



Job satisfaction in the medical and nursing field and its contributions

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Abstract :

Managers in the health care industry are aware that job satisfaction has an effect on the retention of nursing staff. There was a slight increase in the proportion of respondents who were generally satisfied. It may be possible to retain staff members if they have the perception that nursing is a valuable and gratifying profession, as well as if the hospital is financially stable. Both intrinsic and extrinsic factors, such as routine, working conditions, remuneration, interaction with supervisors, and organisational support, have the potential to have a negative impact on employee retention. One example of an intrinsic component is promotion. It is recommended that management make use of these findings as a foundation for conducting staff consultations, developing plans, and implementing interventions. It is advised that further research be conducted on various nursing populations.

Key words : Job satisfaction ,the medical, nursing field .



الملخص:

يدرك المديرون في صناعة الرعاية الصحية أن الرضا الوظيفي له تأثير على الاحتفاظ بطاقم التمريض. وكانت هناك زيادة طفيفة في نسبة المجيبين الذين كانوا راضين بشكل عام. قد يكون من الممكن الاحتفاظ بالموظفين إذا كان لديهم تصور بأن التمريض مهنة قيمة وممتعة، وكذلك إذا كان المستشفى مستقرًا ماليًا. كل من العوامل الداخلية والخارجية، مثل الروتين، وظروف العمل، والأجور، والتفاعل مع المشرفين، والدعم التنظيمي، لديها القدرة على أن يكون لها تأثير سلبي على الاحتفاظ بالموظفين. أحد الأمثلة على المكون الجوهري هو الترويج. من المستحسن أن تستفيد الإدارة من هذه النتائج كأساس لإجراء مشاورات مع الموظفين، ووضع الخطط، وتنفيذ التدخلات. وينصح بإجراء مزيد من البحوث على مجموعات التمريض المختلفة. الكلمات المفتاحية: الرضا الوظيفي - المجال الطبي - التمريض.

Introduction :

The World Health Organisation (WHO) reports that nurses make about half of the healthcare workforce in many countries, making them an essential cog in the wheel of health care delivery and reinforcement. This makes them a key player in direct public health services. Because of this, the scarcity of nurses is a critical issue, and the International Council of Nurses (ICN) states that this shortage is mostly caused by the fact that the demand for nurses is growing faster than the supply. Demand has been on the rise for a number of reasons, the most important of which are the following: an ageing population, a larger overall population, and an uptick in chronic and noncommunicable diseases. In addition, the World Health Organisation predicted that the percentage of the global population aged 60 and more will nearly quadruple, from 12% to 22%, by the year 2050. This bodes well for the future demand for nurses (Polatcan et al.,2019).

Having a positive outlook on one's work is crucial to one's well-being. Job satisfaction is crucial in any field, but it is especially important for nurses to feel fulfilled in their work because they are constantly interacting with clients and patients whose individual needs necessitate qualities like selflessness, self-assurance, dedication, creativity, kindness, and energy. A state of contentment is associated with all of these characteristics. Occupational stress is significant for nurses because of the everyday exposure to patients' pain and suffering, the hard workload, and the terrible working environment. As a result, nurses' satisfaction and the quality of care they provide are significantly impacted by occupational stress, which lowers their self-confidence and attention, makes them more irritable, causes sleep difficulties, and eventually leads to burnout

How happy nurses are in their jobs is important because it affects how well they can help patients. On the work, nurses provide extensive care to patients who are ill, injured, traumatised, or otherwise delicate, which might make them sensitive to negative feelings. In addition, nurses often encounter difficult situations like patient concerns, heavy workloads, understaffing, an ageing nursing workforce, ineffective policies that support nurses in administrative systems, supervisorial incompetence, pay disparity, dirty working conditions, lack of resources, unstable work environments, and few opportunities for professional growth. The mental health of nurses and their ability to provide care may be negatively impacted by these difficult conditions on a frequent basis (Frisbee et al.,2019).



Due to its complexity, longevity, significance, and criticality, the concept of job satisfaction has been the subject of substantial research in the field of organisational behaviour. The human relations movement, which gave rise to this concept, emerged in the 1920s as a result of the revolutionary Hawthorne research. There is no agreed-upon way to quantify how satisfied workers are with their jobs. granted the belief that one's work permits them to fulfil substantial values and needs as the criterion of job satisfaction. Here Siegel and other motivational theorists contend that ideas such as equity theory, Maslow's need-hierarchy theory, Herzberg's two-factor theory, and others give insight into the enigma of workplace contentment. The split between intrinsic and extrinsic motivation, which Herzberg identified as two main types of employee motivation, is central to his theory. There was a correlation between these two groups of drivers and happy or unhappy coworkers, respectively. A fulfilling work experience typically involves tasks, salary, opportunity for promotion, recognition, perks, the work environment, management, and coworkers. Then, research indicated that these factors might be grouped according to Herzberg's two dimensions . Job activities and content (such as variety, autonomy, skill utilisation, self-fulfillment, and self-growth) are examples of intrinsic motivation, in contrast to extrinsic factors like pay, colleagues, and working conditions. distinct from those that do not meet the desired outcome. Some factors are considered as satisfiers, such as a nice working atmosphere and supportive supervisors, although the converse is also true. They aren't seen as sources of inspiration, though. Intriguing work, prospects for advancement, more responsibility, and room for personal development are all things that can motivate people (Meng et al.,2015).

Determinants of job satisfaction in general:

There have been a lot of studies that have found both internal and external factors that affect employees' job happiness. Personal, job-related, environmental, and organisational factors all play a role in digging deeper into various facets. On a more personal level, there is the personal factor. Studies have demonstrated that workers' positive and negative moods greatly influence their job satisfaction and, consequently, their attitude towards their responsibilities. Other emotional responses have also been studied, including job drive, professional or organisational dedication, psychological pain, and workplace involvement. What matters most in deciding how fulfilled a person is in their employment, however, is not the business culture or the details of the job, but rather their inner disposition. explores the role of genes in connection to job happiness in additional detail and finds that genetics accounts for



30% of the difference in how happy identical twins who were raised apart are with their jobs. an expansion on Vroom's Expectancy Theory (1964) that looked at the role of intrinsic motivation, productivity, and happiness. Whether it's from inside or outside the organisation, the incentive has a direct impact on the worker's level of satisfaction. Porter and Lawler found this link between effort, performance, and the perception of outcome. Thus, intrinsic motivators, such as the positive emotions, sense of achievement, and altruism that an employee experiences as a result of their work, impact the degree to which an employee is satisfied with their job. Beyond that, there is a generally positive correlation between IQ and job satisfaction. But the task's difficulty moderates the effect. And we don't forget about the extrinsic factors; for example, the task itself plays a big part in workers' pleasure on the job, according to the Hackman and Oldham model of job characteristics. The idea states that employees can't be content and fulfilled in their work until they can see the results of their labour and feel like they had a hand in making them. Because they inspire people to do their best work, workplace conditions and structural, psychological, and social empowerment all contribute to workers' happiness on the job. Adams' Equity Theory (1965) argues that workers' motivation and job satisfaction are substantially impacted by how they are treated in respect to their input and the perceived outcome, which is in accordance with the environmental component. Organisational factors that have a direct impact on employee happiness include working environment, leadership style, compensation, connections with coworkers, and possibilities for career advancement. the relationship between continuing professional development (CPD) and work satisfaction among nurses, with early-career nurses viewing CPD as crucial for smoothing over career changes and later-career nurses viewing it more as a tool to help with ongoing competency and learning(Pietersen et al.,2005). However, from a job perspective, nurses can confirm that furthering their education yields benefits. Financial pay and possibilities for professional advancement can elevate one's social status, which in turn helps to meet workers' fundamental hygienic needs and may even go a long way towards meeting their more complicated needs. In contrast, the hygiene aspect encompasses factors that contribute to employee satisfaction, such as safe working environment, reasonable working hours, and vacation time. Research also shows that transformative leadership is a key factor in retaining top talent. Remembering the expectation model from 1968 by Porter and Lawler: Extrinsic reward, which is affected by organisational traits, has a significant impact on employee happiness. Included in this category are items like opportunities for professional growth, annual bonuses, and pay increases (Movahhed et al.,2004).



- **Measure of job satisfaction in the healthcare industry:**

The McCloskey/Mueller Satisfaction Scale (MMSS) is a 5-point Likert scale that nurses were asked to use to score their level of satisfaction. The scale ranges from "very satisfied" (1) to "very dissatisfied" (5). The MMSS considers a number of characteristics, including: schedule satisfaction, extrinsic job reward, family/work balance, coworkers, interaction, professional opportunities, praise/recognition, control/responsibility, and professional advancement. The Nurse Satisfaction Scale (NSS) covers seven different aspects of a nurse's job: education, communication, administration, colleagues, patient care, supervisor contact, and career. A Likert scale ranging from "Strongly Agree" (1) to "Strongly Disagree" (7) is used in the NSS, same as in the MMSS. Another popular tool for measuring nurses' job happiness is the Index of Work happiness (IWS), which was developed by Stamps (1997). Part one of the survey inquires about nurses' pay and benefits, while part two probes their degree of independence in carrying out their work, their professional standing, and the rules and regulations that govern their workplace. Respondents rank the six variables in order of significance in the first portion, and then use a Likert scale to score their degree of job satisfaction in the second area. Additionally, there is the Revised Nursing Work Index (NWI-R), which is an expanded version of the original NWI developed by Kramer and Hafner (1989). Three aspects are evaluated using this four-point Likert scale: management of nurses at the unit level, the nurse-physician connection, and the support and administration of hospitals (Mohammadi et al.,2017).

- **Factors Influencing Employee Satisfaction in the Emergency Room :**

The emergency department (ED) is the first point of contact for patients experiencing urgent medical problems; as a result, the happiness and contentment of its nurses has a direct bearing on the efficiency and effectiveness of the rest of the hospital's services. When employees are happier in their jobs, they provide better care to their patients. Quality of treatment is of the utmost importance for emergency department nurses because the patients they see everyday are frequently severe and acute. This department is a key indicator of health delivery, thus how well it serves patients will have a ripple effect on how they perceive and are satisfied with other parts of the hospital. Conversely, employee turnover is inversely related to how satisfied they are with their jobs. Employee happiness on the job is critical in the emergency department (ED), a frontline provider of patient care, for two reasons: first, to keep the nurses there and second, to recruit new ones (Ma et al.,2003).

literature review:

In their examination of nurses' work satisfaction, Kontogeorgou et al. (2017) consider a number of factors. The primary goal of this research was to determine the level of job satisfaction among nurses working in intensive care units and emergency departments in Greece. Method and content: In order to get their results, researchers surveyed 151 RNs and CNAs who work in EDs and intensive care units. To collect data, the 'Measure of Job Satisfaction' scale was utilised. While 62.91 percent of the 151 nurses polled were assigned to ICUs, 37.09 percent worked in emergency rooms. And whereas 98 people (or 64.90%) expressed a desire to change careers, 97 people (or 64.24%) indicated they would do so if given the opportunity. The results showed that, contrary to expectations, 151 participants were less content with the "wage satisfaction and prospects" option than the "personal satisfaction" one. Conclusions: The significant turnover rate highlights the need to improve working conditions and overall working life, even though nurses are generally satisfied with their jobs. The current scarcity of nurses endangers patient care (Alharbi & Alilyyani, 2023). Because there aren't enough Saudi locals working as nurses, Saudi hospitals must rely heavily on foreign nurses to meet their staffing needs. The purpose of this study was to investigate the relationship between job happiness, intention to quit, and patient safety culture. The current study employed a cross-sectional design. A convenience sample technique was used to choose the 214 nurses who participated in the study. The Saudi Ministry of Health oversees three hospitals in Madinah where the research was conducted. No less than three instruments were utilised to ascertain the study variables. The data was analysed using SPSS. The nurses who participated in this study had it made in terms of the working conditions they described. There was a positive and statistically significant correlation between nurses' job satisfaction and a culture that prioritises patient safety ($p=0.28$, $p0.003$). Moreover, the results of the careful regression model showed that intentions to leave had a significantly negative effect on the patient safety culture ($\beta=-0.34$, $p < 0.01$). In their capacity as managers of health systems, senior nurses should place a premium on patient safety, according to the study's findings. The importance of nurse managers paying attention to characteristics like job happiness and intent to leave while analysing safety culture in healthcare firms, especially hospitals, is emphasised by this study. As a result, patient safety will be enhanced.

According to Javanmardnejad et al. (2021), Nurses play an essential role in the healthcare system. To increase their happiness, it is essential to acknowledge factors like job satisfaction and quality of working life. This study aimed to examine the relationship between nurses' levels of pleasure, quality of life at work, and job satisfaction. Two hundred and seventy-two Iranian nurses who were employed in

emergency departments participated in this descriptive study. To find nurses, they employed a census method. Among the tools utilised for data collection were the Oxford Happiness Inventory (OHI), the Quality of Work Life Questionnaire (QWL), and the Job Satisfaction Questionnaire (JSQ). Statistics and step-by-step multiple linear regression were employed to analyse the data. Participants' ages varied from 30.16 to 30.26 years on average. The average ratings for happiness (38.5 ± 16.22), Quality of Working Life (QWL) (84.3 ± 17.62), and job satisfaction (45.5 ± 13.57) suggested moderate levels of attributes. There was a robust relationship between socioeconomic position and happiness and closure satisfaction ($R^2:0.38$), according to the results of the ordinary least-square (OLS) model. This survey found that most emergency department nurses were dissatisfied with their jobs. Also, it seems from the data that their financial situation and ability to handle their tasks were correlated with their level of happiness.

The authors Bagherian and Hosseini (2019) state that Training and practicing emergency medicine are physically and mentally taxing, and those who do it often report feeling burned out. Patients, hospitals, and society as a whole all suffer when medical professionals suffer from burnout syndrome. The goal of this review article was to look into the causes of burnout among ER staff, especially ER physicians. Doctors who work in emergency rooms are more prone to suffer from burnout than other medical professionals. ER staff are expressing dissatisfaction with the increasing workload caused by critical staff shortages, budget cuts, a rise in patients' numbers and acuity levels, and an increase in the number of cases. Overload like this has the potential to lower employee satisfaction with their workplace. Some of the variables linked to burnout are occupational in nature (e.g., weekly hours worked, years of experience, chances for professional advancement, non-clinical responsibilities, etc.), while others are more personal (e.g., gender, age, lifestyle choices, etc.). Staff members who are under a lot of pressure at work are more prone to depression and even suicide. They also tend to have less confidence in themselves and their abilities, have trouble focusing on the task at hand, and give their patients inferior care. Additional research is required to address the paucity of evidence regarding the prevention of burnout among emergency department nurses and physicians. Finding the causes of burnout in various groups of emergency medical personnel and creating treatments tailored to their needs is essential for reducing burnout. The author (2019) states that There is still a serious issue with nursing burnout, which affects both patients and nurses. The demanding nature of nursing can lead to burnout and dissatisfaction with one's work life. This study intends to evaluate the extent to which staff nurses in Port Said hospitals suffer from burnout, as well as their level of



job satisfaction and the relationship between these variables and patient satisfaction. A descriptive correlational method was specifically adopted in this investigation. Participants were divided into two groups for this study: There were 310 RNs from the participating institutions that made up the initial group. patients (116 in total) from the selected healthcare institutions. Data was collected using a questionnaire sheet that contained three instruments: the Maslach burnout inventory, a job happiness scale, and a patient satisfaction questionnaire. Among the hospitals questioned, more over half of the nurses(59.52%) said they were burned out, and almost half(43.49%) said they were unhappy with their job. Within the two hospitals that participated in the research, there was a negative correlation between levels of patient satisfaction, general job satisfaction, and burnout. In order to reduce their workload, the study recommends that nurses acquire appropriate treatments, such as a pay rise and improved working circumstances.

DISCUSSION:

According to research, high turnover rates are directly proportional to employees' dissatisfaction with their jobs. According to the results, the hospital's nursing staff was neither overly happy nor unhappy. Therefore, it would be a stretch to extrapolate the hospital's turnover rate from their overall degree of job satisfaction. The choice of nursing personnel to remain at the hospital, however, could be positively affected by a number of particular circumstances. The majority of respondents felt their occupations were meaningful, which is one of these criteria.

- b) Caring for patients was rewarding for over half of those who took the survey.
- c) The majority of respondents felt the organisation had a solid financial foundation. A nurse's income security is a major selling point for the profession.

In addition, the results demonstrate the presence of both internal and external employment factors that may have a detrimental effect on the hospital's nursing staff turnover rate. Workers' happiness on the job is negatively impacted by extrinsic factors, according to the research, which include things like working environment, supervision, management styles, and pay. When asked about their experiences with their supervisors, the majority of participants in this survey expressed dissatisfaction. It was obvious that they were disgruntled with both their pay and the working conditions at the hospital. Finally, they said that they did not feel very satisfied with their jobs because of the company's atmosphere. Unless management steps in to fix these problems, these outside forces will keep workers from being happy in their jobs.

Hospital nurses' intrinsic job happiness is significantly impacted by routinization and the consequent lack of opportunity for creativity, according to the research. Routinization had a detrimental effect on respondents' job satisfaction, according to the present study's findings. But monotony is an inevitable part of a nurse's work. Therefore, encouraging innovation in the intended medical centre would likely be challenging, but not impossible.

Hospital nurses are often content with promotion chances, according to the literature on job satisfaction (another intrinsic component of the job). This study's participants, on the other hand, were generally unhappy with promotion and/or their prospects for advancement. The administration of the hospital should also pay attention to this matter.

Finally, nursing shortages will only get worse down the road. The fact that contented employees are more likely to stay put is a major factor in this. Therefore, hospital administrators should do what they can to hold on to their employees. Across the globe, nurses are reporting less and less happiness in their work. Accordingly, preventative measures are required to keep nursing staff morale high at the targeted hospital (and all hospitals facing a comparable crisis).

Conclusion:

There is a global variation in the degree of job satisfaction. Dissatisfaction with one's job is a harmful issue in resource-poor settings, particularly in healthcare facilities, and there are many factors that contribute to job satisfaction, including working conditions, organisational support, leadership styles, structural empowerment, psychological empowerment, and leader empowering behaviours (LEB). In order to guarantee high-quality health care delivery services, the study's authors recommended doing a thorough investigation into the reasons behind job discontent and developing an intervention or policy recommendation to improve workers' attitudes towards their work.

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