

A comparative study of job satisfaction among nurses working as Medical Teaching Institution's and civil servants in Hayatabad Medical Complex, Peshawar, Pakistan

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Objective: To compare the job satisfaction of Medical Teaching Institution's (MTI) nurses and civil servant nurses working in Hayat Abad Medical Complex (HMC), Peshawar.

Methodology: A comparative cross sectional study design was used and data were collected in HMC, Peshawar through a self-administered questionnaire. The sample was calculated through "Raosoft sample size calculator" which was 180.

Results: Out of 180 Nurses, 156 responded. Most (72.43%) nurses were satisfied, and MTI nurses were more satisfied as compared to civil servant.

Though, in some variables like job security, salary and time to deliver good care to patients, the civil servant (nurses) were more satisfied than MTI nurses.

Conclusion: Both category (MTI & civil) of nurses were satisfied but MTI nurses were more satisfied than civil servant nurses. Health care management must undertake measures to solve the problems of nurses for achieving excellence in better patient care and smooth running of the hospital. (Rawal Med J 202;45:447-450).

Key words: Job satisfaction, MTI, Civil servant.

INTRODUCTION

Job satisfaction is an important factor for organization as well as for the employees to continue their job an efficient way. The extent to which people like (satisfaction) or dislike (dissatisfaction) their job is called job satisfaction.¹ A recent report in which 3,400 nurses were surveyed, 9 out of 10 nurses were satisfied with their career choice, but 1 out of every 3 was unhappy with their current job.² Job satisfaction is a critical issue for health care an organization and many factors like work load and shortage of staff are responsible for retention of nurses in an organization.³

Among nursing's theories, two theories Maslow's human needs theory⁴ and Herzberg and Mausner's motivation-hygiene theory⁵ are important for understanding of job satisfaction in nursing. A Pakistani study showed that the salary, promotion, good environment and career opportunity were the main things for job satisfaction.⁶ We intended to study MTI in the public sector or directly under the control of Government, which provides healthcare services, medical education and training, and medical research.⁷ The greatest level of satisfaction of employees can bring best results for organization.⁸ A study of Kausar et al⁹ showed that most nurses were satisfied with

their performance, salary while they are not satisfied from present inducements and service structure of the nurses.⁹ Another study concluded that majority of the young and highly educated nurses are less satisfied.¹⁰ Several studies reported that most of staff was not satisfied from their job due to responsibility, work environment and benefits.^{5,10} These factors highly affect job satisfaction and its main reason which affects job satisfaction is the negligence in making hospital policies.¹¹ Job satisfaction level affects not only the quality of care provided by the nurse, but also satisfaction of patient is very important for health care institutions to measure these perceptions by the nurses.¹² Those nurses having permanent job are more satisfied as compared to temporary job holders.¹³ The aim of this study was to compare job satisfaction level of MTI nurses and the civil servant working in tertiary care hospital in Peshawar.

METHODOLOGY

This cross sectional study was conducted on the nurses working in MTI HMC, Peshawar from May to June 2017. A simple random sampling technique was used. Sample size was 184, as calculated by Raosoft online sample size calculator, by 95% confidence interval. The nurses working in this

hospital having work experience more than three months were included and the nurses who were on leave, absent and having less than three month work experience were excluded from the study.

After taking the permission from hospital authority and consents from the respondents, a self-administered questionnaire were used. The questionnaire was developed and checked by three experts for validity, the score of validity was 0.84 CVI and by calculating the *Cronbach's alpha* the internal reliability was 0.743, which is adequate.

Statistical Analysis: The data were analyzed through SPSS version 20. Descriptive statistics and a chi square test (p-value) was applied for the comparison.

RESULTS

Out of 156 nurses, 71% were female. Majority (58.9%) were between 25 to 30 years of age. Regarding marital status, 59% were married and education was mostly diploma in nursing (62.8%) (Table 1). Most of the nurses were satisfied; MTI nurses were more satisfied than civil servant excluding the salary, job security and less time for providing care to the patient. In these three

variables, the MTI nurses were not satisfied as civil servant nurses. The least variable regarding job satisfaction were the salary, 30.8% of the nurses were disagree to salary providing to them.

Table 1. Overall demographic profile.

Gender	MTI	Civil servant	Total N (%)
Male	40 (25.64%)	5 (3.20%)	45 (48.84%)
Female	49 (31.41%)	62 (9.74%)	111 (71.15%)
Designation			
RN	69 (44.23%)	47 (30.12%)	116 (74.35%)
Head Nurse	1 (0.64%)	9 (5.76%)	10 (6.41%)
Other	19 (12.17%)	11 (7.05%)	30 (19.23%)
Age			
Below 25 years	24(15.38)	10(6.41)	34(21.79)
26 to 30 years	55 (35.25)	37(23.71)	92(58.97)
31 to 35 years	5 (3.20)	13(8.33)	18(11.53)
36 to 40 years	3 (1.92)	7(4.48)	10(6.41)
Above 40 years	2 (1.28)	0(0)	2(1.28)
Marital status			
Married	31(19.87)	32(20.51)	63(40.38)
Unmarried	58(37.17)	35(22.43)	93(59.61)
Qualification			
Diploma	57(36.53)	41(26.28)	98(62.8)
BSN	19(12.17)	8(5.12)	27(17.30)
PRN	7(4.48)	11(7.05)	18(11.5)
MSN	0(0)	4(2.56)	4(2.56)
Any other	6(3.84)	3(1.92)	9(5.76)
Total	89(57.05)	67(42.9)	156(100)

Table 2. Comparison of satisfaction between MTI and civil servants.

Item	Categories %	Agree%	Strongly agree%	Neutral %	Disagree %	Strongly Disagree %	p-value
1.My job gives me a lot of satisfaction	MTI	35.3%	13.5%	5.1%	1.3%	1.9%	0.363
	Civil Servant	26.9%	13.5%	1.9%	0.6%	0.0%	
2.My job is very meaningful for me	MTI	20.5%	29.5%	6.4%	0.6%	0.0%	0.383
	Civil Servant	19.9%	20.5%	2.6%	0.0%	0.0%	
3.My current salary is enough for me	MTI	20.5%	5.1%	6.4%	9.6%	1.3%	0.003*
	Civil Servant	32.1%	10.9%	18.6%	30.8%	7.7%	
4.I am enthusiastic about my present work	MTI	27.6%	16.7%	10.9%	1.9%	0.0%	0.796%
	Civil Servant	20.5%	13.5%	6.4%	2.6%	0.0%	
5.I have enough time to deliver good care to patients	MTI	20.5%	22.4%	5.1%	5.1%	3.8%	0.013*
	Civil Servant	26.3%	10.3%	3.2%	3.2%	0.0%	
6.I have enough support from colleagues	MTI	26.3%	16.7%	7.7%	5.1%	1.3%	0.608
	Civil Servant	22.4%	9.6%	7.1%	3.8%	0.0%	
7.I have enough support from supervisor/ Head nurse	MTI	24.4%	17.9%	9.0%	4.5%	1.3%	0.099
	Civil Servant	23.7%	6.4%	7.7%	5.1%	0.0%	
8.There is a team work in this hospital	MTI	25.6%	12.2%	11.5%	5.8%	1.9%	0.161
	Civil Servant	25.6%	8.3%	3.2%	5.1%	0.6%	
9.I am satisfied from the policies of this hospital	MTI	21.2%	9.0%	11.5%	12.2%	3.2%	0.918
	Civil Servant	15.4%	7.1%	7.1%	9.6%	3.8%	
10.I assured that my job is secure	MTI	16.7%	11.5%	11.5%	7.1%	10.3%	0.032*
	Civil Servant	19.2%	9.0%	9.6%	3.8%	1.3%	
11.The working time is good for me	MTI	41.7%	9.0%	3.8%	1.3%	1.3%	0.389
	Civil Servant	28.2%	9.6%	2.6%	2.6%	0.0%	

One of the key variables was job security; every employee wants a permanent and secure job. MTI nurses were unhappy from this point of view (Table 2). Better care may need more time to help the patient in a good way, this study show that nurses were not satisfied from time to deliver good care to patient.

DISCUSSION

The response rate in this study was 86.6%, in which 99% respondent were from MTI and 74% were Civil servants. Overall, the female respondents were more than male as the ratio of female was already more than male (Table 1). Most of the nurses were satisfied (72.43%); means 49.13% agreed, 23.5% strongly agreed. Out of 72.43% MTI employees, more were satisfied (39.5%) than civil employees (32.8%). On the other side about dissatisfaction, the overall result (Disagree+strongly disagree) was 13.6% when compare to MTI and civil employees majority among this was also MTI (8.8%) and civil nurses (4.8%). Job satisfactions lead to good performance and there health care system will more develop.⁹

Salary was the most important factors for employees, which affect the retention of employee in an organization. In the study by Jalaludin et al,⁶ 49.4% staff was moderately satisfied. The majority (79.88%) of health care worker of Vientiane capital was dissatisfied due to insufficient salary.¹⁴ In this current study, 42.9% of the respondents were satisfied with their current salary, 38.4% were dissatisfied and the rest of 18.6% were responded neutral. This was also a significant on chi square test ($p=0.003$) but when compare this result among MTI and civil servant/employees.

Lack of nurse's involvement in making hospital policies about things happening around them has been major issues directly influencing their satisfaction.¹⁵ Opportunities for career development, working time and promotional schemes of the organizations have high associations with job satisfaction.¹⁶ Khan et al emphasized that job security was one of the important factor.⁸ In our study, most of the MTI nurses strongly disagreed that my job was secure ($p=0.032$).

The working environment, duty hours and other

policies of Indian government hospital were best as compared to private.¹⁷ When asking about working time in our this study, majority (88.5%) of the respondents were satisfied/agreed among which MTI were more satisfied (50.7%), as compared to civil employees (37.8%) ($p=0.389$).

Another study of job satisfaction showed that most of the staff was not satisfied and the main reason for this dissatisfaction were lack of motivation, less salary, less amount of training, and the deficient number of staff.¹⁷ We found that most of the respondent (52.5%) were satisfied from the hospital policies of HMC among which the employees of MTI were more satisfied (30.2%) as compared to civil employees (22.5%). Very few (28.9%) were also dissatisfied/disagreed from the policies of this hospital, which includes MTI 15.4% and civil 13.4%.

CONCLUSION

MTI nurses were more satisfied but they had some observation/disagreement regarding salary, job security and time span for providing care to the patients. The job satisfaction of nurses was highly associated with certain factors, which need to be developed and focused by health authorities which include good salary, job security for nurses and minimize the workload.

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