

## Original Article

### Factors affecting job satisfaction of nurses working in the ICU and CCU in governmental hospitals in Khartoum state Sudan

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## Abstract

**Introduction:** Job satisfaction is defined as beliefs and emotions individuals have about their job.<sup>1</sup> Job satisfaction among nurses promotes effective coronary and intensive care management as well as safe patient care. **Objective:** to determine the factors affecting job satisfaction regarding nurses working in intensive care unit (ICU) and coronary care unit (CCU) in governmental hospitals in Khartoum state. **Method:** Descriptive cross-sectional hospital based study that included 105 nurses working in ICU and CCU as participants. A standardized structured self-administered questionnaire contained of five liked scale (very dissatisfied, .moderate dissatisfied, neither satisfied nor dissatisfied .moderate satisfied, .very satisfied). was used to collect data that consisted of two domains, the first domain contained the demographic variables, including information about the nurses' age, work area, years of experience nursing degree and type of work. The second domain described factors affecting job satisfaction. Data was analyzed by the computerized method Statistical Package for Social Sciences (SPSS) version 20. **Result:** The job satisfaction level was satisfying in 60% of nurses, around 33% of them were very satisfied with their job and 27% were found to be moderately satisfied with their job. The most factors affecting job nurses satisfaction are nurse age very satisfied 42(40. 0%) , vacation very satisfied 43 (41.3%),%, vacation very satisfied 43

(41.3%), nursing work under Stress very satisfied 42(39.6%) and enough payment very satisfied 33 (32.0 %) Those are most factors affecting job satisfaction among nurses working in (ICU&CCU).

**Conclusion:** according to result finding. Participating nurses demonstrated high levels of job dissatisfaction to those factors, work environment, enough payment, opportunists for nursing career development and promotion..

**Keywords:** job satisfaction: nurses: job satisfaction,: nurses, ICU, CCU

## Introduction

Job satisfaction is defined as beliefs and emotions individuals have about their job.<sup>1</sup> It is affected by several variables. These include, but are not limited to, individual characteristics (such as age, gender, and level of experience) and the level of satisfaction with a specific aspect of work (such as the work itself, salary, and hospital policies).<sup>2</sup> Job satisfactions is strongly linked to the shortage of critical care nurses that exists globally.<sup>3</sup> Given this dearth, the patient-to-nurse ratio worldwide could increase. This would result in increased workload for nurses, leaving them feeling overwhelmed, distressed, and dissatisfied with their jobs.<sup>4</sup> Job satisfaction was studied widely in Europe, the US, and Canada, results indicated that promotions, salaries, workload, autonomy, and the attitude of the nursing administration are all contributing factors to job satisfaction among nurses,<sup>5</sup> A study conducted in Pakistan on nursing workplace satisfaction:

perception of nursing care providers at tertiary care hospitals in Karachi, Pakistan. Nursing professionals n=200 were recruited through the convenient sampling technique. The nursing workplace satisfaction (NWS) questionnaire was utilized as a tool to collect data. The study revealed that the overall satisfaction score was  $56.05 \pm 6.812$ . Satisfaction with job, mental relaxation, and workplace learning environment, workplace communication, workplace support, and workplace dependency were the most significant factors related to satisfaction among nursing professionals.<sup>6</sup> Job satisfaction should be of great concern to any organization as it determines employee retention, motivation and increases productivity.

### Methodology

Descriptive cross-sectional hospital based study that included , 105 both nurses male & female working in ICU and CCU were selected by convenience sampling from the major governmental hospitals in Khartoum state as participants A standardized structured self-administered questionnaire contained of five liked scales. Was used consisted of two domains., The first domain of the demographic

variables, which included information about the nurses related to their nurses' age, work area, years of experience nursing degree and type of work and the second domain was factors affecting Job satisfaction which used with 30 items, where the nurses were asked to determine the extent to which they perceived the listed factors important to their job. The study was approved by the Faculty of Applied Nursing Sciences at Alneelian University. The selected nurses were given a cover letter explaining the purpose and outcomes of the study, assuring that their participation would be voluntary and they had the right to withdraw from the study without any penalty.. Data was analyzed using the SPSS Version 20.

### Results

**Table (1)** Level of overall job satisfaction among sampled Nurses (n=105) to their job.

Satisfactory Level	N (%)
Very Satisfied	33%
Moderately Satisfied	27%
Neither Satisfied Nor Dissatisfied	13%
Moderately Dissatisfied	17%
Very Dissatisfied	10%

### Chi-square tests of correlations:

**Table (2)** Association between Nurses Job Satisfaction and their Age

Satisfaction	Observed N	Expected N	Residual	Chi-square	df	p-value
Very Dissatisfied	5	21	-16.0	<b>54.475</b>	<b>4</b>	<b>0.000</b>
Moderately Dissatisfied	7	21	-14.0			
Neither Satisfied Nor Dissatisfied	11	21	-10.0			
Moderately Satisfied	40	21	19.0			
Very Satisfied	42	21	21.0			
<b>Total</b>	<b>105</b>					

Difference in nurse satisfaction is significant at 0.05 level of significance. That means Age affects nurse job satisfaction

**Table (3) Association of Nurses Job Satisfaction and Vacation**

Satisfaction	Observed N	Expected N	Residual	Chi-square	df	p-value
Very Dissatisfied	11	20.8	-9.8	<b>31.577</b>	<b>4</b>	<b>0.000</b>
Moderately Dissatisfied	15	20.8	-5.8			
Neither Satisfied Nor Dissatisfied	15	20.8	-5.8			
Moderately Satisfied	20	20.8	-.8			
Very Satisfied	43	20.8	22.2			
<b>Total</b>	<b>104</b>					

Difference in nurse satisfaction is significant at 0.05 level of significance. That means vacation affects nurse job satisfaction.

**Table (4) Association of Nurses Job satisfaction and Work Conditions**

Satisfaction	Observed N	Expected N	Residual	Chi-square	df	p-value
Very Dissatisfied	22	21.2	.8	<b>32.679</b>	<b>4</b>	<b>0.000</b>
Moderately Dissatisfied	6	21.2	-15.2			
Neither Satisfied Nor Dissatisfied	16	21.2	-5.2			
Moderately Satisfied	20	21.2	-1.2			
Very Satisfied	42	21.2	20.8			
<b>Total</b>	<b>105</b>					

Difference in nurse satisfaction is significant at 0.05 level of significance. That means nursing work under stress affects nurse job satisfaction.

**Table (5) Association of Nurses Job satisfaction and Payment**

Satisfaction	Observed N	Expected N	Residual	Chi-square	df	P-value
Very Dissatisfied	20	20.6	-.6	<b>10.155</b>	<b>4</b>	<b>0.038</b>
Moderately Dissatisfied	19	20.6	-1.6			
Neither Satisfied Nor Dissatisfied	16	20.6	-4.6			
Moderately Satisfied	15	20.6	-5.6			
Very Satisfied	33	20.6	12.4			
<b>Total</b>	<b>105</b>					

Difference in nurse satisfaction is significant at 0.05 level of significance. That means enough payment affects nurse job satisfaction

### Discussion

Overall, 105 participants were included in the study at governmental hospitals in Khartoum state. The overall job satisfaction of sampled nurses was (33%) showing that their job satisfaction level was high, they were very satisfied, (27%). Nurses who were from 19-39 years in age were 101 (93%), in this group (40%) very satisfied while the nurse from 40-54 years in age 8 (7%) of the most (48%) very satisfied. It was found that the level of satisfaction of the nurses increased with the age , Difference in nurse satisfaction is significant at 0.05 level of significance. That means Age affects nurse job satisfaction .Vacation affects nurse job satisfaction. Difference in nurse satisfaction is significant at 0.05 level of significance. That means vacation affects nurse job satisfaction. Above thirty of the nurses 33 (**39.6%**) were said that nursing work under stress affects nurse job satisfaction. Difference in nurse satisfaction is significant at 0.05 level of significance. That means nursing work under stress affects nurse job satisfaction. Above thirty of the nurses 32 (**39%** ) were said that the enough payment affects nurse job satisfaction.

Difference in nurse satisfaction is significant at 0.05 level of significance. That means enough payment affects nurse job satisfaction. This study was conducted among nurses from governmental hospitals in Khartoum state. One hundred and five nurses working in the critical care settings (ICU, CCU).It was found that critical care nurses were satisfied with their jobs, and ranked the factors influencing job satisfaction was important. These results were higher and is agreement with study conducted among the nurses working in critical care unit to determine the factors affecting job satisfaction in Al Baha Saudi arabia, the nurses who participated in the study displayed high levels of job satisfaction and this result were agree with their current study <sup>10</sup>.

### Conclusion:

According to result finding. Participating nurses demonstrated high levels of job dissatisfaction to those factors, work environment, enough payment, opportunists for nursing career development and promotion.

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