

Original Research Article

Job satisfaction among nurse's in public and private sector in Dhaka City of Bangladesh: a comparative study

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ABSTRACT

Background: Nursing is a recognized noble profession that has relations with the healing ability and a sense of reflection to serve humanity. Variations in health care sectors including reorganization, redesigning, intensifying the roles of health care professionals are the cause of nurses to extend their responsibilities. The study was aimed to analyze the level of job satisfaction among nurses in public and private sector in Dhaka city of Bangladesh.

Methods: A descriptive cross-sectional type of study was carried out among the nurses of the selected hospitals, data was collected using self-administered semi-structured questionnaire and it was analysed using SPSS.

Results: In this study the mean age of the respondents from public hospital was 34.61 ± 7.79 years. On the other hand from private hospital the mean age was 29.33 ± 5.91 years more than half (56%) of the respondents from public hospital had diploma in nursing, while most (45%) of the respondents from private hospital had B.Sc. in nursing. Slightly above six-tenths (61%) of the respondents were satisfied with their present job and the rest of the respondents were not satisfied.

Conclusions: The finding of this study revealed that the respondents who are working in the public hospital were more satisfied than their counterpart.

Keywords: Satisfaction, Nurses, Job, Health, Bangladesh

INTRODUCTION

Nurses need enthusiasm and feeling love, caring attitude and alarming concern to fulfill the needs of their patients.¹ Nursing is an identified noble profession that has relations with the healing ability and a sense of reflection to serve humanity. Disparity in health care sectors including reorganization, redesigning, escalate the roles of health care professionals are the cause of nurses to enlarge their responsibilities. They have to face many awkwardness in providing care to the patients with their quick changing roles and separate environment.² Moreover, worldwide nursing is dealing with the shortage

of work force that creates a significant threat which is society's most vulnerable populations and has adverse implications for the quality of health care.³ Dealing with these situations, nurses' job satisfaction has become a major concern in the health care sector globally.⁴ Quality assurance in health includes all the movements taken to encourage and intensify health care.⁵

Job satisfaction among nurses is a crucial concern in Bangladesh; limited research in this area has been found in Bangladesh. Some surveys reported that job satisfaction among nurses in Bangladesh was near to the ground.^{6,7} Humans accomplish optimally when satisfied

with their work. Job satisfaction is regulated by the degree to which the characteristics of a job fulfill a person's needs. The higher the balance of satisfaction over dissatisfaction, the more likely it is that an individual will play an active role in the fulfillment of organizational goals.⁵ The nursing shortage results in a "brain drain" of this essential source from low income countries. A range of factors has been shown to contribute to the shortage of nurses, including poor job satisfaction.^{8,9} According to WHO in Bangladesh, about 90% of the nurses were not satisfied with their job.⁷ This study was aimed to analyze and compare the level of job satisfaction among nurses in public and private sector in Dhaka city of Bangladesh.

METHODS

A cross-sectional type of study was conducted for a period of five months (June to November 2017), among the nurses in Dhaka medical college hospital (DMCH) and Labaid hospital Dhaka Bangladesh. The targeted population was all the registered nurses in the selected hospitals who were available and willing to participate.

A sample of 200 nurses was selected purposively. All the respondents were given the necessary information regarding this study and the data was collected from the respondents using self-administered, pre-tested, semi-structured questionnaire, after taking verbal consent form from the participants. All the collected data, was checked for

completeness, correctness and internal consistency to exclude missing or inconsistent data and those were discarded. Corrected data was entered into Statistical Package for Social Sciences (SPSS) statistical software version 20 for the analysis.

RESULTS

Socio-demographic distribution of the respondents

In the present study the majority (61.0%) of the respondents were between 26-36 years old. The mean age of the respondents from public hospital was 34.610 ± 7.793 years. On the other hand the mean age of them was 29.330 ± 5.910 years. Most of the respondents (82%) were female and the rest were male, above nine-tenths (91%) of the respondents from public hospital were female, while from the counterpart more than seven-tenths (73%) of the respondents were female. The majority (72%) of the respondents was married and the rest were unmarried. According to residence distribution of the respondents about 91% of the respondents were residing in urban areas. Close to half (48%) of the respondents had diploma level of education, followed by B.Sc. in nursing (38.5%) and the rest had masters level of education. More than half (56%) of the respondents in the public hospital had diploma in nursing and from the private hospital above two-fifths (45%) had B.Sc. in nursing (Table 1).

Table 1: Socio-demographic distribution of the respondents (n=200).

Variables	Public n (%)	Private n (%)	Total n (%)
Age (years)			
≤25	3 (3.0)	2 (2.0)	5 (2.5)
26-36	63 (63.0)	59 (59.0)	122 (61.0)
37-47	19 (19.0)	36 (36.0)	55 (27.5)
>47	15 (15.0)	2 (2.0)	17 (8.5)
Mean±SD	34.610±7.793	29.330±5.910	
Gender			
Male	9 (9.0)	27 (27.0)	36 (18.0)
Female	91 (91.0)	73 (73.0)	164 (82.0)
Marital status			
Married	66 (66.0)	48 (48.0)	144 (72.0)
Unmarried	34 (34.0)	52 (52.0)	86 (28.0)
Residence			
Rural	11 (11.0)	2 (2.0)	13 (6.5)
Urban	89 (89.0)	98 (98.0)	187 (93.5)
Professional qualification			
Diploma in nursing	56 (56.0)	40 (40.0)	96 (48.0)
B.Sc. in nursing	32 (32.0)	45 (45.0)	77 (38.5)
Masters	12 (12.0)	15 (15.0)	27 (13.5)
Service experience (years)			
<5	3 (3.0)	34 (34.0)	37 (18.5)
5-10	69 (69.0)	52 (52.0)	121 (60.5)
>10	28 (28.0)	14 (14.0)	42 (21.0)

Continued.

Variables	Public n (%)	Private n (%)	Total n (%)
Income (taka)			
≤28000	38 (38.0)	1 (1.0)	39 (19.5)
29000-39000	29 (29.0)	39 (39.0)	68 (34.0)
40000-50000	30 (30.0)	45 (45.0)	75 (37.5)
>50000	3 (3.0)	15 (15.0)	18 (9.0)
Mean±SD	34640.0±8454.9	28150.0±7435.0	

**80 taka=1USD.

Table 2: Distribution of the respondents based on job satisfaction (n=200).

Hospital	Satisfaction		Total n (%)	Df	Chi-square	P value
	Yes n (%)	No n (%)				
Public	91(91.0)	9(9.0)	100(50.0)	1	75.662	<0.001
Private	31(31.0)	69(69.0)	100(50.0)			
Total	122(61.0)	78(39.0)	200(100.0)			

Table 3: Relationship between job satisfaction and some socio-demographic factors (n=200).

Variables	Satisfaction		Total	Df	Chi-square	P-value
	Yes	No				
Age group						
≤25	4	1	5	3	46.722	<0.001
26-36	52	70	122			
37-47	50	5	55			
>47	16	1	17			
Monthly income (taka)						
≤28000	2	37	39	3	78.208	<0.001
29000-39000	39	29	68			
40000-50000	65	10	75			
>50000	16	2	18			
Residence						
Rural	10	3	13	1	1.482	0.223
Urban	112	75	187			
Professional qualification						
Diploma	33	63	96	2	55.269	<0.001
B.Sc. in nursing	67	10	77			
Masters	22	5	27			
Year of service experience						
<5 years	2	35	37	2	67.783	<0.001
5-10 years	81	40	121			
>10 years	39	3	42			
Total	122	78	200			

It also demonstrated that little above three-fifths (60.5%) of the respondents had 5-10 years of service experience. The majority (37.5%) of the respondents was earning 40000-50000 taka per month, the mean monthly income was 34640.0±8454.9 taka. On the other hand the mean monthly income was 28150.0±7435.0 taka.

Distribution of the respondents according to job satisfaction

Table 2 demonstrated that slightly above six-tenths (61%) of the respondents were satisfied with their present job and the rest of the respondents were not satisfied. Most of

the respondents from public hospital (91.0%) were satisfied with their job while in the other way round only about 31% of the respondents from private hospital were satisfied and the rest (69%) of them were not satisfied. It has also been found that there was significant association ($p<0.001$) between job satisfaction and hospital type of the respondents.

Relationship between job satisfaction and some socio-demographic factors

Table 3 showed that job satisfaction was found to be significantly associated with age of the respondents

($p < 0.001$), monthly income ($p < 0.001$), professional qualification ($p < 0.001$) and years of service experience ($p < 0.001$). However it was not associated with residence of the respondents ($p = 0.223$).

DISCUSSION

Nurses hold a greater part of positions in the most health care organizations and are considered to be essential for ensuring the quality of patient care and cost minimization. A study reported that organizational factors and substandard working conditions have also been strongly associated with job dissatisfaction, while the social aspects of a job have been found to be a strong predictor of job satisfaction.¹⁰

Nurses' job satisfaction is defined as the scope to which the contrast between the amount of rewards received by nurses and the amount they believed that they should receive.¹¹ In present study above six-tenths (61%) of the respondents were satisfied with their present job and the rest of the respondents were not satisfied. Our finding was little bit lower than the finding of another study which reported that about 76% of healthcare professionals were satisfied with their current jobs in overall job satisfaction at Tilganga eye centre.¹² Our finding was not similar to the findings of another study which reported that the majority of the participants were not satisfied with their job.¹³

In our study most of the respondents from public hospital (91.0%) were satisfied with their job while on the other hand only about 31% of the respondents from private hospital were satisfied. Our finding is inconsistent with the findings of a similar study done by Pillay, who reported that public sector nurses were highly dissatisfied with salaries, workload and resources, while private sector nurses were moderately dissatisfied with pay, workload and opportunities to develop.¹⁴ It has also been found that there was significant association between job satisfaction and hospital type of the respondents. Many studies about job satisfaction reported that the quality of the healthcare was found to be associated with job satisfaction.^{15,16} Consequently, the job satisfaction among nurses should be a great concern for any health care organizations. Our study demonstrated that job satisfaction was found to be significantly associated with age of the respondents, monthly income, professional qualification and years of service experience. A study in Nigeria also reported that there is significant positive relationship between age, work experience and job satisfaction.¹⁷ Another study also reported that employees with longer experience were also more satisfied than those with short experience.¹⁸ In a study done by Hardigan et al, they reported that the most significant finding from this study is that age, income, and practice site can predict job satisfaction among practicing pharmacists.¹⁹

CONCLUSION

The findings of this study reveals that more than three-fifths of the respondents were satisfied with their present job and the respondents who are working in the public hospital were more satisfied than their counterpart. It further revealed that there was significant association between job satisfaction and hospital type of the respondents.

It also reported that job satisfaction was found to be significantly associated with some socio-demographic factors such as age of the respondents, monthly income, professional qualification and years of service experience.

Recommendations

- Generally the nurses should be allowed to make some decision on their own and should be properly evaluated and promoted based on one's performance.
- Nurses should be compliant for organizational structure and policy that can give a better environment.
- Every hospitals should infuse in nurses through giving orientation, staff development and upgrade work environment as such measures are more cost-effective in the long term.

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