

Job Satisfaction among Nurses Working at Primary Health Center in Ras Al Khaimah, United States Emirates

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Abstract

A descriptive study was undertaken to explore the job satisfaction level among nurses and the factors associated, among public health nurses working in RAK, UAE. A quantitative research approach has been used. The data was collected using four sections of questionnaire-demographic variable, measures of job satisfaction, extrinsic and intrinsic factors. The data was analyzed using descriptive (mean and standard deviation) and inferential statistics (Pearson correlation). The intrinsic factors associated with the nurse's satisfaction were regular promotions (0.45, 95%), professional autonomy and advancement opportunities. Intrinsic factors associated with decrease in job satisfaction were work load, disruption in social life. Extrinsic factor that cause job satisfaction is group cohesion, respect from the management and regular feedback (0.52, 95%), However not being paid fairly was the major reason for dissatisfaction. The finding of the research may help the policy makers and practice leaders to set plans and policies for retention and increase in nurse's job satisfaction.

Keywords: Nurses job satisfaction; shortage of nurses; turnover; intrinsic factors; extrinsic factors

Introduction

The main goal of any health care system is to deliver best quality and effective healthcare services to its consumers. Quality assurance in health includes all the actions taken to promote and enhance health care (L.You et al., 2013)¹.

Human resources are an integral part of any health care delivery system; therefore, it is important to not only add new resources to the system but also to make the best use of available resources. Job satisfaction is a significant component of every organization and it aims at the physical and mental well-being of individual employees, which in turn improves the productivity and profitability of the organizations (S.P.P. CHOI, Cheung, & PANG, 2013).²

Studies also reveal that nurses who are not satisfied at work were also found to distance themselves from their patients and responsibilities, resulting in lack of quality of care and poor outcome of health care (L. Ismail et al., 2015)³

Materials and Method

The present study was aimed at identifying the level of job satisfaction among nurses. Moreover, factors influencing the satisfaction levels among nurses in Primary Health Center in Ras Al Khaimah were also studied. Quantitative research approach was found to be most appropriate. Cross-sectional design was used to accomplish the aim of the study. This study was conducted in 18 primary health centers at Ras Al Khaimah.

A Convenience sampling technique was used to recruit the sample. 112 samples were used. The reliability was analyzed by means of Cronbach's alpha and yielded reliability coefficients of 0.93. The tool used for the study were socio demographic variable of nurses: like age, gender, ethnicity, marital status, educational status,

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work experience, and working clinic. The second part of the questionnaire is a multidimensional instrument designed for use in the community nurse sector. It has 43 items it is a likert scale questionnaire under the following topics; personal satisfaction questions, satisfaction with workload, satisfaction with professional support, satisfaction with training, satisfaction with pay, satisfaction with standards of care and over all satisfaction. The factors that influence the satisfaction level is intrinsic factors which contains 5 items and extrinsic factor which contains 5 it's. The study also provides important information regarding the factors intrinsic' and extrinsic' associated with satisfaction level among nurses extrinsic factors such as organizational and administrative policies and interpersonal relations had positive association with job satisfaction among registered nurses.

Ethical approvals were sought from Research and

Ethical Committee (REC) of the RAK Medical and Health Sciences University, RAK College of Nursing . The participants were informed about purpose, process, potential benefits, and outcome of the research. Assurance was given to the subjects that confidentiality would be maintained and then consent was obtained before conduction of the study. The tools were administered and it took 30 minutes to collect the data from the sample. Sample were the staff nurses having a work experience of more than 6 months and who were available at the time of data collection.

Results

A good number of study subjects were Arab 45.5%. Majority of them were from urban areas 67.9% and were married 83.9%. Most nurses had six to nine years of experience (42%) and 11.9% who had more than 30 years of experience

Table 1: Multinomial Regression for Intrinsic Factors Associated with Job Satisfaction Level among Nurses working at Primary healthcare Centers in RAK (n=112)

Intrinsic Factors	Unadjusted Odds Ratio (95% CI)	Adjusted odd ratio (95% CI)	P-Value
Promotions are regular	0.33 (0.08-0.53)	0.45 (0.13- 0.67)	0.05
More recognition of senior nurses	2.19 (1.5-6.91)	1.81 (1.56- 5.87)	0.34
Professional autonomy	0.19 (0.06-0.55)	0.21 (0 .06- 0.66)	0.008*
Advancement opportunities	0.60 (0.23- 0.82)	0.53 (0 .15-0.77)	0.03*

Note: There were certain factors that were cause of dissatisfaction among nurses. Those were more recognition of senior nurses (OR: 2.19; 95% CI: 1.5-6.91), disruptions in social life due to working hours (OR: 1.72; 95% CI: 1.32-2.98). Workload was also independently associated with dissatisfaction of nurses (OR: 2.38; 95% CI: 1.15-5.01).

Table 2: Multinomial Regression for Extrinsic Factors Associated with Job Satisfaction Level among Nurses working at Primary healthcare Centers in RAK (n=112)

Extrinsic Factors	Unadjusted Odds Ratio (95% CI)	Adjusted odds Ratio (95% CI)	P-Value
Respect from management Satisfaction	0.11 (0.12-4.83)	0.80 (0.51-0.99)	0.05*
Not fairly rewarded	1.67 (1.02-6.27)	3.83 (1.02-6.27)	0.03*
Feedback given	0.32(0.11-0.65)	0.41 (0.22-0.68)	0.006*
Group cohesion	0.45 (0.23-0.88)	0.52 (0.40-0.77)	0.04*

The extrinsic factors which were found to be associated with levels of satisfaction among nurses after adjusting for the confounders were respect from management (ORadj: 0.80; 95%: 0.51-0.99), feedback given (ORadj: 0.80; 95%: 0.51-0.99, P=0.006), group cohesion (ORadj: 0.52; 95%: 0.40-0.77, P=0.04).

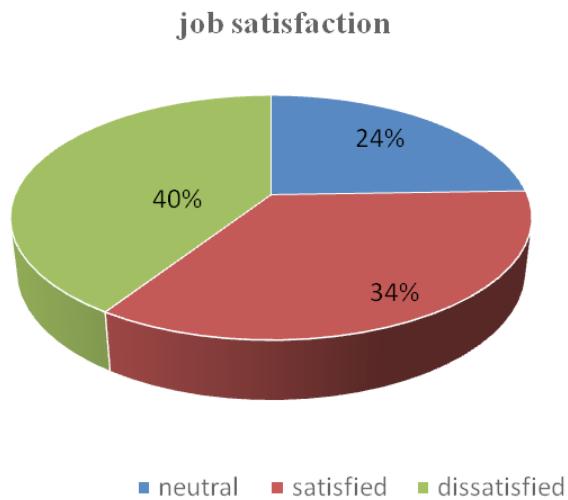


Figure 1: Job Satisfaction among Nurses

Figure 1 job satisfaction among PHC nurses: Satisfaction Level among Nurses working at Primary healthcare Centers in RAK. In this study, 26% of the nurses working as community health nurses in the 18 health centers of MOH in RAK reported being neutral in terms of job satisfaction or dissatisfaction.

However, 34% of the nurses reported that they are satisfied with their jobs. Whereas, 40% reported that they are currently dissatisfied with their jobs.

Conclusion

In conclusion, the issue of shortage of nurses is one of the most important issues for any health care organization worldwide. The problem of shortage of nurses is a grave situation for UAE, due to the higher rates of turnover. Since, it has direct impact on the quality of health services provided and patients' outcome. Over the years many expatriate nurses have been recruited from many developed countries like United States of America, United Kingdom etc. and developing countries. Therefore, it is important for the

health sector to maintain the stability of the health care delivery organizations for the effective functioning.

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