

JOB SATISFACTION IN NURSES; COMPARISON OF PUBLIC AND PRIVATE HOSPITALS OF RAWALPINDI

Hira Ejaz, Tabinda Zaman, Sana Iqbal, Iqbal Ahmad Khan, Shahzad Ali Khan

Sarhad University Islamabad Pakistan

ABSTRACT

Objective: To assess the level of satisfaction among public and private sector nurses, barriers related to their profession and preference or non-preference of nurses in their profession.

Study Design: Descriptive comparative study was conducted

Place and Duration of Study: Study was conducted in two public hospitals (Holy Family hospital Rawalpindi, and Benazir Bhutto hospital Rawalpindi), and three private hospitals of Rawalpindi (Ahmed Hospital, Bilal Hospital and Hearts International hospital) from January to July 2015

Material and Methods: A structured mixed questionnaire designed in English language was used to collect the data from 220 nurses. 120 nurses were from private hospitals and 120 from public hospitals. Convenient sampling method was used.

Results: All respondents were more than 21 year of age. Majority of public sector nurses were married (59%) as compared to private sector nurses (41%). Majority of private sector nurses are getting monthly salary less than Rs. 30,000 per month. While majority of public sector nurses have monthly salary more than Rs. 30,000. Private sector nurses were more satisfied with respect to congenial working environment, duty timings, leave policies, respect given by the clients/colleagues/seniors. However there were fewer opportunities for continuous professional grooming/research/attending workshops/symposia. Among public sector nurses although majority were satisfied with their salary yet they were unsatisfied due to duty timings, postings and transfers, work pressure and strict working environment with lot of responsibilities. Work place harassment is also a dissatisfies among both sector nurses

Conclusion: In spite of less monthly salary, nurses of private sector are more satisfied as compared to their public sector counterparts

Keywords: Job, Satisfaction level, Public, Private, Nurses.

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INTRODUCTION

Job satisfaction is a way an employee feels about his or her job. It is generalized attitude towards the job based on evaluation of different aspects of the job. Overall job satisfaction is actually a combination of intrinsic and extrinsic factors. Intrinsic job satisfaction is related with kind of work and tasks that make up the job, extrinsic job satisfaction is related with work conditions i.e pay, attitude of co-workers and supervisor's etc. job satisfaction is influenced by job expectations what people look for or require

from a job such as job security, prestige and independence etc. "Pleasure in the job puts perfection in the work" Aristotle¹.

Nurse's job satisfaction is very important in health care because of its impact on quality of care and patient's satisfaction. A highly satisfied nursing professional will produce quality work leading to best patient care and patient satisfaction which will ultimately help in achieving directly health related millennium development goals. Nursing is a profession in which the practitioner applies knowledge with skills and attitudes in the provision of comfort and care for the health needs of people. However due to the intensity of work and critical nature of nursing

Correspondence: Dr Iqbal Ahmed Khan, Sarhad University Islamabad, Pakistan Email: prof_iqbalkhakhwani@hotmail.com

profession, less females are motivated to take up this profession as compared to other jobs². Shortage of nurses is a global problem while its more aggressive in the developing countries³. According to the Pakistan economic survey of 2015, there are 90276 nurses in Pakistan⁴. The acute shortage of

burden of infectious and chronic diseases, which causes workload pressure and dissatisfaction⁶. Satisfied employees tend to have better mental and physical health, low level of stress and can learn new job related tasks more quickly. Job dissatisfaction among nurses can lead to job stress, poor morale, lack

Table-1: Age distribution of respondents N= 220.

Age in years	Nurses of private hospital (f)	% age	Nurses of public hospital (f)	% age
21-30	73	66.4	55	50
31-40	22	20	41	37.3
41-50	11	10	9	8.1
>50	4	3.6	5	4.6
	Total =110	100%	Total =110	100%

nurses in Pakistan is an important factor in determining the quality of health services, especially in the rural areas. Job satisfaction is a multi-variable and indescribable concept. There are number of factors that influence job satisfaction of employees. These factors are

of productivity and high employee turnover rates in health care settings⁷.

MATERIAL AND METHODS

This descriptive comparative study was conducted in two public hospitals (Holy



Figure-1: Educational status of respondents.

organizational variables (wages, nature of work, working conditions, job content, organizational level, opportunities for promotion, work group, leadership styles) and personal variables (personality, age, education, gender differences, skill autonomy)⁵. Health professionals working in the public system in developing countries are facing heavy workloads due to the combined

Family hospital Rawalpindi, and Benazir Bhutto hospital Rawalpindi), and three private hospitals of Rawalpindi (Ahmed Hospital, Bilal Hospital and Hearts International hospital). Total sample size was 220. The ratio of respondents from private hospitals and public hospitals was 1:1 Study was conducted after approval from the Institutional Ethical Committee and all data

was collected after obtaining the informed consent of respondents. Convenient sampling method was used. Data was collected by interviewing the nurses using self structured questionnaire. The questionnaire was pretested and necessary changes were made. The variables used to collect data were: demographic profile, monthly income, perception about career, working conditions, work load, work place harassment, and attitude of the supervisory staff, interpersonal relationship, skills, autonomy, social problems, continuous professional grooming, patient's behavior and job satisfaction. Data was cleaned and analyzed using SPSS 17.

RESULTS

Two hundred and twenty nurses were included in this study. Age distribution of respondents was as following: Among private

choice and among private hospitals 101 (91.80%) nurses joined this profession at their own choice. More private sector nurses (95.5%) consider nursing as a bright and secure career as compared to public sector nurses (88.2%). Majority of nurses in both sectors consider experience as the only criteria for promotion and not their extra qualifications.

Majority of private sector nurses (79.1%) are satisfied with their working conditions and from public sector 67.3% nurses are satisfied with their working conditions. Almost all the nurses from both sectors consider nursing as a very demanding and tough profession. Work place harassment in both sectors is given below:

Public sector nurses are more being subject to workplace harassment which shows

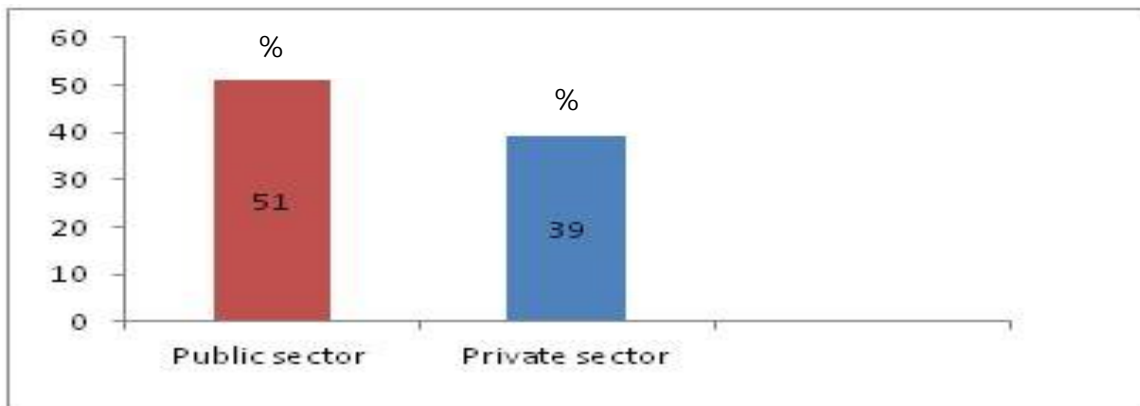


Figure-2: Presence of work place harassment in public and private sector hospitals.

hospitals nurses, 45 (40.9%) were married and 65 (59%) were unmarried. Among public hospitals nurses, 65 (59.1%) were married and 45 (40.9%) were unmarried. About 75% of private nurses are drawing incomes between Rs 18,000 – 30,000 per month. 32% of public sector nurses are drawing income between Rs 30,000 – 40,000 and 29% drawing pay more than Rs.50000 per month. Nurses in public sector have higher educational levels as compared to private sector.

Among public hospitals 97 (88.2%) nurses joined nursing profession at their own

safer working environment in the private sectors. Majority of private sector nurses (90.90%) are satisfied with the attitude of supervisory staff as compared to public sector nurses which are only 48.2% satisfied. Private sector nurses are enjoying better interpersonal relationship as compared to public sector nurses shown in the following figure:

Nurses from both sectors felt being neglected during decision making but this ratio was higher in public sector nurses (68.2%) as compared to private sector nurses (24.5%). All nurses stated that they are facing

social problems due to their working schedule but the ratio was again high in public sector nurses. Almost both sector nurses have professional satisfaction but private sector nurses (98.2%) are more satisfied than public sector nurses (93.6%).

DISCUSSION

By comparing different variables among the private and public hospital nurses, it is concluded that the level of job satisfaction among private sector nurses is better than the public sector nurses. Major areas of satisfaction in private sector nurses were: nursing profession, interpersonal relationship

job status. These results substantiate the findings of a comparative analysis of public and private sector nurses in South Africa by Pillay, which showed that private sector nurses were generally satisfied while public sector nurses were generally dissatisfied⁸. Similarly, a study in Jordan was conducted on nurse's job satisfaction indicates that nurses in private hospitals were more satisfied than the nurses in public hospitals⁹. Nurses in both sectors are not satisfied with the respect and status being given to the nursing profession in Pakistan. For similar social reasons, Okasha and Ziady (2001) reported a negative public

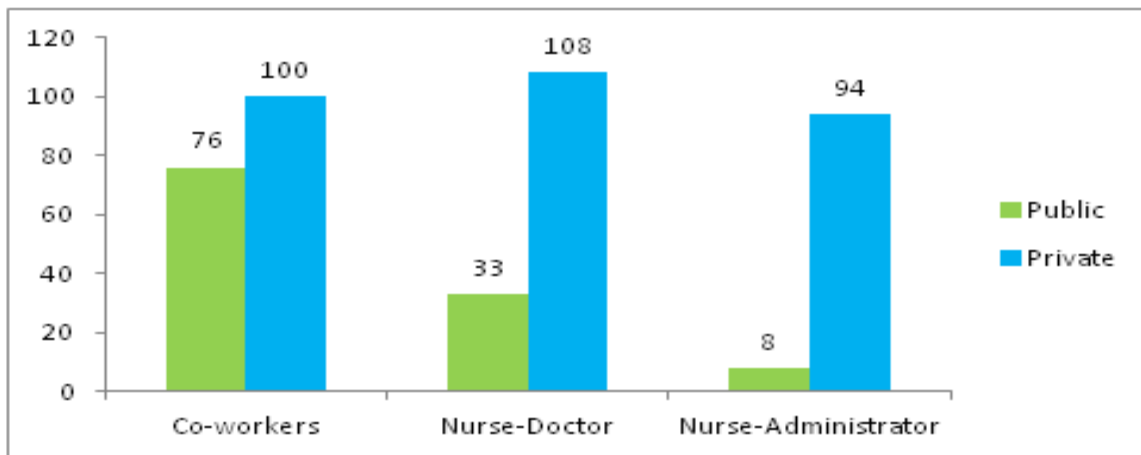


Figure-3: Comparison of good interpersonal relationship among nurses of private and public hospital nurses

with co-workers / doctors /administration, attitude of supervisor, perception about job level, working conditions and physical facilities provided to them for work performance. In public sector nurses the areas of satisfaction were only following: income, job security, perception about job level, working conditions of work place. However some aspects of the job that were perceived as dissatisfied in private sector nurses were: income, inflexible duty hours and social problems being faced in the society due to perceived bad reputation of the profession. While in public sector nurses major areas of dissatisfaction were interpersonal relationships, attitude of supervisors, workload, participation in decision making,

attitude towards nursing in Qatar¹⁰. Another study by Al-Haddad also mentioned nurse's bad image in a study done in United Arab Emirates¹¹. Another important factor revealed is about reporting of harassment cases, nurses admitted that there is a system of reporting of harassment cases but rarely a timely and appropriate action is taken against the reported cases. A significant finding of this study was that majority of nurses did not want their daughters to join nursing profession in future and according to them main reasons behind this were: the bad image of the profession in the society, no security, job harassment, hard work and too much energy and time consuming job. Another aspect of the nursing profession being

revealed in this study was the inflexible duty schedules nurses from both sectors reported that their quality of work suffers because of heavy work load that is the cause of their dissatisfaction with the job. Study shows that in private sector nurses are not handsomely paid and they are not highly qualified, majority of this pay group nurses are only matric with diploma in nursing, and are more satisfied with their job.

CONCLUSION

In the light of study conducted, it is concluded that in spite of less monthly salary, nurses of private sector are more satisfied as compared to their public sector counterparts. Although public sector nurses are handsomely paid than the private sector nurses yet the job satisfaction level is much low in public sector. Education level, pay scale and future opportunities all effect the satisfaction among nurses, as they are more professionally qualified they are more dissatisfied with

different aspects of their job.

CONFLICT OF INTEREST

This study has no conflict of interest to declare by any author

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