



A STUDY OF FACTORS INFLUENCING SATISFACTION AND ATTRITION AMONG NURSING STAFF

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ABSTRACT :

Background: Satisfied employees are more productive and devotional in their job with low attrition. Hospital sector is most important and largest in India. Nursing staff plays important role in hospital. Satisfied nurse gives best patient care so Nurses job satisfaction affects on patient satisfaction. So it is very important to study the actual factors which influencing job satisfaction and attrition of nurses.

Objective: To study factors impacting Job Satisfaction and attrition among of Nursing staff.

Method: Observational study was carried out and data was collected using questionnaire with 5 point likert scale. This study was carried out with 200 samples size in various hospitals in Pune

Result: Out of 400 nursing staff 200 nursing staff was interviewed. Participants were Nurse Aid, ANM, GNM, B.Sc. & P.B.BSc. 84% were female and 68% were under age group of 18 to 25 years. Out of 34 factors 23factors shows job satisfaction in nursing staff and 11 factors may be the reason for attrition.

Conclusion: Satisfied Nurse can retain and increase productivity. Therefore, assessment of factors impacting on job satisfaction and attrition is not one time activity, it needs to evaluate continuously. Thus, this study investigated the factors influencing job satisfaction and attrition in Nursing Staff in various hospitals in Pune.



KEYWORDS : Job satisfaction, nursing attrition, nurses turnover, nursing retention, job attrition .

1. INTRODUCTION

The study of Job Satisfaction generates positive output from both the organization and the individual. Lot of study has been done on the topic of Job Satisfaction around the world It is important to find out how satisfied the nurses were with their working environment. Present study is to understand job satisfaction factors of nursing staff of various hospitals in Pune. This will help to reduce the attrition and help to increase nursing care and give greater productivity. Multiple factors can impact on job satisfaction and attrition like payment, facilities, promotion, benefits and working condition. Previous literature shows high correlation between job satisfaction, commitment & better performance (Culphan, etal 2002)

2. REVIEW OF LITERATURE

Rajkumar Singh, (2013) studied that Hospital Employees are one of the most important stakeholders in hospitals to probe the factors influencing their job satisfaction. The positive performance of employee in

the organization is an outcome of his/her satisfactory job experience. This study shows that there is significant association between job satisfaction of employees and relationship behavior factors, pay and compensation factors, and training and career growth factors in the context of employee of private hospitals. Tarannum Jahan, (2013) study is to examine the Job satisfaction of Nurses in the working sector and to study the Salary satisfaction of Nurses. There is better Job satisfaction in Government sector Nurses than the Private sector. This may be due to the security of Job and the less working hours. Conclusion is that the nursing profession is very difficult. Private Hospital Nurses faced many problems, stress and dissatisfaction. Surendra Kumar, (2012), observed the Nursing turnover which is impacting on the performance & Profitability of healthcare organization. K Santhan Laxmi, etal; (2012), indicated the influence of workplace environment and stress related issues and also analyze the features of motivation initiatives adopted by hospitals with examination of factors which determine the satisfaction of female nurses. Result of this research indicates that both government and private hospital nurses the worklife balance is challengeable. Anita David, (2016), conducted to assist the level of knowledge on Job Satisfaction among the nursing Staff. Conclusion of this research is that majority of the staff nurses have moderate level of Job Satisfaction. There was no significant association between demographic variable and Job Satisfaction. Reema Gill(2011) presented the professional , social and economic reasons are behind the nursing shortage in India. There should be efforts to provide adequate infrastructure, remuneration and working conditions to the nurses. Efforts should be made by the government to retain qualified nursing personnel in the country. Nursing should be considered as an integral part of Human Resource in Health. Good working conditions should be provided. Nursing program me should be strengthen. The government should take initiatives and empower the same. K. Anusuyadevi, etal; (2013) accessed the dieticians and nurses attitudes and also determine how job satisfaction is affected by the moderate variables. The conclusion of this research is both nurses and dieticians are highly stressed and lack of job satisfaction in their profession. Sik hung Ng (1993) , Result of this research shows that turnover was significantly related to overall job satisfaction especially for career prospectus and relationship with supervisors. Archana G Nemmaniwar, etal; (2016) presented review of past literature of job satisfaction among hospital employees. Purpose of this research is to identify the gaps and explore different factors affecting job Satisfaction. Namrata Mohite ,etal; (2012), accessed Job satisfaction among nurses working in Tertiary care hospitals. Conclusion of this article is most of the nurses are highly satisfied in their job because of ability utilization, achievement, activity, advancement, authority, hospital policy, co workers, creativity, security, social service, social status, moral values, reorganization, responsibility, supervision, variety and working condition. C Selebi and A Minnaar, (2007), described the level of Job Satisfaction among nurses in Public Hospital. Some of the aspects which needs to be considered in a human resource planning strategy for nurses the management needs to rethink on nurses salary from supervision and relationships. Agezegn Asegid, et al (2014), studied that manager should modify the working environment rather than modify nurses to retain & maintain.

3. OBJECTIVES

1. To study factors that influence on job satisfaction and attrition among nursing staff.

4. MATERIAL AND METHODS

- 4.1 Study Area and Period :- The study was conducted over a period of 3 months in various hospitals in Pune
- 4.2 Study Design :- This study was an observational survey using questionnaire with 5 point likert scale to study factors of job satisfaction and attrition among nursing staff.
- 4.3 Population & Sample :- All nursing staff who have done their Nurse Aid, ANM, GNM, B.Sc & P.B.B.Sc. Study population was randomly selected. The respondents for the study were nurses working in various hospitals in Pune. Among the 400 population from various hospitals 205 nurses responded to the questionnaire, out of which 5 questionnaire was incomplete. Thus total sample size is 200 as per the Krejcie and Morgan sample size table.

- 4.4 Inclusion & Exclusion :- As per the availability of nursing staff in their busy schedules during the data collection.
- 4.5 Data Collection Instrument :- This study was used structure questionnaire with 5 point likert scale where 5 = Strongly Agree, 4 = Agree, 3 = undecided, 2 = Disagree, 1 = Strongly Disagree for job satisfaction. Questionnaire has three sections, first contained demographic data namely gender, age, marital status, education & experience, secondly section A contained 15 questions which were related to staff and section B contained 19 questions were related to management and rest of 3 are open ended to write their opinion.
- 4.6 Data Analysis :- Collected Data was filled in Excel Sheet and coded. The analysis was carried out using computer software SPSS (Version 22).

5 DATA ANALYSIS

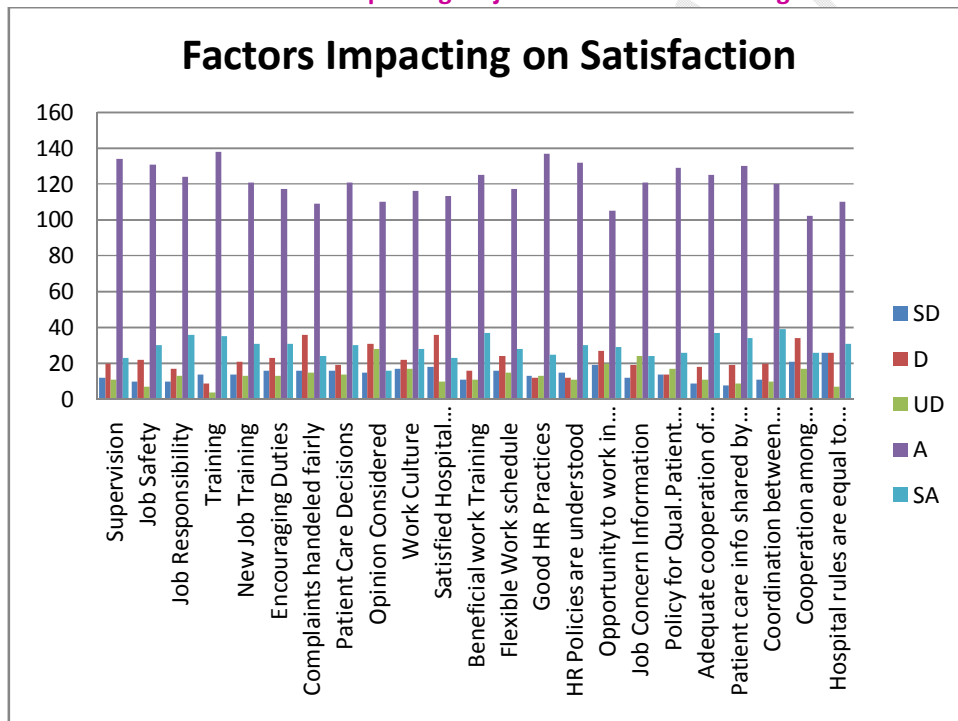
5.1 Demographic information of the study shows that out of 200 nursing staff 83.5% nurses were females and remaining 18.5% were male. 65.5 % nurses are unmarried and 67.5 nurses age was in between 18 to 25 years. From total participants 57% nurses were GNM, 26% B.Sc, 15.5% ANM, 1% Nurse Aid & .5% P.B.B.Sc. 62 % nurses have < 1 year experience in this hospital and 66 % nurse have outside experience of 4 years.

Table: 1
Shows demographic data

Socio Demographic Character		Frequency	Percentage
Gender	Male	33	16.5
	Female	167	83.5
Marital Status	Married	68	34.0
	Unmarried	131	65.5
	Divorced	1	.5
Age	18-25yrs	135	67.5
	26-35yrs	40	20.0
	36yrs and above	24	12.0
Education	Nurse Aid	2	1.0
	ANM	31	15.5
	GNM	114	57.0
	BSc	52	26.0
	PBBSc	1	.5
Work Experience in Bharati Hospital	<1 yr	124	62.0
	2yrs	16	8.0
	3yrs	9	4.5
	4yrs	4	2.0
	5yrs and above	47	23.5
Other Work Experience	<1 yr	40	20.0
	2yrs	6	3.0
	3yrs	5	2.5
	4yrs	2	1.0
	5yrs and above	15	7.5
	0 experience	132	66.0

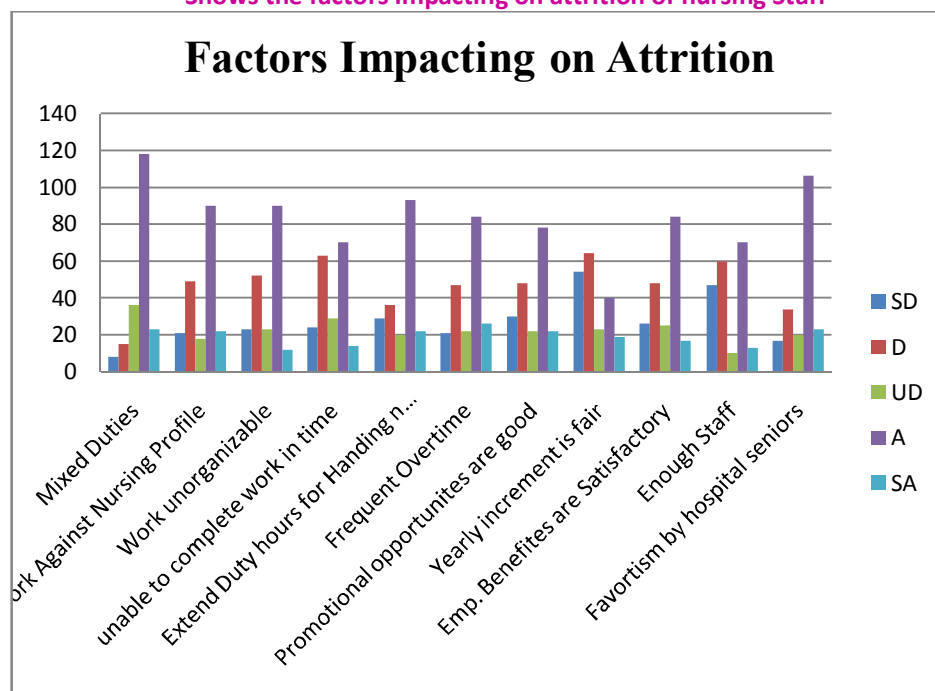
5.2 This study tried to present over all job satisfaction of nursing staff. 67% agreed that they received good supervision, 65.5% agreed that they received sufficient attention on job safety. 62% satisfied with their responsibilities, 69% satisfied as they are agreed with their regular trainings, 60.5 satisfied with new job assignment training, 58.5 % satisfied as they are agreed with their encouraging and motivating duties. 54.5 satisfied as they agreed that seniors are handled staff complaint fairly. 60.5% state that they have freedom to do important patient care. 55% staff’s opinion is considered at the time of job change. 58% agreed as they are satisfied with culture / environment, 56.5% satisfied with hospital management, 62.5 satisfied as they agreed on training received are beneficial, 58.5% agreed that work plain are flexible, 68.5 stated that HR practices are good, 66% understood the HR policies, 42 % are satisfied as they agreed for employee benefits, 52% satisfied for opportunity to work in critical area, 60.5 agreed that they hospital keeps informing about their job, 64.5 % stated that patient care policies are clear, 62.5 % agreed that they get adequate cooperation from doctors & residents, 65% agreed that doctors & residents share patient care and treatment information, 60 % agreed regarding team work and coordination, 51% satisfied as they agreed for various departments cooperation, 55% agreed that there are equal rules for all employee.

Figure : 1
Shows the factors impacting on job satisfaction of nursing Staff



5.3 This study also tried to summarize the factors which may be the cause for attrition. 59% unsatisfied as they agreed that their duties are varied/mixed/assorted, 45% unsatisfied as they asked to work against their profile, 45% unable to organized their work, 35% are not able to complete their job, 46.5 stated that handing and taking over need to extended duty time. 42% stated the frequency in over time, 39% disagreed on promotion opportunities, 57 % disagreed on yearly increments, 37 % disagree that employee benefits are satisfactory, 53.5 % disagreed that there is enough staff, 53% agreed that staff decisions are affected by favoritism.

Figure : 2
Shows the factors impacting on attrition of nursing Staff



6. FINDINGS

1. Population of staff nurse, was young and unmarried. Marital status was significant predictor of intention to leave the organization.
2. Factors impacting on Job satisfaction are good supervision, job safety, responsibilities, regular timings, training, encouragement & motivation, freedom for important patient care, culture and environment, hospital management, HR policies, benefits.
3. Factors impacting on attrition are unable to organized work due to work against the nursing profile, extending duty hours due to handing & taking over, frequency of overtime, promotional opportunities, yearly increment, not enough staff, and staff affected to favoritism.

7. CONCLUSION

This study investigated various factors that results in job satisfaction among the nurses in different hospitals in Pune. Among the different factors studied of job satisfaction, 11 factors like good supervision, job safety, responsibilities, regular timings, training, encouragement & motivation, freedom for important patient care, culture and environment, hospital management, HR policies, benefits made major impact. In addition to job satisfaction factors of attrition were also studied. 7 factors like unable to organized work due to work against the nursing profile, extending duty hours due to handing & taking over, frequency of overtime, promotional opportunities, yearly increment, not enough staff, and staff affected to favoritism were noticed which made impact on attrition. Thus assessment of factors impacting on job satisfaction and attrition is not one time activity, it needs to evaluate continuously. It is important part of Human Resource management in organization to analyze the employee job satisfaction. Satisfied Nurse can retain and increase productivity. Thus this study will help the hospital management to retain the nursing staff.

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