

## Assessment of Job Satisfaction of nurses in Educational Hospitals in Zahedan City in Iran and factors affecting job satisfaction in nursing

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**Abstract:** The aim of this study is to assess the level of job satisfaction and factors affecting job satisfaction. The main idea of the study is to survey the relationship between job satisfaction and the influence of demographic factors. To study this cross-sectional study we focused on 221 professionals in nursing in six educational hospitals in Zahedan city, in Iran in 2002-2003. Two survey questionnaires consisting of 154 items judged on a 5 point Likert-type scale, each were administered one to leaders and one for other employees in nursing. We investigated the correlation between independent variables (age, number of years of employment, manager's attitude, leader's characteristics, and managerial competencies of leaders) and the dependent variable (job satisfaction – work contentment, coworkers, administration, pay, etc) by using correlation analysis. **Method:** This is a descriptive, analytical, cross-sectional study performed over the community of all educated nurses that were working in six educational hospitals of Zahedan city in 2002-2003. The structured survey appliance distributed among nurses included 154 questions evaluated on a five point Linkert- type scale. The questionnaire contained information on two parts, including demographic information and the questions related to the job satisfaction. The data collected through questionnaires were analyzed by SPSS statistical Microsoft, the Mon & Tine, Kruskal-Wallis based co-efficiency were used. The data collected revealed statistically significant indices such as benefits, participating in making decisions, qualification, routine, chances for prosperity apart from their hospitals and their job back – up. **Results:** Job satisfaction rate was  $48.0 \pm 13.0$  in men and  $51.5 \pm 14.5$  in women (table 1). Of all the educated nurses (221) that took part in this research field, 78.3% were women and the rest were men. And the nursery background was  $8.5 \pm 6.34$  years and the nursery working time was  $42 \pm 1.12$  hours per week. 95.9% were B.Sci. Graduates. and 75.1% were married. **Discussion & Conclusion:** Results of this study showed that the most job satisfaction has been based on nursery human being's accomplishment and knowledge, patient's serving interest and good relation with other clerks. And the least rate of job satisfaction was seen all connected with some factors, such as lack of proper income and the job design and also, in spite of job interests and desires and friendly atmosphere of work place there were some fiscal problems that caused the reduction of nurses satisfaction.

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### Introduction:

Job satisfaction is established by a comparison of one's previous prospects about the job and the genuine experience of the job (1). It has been constructed that job satisfaction shares with beliefs and emotions that individuals have about their work and their job (2). It has been explained as an opinion with an affective and cognitive component (3). When setting up the level of job satisfaction, we should concentrate on how employees deem about their work and personal relationships in the workplace, and on how leaders manipulate employees' satisfaction. No doubt that satisfied employees are the eventual target of every leader. On the other hand, the aim of every employee is to find the kind of work that suits their abilities and interests as intimately as possible, enables them success, and provides them with chances for promotion.

Contented employees learn to be more creative and committed to their employers, and a direct association has been revealed between employees satisfaction and patient satisfaction in health care organizations (4,5). Job satisfaction is an important issue both for employers and employees and in spite of many studies and questions, it remains unsolved. However, some research methodologies have been employed to find solution to solve this issue.

The values of nursery services are like the values of health are unlimited. They play a key role in attaining the main goals of sanitary organization systems and the quality of their services depend on their job satisfaction. Problems related to them are the major issues of an organization, today it is believed that the professional forces' job satisfaction remains the most efficient component of any institution. The job

satisfaction of man power can be accomplished when one's job experience goes in line with one's values and needs. This issue plays an essential role in resuming a person in one aim and is affective on individual accomplishment. So, it seems reasonable to evaluate their job satisfaction. Necessary efforts have to be put forth to offer more provision to enable them to achieve their goals of developing sanitary system. By considering the above reports and several years' job experiences of the researchers in hospitals and observing the problems of these active groups in their job places, this research was done with an aim of determining the job satisfaction and some related factors with satisfaction of nurses working inside the educational hospitals of Zahedan city. With the results obtained from this research, naturally, some steps can be taken to solving or at least reducing the nurses' problems and developing their job contentment.

#### Method:

All six major educational hospitals that have agreed to participate in this study were selected from Zahedan City hospital list. Out of 956 employees in nursing 650 were administered questionnaires in all six hospitals. The questionnaires were paper material administered in the morning shift, by authors in three hospitals and by research coordinators in other three hospitals. There were 650 questionnaires circulated, which sums to 67.99% of 956 employees in nursing in Zahedan hospitals. The questionnaires were delivered only to those who engaged the place of head of department, unit, or clinic, which means that purposive sampling was used. The maximum period for filling out the questionnaires was 12 days. Questionnaires were gathered in specifically designed boxes to guarantee anonymity. Two hundred and twenty one questionnaires were correctly and completely filled out and the response rate was 34%. The 6 hospitals had supplied a written permission for research.

The information collecting appliance was a questionnaire that was set in 2 parts, including demographic information and the questions related to the job satisfaction.

The collected data through the questionnaires were analyzed by SPSS statistical Microsoft, the Mon & Tini, and Rascal Wallis based co-efficiency were

used.

#### Instruments

The questionnaires were arranged according to standard foundation of text on modern executive and managerial competencies of nursing leaders and in cooperation with the O.K. Consulting (company for education and research of employees in all areas), and had been tested in a pilot study (10 leaders and 30 employees). Leaders self-assessed their management style, managerial competencies, and characteristics on a 5-point Likert-type scale ranging from 1 (strongly disagree) to 5 (strongly agree). Employees assessed the leadership style, managerial competencies, and characteristics of their immediate superior on a 5-point Likert-type scale ranging from 1 (strongly disagree) to 5 (strongly agree). The first part of the questionnaire included demographic data: sex, age, institution, years of employment, years of employment in a leading position, the level of education and the second part included questions on level of job satisfaction.

#### Results:

Of all the educated nurses (221) that participated in this research, 78.3% were women and the rest were men. The average age of studied persons was  $31.98 \pm 6.16$  years, the nursery background was  $8.5 \pm 6.34$  years and the nursery working time was  $42 \pm 1.12$  hours per week. 95.9% were B.Sci. Graduates. and the rest were associate degree holders and /or M.Sci. graduates, and 75.1% were married. The average job satisfaction in studied persons was  $50.75 \pm 14.2$ . The most average job satisfaction was seen in (3.0  $\pm$  0.7) cases having feelings like accomplishment and knowledge, enjoying caring the patients (3.18  $\pm$  0.77) and good relation with other clerks (3.150  $\pm$  0.77), and the least rate of the job satisfaction was observed in (0.67  $\pm$  0.78) cases because of lack of good payment, and the type of bonus, the job design and hard working in (0.9  $\pm$  0.98). Results of this research indicated that there was a meaningful difference in men and women's job satisfaction (P=393%) and the average of the job satisfaction was  $48.0 \pm 13.0$  in men and  $51.5 \pm 14.5$  in women (table 1).

Table 1. Main indicators and dispersion of job satisfaction based on genders

Job Satisfaction Genders	Numbers	Minimum	Maximum	Above maximum	Average	Standard deviation	Mon & Tiny Tests	
							Z	P
Men	48	76%	2.96	4	1.92	0.52	2.0609	0.0393
Women	173	36%	3.4	4	2.06	0.58	-	

Meaningful difference is seen between men & women (p=0.0393)

Average job satisfaction in men is  $1.92 \pm 0.52$  and in women is  $2.06 \pm 0.58$ . Also the results of this

research indicated that there is a meaningful difference between the nurses and head-nurses in view point of job satisfaction ( $P=0.0064$ ) and the mean job

satisfaction in nurses was  $49 \pm 14.5$  and in head-nurses was  $55.0 \pm 12.5$  (table2)

Table2. Main indicators and dispersion of job satisfaction based on designation of posts

Job Satisfaction Designation of post	Numbers	Minimum	Maximum	Above maximum	Average	Standard Deviation	Mon & Tiny Tests	
							Z	P
Ward personal	159	0.36	3.40	4	1.98	0.58	2.7268	0.0064
Head nurse	57	0.68	2.96	4	2.20	0.49		
Supervisor	2	1.56	1.56	4	1.56	0.00	-	-

Supervisor group is not included in the analysis

Meaningful difference in job satisfaction is seen between ward personals and head supervisors ( $p=0.064$ )

Moderate job satisfaction in ward persons is  $1.98 \pm 0.58$  and in head nurses is  $2.2 \pm 0.49$ .

There was a meaningful difference in the planned, exhausting, and formal nurses' job satisfaction ( $P=0.0145$ ) (table3).

Table. 3\_ Main indicators and dispersion of job satisfaction based on job status

Job Satisfaction Job status	Numbers	Minimum	Maximum	Above maximum	Average	Standard deviation	Kruskal-wallisTest		
							P	DF	X <sup>2</sup>
Planned appointment	41	0.76	3.40	4	2.03	0.61	0.0145	2	0.4673
Exhausting appointment	19	0.36	2.68	4	1.65	0.58			8
Formal Appointment	158	0.64	3.40	4	2.07	0.53	-	-	
Hired	3	1.64	2.80	4	2.13	0.60	-	-	

Hired group is not considered for analysis. Job satisfaction in planned, experimental, and permanent employees reveals meaningful difference ( $p=0.0145$ ) according to Mon & Tiny tests.

Meaningful difference between planned and hired

groups with permanent post is observed ( $p < 0.05$ ).

In shifting nurses, morning set and/or night set nurses and job satisfaction was found as ( $P=0.0465$ ) table 4,

Table. 4. Main indicators and dispersion of job satisfaction based on shift duties

Job Table. Satisfaction Duty shift	Numbers	Minimum	Maximum	Above maximum	Average	Standard Deviation	Kruskal-wallisTest		
							P	DF	X <sup>2</sup>
Rotational shifts	151	0.36	3.40	4	1.97	0.57	0.0465	2	0.13556
Permanent morning	54	0.68	2.96	4	2.17	0.50			
Permanent evening	12	1.20	3.40	4	2.23	0.73	-	-	-
Permanent night	4	1.6	2.60	4	1.91	0.46	-	-	-

Evening shift duty was not considered for analysis.

In the nurses' job satisfaction of different hospitals ( $P=0.001$ ) (table5),

Table 5. Main indicators and dispersion of job satisfaction based on hospitals of working places.

Job Satisfaction Names of Hospitals of working place.	Numbers	Minimum	Maximum	Above maximum	Average	Standard Deviation	Kruskal-wallisTest		
							P	DF	X <sup>2</sup>
Katham	87	0.76	3.16	4	1.95	0.522	<0.001	5	28.5507
Bou Ali	16	0.76	2.64	4	1.90	0.532			
Ali Asgar	48	0.36	3.40	4	1.85	0.59			
Psychiatrics	12	1.56	2.96	4	2.35	0.47			
Ghodds Gynecology &Obstetrics	42	0.64	3.40	4	2.18	0.60			
Eye Hospital	16	2.08	3.08	4	2.48	0.31			

Also, there was seen no relation among the variables like age, nursery background, working time, the extra-work time, and other alternatives with the job satisfaction. (Table 6)

Table 6. Related co-efficiency between quantitative variables of studied samples and the rate of job satisfaction.

Variables	Related co-efficiency (r)	P
Age	0.0201	0.769
Nursery work experience	0.0770	0.259
Working hours	0.0283	0.676
Experience in the present Ward (place of work).	0.774	0.256
Number of hours of extra work.	0.659	0.502

No relationship of job satisfaction was seen with any one of variables-age, nursery experience, working hours, service experience in the present ward, and extra work hours.

#### DISSCUSSION AND CONCLUSION:

The aim of our research was to evaluate the job satisfaction of working nurses in educational hospitals of Zahedan. Taking all the opinion of the respondents into account it was known that the most job satisfaction has been based on nursery human being accomplishment and knowledge, enjoyment of full satisfaction and interest in serving patients and good relation with other clerks. And the least rate of job satisfaction was in all those connected to lack of good and proper income, the way of payment, service gratuity, the job design and working more than usual scheduled time, and as a result of these factors it was found that in spite of the job interests, desires and the friendly atmosphere of job place, there were some fiscal problems that caused the reduction of nurses satisfaction.

In this research there was a meaningful difference observed in men and women's average of job satisfaction ( $1.92 \pm 0.52$ )  $\pm$  ( $2.06 \pm 0.85$ ) respectively, and the women were more pleased than the men,

meanwhile there was more dissatisfaction seen in women in a research done amongst the sanitary clerks of Zahedan city in the year 2001. It was clear from this research that satisfaction not related to marital status and the two groups (single and married) were in average close to each other's average job satisfaction. But in a research done by Mohammed Hossein Talaie in the Shahid Beheshti hospital in Babol about the nurses job satisfaction the married persons were more dissatisfied than the singles (9). In a research that has been done about the Major Factors on Job Satisfaction in Well-fare workers by Behzadfar, it has been shown that the married people's job satisfaction is more than that of singles (13).

There was a meaningful difference amongst the crew's and the head-nurses' point of view of job satisfaction and the rate of job satisfaction in head-nurses was more than the other crew which can be because of gaining more wage, profit, and having the right to select the shift and moreover, because of professional support of the management of the hospital. In a research done about the Job Satisfaction in Shahid Beheshti Hospital in Babol city it has been found that all the dissatisfactions were due to lacking of post and they were simple nurses and the head-nurses had an average of job satisfaction (9) that is nearly similar to

the research done by us and in this relation Kalovin et al have stated that some support is needed from professional members in order to increase the job satisfaction and develop the stability of efficiency (10). With respect to the research done in nursery faculty of Hebron University situated in the western coasts of Palestine, factors related to job satisfaction in Palestinian nurses of western Bank there was a closure similarity between the factors related to job and population and their job satisfaction (12). The job satisfaction of the persons that have the right to select their own working shift was more than the others which indicates that having the right to select the job shift plays a significant role in the job satisfaction and it is better that the persons planning for working shift be under precision and set the conditions be as best as possible for the persons to select their working shift. There was no meaningful difference among variables such as age, nursery background, working time, the working background in the current part and extra-working hours related to job satisfaction, in other words this doesn't have any effect on their job satisfaction and they state other factors in their job satisfaction like job design, the service gratuity and they believe that justice is not executed correctly in their dispensation that this problem is nearly similar to the research that has been done in Shahid Beheshti Hospital of Babol city (9). In this research the job satisfaction and employment situation show a meaningful relation as the persons with physical labor employments have less satisfaction than the persons with designative and formal employments. The lack of satisfaction in the employees of physical labor mode may be because of not having a state of permanent post and they are under valuation and also because of less job background naturally they have limitations in shifting selection and even left as subordinate section, and this can be very affective in their satisfaction rather than being simply a formal employment group.

There has been meaningful difference in the persons with set shift and the persons with morning alternative shifts because the persons with set morning shift have more satisfaction than the others that may be because of better professional situation and moreover being efficient view point of the chiefs and this itself means more satisfaction, since they don't have shift changing and giving shifts in holydays. The research done by Mullazam in 2002 for considering the job scuffle-causing agents and their scuffle-causing degrees were measured by nurses and their results showed that the most severe job scuffle-causing agents in nurses are as follows: lack of contentment with wages and profits 72.5%, much burden job 3.61%, working in holidays 52.1%, lack of being agreed of the job in the society 51.4%, disorder in sleeping and relaxation 50.7% and that there being of such factors and agents

can originate the proper ground for lack of job satisfaction (9). There was difference between job satisfaction and nurse's wages that increasing the monthly wages enhanced the job satisfaction and in a research that was done in Shahid Behesti Hospital of Babol city the persons with wages upper than 60 thousand Tomans had more job satisfaction (9). In the book we observe about the management of Herzberg model in a way that an increase in salary and wage can increase motivation, job satisfaction of personnel.

#### **SUGGESTIONS:**

The social place values of nursing, occupy the main place in their job satisfaction, so it is necessary for the responsible persons of universities and hospitals to note the below given points:

1. Active participation of nurses in decision-making related to nursing.
2. Justice in offering service gratuity, duty schedule planning and extra-working, although the salary and bonuses are determined through the honorable ministry. It is necessary that some allowances be considered based upon factors like the hardship of the job in different wards and the job term to a rate more than the current rate, since the rate and level of the allowances be taken into account based upon factors like the norm of prices and the level of life.
3. Choice of selecting the job shift is handled to the nurses, as much as possible.
4. There must be given more attention to nurse's job status rather than increasing their income based on the rules.

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