

**A Study to Assess the Level of Job Satisfaction Among the Nursing Personnel Working at BPKIHS**  
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**Abstracts:**

Job satisfaction of the nurses is a crucial indicator of good working environment and management of the institution. This study was aimed to assess the level of job satisfaction of nursing personnel working in B. P. Koirala Institute of Health Sciences.

A descriptive cross sectional study was conducted to assess the level of satisfaction among the nursing personnel. Total 100 samples were selected by using systematic stratified sampling technique. Data was collected by self-administration method by using semi- structured instrument.

The collected data was analyzed by using descriptive statistics (such as frequency, percentage) and the association by using inferential chi- square test.

In our findings, majority of the participants (78%) expressed average satisfaction, 21% dissatisfaction and only 1% was found to be highly satisfied. There was significant association between the level of satisfaction and present working wards/ units. Nurses working in critical areas are more satisfied than the nurses working in non critical areas.

Regarding satisfaction in different areas, majority of the nursing personnel were dissatisfied in areas such as job security (88%), evaluation system (84%), future benefits (81%), transport facilities (78%), authority (76%), adequate supply (74%), promotion (73%), salary (72%) and communication (70%). Average satisfaction was expressed in areas such as co operation (68%), training and experience (64%), job description (58%), sense of achievement (55%), patient satisfaction (55%), job based on interest (54%), prestige of institution (51%) and

status (50%). Among the nursing personnel 57% were highly satisfied with responsibility [This is the only areas were more than 50% of the participants were highly satisfied].

Regarding perception with regard to contributing factors for job satisfaction 32% viewed on communication pattern and good IPR and regarding dissatisfying factors 68% viewed on lack of in service education and training facilities. Finding on suggestion to improve job satisfaction, different suggestions [ such as increment of salary (60%), telephone facility (40%), appreciation of work and rewards (32%), proper job description (30%) and day care center for staff children (25%)] were given by nursing personnel in response to open-ended questions.

**Conclusion:** Overall this study findings revealed that there are various satisfying factors (such as good IPR, proper communication pattern, fair evaluation, opportunities for higher education, job security) and dissatisfying factors (such as low salary, increased workload, unreasonable pressure, lack of in-service education and trainings facilities).

Based on this findings suggestions are given to improve job satisfaction (such as increase salary, telephone facility in each buildings, appreciation of work and rewards, proper job description, day care centre for the children of staff), so as to improve quality care, to decrease absenteeism and turnover and other negative outcomes.

**Background of Institution** – BPKIHS was established in 1993 and upgraded to a Health Sciences University in 1998. It is an autonomous institute with a mandate to work towards developing socially responsible and competent health work force striving continuously to meet the health needs of the eastern region of Nepal at the primary, secondary, and tertiary levels. This is its primary responsibility. BPKIHS has been providing high quality care to the suffering population of this region. The various services providing – through – therapeutic, diagnostic, supportive and day care at a very affordable rate. The total bed

strength of BPKIHS is 700, with all the essential services such as ICU, CCU, VVIP, critical care, and observational beds.

**Problems** – Today BPKIHS has the highest number of doctors and nurses next to the capital Kathmandu. According to the available records of BPKIHS, the number of nursing personnel in the year 2000-2001, 2001-2002, 2002-2003, 2003-2004 were 283, 332, 379 and 401 respectively. Despite the fact that BPKIHS is the institution where the highest number of nursing personnel are working in one roof, turnover rate is also high total numbers of nursing personnel working at present are 371 (2006), Which are not positive indicators of job satisfaction of nurses. Reduced productivity, increased absenteeism and rapid turnover are expensive consequences of job dissatisfaction.

**Strategy** – Job satisfaction of the nurses is a crucial indicator of quality improvement in health care setting. So descriptive cross sectional study was conducted to assess the level of satisfaction among the nursing personnel. Total 100 samples were selected from different categories of nursing personnel for the study. The Semi structured self administered instrument was developed & data was collected by using stratified systematic random sampling method.

**Evaluation** – The three majors objective were developed to find out problems

1. To identify the level of job satisfaction among the nursing personnel
2. To find out the association between job satisfaction and the variables such as age, designation, income, years of experience, marital status and working wards/units
3. To obtain suggestions from nursing personnel to improve job satisfaction.

The collected data was compiled and tabulated with the help of master chart to present the findings of the study. Descriptive and inferential statistical techniques were used appropriately and interpretation was made accordingly.

**On the basis of finding the following change has been made for the Job satisfaction**

**Practice Change –**

1. As majority of staff are dissatisfied with salary, - So that 20% salary was increased for entire hospital staff from the concerned authority (from the government level).
2. Transport facilities being provided for the night shift nursing staff those who are staying outside and inside institutional complex.
3. Telephone facilities were provided for the nursing staff those who are holding post of nursing Incharge in each unit.
4. Certain measures were taken to improve job security.
5. Higher education was provided at least for 2 to 3 nursing staff for the B.N. and 2 nursing staff were selected for M.Sc. Nursing programme in each year
6. Short-term training courses were organized within the institution periodically staff were sent for training programme to other Institutions based on the need of the institution. Equal opportunity was given to all the staff for higher education and other short-term courses.
7. In service education was provided for the entire nursing staff periodically, based on need of the institution in phase wise.
8. Orientation programme was organized for newly appointed nursing staff by focusing on infra structure, introducing to higher authorities and other Nursing personnel, policies of the institution including leave policies, objectives of the institution, job description etc.
9. Assessment on job satisfaction was done periodically and feedback was given to the concerned staff and higher authorities.
10. Provision was made for adequate supply in all the wards.
11. New nursing manpower was recruited and distributed as per the requirement of the wards.
12. Counseling service being made available for the staff who are in need.

**Result** – The 100 sample were collected from different categories of nursing personnel & data was analyzed by using descriptive statistics (such as frequency, percentage) and the association by using inferential chi- square test.

**The major finding** – the majority of the participants (78%) expressed average satisfaction, 21% dissatisfaction and only 1% was found to be highly satisfied. There was significant association between the level of satisfaction and present working wards/ units. Nurses working in critical areas are more satisfied than the nurses working in non critical areas.

Regarding satisfaction in different areas, majority of the nursing personnel were dissatisfied in areas such as job security (88%), evaluation system (84%), future benefits (81%), transport facilities (78%), authority (76%), adequate supply (74%), promotion (73%), salary (72%) and communication (70%). Average satisfaction was expressed in areas such as co operation (68%), training and experience (64%), job description (58%), sense of achievement (55%), patient satisfaction (55%), job based on interest (54%), prestige of institution (51%) and status (50%). Among the nursing personnel 57% were highly satisfied with responsibility [This is the only areas were more than 50% of the participants were highly satisfied].

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## **Recommendation**

1. Comparative study can be conducted between the nursing personnel working at this institution and government set up.
2. Study can be conducted in large samples to assess the level of job satisfaction
3. Study can be conducted to assess the correlation between academic performance and job performance.
4. Same study can be conducted periodically, after taking certain measures to improve job satisfaction.

**Conclusion:** Overall results show that job satisfaction in nurses should be of great concern to any organization. As nurses are holding the majority areas in any health care settings health institution should take some measures to improve job satisfaction of the nursing personnel, which will help in achieving the objectives of the institution and will minimize the problems and negative outcome of this institution such as high turnover rate, absenteeism ,patients' dissatisfaction and conflict etc. job satisfaction will be improve by reducing workload, improve work environment, conduct frequent meeting, provide opportunity for the higher education and skills training, increase salary, telephone facilities, appreciation of work & rewards, regular interaction with supervisor managers are important in the provision or coordination of quality care. Ongoing education and skill trainings are important determinants of professional and personal development to provide higher quality health care services.

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