

## Evaluation of Job Satisfaction among Nurses Working at Primary Health Care Centers in Samawa City

تقويم الرضا الوظيفي بين الممرضات العاملات في مراكز الرعاية الصحية الأولية في مدينة السماوة

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### المستخلص

**الأهداف:** هدفت الدراسة إلى تقويم الرضا الوظيفي لدى الممرضات العاملات في مراكز الرعاية الصحية الأولية في مدينة السماوة.  
**المنهجية:** تم تنفيذ الدراسة الوصفية التكوينية خلال الفترة من 1 فبراير 2022 إلى 1 يونيو 2022. اختيرت عينة من نوع عدم الاحتمالية (الملائمة) قوامها (200) ممرضة من مختلف المستويات التعليمية. تم تطوير الاستبيان لغرض تحقيق اهداف الدراسة. تم تحديد صلاحية محتوى الاستبيان والموثوقية. تم اجراء تحليل البيانات باستخدام برنامج IBM SPSS الإصدار 19 (2010).  
**النتائج:** تشير النتائج إلى أن 52% من الممرضات أظهرن مستوى عال من الرضا الوظيفي بينما أظهر 38.5% منهن مستوى متوسط.  
**الاستنتاجات:** خلصت الدراسة إلى أن معظم الممرضات راضون عن وظائفهم مما سينعكس إيجاباً على أدائهم الوظيفي.  
**التوصيات:** يمكن إجراء مزيد من الدراسات على عينات أكبر واستثمار المزيد من الوقت والاهتمام في تجنيد الممرضات الجدد من أجل منعهم من تحمل مسؤوليات إضافية.  
**الكلمات المفتاحية:** التقويم، الرضا الوظيفي، الممرضات، مراكز الرعاية الصحية الأولية.

### Abstract

**Objective(s):** This study aimed to evaluate job satisfaction among nurses working at primary health care centers in Samawa City.

**Methodology:** A Descriptive evolutionary study has been carried out during the period from 1 February 2022 to 1 June 2022. A nonprobability (convenience) sample of (200) nurse were selected from different educational level. A questionnaire format is developed for the purpose of fulfilling the objectives of the study. Content validity of the questionnaire and reliability has been determined. Data are analyzed using IBM SPSS version 19 software (2010).

**Results:** The findings indicate that 52% of nurses are showing high level of job satisfaction while 38.5% of them are showing moderate level.

**Conclusion:** The study concluded that most of the nurses are satisfied with their job which will be reflected positively on their job performance.

**Recommendations:** Further studies can be conducted on a larger sample and investing more time and attention on new nurse recruits in order to prevent them from taking an additional responsibility.

**Keywords:** Evaluation, Job Satisfaction, Nurses, Primary Health Care Centers.

## Introduction

The degree to which nurses appreciate or enjoy their employment is referred to as job satisfaction. Because it is a sign of employees' emotional and physical health, job satisfaction is crucial in healthcare businesses. The level of emotional, physical, and psychological support patients receive from a nurse depends significantly on how that nurse feels about them and their level of illness. An attitude is an evaluative disposition; a propensity to like or dislike someone or something, or to act favorably or unfavorably toward them, which may have an effect on how they act toward that person or thing <sup>(1)</sup>.

Job satisfaction is a positive notion that describes work behaviors. It is characterized as the level of sentiment toward a job and its essential elements <sup>(2)</sup>.

Job satisfaction is crucial in healthcare organizations since it reflects employees' physical and mental wellbeing <sup>(1)</sup>.

Since nurses make up the majority of the workforce in most healthcare organizations, their job satisfaction has a significant impact on other staff members. So, both the business and the patients place a high value on nurses' employment satisfaction <sup>(3)</sup>.

An employee's self-worth, performance, job satisfaction, stress level, burnout, and intention to leave the organization can all suffer from workplace violence. The standard of life for healthcare professionals is lower and there is a higher risk of type 2 diabetes associated with this kind of violent

conduct. Additionally, such hostility may elicit negative emotions like melancholy and worry, as well as unintentionally enhance the onset of sleep issues and increase the chance of post-traumatic stress disorder symptoms <sup>(4)</sup>.

When evaluating patient support standards, giving excellent nursing care is a crucial aspect. Nurses who really are satisfied with the job and the circumstances in that they give care more inclined to offer elevated treatment that satisfies their patients' needs. Job discontent has been established in the literature to cause nurses to have unfavorable attitudes toward their employment, which has a detrimental effect on the standard of care they offer <sup>(1)</sup>.

The level of care is significantly impacted by workplace satisfaction. The healthcare industry is seeing fast growth, which has raised the demands placed on nurses. This has highlighted how important it is for businesses to keep their employees happy and satisfied. Insufficient staff retention might increase the workload for nurses and lower the standard of patient care, all of which would increase the cost of healthcare <sup>(5)</sup>.

## Methodology

A descriptive evaluation study has been carried throughout the present study to evaluate job satisfaction among nurses working at primary health care centers in Samawa City. During the period from 1 February 2022 to 1 June 2022. A consent was obtained from all nurses to participate in the current study. A nonprobability

(convenience) sample of (200) nurse are selected from different educational level and at primary healthcare centers in Samawa city's first and second sectors. Permission to administer the study was obtained. The Scientific Research Ethical Committee at the University of Baghdad, College of Nursing has approved the study to be conducted. A questionnaire format is developed for the purpose of the study. The research instrument is consisted of two parts:

#### Part I: Nurses' Socio-Demographic

**Data;** It includes demographic data concerning the nurses' gender, age, marital status, education level, occupation, years

of experience in nursing field, and duration of employment in the PHCs.

#### Part II: Nurses' job satisfaction at primary healthcare centers;

Ten items about nurses' job satisfaction for those who are working at primary healthcare centers in samawa city. Content validity of the questionnaire is determined through panel of experts. Internal Consistency Reliability of the knowledge questionnaire is determined through split-half technique and the use of Cronbach Alpha Correlation Coefficient ( $r=0.829$ ). The data is collected through the utilization of the developed questionnaire (Arabic version). Data are analyzed using IBM SPSS version 19 software (2010).

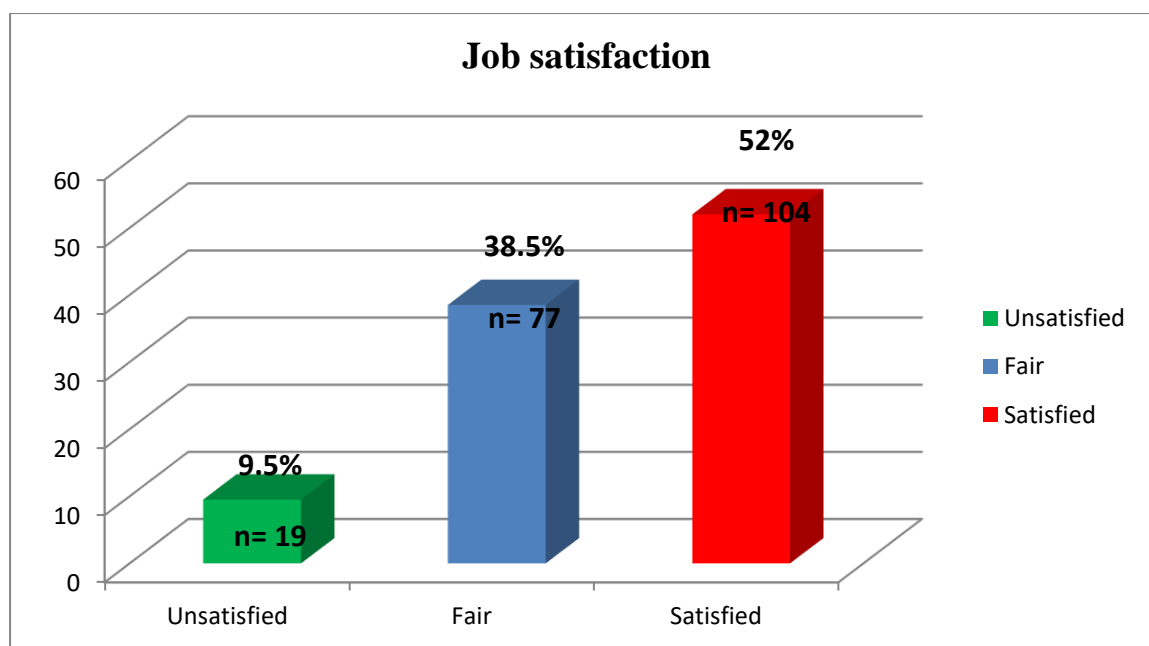
### Results

**Table (1): Evaluation of Nurses' Job Satisfaction at Primary Health Care Centers**

Levels	F	%	M	SD	Evaluation
Unsatisfied	19	9.5	28.56	5.673	High
Fair	77	38.5			
Satisfied	104	52			
<b>Total</b>	<b>200</b>	<b>100</b>			

f: Frequency, %: Percentage, M: Mean, SD: Standard Deviation, Assess: Assessment  
Low= 12-20, Moderate= 20.1 – 28, High= 28.1-36

This table indicates that most of the nurses are satisfied with their job at the primary health care centers (52%).



**Figure (1): Evaluation of Nurses' Job Satisfaction at Primary Health Care Centers(N=200)**  
This figure indicates that 52% of nurses are showing high level of job satisfaction.

**Table (2): Mean of Scores on Items of Nurses' Job Satisfaction (N=200)**

List	Items	Responses	f (%)	M	SD	Evaluation
1	Satisfied with job performance as a nurse despite incidents at workplace.	Unsatisfied	86(43)	1.87	.843	Moderate
		Fair	55(27.5)			
		Satisfied	59(29.5)			
2	Satisfied of the relationship with patients attending primary health care centers	Unsatisfied	16(8)	2.48	.641	High
		Fair	73(36.5)			
		Satisfied	111(55.5)			
3	Satisfied with the relationship with the families of patients attending primary health care centers	Unsatisfied	22(11)	2.49	.687	High
		Fair	58(29)			
		Satisfied	120(60)			
4	Satisfied with the relationship with co-workers	Unsatisfied	10(5)	2.73	.546	High
		Fair	34(17)			
		Satisfied	156(78)			
5	Satisfied of the relationship with the supervisors	Unsatisfied	25(12.5)	2.52	.709	High
		Fair	47(23.5)			

		<b>Satisfied</b>	128(64)			
6	Satisfied of the health center's policy towards dealing with violence in the workplace	<b>Unsatisfied</b>	46(23)	2.19	.783	Moderate
		<b>Fair</b>	71(35.5)			
		<b>Satisfied</b>	83(41.5)			
7	Satisfied of the administration's dealings with those who deal violently with the health care workers	<b>Unsatisfied</b>	72(36)	1.96	.826	Moderate
		<b>Fair</b>	64(32)			
		<b>Satisfied</b>	64(32)			
8	Satisfied of dealing with reports recorded by the nursing staff on cases of violence in the workplace	<b>Unsatisfied</b>	46(23)	2.12	.751	Moderate
		<b>Fair</b>	85(42.5)			
		<b>Satisfied</b>	69(34.5)			
9	Satisfied of the respect I receive from patients	<b>Unsatisfied</b>	25(12.5)	2.42	.705	High
		<b>Fair</b>	65(32.5)			
		<b>Satisfied</b>	110(55)			
10	Satisfied about I with the respect I receive from health care workers	<b>Unsatisfied</b>	17(8.5)	2.61	.641	High
		<b>Fair</b>	45(22.5)			
		<b>Satisfied</b>	138(69)			
11	Satisfied of the respect I receive from my supervisors at work.	<b>Unsatisfied</b>	23(11.5)	2.55	.693	High
		<b>Fair</b>	45(22.5)			
		<b>Satisfied</b>	132(66)			
12	Satisfied of the respect I receive from the management of the health care center	<b>Unsatisfied</b>	20(10)	2.65	.655	High
		<b>Fair</b>	30(15)			
		<b>Satisfied</b>	150(75)			

M: Mean, SD: Standard deviation, Assess: Assessment

Low= 1-1.66, Moderate= 1.67-2.32, High= 2.33-3

This table presents the items related to job satisfaction among nurses; the mean of scores indicate that the majority of the items are with high level of mean of scores, except items 1, 6, 7, and 8 that show moderate level of scores.

## Discussion

### Discussion of the Evaluation of Nurses' Job Satisfaction at Primary Health Care Centers:

The findings of the present study have indicated that nurses are showing high level of job satisfaction while some of them are showing moderate level.

In a cross-sectional study carried out in China, on (1502) nurses, at (23) hospitals in Guangdong Province, to investigate whether job satisfaction and burnout among nurses are mediating factors in the link between abuse at work and patient safety, and to look into the connections between patient safety, nursing outcomes, and abuse at work, revealed that (50%) of the nurses were satisfied with their jobs <sup>(6)</sup>.

Also, the results of the present study have indicated indicate that the majority of the items are with high level of mean of scores, except items 1, 6, 7, and 8 that show moderate level of job satisfaction.

In a cross-sectional study on (230) PHC workers conducted to evaluate job satisfaction among practitioners of primary healthcare (PHC) in Buraidah, Saudi Arabia, the result of this study has indicate that 19(8.3%) of them expressed that they were dissatisfied, 50(55.7%) were ambivalent, and (36.1%) were satisfied with their job <sup>(7)</sup>.

In a cross-sectional analytical research design was conducted to examine the connection between nurses' workplace satisfaction and demographic variables, as well as to determine the level of job satisfaction and the factors influencing

such satisfaction for nurses in a private regional care hospital in Karachi, Pakistan, (146) female nurses, has indicated that 07 (4.5%) of them demonstrated that their job satisfaction level was extremely high, 76 (49.4%) of nurses were moderately satisfied with their jobs, 1 (0.6%) of nurses was found to be very dissatisfied with her job, and 7 (4.5%) nurses were moderately dissatisfied with their jobs <sup>(8)</sup>.

## Conclusion

The study concluded that most of the nurses are satisfied with their job which will be reflected positively on their job performance.

## Recommendations

1. Further study can be conducted on a larger sample.
2. Investing more time and attention on new nurse recruits in order to prevent them from taking an additional responsibility.

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