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## Psychosocial well-being and Job Satisfaction among Nurses in the Philippines

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### ABSTRACT

Nursing is a profession in the health care sector that is pivotal and solely focused on serving humanity. With having to carry that burden, issues regarding mental health among nurses have been increasing. Stress is often encountered by nurses in the workplace, which eventually leads to burnout. Initial evidence suggests that a positive or an increase in psychosocial well-being increases job satisfaction. The purpose of the study was to examine the relationship between psychosocial wellbeing and job satisfaction, and examine the significant difference in psychological wellbeing and job satisfaction when considering age. Correlational design utilized was used where 100 registered nurses were a purposive sample from selected hospitals in the philippines. Psychosocial well-being was measured using Carol Ryff's Psychosocial Well-Being Questionnaire, and job satisfaction was measured using the Job Satisfaction Survey (JSS) by Paul Specter. The statistical treatment used was Pearson correlation, T-Test to address the research questions. The results of the study showed that there was a low positive significant relationship between psychosocial wellbeing and job satisfaction. There was no significant difference in psychosocial wellbeing and job satisfaction when age was considered. The results of the study showed that registered nurses have high psychosocial wellbeing and which makes them have high job satisfaction at their work environment. The study recommends that more studies should be done to identify factors influencing psychosocial well-being, job satisfaction, Resilience-oriented training for the nurses are suggested to enhance resilience and protect the nurses from extensive stress and burnout as well as to benefit the organization with lower turnover rates and higher nurse-patient outcome.

**Keywords:** Psychosocial wellbeing, Job satisfaction, Registered nurses.

### INTRODUCTION

Over the decades, nursing as a profession has evolved in many ways, increasing work demands and placing extra pressure. Numerous researches deemed nursing as a stressful profession (Srinivasan & Samuel, 2014; Jose & Bhat, 2013; Milutinovic, & Prokes, 2012).

All over the world, nurses account the largest population in the hospital and they too perform 50 to 80 percent than all other health care sectors. (Shoorovazi, Dalir, Atefi, Tohidi, & Forouhari, 2016). Nursing is a profession in the health care sector that is pivotal and solely focused on serving humanity. It deals with individuals, families, groups, and the entire community. They function to prevent diseases and promote optimal quality of life. With having to carry that heavy burden, issues regarding mental health among nurses have been increasing. In a study conducted by Levtak, Ruhm, and Gupta (2012), nurses experience depressive symptoms at a rate of 18 percent, compared with the US's general public rate of depression at 9 percent. However, in the Philippines, there are no existing data regarding depression among nurses despite the researchers' effort to search for local statistics data.

As the rate increases, causes relative to the health of nurses should be given attention. Health, as defined by the World Health Organization, is a state of "complete physical, mental and social well-being and not merely the absence of disease or infirmity" (WHO, 1948). This is the right of every individual (WHO, 2018). One of the aspects of health is the psychological and social well-being which was later coined by Selligman, (2012) as 'psychosocial' well-being. The study by Mozaffari, et al. (2015) states that it is one of the most important factors of health since it reflects directly the interpersonal experience of an individual.

Research suggests that high levels of stress can impact the health of an individual especially the psychosocial aspect of health (Khoury, Sharma, Rush, & Fournier, 2015). One of the highest contributors to stress in the workplace. Workplace stress represents a poor state of psychosocial well-being. In the nursing profession, workplace stress is caused by four factors: a) increased work demands that can actually threaten knowledge, skills and attitude, b) poor support system, c) little to no control of things, d) work that doesn't fulfill their needs (Moustaka & Constantinidis, 2010). Exposure to these stressors can directly impact the nurse's health negatively and develop poor work outcomes (Khamisa, Oldenburg, Peltzer, & Ilic, 2015).

If stress is not resolved, it leads to what now known as a mental problem called burnout. It is not surprising that a lot of nurses experience burnout. Burnout is a psychological response to chronic workplace stressors (Maslach, 2004). In a study conducted by Laschinger and Fida (2014), they discussed that the prevalence of burnout in nursing is particularly high, because of the high emotional and physical demands of this work. High burnout levels in nursing have been associated with heavy workloads, inadequate staffing levels, and job dissatisfaction.

In a study conducted by Donoso et al (2015), they promoted positive emotional job demands on nurses by providing lesser demands through lessening the idea of what an ideal nurse should be – one of the factors of workplace stress – and concentrated on providing holistic care which resulted to positive work outcome and good psychosocial well-being. The positive effect on the well-being of the nurses enhances vigor at work and promotes job satisfaction. Moreover, a study conducted by Bianchi (2004), found out that despite having poor job satisfaction, a good psychosocial environment could bring positive working outcomes. Still, both developed and developing countries are faced with the global problem of nurses leaving the profession brought by different factors in the workplace (Burke, Moodie, Dolan, & Fiksenbaum, 2012).

There is limited literature that examines the relationship between psychosocial well-being and job satisfaction among nurses in the Philippines. The aim of this study is to examine the psychological well-being and job satisfaction of nurses working in Baguio general hospital and medical center. Specially, it will answer the following question:

1. Is there a significant relationship between psychosocial wellbeing and job satisfaction among the nurses in the Philippines?
2. Is there a significant difference between psychosocial well-being and job satisfaction among the nurses when considering age?

## **LITERATURE REVIEW**

Psychosocial well-being is defined as the individual's perception, interaction, feelings and experience in an environment that is influenced by social, cultural, and political context (Kadkhodae & Shuresh, 2013; Mahmoodabad, et al., 2016). In assessing the psychosocial well-being, the social aspect is often the cause of poor psychosocial well-being as well as poor job satisfaction, wherein, communication plays a very big role. Lack of communication can cause misunderstandings and errors in communication in the hospital setting especially when there is workplace diversity, language barriers, and different nursing and social culture (Jose, 2011) thus, preventing some nurses from using their skills and knowledge in the clinical setting, being assertive, and also demonstrating leadership (Timmilsina Bhandari, Xiao, & Belan, 2014). These barriers can increase stress demands and create gaps in the workplace setting.

Job satisfaction is a multifactorial and dynamic phenomenon. Even with the availability of immense research studies conducted on job satisfaction, there is still no clear definition of job

satisfaction in the nursing field. Most researchers define job satisfaction based on the items of their chosen questionnaire (Gurkova, Cap, Ziakova, & Duriskova, 2011). The study defines job satisfaction as the feeling of happiness and having an interest in the work in terms of pay, promotion, supervision, fringe benefits, contingent rewards, operating conditions, co-workers, and communication. Some researchers postulated that educational background (Samiei, Abdul Manaf, Ismail, & Kandasamy, 2016), years of experience, autonomy, age, and professionalism (Lu, Barriball, Zhang, & While, 2012) also have an effect, positive and/or negative, on job satisfaction.

Research studies have shown conflicting results with regards to the effect of different factors such as nature of work, pay, promotion, supervision, fringe benefits, contingent rewards, operating conditions, co-workers, and communication to job satisfaction and dissatisfaction (Gurkova, Cap, Ziakova, & Duriskova, 2011). Gurkova et al. (2011) posited that demographic data such as years of experience in the nursing profession, age, and education have no direct relationship on job satisfaction. This is further supported by Samiei et al. (2016) who stated that years of experience of the nursing profession, age, and educational background have a very weak relationship on job satisfaction. On the other hand, a study conducted by Li and Lambert (2008) found out that years of experience is a positive predictor of job satisfaction. Timnilsina et al. (2014) also stated that years of experience has a positive effect on job satisfaction. Job satisfaction has always been an important issue because of high levels of absenteeism and turnover rate among nurses.

Job satisfaction is not the top priority of employers or organizations perhaps because they have failed to understand that satisfied nurse employees tend to be more productive, creative, and committed to their jobs (Moumtzoglou, 2010). Nurses abandon their profession because of low salary, bad quality of education, and unfavorable working conditions (Moumtzoglou, 2010), which are causes of dissatisfaction on nurses. Nurses will go where they are respected, rewarded for their problem-solving skills, challenged appropriately, and given personal and professional development (Khunou & Davhana-Maselesele, 2016). Promotion, pay, nature of work, fringe benefits, contingent rewards, co-workers, supervision, and operating conditions contribute more to the job satisfaction of nurses (Prosen & Piskar, 2015).

Initial evidence suggests that a positive or an increase psychosocial well-being increases job satisfaction that eventually leads to increase in the quality of health care services received by clients (Shoorovazi, Dalir, Atefi, Tohidi, & Forouhari, 2016). And as expected, an increase in

workplace stress decreases job satisfaction and poor delivery of health to patients (Jose & Bhat, 2013).

## **METHODS**

The study used a correlational design to examine the psychosocial well-being and job satisfaction among registered nurses in the Philippines. The study was conducted in the Philippines. The study utilized purposive sampling to sample 100 nurses among selected hospitals. The inclusion criteria for the respondents are: a) a graduate of BSN program and an RN, b) must be in the job order, nurse I, or nurse II position. The exclusion criteria for the respondents are a) nurse supervisors and nurse administrators, b) nursing attendants.

Out of the 100 nurses, 33 (33%) were male, 67 (67%) were females. The ages of the respondent were 18-29 years were 41(41 %), 30-44 years were 59 (59%). The clinical experiences of the respondents showed that from 1-4 years was 37 (37%), from 5-9 years was 58 (58 %) and 10 years as above was 5(5%).

Psychosocial well-being questionnaire developed by (Ryff & Keyes, 1995). It consists of 42 items measuring 6 subscales of psychosocial well-being such as autonomy, environmental mastery, personal growth, positive relations with others, purpose in life, self-acceptance. Respondents will respond through indicating on a 6-point Likert scale how true each statement is of them. Job Satisfaction Survey (JSS) by Paul Spector. He developed it to measure job satisfaction in organizations in human service, public and non-profit sectors. JSS is a 36 item, nine facet scale to assess employee attitudes about the job and aspects of the job. The reliability measurement based on the internal consistency by using Cronbach Alpha resulted that psychosocial wellbeing was .805 and job satisfaction was .895

In determining the strength of the relationship Cohen (1998) absolute correlation values where  $r=.10$  to  $.29$  meaning small or low,  $r=.30$  to  $.49$  is medium or moderate and larger  $r=.50$  to  $1.0$  is large or high and interpreted were used furthermore in determining the significant difference value where  $.01$ =small effect,  $.06$ =moderate effect,  $.14$ =large effect.

All eligible registered nurses received a copy of the questionnaires from the researchers. The registered nurses were approached after their clinical duty and the researchers explained the purpose and procedure of the study. Registered nurses who were willing to participate in the study were given a questionnaire to fill and the questionnaire was collected and sealed after completing the questionnaire. Ethical consideration was taken into account during the study.

The study used the Statistical Package for Social Sciences (SPSS) version 22 to analyze the data. Question one was answered by using Pearson Correlation Coefficients were used to determine the relationship based on their strength and direction of psychosocial wellbeing and job satisfaction. Question two was answered by using T-Test was used to assess the differences between registered nurses' psychosocial wellbeing and job satisfaction when considering sex.

## RESULTS

Pearson correlation coefficient was used to examine the first research question to determine the relationship between psychosocial wellbeing and job satisfaction. The relationship between psychosocial wellbeing and job satisfaction showed a small significant positive relationship ( $r=.271$ ,  $p=0.006$ ) at a 95% confidence interval. This means that psychosocial wellbeing correlates with nurses' job satisfaction This means that as the psychosocial wellbeing of nurses increases their job satisfaction and increases. The study rejects the null hypothesis that there is no significant relationship between psychological wellbeing and job satisfaction of nurses. The result of the study is supported by Shoorovazi, Dalir, Atefi, Tohidi, and Forouhari, (2016) which posits that an increase psychosocial well-being increases job satisfaction that eventually leads to increase in the quality of health care services received by clients.

Table 1. **Relationship Between Psychosocial wellbeing and Job satisfaction**

<b>Correlations</b>			
		Psychosocial wellbeing	Job satisfaction
Psychosocial wellbeing	Pearson Correlation	1	.271**
	Sig. (2-tailed)		.006
	N	100	100

\*\* . Correlation is significant at the 0.01 level (2-tailed).

### **Difference in Job Satisfaction when considering Age**

An independent-samples t-test was conducted to compare the scores for 18-29 years and 30-44 years on Job satisfaction. There was no significant difference in scores for 18-29 years ( $M = 3.3424$ ,  $SD = .47523$ ) and 30-44 years ( $M = 3.1907$ ,  $SD = .50628$ ;  $t(98) = 1.511$ ,  $p = .134$ , two-tailed). The magnitude of the differences in the means (mean difference = .15176, 95%

CI: .35102 to-.04750 ) at equal variance assumed. This study fails to reject the null hypothesis that there is no significant difference in job satisfaction when considering Age.

**Table 2. T-Test of Job Satisfaction when considering Age**

		<b>Independent Samples Test</b>									
		Levene's Test for Equality of Variances			t-test for Equality of Means					95% Confidence Interval of the Difference	
		F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper	
Job satisfaction	Equal variances assumed	.075	.785	1.511	98	.134	.15176	.10041	-.04750	.35102	
	Equal variances not assumed			1.529	89.558	.130	.15176	.09926	-.04545	.34897	

**The difference in Psychosocial wellbeing when considering Age**

An independent-samples t-test was conducted to compare the scores for 18-29 years and 30-44 years on Psychosocial wellbeing. There was no significant difference in scores for 18-29 years (M =3.0605, SD = .40600) and 30-44 years (M = 2.9753, SD =.25350; t (61.496 )= 1.192, p = .238, two-tailed). The magnitude of the differences in the means (mean difference = .08523, 95% CI: .22815 to -.05768 ) at equal variance not assumed. This study fails to reject the null hypothesis that there is no significant difference in Psychosocial wellbeing when considering Age. The results of the study contradict the finding of Steptoe et al. (2015) which posited that as people age, they earn social experience and emotional wisdom; thus older people are better at coping and maintaining their wellbeing than younger people

Table 3. T-Test of Psychosocial wellbeing when considering Age

		Independent Samples Test								
		Levene's Test for Equality of Variances		t-test for Equality of Means					95% Confidence Interval of the Difference	
		F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
Psychosocial wellbeing	Equal variances assumed	10.766	.001	1.292	98	.199	.08523	.06598	-.04571	.21617
	Equal variances not assumed			1.192	61.496	.238	.08523	.07148	-.05768	.22815

**DISCUSSION**

Averagely, the nurses in the philippines have high psychosocial well-being. In the six dimensions of Ryff’s psychological and social well-being namely, autonomy, environmental mastery, personal growth, positive relations, purpose in life, and self-acceptance; the nurses have neither high nor low well-being. This indicates that despite the recognized high levels of stress, chaotic healthcare setting and workload in the nursing profession, nurses remain resilient. Resilience has a substantial effect on psychosocial well-being at work thus increasing job satisfaction as well (Cope, Jones, & Hendricks, 2014). Furthermore, the nurses similarly experience high job satisfaction. Though nurses are generally dissatisfied with pay, promotion, and benefits, this is suppressed by their feeling of joy and satisfaction from their patients’ expression of appreciation and their entitlement to their noble job of caring for others in need.

**Recommendation**

The researchers recommend that other studies should be done on a larger scale to identify factors influencing psychosocial well –being, job satisfaction. psychosocial well-being and job satisfaction may be explored with various variables since there are a lot of areas with a good opportunity. Resilience-oriented training for the nurses is suggested to enhance resilience and protect the nurses from extensive stress and burnout as well as to benefit the organization with lower turnover rates and higher nurse-patient outcome. Averagely, the



nurses in the philippines have high psychosocial well-being. In the six dimensions of Ryff's psychological and social well-being namely, autonomy, environmental mastery, personal growth, positive relations, purpose in life, and self-acceptance; the nurses have neither high nor low well-being. This indicates that despite the recognized high levels of stress, chaotic healthcare setting and workload in the nursing profession, nurses remain resilient. Resilience has a substantial effect on psychosocial well-being at work thus increasing job satisfaction as well (Cope, Jones, & Hendricks, 2014). Furthermore, the nurses similarly experience high job satisfaction. Though nurses are generally dissatisfied with pay, promotion, and benefits, this is suppressed by their feeling of joy and satisfaction from their patients' expression of appreciation and their entitlement to their noble job of caring for others in need.

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