

JOB SATISFACTION AMONG NURSES IN TERTIARY HEALTH INSTITUTIONS IN EDO STATE NIGERIA

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ABSTRACT

Background: There is a likelihood of ineffective health care services with insufficient nurses having job dissatisfaction as a result of the recent increase in emigration among health workers, particularly nurses.

Aim: To ascertain the level of job satisfaction, and the influence of selected demographic variables on job satisfaction among nurses in Edo State, Nigeria.

Material and methods: A cross-sectional study design was employed. An adapted self-administered questionnaire was utilized to obtain information from 326 nurses who were consecutively sampled from the tertiary hospitals in Edo State, Nigeria. Mann-Whitney U test, Kruskal-Wallis, and Spearman's rank order correlation tests were used to analyze data, with level of significance set at < 0.05.

Results: The results revealed mean score of participants = 30.36, i.e. they were neither dissatisfied nor satisfied with their jobs. There was no significant correlation between job satisfaction and demographic data (institution, age, gender, marital status, spouse's residence, and year of service), although cadre (p=0.05), academic qualification (p= 0.05) were potent predictors of job satisfaction..

Conclusion: There is neither job satisfaction nor dissatisfaction among nurses in tertiary hospitals Edo State, with only cadre and academic qualifications possibly correlating with job satisfaction.

Key words: *job, satisfaction, nurses, tertiary-health-institutions.*

INTRODUCTION

In recent time, there have been alarming reports on the rate at which health workers are leaving Nigeria. It was revealed that the United Kingdom (UK) Nursing and Midwifery Council (NMC) recorded a seven thousand two hundred and fifty-six (7,256) increase in Nigerian nurses on their permanent register as of March 2022, the highest in a half decade ¹. The importance of Nurses in the healthcare delivery cannot be over-emphasized. There are 29 million nurses and midwives worldwide², and 240,000 of them are in Nigeria ³. However, this number may not be sufficient to care for the teeming population of the nation. Compared to an anticipated total of 800,000 nurses and midwives, Edet, Asuquo, Akpabio, Samson-Akpan, and Ojong ⁴ reported a 60,000-nurse shortage. However, research has showed that a growing number of nurses are leaving Nigeria or the nursing profession ⁵, which may be primarily due to concerns with job satisfaction

Job satisfaction is defined as an employee's likes (satisfaction) or dislikes (dissatisfaction) toward his or her job⁶. It measures the extent to which each employee views different aspects of their work in relation to their contentment. It is also the extent to which the end result of an employee's work meets his or her expectations⁷. It is an indispensable variable that determines the effectiveness and productivity of the employee⁸. Nurses are the most populous work force in the health sector, and having their optimum input depends on the level of satisfaction they derive from their institution, and 90% of direct care is provided by nurses⁹, demonstrating their indispensable roles and responsibilities.

Nurses who are not satisfied with their working environment tend to withdraw from patients¹⁰, and this attitudinal change to their professional duties may be detrimental to patient outcome and the institution. Withdrawal of services due to failure to achieve desired elements of job satisfaction could be the nurse's way of expressing their dissatisfaction, and this significant indicator describing nurses' feelings about their professional job requires immediate attention¹¹ to avoid irreversible loss of the best hands to a sister health institution within or outside the shores of Nigeria. Thus, this study aimed at ascertaining the level of job satisfaction among nurses in the tertiary health institutions in Edo State, and identifying the association between each of gender, marital status, cadre, years of service, nursing qualification, and spouses' residents and job satisfaction among nurses.

The instrument employed for data collection has two sections (A and B). Section A represents the demographic data, while Section B is a modified version of that used by Warr, Cook, & Walls (1979) with 10 items to determine the level of job satisfaction among the participants. The distribution and collection of questionnaires from consenting nurses were done at their duty posts and offices across the three shifts by the researcher within six weeks (October 4th to November 19th, 2021). The minimum and the highest scores any participant could obtain were 10 and 50, respectively.

MATERIAL AND METHODS

A cross-sectional survey design was employed, and a modified self-administered questionnaire was used for data collection. Data collection from the nurses in Edo State's tertiary health institutions lasted six weeks. Proportionate stratified and random sampling techniques were employed to accurately represent each cadre of nurses and avoid bias in the distribution of the questionnaire. The inclusion criteria for the respondent were,

1. The nurse must be registered with the Nursing and Midwifery Council of Nigeria.
2. The length of service in the selected health institutions must be at least a year.
3. There must be voluntary consent to participate in the study.

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Data Analysis

The results were presented in tables, mean and standard deviation. The decision mean on the Likert scale was 30. The Mann-Whitney U test and Kruskal-Wallis test were used to test the association between the demographic variables and job satisfaction at the < 0.05 level of significance.

RESULTS

The demographic characteristics of the 310 respondents out of the 326 who completed and returned their questionnaire is presented in Tables 1 and 2. The majority, 269 (66.8%), were female, with 41 (13.2%) being male. In terms of age, 18.7% were between the ages of 21 and 30, 47.1% were between the ages of 31 and 40, 22.3% were between the ages of 41 and 50, and 11.9% were between the ages of 51 and 60. Regarding length of service, 32.3% of the respondents had worked between 1 and 5 years, 20.0% (6–10) years, 28.1% (11–15) years, 9.0% (16–20) years, and 10.0% (20 years and above). Concerning the cadre of respondents, 20.0% were NOII, 11.3% were NOI, 21.3% were SNO, 12.9% were PNO, 12.6% were ACNO, 13.9% were CNO, 7.1% were ADN, and 1.0% were DDNS). In terms of academic credentials, the majority of respondents (42.9%) held a BNSc, followed by 134.2% (RN/RM), 18.4% (RN+Post Basic), and only 0.3% (PhD). The minimum age of the nurses was 21 years, while the maximum age was 59 years. The mean age of the nurses working in the two selected tertiary hospitals is approximately 39 years. The lowest level of job satisfaction was 12, while the maximum was 49. The average mean score of job satisfaction in this study was 30.36. However, the decision mean score was 30; hence, the respondents were neither dissatisfied nor satisfied with their job.

The association between gender, institution of work, and the level of job satisfaction among nurses working in tertiary institutions was investigated using the Mann Whitney U test. The test revealed that there was no insignificant difference in the job satisfaction level between male nurses and female nurses ($p = 0.894$; $p = 0.333$). The results are presented in Table 3.

The association of marital status, spouses' residence, years of service, and cadre with the level of job satisfaction among nurses working in tertiary institutions was investigated using the Kruskal Wallis test. The test showed that there is no statistically significant difference in the job satisfaction level across the five levels of marital status, spouses' residence, and years of service ($p > 0.005$ in all cases). However, there was a significant association of cadre, and nurses qualification with job satisfaction ($p = 0.020$; $p = 0.039$). The results are presented in Table 4.

Table.1: Demographic characteristics of the participants

Variable	Classification	Frequency	Percentage
Gender	Male	41	13.2
	Female	269	88.8
	Total	310	100.0
Age	21 – 30	58	18.7
	31 – 40	146	47.1
	41 – 50	69	22.3
	51 – 60	37	11.9
	Total	310	100.0
Years of Service.	1 -5	100	32.3
	6 – 10	62	20.0
	11 – 15	87	28.1
	16 – 20	28	9.0
	25 and above	33	10.6
	Total	310	100.0
Cadre	NOII	62	20.0
	NOI	35	11.3
	SNO	66	21.3
	PNO	40	12.9
	ACNO	39	12.6
	CNO	43	13.9
	AND	22	7.1
	DDNS	3	1.0
	Total	310	100.0
Academic Qualification	RN/RM	106	34.2
	RN + Post Basic	57	18.4
	BNSC	133	42.9
	PGD/MSC	13	4.2
	PhD	1	0.3

Table 2: Descriptive Statistics

Variable	Minimum	Maximum	Mean	Std Dev.
Age	21.00	59.00	38.82	+8.58435
Job Satisfaction	12.00	49.00	30.36	±7.45331

Decision rule:

< 30 not satisfied

>30 satisfied

Table 3: Association between gender and institution with level of job satisfaction among Nurses working in tertiary health institutions in Edo State

Variable	categories	N	Mean Rank	Sum of Ranks	Mann-Whitney U Test stat	p-value
Gender	Male	41	153.77	6304.50	5443.5	0.894
	Female	269	155.76	41900.50		
	Total	310				
Institution	ISTH	144	150.22	21631.50	11191.500	0.333
	UBTH	166	160.08	26573.50		

Table 4: Association between marital status, spouse’s residence, years of work experience, cadre and nurses’ qualification with level of job satisfaction among Nurses working in tertiary health institutions in Edo State.

Variable	Categories	N	Mean Rank	Kruskal-Wallis test	p-value
Marital status	Single	69	175.70	5.134	0.274
	Married	236	149.46		
	Divorce/Separated	1	201.00		
	Widow	3	165.83		
	Widower	1	111.00		
	Total	310			
Spouse’s residence	Same as wife/Husband	212	151.68	4.501	0.105
	Far from that of Wife/Husband	35	141.77		
	Not concern for single	63	175.97		
	Total	310			
Years of work experience	1 -5 years	100	164.93	1.816	0.770
	6 – 10 years	62	149.91		
	11 – 15 years	87	153.47		
	16 – 20 years	28	145.57		
	25 years and above	33	151.21		
	Total	310			
Cadre	NOII	62	183.40	16.603	0.020*
	NOI	35	147.43		
	SNO	66	132.86		
	PNO	40	138.03		
	ACNO	39	182.29		
	CNO	43	155.09		
	AND	22	138.86		
	DDNS	3	183.83		
	Total	310			
Nurses’ qualification	RN/RM	106	163.10	10.070	0.039*
	RN + Post Basic	57	143.25		
	BNSC	133	161.25		
	PGD/MSC	13	99.50		
	PhD	1	11.00		
	Total	310			

Table 5: Correlation of Job Satisfaction and selected Socio-Demographic variables using the Spearman Rank Order Correlation coefficient

Demographic Variables	Spearman Rank Correlation Coefficient	p-value
Job satisfaction vs Age	-0.069	0.225
Job satisfaction vs Gender	0.008	0.894
Job satisfaction vs Nurses Qualification	-0.061	0.287
Job satisfaction vs Cadre	-0.059	0.297

Discussion

The participant's job satisfaction score was found to be mean score of 30.36, whereas the decision mean for this study was 30. The difference of 0.36 is insignificant, and as such, the respondents cannot be said to be satisfied. Given this, it can be said that the nurses from the selected hospital were neither satisfied nor dissatisfied with their job, i.e. the participants are mostly indifferent about their jobs. This finding is neither consistent with nor in disagreement with the results of previous studies^{12,5,13,14,15}, who found that nurses were satisfied with their jobs. This study found that gender possibly had no influence on job satisfaction; that is, whether the person is male or female had no bearing on whether they are satisfied or not with their jobs. This finding is in agreement with previous that reported no association between gender and job satisfaction^{5,16,17}. However, this contradicts the finding of Olatunji and Mokuolu¹⁸.

The findings show that the facility (ISTH and UBTH) where the participants are working did not influence their job satisfaction. No previous study was found that investigated differences in job satisfaction among nurses in different facilities. However, the findings were inconsistent with a similar study in an academic setting by Agbonifoh and Agbonifoh, whose study indicated job satisfaction among staff at the University of Benin but not among those at Benson Idahosa University¹⁹. The study revealed that there was no relationship between marital status and job satisfaction which suggests that there was no possibility of the marital status of the nurses significantly influencing their level of job satisfaction. Also, none of the marital status subgroups (single, married, divorced/ separated widow, and widower) influenced the participants' level of job satisfaction in line with the findings of previous studies²⁰, although a previous study conducted at the Federal Medical Centre, Ido-Ekiti found that marital status significantly influenced job satisfaction¹⁸. However, singles seemed more likely to be satisfied.

However, singles seemed more likely to be satisfied than married and divorced people²¹, the reason being that singles are likely to have fewer elements that await their income.

The finding indicated that there was no relationship between spouses' residence and job satisfaction. This suggests that regardless of whether a nurse is staying under the same roof as the partner, is far from the partner, or is alone (as in the case of a single), does not influence their job satisfaction. It interesting to know that some of the respondents whose partners are not in the same location but stay more than 50 kilometers away from the spouse's place of work may not want to disclose their real opinion in this case. Anecdotally there have been reports of nurses, particularly females, requesting transfers based on marriage to be closer to their husbands and immediate families after having their appointments confirmed. The results show that the number of years nurses have worked has no effect on their level of job satisfaction, indicating that it may not be a predictor of job satisfaction. This finding is inconsistent with that of some previous studies^{18,20}. However, respondents who were within 1–5 years of service had the highest mean scores, which implies the nurses in this group are less dissatisfied than others. There is a significant difference in job satisfaction among the different cadres of nurses. This finding is in contrast with a previous study whose study revealed no relationship between the designation of nurses and their level of job satisfaction¹⁶. Being in the higher cadres seemed to influence levels of job satisfaction. In terms of qualifications, the study found that nursing education has an impact on job satisfaction. This effect is more pronounced among those with professional and academic qualifications. This finding does not corroborate with some studies which found that professional qualification is a potent predictor of job satisfaction^{20,21}.

In recent times, almost every professional certificate holder in nursing is returning to school to obtain a degree in Nursing which is now the basic academic qualification required for a nurse to reach the peak of their career in tertiary health institutions, and this may serve as good ground to start and obtain a postgraduate certificate. This study did not find a significant correlation between each of age, gender, nursing qualification, and cadre with job satisfaction. This implies that none of the selected demographic characteristics may influence the participant's level of job satisfaction. This finding is consistent with that of a previous study which revealed no relationship between the designation of nurses and their level of job satisfaction¹⁶. Even so, the current findings are consistent with Akhbari et al²², whose findings show that there is a significant difference between gender and job satisfaction, but in contrast to that of Ayalew et al¹⁷, who reported no association between gender and job satisfaction.

Conclusion

The participants in this study were indifferent concerning their job satisfaction, with only the professional cadre and qualifications correlating with job satisfaction among nurses in the selected institutions.

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