



Impact of Work Environment on Job Satisfaction Among Staff Nurses; A Cross-Sectional Study

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ABSTRACT

Job satisfaction is a multidimensional behavior of individuals to work and the work settings which is determined by numerous elements, and impacts the performance of workers ultimately, affecting the organizational operations. The report highlighted that approximately 40% of healthcare-skilled workers will leave their jobs in the decade starting from year 2020 because of very low salaries and minimal inducements and it has thoughtful implications for the global inhabitants. Although there is research evidence associating numerous determinants to job fulfillment among nurses, there is a huge gap in understanding the impact of stressful work environments on job satisfaction for nurses. Therefore, this study aimed to determine the impact of the work environment on job satisfaction among nurses working at a private tertiary care hospital in Lahore. An analytical cross-sectional study was performed and 100 nurses were selected through non-probability convenience sampling. The data collected from the participants was analyzed to calculate the odds ratio which came out to be 1.7 demonstrating a strong positive association between the work environment and job satisfaction among nurses. To conclude the findings of this study, it is strongly suggested that the working environment impacts a great deal that how satisfied nurses feel at work. Stressful conditions at work restrict staff nurses from portraying their capabilities and attaining their full potential.

Keywords: Job satisfaction, work environment, burnout, job fulfillment.

Introduction

World Health Organization (WHO) anticipated in 2013 that with the increasing population, there is going to be a massive shortage of 12.9 million trained health professionals by the year 2035 affecting pivotally Africa and South East Asia. The report highlighted that approximately 40% of healthcare-skilled workers will leave their jobs in the decade starting from year 2020 because of very low salaries and minimal inducements and it has thoughtful implications for the global inhabitants (Merga & Fufa, 2019). Job satisfaction is a multidimensional behavior of individuals to work and the work settings which is determined by numerous elements, and impacts the performance of workers ultimately, affecting the organizational operations (Sing, Kaur, Verma & Kumar, 2019). Filling employees at work is one of the significant factors that determines the well-being of staff, and empowers the workforce to decide whether to keep on working for that employer or switch jobs (Akinwale & George, 2020). This is particularly pertinent to the healthcare industry as the excellence of care includes the attitudes of employees and actions that affect patients' experiences and prognosis (Díaz-Carrión et al., 2020). To preserve the stable mounting progress of the organizations it is essential to keep the competence, efficiency, and yield of the workers by providing fringe incentives to them, and the work environment is the supreme decisive plea of the employees (taheri, Miah & Kamaruzzaman, 2020). Many research studies in the past have targeted different aspects of care services to patients, but the linkage between work shifts (affecting the work environment) and job satisfaction has not been studied fittingly among nurses (Bazazan et al., 2019). Although there is research evidence associating numerous determinants to job fulfillment among nurses, there is a huge gap in understanding the impact of stressful work environments on job satisfaction for nurses (Yasin, Kerr, Wong & Bélanger, 2020).

Therefore, this study aimed to determine the impact of the work environment on job satisfaction among nurses working at a private tertiary care hospital in Lahore.

Methodology

Research design: An analytical cross-sectional study was designed to determine the impact of work environment on job satisfaction among nurses at a tertiary care hospital.

Sampling method: A non-probability convenience sampling method was used to select the sample.

Sample size: A total of 100 nurses were investigated to assess the desired outcome.

Inclusion Criteria: Those nurses meeting the following criteria were selected as study participants:

1. Nurses between the age group of 20-40 years.
2. Nurses working in the following areas of the hospital i.e. emergency room, intensive care unit, critical care unit, and medical/surgical wards.
3. Nurses having work experience of more than 1 year in the research setting.

Exclusion Criteria: Those nurses meeting the following criteria were not recruited as study participants:

1. Nurses having any sickness or disability.
2. Nurses working in the outdoor patient departments.

Research Instrument: A research instrument was designed comprised of close-ended questions using the Likert scale. The instrument had 3 components containing items about; 1) demographic characteristics, 2) impact of work environment, and 3) job satisfaction.

Hypothesis:

H₀: The work environment does not affect job satisfaction among nurses.

H_a: The work environment does affect job satisfaction among nurses.

Data Analysis: The measured responses were analyzed for descriptive statistics; a 2×2 contingency table was formulated and the prevalence of the problem was calculated.

Results

All the nurses working at the critical care units were approached and requested to answer the questions. A total of 100 nurses responded to the questionnaire form. Of all the interviewees, 79% of them were females, 55% of nurses were between the age group of 26-30 years, marital status of 66% of nurses was single, and 47% of nurses had work experience ranging from 1 -5 years. Table 1 below showcases the demographic characteristics of the participants.

Table 1. Demographic characteristics of participants

		Frequency	Percentage
Gender	Male	21	21%
	Female	79	79%
Age	20 - 25	10	10%
	26 - 30	17	17%
	31 - 35	47	47%
	36 - 40	26	26%
Marital Status	Single	43	43%
	Married	57	57%
Work Experience	General Nursing	48	48%
	BSc Nursing	41	41%
	MSc Nursing	3	3%
	Post Basic Specialization	8	8%
Working Unit	Surgical	27	27%
	Medical	23	23%
	ICU	21	21%
	Emergency Room	29	29%
Work Experience	1-5 year	53	53%
	6-10 years	26	26%
	11-15 years	11	11%
	>16 years	10	10%

After collecting the information from the participants, they were analyzed using the 2×2 contingency table, 19 nurses were satisfied with their job despite of the fact that they rated the environment at work stressful while, 45 nurses responded that they feel unsatisfied due to stressful work environment. Odds

ratio was calculated and it came out to be 1.7 that suggest a strong positive connotation between work environment and job satisfaction among nurses therefore, null hypothesis was rejected based on these interpretations. Table 2 below illustrates the 2×2 contingency table and odds ratio to assess degree of association between work environment and satisfaction at work.

Table 2: 2×2 contingency table and odds ratio to determine impact of work environment on job satisfaction

		Job Satisfaction		Total
		Satisfied	Unsatisfied	
Work Environment	Stressful	19	45	64
	Not Stressful	15	21	36
Total		34	66	100

$$\text{O.R.} = \frac{a \times d}{b \times c}$$

$$\text{O.R.} = \frac{675}{399}$$

$$\text{O.R.} = 1.7$$

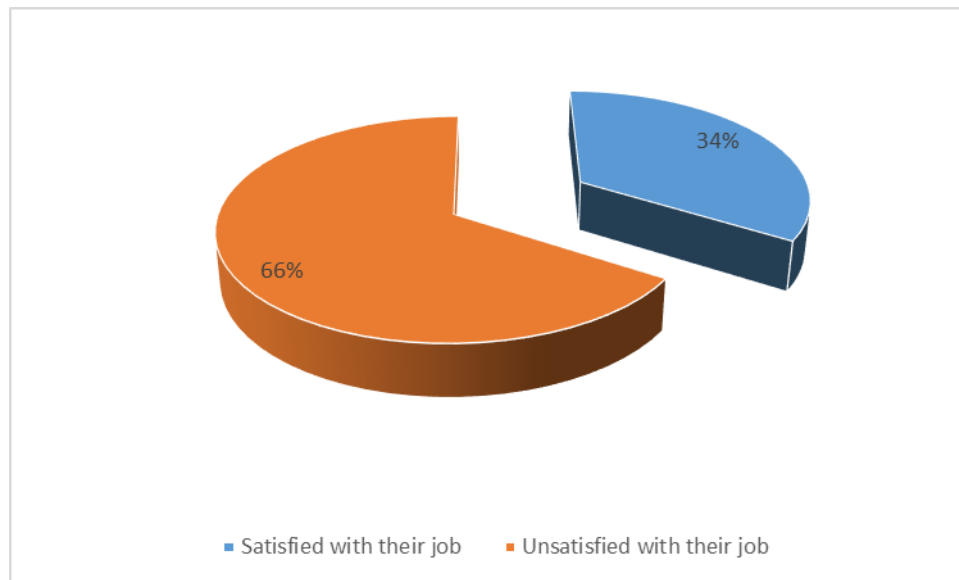


Fig. 1. Percentage of nurses experiencing satisfaction with their work

Conclusion

To conclude the findings of this study, it is strongly suggested that the working environment impacts a great deal that how satisfied nurses feel at work. Stressful conditions at work restrict staff nurses from portraying their capabilities and attaining their full potential. Administrators and nurse managers must strive to create a conducive environment as it can enhance the productivity of nurses ultimately benefitting the patients and organization as well. It also ensures that the organization's nurses will have the ease of working in a relaxed and free environment without burden or pressure which would positively affect the patient's prognosis. This study provides a strong foundation for prospective studies to explore the work environment as one of the determinants of providing quality care to patients.

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