moreover, 56.4% of them were not satisfied with their work relationships. The overall satisfaction level of nurses was 31.6%, 35.6% of them were satisfied less and 32.9% were not satisfied at all as shown in Table 3.

Table 3: Overall level of job satisfaction among nurse's governmental hospitals

Overall Job Satisfaction Levels	F	%
Satisfied	75	33.3
Neutral	9	4
Dissatisfied	141	62.7
Total	225	100

DISCUSSION

The present study evaluated the job satisfaction among the nursing staff in public hospitals located in Erbil City, Iraqi Kurdistan. In their study, Martha et al revealed that satisfaction levels of nurses of their job vary between age groups and noted that nurses who were older than 55 years are less satisfied with their jobs.⁹ In our study, the participants' age was in the range of 24 to 62 years, in which more than 92% of them were younger than 50 years. Aiken et al reported that more than half of the nurses were satisfied with their job.¹⁰

The level of satisfaction has a considerable role in the success of organizations, in this regard, the issue of employees' job satisfaction must be considered in any health care organization. In their study, Lorber et al recommended that in every organization the level of employees' job satisfaction should be monitored.¹¹ In a similar study by Pajnkihar et al, it was reported that the association of job satisfaction of nurses and their level of education was significant with a slight positive correlation. Moreover, they demonstrated that nurses with higher level of education are more satisfied.¹²

In their study, Olatunji et al worked on the effect of marital status on job satisfaction and showed that individuals who are single experience more stress and job satisfaction than their married counterparts.¹³ In a similar study by El-Jardali et al, it was asserted that men are less satisfied with their jobs than women.¹⁴ In our study, nearly three-fourths of the individuals were married, a majority of whom were permanent employees. In a recent study by Cañadas-De et al, it was reported that marital status could affect nurses' job satisfaction. Additionally,

they suggested that having a balanced work and married life has a considerable role on enhancing nurses' job satisfaction.¹⁵ Chien et al showed that the quality of nursing service could vary based on monthly income and pattern of shift. Moreover, they reported that nurses with higher income are more satisfied with their job.¹⁶ In line with the previous studies, the data from our study revealed that a majority of the individuals with an income of less than 1 million IQDs are not satisfied well with their jobs due to their low income.

In a similar study by Al-Banna et al, it was reported that there was a positive correlation between nurse's job satisfaction and their work experience in their work environment during providing health care.¹⁷ In our study, more than half of the nurses had a work experience of less than 10 years, and less than one-third of them had a work experience of over than 15 years. The data achieved in this study is supported by the study done by Ouyang et al who showed that more than 50% of the staff had less than five years of working experience in hospitals, which was the main reason for their low job satisfaction¹⁸ Similar results have been reported in other studies.¹⁹ Ball et al showed that being satisfied with working shift increases life satisfaction among nurses.²⁰

It was observed that two-thirds of the nurses were satisfied with their job at a high level, while just less than 10% of them were not satisfied at all. In this regard, the findings of the study by Al-Qahtani revealed that appropriate work shift, organizational commitment in the workplace, the environment of their workplace, nurses' emotional status, career ladder, and accountability contribute to nurses' job satisfaction.²¹ Mousazadeh et al revealed that having higher clinical experience and diagnostic and therapeutic knowledge and skills are the key factors that could potentially affect nurses' job satisfaction.²² In line with this study, the data from our study showed that nearly three-fourths of the nurses had the ability to improve their skills and knowledge in their job that could increase the confidence and subsequently job satisfaction.

A study by Abbas revealed that improving the nurses' educational level could increase their job satisfaction.²³ A similar study by Rajan revealed that working hours could affect their health, family and social life, such that longer working hours decreased the level of nurse's satisfaction and also their social life.²⁴ However, in our study, it was observed that more than half of the nurses were not satisfied with their working hours, which could affect the overall level of their satisfaction with their job and social and personal life.

CONCLUSION

The findings showed that having a positive understanding of the nursing work environment

with a high personal initiative helps to improve the level of nurse's satisfaction with their job. In this regard, investing more amounts of money in improving the organizational climate encourages nurses to be active, share knowledge, and promote innovation, while improving their level of satisfaction. Additionally, it was observed that there was a considerable association between nurse's job satisfaction and their work performance. Finally, it was revealed that satisfied employees play a key role in the success rate of an organization. In this regard, it is suggested to highlight the importance of employees' job satisfaction in health care organizations.

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CONFLICT OF INTEREST
Authors declare no conflict of interest.
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AUTHORS' CONTRIBUTION

The following authors have made substantial contributions to the manuscript as under:

Conception or Design:	HYN, SMS, GAO
Acquisition, Analysis or Interpretation of Data:	HYN, SMS, GAO, DAA, RMH, AYHA
Manuscript Writing & Approval:	HYN, SMS, GAO, MGM, KMS, MAM

All the authors agree to be accountable for all aspects of the work in ensuring that questions related to the accuracy or integrity of any part of the work are appropriately investigated and resolved.



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