

## Job Satisfaction among Doctors and Nurses of Shalamar Hospital

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### ABSTRACT

**Background:** Job satisfaction is the affective orientation that an employee has towards his work. Greater physician satisfaction is associated with greater patient adherence and satisfaction while nurses' job satisfaction has great impact on organizational success.

**Aim:** To determine the level of satisfaction among doctors and nurses.

**Methodology:** A qualitative study was undertaken on 115 candidates in Shalamar hospital among which 62 were doctors and 53 were nurses to interpret job satisfaction to understand the factors which are affecting their working climate. It is cross sectional descriptive study. After data collection it was entered on computer using SPSS. For quantitative data mean  $\pm$  standard deviation was used. For qualitative data frequency distribution tables were used.

**Results:** In a study of job satisfaction among doctors and nurses in Shalimar hospital conducted by students of Shalimar medical and dental college there were 115 professionals among which 62 (52.1%) were doctors and 53 (44.5%) were nurses. Among 115 professionals 20 (16.8%) were assistant professors, 15 (12.6%) were house officers, 17 (14.2%) were medical officers, 8 (6.7%) nurses, 1 (0.8%) male nurse, 2 (1.6%) pharmacists, 7 (5.8%) were post graduate trainees, 1 (0.8%) R.N, 1 (0.8%) senior registrar, 42 (35.3%) staff nurses and 1 (0.8%) was senior nurse.

**Conclusion:** Our study documented a relatively high level of overall satisfaction among doctors and nurses of Shalamar hospital. Considering the factors responsible for high level of satisfaction are dedications, consistency and hard work

**Keywords:** Job satisfaction, working climate,

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### INTRODUCTION

Job satisfaction is the affective orientation that an employee has towards his work. Greater physician satisfaction is associated with greater patient adherence and satisfaction while nurses' job satisfaction has great impact on organizational success. Employers' satisfaction towards their job has many positive influences on their outcome, performance as well as their capabilities by excelling in their results. Many factors contribute towards the satisfaction criteria, such as, Profession of one's own choice, designation at the work place, working environment, facilities provided at offices and duty hours etc. In this study we have found job satisfaction among doctors (seniors as well as the junior ones), nurses and paramedical staff by looking at similar factors as written above. And then the data showed by the help of frequency tables and cross-tabulations.

### METHODOLOGY

It is cross sectional descriptive study. A qualitative study was undertaken on 115 candidates in Shalamar hospital among which 62 were doctors and 53 were nurses to interpret job satisfaction to understand the factors which are affecting their working climate. The study was conducted and completed in Shalamar hospital from 5 to 6 months. Non probability purposive sample technique was used to collect data.

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### RESULTS

In a study of job satisfaction among doctors and nurses in Shalimar hospital conducted by students of Shalimar medical and dental college there were 115 professionals among which 62 (52.1%) were doctors and 53 (44.5%) were nurses (Table 1). Among 115 professionals 20 (16.8%) were assistant professors, 15 (12.6%) were house officers, 17 (14.2%) were medical officers, 8 (6.7%) nurses, 1 (0.8%) male nurse, 2 (1.6%) pharmacists, 7 (5.8%) were post graduate trainees, 1 (0.8%) R.N, 1 (0.8%) senior registrar, 42 (35.3%) staff nurses and 1 (0.8%) was senior nurse (Table 2) Furthermore those candidates who were very highly satisfied and working for less than six months was 1, for 6-12 months were 10 and for greater than 1 year were 28. For those who were highly satisfied and working for less than 6 months were 2, for 6-12 months were 8 and for greater than 1 year were 12. Those who were above average and working for less than 6 months was 1, for 6-12 months were 7, for greater than a year were 15. Average candidates who were working for less than 6 months were 3, for greater than a year were 5. Below average candidates working for less than six months were 2, for 6-12 months were 2. For greater than a year were 10. While those candidates who took this job and shove it working for less than 6 months were 2, for 6-12 months were 3, for greater than a year were 4 (Table 3). Among 115 candidates 39 (32.8%) were highly satisfied, 22 (18.5%) highly satisfied, 23 (19.3%) above average, 8 (6.7%) average, 14 (11.8%) below average and 9 (7.6%) were those who took this job and shove it (Table 4). Meanwhile who were working for less than 6 months were 11 (9.2%), for 6-12 months 30

(25.2%) and for greater than a year were 74 (62.2%) (Table 5). Among highly satisfied 27 were doctors and 12 were nurses. Highly satisfied were 13 doctors and 9 nurses. Those who were above average were 10 doctors

and 13 nurses. Averages satisfied were 4 doctors and 4 nurses. Below average were 4 doctors and 10 nurses. While among 4 doctors and 5 nurses they took this job and shove it (Table 6).

Table 1: Profession

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Doctor	62	52.1	53.9	53.9
Nurse	53	44.5	46.1	100.0
Total	115	96.6	100.0	
Missing system	4	3.4		

Table 2: Designation

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
	4	3.4	3.4	3.4
Assoc. P	10	8.4	8.4	11.8
Assist. P	10	8.4	8.4	20.2
H.O	15	12.6	12.6	31.9
Medical Officer	17	15.2	15.2	38.7
Male nurse	1	.8	.8	47.1
Nurse	5	4.2	4.2	52.1
NURSE	3	2.5	2.5	54.6
PGR(3 <sup>rd</sup> year)	1	.8	.8	55.5
PGR(2 <sup>ND</sup> year)	5	4.2	4.2	59.7
PGR(1 <sup>st</sup> year)	1	.8	.8	60.5
Pharmacist	1	.8	.8	61.3
Pharmacist(jr.)	1	.8	.8	62.2
R.N	1	.8	.8	63.0
S.R	1	.8	.8	63.9
Senior nurse	1	.8	.8	64.7
Staff nurse	42	35.3	35.3	100.0

Table 4: Classification for Job Satisfaction

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Very high	39	32.8	33.9	33.9
High	22	18.5	19.1	53.0
Above average	23	19.3	20.0	73.0
Average	8	6.7	7.0	80.0
Below average	14	11.8	12.2	92.2
take this job and shove it	9	7.6	7.8	100.0
Total	115	96.6	100.0	
Missing system	4	3.4		

Table 5: Frequencies: Duration of job

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
<6months	11	9.2	9.6	9.6
6-12 months	30	25.2	26.1	35.7
>1 year	74	62.2	64.3	100.0
Total	115	96.6	100.0	
Missing system	4	3.4		
Total	119	100.0		

Table 6: Count - Classification for Job Satisfaction \* Profession Cross-tabulation

Classification for job satisfaction	Profession		Total
	Doctor	Nurse	
Very high	27	12	39
high	13	9	22
Above average	10	13	23
Average	4	4	8
Below average	4	10	14
take this job and shove it	4	5	9
Total	62	53	115

Classification for job satisfaction \* Duration of job Cross tabulation

Table 3: Count

Classification for job satisfaction	Duration of job			Total
	<6months	6-12 months	>1 year	
Very high	1	10	28	39
high	2	8	12	22
Above average	1	7	15	23
Average	3	0	5	8
Below average	2	2	10	14
take this job and shove it	2	3	4	9
Total	11	30	74	115

## DISCUSSION

In a study conducted in Al Medina Al Munawwara 105 (85.4%) physicians took part in research while in Shalimar medical and dental college 62 (52.1%) candidates were present. On the other hand the nurses in Al Medina Al Munawwara were 340 (79.8%) while in Shalimar medical and dental college the nurses were 53 (44.5%). Physicians' satisfaction in Al Medina Al Munawwara is high than that of nurses while in Shalimar hospital the physicians are highly satisfied too. Highly satisfied physicians were 26 (24.7%), satisfied were 24 (22.9%), and dissatisfied were 55 (52.4%) while in Shalimar hospital highly satisfied candidates were 39 (32.8%) while dissatisfied were 9 (7.5%).

In another study conducted at Oslo University Hospital there were 16 physicians and 129 nurses while in our study there were 62 doctors and 53 nurses took part in research. In their study mean job satisfaction was 43.9% in nurses versus 51.1% among physicians while in our study 23.4% doctors and 10.4% nurses were highly satisfied.

In another study conducted in Gondar university hospital comprises of 196 candidates the rate of satisfaction was 51.1% for nurses and 51.5% for doctors while in our study conducted at Shalimar hospital among 115 candidates 23.4% doctors and 10.4% nurses were highly satisfied.

Similarly a study conducted in Department of Health Islamabad satisfaction rate was 41%,45% were somewhat satisfied and 14% were dissatisfied while in our study 32.8% were highly satisfied 6.7% were somewhat satisfied and 7.8% were dissatisfied.

## CONCLUSION

Our study documented a relatively high level of overall satisfaction among doctors and nurses of Shalimar hospital. Considering the factors responsible for high level of satisfaction are dedications, consistency and hard work.

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