

**Research Article**

## **Sociodemographic Determinants of Job Satisfaction among Nurses**

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### **ABSTRACT**

Hospitals as organizations which have been created for dealing with human pain, treating their sufferings and improving public health should pay attention to the welfare of individuals who work in there. The aim of the present study was determining the status of job satisfaction and the related underlying factors in nurses. This study was a descriptive study and of a cross-sectional type which was conducted among 330 nurses in educational-therapeutic hospitals in the city of Kermanshah, Iran. The participants were randomly selected in proportion to size in each hospital. The information was collected using a standard questionnaire in a self-report way. The data were analyzed with SPSS version 16 using t-test and Pearson's correlation coefficient. Almost, 54% of the participants were dissatisfied and 46% were satisfied. Also the mean score of job satisfaction in nurses was 108.18 with a standard deviation of 7.74 in the score range of 36 to 180. According to the findings, there was a significant statistical relationship between the increase of age and working experience and the reduction of job satisfaction ( $P < 0.05$ ). Also, the mean score of job satisfaction was significantly higher in singles, compared with the married individuals ( $P < 0.05$ ). Based on our findings designing evidence-based and theory-based interventions with the aim of identifying the causes of job satisfaction with the increase of work experience is recommended.

**Keywords:** Psychology, Experience, Mental Health.

### **INTRODUCTION**

Work resolves many of the individual's economic needs and results in the feeling of social identity and usefulness in the individual; many individuals spend a significant part of their waking hours in their workplace (1). On the other hand, human resource is considered as the most valuable capital in any organization and the success of any organization is dependent on the efforts and job satisfaction of its staff (2). Meanwhile, health and medical organizations have a special position in the society due to the importance of their duty of prevention, caring and treatment (3). However, unfortunately health care providing services in Iran face many challenges currently, one of the most important of which is unfavorable quality of the services provided; in this regard, one of the

important factors in unfavorable quality of medical and care services is human factor which can have a major role in the transformation and advancement of care and medical issues, and providing the necessary motivation for doing the job is one of the main and more complex duties of a manager and the management's efforts for maintaining human resources includes creation of job satisfaction in employees (4). Job satisfaction has been defined as a positive affective evaluation and attitude in employees towards their job and motivation and efficiency in employees who are satisfied with their job has been discussed and explored by scholars. In this regard, some studies have indicated that job satisfaction is associated with high level of employees' participation in

achieving organizational goal, client satisfaction, increase of employees' commitment to the organization and increase of productivity and profitability of the organization (5).

Also, studies conducted on employees' job satisfaction have shown that there is an association between job satisfaction and employees' physical and mental health and job satisfaction is significantly related to mental problem, excessive tiredness, self-confidence, depression and anxiety (6). On the other hand, lack of job satisfaction results in the reduction of employees' morale, anxiety, working less, absenteeism, resignation, turn over, early retirement and physical and mental problems (4). Job satisfaction is formed under the impact of some conditions and events experienced by the individual in the workplace and thus, the management, organizational culture, organizational structure, the nature of the job, work conditions and the type of relationship with colleagues significantly impact the formation of job satisfaction (7).

According to Spector the main aspects of job satisfaction are: satisfied with the organization, work, supervision, colleagues, wages and benefits and satisfaction with promotion (8). In addition, different studies have indicated that work characteristics, variety in work, wage, job security, role ambiguity, organizational structure, physical conditions of work, environmental factors such as access to recreational, sport and welfare facilities in the workplace, the relationship with coworkers, management models governing the organization and the employees' level of participation in work processes are among the main factors impacting job satisfaction (9, 10). According to the importance of the issue, the necessity of planning and creating mental health interventional solutions for students is apparent. However, the prerequisite for any planning is knowledge of the current conditions (11-14). Therefore, considering the importance of this issue, the present study was conducted with the aim of determining the status of job satisfaction

and the related underlying factors impacting it in the nurses.

## METHODS

This study was a descriptive study and of a cross-sectional type which was conducted in summer 2016 with 330 nurses in medical-therapeutic hospitals in the city of Kermanshah, Iran. In conducting the study, after coordinating with the authorities of Kermanshah University of medical sciences and the managements of educational hospitals in the city of Kermanshah, the educational-therapeutic hospitals were considered as strata and by proportionate attribution in each hospital, the nurses were selected using stratified random sampling and the standard questionnaire was distributed among them.

It should be pointed out that the subjects in the study were justified in the way the study is conducted, the confidentiality of the information and the aim of the study and they all entered the study willingly. The results indicated that there were no statistically significant differences among demographics between the responders and non-responders. These results suggest that non-response bias was not a serious concern. Also, by omitting the incomplete questionnaires, 300 questionnaires were analyzed (the response rate was 90%).

## Data collection

Tool in this study was a questionnaire consisted of two sections. The first section was related to background and demographic information and was consisted of 6 questions that assessed information regarding age (in years), sex (male, female), education level (bachelor's degree, Master's degree), work experience (years) and work place section.

The second section of the questionnaire was related to job satisfaction using the standard 36-item Spector's Job Satisfaction Scale (SJSS). The minimum and maximum scores that can be obtained by the individual are 36 and 180 respectively, and individuals are placed in groups based on their score: a score of 36 to 75

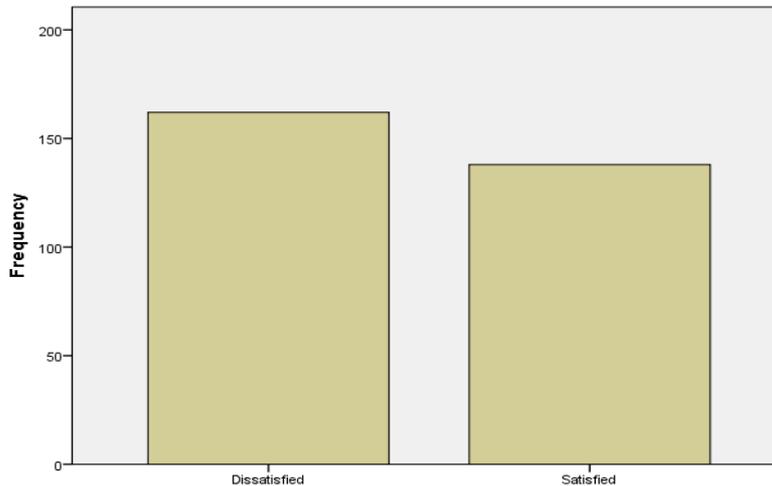
(completely dissatisfied), 73 to 108 (dissatisfied), 109 to 144 (satisfied), 145 to 180 (completely satisfied). It should be pointed out that 18 questions (2, 4, 6, 8, 10, 12, 14, 16, 18, 19, 21, 23, 26, 29, 31, 32, 34, 36) are negative and if the individual chooses the option “completely agree”, he will receive 1 score and if he chooses the option “completely disagree”, he will receive 5 scores. For other questions, the option “completely agree” gives a score of 5 and the option “completely disagree” gives the score of 1 (8).

The information was collected from the employees in self-report form, entered into SPSS version 16 and was analyzed using t-test and Pearson’s correlation coefficient.

**RESULTS**

According to the results the age range of the participants is 21-50 years and their mean age is 32.27 with a standard deviation of 7.18. The mean of the employees’ work experience was 8.74 years with a standard deviation of 6.95. 55.7% of the participants (167 individuals) were male and 44.3% (133 individuals) were female. Also, 47 % of the participants (141 individuals) were single and 53 % (159 individuals) were married.

Diagram 1 shows the job satisfaction of the nurses explored and as the results show, 54% (162 individuals) were in the dissatisfied group and 46% (138 individuals) were in the satisfied group.



**Diagram 1** Job satisfaction status among participants

Furthermore, Table 1 shows the relationship of sex, education level, and marital status with job satisfaction.

**Table 1:** Comparing of job satisfaction score according to demographic characteristics

Variables		Mean	SD	P
Sex	Male	107.75	8.34	0.287
	Female	108.71	6.92	
Marital Status	Single	109.39	7.74	0.011
	Married	107.10	7.60	
Education Level	BSc	108.07	7.25	0.626
	MSc	108.63	9.61	

Pearson’s correlation coefficient test was used for measuring the relationship of age and work experience with job satisfaction and the results indicated that with the increase of age, job satisfaction is reduced significantly ( $p=0.036$  &  $r=-0.121$ ). Also, the results indicated that job satisfaction was reduced with the increase of work experience ( $p=0.037$  &  $r=-0.121$ ).

**DISCUSSION**

Hospitals as organizations that have been created for dealing with human pain, treating their sufferings and improving public health should pay attention to the welfare of individuals who work in there as human resources have a significant role in transformation and advancement of care and therapeutic affairs and researchers believe that the

increase of job satisfaction can lead to the improvement of the quality of the care received by the patients and consequently improve patients' satisfaction with medical services (15). As seen from the results, the level of job satisfaction in the employees explored in the present study is low. Most of the employees explored (54%) were in the dissatisfied group, in terms of job satisfaction. The findings of the present study are highly consistent with those of the similar studies in a way that Shahbazi (16). In another study on nurses working in the hospitals in the city of Yazd, reported that 58.9% of the nurses explored had low job satisfaction, 37.9% had an average level of job satisfaction and only 3.2% had a high level of job satisfaction. Also, in the study by Raesi on employees and managers of educational hospitals of Qazvin University of Medical Sciences it was found that 30.3% of the individuals explored were dissatisfied with their job, 65.5% were satisfied to some extent and 4.2% were satisfied (17). These studies indicate a high level of job dissatisfaction in medical personnel in Iran and as job satisfaction can impact the increase of organizational productivity, the factors impacting it should be paid attention to more so that the improvement of the quality of the services provided to the patients is expected. The results indicated that there was a significant statistical relationship between age and employees' job satisfaction in a way that the employees' job satisfaction was reduced, with the increase of age. The findings in this regard point consistent with those of the similar studies and other study out an inverse relationship between age and job satisfaction (16). In addition, based on the results, no significant relationship of education level and sex with job satisfaction was found and this is consistent with the results of the previous study (16). Another finding of the present study was that job satisfaction, the mean score was higher in singles compared with married individuals. In this regard, it should be pointed out that it is expected that the married individual are expected to have more financial needs and the possible mutual effects of different financial needs

in the married individuals (i.e. the need for more income, possible family problems and the like) have been able to impact their job satisfaction because it has been pointed out in studies that wage is one of the main factors impacting job satisfaction which may be due to financial problems, expectations and the lack of enough recreational facilities. However, it should be noted that wage can be a strong motivational factor and if wage is not standardized justly based on a job categorization plan; wage payment mechanism can be turned into a factor contributing to continuous dissatisfaction (18). As pointed out before, only the information related to the employees was collected in this study and future studies are recommended to also include the views of managers on job satisfaction so that a more appropriate analysis of job satisfaction can be provided. One of the strengths of the present study is collecting data through Spector's standardized scale.

## CONCLUSION

According to the findings job satisfaction is reduced with the increase of age and work experience. Designing evidence-based and theory-based interventions with the aim of identifying the causes of job satisfaction reduction with the increase of age is recommended.

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