

Job Satisfaction among Nurses Working in Medical Teaching Institution of Khyber Pakhtunkhwa

Abdullah*, Fath Ur Rahman, Hassan Ali and Javid Iqbal

*Health Department, KPK, Pakistan.

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ABSTRACT

Background: Job satisfaction is very important factor for an organization to retain the employees. It is also important for nurses because nurses are the back bone of hospital and satisfaction may lead them to the provision of quality care to the patients.

Objective: To know the job satisfaction of Medical Teaching Institution nurses working in medical teaching hospital of Khyber Pakhtunkhwa.

Methodology: A simple cross-sectional study design was used and data was collected in Ayub Teaching Hospital Abbottabad through a self-administered questionnaire, the sample was calculated through “WHO sample size calculator” which was 80.

Results: Overall 83% respondents were satisfied from their job and 64% from salary. Job security is the main reason for dissatisfaction.

Conclusion: From this study it has been concluded that most of the nurses were satisfied from their job but the main thing which can hinder their satisfaction level is the job security.

Keywords: Job satisfaction, Nurse’s satisfaction

INTRODUCTION

Job satisfaction is important factor for nurses because nurses are the back bone of hospital. It can be defined by Cambridge English dictionary as ‘the feeling of pleasure and achievement that you experience in your job when you know that your work gives you this feeling’ [1]. Job satisfaction is very much related to good productivity and performance. As the responsibility of nurses is increased now a days because the major tertiary care hospital of KPK become Medical Teaching Institution (MTI) means they got autonomy. According to Medical Teaching Institution reforms bill (2015), Medical Teaching Institution means a Medical College, a Dental College or other health related teaching institutions and their affiliated teaching hospitals in the public sector or directly under the control of Government, which provides healthcare services, medical education and training, and medical research [2]. Due to this it is needed to know the job satisfaction of nurses working in Ayub teaching Hospital. A very little work has been done on job satisfaction among nurses but no work is done on Medical Teaching Institution (MTI), previously. In the study of Bahalkani et al. [3], most of staff is not satisfied from their job due to so many reasons like responsibility, work environment, benefits, etc.

One of the study which is done in Karachi in 2012 which suggest that healthcare professionals must be given attractive compensation, opportunities for career development and promotions [4], The results of this study have evaluated that the job satisfaction in healthcare professionals is highly associated with some factors which need to be developed and focused by the healthcare management. In a same study of tertiary care hospitals of Rawalpindi show that only 12.8% of nurses are satisfied from their job in government setup. Nurses are always seems to be overburden and no such response are given to them in accordance to their tough job. Job satisfaction is a feeling of fulfillment or enjoyment that a person derives from their job. One of the Pakistani study of Khan et al. [4], the greatest level of satisfaction of employees can bring best results for organization. Job satisfaction is very much related to good productivity and performance. Job satisfaction is very important for every worker especially for

Corresponding author: Abdullah, RN Officer, Health Department, KPK, Pakistan, Tel: 0092-3453655332; E-mail: abdullahjn387@gmail.com

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nurses because they are the back bone of health care system. A study of factor related to job satisfaction of nurses in Albania concluded that majority of the young and highly educated nurses are less satisfied. Similar result was found in the study of Lorber and Savic [5]. In the study of Bahalkani et al. [3], most of staff is not satisfied from their job due to so many reasons like responsibility, work environment, benefits, etc. These factors highly affect job satisfaction. A study was done in Pakistan by Naveed et al. [6] which find that the main reason which affects job satisfaction is the negligence in making hospital policies. Nurses always seem to be overly burdened and no such response is paid to them in accordance to their tough job. The study of Khan et al. [4] shows that there are so many factor which effect the job satisfaction of nursing staff which includes pay, promotion, job security and work environment. Another study of Pakistan by Dar et al. [7] show that factors influencing job satisfaction of nurses has identified that 60% of nurses are dissatisfied from their salaries in public sector. It means that salary affects the job satisfaction of any worker. Reward and good relationship with colleagues are factor which affect the job satisfaction of nurses [8]. It should be kept in mind that job satisfaction level affects not only the quality of the functions provided by the nurse, but also satisfaction of patient is very important for health care institutions to measure these perceptions by the nurses [9]. Wang et al. [10] had found that the practice environment is most influential factor on job satisfaction. As the job satisfaction highly affect nurses and very little work has been done on job satisfaction among nurses in Pakistan especially by Marcia [11].

METHODOLOGY

Objective of the study

To know the job satisfaction of MTI Nurses working in Ayub Teaching Hospital Abbottabad.

Consent form and confidentiality

Consent form was attached to the questionnaire for participant’s agreement and also it was written in consent form that the information of participants will be kept confidential and only used for academic purpose.

Materials and methods

Study design: A descriptive cross sectional study was used in this research.

Study population/setting: This study was conducted on nurses working in Ayub Teaching Hospital Abbottabad, which is a tertiary care hospital and the government nominated is one of the medical teaching institution [2].

Sample size and sampling technique: A sample random sampling technique was used in this study in which the total number of sample size was calculated through WHO sample size calculator which was 80.

Including and excluding criteria

Only MTI nurses working in this hospital was included.

Data collection

Data was collected through a self-administered questionnaire from nurses. A total number of 73 questionnaires were returned amongst 80 participants.

Data analysis procedure

Data were analysed by using SPSS version 16 and Microsoft excel.

RESULTS

Out of 80 participants the respondent ratio was 91% in which 21.9% male and 78.1% female respondent (**chart 1**). Most of the respondent was in between 26 to 30 year of age (**Table 1**).Majority of them was satisfied both male and female.

Table 1. Age wise data of total participants.

Age categories	Frequency	Percent
20-25	24	32.9
26-30	38	52.1
31-35	8	11.0
Above 35	3	4.1
Total	73	100.0

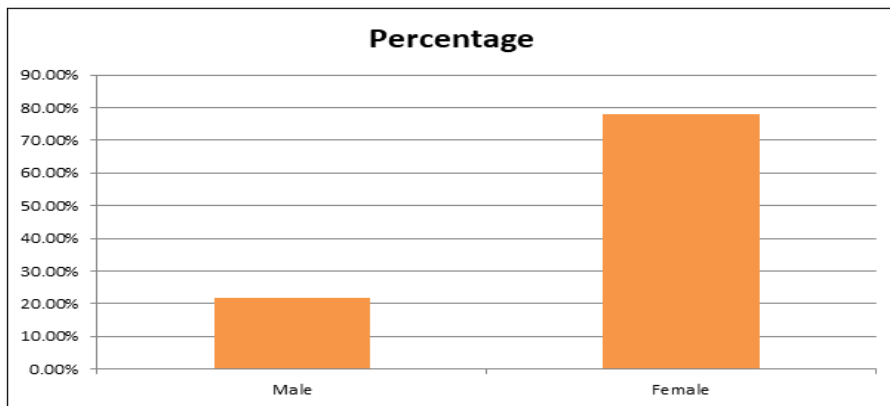


Chart 1. Respondent ratio of total participants.

Table 2. Variable wise results.

Questions	Male		Female	
	Yes %	No %	Yes %	No %
Are you satisfied from your current job?	19.2	2.7	64.4	13.7
Are you satisfied from the current salary giving to you?	20.5	1.4	43.8	34.2
Is Your job secure?	19.2	2.7	64.4	13.7
Are any training given to you in this Hospital?	1.4	20.5	54.8	23.3
Are you satisfied from the working time of your duty?	8.2	13.7	63.1	15.1

DISCUSSION

The respondent rate in this study was 91%. The total number of sample was 80 (which were calculated through Raosoft calculator) in which 73 respondents respond, in these 73 respondents 57 were female and 16 were male. The overall result of this study is good. 83% respondents were satisfied from their job. The job satisfaction levels of nurses were positive, means majority were satisfied from their job by asking questions through questionnaire in this study. Out of total 5 variable in four the ‘Yes’ response is more than 50% and in one variable the respondent rate was high in “No” response so we can say that overall 80% respondent satisfied from job. The overall ratio among male and female show that female were more satisfied as compared to male as their ratio is also high than male in number. Majority (52.1%) of the respondents was age between 26 to 30 (Table 2).

In variables 1 and 3 show that out of 73 respondents 61 (83.6%) were reply that they are satisfied from their current job. Only 16.4% were reply that they are not satisfied from their job. In variable 2, when asked about current salary, most of the respondents were agree from current salary given to them. About 64.4% among total respondent (73) were satisfied from current salary. Salary has great impact on job satisfaction and

retention of employee in an organization. Among male respondent only 1 had unsatisfied from the pay which has given to them. Good pay/salary directly affects employee’s retention status and satisfaction. One of the studies which are done in Karachi in 2013 which suggest that healthcare professionals must be given attractive compensation.

Job security is very much important because the employee has a tension that at any stage organization may terminate the contract of any employee because of job insecurity. So if the organization given some of the security about job the employee will happy and worked with full concentration. In this regard those people that are working in government hospital are more happy/stable as compared to private. In this current research only 36% of respondent were satisfied from job about security, 37% were answer that they are not satisfied from job security means that they had fear that their job is not secure, among which male has very low satisfaction. Working hours/time is also affect job satisfaction because in nursing field majority are female and they have (female) so many problems, transportation, hostel, family, children, etc., so this study show that 52% were satisfied from the current working time, among which female were more satisfied as compared to male. In service education/training is also one of the major thing/tools for

employees which have a good and positive effect in delivering care to the patient. When asking about training 565 respondent agree that hospital provide them some sort of training, among these majority of male has reply no that there is no training given to them.

CONCLUSION

From this study it is concluded that most of the nurses were satisfied from their job, salary and working hours/time but the job security is one of the issue, nurses has a fear that their job is not secure any time he/she can be relieve from their job by government there is a dual health system started from 2015, the old system in which all the employees were under the supervision of health department KPK but from 2015, an act which called Medical Teaching Institution (MTI) Act 2015, was passed from Provincial assembly KPK in which some Teaching hospital were become MTI(independent) these hospital become autonomous in financial, employees matter. They select the people as an MTI employee for a short period of time (2-3 years) not as permanent, so employee become confused and has a fear of job insecurity.

RECOMMENDATIONS

The government as well as MTI ensure job security of employees and also compensation of employees.

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