

An Empirical Study of Job Satisfaction in Nurses of Government Hospitals of Western Uttar Pradesh, India

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Abstract:- The study seeks to examine the level of job satisfaction among the nurses working in government hospitals in Western Uttar Pradesh, India. The sample comprises of 100 nurses selected from the government hospitals in Western Uttar Pradesh. The study revealed that the level of the job satisfaction among the nurses is less due to job stress and other factors, like, monotonous and repetitive work, frequent shifts, aggressive relatives etc. The study also suggested that measures should be under taken to enhance the level of the job satisfaction among the nurses working in the government hospitals.

Index Words: nurses, jobsatisfaction, frequent shifts, work load, monotonous and repetitive work, aggressive relatives, government hospitals

I. INTRODUCTION: -

A survey was conducted on 100 nurses working in government hospitals of Western Uttar Pradesh, India with the aim of finding job satisfaction and its main causes. The study reveals that the job satisfaction is less in nurses due to job stress [1]. The factors studied include the data collected in response to the questionnaire prepared on Likert 5 scale (5 strong agree, 4 agree, 3 neutral, 2 disagree and 1 strongly disagrees), comprising of 10 questions covering the attributes of physical /emotional /mental exhaustion by the time finishing daily occupational tasks; having enough energy for family and friends, after day's work, excessive work load & lack of time; My assignments are of monotonous nature; insufficient number of workers/staff with hospital reducing job satisfaction at workplace; undue pressure and hostile behavior of caretakers of patients reducing job satisfaction; frequent duty shifts; overlooking / neglecting personal health over the job; aggressive family members and relatives of critical patients; body ache or pain during work, etc.

During interaction with the nurses and the response to the questionnaire given to them and explanation of response expected, it was seen that the job dissatisfaction in nurses is rising and they perceive themselves as victims of circumstances, to an extent powerless also to the events in their lives [2]. It is more in developing and poor countries [3]. It is also evident that the prolonged negative stress can trigger complex physiological reactions that may involve thousands of different chemical changes in the brain and body and that may degrade the quality of life, even to the exhaustion of mental and physical energies, increasing his or her susceptibility to diseases" [4]. Job satisfaction is seen at low levels in nurses and becoming one of the major problems for government hospitals also, particularly in developing nations where unemployment is also rampant but due to globalization, technological development and organizational works in 21st century [5]. Therefore,

achieving job satisfaction is becoming a critical problem as it's strongly interlinked with mental or physiological health complaints which generally turn into financial problems for employers and patients [3].

II. OBJECTIVES OF THE STUDY: -

- 1) To study the job satisfaction in nurses of government hospitals in Western Uttar Pradesh, India.
- 2) To identify the main causes of job satisfaction in nurses of government hospitals in Western Uttar Pradesh, India.

METHODOLOGY: -

The proposed study explored the job satisfaction and its main causes in nurses of government hospitals in Western Uttar Pradesh, India. The three phases study was conducted as below: -

- A) **Desk Research:** A comprehensive desk research was undertaken, data and information were collected from various research studies, survey reports, government policies, committee reports and articles related on job stress.
- B) **Field Survey:** The special attention was on collection of field data on job satisfaction and its main causes in nurses of government hospitals in Western Uttar Pradesh, India.
- C) **Paper Writing:** The information and data collected in first and second phases was tabulated, co-related and analyzed for paper.

III. LITERATURE REVIEW: -

Hans Selye for occupational stress (1936 and 1956), Ivancevich and Matteson (1950) on 'Lack of group cohesiveness,' Kahn et al (1964) on role conflict and role ambiguity as source of job stress and dissatisfaction. Brooke (1973) focused on job-based adjustment problems among nurses. Cobb (1975) explained the responsibility load for stress, physical and psychological disorders [7]. Caplan et al, (1975) explained office politics as stressor. French and Caplan (1975) found pressure of qualitative and quantitative overload of work for excessive hours as disastrous [8]. Blegan (1993) found a strong relation between stress and job satisfaction. Tarnow-Mordi et al. (2000) found inadequate nursing staff in an intensive-care unit ultimately increased dissatisfaction in nurses. Shader et al. (2001) proved workload increased the turn-over in nurses; Lee and Wang (2002) found high level of occupational stress in 'Icelandic Nurses' and also the occupational stress among 'Taiwanese nurses' was found by Santos et al. (2003) as related to workload, personal responsibility, working experience and education. In a study in

'Missouri USA', the physical environment and responsibility was related to job dissatisfaction and occupational stress. Santos et al. (2003); Stordeur et al., (2001) found organizational and management characteristics influencing the occupational stress in nurses and hence increasing dissatisfaction. Parul Sharma (2014) found occupational stress in nurses of Subharti Hospital, Meerut (UP India) causing dissatisfaction in nurses. As the Review of Literature discussed above is not exhaustive. The numerous studies have found that stressful conditions and hence the dissatisfaction are rampant in nursing profession as it has been proved in researches across the globe in Australia (Tarnow-Mordi et al., 2000), Belgium (Stordeur et al., 2001), Great Britain (McGowan, 2001; Payne, 2001), Greece (Alexopoulos et al., 2003), Ireland (Wynne et al., 1993), Switzerland (Jakob and Rothen, 1997), Taiwan (Lee and Wang, 2002) and in the US (Santos et al., 2003) etc.

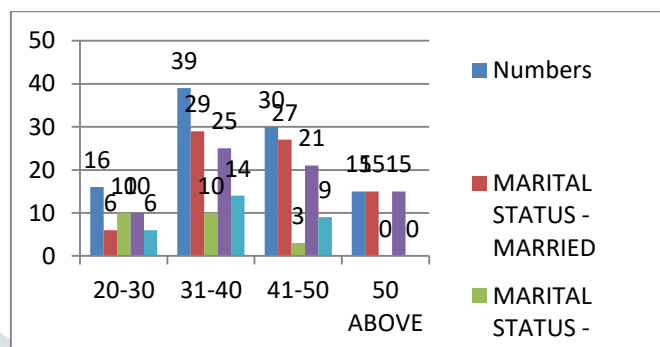
These research findings show the trend as tabulated and analyzed below: -

TABLE 1: - The demographic details of the respondents are as below: -

AGE GROUP	No.	MARITAL STATUS		SHIFT	
		M	U/M	DAY	NIGHT
20-30	16	6	10	10	6
31-40	39	29	10	25	14
41-50	30	27	3	21	9

50 ABOVE	15	15	0	15	0
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Figure 1: -

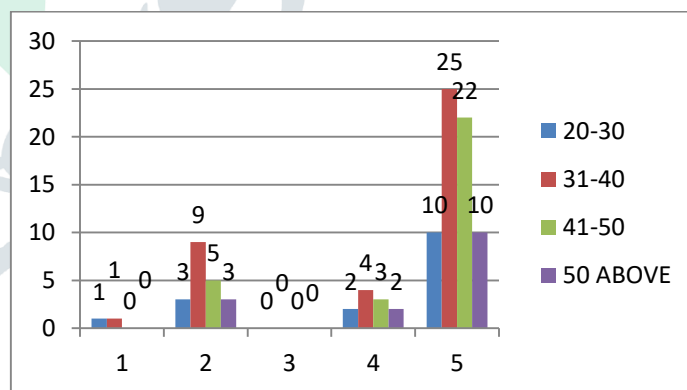


In response to the question of feeling exhausted by the time of finishing daily occupational tasks, the data shows:

TABLE 2: -

AGE GROUP	1	2	3	4	5	NUMBERS
20-30	1	3	0	2	10	16
31-40	1	9	0	4	25	39
41-50	0	5	0	3	22	30
50 ABOVE	0	3	0	2	10	15

Figure 2: -



Findings:- The finding of data is in consonance of the established fact of existence of lower job satisfaction among the nurses, but [9], it is quite surprising that is seen from the above figure that the nurses of 31 to 40 age group are the most dissatisfied nurses, but the nurses of 20-30 years age group has lower job satisfaction than nurses of 31-40 age group but more than the nurses of age group of 41-50 years, however, the age group of 50 and above years have least. It is also seen that married nurses are more dissatisfied due to night shifts in comparison to the married nurses of day shifts. It's more among the married nurses which have to work for more than eight hours. However, the nurses who

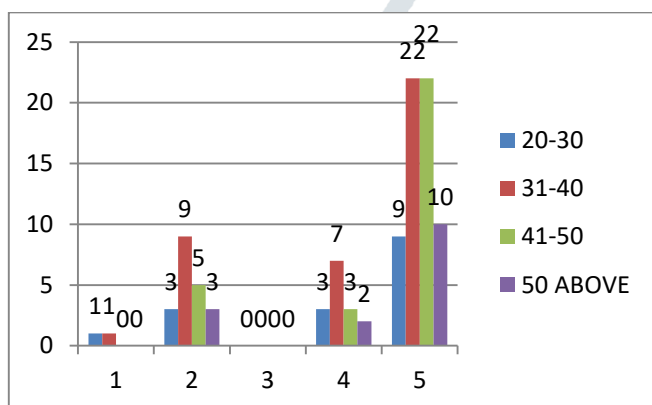
are single have comparatively higher job satisfaction, as seen from the Table.

In response of the question of not having enough energy for family and friends, after the day's work, during leisure time, the data reveals: -

TABLE3: -

AGE GROUP	1	2	3	4	5	NUMBERS
20-30	1	3	0	3	9	16
31-40	1	9	0	7	22	39
41-50	0	5	0	3	22	30
50 ABOVE	0	3	0	2	10	15

Figure3: -



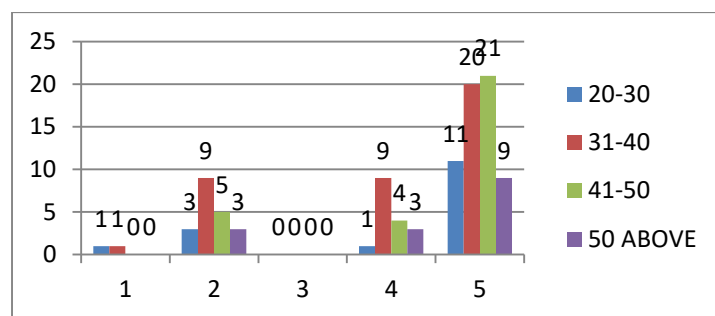
Findings:- The findings of data shows quite surprising trend as 22% nurses in each age group of 31 to 40 as well as in age group of 41-50 strongly agree 7% in age group of 41-50 and 3% in age group of 31-40 agree of not having enough energy for the family and friends after the day's work, this % of strongly agree and agree comes to 78% on combining the numbers all age groups, but, the nurses of 20-30 years age group are only 10% who strongly agree and agree. However, only 12% of the respondents in the age group of 50 and above years either strongly agree or agree of not having enough energy after the day's work. In response to this question, not a single respondent is neutral in any of the age group.

In response to have excessive work load & lack of time.

TABLE4: -The respondents' data is as below: -

AGE GROUP	1	2	3	4	5	NUMBERS
20-30	1	3	0	1	11	16
31-40	1	9	0	9	20	39
41-50	0	5	0	4	21	30
50 ABOVE	0	3	0	3	9	15

Figure4: -

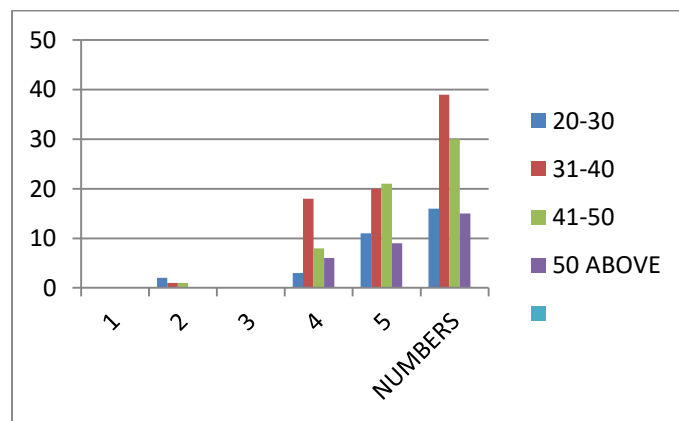


Findings: - The findings of data in response to the question of over load of work and lack of time the trend is similar as established by previous studies [10]. 20% nurses in age group of 31 to 40 and 21% in age group of 41-50 strongly agree 9% in age group of 31-40 and 4% in age group of 41-50 agree, this % of strongly agree and agree comes to 78% on combining the numbers all age groups, but, the nurses of 20-30 years age group are only 11% who strongly agree and agree. However, only 12% of the respondents in the age group of 50 and above years either strongly agree or agree of having excessive work load and lack of time and not a single respondent is neutral in any of the age in response to this question also. This shows that 3 out of every 4 nurses have excessive workload and comparatively lesser time for it.

TABLE5: - The response to the question of monotonous job, the data is asbelow: -

AGE GROUP	1	2	3	4	5	NUMBERS
20-30	0	2	0	3	11	16
31-40	0	1	0	18	20	39
41-50	0	1	0	8	21	30
50 ABOVE	0	0	0	6	9	15

Figure5: -



Findings: - The findings of data in response to the question of monotonous nature of work, the trend of response is beyond expected and on higher side of similarity to the

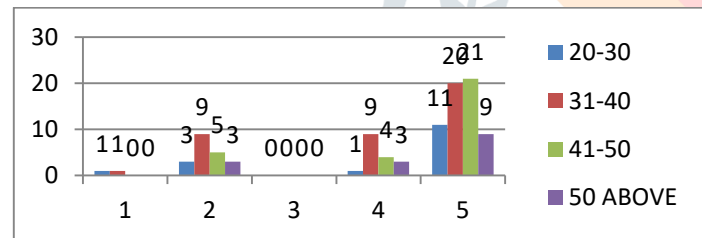
outcomes established by previous studies [11]. 20% nurses in age group of 31 to 40 and 21% in age group of 41-50 strongly agree 18% in age group of 31-40 and 8% in age group of 41-50 agree, this % of strongly agree and agree comes to 96% on combining the numbers all age groups, but, the nurses of 20-30 years age group are only 14% who strongly agree and agree. However, all the respondents in the age group of 50 and above years either strongly agree or agree of having monotonous work. Neither a single respondent neither is neutral nor strongly disagree in any of the age in response to this question also. This shows that 96% feel monotony in nursing job.

In response to insufficient number of nursing workers/staff reducing job satisfaction at workplace the data.

TABLE6: -

AGE GROUP	1	2	3	4	5	NUMBER S
20-30	1	3	0	1	11	16
31-40	1	9	0	9	20	39
41-50	0	5	0	4	21	30
50 ABOVE	0	3	0	3	9	15

Figure6: -



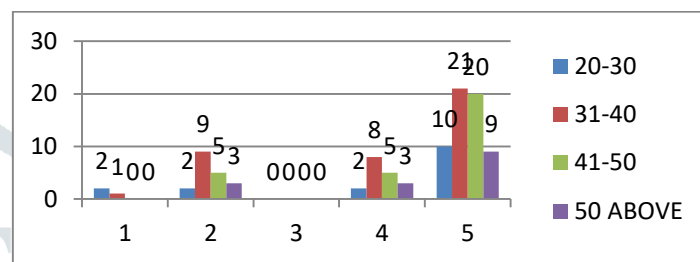
Findings: - The findings of data in response to the question of insufficient number of workers/staffs with your service reduce job satisfaction at workplace, the trend is similar as established by previous studies [12]. 20% nurses in age group of 31 to 40 and 21% in age group of 41-50 strongly agree, 11% in age group of 21-30 and 9% in age group of 41-50 strongly agree, this % of strongly agree and agree comes to 78% on combining the numbers all age groups, but, the nurses of 20-30 years age group are only 12% who strongly agree and agree. However, only 12% of the respondents in the age group of 50 and above years either strongly agree or agree of having excessive work load and lack of time and not a single respondent is neutral in any of the age in response to this question also. This shows that insufficient number of workers/staffs with nurses reduce job satisfaction at workplace [13].

In response to undue pressure and hostile behavior of caretakers of patients cause occupational stress and reduce job satisfaction.

TABLE7: -

AGE GROUP	1	2	3	4	5	NUMBERS
20-30	2	2	0	2	10	16
31-40	1	9	0	8	21	39
41-50	0	5	0	5	20	30
50 ABOVE	0	3	0	3	9	15

Figure7: -



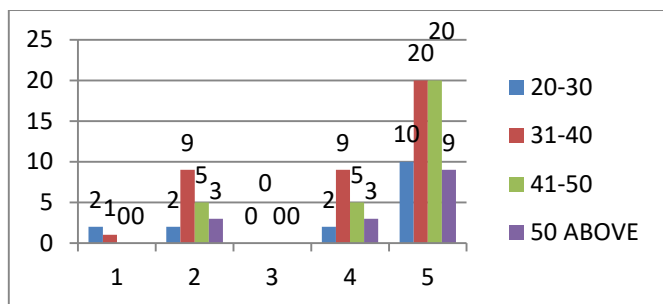
Findings: - The findings of data in response to the question of over load of work and lack of time the trend is similar as established by previous studies [14]. 20% nurses in age group of 31 to 40 and 21% in age group of 41-50 strongly agree 9% in age group of 31-40 and 4% in age group of 41-50 agree, this % of strongly agree and agree comes to 78% on combining the numbers all age groups, but, the nurses of 20-30 years age group are only 11% who strongly agree and agree. However, only 12% of the respondents in the age group of 50 and above years either strongly agree or agree of having excessive work load and lack of time and not a single respondent is neutral in any of the age in response to this question also. This shows that 3 out of every 4 nurses have excessive workload and comparatively lesser time for it [15].

In response to the question of frequent duty shifts at workplace adversely affect job satisfaction, the data is as below: -

TABLE8: -

AGE GROUP	1	2	3	4	5	NUMBERS
20-30	2	2	0	2	10	16
31-40	1	9	0	9	20	39
41-50	0	5	0	5	20	30
50 ABOVE	0	3	0	3	9	15

Figure8: -



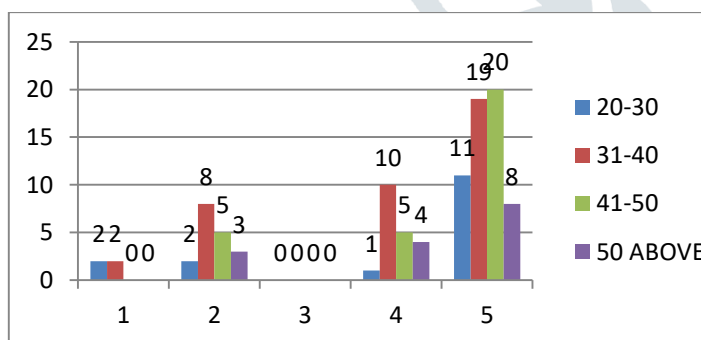
Findings: - The findings of data in response to the question of frequent change in work shift, the trend is similar as established by previous studies [13] [14]. 20% nurses in age group of 31 to 40 and 20% in age group of 41-50 strongly agree 10% in age group of 20-30 and 9% in age group of 50 and above strongly agree, this % of strongly agree and agree comes to 78% on combining the numbers all age groups. However, only 12% of the respondents in the age group of 50 and above years either strongly agree or agree for reduction in job satisfaction due to work shift.

The data in response to overlooking / neglecting personal health over the job cause job dissatisfaction at workplace is as below: -

TABLE9: -

AGE GROUP	1	2	3	4	5	NUMBERS
20-30	2	2	0	1	11	16
31-40	2	8	0	10	19	39
41-50	0	5	0	5	20	30
50 ABOVE	0	3	0	4	8	15

Figure9: -



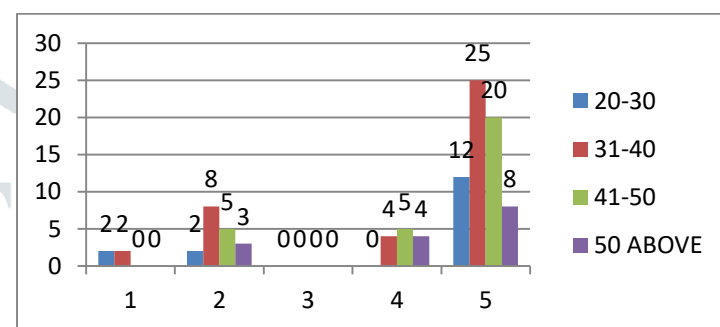
Findings:- The findings of data in response to the question of overlooking / neglecting personal health over the job cause job dissatisfaction at workplace [12], 19% nurses in age group of 31 to 40 and 20% in age group of 41-50 strongly agree 11% in age group of 20-30 and 8% in age group of 51and above strongly agree, total 19% agree whereas 58% strongly agree but the aggregate % of strongly agree and agree is significant and is 78%. 22% disagree and strongly disagree with the fact.

In response to the question of handling the aggressive family members and relatives of critical patient'scause dissatisfaction at workplace, the data is as below: -

TABLE10: --

AGE GROUP	1	2	3	4	5	NUMBERS
20-30	2	2	0	0	12	16
31-40	2	8	0	4	25	39
41-50	0	5	0	5	20	30
50 ABOVE	0	3	0	4	8	15

Figure10: -



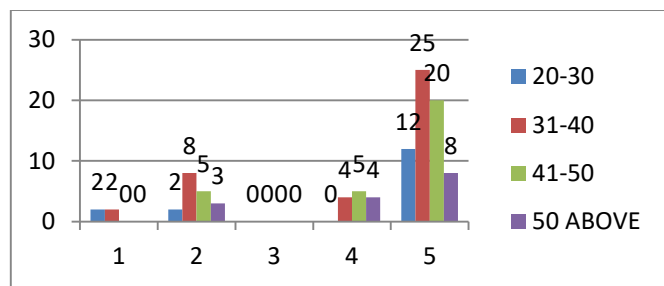
Findings: - The findings of data in response to the question of handling the aggressive family members and relatives of critical patients' dissatisfaction at workplace, 25% nurses in age group of 31 to 40 and 20% in age group of 41-50 strongly agree while only 8% in age group of 51 and above, 12% in age group of 20-30strongly agree. Total 65% of strongly agree and 13% agree in all age groups, but, 22% stronglydisagree and disagree also. However,

In response to the question of feeling that the strong rules and regulations reduce job satisfaction atworkplace, the data shows: -

TABLE11: -

AGE GROUP	1	2	3	4	5	NUMBERS
20-30	2	2	0	0	12	16
31-40	2	8	0	4	25	39
41-50	0	5	0	5	20	30
50 ABOVE	0	3	0	4	8	15

Figure11: -



Findings: - The findings of data in response to the question of generally feel strong rules and regulations reduce satisfaction at my workplace. 25% nurses in age group of 31 to 40 and 20% in age group of 41-50 strongly agree, while, 12% in age group of 20-30 and 8% in age group above 50 strongly agree. Total 78% nurses generally feel strong rules and regulations reduce satisfaction at workplace.

IV. CONCLUSION: -

The findings of this research study are in generally consonance of trends findings of "World Health Organization, International Council of Nurses, Royal College of Nursing, U.K., 2003. International Nurse Mobility: Trends and Policy Implications". [15] The job satisfaction is low among the government nurses in Western Uttar Pradesh, India. Job satisfaction has decreased among the nurses of government hospitals in Western Uttar Pradesh, India, which is in consonance of the phenomenon worldwide [16], though it may vary in levels from region to region and nation to nation [17]. Even occupational stress is a significant factor to reduce the job satisfaction [18]. The job satisfaction can be improved by improving and adopting recent changes in the work culture in the government hospitals also. Conducive environment at workplace and increasing the number of staffs will increase job satisfactions among the nurses in government hospitals [19].

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