

CHAPTER VIII

RESULT

The subjects involved in this study were the staff nurses who were working in Tribhuvan University Teaching Hospital, Nepal. The total accessible number of the subjects were one hundred and six (106) . The findings were based on the completed questionnaire from of these subjects. The completed subjects sample was seventy three (73). Of the seventy three, 3 with missing main items of job satisfaction were eliminated. So the study analysed the data for 70 staff nurses.

The first part of the questionnaire elicited demographic data from the TUTH staff nurses in terms of age, sex, marital status, education, length of service, opportunity for part time work and heavy shift hours duty in the hospital unit.

As noted in the Table 1., the age category was divided into four groups, 21 -25, 26 -30, 31 -35, and equal and above 36 years. Of the total respondents, there were 38.6 percent in the age range 21 - 25 years. There were 41.4 percent of the respondents in the 26 -30 age range or about four times of the

respondents of the age over 31 which found 18.6 percent of 31 - 35 age range and 1.4 percent of over 36 years. This table observed that majority of the respondents were of age equal and below 30. This group might be energetic and enthusiastic.

The survey yielded 69 responses or 98.6 percent from female and 1 response or 1.4 percent from male respondent.

52.8 percent of the staff nurses who were married. Thirty three respondents or about 47.1 percent reported that they were single.

About one eighth of the respondents or 12.9 percent reported that they had a Bachelor level Nursing Degree. The majority of the subjects 61 or 87.1 percent had Certificate level Nursing.

Forty of 70 respondents or 57.1 percent indicated that they had been working in TUTH more than six years. About 42.8 percent indicated that they worked for TUTH equal and less than five years.

The data regarding opportunity for part time work in TUTH revealed that there 72.8 percent identified no chances and over one third of the respondents or 27.1 percent reported on the positive

Table 1. FREQUENCY DISTRIBUTION AND PERCENTAGE OF
DEMOGRAPHIC DATA FOR ALL RESPONDENT

Items	Frequency (n =70)	Percent (%)
1. Age		
21 - 25 yrs.	27	38.6
26 - 30	29	41.4
31 - 35	13	18.6
> 36 yrs.	1	1.4
2. Sex		
Male	1	1.4
Female	69	98.6
3. Marital Status		
Single	33	47.1
Married	37	52.8
4. Education		
Certificate level (Nursing)	61	87.1
Bachelor level	9	12.9
5. Length of service		
1 - 5 yrs.	30	42.8
> 6 yrs.	40	57.1
6. Opportunity for part time work		
- have opportunity	19	27.1
- no opportunity	51	72.8
7. Heavy shift hour duty		
Morning	19	27.1
Evening	7	10.0
Night	44	62.8

statement. In the category of heavy shift duty hours in the hospital unit, 44 of the 70 respondents or 62.8 percent reported night duty as heavy loaded hours, 27.1 percent indicated morning, and 10.0 percent only reported evening shift were heavy hours in the unit. This table showed that a majority of the staff nurses did not seem to be in favour of night shift duty.

Part II of the questionnaire used in this study asked that each staff nurses react to 45 items. These items dealt with the subjects' feeling towards specific aspects of their jobs.

In securing a job satisfaction score for the staff nurses, regarding a specific aspect of the job a score was secured on each of the following aspects, 1) advancement opportunity, 2) recognition, 3) supervision, 4) working condition, 5) interpersonal relation and 6) salary.

Responses to each item by staff nurses were also secured in terms of the number choosing each of the five choices and each of these was in turn computed as mean, standard deviation, and 95% confidence interval. Satisfaction mean score was used to determine the level of satisfaction.

Tables 2 to 8 contain the mean, standard deviation, and 95% confidence interval responses for items used in six specific aspects of job satisfaction. The response scale on each items was stated as follows:

Strongly agree	5
Agree	4
Undecided	3
Disagree	2
Strongly disagree	1

Figure 2.

CRITERIA FOR INTERPRETATION OF ANALYSED DATA

Data obtained being the decimal forms the following system of the interpretation were developed.

Statement	Range of Scores
Strongly agree	5 or 5+
Almost strongly agree	4.50 - 4.99
Just strongly agree	4.10 - 4.49
Exactly agree	4.01 - 4.09
Almost agree	3.50 - 3.99
Just agree	3.10 - 3.49
Exactly undecided	3.01 - 3.09
Almost undecided	2.50 - 2.99
Just undecided	2.10 - 2.49
Exactly disagree	2.01 - 2.09
Almost disagree	1.50 - 1.99
Just disagree	1.10 - 1.49
strongly disagree	1.01 - 1.09

Table 2. MEAN, SD AND 95% CONFIDENCE INTERVAL FOR ITEMS ESTIMATED IN THE ASPECTS OF ADVANCEMENT OPPORTUNITY

N = 70

ITEMS	M	SD	95% C. I.
Nurses have good opportunity for promotion	2.30	1.33	0.97-3.63
Chances of promotion some what limited	1.77	0.78	0.99-2.55
In comparison to other hospital there is a better chance to get promoted here	2.53	1.24	1.29-3.77
There is plenty of opportunity for further education for nursing staff in this hospital	2.33	1.09	1.24-3.42
Limited chances for further education for staff nurses	1.74	0.61	1.13-2.3
There is no financial support for further education.	1.91	0.78	1.13-2.69
Most of nursing staff are being involved in in-service education	2.84	1.22	1.62-4.06
You hardly get time to attend nursing conference and meeting if you want	1.56	0.58	0.98-2.14
Average total mean	2.12		

As can be seen in the data reported in Table 2. the response to the statement concerning advancement opportunity yielded mean scores below 3.00 which

illustrated dissatisfaction score. The mean scores indicating the greatest dissatisfaction in the statement were "limited chances for further education" "hardly get time to attend nursing conference and meeting if you want," limited chances for promotion," and no financial support for further education."

In the advancement opportunity area, no positive attitude was agreed on by the subjects. For example, responses to statements like "good opportunity for promotion," and "plenty of opportunity for further education," indicated that the aspects of advancement opportunity of the staff nurses was perceived as being low.

Table 3. MEAN, SD AND CONFIDENCE INTERVAL ESTIMATED FOR THE ASPECTS OF RECOGNITION

N = 70			
ITEMS	M	SD	95% C. I.
The sister and supervisors acknowledge the work you do	2.79	1.36	1.43-4.15
Nursing administrator recognizes one who gives good patient care in the unit by giving reward.	2.47	1.26	1.21-3.73
Other co- worker give you feed back about your work with the patient.	2.77	1.42	1.35-4.19
Physicians who work with you understand and appreciate your work in the unit.	2.87	1.38	1.49-4.25
People respect you for your profession.	3.24	1.11	2.13-4.35
You like the prestige that associated with your job.	3.83	1.15	2.68-4.98
Your patient respect you as one of an important health team member.	3.74	1.21	2.53-4.95
Average total mean	3.10		

From the above table 3, in recognition aspects statements "prestige associated with nursing job" and "respected by patient as an important health team member" were almost agreed which yielded mean scores of 3.83 and 3.74 respectively. The rest of the

statements "work acknowledged by sisters and supervisors, Nursing administrator's recognition on staff nurses' job, physician's regards and appreciation, and co-worker's feedback had relatively low mean scores below the satisfaction level.

Table 4. MEAN, SD AND 95% CONFIDENCE INTERVAL ESTIMATED FOR THE ASPECTS OF SUPERVISION

N = 70			
ITEMS	M	SD	95% C.I.
You are supervised more closely than that you need to be	2.33	1.22	1.11-3.55
The supervisor always stands up and go for bat for the people	2.64	1.29	1.35-3.92
The supervisor is fair and just with performance	2.33	1.37	0.96-3.70
Supervisors come merely for inspection in the ward	1.94	0.66	1.28-2.60
Supervisor generally discuss about the problem and provide guidance accordingly	2.96	1.29	1.67-4.35
The supervisors here get along with the working staff	2.56	1.34	1.22-3.90
The supervisors always give feed back to your work	2.50	1.14	1.36-3.64
The supervisors usually discuss about new technology	2.37	1.24	1.13-3.61
Your supervisors assist you in the ward you are needed	3.00	1.34	1.66-4.34
Average total mean	2.51		



As data reported in Table 4. the responses to all statements related to supervision yielded mean scores below 3.00. Only one of nine statements " supervisor assist you in the ward when you are needed " had a mean score at mid point level. The lowest mean score 1.94 indicating the greatest dissatisfaction in the aspect was to the statement " supervisor come merely for inspection in the ward. "

Table 5. MEAN, SD, 95% CONFIDENCE INTERVAL ESTIMATED
FOR THE ASPECTS OF WORKING CONDITION

N = 70			
ITEMS	M	SD	95% C. I.
Number of the staff is adequate to work in the unit	2.44	1.24	1.20-3.68
Too many patients assigned for you; so, most of the work you leave undone for the next shift	2.04	0.65	1.39-2.69
To much clerical and paper work required by nursing personnel in this hospital	1.73	0.68	1.05-2.41
The amount of time spent on administrative (paper) work is reasonable which do not hamper you in patient care	2.57	1.47	1.10-4.04
Supplies/equipments are adequate in the unit	2.50	1.10	1.40-3.60
The equipments and supplies that you need for work are easy to get	2.57	1.17	1.40-3.74
Most of the time the inadequate supplies and materials make you difficult to work in unit	1.90	0.64	1.26-2.54
Average total mean score	2.25		

Table 5. showed that almost all the staff nurses were not satisfied with the aspects of working conditoins.

The mean scores on the statements " Too much clerical and paper work required by nursing personnel" and " inadequate supplies and materials make difficult to work in the unit " were indicated as being the lowest mean 1.73 and 1.90 respectively. But other remaining statements like, "adequate number of staff, reasonable amount of time for paper-work, adequate supplies and equipments, easy to get supplies and equipments " were left undecided. So the working condition was not satisfactory.



Table 6. MEAN, SD AND 95% CONFIDENCE INTERVAL ESTIMATED FOR THE ASPECTS OF INTERPERSONAL RELATION

N = 70			
ITEMS	M	SD	95% C.I.
The nursing personnel in your unit do not hesitate to come forward and help one another when any emergency occur	3.63	1.26	1.37-3.89
The nursing personnel act like one big family in the unit	3.70	1.08	2.62-4.78
There is a good teamwork in the unit	3.79	1.01	2.78-4.80
Physicians in general do co-operate with the nursing staff in the unit	3.40	1.04	2.36-4.44
There is a good deal of teamwork and cooperation between other level of working members in this hospital	3.10	1.14	1.96-4.24
The teachers of nursing campus discuss and share ideas, problems concerning the students practice in your unit	2.67	1.15	1.52-3.82
There is good explanation to her patients before doing procedure	3.60	1.01	2.59-4.61
Average total mean	3.41		

According to Table 6. significant responses were obtained on the statement, " teachers of nursing

campus discuss and shares ideas, problems concerning students' practice in the unit ;" in which mean score on the only one statement fell below 3.00. Thus it indicated a dissatisfaction score on the aspect of interpersonal.

The other six statements had moderate satisfaction scores of 3.10, 3.40, 3.60, 3.63, 3.70 and 3.79. So the staff nurse of TUTH were moderately satisfied with their interpersonal relationship.

Table 7. MEAN, SD AND 95% CONFIDENCE INTERVAL ESTIMATED FOR THE ASPECTS OF SALARY

N = 70

ITEMS	M	SD	95% C.I.
A satisfactory salary helps to keep contented with the organisation	2.86	1.46	1.40-4.32
Your present salary is sufficient to enable you to live comfortably	1.80	0.81	0.99-2.61
The pay you get is reasonable for the service you provide to the hospital	2.37	1.19	1.18-3.56
The major reason for you would want to leave nursing profession is to earn more money	3.83	0.93	2.90-4.26
Your salary is appropriate to your qualification	2.31	1.11	1.20-3.42
You are very much underpaid in comparison to other hospital	2.11	0.67	1.44-2.78
The compensation for over time work is better here than other hospital	2.41	1.26	1.15-3.67
Average total mean	2.52		

The data reported in Table 7. the responses to the statement concerning salary yielded mean scores below 3.00 which illustrated dissatisfaction score.

Only one of the seven items had a mean scores over 3.00 or 3.83 as included the item stating " major reason you want to leave nursing profession is to earn more money ." The mean scores indicating the highest dissatisfaction in this aspect was the negative response to the statement "your present salary is sufficient to enable you to live comfortably." The response indicated that the salary scale of the staff nurses was perceived as being low and not enough to provide a comfortable life. This shows that the staff nurses of TUTH were not satisfied with the salary provision of TUTH.

Table 8. MEANS ESTIMATED ON THE ASPECTS OF
JOB SATISFACTION

N = 70	
ITEMS	MEAN
1. Advancement Opportunity	2.12
2. Recognition	3.10
3. Supervision	2.51
4. Working Condition	2.25
5. Interpersonal Relationship	3.41
6. Salary	2.52
Average total mean	2.65

From the data presented in Table 8. it can be stated that :

The total mean score for all aspects of job satisfaction of 2.65 indicated that staff nurses in TUTH were moderately dissatisfied with their job. It was not surprising, the respondents' perception towards the specific aspects of job satisfaction were observed indifferently. The range of mean scores on the specific aspects of job satisfaction was from a low of 2.12 to a high of 3.41.

The data presented show that overall average specific aspects of job satisfaction score recorded for advancement opportunity and working condition were lower than any of the other five aspects, it was concluded that advancement opportunity and working conditions were the least satisfied set of the aspects of job satisfaction.

The aspects of interpersonal relation the staff nurses showed moderately satisfied among overall aspects of job satisfaction. In addition, it might be concluded that staff nurses are not satisfied with salary and supervision aspects of job.

Multiple Logistic Regression Analysis was used for data analysis to determine the strength of relationship of factors associated with overall perceived job satisfaction of the staff nurses who were working in TUTH.

The six independent variables included were age, education, marital status, length of service, opportunity for part time work and heavy shift duty. The dependent variable included was the total score of job satisfaction.

The dependent variable was recategorized into dichotomous variables e.g. less than 3 points and equal\above 3 points as not satisfied and satisfied groups respectively. In the same way all independent variables were also recategorized into dichotomous variables denoting the values 0 and 1 before fitting into the logistic model.

Software Logistic Regression ("LOGRESS") was employed by using DBASE III plus and Software SPSS/PC+ programme in this study. Multiple Regression allows for the simultaneous use of several independent variables. The software also allows to find out the coefficient of these variables, the standard error, and the Z test to derive the lower - upper limit of

the coefficient, odds ratio, and 95% confidence interval (see Tables 9 -10).

The six recategorized independent variables were entered into the logistic regression equation. Table 9. shows those six variables such as age <30 yrs and \geq 31 years, opportunity for part time work, education - certificate and bachelor(nursing), marital status - single and married,length of service < 5 yrs. and \geq 6 years, and heavy shift duty - morning and evening \ night. These factors did not show any statistical significant relation to total score of job satisfaction.

Table 9. RESULTS OF MULTIPLE LOGISTIC REGRESSION ANALYSIS

Dependent Variable : Job Satisfaction total scores
(0 = not satisfied, 1= satisfied)
n = 70

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Variables	Coefficient	SE	Z
Age (0 = < 30yrs, 1 = ≥31yrs.)	-12.1052	-	-.06
Part time work opportunity (0 = yes, 1 = no)	-0.3088	.9786	.32
Education (0 = Certi., 1 = Bache.)	-11.2438	-	-.05
Marital status (0 = single, 1 = Married)	.3559	.9069	.39
Length of service (0 = < 5yr, 1 = ≥ 6yr)	.1701	.2577	.66
Heavy shift duty (0 =morn, 1 = night)	-1.1287	.9243	-1.22
Constant	-2.5391	1.8238	-1.39

Likelihood ratio statistics, 6 df: 5.8797

* statistical significance at = .05

Table 10.

ODDS RATIO AND 95% CONFIDENCE INTERVAL

Variables	Odds ratio	95% CI
Age (0= <30yrs, 1= ≥31yrs,)	.0000	.0000 -
Part work opportunity (0= yes, 1= no,)	1.3618	.2000 - 9.2716
Education (0= certi., 1= bache.)	.0000	.0000 -
Marital status (0= single, 1= married)	1.4275	.2413 - 8.445
Length of service (0 = <5yr, 1= ≥6yr)	1.1855	.7163 - 1.9617
Heavey shift (0= morn, 1= night)	.3234	.0528 - 1.9778

* Statistics significance at P - value = .05

Part III A. Analysis of Suggestion collected

Prioritization of different factors related to job description. Following system of ranking was adopted to measure the prioritization of different sectors of job satisfaction.

Prioritization	Score assigned
Most important	1
Second important	2
Third important	3
Fourth important	4
Fifth important	5
Last important	6

Following Table 11. reflected the average score obtained for six different items related to job satisfaction.

Table 11. MEAN SCORES OF PRIORITIZED ASPECTS OF
JOB SATISFACTION

N = 70			
ITEMS	M	SEM	95% C. I.
Advancement opportunity	2.90	0.18	2.54- 3.26
Recognition	4.39	0.20	3.99- 4.79
Supervision	4.24	0.17	3.90- 4.58
Working condition	2.49	0.17	2.15- 2.83
Interpersonal relationship	3.44	0.21	3.02- 3.86
Salary	2.21	0.18	1.85- 2.57

Prioritization obtained from the above table is as follows.

Factors	Rank
Salary	I
Working Condition	II
Advancement of opportunity	III
Interpersonal relationship	IV
Supervision	V
Recognition	VI

From the above results highest importance was given to salary, compensation. In second was working condition and 3rd importance was advancement opportunity. So, what, job satisfaction could be done by looking at salary / compensation first, then working condition, then advancement opportunity. This showed that everybody was in favour of earning money to sustain the life and for care of the dependents.