



RESEARCH PAPER

Assessment of Contextual Relationship between Work and Job Satisfaction among Nurses in Emergency Unit in Punjab, Pakistan

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ABSTRACT

Every day, during every shift, emergency nurses improve the lives of patients, while being less satisfied with their work than nurses in other departments. The purpose of the current study was to ascertain how emergency nurses' job satisfaction and work surroundings relate to one another in Punjab. Nurses working in the emergency Unit in the Jinnah Hospital, Lahore were included in the convenient sample of 104 nurses. Interviews were used to collect the data, which was then analyzed using both inferential and descriptive statistical techniques. Correlation ($r=0.328$; $p=0.001$) between the nurses' job satisfaction level and their work environment. A poor work environment (lower mean scores) is linked to dissatisfaction with employment, whereas a good work environment (higher mean scores) is linked to content with jobs (higher mean scores). The work environment and the job satisfaction levels of nurses who staff emergency rooms were shown to be significantly correlated.

KEYWORDS Emergency Unit, Job Satisfaction, Nurses, Work Environment

Introduction

In addition to being a profession, nursing is also a science and an art. It's also a type of care that involves providing psychological and physical support to patients and their families. Through preventative and health promotion initiatives, healthy individuals can also receive nursing care (Petrou et al., 2017). Without a doubt, work plays a vital role in our lives. Satisfaction is the feeling of pleasure experienced once a need is satisfied. One of the most important aspects of working-age individuals' motivation, productivity, and work efficiency—not to mention their mental health—is their level of job satisfaction (Hajdukova, Klementova & Klementova, 2015). Numerous factors, such as emotions, life satisfaction, and dynamics in both the personal and professional spheres, affect how satisfied nurses are (Sharif et al., 2020). A hospital's emergency room is located on the ground floor in a separate area with a separate entrance. The success of the emergency department depends on assigning cases a priority based on clinical necessity because patients can arrive at any time and with any kind of complaint. Triage is the term for this process (Oredsson et al., 2011).

Employee job satisfaction is the feeling of accomplishment, fulfillment, and enjoyment that results from working. It's not just about the salary and benefits; it's also about how workers feel about their jobs (Saari & Judge, 2004), which also indicates how content a person is with their job. A positive emotional state resulting from an evaluation of one's work and work experiences is known as job satisfaction. An someone is happier the more satisfied they are with their work. It is believed that stronger organizational dedication and positive work attitudes boost job satisfaction, which in turn boosts individual performance (Tzeng, 2002). In general, having too many unpleasant aspects in one's life—like long commutes and odd work hours—can negatively impact one's personal life and lead to job discontent.

One of the most crucial components for employee retention and successful completion of job assignments is the supervisor's assistance. Supervisor support is a measure of how much managers and executives care about the welfare of their staff members and how much they appreciate what they do. Employees feel appreciated, cared for, and listened to when they receive support, attention, and assistance from their supervisor (Caykoğlu et al., 2011). Consequently, they are content with their jobs. Numerous factors relating to the job are used to define and quantify job satisfaction.

Literature Review

Regardless of the theoretical framework used to investigate job satisfaction, the majority of research has identified two primary categories of variables. Environmental variables - personal characteristics - address both individual attributes and qualities and job happiness. This is the overarching mindset that results from several discrete mindsets in three areas: work-related factors, personal traits, and other social and group interactions outside of the job. Organizational attitudes are influenced by personal and work context characteristics, according to a different study that reviews the literature on employee motivation, commitment, and job satisfaction (Moynihan & Pandey, 2007).

You can work in a variety of environments, collaborate with other medical professionals, and get paid competitively as a nurse. Numerous studies have been carried out to ascertain the degree of job satisfaction among them. Research has demonstrated that competitive pay, better career advancement opportunities, and challenging work contribute to nurses' increased job satisfaction (Lorber & Skela, 2012).

The nature of work is evolving quickly. The increasing flexibility of the labor force, changes in the makeup of the workforce, and technological improvements are all influencing the creation and organization of work (Murta, Sanderson & Oldenburg, 2007).

Another challenging factor limiting nurses' satisfaction is unfavorable working conditions that lead to stress. Examples include inadequate communication, prescription errors, and increased patient mortality. Workplace conditions are, nevertheless, aware of and responsive to changes in the work organization and, more importantly, to the nurturing system and improvement (Lamarche & Tullai-McGuinness, 2009).

Materials and Methods

The descriptive cross-sectional study design technique was employed. The site of the study was Jinnah Hospital, Lahore. As one of the methods to help collect data that contributes to obtaining the outcomes expected by the study, the researcher created this questionnaire, which attempts to clarify the study's aims and relevance by gathering answers to the study's questions.

The first is the sociodemographic and personal characteristics of the nurses who work in the emergency rooms. These include the nurses' age, gender, educational attainment, marital status, place of residence, economic status, number of years of nursing experience, type of spouse's occupation, size of family, and mode of transportation. The second: domains from job satisfaction questionnaires. This validated questionnaire that evaluates the satisfaction of professionals in emergency units was modified to the working environments. It covers nine different dimensions and consists of 24 distinct elements. The factors that affect professionals' job satisfaction are as follows: work-related stress, professional competence, job pressure, professional promotion, interpersonal relationships with coworkers and superiors, extrinsic characteristics of status, job monotony, and interpersonal relationships of both. Each item is rated on a Likert scale that ranges from 3 (Always) to 1 (Never) Three: The work Context component examines the influence of the work environment on nurse and patient systems, as well as the practice settings where

nurses work. It has a total of 20 elements (e.g. My nurse manager/supervisor and I communicate well, there are sufficient patient care supplies and equipment, my nurse manager/supervisor offers proper oversight, and upper-level management respects nursing). Each item is rated on a Likert scale that ranges from 3 (Always) - 1 (Never).

Each component of the study questionnaire was given a level of validity based on its linguistic compatibility, appropriateness for the study population, and relationship to the dimension of study variables to which it was assigned. The test was given to ten research group nurses who weren't included in the first sample.

For work environment, Cronbach's alpha was found to be 0.81 and for job happiness, 0.73. To arrive at the results, the researcher statistically evaluated the data collected from the study sample using SPSS ver-20. An independent sample t test and a one-way analysis of variance were used to examine variations in variables based on sociodemographic characteristics. For continuous variables, descriptive data is shown as the mean standard deviation; for categorical variables, it is shown as a number (percent). To ascertain statistical significance, a p value of 0.05 was employed.

Results and Discussion

Table 1
Descriptive Statistic of Socio-Demographic Variables (SDVs)

Socio-demographic Data	Classification	Freq.	%
Age/years	>25 years old	21	20.2
	25-29 years old	46	44.2
	30-34 years old	16	15.4
	≥35 years old	21	20.2
Gender	Male	57	54.8
	Female	47	45.2
Education level	Secondary school nursing	26	25.0
	Institute nursing	41	39.4
	College and above	37	35.6
Marital status	Single	40	38.5
	Married	61	58.7
	Divorced	3	2.9
Residents	Urban	76	73.1

Out of 104 nurses, the age group between 25 and 29 accounted for the largest percentage of recorded cases in terms of frequency and percentage. 44.2%. In comparison to female nurses (45.2%), male nurses (54.8%) made up the majority of the nursing workforce. In terms of education, 39.4% of the participants were institute graduates, which is one-third more than those who have completed college and secondary school nursing. The majority of respondents (58.7%) were married, according to statistics pertaining to marital status, compared to those who are single or divorced. The results of the residents associated study showed that nurses were more likely to live in urban regions (73.1%) than in rural ones (26.9%). In terms of financial standing, the findings indicate that nurses account for 36.5% of records that are sufficiently or somewhat enough wealthy, compared to those who do not. According to results pertaining to years of experience, the majority of nurses involved in the survey (35.6%) had 5–9 years of experience, as opposed to <5 years and >14 years. When it came to partner occupation, nurses said that, in comparison to those whose partners are employed, their partners were unemployed (73.1%). Regarding family size, participants reported having less than three individuals in their families, as opposed to those who have more than seven. Mean of transportation linked findings: Compared to people who use public transit and walk, individuals who own a vehicle have the highest mean of transportation (58.7%).

Table 2
Overall Work Context in the Emergency Department

<i>Work Context</i>	<i>Freq.</i>	<i>%</i>	<i>M ± SD</i>
Poor	23	22.1	
Moderate	46	44.2	40.14 ± 10.61
Good	35	33.7	
<i>Total</i>	104	100.0	

M: Mean for total score, SD=Standard Deviation for total score (Poor=20-33; Moderate=34-46; Good=47.1-60)

Findings demonstrated that (44.2%) of nurses exhibited a Partially satisfied level of work context as described by the Partially satisfied mean and SD (40.14) (±10.61).

Table 3
Overall Job Satisfaction among Nurses Work at the Emergency Department

<i>Job Satisfaction</i>	<i>Freq.</i>	<i>%</i>	<i>M ± SD</i>
Unsatisfied	17	16.3	
Satisfied to Certain Limit	68	65.4	48.72 ± 10.73
Satisfied	19	18.3	
<i>Total</i>	104	100.0	

M: Mean for total score, SD=Standard Deviation for total score (Unsatisfied=24-40; Satisfied to Certain Limit=40.1-56; Satisfied=56.1-72)

The modest mean and SD of 48.72 (±10.73) indicated that 65.4% of nurses showed signs of being content with their jobs to a considerable extent.

Table 4
Association between Nurses' Job Satisfaction and their Work Context (n=104)

<i>Job Satisfaction</i>	<i>Spearman's rho</i>	<i>.328**</i>	<i>Positive Sig.</i>
<i>Work Context</i>	<i>Sig. (2-tailed)</i>	<i>.001</i>	
	<i>N</i>	<i>100</i>	

The results show a strong positive connection ($r=0.328$; $p=0.001$) between the job satisfaction level of nurses and their work environment. It has been noted that a bad work environment (lower mean scores) is linked to nurses who are dissatisfied with their jobs, whereas a good work environment (higher mean scores) is linked to nurses who are content with their jobs. That is, job satisfaction can be attained by improving the work environments for emergency department nurses.

Discussion

The combination of extrinsic and intrinsic work factors that are prioritized in accordance with individual employee expectations leads to the complex and subjective concept of job satisfaction (Tourangeau et al., 2015). The purpose of the study was to ascertain how emergency nurses' job satisfaction and work surroundings relate to one another. According to the moderate mean and SD of 40.14 (±10.61), the results showed that 44.2% of nurses had a moderate degree of work context.

The study's findings indicate that 43.3% of participants can effectively communicate with a nursing professional or their supervisor. On the other hand, a Pakistani study by Tasneem et al. (2018) supported similar conclusions. It was found that a large portion of nurses expressed satisfaction with their coworkers, supervisors, and workplace. The results showed that 40.7 percent of staff members were satisfied with the hospital's communication. On the other hand, Haile et al. (2017) discovered that 62.2% of Ethiopian nurses expressed satisfaction with communication.

The study's findings demonstrated that over half (52.9%) of respondents felt people valued them at work. Furthermore, the majority of participants (41.3%) lack a personal rest area. Additionally, 80% of the Brooks and Anderson sample agreed with this assessment (Brooks and Anderson, 2004).

The results of this survey show that (27.9%) of the nurses did not feel that their supervisor or a nursing official had acknowledged their accomplishments. On the other hand, Suresh revealed that nurses believed their supervisors did not value their work and that there was no efficient system for providing feedback.

It is found that a higher percentage is consistently indicative of participants' job satisfaction in emergency departments. According to the study's findings, a sizable portion (44.2%) of the nurses who took part expressed satisfaction with their jobs. Alvarez and Fitzpatrick (2007), in contrast, discovered that whereas 33% of the nurses on the unit were unsatisfied, 67 percent of nurses in a sizable metropolis on the US East Coast were only moderately satisfied. A study by Kwak et al. (2010) in South Korea found that nurses had a greater percentage of work satisfaction (68.8%). In a similar vein, Nikolaou et al. (2014) found that 38.7% of nurses in a survey conducted in Greece expressed moderate satisfaction.

The study's findings indicated that, while a large majority of participants (40.4%) had an excessive workload, 41.3% of nurses reported having little time to complete their duties. All of the studies we looked at raised serious concerns about workload, staffing, disturbances to daily routines, and a lack of autonomy (Brooks et al., 2007)

Conclusion

There was a strong correlation found between the level of job satisfaction of emergency unit nurses and their work setting. The majority of these nurses are somewhat content with their jobs and work environment. The unsatisfied work context linked to nurses who are dissatisfied with their jobs and the happy work context linked to nurses who are satisfied with their jobs, and The majority of nurses in the emergency department are male, and their economic status can be raised, as can the number of nurses who work there. Other factors that affect their job satisfaction include not hiring new nurses directly into the emergency department and having the majority of them be urban residents.

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