

Level of Nurses Job satisfaction and Associated Factors Working in Public Hospitals of Addis Ababa, Ethiopia

Addisu Tadesse Sahile*

Department of Public Health, Universal Medical College, Addis Ababa, Ethiopia

***Corresponding Author:** Addisu Tadesse Sahile, Department of Public Health, Universal Medical College, Addis Ababa, Ethiopia.

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Abstract

Background: Job satisfaction is the affective orientation that an employee has towards their work. Job satisfaction of health workers is an important determinant of motivation; retention and performance, all of which are critical in improving the function of the health care systems.

Objective: This study was aimed at assessing the level of job satisfaction and related factors among nurses working in public hospitals of Addis Ababa, Ethiopia, 2014.

Methods: A cross-sectional study design was conducted in six hospitals of Addis Ababa from February 29, to April 15, 2014. In this study, 424 participants who had been working in public hospitals of Addis Ababa were selected randomly from the six hospitals. Data were collected through a self-administered questionnaire. Collected data were entered into Epi-Info 7 for windows and exported to SPSS 20 windows for analysis. Bivariate and multivariable logistic regression analysis with 95% CI were done and variables with $P < 0.05$ in the final model were identified as independent factors associated with nurses' job satisfaction.

Results: Two hundred fifty-three 64.8% of the respondents reported being dissatisfied with their job. Nurses who had a service years of under five years were 13.7% more satisfied than those who had service years of 5 - 10 years (AOR = 1.137, 95%CI = 1.230 - 8.185) and 56% more satisfaction level than those who had service years of 11-15 years (AOR = 1.55, 95%CI = 2.267 - 9.046). The likelihood of job satisfaction was three and a half folds higher among subjects with degree holders as compared to those who were with diploma holders (AOR = 3.46, 95%CI: 1.126 - 10.462).

Conclusion: A low level of job satisfaction was observed in this study. The satisfaction of nurses was statistically associated with their service years and educational level. Concerned bodies should work over-identified determinants of job satisfaction among nurses.

Keywords: *Level of Job Satisfaction; Associated Factors; Nurses; Addis Ababa*

Abbreviations

AOR: Adjusted Odds Ratio; CI: Confidence Interval; COR: Crude Odds Ratio; JS: Job Satisfaction; MOH: Ministry of Health; NGOs Non-governmental Organizations; NHS: National Health Survey; SPSS: Statistical Package for Social Science; WHO: World Health Organization

Introduction

Job satisfaction is the affective orientation that an employee has towards their work. In Ethiopia, nurses are the backbone of the health care system. However, they are not appreciated well in most of the health care organizations. Job satisfaction among health workers is a significant issue in any health care organization to provide a high quality of care and the best patients' outcomes. Job satisfaction (JS) designates how people feel towards their jobs, whether they like (satisfaction) or dislike (dissatisfaction) their jobs [1]. Factors that influence JS comprise several aspects of the job situation, such as salary, career development, the nature of the work, the policies and procedures of an organization, working conditions, relationships with colleagues and management, and individual needs [2].

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Nurses job satisfaction is a multidimensional event affected of numerous factors [3]. The factors can be intrinsic and extrinsic variables. Intrinsic variables comprised of professional and personal progress chances and recognition, whilst the extrinsic variables covers perceptible aspects of the work including salary and benefits [4].

Nurses play a pivotal role determining the efficiency, effectiveness and sustainability of the health care system. Considering the hours spent at work accounting a very significant part of daily life for most people, job satisfaction is a major determinant of quality of life in every aspect [5]. Job satisfaction can be seen as an indicator of the work-related quality of life [6], suggesting job satisfaction to be the fundamental outcome in health research. Dissatisfied professionals might have a negative influence on damaging the working environment [7].

Factors attributed to job satisfaction were competitive pay, adequate staffing, flexible scheduling, a feeling of worthwhile accomplishment from their job, opportunities for personal and professional growth, recognition, positive relationships with co-workers, a pleasant working environment, the nature of the work, supervision, and communication [8]. Job satisfaction most commonly influences productivity, performance, absenteeism, turnover, organizational citizenship, health and wellbeing, satisfaction with life and client satisfaction [9].

In Ethiopia, about 50% nurses working in public health facilities were dissatisfied. Of the stated reasons were lack of motivation, inadequate salary, insufficient training opportunities and inadequate number of human resources [10]. There were no sufficient studies regarding the satisfaction level of nurses in Addis Ababa, hence this study was planned to assess the level of satisfaction among nurses working in public hospitals of Addis Ababa.

Methods

Study design and setting

This was an institutional-based cross-sectional study conducted in six hospitals of Addis Ababa. Addis Ababa is the capital city of Ethiopia, which is located in the central part of Ethiopia, with a total population of 3,384,569 and covers a geographical coverage of 540 square kilometers. There are six public hospitals and seventy-five health centers under the administrative city.

All nurses who were working in six public hospitals of Addis Ababa were source population for this study and those who were actively working during the study period and fulfilled inclusion criteria were included in the study. Nurses who were unable to communicate to respond to the questionnaire as a result of critical illness were excluded from this study.

The study was conducted from February to March 2014, in Addis Ababa, the capital city of Ethiopia and the seat of the African Union and the United Nations World Economic Commission for Africa. Addis Ababa has a population of over 3 million (3,038,096) with an annual growth rate of 2.1% (data obtained from the central statistical agency of Ethiopia) and is located at 9° 1' 48" North and 38° 44' 24" East with a total land area of 54,000 hectares. Its average elevation is 2,500 meters above sea level, and hence has a fairly favorable climate and moderate weather conditions.

The city has 48 hospitals. Thirteen are public hospitals of which, 5 are under Addis Ababa Regional Health Bureau (AARHB) jurisdiction and 5 are specialized referral (central) hospitals. Furthermore, the city has 32 health centers under the Addis Ababa Health Bureau. There are also two hospitals, three health centers and 31 clinics established by non-government organizations (NGOs), and 33 hospitals and more than 700 clinics that are privately owned.

Population

The source population comprised all nurses working in public health institutions of Addis Ababa from February 29, to April 15, 2014.

Inclusion and exclusion criteria

This study included all nurses working selected public health institutions, who had the willingness to participate in the study; those nurses without a severe medical illness that faces them the difficulty of responding to questionnaires were included in the study. Nurses who were with a known diagnosed mental health problem and those with severe medical illness to respond to a questionnaire were excluded from the study

Sampling method

The sample size was determined using a single proportion formula $n = \frac{Z^2_{(\alpha/2)}P(1-p)}{w^2}$, where n is the required sample size, z is the standard normal deviate, set at 1.96 (for 95% confidence level), w is the desired degree of accuracy (taken as 0.05) and p is the estimate of the proportion of job satisfaction level (proportion of satisfaction was taken to be 50% [10]).

A systematic random sampling was used to select the respondents for questionnaire. A total of 2466 nurses were working in the city. The sampling fraction is 2466/423 = 6 and the sampling interval was 6. The first individual was selected with lottery method and the others were selected at a regular interval by systematic random sampling method.

Data collection

A pre-tested and structured, questionnaire was developed, after reviewing the literature relevant to the problem under study, to include most of the possible variables that address the objectives of the study. Data were collected using a self-administered questionnaire. The tool was developed by the researcher to measure the level of job satisfaction. Those who answered agree to six or more positive questions on job satisfaction were defined as satisfied for their job. Semi-structured questionnaires were used to collect socio-demographic, management related, service delivered and relationship with coworkers' factors. Three diploma nurses who received two days of intensive training on data collection techniques were involved in data collection. A pre-test was done at Black Lion hospital in 5% of the sample. Supervision was held during data collection and each questionnaire was checked for completeness by the supervisor daily.

Data analysis

Collected data were entered into Epi-Info version 7 for windows and exported to SPSS version 20 for windows for analysis. Descriptive statistics were used to identify distributions of socio-demographic characteristics of study participants. Prevalence estimates of job satisfaction were calculated. Both bivariate multivariable logistic regression analyses with 95% CI were used to see the association between each independent variable and job satisfaction. Finally, those variables which showed statistical significance at P < 0.05 and 95% CI in the final model were reported as independently associated with job satisfaction.

Results

Four hundred twenty-three nurses were contacted and 390 respondents gave a complete response with a response rate of 92%. The mean ± (SD) age of the clients was 29.2 ± (7.557) years. The majority were women (69.5%), single (56.7%), orthodox Christian (68.2%), and diploma (52.1%) (Table 1).

Characteristics	Number	Percent	SD	Range
Age ranges (years)	N = 390		7.557	20 - 57
20 - 30	271	69.5		
31 - 40	88	22.6		
41 - 50	24	6.2		
Older than 50	7	1.8		
Sex	N = 390			
Male	119	30.5		
Female	271	69.5		

Table 1: Socio-demographic characteristics of nurses working in public hospitals of Addis Ababa, Ethiopia, 2014.

Regarding the plan of the study subjects, 63 (35.8%) of the respondents responded to leave their institution in more than two years, followed by 56 (31.8%) responded to leave within two years (Table 2).

Leave the institution (N = 176)	Number	%
Within one year	33	18.8
Within two years	56	31.8
With more than two years	63	35.8
*Other/I don't know	24	13.6

Table 2: Future plan of nurses in public hospitals of Addis Ababa, Ethiopia, 2014.

From those leaving their institution, 92 (58.2%) responded to engage none governmental organizations, followed by 47 (29.7%) to engage private health sectors (Table 3).

Intention after leaving the institution (N = 158)	Number	%
Working in Private Health Sectors	47	29.7
Working in NGO	92	58.2
*Others	19	12.1

Table 3: Reasons of nurses leaving their health institution in public hospitals of Addis Ababa, Ethiopia, 2014.

Concerning the top dissatisfying events, two hundred fifty-three (64.8%) study subjects scored ≥ 6 from 10 questions measuring job satisfaction. Nurses were dissatisfied at large by salary (92.3%) (Table 4).

	Characteristics (N = 390)	No dissatisfied	%
1	Salary	360	92.3
2	Practice on annual leave	359	92.1
3	Training	356	91.3
4	Practice of staff involvement in decision making	336	86.2
5	Recognition for the profession by Managers	321	82.3
6	Performance evaluation system	311	79.7
7	Infection control practice	297	76.2
8	Shortage of essential drugs	292	74.9
9	Transfer practice	275	70.5
10	Shortage of infrastructure	272	69.7

Table 4: Ten top issues dissatisfying nurses in public hospitals of Addis Ababa, Ethiopia, 2014.

Factors affecting nurses job satisfaction

Association of selected variables with job satisfaction was made, service years and educational status showed statistically significant association with nurses' job satisfaction. Nurses who had a service years of under five years were 13.7% more satisfied than those who had service years of 5 - 10 years (AOR = 1.137, 95%CI = 1.230 - 8.185) and 56% more satisfaction level than those who had service years of 11 - 15 years (AOR = 1.55, 95%CI = 2.267 - 9.046). The likelihood of job satisfaction was three and a half folds higher among subjects with degree holders as compared to those who were with diploma holders (AOR = 3.46, 95%CI: 1.126 - 10.462) (Table 5).

Characteristics	Category	Satisfaction		COR	AOR	95%CI
		Satisfied	Dissatisfied			
Age	20 - 30	37	234			
	31 - 30	8	80	1.845	0.812	0.139 - 4.730
	41 and above	7	24	2.917	1.872	0.410 - 8.546
Sex	Male	14	105			
	Female	38	233	0.818	1.266	0.629 - 2.546
Religion	Orthodox	42	224			
	Protestant	8	70	1.641	1.995	0.443 - 8.987
	Muslim	2	44	2.344	1.934	0.821 - 4.555
Marital status	Married	20	135			
	Single	28	193	4.500	0.963	0.435 - 2.132
	Divorce	2	7	4.595	0.412	0.073 - 2.318
	Widowed	2	3	2.33	0.162	0.018 - 1.428
Monthly Income in US\$	< 80	23	183			
	≥ 80	29	155	0.672	0.590	0.560 - 5.131
Service years	< 5	35	238			
	5 - 10	8	65	1.195	1.1371	1.230 - 8.185*
	11 - 15	3	12	0.588	1.555	2.267 - 9.046*
	16 and more	6	23	0.564	0.609	0.107 - 3.455
Educational status	Diploma	21	182			
	Bachelor	31	156	0.56	3.40	1.126 - 10.462*

Table 5: Bivariate and Multivariate logistic analysis result of nurses working in public hospitals of Addis Ababa, Ethiopia, 2014.

*Statistically significant at $p < 0.05$.

Discussion

This study had assessed level of job satisfaction. From the total of 10 possible score measured by the tool, score of > 6 was observed in 135 (35.2%) study subjects. This is consistent with study done in Gauteng of which 35% of nurses were dissatisfied [10] and somewhat higher than the dissatisfaction level found in the study conducted at Jimma University specialized hospital of which the dissatisfaction level of nurses was about 50% [11]. This difference might be due to variations in infrastructure and sample size.

The major reasons for dissatisfaction were poor salary, improper practice on annual leave, malpractice on training opportunity, improper participation of staffs in decision making, lack of recognition by managers and superiors, poor performance evaluation system, malpractice on infection control system, shortage of essential drugs, improper practice of transfer and shortage of infrastructure. On seeing at the factors dissatisfying nurses, the poor salary was the major dissatisfying factor (92.3%), which is consistent with the study conducted in Gauteng hospital, of which salary was the major dissatisfying factor (96.58%) [10].

Work experience and job satisfaction of nurses were interlinked to each other. The more the work experience reported, the lower their job satisfaction [12]. Nurses would be more satisfied with their job if they had good access to educational opportunities, and reduction in workload [13].

Considering the future plan of nurses about 33 (18.8%) had a plan to leave the institution within one year, 56 (31.8%) had a plan to leave the institution within two years, 63 (35.8%) had a plan to leave the institution with more than two years and the remaining 24 (13.6%) did not decide what to do. There is a difference in durations at which nurses decide to leave the institution between this study and the study conducted on health workers at Jimma University specialized hospital, which was about 14% of nurses decided to leave the institution within one year, 17.9% decided to leave within two years, 42.2% leave with more than two years and about 11.6% did not know what to do, when comparing the one year plan of nurses the result from this study was higher than the study conducted at Jimma University specialized hospital [11]. This difference is associated with the difference in the level of job satisfaction between the two areas.

Working environment satisfaction was significantly associated with the expectation to stay in the job [14]. Regarding nurses' intention after leaving the institution the majority of nurses (87.9%) planned to join NGO/private health sectors. This result is higher than (41.8%) in the study conducted at Jimma University specialized hospital [11]. This difference might be due to availability of many private and nongovernmental health institutions in Addis Ababa than in Jimma.

Conclusion

Job satisfaction was low among diploma holders. This result showed job satisfaction was closely linked with socio-demographic characteristic (educational status) among nurses with diploma holders was more dissatisfied. This study has indicated a need for on the job and off-job training. Concerned bodies need to work over identified predictors of nurse's job satisfaction and longitudinal studies were recommended with incorporation every potential predictor to job satisfaction.

Limitation of the Study

The study was conducted at a point in time, so establishing temporal association was difficult. The study also considers only limited variables; common predictor variables to job satisfaction in other studies were missed in this study.

Declaration of Authors

The researcher declares and affirms that this article is his own work. Has followed all ethical principles of scholarship in the preparation, data collection, data analysis and completion of this thesis. All scholarly matter that is included in the article has been given recognition through citation. All sources used in this document were acknowledged with references. Every effort has been made to avoid plagiarism in the preparation of this article.

Competing Interests

The authors declare that there is no competing interest.

Authors' Contributions

Addisu Tadesse Sahile drafts the research, develops tools, made the analysis and develops the manuscript.

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Ethics and Consent to Participate

Ethical clearance was obtained from ethical review board of Debre Markos University, College of Public Health and Medical Sciences. After thoroughly discussing the ultimate purpose and method of the study, a written consent was sought from Addis Ababa health bureau and, informed consent was obtained from each respondent. The respondents were informed that their inclusion in the study is voluntary and they are free to withdraw from the study if they are not willing to participate. If any question they do not want to answer they have the right to do so. Anonymity was considered to ensure confidentiality of respondents.

Availability of Data and Materials

The datasets used and/or analyzed during the current study was included within the manuscript.

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