

Job Satisfaction: A Study Among Nurses During Covid –19 Pandemic In Kochi

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Abstract

Nurses play a most pivotal role in hospitals. Job satisfaction among any profession or job helps the employees to work in more improved way. In nursing profession, job satisfaction has prime importance, as they will do better which finally affect the condition of patients. The recovery of patients mainly depends upon the quality of care they receive. The study aims to examine the level of influence of organizational factors on the occupational satisfaction among nurses working in private hospitals. A sample of 120 nurses was selected from 10 private hospitals in Kochi having bed size more than 150. The study was conducted to find out the factors that influence job satisfaction of nurses. A set of organizational factors chosen for the study and their impact on the satisfaction level of nurses were studied. The study reveals that factors like promotional opportunities, hospital policies and salary highly influence the satisfaction of nurses. The job satisfaction of nurses can be improved through assurance and encouragement from the part of management by reducing stress and giving reasonable salary. It will have a positive impact on patients' health as well.

Keywords: Nurses, Job satisfaction, healthcare.

Introduction

Job satisfaction is a crucial factor for the accomplishment of job by an employee. It defines the attitude that an employee have about his/her job. Job satisfaction represents the degree to which an employee like or enjoy his job, which is an essential matter for both employee and employer. A satisfied employee is a happy employee, which in turn leads to less job turnover, increased productivity, and greater output.

Level of job satisfaction helps us to assess whether the person likes or dislikes his job. There are a lot of factors that can influence people's level of job satisfaction; it includes from the level of pay and benefits, promotion system within the

organization, quality of working conditions to leadership and social rapport. Job satisfaction is closely associated with the life of people, since it affects the quality of their personal life. Job satisfaction of the nurses is a major indicator of good working environment and management prevailing in that institution. A satisfying work environment for nurses will enhance their job satisfaction, which eventually leads to the retention of nurses and will maintain a positive organizational and patient outcome. Improving the working conditions of nurses can minimize the burnout and psychological issues. Job satisfaction for the nurses is a very imperative but also a big challenge for healthcare organizations due to increased labor costs and the huge shortage of nurses. Therefore the motivation of people

coming to this profession is important, so that their contribution to the hospital they work and practice their profession will be the maximum. Efforts should be made to improve the conditions of nurses as they are the key persons in our healthcare system.

Significance of the study

Nurses' job satisfaction has become a critical issue because it has great influence on health care profession and patient outcomes. Nurses must be considered as the most priority people since they deliver quality care to the health of mankind. The health care of our society is vested with the nurses who work for pretty long hours to deliver quality treatments. The positive outcome of a medical treatment relies much on the effective care given to the patient when compared to modern equipment's and drugs. The quality of care given by nurses during Covid - 19 pandemic was really appreciable.

Nurses are experiencing high levels of work-related stress over time and are associated with lower levels of satisfaction with inadequate working conditions and poor reward packages. Current shortage of health care workforce are likely to place greater demand upon nurses, which might be expected to increase their work related stress and may reduce the quality of work. They may have an impact on the work place relationship, which has emerged as an imperative factor of job satisfaction and contributes to organizational commitment. Therefore the study about the job satisfaction of nurses is inescapable, which helps to understand the problems faced by them and suggest policy measures to overcome.

Objectives

1. To study the level of influence of organizational factors on job satisfaction.

2. To give suggestions for improving the satisfaction level based on the study.

Research Methodology

Research Design

The primary data have collected for the research work. A pretested questionnaire was given to the respondents with direct questions. The responses of the respondents were recorded and used for analysis.

Sample Design

The sample for the study was identified as 10 private hospitals having bed size more than 150 using convenience sampling technique. From these 10 hospitals, 120 nurses were made part of the study.

Hypothesis

Ho: There is no significant relationship between the age factor of nurses and their influential level on organizational factors.

Ho: There is no significant difference between designation of respondents and their influential level on organizational factors.

Tools for Analysis

Tables were used for the presentation of data. Data analysis tools like ANOVA and Regression test were used.

Limitations of the Study

- ❖ The sample size was limited.
- ❖ Male nurses were not selected for the study.
- ❖ Lack of cooperation from the part of respondents was a constraint.

Analysis and Interpretation

Table 1: Socio –Economic Profile

Variables	No. of respondents	Percentage
Age		
Below 30	37	30.8
31-40	33	27.5
41-50	29	24.2
Above 50	21	17.5

Marital status		
Married	85	70.8
Unmarried	35	29.2
Designation		
Staff nurse	66	55
Nursing Superintendent	21	17.5
Ward In-charge	21	17.5
Asst. Nursing Superintendent	12	10
Monthly Income (Rs)		
Below 20000	39	32.5
20000-30000	33	27.5
30000-40000	26	21.7
Above 40000	22	18.3

Table No: 2 Level of Influence of Organizational Factors

Sl. No	Factors		Highly Influence	Moderate Influence	Lesser Influence	Total	Mean	Std Div	Rank
1	Salary	N	94	3	23	120	2.59	0.794	4
		%	78.3	2.5	19.2	100			
2	Welfare activities	N	76	40	4	120	2.6	0.556	5
		%	63.3	33.3	3.3	100			
3	Promotion opportunities	N	70	32	18	120	2.43	0.742	1
		%	58.3	26.7	15	100			
4	Hospital policies	N	73	39	8	120	2.54	0.62	2
		%	60.8	32.5	6.7	100			
5	Leave facility	N	85	19	16	120	2.58	0.718	3
		%	70.8	15.8	13.3	100			
6	Job Security	N	94	18	8	120	2.72	0.582	6
		%	78.3	15	6.7	100			

From the above table it is clear that 78 percent of the respondent's revealed salary as their most influencing factor towards job satisfaction, 3% of the respondents stated moderate level of influence and 19% responded that salary has lesser influence among the organizational factors. About 63% of the respondents stated that welfare activities are having high influence on their job satisfaction, 33% had moderate level of influence and 3% of the respondents had lesser level of influence on job satisfaction.

Majority 58.3% of the respondents stated that promotional opportunities had high level of influence, 27% stated that promotional opportunities had moderate level and 15% of had lesser level of influence on job satisfaction. It is revealed that hospital policies have 61% i.e. high level of influence on job satisfaction of respondents, 33% had moderate level of influence and 7% had lesser influence on their job satisfaction.

It is also clear from the table that 71% of the respondents mentioned that leave facilities highly influence their level of job satisfaction, 16% has moderate level of influence and 13% have lesser level of influence on job satisfaction.

About 78% of the respondents stated that job security has high influence on job satisfaction, 15%

of the respondents stated moderate level of influence and 7% of the respondents have lesser level of influence on their job satisfaction.

According to the mean values obtained for the different organizational factors, promotion opportunities is ranked one, hospital policies ranked second, leave facility ranked third, salary ranked fourth, welfare activities ranked fifth, followed by job security ranked sixth.

Table No: 3 Level of Influence of Organizational Factors based on Age

H₀: There is no significant relationship between age of respondents and their influential level on organizational factors

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Salary	Between Groups	8.122	3	2.707	4.697	.004
	Within Groups	66.870	116	.576		
	Total	74.992	119			
Welfare activities	Between Groups	9.948	3	3.316	4.074	.005
	Within Groups	94.419	116	.814		
	Total	104.367	119			
Promotion opportunities	Between Groups	3.155	3	1.052	6.087	.001
	Within Groups	20.045	116	.173		
	Total	23.200	119			
Hospital policies	Between Groups	6.090	3	2.030	5.931	.001
	Within Groups	39.702	116	.342		
	Total	45.792	119			
Leave facility	Between Groups	3.155	3	1.052	6.087	.001
	Within Groups	20.045	116	.173		
	Total	23.200	119			
Job Security	Between Groups	9.948	3	3.316	4.074	.005
	Within Groups	94.419	116	.814		
	Total	104.367	119			

The table no. 3 displays the analysis of variance test between ages of respondents and their influential level on organizational factors towards job satisfaction. In the above table the significant values are between 0.001 to 0.005, which lesser than 0.05 at the significance level of 95%. So the null hypothesis rejected. Hence it is concluded that **“There is a significant relationship between the age of respondents and their influential level on organizational factors towards job satisfaction”**

Table No: 4 Regression Test between the Designation of Respondents and its level of influence on Organizational Factors

H₀ : There is no significant difference between designation of respondents and its influence on organizational factors

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.417 ^a	.174	.122	.984

a. Predictors: (Constant), Job Security, Salary, Promotion opportunities, Welfare activities, Hospital policies, Leave facility

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	22.793	7	3.256	3.360	.003 ^a
Residual	108.532	112	.969		
Total	131.325	119			

a. Predictors: (Constant), Job Security, Salary, Promotion opportunities, Welfare activities, Hospital policies, Leave facility

b. Dependent Variable: Designation

The table 4 displays the regression test results between designation of respondents and their influence level on organizational factors. From the table, it is clear that the significant values are between 0.003, which is lesser than 0.05 at the significance level of 95%. So the null hypothesis is rejected. Hence it is concluded that **“There is a significant difference between designation of respondents and their influential level on organizational factors”**

Findings

From the study it is revealed that majority of the respondents i.e. 31% belong to the age group of 30 years and 28% of the respondents belong to age group 31 to 40 years. In the present study 71% of the respondents were married and 29% of the respondents were unmarried. About 33% of the respondents are having a monthly salary below 20,000 and 28% of the respondents are having 20000 to 30000 as monthly salary. From the study it is clear that 55% of the respondents are

having the designation Staff nurse and 18% of the respondents are nursing superintendents. From the organizational factors that are influencing job satisfaction of the nurses, promotional opportunities ranked first, hospital policies ranked second, leave facilities ranked third, salary ranked fourth, welfare activities are ranked fifth and job security ranked sixth. It is clear from the study that among all other organizational factors, Promotion Opportunities is the most influencing factor among the respondents.

The hypothesis tests revealed that

- ❖ “There is a significant relationship between the ages of respondents and their influential level on organizational factors”
- ❖ “There is a significant difference between the designation of respondents and their influential level on organizational factors”

Conclusion

There are many factors which add to the dissatisfaction in work place. The proper

identification and treatment of those factors is needed for the wellbeing of the organization. The present study reveals that the promotional opportunities available to nurses have a high impact on their job satisfaction. Promotional opportunities had a high impact on the satisfaction level of nurses. The current prominence of nurses towards migrating to other countries is due to the developmental opportunities available there. It is evident from the study that salary, welfare activities, hospital policies, leave facilities and job security are having a high influence over the satisfaction level of nurses.

The nursing profession had occupied an irreplaceable position in the health care system. The nursing profession is an inevitable part of the entire health system. So in order to assure the quality of the profession, the enhancement of job satisfaction of nurses is needed. The hospitals must undertake various measures to improve the working conditions of nurses. The management must provide promotional opportunities, good salary package and other facilities to the nurses. A good salary package and opportunities for promotion will surely motivate the nurses to do their best, which automatically improve the quality of service they render.

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