

Impact of Nurses' Job Satisfaction on the Quality of Healthcare Services in Allied Hospital PMC Faisalabad

¹Khalida Parveen, ²Shafquat Annayat, ³Dr. Shahbaz Ahmad

¹BScN(post RN 2nd year student)

²(Principle Independent Nursing College Faisalabad)

³(MCPS, MPH, MBBS Associate Professor Independent Nursing College Faisalabad)

Corresponding Author Email Address: khalidaparveen315@gmail.com

Abstract: Job satisfaction is generally determines by the performance, efficiency and productivity of health care professionals. Job satisfaction is said to be associated with many factors like, employee's work load, work environment, job responsibilities, time pressure and job security. As such Job satisfaction affects employee's performance and commitment with organization and therefore it affects the quality of health care services provided by health professionals. The purpose of my study was to examine nurses' views on the impact of nurses' job satisfaction on the quality of care they deliver in Allied Hospital, Faisalabad. Understanding the significance of employee satisfaction, and what factors affects nurses' job satisfaction. **Methods:** A descriptive cross sectional study with self administered questionnaire was done in Allied Hospital Faisalabad. Sample size of the study consists of 248 qualified nurses working in this tertiary care hospital. **Results:** Overall 57.2% participants were with their job. Poor work environments, work load, and staff scheduling were the most significant factors affects job satisfaction. Moreover, stress, lack of training opportunities, lack of supervisory support, low salaries and time pressure were the reasons for their dissatisfaction. **Conclusion:** My study findings reveal a low level of overall satisfaction among nurses in Allied Hospital Faisalabad. Most of this dissatisfaction is due to, work load, poor work environment, poor salaries, staff scheduling, lack of support, time pressure and lack of opportunities for professional development.

Keywords: Job, satisfaction, hospital, nursing staff, health, environment, poor salaries, dissatisfaction.

1. INTRODUCTION

Job satisfaction is generally determines by the performance, efficiency and productivity of health care professionals. Job satisfaction is referred to as the level of positive attitude towards a job (Adams & Bond, 2000). The progress of a healthcare organization is dependent upon client satisfaction. Health workers who involve in direct provision of healthcare services play an essential role in fulfilling these responsibilities. As much as the health workers are required to perform their roles and responsibilities efficiently to get desired outcomes, the administration is required to satisfy their workforce in order to improve the healthcare services they deliver to their patients. . The meaning of job satisfaction is different for different people. Job satisfaction is defined as a gratifying or encouraging emotional state that result from the evaluation of one's job or job experiences (Saari & Judge, 2004). Dissatisfied nurses may not properly focused their patients, fail to provide holistic care, and generally they provide a nursing care of lower quality (Mrayyan, 2006).

Job satisfaction is said to be associated with many factors like, employee's work load, work environment, job responsibilities, and shortage of employees, time pressure, poor salaries and job security. Strong evidence exists that indicate very close connection between job satisfaction of nurses' and the quality of healthcare services they deliver to their patients. Productivity and good quality of work in any healthcare industry is based on the job satisfaction of their nursing staff. The high quality of healthcare cannot be gain without fulfilling the needs and expectation of workforce. Many researchers have been done to deal with the issue of job satisfaction among nursing staff, however very few have been conducted in Pakistan, especially in the recent past. Poor working conditions, no extreme benefits, job insecurity, workload, stress and lack of training opportunities are the famous factors which hinder the qualified nurses to join government sector in Pakistan.

The purpose of my study was to examine nurses' views on the impact of nurses' job satisfaction on the quality of care they deliver in Allied Hospital, Faisalabad. Understanding the significance of employee satisfaction, and what factors affects nurses' job satisfaction.

2. MATERIALS AND METHODS

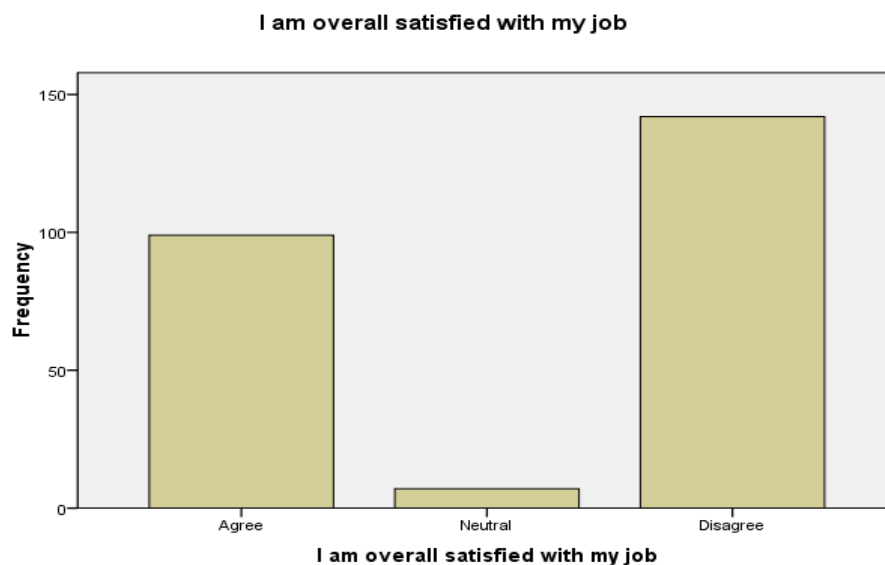
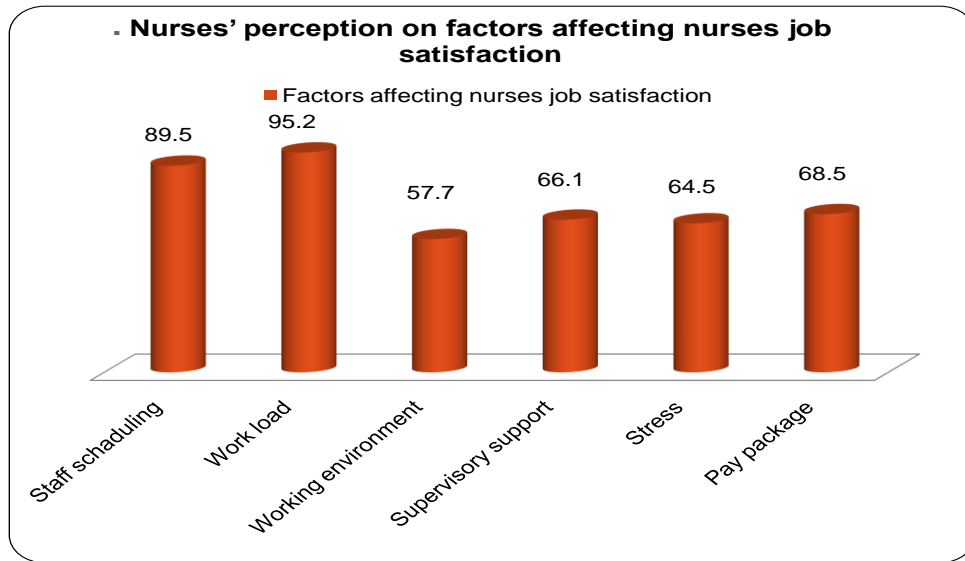
A descriptive cross sectional study with self administered questionnaire was done in Allied Hospital Faisalabad. Sample size of the study consists of 248 qualified nurses working in this tertiary care hospital. The questionnaire was distributed and collected from all the participants by the researcher in order to guarantee the data quality and consistency. Moreover the questionnaires were distributed to the qualified nursing staffs of the hospital. After getting informed consent the researcher distributed self-administered questionnaires to collect data from the hospital nursing staff that participates in the study. Data was analyzed by using SPSS-16.0 version and results were presented in the form of tables and charts

3. RESULTS

Analysis was performed on the data from 248 nurses. Majority 142(57.2%) nurses were dissatisfied with their job. Table # 1 revealed that 240(96.8%) nurses agreed that their performance affected by their job satisfaction, 239(96.4%) nurses reported that quality of health care was affected by job satisfaction and 114(46.0%) participants reported that they want to stay with their current job, 115(46.4%) participant reported that patient were satisfied with their work. Moreover, 216(87.1%) participants reported that patient satisfaction was affected by nurse's job satisfaction. Figure # 1 revealed that 89.5% nurse reported that staff scheduling affect on job satisfaction, 95.2% participants reported that workload impact on job satisfaction, 57.7% nurses reported that work environment impact on job satisfaction, 66.1% nurses indicated that supervisory support affect employee job satisfaction, 64.5% reported that stress affect job satisfaction and 68.5% participant reported that pay package impact on nurses job satisfaction.

Table: 1

Sr#	Category: Impact of nurses job satisfaction on the quality of health care services	Agree	Neutral	Disagree
1	My performance is affected by job satisfaction	240(96.8%)	3(1.2%)	5(2.0%)
2	Quality of healthcare is affected by job satisfaction	239(96.4%)	5(2.0%)	4(1.6%)
3	I want to stay in this hospital till retirement	114(46.0%)	8(3.2%)	126(50.8%)
4	My patients are satisfied with my work	115(46.4%)	15(6.0%)	118(47.6%)
5	Patient satisfaction is affected by nurses' job satisfaction	216(87.1%)	12(4.8%)	20(8.1%)



4. DISCUSSION

This study indicated that most of the participant nurses were not satisfied with their job. About 142(57.2%) nurses were not satisfied with their job. Moreover, 239 (96.4%) of participants reported that the quality of care they delivered to the clients was affected by their job satisfaction. A study done by (Mrayyan, 2006) revealed that dissatisfied nurses may not properly focused their patients, fail to provide holistic care, and generally they provide a nursing care of lower quality. Out of 248 participants, 238 (96.0%) reported that work load affected the quality of care they deliver to the patients. In a study done by (Aiken, Clarke & Sloane, 2002) revealed inadequate patient care seems to be linked with heavy nursing workload. 222(89.5%) participants reported that staffing affect the quality of care they delivered to the patients. A study on relationship of staffing and hospital stay reported that staffing and length of stay are negatively related, suggesting that early recognition and treatment of potential unpleasant events led to earlier discharges (Burke, Lewis-Voepel, Pechlavanidis, & Talsma, 2012).

143(57.7%) participants were reported that working environment in Allied Hospital Faisalabad was not good. 185(74.6%) participants were dissatisfied with the training opportunities they availed. 190(76.6%) nurses were dissatisfied with the amount of time for patient care.

The findings of study revealed that most of nurses were dissatisfied with their job. The finding of study is similar to a previous study conducted by (Bahalkani, et al 2011) in Pakistan. The finding of this study also reported that job satisfaction was also poor in their healthcare system due to work-load, poor working environment, lack of training opportunities and lack of supervisory support.

5. CONCLUSION

The study findings reveal a low level of overall satisfaction among nurses in Allied Hospital Faisalabad. Most of this dissatisfaction is due to, work load, poor work environment, poor salaries, staff scheduling, lack of support, time pressure and lack of opportunities for professional development.

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