Impact of Job Satisfaction on Job Performance of Nurses at Al-Suwaira General Hospital

اثر الرضا الوظيفي على الاداء الوظيفي للممرضين العاملين في مستشفى الصويرة العام

Ammar A. Okab, MSc*

* Assistant lecturer, Technical Nursing Department, Technical Institute-Suwaira, Middle Technical University, Email: amarabas4@gmail.com

المستخلص:

الهدف: قياس مستوى الاداء الوظيفي والرضا الوظيفي للممرضين و ايجاد العلاقة بين الخصائص الديموغرافية للممرضين مع الاداء الوظيفي والرضا الوظيفي .

المنهجية : : دراسة وصفية تحليلية أجريت للمدة من ٥ اذار ٢٠١٧ لغاية ٣١ ايلول ٢٠١٧، وتم اختيار عينة ملائمة من (١٠٠) ممرض من مستشفى الصويرة العام واختيارهم وفقا لمعايير عينة الدراسة. الاستبيان تكون من ثلاثة اجزاء: جزء المعلومات العامة : ويشمل ذلك (٧) فقرات. وجزء الاداء الوظيفي ويشمل ذلك (١٠) فقرات وجزء يتعامل مع الرضا الوظيفي ويشمل ذلك (١٠) فقرات و تم تحليل البيانات باستعمال برنامج SPSS النسخة (٢٠) عن طريق الإجراءات الاحصائية الوصفية من خلال تحديد: التكرارات والنسب المئوية ومجموع الدرجات و تحليل البيانات الإحصائية من قبل تطبيق الاختبار مربع كاي.

النتائج: أظهرت نتائج الدراسة ان ٧٧% من عينة البحث من الممرضات و ٥٦% متزوجون و أظهرت أيضا أن مستوى الرضا الوظيفي الكلي منخفض مع وجود علاقة واضحة بين الرضا الوظيفي والجنس وبين الأداء الوظيفي والعمر .

التوصيات: وبناء على نتائج ألدراسة يوصى بإنشاء ومتابعة برامج الرضا الوظيفي لزيادة الأداء ألوظيفي.

Abstract

Objective(s): To measure the level of job satisfaction and job performance of nurses and to find out the association between participants' socio-demographic characteristic of nurse and their job satisfaction and job performance.

Methodology: A descriptive analytic study design was carried out to measure the nurses' level of job satisfaction and job performance in Al-Suwaira general hospital and to find out the association between nurses and their socio-demographic characteristic. The study was started from March 5th, 2017 to September 31th, 2017. The sample was Non - probability (purposive) sample of (100) nurses were selected according to the study that are actual working in nursing department in Al-Suwaira General Hospital. The data were collected by direct interview using specific questionnaire thats composed of three parts (27) items which are: Part (1) Socio-demographic characteristics which included seven items (age, gender, marital status, level of education, participation in training courses or scientific conferences inside or outside Iraq and engaged in the nursing by your choice). Part (2) which deals with job satisfaction and includes (10) items and Part (3) which deals with job performance including (10) items. Data were analyzed by using (SPSS) package version 20. Descriptive data through determination of: Frequency, percentage and mean of score. Inferential statistical data analysis approach: used by enforcement of the Chi –square test used for determining the association between Socio-demographic characteristics and job satisfaction, job performance, testing the significant of the contingency coefficient. For this study the significant P-value ≤ 0.05.

Results: ((77%) were female, (56%) were married, the total grade level of job satisfaction is low, and present highly statistical significant association between items which is related to job satisfaction and gender and highly statistical significant association between the items related to the job performance and age.

Recommendations: The study recommends that establish and follow up programs about job satisfaction to increase job performance.

Key words: Impact, Job Satisfaction, Job Performance, Nurses

Introduction:

J" ob satisfaction is a level of contentment a person feels regarding of job ". It may be influenced by capability of an individual to complete wanted duties, the level of communication in the organization and the way management treats citation. It can be divided into two levels: affective and cognitive job satisfaction. Affective job satisfaction is the emotional persons' feeling everything about a job. Cognitive job satisfaction is how satisfied workers about some aspects of their job, such as hours, benefits and payment [1].

Job satisfaction is key condition to develop organizational functioning, managers strategies plans with view to elevated the satisfied of workers, and obtain best outcomes of their creativity, obligation and productivity [2].

Job satisfaction is an important part for any organization. Many people work for money and profit. If the workers aren't satisfied with their work and feel stress in the jobs, then the employees didn't complete their work in a perfect way. Then, it's affected negatively influence on good will of organization

Many factors are reported to affect job nurses' satisfaction, such as job security, incentives, workload, organizational structure, peers and relationships with superiors [4].

"Job performance has been defined as the overall expected value from employees' behaviors carried out over the course of a set period of time" [5].

There are two basic views of satisfaction and performance. First, satisfaction leads to performance. Second, performance leads to citation. If persons happy with job, they will perform better, but in order to be satisfied, they have to perform their job to get satisfactions. It's difficult to identify if performance leads to satisfaction or satisfaction leads to performance [6].

Workers' satisfaction and performance on their job are studied by different disciplines and different lines of inquiry and, empirical studies produce results puzzling, which instead of concentrate on workers' job utility and effort. Job satisfaction has attracted increasing attention, because the self-reported data have been validated by numbers of test [2].

This practice leads to increased work pace and workloads at the expense satisfaction of workers, with influence on their life's quality, health and process of disease [2].

The important contents in job satisfaction are: worker's years, age, managerial competencies and personal characteristics of leaders. Factors such as motivation, leader style, interpersonal relations and professional development also influence the level of satisfaction. Professionals satisfied contribute to the success of organizations, these factors impacting on nurses' job satisfaction [2].

To influence a person job satisfaction is necessary. It means how persons feel confident about their work. It's influence person intellectual happiness and physical health, also reduces the absenteeism of an employee and turnover rate in an organization [4].

Methodology:

A descriptive analytic study design was carried out to measure the nurses' level of job satisfaction and job performance in Al-Suwaira general hospital and to find out the association between nurses and their socio-demographic characteristic. The study was started from March 5th, 2017 to September 31th, 2017. The sample was Non - probability (purposive) sample of (100) nurses were selected according to the study that are actual working in nursing department in Al-Suwaira General Hospital. The data were collected by direct interview using specific questionnaire thats composed of three parts (27) items which are: Part (1) Socio-demographic characteristics which included seven items (age, gender, marital status, level of education, participation in training courses or scientific conferences inside or outside Iraq and engaged in the nursing by your choice). Part (2) which deals with job satisfaction and includes (10) items and Part (3) which deals with job performance including (10) items. Data were analyzed by using (SPSS) package version 20. Descriptive data through determination of: Frequency, percentage and mean of score. Inferential statistical data analysis approach: used by enforcement of the Chi –square test used for determining the association between Socio-demographic characteristics and job satisfaction, job performance, testing the significant of the contingency coefficient. For this study the significant P-value $\leq$ 0.05.

$\leq$ = Equal or Less than

Results:

Table (1): Distribution of study sample according to Socio-Demographic characteristics of nurses

Age	F	%	Gender	F	%
16-25	40	40%	Male	23	23%
26-35	45	45%	Female	77	77%
36-45	11	11%	**Total**	**100**	**100%**
46-55	4	4%			
Total	**100**	**100%**			
Marital status	**F**	**%**	**Educational level**	**F**	**%**
Single	38	38%	Nursing school	9	9%
Married	56	56%	Preparatory nursing	46	46%
Divorced	5	5%	Diploma nursing	30	30%
Widow	1	1%	Bachelor's degree	14	14%
Total	**100**	**100%**	Higher and more	1	1%
			Total	**100**	**100%**
Have you participated in training courses or scientific conferences related to nursing in Iraq	**F**	**%**	**Have you participated in training courses or scientific conferences related to nursing outside Iraq**	**F**	**%**
Yes	59	59%	Yes	13	13%
No	41	41%	No	87	87%
Total	**100**	**100%**	**Total**	**100**	**100%**
Have you been engaged in the nursing by your choice				**F**	**%**
Yes				74	74%
No				26	26%
Total				**100**	**100%**

F = Frequency, % = Percentage.

Results out of this table reveal the socio-demographic characteristic of (100) nurses; (45%) of them were 26-35 years old, (77%) were female, (56%) were married, (46%) were preparatory nursing, (59%) participated in training courses or scientific conferences related to nursing in Iraq and (13%) outside Iraq, and(74%) were engaged in the nursing by their choice.

Table (2): Nurses' Level of Job Satisfaction and Job Performance

Job satisfaction	M.S	Score Level
I enjoy working in nursing	1.27	Low
I am proud to tell others that I work in nursing	1.34	Low
I feel comfortable in the nursing	1.37	Low
I feel that I am an important part of nursing work	1.20	Low
I receive personal satisfaction from doing good nursing work	1.13	Low
I get from my nursing job a sense of personal accomplishment	1.16	Low
I love my work in nursing	1.31	Low
I enjoy coming to work	1.27	Low
I have good working relationships with my colleagues at work	1.12	Low
I feel good about working in my department	1.22	Low
Total	**1.23**	**Low**
Job performance	**M.S**	**Score Level**
The health institution encourages its employees to do their best	1.64	Low
The health institution is capable of maximizing employee capabilities	1.78	Moderate
In my nursing work I am more capable of using my skills and abilities	1.24	Low
I know how the health institution measures the performance of its employees	1.67	Moderate
High-performance nursing homes are rewarded	1.97	Moderate
The supervisor is able to effectively time management	1.47	Low
Department management is able to adhere to the most appropriate performance of the work	1.47	Low
Department management has specific measures to perform the work	1.45	Low
I am responsible for providing specific nursing care	1.50	Low
Department management is able to account for employees who are deficient in their work	1.54	Low
Total	**1.57**	**Low**

M.S = mean of the score, Low = 1-1.66, Moderate 1.67-2.33, High = 2.34-3.

Results of this table indicate that the overall level for both the job satisfaction and the job performance are low.

Table (3): Association between the Job Satisfaction and Socio-Demographic characteristics of nurses

Job Satisfaction	Age		Gander		Marital status		Educational level		participated in training courses or scientific conferences related to nursing in Iraq		participated in training courses or scientific conferences related to nursing outside Iraq		engaged in the nursing by your choice	
	P-value	C.S	P-value	C.S	P-value	C.S	P-value	C.S	P-value	C.S	P-value	C.S	P-value	C.S
I enjoy working in nursing	0.21	NS	0.88	NS	0.98	NS	**0.000**	**HS**	**0.05**	**S**	0.63	NS	0.26	NS
I am proud to tell others that I work in nursing	0.75	NS	0.41	NS	0.66	NS	**0.01**	**HS**	**0.03**	**S**	0.95	NS	0.16	NS
I feel comfortable in the nursing	0.74	NS	0.19	NS	0.51	NS	**0.000**	**HS**	0.34	NS	0.43	NS	0.36	NS
I feel that I am an important part of nursing work	0.72	NS	0.41	NS	0.97	NS	**0.000**	**HS**	0.86	NS	0.55	NS	0.15	NS
I receive personal satisfaction from doing good nursing work	0.99	NS	0.51	NS	0.88	NS	**0.000**	**HS**	0.94	NS	0.15	NS	0.62	NS
I get from my nursing job a sense of personal accomplishment	0.93	NS	0.26	NS	0.81	NS	**0.000**	**HS**	0.32	NS	0.56	NS	0.67	NS
I love my work in nursing	0.91	NS	0.13	NS	0.82	NS	**0.01**	**HS**	0.26	NS	0.65	NS	0.09	NS
I enjoy coming to work	0.89	NS	0.22	NS	0.62	NS	**0.000**	**HS**	0.31	NS	0.58	NS	0.17	NS
I have good working relationships with my colleagues at work	0.46	NS	**0.01**	**HS**	0.57	NS	**0.04**	**S**	0.22	NS	0.50	NS	0.50	NS
I feel good about working in my department	0.11	NS	0.35	NS	0.72	NS	**0.001**	**HS**	**0.05**	**S**	0.17	NS	0.06	NS

P: probability value, S: Significant at P< 0.05, HS: Highly Significant at P< 0.05, NS: Non-significant at P > 0.05, C.S: Comparative Significant

Results out of this table reveal highly statistical significant association between items which is related to job satisfaction and nurse's gender, educational level and participated in training courses or scientific conferences related to nursing in Iraq.

Table (4): Association between the Job Performance and Socio-Demographic characteristics of nurses

Job Performance	Age		Gander		Marital status		Educational level		participated in training courses or scientific conferences related to nursing in Iraq		participated in training courses or scientific conferences related to nursing outside Iraq		engaged in the nursing by your choice	
	P-value	C.S	P-value	C.S	P-value	C.S	P-value	C.S	P-value	C.S	P-value	C.S	P-value	C.S
The health institution encourages its employees to do their best	0.14	NS	0.004	HS	0.005	HS	0.000	HS	0.01	HS	0.61	NS	0.09	NS
The health institution is capable of maximizing employee capabilities	0.11	NS	0.29	NS	0.04	S	0.001	HS	0.001	HS	0.02	S	0.34	NS
In my nursing work I am more capable of using my skills and abilities	0.29	NS	0.44	NS	0.45	NS	0.000	HS	0.07	NS	0.12	NS	0.05	S
I know how the health institution measures the performance of its employees	0.13	NS	0.09	NS	0.09	NS	0.003	HS	0.004	HS	0.50	NS	0.59	NS
High-performance nursing homes are rewarded	0.13	NS	0.03	S	0.07	NS	0.001	HS	0.003	HS	0.01	HS	0.04	S
The supervisor is able to effectively time management	0.58	NS	0.02	S	0.11	NS	0.03	S	0.01	HS	0.29	NS	0.07	NS
Department management is able to adhere to the most appropriate performance of the work	0.008	HS	0.08	NS	0.35	NS	0.000	HS	0.004	HS	0.47	NS	0.09	NS
Department management has specific measures to perform the work	0.002	HS	0.007	HS	0.01	HS	0.000	HS	0.04	S	0.39	NS	0.01	HS
I am responsible for providing specific nursing care	0.04	S	0.39	NS	0.02	S	0.008	HS	0.61	NS	0.28	NS	0.65	NS
Department management is able to account for employees who are deficient in their work	0.02	S	0.11	NS	0.31	S	0.000	HS	0.16	NS	0.03	S	0.03	S

P: probability value, S: Significant at P< 0.05, HS: Highly Significant at P< 0.05, NS: Non-significant at P > 0.05, C.S: Comparative Significant

Results out of this table that highly statistical significant association between the items related to the job performance and nurse's age, gender, marital status, educational level, participated in training courses or scientific conferences related to nursing in Iraq, participated in training courses or scientific conferences related to nursing outside Iraq and engaged in the nursing by your choice.

Discussion:

1: Socio-demographic characteristic of nurses

According to age, most of study participants (45%) were within the age group of 26-35 years old, (77%) were female; this result is agreed in this study [8]. (46%) were preparatory nursing; this is due to found just one preparatory nursing school for female in Al-Suwaira City. (56%) were married; this is due to most of them rural population. According to nurses participated in training courses or scientific conferences related to nursing in Iraq (59%) answer Yes, while nurses participated in training courses or scientific conferences related to nursing outside Iraq (87%) answer No . According to engage in nursing by choice (74%) answer Yes; this is due to the humanity and benefits of this job(Table 1).

2: Discussion of the level of job satisfaction and job performance to nurses

The results of this table revealed that the overall level of both job satisfaction and level of job performance were low; this is could be attributed to the strong and effect between job satisfaction and quality of job performance. In sum, study [9] confirms this result (Table 2).

3: Discussion of the Association between socio-demographic characteristic of nurse's job satisfaction and job performance

The results of the present study reveal that highly statistical significant association between items which are related to the job satisfaction with gender; this is because of mostly samples are female nurse and they stable in job more than male nurse. While shows highly statistical significant association between all of the items related to the job satisfaction with education level; this is because the nurse's educational level effect and increase the job satisfaction, this result is agree with study [10], and shows statistical significant association between items related to the job satisfaction with nurses participated in training courses or scientific conferences related to nursing in Iraq; this is because police of ministry of health added department of continuous education for nurses in every hospital in Iraq (Table 3).

The findings of the present study shows that highly statistical significant association between items which is related to the job performance with age; because difference abilities and achievement to the nurse according to their age. While shows highly statistical significant association between of the items related to job performance with gender; this is because some nursing tasks need strong nurse to provide health care to patient in the units of hospital such as emergency unit, RCU unit and burn unit, while shows highly statistical significant association between of the items related to job performance with marital status; this result is agree with study [11].

Also shows highly statistical significant association between all of the items related to job performance with educational level; this is due to presence of training at all stages of study of nursing due to the different of head's responsibility in departments and motivated the nurses to doing the best health care to patients, this is consistency with study [12].

Also shows highly statistical significant association between the items related to job performance with nurses participated in training courses or scientific conferences related to nursing in Iraq; because the ministry of health in Iraq motivation the nursing department to do training courses or scientific conferences and Involving the largest number of nurses, while shows highly statistical significant association between the items related to job performance with nurses participated in training courses or scientific conferences related to nursing outside Iraq; this is because the nurses working in hospitals at rural area have low chance to participation and lack of financial available to participation outside Iraq and shows highly statistical significant association between of the items related to job performance with nurses engaged in the nursing by your choice; this leads to elevated the nursing performance in the unit and provide better health care to patients. (Table 4).

Recommendations:

According to the results of study the recommendations that:

1. Developing the educational level of nurses to get high academic study level in nursing.
2. Give equal chance for nurses to participate in training courses or scientific conferences related to nursing outside Iraq.
3. Establish and follow up programs about job satisfaction to increase job performance

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