

Nurses Job Satisfaction in Health Care Institutions in Duhok City

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ABSTRACT

Background and objectives: Nurses are one of the most important human resources working in health care institutions as they range in different levels and disciplines. They are the mainstay of modern health care institutions and a vital component in these institutions achieving their goals. Therefore, nurses' job satisfaction is an important aspect in providing quality health care. This study was conducted to determine nurses' job satisfaction in health care institutions in Duhok City.

Methods: A descriptive study design was carried out to assess the nurses' job satisfaction in health care institutions of Duhok City. This study involved nurses who worked the morning shift in both primary health care centers and public hospitals in Duhok City. A total of 137 nurses were selected from 946 nurses through utilizing a non-probability (purposive) sampling method and agreed to be subject of present study. A questionnaire designed by researchers was used for data collection through review of previous related studies and the data were gathered through self-report method. This questionnaire consisted of two aspects; the first one used for gathering nurses' socio-demographic data and the second one consisted of 30 Likert scale questions with responses ranging from strongly disagree, disagree, agree, strongly agree, and scored one to four respectively. These questions were divided into 5 categories as follow: job promotion, nature of work, work policy, communication and interaction, and supervision satisfaction. Data was analyzed using descriptive and inferential statistics (frequency, percentage, mean, standard deviation, t-test, and Pearson correlation) and levels of job satisfaction were calculated through using cut off points.

Results: The present study shows general dissatisfaction of nurses in regards to their job promotion, nature of work, work policy, work supervision, and communication and interaction.

Conclusions: The present study concludes that nurses working in health care institutions in Duhok City were dissatisfied in regards to the categories included in this study.

Key words: Nurses, Job Satisfaction, Health Care Institution.

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INTRODUCTION

Job satisfaction can be defined as the emotional responses of employees to their employment status. Employees are generally focused on their job satisfaction which explains why it has been defined as "a

pleasant or positive emotional state resulting from the evaluation of employee's a job or career experience". Therefore, there is a wide variation in what people expect from their jobs and how they interact with one another in the workplace [1].

Job satisfaction is considered an important segment of both organizational psychology and behavior. Therefore, it has been argued and usually examined because it examines the physical and mental well-being of individuals and work from both a psychological and human resources perspective [2]. Due to the nature of these nurses' jobs deal with all aspects of health and illness, they experience high levels of occupational stress. Therefore, job satisfaction is affected by this stressful nursing occupation [3].

The hierarchy of needs theory was developed by Abraham Maslow. In 1954, he suggested five basic needs that human beings need to be satisfied. These needs are physiological, safety, belongingness, self-esteem, and self-actualization. He ranked them into higher and lower needs. According to his theory, the human starts to meet the unsatisfied needs that motivate behavior, lowest-level needs, like physiological and safety then struggles to achieve the highest-level needs such as belongingness, esteem, and self-actualization [4]. One of the top issues in health care sectors is the nursing shortage. In fact, this worldwide phenomenon continues as demand for nursing increases yet the current supply is unable to meet the needs of society. Furthermore, there is a high resignation rate among nurses as more than 13% of new nurses decide to leave their profession within first year [5]. Though many factors affect job satisfaction, they can be summarized in two domains, intrinsic and extrinsic factors. Intrinsic factors include payment, autonomy, task requirements, policies, interaction, and professional status. While extrinsic factors can include hygiene or care factors which if absent, can reflect job dissatisfaction [6]. Nurses are vital to modern health care institutions to achieving their goals. Therefore nurses' job satisfaction is an important aspect in providing

quality health care.

This study aims to determine job satisfaction among nurses those working in health care institutions in Duhok City, the association of nurses' job satisfaction with their socio-demographic characteristics, and compare between job satisfactions levels according to health care institutions.

METHODS

A descriptive study design was carried out to assess nurses' job satisfaction in health care institutions in Duhok City. The study included all nurses working in 13 primary health care centers directed by physicians morning shift of six public hospitals. A total of 137 nurses were selected from 946 nurses through utilizing a non-probability (purposive) sampling method. The researchers recruited the nurses who agreed to be subject in this present study and worked during the day shift of hospitals and others were excluded from the current study. A questionnaire was used as a tool for data collection. This questionnaire was constructed through review of previous related studies and the data was gathered through self-report method. The questionnaire consisted of two parts. The first part was used for gathering socio-demographic data (age, gender, level of educational, English language, marital status, monthly income, residential area, type of family) in addition to employment data (years of services, number of training courses, place of work) and the second one consisted of 30 Likert scale questions with responses ranging from strongly disagree, disagree, agree, strongly agree, and scored one to four respectively. These questions were divided into 5 main domains as job promotion, nature of work, work policy, communication and interaction and finally supervision satisfaction. Data was analyzed through using (frequency, percentage, mean, standard deviation, t-test, and Pearson

correlation). Levels of job satisfaction were calculated through using cut off points as follows: for the first and fifth domains, Dissatisfied (5-9), Discrepancy (10-14) and Satisfied (15-20), for second and third domains, Dissatisfied (7-13), Discrepancy (14-20) and Satisfied (21-28). Finally, for the fourth domain, Dissatisfied (6-11), Discrepancy (12-17) and Satisfied (18-24). Socioeconomic status of the nurses was calculated through collecting data related to nurse's education, family crowding index, household asset and monthly income. This data was scored and distributed to poor, average, and high by use of the cut off point method.

RESULTS

Results showed that the largest percentage of nurses in the study 38% were between 30-39 years of age, 59.9% of them were female, 40.1% attended secondary school, 44.5% of the sample has less than seven years of experience, 42.3% knew moderate amounts of the English language, most of the sample 74.5% took training courses, and 83.9% worked in a hospital setting (Table 1).

Results of the present study show that two thirds of nurses are married and live within a nuclear family 65%, the majority of which, 84.7%, also receive an insufficient monthly income, and are residents of urban areas, 85.4%. In addition, more than half of them, 51.1%, stated average level of socio-economic status (Table 2).

Results show that 80.3% of the nurses were dissatisfied regarding job promotion, 67.9% were dissatisfied towards the nature of their work, nearly one third of the sample, 31.4%, showed discrepancy and 62.8% were dissatisfied with work policy and others show discrepancy, 54.7% of them were dissatisfied with communication and interaction, while 45.3% show discrepancy.

Finally, 73% of the nurses show dissatisfaction towards work supervision and 37.0% show discrepancy (Table 3).

Table 1: Nurses' distribution by their demographic characteristics

Demographic Characteristics	F (%)	M (±SD)
Age		
20-29	44 (32.1)	34.53 (7.908)
30-39	52 (38)	
40-49	35 (25.5)	
50 and more	6 (4.4)	
Gender		
Male	55 (40.1)	1.6 (0.492)
Female	82 (59.9)	
Level of education		
Intermediate school	15 (10.9)	2.54 (0.891)
Secondary school	55 (40.1)	
Institute	45 (32.8)	
University	22 (16.1)	
Years of services		
Less 1-7	61 (44.5)	11.768 (9.612)
8-14	28 (20.4)	
15-21	23 (16.8)	
22-28	14 (10.2)	
29-36	11 (8)	
Number of training courses		
0-2	102 (74.5)	1.88 (2.244)
3-5	25 (18.2)	
6-8	6 (4.4)	
9-11	4 (2.9)	
English language		
Excellent	4 (2.9)	3.99 (0.996)
Very Good	8 (5.8)	
Good	20 (14.6)	
Moderate	58 (42.3)	
Poor	47 (34.3)	
Institution		
Hospital	115 (83.9)	1.16 (0.368)
Primary health care center	22 (16.1)	

Table 2: Nurses' distribution by their Social characteristics

Social Characteristics	F (%)	M (±SD)
Marital status		
Single	40 (29.2)	1.77 (0.569)
Married	89 (65)	
Divorced	7 (5.1)	
Widow	1 (0.7)	
Monthly income		
Sufficient	21 (15.3)	1.85 (0.362)
Insufficient	116 (84.7)	
Residency		
Rural	20 (14.6)	1.85 (0.354)
Urban	117 (85.4)	
Family type		
Nuclear Family	89 (65)	1.36 (0.513)
Extended Family	46 (33.6)	
Single parent	2 (1.5)	
Family		
Socioeconomic Status		
Poor	5 (3.6)	55.96 (9.511)
Average	70 (51.1)	
High	62 (45.3)	

Table 4 demonstrates a significant positive relationship ($p= 0.023$) between nature of work and health care institution at level 0.05. Moreover, there is a significant negative relationship ($p=0.011$) between work supervision and number of training courses at level 0.05, while job promotion, work policy, and communication and interaction satisfaction-related domains did not reveal any relationship with nurses' demographic characteristics. Table 5 shows a highly significant negative relationship ($p = 0.004$)

Table 3: Distribution of nurses' job satisfaction level according domains

Job satisfaction level	F (%)	M (±SD)
Job promotion		
Dissatisfied	110 (80.3)	7.75 (2.192)
Discrepancy	25 (18.2)	
Satisfied	2 (1.5)	
Nature of work		
Dissatisfied	93 (67.9)	12.23 (3.494)
Discrepancy	43 (31.4)	
Satisfied	1 (0.7)	
Work policy		
Dissatisfied	86 (62.8)	12.64 (2.935)
Discrepancy	51 (37.2)	
Satisfied	0 (0)	
Communication and Interaction		
Dissatisfied	75 (54.7)	10.69 (2.427)
Discrepancy	62 (45.3)	
Satisfied	0 (0)	
Work supervision		
Dissatisfied	100 (73.0)	7.95 (2.073)
Discrepancy	37 (27.0)	
Satisfied	0 (0)	

between nurses' monthly income with their satisfaction to work supervision domain and at (0.01) level only. Table 6 and 7 indicate a significant difference among nurses related to their satisfaction toward nature of work domain according to their work place in health care institutions.

DISCUSSION

The main purpose of this research was to determine nurses' job satisfaction in governmental hospitals and primary health

Table 4: Relationship of nurses' job satisfaction domains with their demographic characteristics

		Age	Gender	Level of education	Year of services	Number of training courses	English language	Institution
Job promotion	Pearson. Co	0.23	-.059-	.107	.050	.000	-.098-	.086
	Sig.(2-tailed)	.787	.494	.214	.563	.997	.252	.317
	N.	137	137	137	137	137	137	137
Nature of work	Pearson. Co	.147	-.109-	-.018-	.146	-.050-	.011	.194*
	Sig.(2-tailed)	.086	.204	.832	.089	.563	.898	.023
	N.	137	137	137	137	137	137	137
Work policy	Pearson. Co	.065	-.046-	-.081-	.116	-.013-	.064	.055
	Sig.(2-tailed)	.452	.592	.344	.177	.885	.454	.526
	N.	137	137	137	137	137	137	137
Communication and interaction	Pearson. Co	.049	.019	-.021-	.010	-.045-	.008	-.010-
	Sig.(2-tailed)	.569	.823	.803	.911	.603	.924	.905
	N.	137	137	137	137	137	137	137
Work supervision	Pearson. Co	.141	-.121-	-.084-	.154	-.218*	.021	.049
	Sig.(2-tailed)	.100	.158	.327	.072	.011	.806	.567
	N.	137	137	137	137	137	137	137

*Correlation is significant at the 0.05 level (2-tailed).
Pearson. Co = Pearson Correlation, Sig. = Significant, N. = Number

care centers of Duhok city. Concerning to nurses' demographic characteristics, the present study shows most of the participants are between 30-49 years of age and female. Regarding nurses level of education, most of the participants completed secondary nursing schools because college level nursing was just established at 2007. The number of nursing graduates is small compared to the number of secondary nursing school graduates. Most worked between one to seven years in the field.

This was determined as most of the nurses with more experience were engaged in management duties and as a result have no time to participate in current study. In addition, due to the shortage of nursing staff in Duhok health institutions, the nurses do not have much opportunity to participate in many training courses. As mentioned before, the majority of the nurses who participated in current study graduated from secondary nursing schools and therefore have a moderate understanding

of the English language. Finally, the majority of nurses who participated in current study work in hospitals.

A study conducted on nurse's job stress in Duhok governmental hospital found that most of the participants were female, 59.3% and 53.4% received an education of less than a high school diploma. Regarding years of experience, the study showed that more than half of the nurses had less than three to six years of experience 51.6% [7]. Concerning job satisfaction and burnout among Palestinian nurses, findings show that the majority of nurses were female between 25-34 years of age. Also, they found that most nurses had certification to practice nursing and most of them have between four to six years of experience [1]. According to World Health Organization (WHO) and Ministry of Health (MOH) as of 2003-2008 in Iraq, the majority of the nursing workforce, 6499 nurses out of 17743, were secondary nurses who graduated three years after intermediate school [8]. Respecting to nurses' marital status, more than half of nurses were married and life in a nuclear family. This is due to the large number of the study population being above 25 years of age.

The majority of them live in a nuclear family because of Kurdistan population growth and their socio-cultural development over the last several years. Extended families tend to be independent from the immediate family. Most participants have an insufficient monthly income, due to the last Kurdistan economic crisis and most of them have only a few years of work service. The majority of participants reside urban areas as a result of conducting this current study in health care institutions in urbanized areas of Duhok City. It was interesting to find out that the majority of study subjects' socioeconomic status ranged between average to high because most nurses have private jobs rather than

government jobs to compensate for the shortage in monthly payment due to compulsory saving measures.

A research paper found that most of the nurses who participated in the study were married [9]. Musa in (2012) also found that the majority of the nurses who participated in the study were married (59.6%) [7].

A study on nurses who worked in selective private hospitals in England found that (67.53%) of the participants showed dissatisfaction toward salary and they would leave their current hospitals [10]. Regarding nurses' job satisfaction levels, the present study shows dissatisfaction of nurses towards job promotion, nature of work, work policy, work supervision, communication, and interaction. A recent study indicated that receiving a job promotion increased job satisfaction by nearly 0.12 units on average [11].

Results in a study done by Farsi indicated that nurses were less satisfied in work comfortable and neglecting aspects related to respect part of the study while also being secure by having sufficient promotional opportunities and salaries [13].

A research study conducted by Lephala et.al, related to the nature of nursing work stated that the majority of nurses show dissatisfaction toward social disruptions and working overtime [10].

A study conducted at Muhimbili National Hospital shows nearly half of the nurses who worked there displayed feelings of dissatisfaction toward hospital policy, environment, and technical supervision. On the other hand, they were satisfied with their co-worker relationships and improved working conditions [14].

Results of other studies showed low nurses' satisfaction regarding supervision, training issues (opportunities, time, funding for courses and perceptions of adequate training), and moderate level of satisfaction related to contact with

colleagues and feeling part of a team [15].

A recent study conducted on professional nurses who worked at public hospitals in Johannesburg City, South Africa indicated inadequate communication between professional nurses and their managers. Furthermore, they showed dissatisfaction toward the recognition of their work efforts and lack of acknowledgment that they received for their efforts [16].

Respecting the relationship between nurses' job satisfaction and their demographic characteristics, the present study showed a significant positive relationship between nature of work and health care institution because the nurses who worked in primary health care centers were more satisfied toward their work nature and they did not have much work stress compared to those working in hospitals. In addition, the findings show a significant negative relationship between work supervision roles and number of training courses. Because of these roles, nurses' opportunities have been limited to participating in training courses to enhance and develop their skills and knowledge. A research study by Vermeir et al related to job satisfaction and its relation to communication among nurses concluded that a relationship exists between job satisfaction and communication among nurses [17].

Furthermore, a study in Ekiti State in Nigeria on nurses working in primary healthcare centers showed strong positive correlation between overall work environment of these primary healthcare centers and the general job satisfaction of the nurses [18].

Concerning the relation between nurses' job satisfaction and their social characteristics, the current study found a highly significant relationship between nurses' satisfaction to work supervision roles and their monthly income. This due to financial negative rules and regulations of health care institutions toward nursing comparing to

their nature of work which lead them to feel insecure. A study conducted on job satisfaction of nurses in Ministry of Health hospitals in Riyadh, Saudi Arabia by Al-Ahmadi revealed that a combination of several aspects (recognition, technical aspects of supervision, work conditions, applying skill, job advancement, and payment) have strong influence on overall job satisfaction. The combination of these aspects clarify the difference in overall nursing job satisfaction [19].

Another study was done in order to find out the factors affecting job satisfaction of registered nurses in Mashhad, Iran.

This study indicated positive correlation of overall nurses' job satisfaction with supportive nursing management, efforts undertaken to improve working conditions, professional development, improved professional status, and increased salaries [20]. Finally, study findings related to their place of work found significant differences between the nurses' satisfaction towards their nature of work on the basis of their work place and no relationship between other variables. The nurses who worked in primary health care centers are partially more satisfied with their job than those in hospitals because the nature of nursing duties in primary health care centers requires less efforts and stress.

Regarding personal job promotion, a recent study's results show that 59.1% of nurses expressed dissatisfaction towards having ample opportunities for professional personal growth and development through the course of their education and training while 41.3% of them were satisfied with such level of promotion. Particularly, out of those dissatisfied 68% work in healthcare centers while the rest of the nurses (31.7%) work in hospitals [21]. A recent study conducted to explore the job satisfaction among professional workers in primary healthcare centers in an area

of Asturias found that the nursing staff was most satisfied with their jobs compared to other occupations who work in these centers [22]. Other recent study at Rzgary teaching hospital of Erbil City shows that the nurses working in these hospitals were satisfied with their job [23].

CONCLUSIONS

In conclusion, this study demonstrates that nurses working in health care institutions in Duhok City were generally dissatisfied toward job promotion, nature of work, work policy, communication and interaction, and work supervision.

Moreover, there was a significant relationship between the nurses' satisfaction toward the nature of work and their place of work and work supervision roles with the number of training courses. In addition, there was significant relationship between their satisfaction toward work supervision roles and their monthly income. Furthermore, nurses working in primary health care centers were partially more satisfied with their nature of work than those working in hospitals. As a result, it is recommended that the Director of Health of Duhok Province needs to consider the domains of this study to increase nurses' satisfaction towards their job as well as improve the quality of nursing care through increasing nursing training courses, distributing them fairly, and creating a good work environment for communication.

Supervisors with higher levels of education and more work experience should be able to communicate with other nurses and facilitate discussions where nurses can discuss their problems, needs and share in developing the policies of their healthcare institutions.

CONFLICTS OF INTEREST

The authors report no conflict of interests.

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