

## Job Satisfaction among Nursing Staff Working at Oncology Centers in Basra City, Iraq: Extent and Related Factors

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### Abstract

**Background:** Job satisfaction has to do with the level to which individuals like or dislike their job. It is regarded as a set of attitudes towards various aspects of the job, including pay, workgroup, organizational factors and work environment. That's why job satisfaction and job dissatisfaction can appear in any given work situation.

**Objectives:** The objectives of this study was to estimate satisfaction rate among nursing staff working at oncology centers and the relation with socio demographic characteristics and to identify factors influences nursing job satisfaction.

**Methodology:** This was cross sectional study including 78 nurses working at oncology centers, data collection was carried out from December 2015 through February 2016; direct interview was used for data collections.

**Results:** Majority (69.2%) of participant were satisfied with nursing profession, followed by satisfaction with nurses-nurse interaction (60.3%), (56.4%) were satisfied with level of respect at work place toward nurses, (47.4%) were Satisfied with nurse-doctor interaction, (44.9%) Satisfied with hospital policies, (35.9%) were satisfaction with autonomy; only (23.1%) were satisfied with pay. Overall level of satisfaction was reported by (34.6%) of the participants.

Satisfaction rate was higher among males (35.1%), nursing staff between 30-39 years of age (48.6%), married (36.4%), those who graduate from nursing college (77.8%), those with longer period of employment (50%), and 8 hourly shift duty (55.6%). Significant relation with job satisfaction was found only with age and level of education with  $p$  value  $<0.05$ .

**Conclusions:** Overall satisfaction among nursing staff working at oncology centers in Basra city was low. The majority of nursing staff were no satisfied with pay (salary, incentives and rewards). Considerable level of dissatisfaction was found with autonomy, hospital policies, interaction with doctors, and level of respect at work place toward nurses. This study found significant relationship between job satisfaction and some demographic characteristics namely age and level of education

**Keywords:** Nurse, Oncology, Centers, Basra, Job satisfaction.

### INTRODUCTION

Job satisfaction has to do with the level to which individuals like or dislike their job. It is also regarded as a set of attitudes towards various aspects of the job, including pay, workgroup, organizational factors and work environment. That's why job satisfaction and job dissatisfaction can appear in any given work situation<sup>(1, 2)</sup>. Higher levels of nurse job satisfaction have been positively connected to improved quality of care, patient results<sup>(3)</sup>.

Many are reported factors to affect job satisfaction among Arab nurses, such as amount of work to be done, encouragement, job safety, relationships with superiors and peers and organizational structure<sup>(4)</sup>. Relational management and physician-nurse relationships significantly impacted opportunities for staff involvement, nurse staffing fitness, nurse autonomy, nurse involvement in policy decisions, and supervisor support for new ideas and conflict management. These in turn associated with nurses' job satisfaction<sup>(5)</sup>.

### Literature review

When studying the relationship between nursing leadership and nurse's job satisfaction in Canadian oncology work environments; Cummings et al found that relational leadership and positive relationships among nurses, managers and physicians play an important role in quality oncology nursing environments and nurses' job satisfaction<sup>(6)</sup>. It has been reported that there is association between teamwork and a higher level of job staff satisfaction<sup>(7)</sup>.

Cross sectional study to examine job satisfaction among 25 pediatric oncology nurses from SHIRAZ University of Medical Science (IRAN), showed that they were dissatisfied with their job<sup>(8)</sup>.

In cross sectional study conducted on 512 nurses working in the medical and surgical departments in two teaching hospitals in Beijing Mainland China, More than half of nurse 53.7% were satisfied or very satisfied with their jobs<sup>(9)</sup>.

In Islamabad, Pakistan the results of a study conducted in on 56 qualified female nurses working in a tertiary care hospital showed that overall 86% participants were dissatisfied with their job, 76% were dissatisfied with their salaries. Majority (80%) of the nurses were dissatisfied due to lack of respect at working place<sup>(10)</sup>. Similarly the result of study conducted in South Africa on 117 nurses in a public hospital in Gauteng Province,

showed that low level of overall job satisfaction (35%). Nurses also experienced very low levels of satisfaction (22%) with the hygiene aspects of their job, namely, relationships in the workplace, supervisors' decision-making skills, supervision, working conditions, policies, job security, and salaries<sup>(11)</sup>. While other studies showed higher level of job satisfaction like what was reported from cross sectional study which was conducted in Dhulikhel Hospital in Nepal, 80.6% of the nursing staff was satisfied. Other problems at work were mentioned like, "Shift hour duty" and "Lack of respect from other profession" were agreed upon by 63 (74.1%) and 62 (72.9%) respondents<sup>(12)</sup>. Many researches have been conducted to study the subject of level of job satisfaction among nursing staff, however very few have been conducted in Iraq, for example, one study conducted to explore job satisfaction among group of nurses in General-Hospitals - Erbil City, findings stated a low level of overall satisfaction among nurses. Significant association was found between gender and job satisfaction<sup>(13)</sup>. Other study, included 65 nurses working in Rzgary Teaching hospital in Erbil city, showed that nurses were satisfied with their job. Income was one of the main factors that influence nurse's job satisfaction<sup>(14)</sup>.

### Objectives of study

To estimate satisfaction rate among nursing staff working at oncology centers and the relation with socio demographic characteristics and to identify factors influencing nursing job satisfaction.

### METHODOLOGY

**1. Design of the study:** Descriptive, cross sectional study.

**2. Setting of the study:** Oncology centers in Basra governorate south of Iraq

**3. Sample of the study:** sample of 78 nurses working in the two oncology centers in Basra governorate south of Iraq were selected. Structured questionnaire was used for the purpose of the data collection; the data collection was carried out from December 2015 through February 2016. The questionnaire contains two parts the first part consist of questions related to Socio-demographic characteristics of the nurses, the second part consist of questions summarized to 7 aspects related to nurse job satisfaction estimate. Standardized 5-point Likert scales ranging from strongly unsatisfied to strongly satisfied (1 to 5 points) were used. Job satisfaction was classified; into two categories satisfied and not satisfied. Data was collected via face-to-face interviews by two senior nursing college students. Each interview session took 10 to 15 minute.

**4. Statistical analyses:** Analysis was made by using SPSS version 23, data was expressed in (frequency and percentage). Chi-squared test was used to examine the association between the groups and a probability of less than 0.05 was considered to be statistically significant.

### RESULTS

Table1. Socio demographic characteristics of the participants (n=78)

Characteristics of participants	Categories	Frequency	Percent (%)
Gender	Male	37	47.4
	Female	41	52.6
Age in years	>30 years	32	41
	30-39	35	44.9
	40+	11	14.1
Marital status	Single	23	29.5
	Married	55	70.5
Level of education	Nursing high school	19	24.4
	Health institute	50	64.1
	Nursing college	9	11.5
Duration of employment in the center	>5	48	61.5
	5-9	24	30.8
	10+	6	7.7
Shift hour duty	6hour	59	75.7
	8 hour	9	11.5
	12 hour	10	12.8

Table 1 shows that (52.6%) of the studied sample were females, the majority of the sample were below (40) years of age, (70.5%) were married, regarding education level, (64.1%) of sample were health institute graduate, (61.5%) were less than 5 years of employment, majority (75.7%) had a duty shift of (6) hours.

Table2. Satisfaction level among the participants in relation to selected socio demographic characteristics (n=78)

Characteristics of respondents	Categories /groupings	Not Satisfied		Satisfied		X <sup>2</sup>	df	P
Gender	Male	24	64.9	13	<b>35.1</b>	0.008	1	0.927
	Female	27	65.9	14	34.1			
Age	>30 years	27	84.4	5	15.6	8.682	2	<b>0.013</b>
	30-39	18	51.4	17	<b>48.6</b>			
	40+	6	54.5	5	45.5			
Marital status	Single	16	69.6	7	30.4	0.252	1	0.616
	Married	35	63.6	20	<b>36.4</b>			
Level of education	Nursing high school	15	78.9	4	21.1	9.103	2	<b>0.011</b>
	Health institute	34	68	16	32			
	Nursing college	2	22.2	7	<b>77.8</b>			
Duration of employment in the center	>5	33	68.8	15	31.2	0.956	2	0.620
	5-9	15	62.5	9	37.5			
	10+	3	50	3	<b>50</b>			
Shift hour duty	6hour	39	66.1	20	33.9	2.701	2	0.259
	8 hour	4	44.4	5	<b>55.6</b>			
	12 hour	8	80	2	20			
Total		51	65.4	27	34.6			

In Table 2, it is evident that satisfaction rate was higher among males(35.1%) , nursing staff between 30-39 years of age (48.6%), married (36.4%), those who graduate from nursing college ( 77.8%), those with longer period of employment(50%), and those 8 hourly shift duty (55.6%). Significant relation with job satisfaction was found only with age and level of education with p value <0.05.

Table3. Factors influencing nursing job satisfaction level (n=78)

Items	Not satisfied		Satisfied	
	No.	%	No.	%
Satisfaction with nurses-nurse interaction	31	39.7	47	60.3
Satisfaction with nurse-doctor interaction	41	52.6	37	47.4
Satisfaction with level of respect at work place toward nurses	34	43.6	44	56.4
Satisfaction with hospital policies	43	55.1	35	44.9
Satisfaction with pay (salary, incentives and rewards)	60	76.9	18	<b>23.1</b>
Satisfaction with autonomy	50	64.1	28	35.9
Satisfaction with the nursing profession	24	30.8	54	<b>69.2</b>
Overall satisfaction	51	65.4	27	<b>34.6</b>

Table 3 Shows that majority (69.2%) of participant were satisfied with nursing profession, followed by satisfaction with nurses-nurse interaction (60.3%). While only (23.1%) were satisfied with pay. Overall level of satisfaction among participants was (34.6%).

## Discussion

Relative to socio demographic characteristics of the sample as shown in table (1). (52.6%) of the studied sample were female and 47.4 % were males ,this distribution of the staff attributed to the nature of work in oncology setting requires both genders and the importance of the relation between the gender of patients with that of the nursing staff in this field , the majority were young below (40) years of age , (70.5%) were married since the participants were adults, it is more likely for most of them to be married, regarding education level , only (11.5%) graduated from college of nurse this can be explained that nursing college in Basra city was newly established , (61.5%) were less than 5 years of employment, majority (75.7%) had a work shift of (6) hours similar to the work shifts in other health institutions in the country.

Regarding job satisfaction and Socio demographic characteristics , Although there is no significant relationship between job satisfaction and gender, this finding is in line with (15), males were more satisfied with their jobs as compared to females similar finding in (13,16).

In this study employees younger than 30 years are less satisfied with their jobs while older employees are more satisfied. This can be attributed to the fact that young nurses have just jointed their organization and they face a lot of challenges at the beginning of their carrier similar finding in (17).

Regarding the marital status of the nurse, the result of this study revealed there is no significant association between the marital status and job satisfaction, even the satisfied nurse with their job 36.4% among married more than among single one which revealed 30.4% , It is thus possible that their job satisfaction levels would be influenced by the perceived abilities to combine their nursing roles with those of being mothers and

wives (18). but disagree with findings among Group of nurses in General-Hospitals –Erbil City where the satisfied nurse with their job 30.5% among single more than among married one which revealed 14.7% , with absence of significant association with nurse job satisfaction. (13).

Nurses with high education level were more satisfied with their work, this study showed significant differences between job satisfaction and the level of education, this may due that educated nurses provide good environment for her works (17).

this study showed that more experienced nurse were more satisfied with the job than fewer experiences nurses, this could be due to that nurses with more years of experience, had more opportunities to attend continuing education programs and more likely to have a high level of job satisfaction than nurses with fewer years of experience this result agree with other studies (17), and disagree with others (13).

The result of this study regarding satisfaction with relationship with other nurses (60.3%) much higher compared to study done to develop and estimate a theoretical model of work environment factors affecting oncology nurses job satisfaction (6), and lower than research done in England regarding nursing job satisfaction among 85 registered nurses were (71.9%) were satisfied with social relations with their peers (18).

Although nurse-physician relations is important, Low level of satisfaction of nursing staff with doctors was found in this study (47.4%). when nurse-physician relationships are strained, care may suffer because of incorrect communication practices, absence of trust, and failure to report signs of complications in a timely manner (19). Satisfaction with level of respect at work place toward nurses (56.4%) was higher than other study in Pakistan were Majority (80%) of the nurses were dissatisfied due to lack of respect at working place (10). The result of this study regarding satisfaction with organization policies was (44.9%) higher compared to what was reported in the studies done to explore nurses views and experience regarding different components of their working lives in Palestine, Mainland China, and mainland Greece (4, 9,20) .

This study represented that salary or pay level was the first main factors that have a negative influence on nursing job satisfaction. The majority (76.9%) of nurses was unhappy with Pay; they felt that they did not get paid enough for what they did. More or less similar to what was reported for a cross sectional study which was conducted Islamabad , Pakistan(10) , survey of 302 critical care nurses in mainland Greece were Payment was the least satisfying dimension(81%) (20), and higher than what was reported in studies in Australian (48%) for oncology/ hematology nurses working in 11 Queensland health care facilities in (15).

The result of this study (64.1%) of nurses reported dissatisfaction with autonomy compared to (51.28%) which was reported in study done to describe the level of job satisfaction among nurses in a public hospital in Gauteng, South Africa (11). Supportive nursing administration is needed to help develop nurses' autonomy.

Majority (69.2%) of the participants were, satisfied with nursing profession was similar finding for nurses in Erbil study (14). Hospital nurses' positive feelings regarding their working lives may be affect by developments in the health care system and the nursing profession in Iraq. While only (34.6%) of nurses reported overall level of satisfaction, which was lower than what reported for nurses in previous studies in china , Nepal ,Erbil, and South Africa (9, ,12,14, 16), and higher than what was reported for other studies in Pakistan ,Erbil, USA (10,13,21).

## CONCLUSIONS

Overall satisfaction among nursing staff working at oncology centers in Basra city was low. The majority of nursing staff were no satisfied with pay (salary, incentives and rewards). Considerable level of dissatisfaction was found with autonomy, hospital policies, interaction with doctors, and level of respect at work place toward nurses. This study found significant relationship between job satisfaction and some demographic characteristics namely age and level of education

## RECOMMENDATIONS

This study identified factors related to job satisfaction among nursing staff working at oncology centers only, the study should be extended to include nurses from other hospitals in Basra city which may explore other factors influencing job satisfaction among nurses.

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