

Assessment of job satisfaction among the nurses of Jammu and Kashmir

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Abstract:

Nurses are considered the backbone of hospital because of the responsibility they carry out while providing caring for a patient. Nurse's role as care giver, resource manager, supervisor, team coordinator, collaborator, client advocate etc. is evident everywhere. Therefore, a nurse should be satisfied with her job to carry out these responsibilities effectively and efficiently. Job satisfaction is one of the strong motivational factors for an employee to work with enthusiasm in an organization.

Methodology-A descriptive design was used to assess the level of job satisfaction among Staff nurses working in Government Medical College, Anantnag. Convenience sampling technique was used to select 400 staff nurses., a survey-based questionnaire has been established by the modification of Kumar and Khan Job assessment scale and Minnesota Satisfaction Questionnaire to assess the satisfaction of nurses. Analysis was done by using descriptive and inferential statistics.

Results: the study results showed that out of 400 nurses, 274 nurses are neither satisfied nor dissatisfied with the job, 113 nurses are Dissatisfied with job and 13 nurses are satisfied with the job. The **Factors associated with job dissatisfaction were:** Invisible role of nurse, Pay level of nurse, Non-equality of pay in J&K as compared to other Union Territories or States., Rude behaviour of superiors, non- recognition of Nurse's work, Scarcity of Provision of higher post in Nurses, Inadequate Nurses Recruitment process, Designated post, Under-utilization of job role, Long-time gap for continuing higher education through department., Mental disturbance due to the public crowd/quarrels always happening within the hospital, Inadequate maintenance of nurse patient ratio, Problem with title ascribed to nurse because of nursing profession, Social stigma attached with the nursing profession.

Discussion and conclusion- In conclusion, there was a significant association between the level of job satisfaction among nurses with the demographic variables of qualification, residence, designation, marital status, area of posting and working experience in years at 0.01 and 0.05 P level of significance. However, there is no relationship found between job satisfaction and the variables like age, gender and type of working hospital at 0.01 and 0.05 P level of significance.

Introduction:

Edwin A. Locke (1976) defines job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences"¹. Employee's Job satisfaction varies from one to another that too in the in the same workplace under the same conditions. The factors that help one employee feel good about their job may not apply to another employee. Therefore, it is essential to have a multidimensional approach to employee satisfaction by covering the several areas like the challenging nature of work, a level of convenience, regular appreciation by the management, competitive pay, and career progression in sync with employees' personal growth targets².

Job satisfaction is positively and mutually related to life satisfaction. Multiple factors influence the job satisfaction of employees in a workplace and may vary from environmental factors, personal and psychological factors. The environmental factors include the following factors:

- **Communication overload and under load** in a modern organization concerns the management of communication demands that he or she encounters on the job.³
- **Superior-subordinate communication** the way in which subordinates perceive a supervisor's behaviour can positively or negatively influence job satisfaction. Nonverbal messages play a central role in interpersonal interactions with respect to impression formation, deception, attraction, social influence, and emotional.⁴

The individual factors may also have an influencing effect over the job satisfaction of employees and may include:

- **Emotions:**

Mood and emotions at the workplace may have an influence on job satisfaction. Some research suggests moods are related to overall job satisfaction^{5,6}. Frequency of experiencing net positive emotion will be a better predictor of overall job satisfaction than will intensity of positive emotion when it is experience⁷

It was found that suppression of negative emotions decreases job satisfaction and the amplification of positive emotions increases job satisfaction.⁸

- **Genetics:**

It is well known fact that the genetic has an influencing effect on individual difference. Some research suggests genetics also play a role in the intrinsic, direct experiences of job satisfaction like challenge or achievement⁹.

- **Personality:**

There are two personality factors related to job satisfaction, *alienation and locus of control*. Employees who have an internal locus of control and feel less alienated are more likely to experience job satisfaction, job involvement and organizational commitment. A meta-analysis of 187 studies of job satisfaction concluded that high satisfaction was positively associated with internal locus of control. The study also showed characteristics like high Machiavellianism, narcissism, trait anger, type A personality dimensions of achievement striving and impatience/irritability, are also related to job satisfaction.¹⁰

- **Psychological well-being**

Psychological well-being (PWB) is “the overall effectiveness of an individual’s psychological functioning” as related to primary facets of one’s life: work, family, community, etc. PWB is primarily measured using the eight-item Index of Psychological Well-Being developed by Berkman (IPWB). IPWB asks respondents to reply to a series a questions on how often they felt “pleased about accomplishing something,” “bored,” “depressed or unhappy,” etc.¹¹

Today and every day, the lives of vast numbers of people lie in the hands of health systems. From the safe delivery of a healthy baby to the care with dignity of the frail elderly, health systems have a vital and continuing responsibility to people throughout the life span. Hospital is an agency of health-care delivery system which is manned by different groups of professionals using a variety of equipment and supplies for rendering patient care and expansion of medical knowledge.¹² As registered nurses play a pivotal role in the promotion, maintenance, and restoration of health, we need to develop competent nurses who can take up extended and expanded roles in the delivery of primary, secondary, and tertiary care.¹³

Many studies revealed that dissatisfied nursing care providers give poor quality, inefficient care, whereas there is a positive correlation between nursing satisfaction, patient satisfaction, and the treatment outcomes.¹⁴ Dissatisfied nurses with their job were also found to distance themselves from their patients and avoid nursing responsibilities, resulting in compromised quality of care. Baxter further emphasized the strong impact of nurse job satisfaction on the quality of care as well as on the nurse–patient relationship. It is evident that a positive correlation is present between job satisfaction and employee health. The workers’ productivity, as well as personal satisfaction directly linked to success and personal achievements on their job. When an employee starts enjoying his job which implies he is deriving satisfaction from his job. The employee’s efforts are equally rewarded by his employers. Job satisfaction is nothing but happiness and enthusiasm which one gets at his work. It was observed by the Harvard professionals that job satisfaction as the key ingredient which leads to achievement, promotion, perks, and recognition leading to general feelings of fulfillment.¹⁵

Aims and objectives:

1. To assess the job satisfaction among nurses working in different hospitals of Jammu and Kashmir.
2. To identify the factors leading to job dissatisfaction.
3. To find the significant relationship of job satisfaction among nurses of J and K with their selected demographic variables i.e. age, gender, marital status, residence, qualification, designation, type of hospital, area of posting and working experience.

Materials and Methods:

Study site: Governmental Medical Colleges of Anantnag.

Study Design: Cross-sectional prospective study.

Sample Size: The study population was comprised of nursing staff employed in public health care hospitals. This was an electronic questionnaire-based survey; a convenient sampling technique was used to collect data from a sample size of 400 nursing staff.

Eligibility Criteria:

Inclusion criteria:

- Data was collected from the nurses working in the tertiary care hospital.
- Who gave consent to participate.

The exclusion criteria:

- The Nursing staff who did not consent to participate.
- Nursing staff with any pending/on-going disciplinary proceedings as per available information.

Methodology:

Development of statements for job satisfaction scale:

Review of available standards job satisfaction tools:

i).Minnesota Satisfaction Questionnaire (MSQ), ii) Hackman and Odham job diagnostic survey. iii) Khan and Kumar’s job assessment scale was done and items of scale were examined in context of Indian health care settings. Minnesota Satisfaction Questionnaire (MSQ) is a prevalidated and free to use survey questionnaire for staff satisfaction study was used.¹⁶ the satisfaction questionnaire is the most commonly used tool in the measurement of job satisfaction. It had been used to measure job satisfaction in a variety of sectors, including healthcare (nursing). In the present study, a survey based questionnaire has been established by the modification of Kumar and Khan Job assessment scale and Minnesota Satisfaction Questionnaire to assess the satisfaction of nurses. The questionnaire consisted of two sections:

Section-I: it comprises of socio-demographic data and includes age, gender, residence, marital status, educational qualification, job designation, type of hospital, place of posting and working experience.

Section-II: it consists of scale containing 6 factors and each factor is further divided into items regarding job satisfaction. Factor 1 contains 9 items, Factor 2 contains 6 items, Factor 3 contains 6 items, Factor 4 contains 4 items, Factor 5 contains 4 items and Factor 6 contains 8 items.

The responses to each item will be measured on Likert

scale from 1 to 5, which are to be measured on Likert scale responses. There are overall 40 items within the scale used to assess the satisfaction of Nurses.

The questionnaire will be available to only those who will be provided with the link to the Google Form. The link applicable to the subjects will be provided by the investigators via their online media. The contact mode to the respective subjects will be done by phone, e-mail, WhatsApp. The questionnaire will be collected from the participants within a week to the investigator's mail or WhatsApp without mentioning the name of participants,

Research Outcome Assessment:

Assessment of job satisfaction by present scale:

Job satisfaction is measured in the study using five point Likert scale.

Score	Level of satisfaction
1	Strongly Dissatisfied.
2	Dissatisfied.
3	Neutral
4	Satisfied
5	Strongly Satisfied.

The midpoint of the scale is 2.5 in the scale of 1-5 point. Score of job satisfaction >2.5 gives the direction towards job satisfaction and the score of <2.5 gives the direction towards job dissatisfaction

Scoring key of the scale:

item	maximum	minimum
1-40	200	44

Table 1: level of satisfaction among Nurses:

Satisfaction score	Level of satisfaction
161-200	Strongly Satisfied.
121-160	Satisfied
81-120	Neutral
41-80	Dissatisfied.
40	Strongly Dissatisfied.

Statistical Analysis:

The collected data was organized and analyzed using SPSS statistics test. The analysis was based on the following aims and objectives:

1. To assess the job satisfaction among nurses working in different hospitals of Jammu and Kashmir.
2. To identify the factors leading to job dissatisfaction.
3. To find the significant relationship of job satisfaction among nurses of J and K with their selected demographic variables i.e. age, gender, marital status, residence, qualification, designation, type of hospital, area of posting and working experience.

SECTION-I: DISTRIBUTION OF DEMOGRAPHIC VARIABLES:

Table 2: Frequency distribution of Demographic variables

Statistics

	gender	age	qualification	designation	residence	marital status	type of hospital in which you are employed	area of posting	working experience in years
N	400	400	400	400	400	400	400	400	400
Mean	1.79	1.94	2.19	1.40	1.52	1.76	2.56	1.69	1.93
Std. Deviation	.406	.798	.713	.931	.500	.428	.558	1.184	.783

SECTION-II: Finding related to Level of Satisfaction among Staff nurses

Table 3: distribution of subjects as per the level of job satisfaction

Level of satisfaction	TOTAL NO.
Strongly Dissatisfied.	0
Dissatisfied.	113
Neutral	274
Satisfied	13
Strongly Satisfied.	0

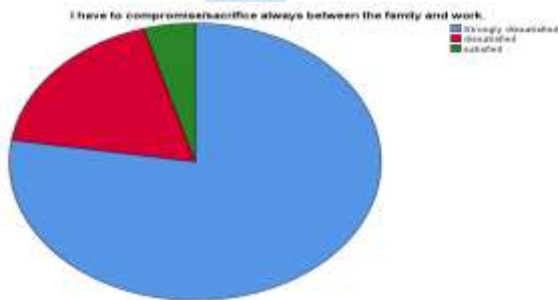
From the table 3, it is revealed that out of 400 nurses, 274 nurses are neither satisfied nor dissatisfied with the job, 113 nurses are Dissatisfied with job and 13 nurses are satisfied with the job.

Section-III: Factors associated with job dissatisfaction:

TABLE 4: frequency distribution of factors associated with job dissatisfaction:

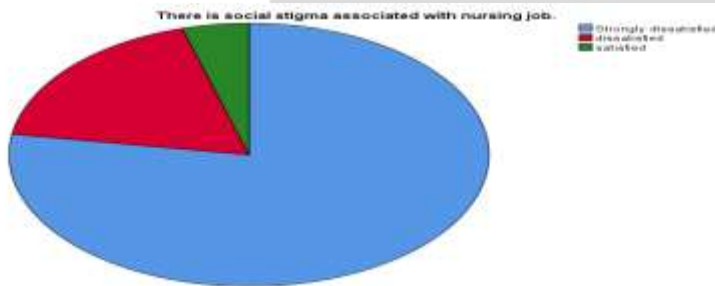
compromise/sacrifice between the family and work.

N=400	Frequency	Percent
Strongly dissatisfied	310	77.5
dissatisfied	72	18.0
satisfied	18	4.5
Total	400	100.0



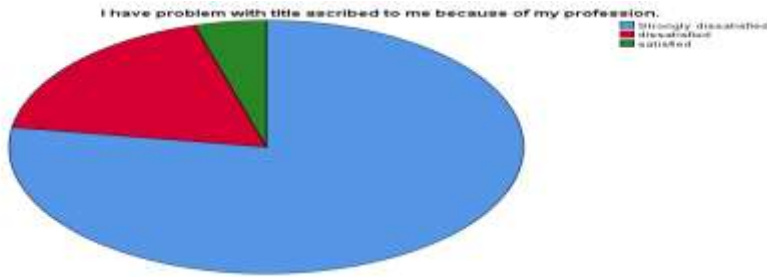
social stigma associated with nursing job.

N=400	Frequency	Percent
Strongly dissatisfied	310	77.5
dissatisfied	72	18.0
satisfied	18	4.5
Total	400	100.0



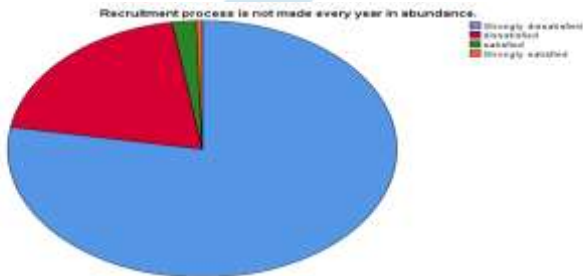
problem with title ascribed to me because of my profession.

N=400	Frequency	Percent
Strongly dissatisfied	310	77.5
dissatisfied	72	18.0
satisfied	18	4.5
Total	400	100.0



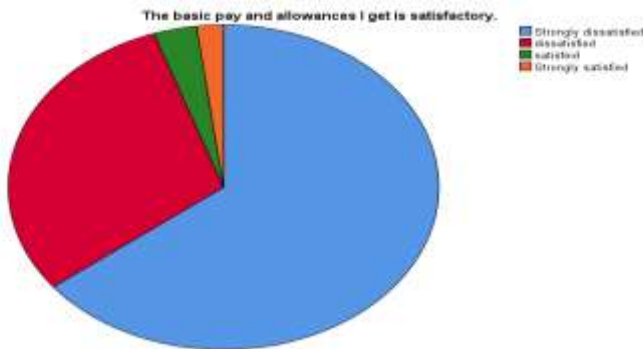
Recruitment process is not made every year in abundance.

	Frequency	Percent
Strongly dissatisfied	311	77.8
dissatisfied	79	19.8
satisfied	8	2.0
Strongly satisfied	2	.5
Total	400	100.0



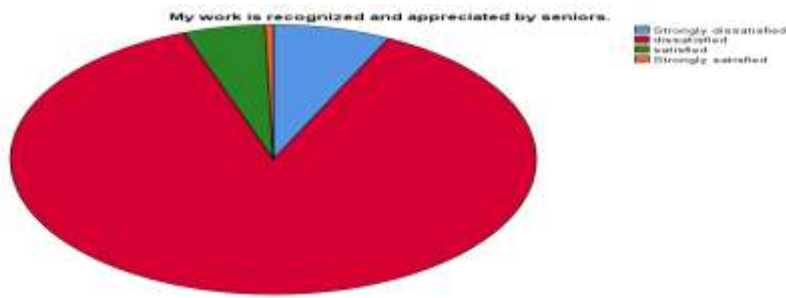
The basic pay and allowances is satisfactory.

	Frequency	Percent
Strongly dissatisfied	258	64.5
dissatisfied	121	30.3
satisfied	13	3.3
Strongly satisfied	8	2.0
Total	400	100.0



work recognition and appreciated by seniors.

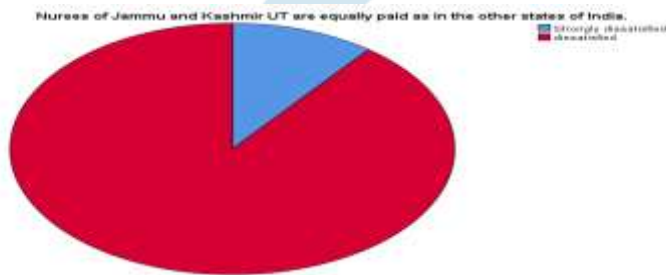
	Frequency	Percent
Strongly dissatisfied	29	7.2
dissatisfied	349	87.3
satisfied	20	5.0
Strongly satisfied	2	.5
Total	400	100.0



Nurses of Jammu and Kashmir UT are equally paid as in the other states of India.

N=400

	Frequency	Percent
Strongly dissatisfied	42	10.5
dissatisfied	358	89.5
Total	400	100.0



Nurse: patient ratio is never maintained as per the Norms.

N=400

	Frequency	Percent
Strongly dissatisfied	292	73.0
dissatisfied	69	17.3
satisfied	39	9.8
Total	400	100.0

mental disturbance due to the public crowd/quarrels always happening within the hospital.

N=400

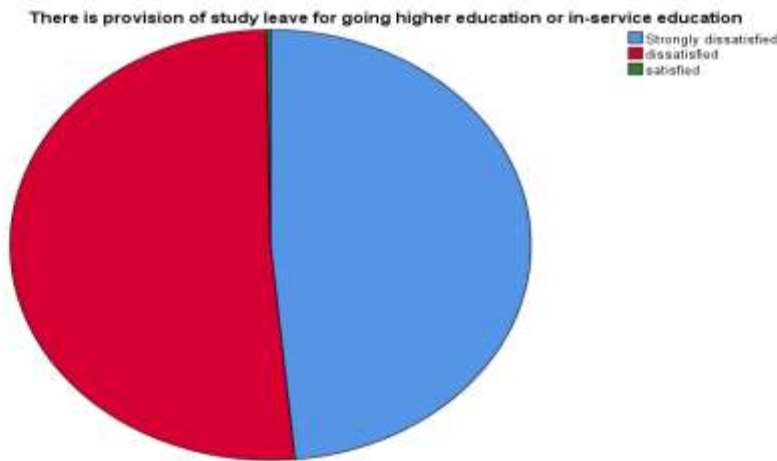
	Frequency	Percent
Strongly dissatisfied	310	77.5
dissatisfied	72	18.0
satisfied	18	4.5
Total	400	100.0

Time spent in reaching the hospital is very long

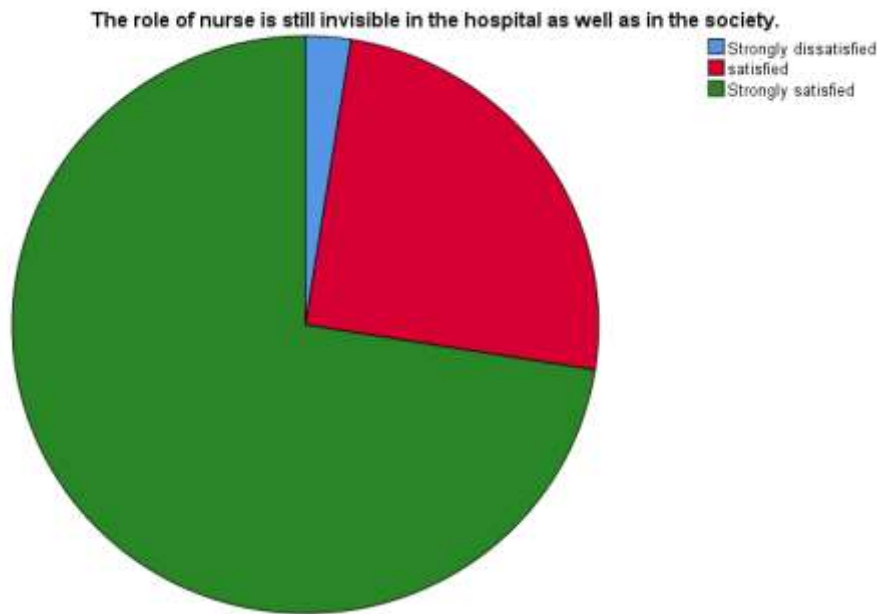
N=400

	Frequency	Percent
Strongly dissatisfied	292	73.0
dissatisfied	69	17.3
satisfied	39	9.8
Total	400	100.0

There is provision of study leave for going higher education or in-service education



The role of nurse is still invisible in the hospital as well as in the society.



From above tables and diagrams, it is revealed that the Factors associated with job dissatisfaction were:

- Invisible role of nurse
- Pay level of nurse
- Non-equality of pay in J&K as compared to other Union Territories or States.
- Rude behaviour of superiors
- non- recognition of Nurse’s work
- Scarcity of Provision of higher post in Nurses
- Inadequate Nurses Recruitment process
- Designated post
- Under-utilization of job role
- Long-time gap for continuing higher education trough department.
- Mental disturbance due to the public crowd/quarrels always happening within the hospital.
- Inadequate maintenance of nurse patient ratio.
- Problem with title ascribed to me because of my profession.
- Social stigma attached with the nursing profession.

SECTION-IV: SIGNIFICANT RELATIONSHIP OF JOB SATISFACTION WITH ITS DEMOGRAPHIC VARIABLES:

TABLE 7: Relationship of job satisfaction with its demographic variables:

Correlations

		gender	age	qualification	designation	residence	marital status	type of hospital in which you are employed	area of posting	working experience in years
gender	Pearson Correlation	1	.012	-.052	-.022	.020	-.038	.009	-.011	.039
age	Pearson Correlation	.012	1	.142**	.250**	.149**	.618**	-.044	.170**	.934**
qualification	Pearson Correlation	-.052	.142*	1	.492**	.039	.127*	.105*	.400**	.142**
designation	Pearson Correlation	-.022	.250*	.492**	1	.111*	.193**	.113*	.893**	.252**
residence	Pearson Correlation	.020	.149*	.039	.111*	1	.024	-.091	.078	.130**
marital status	Pearson Correlation	-.038	.618**	.127*	.193**	.024	1	.088	.168**	.579**
type of hospital in which you are employed	Pearson Correlation	.009	-.044	.105*	.113*	-.091	.088	1	.065	-.046
area of posting	Pearson Correlation	-.011	.170*	.400**	.893**	.078	.168**	.065	1	.177**
working experience in years	Pearson Correlation	.039	.934**	.142**	.252**	.130**	.579**	-.046	.177**	1

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

From the table 7 it is revealed that there is significant relationship of job satisfaction among nurses of J and K with the demographic variables of qualification, residence, designation, marital status, area of posting and working experience in years at 0.01 and at 0.01 and 0.05 level of significance. However, there is no relationship found between job satisfaction and the variables like age, gender and type of working hospital at 0.01 and 0.05 level of significance.

Conclusion:

This section presents the conclusion drawn, limitations and recommendations. This study was conducted to assess the level of job satisfaction among Staff nurses of Jammu and Kashmir and to find out the factors associated with job dissatisfaction. A descriptive exploratory research approach was used for this study. The 400 sample was selected using non-probability convenience sampling technique. The data was collected by using i). Minnesota Satisfaction Questionnaire (MSQ), ii) Hackman and Odham job diagnostic survey. iii) Khan and Kumar's job assessment scale was done and items of scale were examined in context of Indian health care settings and interpreted by applying statistical methods. Findings of the study revealed that majority of the staff nurses were neither satisfied nor dissatisfied with their jobs.

Recommendations:

1. This study answered staff nurses opinion on the level of job satisfaction based on the findings, the researcher recommends the following:
2. Hospital Administrators should work towards improving staff nurses satisfaction by appreciating their work, improving working condition, promoting cordial relationship among the team members. Based on the findings of the study, some factors like low salary, non-equipment of pay in Jammu and Kashmir were found associated with job dissatisfaction. Hence

improvement of the nurse's wages and reduction in the cost of healthcare services would most likely yield the maximum output on their level satisfaction. Also, Government should work in applying equal wages act as provided by the constitution of India to provide equal justice to all Nurses working in Jammu and Kashmir.

3. Based on the findings of the study, there are numerous factors like stigma attached to nursing, invisibility of nurse's role, lack of provision of higher posts to nurses, non-recognition of nurse's work, problem with title ascribed to nurse because of nursing profession etc. Government and higher concerned authority should work by conducting the awareness among public regarding the nurse's role and thus helping in reducing the stigma. Also, the nurses should be called by nurse accompanying her name to remove the stigma tagged to a nurse; Government should recognise the work of nurses like other professions. If the factors associated with job dissatisfaction among nurses are not improved the nurses will not only get demotivated but also will affect their working performance that will eventually affect the patient care.
4. Improving nurses' work environment and implementing stress relieving strategies are necessary to maximize nurse's job satisfaction and improve quality care.
5. A similar study can be conducted using larger samples and covering more than one health facility in order to be able to effectively generalize the findings.
6. A comparative study can be conducted among the nurses of Jammu and Kashmir with the nurses of other state or Union territories to get more perspectives of the factors associated with the job satisfaction or dissatisfaction.
7. A similar study can be conducted all over the India to get overall job satisfaction among nurses working at different designations and places in India to get effective study generalization.

Limitations:

1. One major limitation to the study was the limited to the Nurses of Jammu and Kashmir only.

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