

Assessment the level of Job Satisfaction among Nurses working in Psychiatric and General Wards at Teaching Hospitals in Baghdad City: Comparative Study

Huda. Sh. Abbas¹, Qahtan. Q. Mohammed²

Ph.D. Student, Department of Psych. Nursing, Collage of Nursing, University of Baghdad, Iraq¹
Assistant Professor PhD, Department of Psych. Nursing, Collage of Nursing, University of Baghdad,
Baghdad City, Iraq²



Keywords:

Job Satisfaction, Nurses

ABSTRACT

Job satisfaction either is evaluative statement for pleasure or unpleased toward individual items or events. As a significant measure of the nursing contribution to patient care quality, nurse job satisfaction. The purpose of this study was to identify the level of job satisfaction among nurses working in psychiatric and general wards at Teaching Hospitals in Baghdad city, and to compare between the level of job satisfaction among nurses working in psychiatric and general wards. A descriptive study, comparative design was carried out to Detect the level of job satisfaction among nurses working in psychiatric and general wards at Teaching Hospitals in Baghdad city. The study had started from 13th Januarys, 2021 to march,2022. A convenient (non-probability) sample was selected for this study. The sample of the study was (140) nurses, in psychiatric and general wards. The tool of the research was questionnaire that the first component contains socio-demographic characteristics of nurses and second part includes job satisfaction scale. The distribution of Study Sample according to their level of job satisfaction among nurses working in psychiatric and general wards, which of 54.3% (n=38) show high level of job satisfaction at general wards, while at psychiatric wards, they show moderate level of job satisfaction which of 52.9% (n=37). The present study concluded that the nurses working at general wards are more satisfied with their job than those working in psychiatric ward are. The recommended for this study are Regular follow up and measuring the nurses' job satisfaction by hospital managers through checklist among nurses working at general and psychiatric wards to determine the factors that prevent their satisfaction.



This work is licensed under a Creative Commons Attribution Non-Commercial 4.0 International License.

1. INTRODUCTION

Job satisfaction clearly clarifies workers' attitude towards their jobs. In other words, it explains employees' level of satisfaction in satisfying their job wishes and needs. Therefore, it is the pleasurable feelings that arise from the perception of an employee achieving the degree of desire of needs. Job satisfaction might be conveyed or experienced by emotional feelings as an intangible variable. In other words, it hinges on the internal speech and attitude of individual employee with respect to a specific work [1].

Job satisfaction is a term that is multi-faceted. It is an approach that can be divided into five classes of variables, which are human variables, social variables, cultural variables, organizational variables, and environmental variables. The job itself is a function of organizational variables. Satisfaction at work is part of the wider notion of job satisfaction. Job satisfaction can be described as the extent to which employees like their jobs. According to Herzberg's two-factor theory of motivation and work satisfaction, extrinsic factors (hygiene) and intrinsic factors (motivation) are two sets of variables [2].

Job satisfaction and dissatisfaction not only depend on the essence of the work; it also depends on the expectation of what an employee's job supply is. Lower cost of convenience, higher organizational and social and intrinsic reward can improve job satisfaction. Job satisfaction is a dynamic multi-faceted phenomenon, affected by variables such as income, working environment, autonomy, autonomy, communication, and organizational commitment [3].

Nurses are the cornerstone of every healthcare institution, and such an entity cannot accomplish its goals, purpose and vision without them. In assessing the effectiveness of the outcomes of patients, nurses play a fundamental role. Nursing managers need, therefore, to know and understand the factors that satisfy and inspire nurses. Job satisfaction among registered nurses is a topic of global concern in the wake of modern nursing management, as it affects the job performance of nurses and the quality of healthcare services. In nursing, work satisfaction is crucial because, due to increased labor costs and the immense shortages of nurses, it serves as a vital obstacle for healthcare institutions. The job satisfaction of nurses is critical for nurse managers and management to take the required steps and understand the processes of planning human healthcare resources [4].

Different studies have shown that job satisfaction in the retention, efficiency and productivity characteristics of workers can be effective. In the long term, lack of attention to the problems of work satisfaction will disrupt the organizational structure and trigger the emergence of rebelliousness, reduction of accountability, feelings of dutifulness and finally job desertion. Numerous variables affect work satisfaction and it undergoes changes depending on time, space and social circumstances [5].

1.1 AIM OF THE STUDY

To identify the level of job satisfaction among nurses working in psychiatric and general wards at Teaching Hospitals in Baghdad city, and to compare between the level of job satisfaction among nurses working in psychiatric and general wards at Teaching Hospitals in Baghdad city.

2. METHODOLOGY

This study is based on A descriptive study, comparative design and includes A convenient (non-probability) sample was the nurses who are working at psychiatric and general wared at teaching hospitals in Baghdad city. The sample size was 140 nurses; 70 nurses are working in psychiatric ward, and 70 nurses are working in general ward at teaching hospitals in Baghdad City that include morning and night shift. Data were gathered in 9th of February / 2021 till 10th march, 2021. using a questionnaire. The instrument consists of two parts; part I, involved, to describe the nurse's demographic characteristic such as (age, gender, and marital status, Work shift, and years of experience), and the part II, involved the using scale to measure job satisfaction among nurses; this scale contains 65 items, were rated to five levels of Likert scale and scored as follows: So agree= 5, agree= 4, neither agree=3, not agree=2, and absolutely not agree=1. The data was computerized and verified using the SPSS version 22 to perform statistical analysis.

3. Results

Table 1: Distribution of the Sample by Demographic Characteristics for nurses (N= 140 nurses):
 according to gender

Gender \ Nurses	General wards		Psychiatric wards		Total	
	f	%	f	%	f	%
Male	25	35.7	42	60	67	47.8
Female	45	64.3	28	40	73	52.2
Total	70	100	70	100	140	100

f: Frequency, %: Percentage

according to age:

Age \ Nurses	General wards		Psychiatric wards		Total	
	f	%	f	%	f	%
< 20 year	5	7.1	1	1.4	6	4.2
20 – 29 year	43	61.4	20	28.6	63	45
30 – 39 year	10	14.3	27	38.6	37	26.4
40 – 49 year	8	11.4	11	15.7	19	13.5
50 ≤ year	4	5.7	11	15.7	15	10.7
Total	70	100	70	100	140	100

f: Frequency, %: Percentage

according to Social status

Social status \ Nurses	General wards		Psychiatric wards		Total	
	f	%	f	%	f	%
Single	28	40	16	22.9	44	31.4
Married	34	48.6	51	72.9	85	60.7
Divorced	6	8.6	1	1.4	7	5
Widowed/widower	1	1.4	1	1.4	2	1.4
Separated	1	1.4	1	1.4	2	1.4
Total	70	100	70	100	140	100

f: Frequency, %: Percentage

according to Shift work duty

Nurses	General	Psychiatric	Total
--------	---------	-------------	-------

Shift	wards		wards			
	f	%	f	%	f	%
Day	52	74.3	56	80	108	77.1
Night	18	25.7	14	20	32	22.8
Total	70	100	70	100	140	100

f: Frequency, %: Percentage

according to years of experiences

Years	Nurses	General wards		Psychiatric wards		Total	
		f	%	f	%	f	%
1 – 5		36	51.4	11	15.7	47	33.5
6 – 10		19	27.1	20	28.6	39	27.8
11 – 15		2	2.9	8	11.4	10	7.1
16 ≤		13	18.6	31	44.3	44	31.4
Total		70	100	70	100	140	100

f: Frequency, %: Percentage

Table (2): Overall Assessment of Job Satisfaction Levels among Nurses

Levels	General wards		Psychiatric wards	
	f	%	f	%
Low	1	1.4	0	0
Moderate	31	44.3	37	52.9
High	38	54.3	33	47.1
Total	70	100	70	100
M ± SD	240.29 ± 39.305		236.14 ± 27.290	

f: Frequency, %: Percentage, M: Mean of total score, SD Standard deviation

Low= 65- 151, Moderate= 152 -238, High= 239-325

Table (3): Mean and Standard Deviations for Sub-scales of Job Satisfaction among Nurses

Job Satisfaction Sub-Scales	General wards N=70		Psychiatric wards N=70	
	M± SD	Assessment	M± SD	Assessment

<i>The nature of nursing work</i>	<i>101.86 ± 15.855</i>	<i>High</i>	<i>99.06 ± 15.086</i>	<i>High</i>
<i>Work environment (work conditions)</i>	<i>25.03 ± 5.394</i>	<i>Moderate</i>	<i>24.96 ± 3.983</i>	<i>Moderate</i>
<i>Salary, incentives and bonuses</i>	<i>23.06 ± 9.124</i>	<i>Moderate</i>	<i>22.71 ± 6.501</i>	<i>Moderate</i>
<i>Relationship</i>	<i>46.33 ± 8.872</i>	<i>High</i>	<i>46.27 ± 6.516</i>	<i>High</i>
<i>Feedback</i>	<i>44.01 ± 9.114</i>	<i>Moderate</i>	<i>43.14 ± 7.775</i>	<i>Moderate</i>
<i>Overall</i>	<i>240.29 ± 39.305</i>	<i>High</i>	<i>236.14 ± 27.290</i>	<i>Moderate</i>

Table (4): Significant Differences in Job Satisfaction with regard to Nurses working at General and Psychiatric Wards (N=140)

<i>Nurses' ward</i>		<i>M</i>	<i>SD</i>	<i>t</i>	<i>df</i>	<i>p</i> ≤ 0.05	<i>Sig</i>
<i>Variables</i>							
<i>Nature of work</i>	<i>General</i>	<i>101.86</i>	<i>15.855</i>	<i>1.070</i>	<i>138</i>	<i>0.286</i>	<i>N.S</i>
	<i>Psychiatric</i>	<i>99.06</i>	<i>15.086</i>				
<i>Work environment</i>	<i>General</i>	<i>25.03</i>	<i>5.394</i>	<i>0.089</i>	<i>138</i>	<i>0.929</i>	<i>N.S</i>
	<i>Psychiatric</i>	<i>24.96</i>	<i>3.983</i>				
<i>Salary, incentives, & bonuses</i>	<i>General</i>	<i>23.06</i>	<i>9.124</i>	<i>0.256</i>	<i>138</i>	<i>0.798</i>	<i>N.S</i>
	<i>Psychiatric</i>	<i>22.71</i>	<i>6.501</i>				
<i>Relationship</i>	<i>General</i>	<i>46.33</i>	<i>8.872</i>	<i>0.043</i>	<i>138</i>	<i>0.965</i>	<i>N.S</i>
	<i>Psychiatric</i>	<i>46.27</i>	<i>6.516</i>				
<i>Feedback</i>	<i>General</i>	<i>44.01</i>	<i>9.114</i>	<i>0.609</i>	<i>138</i>	<i>0.544</i>	<i>N.S</i>
	<i>Psychiatric</i>	<i>43.14</i>	<i>7.775</i>				
<i>Overall</i>	<i>General</i>	<i>240.29</i>	<i>39.305</i>	<i>0.724</i>	<i>138</i>	<i>0.470</i>	<i>N.S</i>
	<i>Psychiatric</i>	<i>236.14</i>	<i>27.290</i>				

M: Mean, SD: Standard deviation, t: t-test, df: Degree of freedom, Sig: Significance, p: Probability value, N.S: Not significant, S: Significant, H.S: High significant

4. Discussion

Finding results in (table 1) shows that Female gender is the most distributed by study who participant in their

study 64.3% of nurses are reported among general wards (n=45). These finding compatible with study [6] female nurses were more than half of his research sample, but among the psychiatric wards, 60% of nurses were males (n=42), these finding compatible with study [7] which recorded the majority 56.2% of the respondents were male. The majority of the study sample age is 20-29 years' old by a ratio of 61.4% (n=43) that's working at general wards, which is similar to the findings of the study [8] which recorded the majority of participants (67.3%) were young (20-29 years), which indicates that nursing community in general hospital at Baghdad City is young. While the highest percentage among nurses working at psychiatric wards refers to age group 30-39 years. These finding compatible with study [9] who found that majority of participants within age group 30-39 years. The nurses Social Status in the study record large number of among the nurses working at general are married (60.7%) and psychiatric wards (48.6%). These finding incompatible with study of Effective communication and job satisfaction among staff nurses working in pediatric intensive care units, which was found to be 58.62% of nurses were married [10]. This perhaps most range of the ages for the sample was from 20 to 39 years among general and psychiatric wards, and it is considered the appropriate age for marriage as seen married among nurses in both groups. Concerning the Work Duty Shift among Nurses, are Record the majority of nurses working in daytime shift duty among the total description (77.1%), in which they distributed among the nurses working at general and psychiatric wards. These finding compatible in study Job satisfaction of nurses in various clinical practices, [11] that found the majority worked in daytime shift (64%). According to the hospitals policy, that the nursing staff in the morning shift is the largest number compared to the evening shift in order to cover the numbers and needs of patients. According to Nurses' years of experience show that highest percentage of respondents was with experience (1-5) years, (51.4%) of nurses working at general wards, these finding Similar were noted in the study [12] who found that (50.5%) had between 1 and 5 years of nursing experience, while those working in psychiatric wards are with more than 16 years of experience (44.3%).

This result was compatible to study [13] which is show findings that (56.5%) are with above 15 years of experience. The results of the study group in (table 2) depict the responses of the study sample show high level of job satisfaction in which 54.3% (n=38) among nurses at general wards, this finding is agreement with study [14] shows that nurses are highly satisfied with the orientation program of their hospital, may be due to the nursing profession achieves a social status in society and is respect by the nurse supervisor, also the social status that their families obtain from their job brings them many benefits. While in psychiatric wards are show moderate level, in which 52.9% (n=37), These finding compatible in study [15] Job Satisfaction Among Nurses' in Baghdad Psychiatric Hospitals, who found that the nurses in his study also have moderate level of job satisfaction. This result is attributed to the satisfaction of most nurses in study about some domains and dissatisfied about others and this result produced a moderate level of job satisfaction. Table 3 appears the study Sample according to their Sub-scales of Job Satisfaction among Nurses, which are show high among the subscales of "the nature of nursing work", and "Relationship"; and they show moderate job satisfaction regarding sub-scales of "work environment", "salary, incentives and bonuses", and "feedback" among nurses at general wards, this identical with study of Factors Affecting Job Satisfaction among Nurses Working in Teaching Hospital [16] which is show findings that nurses are more satisfied with interpersonal relationship with coworkers, and supervision. This means that the nursing profession as a humanitarian profession through what provides nursing care and the need for the patient, and that feels satisfied with the direction of his work. While nurses work in psychiatric wards show moderate job satisfaction among overall score that they show moderate job satisfaction regarding sub-scales of "work environment", "salary, incentives and bonuses", and "feedback", but they highly satisfied regarding the subscales of "the nature of nursing work", and "Relationship", my study reach to the same conclusion of research [17] show that moderately satisfied in their work that attributed to the satisfaction of most nurses in study about some domains and dissatisfied about others, therefore produced a moderate level of job satisfaction. Table 4: Significant Differences in Job

Satisfaction with regard to Nurses working at General and Psychiatric Wards, appear that no significant differences in job satisfaction scale and its sub-scales with regard to nursing working at general wards and psychiatric wards, the result in this section disagree with study of Job Satisfaction of Nurses in Various Clinical Practices, was to compare a job satisfaction of nurses working in the fields of mental health, drug addictions and general nursing [18] who found General nurses declared less satisfaction than nurses in mental health. Researcher watch the nurses working in both the general and psychiatric wards live the same working conditions, that is, there is no difference between them in terms of the work environment and they receive the same level of material and moral incentives.

5. Conclusion

The present study concluded that the nurses working at general wards are more satisfied with their job than those working in psychiatric ward are.

6. Recommendation

Regular follow up and measuring the nurses' job satisfaction by hospital managers through checklist among nurses working at general and psychiatric wards to determine the factors that prevent their satisfaction, and Suggested to Ministry of Health and Finance for improving the payment and incentives for nurses through develop a new salary scale strategy for male and female nurses commensurate with the high cost of living who are working in mental and general hospitals to keep nurses from change the setting of work.

7. References

- [1] Owusu, B., & Owusu, B. (2014). An assessment of job satisfaction and its effect on employees' Performance: A case of Mining Companies in the [Bibiani–Anhwiaso–Bekwai District] in the Western Region (Doctoral dissertation)
- [2] POH, L. C. NURSES'JOB SATISFACTION IN THE MALAYSIAN PRIVATE HOSPITALS (Doctoral dissertation, MSc. Thesis. Business Administration Department. 2008. Available from: [http://eprints.usm.my/25387/1/NURSES% E2% 80% 99_JOB_SATISFACTION. pdf](http://eprints.usm.my/25387/1/NURSES%20JOB%20SATISFACTION.pdf)).
- [3] Parvin, M. M., & Kabir, M. N. (2011). Factors affecting employee job satisfaction of pharmaceutical sector. Australian journal of business and management research, 1(9), 113.
- [4] Shalonda, S. (2019). Factors influencing job satisfaction of registered nurses working in public hospitals in Windhoek, Namibia (Doctoral dissertation, Stellenbosch: Stellenbosch University).
- [5] Salar, A. R., Zare, S., Salar, H., & Salar, E. (2016). The survey of the job satisfaction rate in the nurses working in the training hospitals of Zahedan University of Medical Sciences 2015. International Journal of Medical Research & Health Sciences, 5(7), 300-305.
- [6] Kounenou, K., Aikaterini, K., & Georgia, K. (2011). Nurses' communication skills: Exploring their relationship with demographic variables and job satisfaction in a Greek sample. Procedia-Social and Behavioral Sciences, 30, 2230-2234.
- [7] Thanasekaran, P., Yadecha, B., Upashe, S. P., & Chala, D. (2017). Knowledge, Attitude and Practice Regarding Therapeutic Communication among Nurses in Selected Government Hospitals in Oromia, Western Ethiopia, 2016. American Journal of Nursing Science, 6(3), 159.

- [8] Fattah, F. H. R. (2019). Effects of communication skills training courses on knowledge levels of the health workforce in Sulaimani. *Zanco Journal of Medical Sciences (Zanco J Med Sci)*, 23(1), 51-56.
- [9] Hontake, T., & Ariyoshi, H. (2018). Relationship between work engagement and job satisfaction of nurses in psychiatric hospital. *International Journal of Nursing Science*, 8(2), 21-26.
- [10] Ibrahim, M. M., El-Khedr, S. M., & Nosek, L. J. (2013). Effective communication and job satisfaction among staff nurses working in pediatric intensive care units. *LIFE SCIENCE JOURNAL-ACTA ZHENGZHOU UNIVERSITY OVERSEAS EDITION*, 10(1), 2661-2669.
- [11] Andrioti, D., Skitsou, A., Karlsson, L. E., Pandouris, C., Krassias, A., & Charalambous, G. (2017). Job satisfaction of nurses in various clinical practices. *International Journal of Caring Sciences*, 10(1), 76-87.
- [12] Almualm, Y. K., Banafa, N. S., Al-Hanshi, A. S., & Ba-Abbad, M. M. (2019). Job satisfaction among Yemeni Nurses working in Mukalla Governmental and private Hospitals. *Acta Scientific Medical Sciences*, 3, 113-119
- [13] Ayamolowo, S. J. (2013). Job satisfaction and work environment of primary health care nurses in Ekiti state, Nigeria: an exploratory study. *International Journal of Caring Sciences*, 6(3), 531.
- [14] Hakami A, Almutairi H, Alsulyis R, Rrwis TA, Battal AA (2020) The Relationship between Nurses Job Satisfaction and Organizational Commitment. *Health Sci J* 14:1.
- [15] Mohamed, E. H., & Al-Juboori, A. K. K. (2010). Job Satisfaction Among Nurses' in Baghdad Psychiatric Hospitals. *Journal of the college of basic education*, 15(64).
- [16] Poudel, S., & Sharma, K. (2019). Factors Affecting Job Satisfaction among Nurses Working in Teaching Hospital, Chitwan, Nepal. *Journal of Chitwan Medical College*, 9(3), 62-68.
- [17] Mohamed, E. H., & Al-Juboori, A. K. K. (2010). Job Satisfaction Among Nurses' in Baghdad Psychiatric Hospitals. *Journal of the college of basic education*, 15(64).
- [18] Andrioti, D., Skitsou, A., Karlsson, L. E., Pandouris, C., Krassias, A., & Charalambous, G. (2017). Job satisfaction of nurses in various clinical practices. *International Journal of Caring Sciences*, 10(1), 76-87.