

Job Satisfaction in Nurses and its Correlation with Experience of Working in the COVID 19 Hospital

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ABSTRACT

During the COVID-19 pandemic importance and role of nurses in health care team became pivotal. Worldwide nurse's played an important role and had taken active responsibility in caring patients during the COVID-19 pandemic. During that time they worked in a highly stressed environment with higher expectation.

This cross-sectional study was carried out to assess job satisfaction in nurses and its correlation with experience of working in the COVID-19 hospital. In this study total of 210 samples were selected by purposive sampling technique who met the inclusion criteria in a tertiary care hospital, Uttar Pradesh, India. Data collection were done with demographic profile tool, job satisfaction survey tool (standardized tool), and likert questionnaire to assess work experience. Reliability of the JSS was 0.91 and likert scale for work experience reliability was 0.89 calculated by by internal consistency reliabilities *i.e.* coefficient alpha. Result showed negative correlation of work experience and job satisfaction of nurses while working in the COVID-19 hospital showed which indicated that amongst work experience and job satisfaction. This relationship may or may not be representing causation between job satisfaction and job experience. Many study supports that they have average job satisfaction while working during pandemic. This study recommends that it can be carried out in larger sample involving multi hospitals.

Keywords: COVID-19; Burnout; Lack of job satisfaction; Psychological experience.

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INTRODUCTION

During pandemic importance of nurses in health care team became pivotal. Worldwide nurse's played an important role and had taken active responsibility in caring patients during the COVID-19 pandemic. Nurses were the front line professionals who took care of patients with COVID in the hospitals as well as in the community. Throughout pandemic nurses were key persons in health care team in caring and preventing COVID from further spread. During that time



they worked in highly stressed environment with higher expectation. Even though the World Health Organization announced COVID-19 as no longer a public health emergency, nurse's role remains vital in patient care.¹

It has been observed worldwide that during pandemic there was scarcity of human resources and hospitals were flooded with patients. So, nurses had increased workload, due to which nurses were significantly exposed to physical and psychological distress. Hence due to increased workload and distressful situation nurses showed burnout symptoms and they had lack of job satisfaction, which affected patient care during pandemic.²

In various research studies it was found that working environment affected nurses' psychological and interpersonal wellbeing and even patient care. Nurses had job satisfaction in the working environment in positive or negative manner. But during pandemic in one way nurses shown keen interest in taking care of patients which gave them job satisfaction in positive manner while in another way they had lack of job satisfaction due to heavy workload and lack of resources. It has been highlighted that heavy workload, lack of peer support, organizational situation, lack of autonomy, and inadequate salary were the emerged factors that affected job satisfaction among nurses during pandemic.^{3,4}

Therefore it was imperative that research to be undertaken to determine nurses' experience and their job satisfaction while working in the COVID hospital while taking care of COVID patients which was challenging in itself. Keeping this in view this study was conducted assess job satisfaction in nurses and its correlation with experience of working in the COVID-19 hospital.

NEED OF THE STUDY

In the midst of the COVID-19 outbreak, nurses encountered distinct stressors encompassing both personal and professional aspects, which potentially affected their levels of job satisfaction. Nurses experiencing anxiety related to COVID-19 exhibited higher levels of work-related stress, greater inclination towards leaving their jobs and reported a marked increase in their burnout level. As fundamental healthcare professionals accountable for patient care, nurses grappled with unparalleled challenges during pandemic which included step increase in workload, scarcity of resources, vulnerability to infection, and emotional distress. The emotional toll from seeing increased

patient morbidity and mortality during the pandemic, and the limited psychological support provided by the organization, significantly affected nurses' emotional wellbeing and job satisfaction. Reduction in salaries and increased workload played a significant role as well, with adequate remuneration and acknowledgment acting as motivational factors.¹³

A cross-sectional study with 1760 HCWs was conducted during June 2023 using single-item burnout measure and the "Job Satisfaction Survey". Data revealed, 91.1% of nurses experienced high levels of burnout, while the respective percentage for the other HCWs was 79.9%. Nurses' satisfaction was lower than other HCWs. In particular, 61.0% of nurses experienced low levels of satisfaction, while the respective percentage for the other HCWs was 38.8%.¹⁴

According to an Indian study conducted in Maharashtra (2020) the prevalence of personal burnout from COVID-19 was 44.6% (903), work-related burn-out was only 26.9% (544), while greater than half of the respondents (1,069, 52.8%) had pandemic-related burnout. Younger respondents (21-30 years) had higher personal and work-related burnout. The prevalence of personal and work-related burnout was significantly ($p < 0.01$) higher among females. The doctors were 1.64 times, and the support staff were 5 times more likely to experience pandemic-related burnout.¹⁵

By addressing the factors that influence job satisfaction, health care system can enhance nurse retention, improve patient care quality, and build a more resilient health care environment for future challenges. Therefore there was a need to conduct this study which would help in developing strategies to support this crucial workforce.

OBJECTIVES

- To assess job satisfaction of nurses working in COVID-19 hospital
- To Assess experience of nurses working in COVID-19 hospital
- To correlate job satisfaction and work experience of nurses working in COVID-19 hospital.

MATERIALS AND METHODS

This cross-sectional study was carried out to assess job satisfaction in nurses and its correlation with experience of working in the COVID-19

hospital. The study setting was a tertiary care hospital, Uttar Pradesh, India. A total of 210 samples were included in the study by purposive sampling technique who met the inclusion criteria. The inclusion criterion were nurses posted and worked in COVID-19 hospital since 2020, willing to participate in the study.

Instruments used for data collection were demographic profile, job satisfaction survey tool (standardized tool), and likert questionnaire to assess work experience. The Job Satisfaction Survey (JSS) scale consisted 36 items with nine facets; likert questionnaire to assess work experience had 4 dimensions with 24 items. Reliability of the JSS was 0.91 by internal consistency reliabilities (coefficient alpha) and for likert scale for work experience reliability was 0.89 by coefficient alpha.

Data collection began after obtaining approval from the Institutional Ethical Committee. Informed consents were taken from the participant before proceeding for the data collection.

RESULTS

Socio demographic characteristics of participants

Table 1 depicted that majority (77.1%) of participants were female and aged (54.3%) between 20-30 years. Most of the nurses were married (65.7%), had joint family (67.6%), studied GNM (92.4%) and majority (76.2%) of the nurses working during COVID-19 wards were on contractual job.

Table 1: Sociodemographic characteristics of participants

| Variable | n (%) |
|-----------------------|------------|
| Age in years | |
| 20-30 | 114 (54.3) |
| 31-40 | 80 (38.1) |
| 41-50 | 11 (5.2) |
| 51-60 | 5 (2.4) |
| Gender | |
| Male | 48 (22.9) |
| Female | 162 (77.1) |
| Marital status | |
| Married | 138 (65.7) |
| Unmarried | 71 (33.8) |
| Divorced | 1 (0.5) |
| Type of family | |
| Nuclear | 68 (32.4) |
| Joint | 142 (67.6) |

Table Cont...

| Professional Education | |
|------------------------|------------|
| GNM | 194 (92.4) |
| B.Sc. Nursing | 15 (7.1) |
| M.Sc. Nursing | 1 (0.5) |
| Status of Job | |
| Permanent | 50 (23.8) |
| Contractual | 160 (76.2) |

Job Satisfaction of Nurses

Table 2 revealed that during pandemic majority of nurses were ambivalently satisfied (80%), (15%) were satisfied with their job while working in the COVID-19 hospital.

Table 2: Job satisfaction of Nurses

| Job Satisfaction | n (%) |
|------------------|----------|
| Dissatisfaction | 10 (5) |
| Ambivalent | 168 (80) |
| Satisfaction | 32 (15) |

Work Experience of Nurses

According to table 3 the work experience of the participants, 33.8% nurses had average satisfaction, 22.4% were dissatisfied with their work while working in the COVID-19 hospital.

Table 3: Work experience of Nurses

| Work Experience Score | n (%) |
|-----------------------|-----------|
| Satisfied | 50 (23.8) |
| Average | 71 (33.8) |
| Dissatisfied | 47 (22.4) |

Correlation of work experience and job satisfaction of Nurses

Table 4 shows correlation of work experience and job satisfaction of nurses while working in the COVID-19 hospital showed negative correlation.

Table 4: Correlation of work experience and job satisfaction of Nurses

| Variables | n | Mean | Standard deviation | Correlation (r) |
|------------------|-----|--------|--------------------|-----------------|
| Work Experience | 210 | 77.25 | 8.34 | -0.027 |
| Job Satisfaction | | 130.26 | 14.48 | |

DISCUSSION

Researchers conducted this study with a view to the out finding correlation between job satisfaction and work experience of nurses working in COVID-19 hospital during pandemic. This study revealed that during pandemic majority of nurses

were ambivalently satisfied, and majority of nurses had average satisfaction with their work experience while working in the COVID-19 hospital during COVID-19 Pandemic.

In this study correlation of work experience and job satisfaction of nurses while working in the COVID-19 hospital showed negative correlation, which indicated that amongst work experience and job satisfaction, if one aspect increases while the other decreases, and vice-versa. This relationship may or may not be representing causation between job satisfaction and job experience.

Few researchers highlighted in their study that maximum participants in their study had medium level of job satisfaction whereas few had low level of job satisfaction. High level of job satisfaction among participants was low as compared to medium and low level of job satisfaction.⁵ Researchers carried out a study in Israel found that nurses who worked with COVID positive patients had lower occupational satisfaction which was statistically significant in nature.⁶ In another study it showed that one fourth of participants felt like quitting their job where they were working during pandemic and it also obviously found in the study that they had proportionately low job satisfaction.⁷

In current study the work experience of the participants, most of the nurses have average work experience satisfaction, which is related to a study which supported that maximum participants expressed that on first day of pandemic, the workload in the hospitals were over whelming. Many were not satisfied with the repeated change in hospital protocols for caring patients, protocols related to prevention of COVID spread and various treatment modalities.⁸ A study reported that due to various experiences encountered by nurses during pandemic resulted in tumbling into chaos, diminished nursing care, and changes into pandemic ICU care.⁹ In another study, few researchers reported that during pandemic, the nurses who were involved in triage in emergency department had fear of infection and transmission, demand of high work pressure, lack of team strength and the attitude of care of leaders.¹⁰ Another study revealed that, the newly recruited male nurses showed negative emotions at the beginning of pandemic, due to sudden changes in working conditions, then, they gradually mastered in the working skills and trained themselves psychologically to cope up with the COVID-19 and developed a positive attitude toward life and shown a high sense of professional responsibility in patient care.¹¹ Another study reported that, during pandemic, job performance

among the health care workers had no significant correlation with psychological workload while working in the COVID ward.¹²

CONCLUSION

This study highlighted that if work experience and job satisfaction among nurses were inversely correlated, if one tend to increase then, other one decreases or vice versa. This study recommends that it can be carried out in larger sample involving multi hospitals.

Conflict of Interest: No potential conflict of interest relevant to this article was reported.

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