

ORIGINAL ARTICLE

Job Satisfaction and Retention Index among Nursing Officers in A Tertiary Care Centre: Descriptive Cross-Sectional Co-Relational Study

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ABSTRACT

Background: In the recent decades, it has been noticed that, nursing officers working in tertiary care hospital are moving to other hospitals or abroad leading to lower job satisfaction. Hence, this study is undertaken with an aim to correlate nurse's job satisfaction with retention index.

Materials and methods: The study followed a descriptive co-relational study design. By using simple random technique, the study participants (179) were selected and data was collected using English version of tools. Both male and female nursing officers having not less than one year of service and giving direct patient care were included and those who were on leave and had changes of work place during the past 6 months were excluded from the study. Job Satisfaction was assessed by Minnesota tool for Job Satisfaction (Shorter Form-1977) and Nurses Retention Index was assessed by Nurses Retention Index Scale (NRI).

Results: The results revealed that maximum of 158(88.3%) nursing officers were found to have average level of job satisfaction and majority of nursing officers 176(98.3%) were having high level of retention index. There is existence of positive co-relation between job satisfaction and retention index ($r=0.945$) with high statistical significance ($p<0.001$).

Conclusion: The Nurses Retention index and Job satisfaction were interrelated with each other. It is noted among nursing officers that higher their Job satisfaction is, better their Retention index and this would be reflected in their professional career growth.

KEYWORDS

• Nursing officers • Retention index • Job satisfaction

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INTRODUCTION

Background: Nursing as a profession encompasses patient care embodied with commitment and passion. Whether a person is unwell or not, and regardless of where they are, nursing officer provides the independent and team-based care to people of all ages, families, groups, and communities. They are active participants in the prevention of disease, the provision of primary healthcare, and the promotion of health.

Due to decreasing job satisfaction and declining retention index, there is a global nursing shortage which in turn endangering the calibre of our health care delivery system.¹ Effective retention strategies strengthen the nursing profession, improve quality outcomes, and increase patient satisfaction with care², while ineffective retention within organisations and the nursing profession has a number of negative effects on organisations, patients, and society³. Improper working conditions, unfavourable clinical environment and inflexible personal characteristics have an adverse effect on retention index and also affects job satisfaction^{4,5}. Conducive working environment and administration of the facility are reflected in the nurses' job satisfaction⁶. Numerous studies have shown that nurses' job unhappiness results in poor care⁷. Nurses frequently experience burnout as a result of dissatisfaction. Mostly, the nurse's inefficiency and overall care are impacted by their decreased level of job satisfaction⁸. Hence this study is undertaken with a purpose to specifically look into the relation of job satisfaction of nursing officers with the retention index.

MATERIALS AND METHODS

This descriptive cross-sectional co-relational study was conducted at the tertiary care teaching hospital in South India from June 2023 to August 2023. The list of nursing officers was obtained from the department of nursing services, after getting approval from the Institute Ethics Committee (Ref: JIP/IEC-OS/196/2023, dated 09/08/2023). Among the 1860 nursing officers, 568 nursing officers of both gender and who met the inclusion

criteria of having one year of experience and giving direct patient care were enlisted. Then by using simple random technique, from the 568 nursing officers, the estimated sample size of 179 study participants were selected and data was collected using English version of following tools. Nurses Retention Index Scale (NRI)⁹ was used to assess nurses' retention index and Minnesota tool for Job Satisfaction (Shorter Form 1977)¹⁰ was used to collect data on job satisfaction.

RESULTS

Description of background variables indicates that most of the nursing officers were in the age group of 31-40 years (88.8%). In regard to the gender, 66 were male nursing officers (36.9%) and 113 were female nursing officers (63.1%). Majority of them are married 173(96.6%) and their native place is Kerala 90 (50.3%) and their mother tongue is Malayalam 89(49.7%). The finding shows that 161 (89.9%) of them studied up to B.Sc. Nursing, 85(47.5%) are working in ward, 164(91.6%) of them has 6 to 10 years of experience, 97 (54.2%) has 31 to 40 hours of working per week, 91 (50.8%) has reported that there was absence of break, 159 (88.8%) reported that there was presence of social and collegial support, 129 (72.1%) has more than 6 hours of sleep, 170 (95.0%) were living with their family, 158 (88.3%) reported that there was absence of illness, and their income was 80001 to 90000 90 (50.3%).

The results revealed that maximum of 158(88.3%) nursing officers were found to have average level of job satisfaction and majority of nursing officers 176(98.3%) were having high level of retention. There is existence of positive co-relation between job satisfaction and retention index ($r=0.945$) with high statistical significance ($p<0.001$). Statistically significant association was found between job satisfaction and background variables such as educational status and social & collegial support ($p<0.05$), and presence of illness & domicile ($p<0.001$). Similarly, nurses retention index was found to be associated with the background variables such as gender & living arrangement ($p<0.05$), marital status, social and collegial support ($p<0.01$) and domicile ($p<0.001$).

Table 1: Description of Background Variables (N=179)

Background variables	Frequency (N)	Percentage (%)
Age in years		
21-30	10	5.6
31-40	159	88.8
41-50	10	5.6
Gender		
Male	66	36.9
Female	113	63.1
Educational status		
B.Sc. Nursing	161	89.9
Diploma in Nursing	1	0.6
GNM	1	0.6
M.Sc. Nursing	15	8.4
RGNM	1	0.6
Marital status		
Married	173	96.6
Unmarried	6	3.4
Working area/department		
Ward	85	47.5
ICU	58	32.4
OT	33	18.4
OPD	3	1.7
No of experience		
1 to 5 years	5	2.8
6 to 10 years	164	91.6
11 to 15 years	10	5.6
Working hours/week		
21 to 30 hours	5	2.8
31 to 40 hours	97	54.2
41 to 50 hours	75	41.9
51 to 60 hours	2	1.1
Time for break		
Present	88	49.2
Absent	91	50.8
Social and collegial support		
Present	20	11.2
Absent	159	88.8
Sleeping hours		
Less than 6 hours	50	27.9
More than 6 hours	129	72.1
Living arrangement		
Lives alone	9	5.0
Lives with family	170	95.0
Presence of illness		
Present	21	11.7
Absent	158	88.3
Mother tongue		
Tamil	68	38.0
Malayalam	89	49.7
Hindi	8	4.5
Telugu	7	3.9
Others	7	3.9
Domicile		
Andhra Pradesh	3	1.7
Chennai	9	5.0
Coimbatore	5	2.8

Cumbum	1	0.6
Delhi	5	2.8
Dharmapuri	1	0.6
Gujarat	1	0.6
Kanchipuram	1	0.6
Karnataka	3	1.7
Kerala	90	50.3
Lakshadweep	2	1.1
Mysore	1	0.6
Nagercoil	1	0.6
Puducherry	37	20.7
Rajasthan	1	0.6
Salem	1	0.6
Tamil Nadu	9	5.0
Telangana	4	2.2
Thanjavur	2	1.1
Tirupattur	1	0.6
Tuticorin	1	0.6
Income		
50001 to 60000	9	5.0
60001 to 70000	5	2.8
70001 to 80000	32	17.9
80001 to 90000	90	50.3
90001 to 100000	40	22.3
100001 to 110000	3	1.7

Table 2: Distribution of study participants based on their job satisfaction

Level of job satisfaction	Frequency	Percentage	Mean and Standard deviation
Low	11	6.1	
Average	158	88.3	45.22+14.43
High	10	5.6	

Table 3: Distribution of study participants based on their retention index

Level of retention index	Frequency	Percentage	Mean and Standard deviation
High	176	98.3	
Low	3	1.7	36.93 + 6.11

Table 4: Co-relation between nurses retention index and job satisfaction (n=179)

Variables	Nursing officers		
	Mean and Standard deviation	r value	p value
Job satisfaction	45.22+14.43		
Retention Index	36.93 + 6.11	0.945	0.000***
***Co-relation is highly significant at p< 0.001 level			

DISCUSSION

The primary goal of the study is to assess the relationship of job satisfaction and retention index among nursing officers. In this study

the background characteristics shows that the education qualification of the majority of the nursing officers is B.Sc. Nursing (47.5%) and 50.1% Nursing officers were in the age group of 26-30 years and these findings are supported by a Singapore based study conducted by Goh *et al.* at. where 30.9% of nurses had B.Sc. Nursing degree and 49.1% were reported to be below 30 years of age¹¹. In regard to the gender, the current study showed that 63.1% were female nursing officers and 96.6% are married, and these results were contradictory to the results of an Ethiopian study done by Gebregziabher *et al.* which showed that 60.1% were male nurses and most of them (56.1%) remained single.¹²

Interestingly, the results of the present study showed that majority of about 88.3% of nursing officers had an average level of job satisfaction, which is similar to the findings of a study conducted among 586 nurses in 20 hospitals in Northern part of India which indicated a medium level of job satisfaction among nurses¹³. In regard to retention index, it was found that a maximum of around 98.3% nursing officers had high level of retention index. However, results of the study conducted by Lakshman. S were contradictory to the current study findings, where it was reported that majority of the nurses had intention to leave the job¹⁴. When nurses job satisfaction is correlated with their retention index, a positive co-relation ($r=0.945$) can be very clearly noted from the present study with a high statistical significance ($p<0.001$). This particular finding is clearly supported by a study done by Lin *et al.* in Taiwan which revealed that majority of nurses intended to stay in job¹⁵.

The level of retention index is statistically associated with the background variables of this study such as gender & living arrangement ($p<0.05$), marital status, social and collegial support ($p<0.01$) and domicile ($p<0.001$). and this supported by a Korean study conducted by Kim *et al.* which showed that background variables like gender and marital status were associated with the level of retention index¹⁶ and to the contrary, the present study results were not supported by Coomber B & Louise Barriball K which showed that background variables like educational status and salary had association with the level of nurses retention index¹⁷ When job satisfaction was associated with the background variables,

a statistically significant association was found between job satisfaction and educational status, social & collegial support ($p<0.05$), and presence of illness & domicile ($p<0.001$) and this is supported by a Sweden based study, where the nurse's background variables like working area, collegial support and working days were associated with job satisfaction¹⁸. Whereas, the results of the study conducted by Deshmukh *et al.* in North India shows that background variables like age, work experience were strongly associated with job satisfaction which is contradictory to the current study¹⁹.

CONCLUSION

It can be clearly inferred that job satisfaction and retention index of nursing officers are closely related to each other and the impact created on one would certainly affect the other. Hence it is recommended that health care policy makers shall focus on strengthening the nursing workforce by imparting strategies to improve their job satisfaction and retention index.

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