

# Job Satisfaction on Nursing Staff at Hospital: A Systematic Review

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**Abstract:** Objective: summarizes the empirical research on job satisfaction on the nurse with the aim of improving the quality of health services. Method: review the article with a systematic review method that uses PICO method-based article search from four international databases reporting on nurses' job satisfaction. Result: from the search got 15 articles covering about nurse, job satisfaction, and quality of health service. Discussion: nursing work satisfaction can be influenced by work environment, organizational support, working conditions, work engagement, empowerment and commitment. Conclusions: this study provides a broad overview of job satisfaction on nurses focused on nurses working in hospitals.

## 1 INTRODUCTION

Nurse is one of the health workers who face the patient for 24 hours in providing health services. Nurses experience difficult professional conditions such as heavy work schedules and workloads and conditions of the infectious work environment (Ioannou et al. 2015). Nurses are often exposed to high stress and emotional states associated with working conditions such as severe patient conditions, critical and life-threatening patient conditions (Li et al. 2014). Job stress is one of the most important workplace health risks for employees, and job satisfaction has been considered as a crucial factor in the provision of high quality services and superior performance at hospitals (Trivellas, Reklitis, and Platis 2013).

Satisfied employees are closely related with organizational success and performance, leading job satisfaction to become a key employee attitude. Employees feel greater satisfaction when they have freedom and independence to make work-related decisions (Gözükara and Çolakoğlu 2016). Satisfied employees are considered the key components of organizations that strive for success (Berry, 1997). It is known that an organization becomes more efficient when it has more satisfied employees (Robbins & Judge, 2007). Satisfied nurses will show better performance, lower absenteeism and demonstrate high motivation in work (Baum and Kagan 2015).

Job satisfaction is one of the important things in the management of an organization. An organization can be successful by ensuring regularly about the satisfaction of their employees. In other words, the more employees of an organization feel satisfied the employee will be more happy to work on the organization and show good performance. The best hospital health services can be achieved if the nurses give their best performance. Therefore, the factors that can affect the work satisfaction of nurses is very important and need to be studied. Based on this the authors considered it necessary to do a systematic review or systematic review of some articles that discussed the factors that can affect the work satisfaction nurse.

## 2 METHODS

Preparation of this systematic review begins by doing a search of articles in accordance with the topic raised the factors that affect job satisfaction nurse. Article searches are performed from Google Scholar, Sage, Proquest, and Science Direct databases. Keywords used for the search of articles are: "job satisfaction", "nurse", AND "hospital". Search from the google scholar page using the keywords "job satisfaction" and "nurse".

The inclusion criteria used in this systematic review are: articles restricted from 2011-2018, research articles, theses, published theses and

dissertations, articles in English and Indonesian, and articles with nurse research respondents working in the Hospital.

### 3 RESULTS

Based on the searches that have been done with the keyword, got some articles accordingly. Some of these articles were then selected which could be included in this systematic review study. The process of filtering articles as listed in the image below. From the final process obtained 15 articles in accordance with the purpose of writing systematic review.

## 4 DISCUSSION

### 4.1 Work Environment

Research conducted at China Hospital reported that the work environment has an effect on job satisfaction. The results showed a low level of dissatisfaction with the nurse with a good working environment. In the dissatisfied nurses, most sources of dissatisfaction came from the amount of income (75.54%) and the lowest came from the aspect of self-reliance in work (12.45%) (Zhang et al. 2014).

A healthy working environment and relationships among peers in work are included in external factors of job satisfaction. In addition, this external factor can also be seen from the dissatisfaction with the income received by the nurse (Veličković et al. 2014). Discomfort in the workplace, such as the existence of bullying causes the level of job satisfaction to be low (Jaradat et al. 2016). The study conducted in Jordan reported results indicating a strong relationship between the work environment and work satisfaction (AbuAlRub et al. 2016).

### 4.2 Organizational Support

Organizational support is the support provided by health institution to nurses. Veličković et al. (2014) states that expectations of the leadership role are a reflection of the nurse's satisfaction with the management of the health institutions in which they work and how the management's attitude toward their work.

The form of transformational leadership has a strong and positive influence on empowerment so that it can improve job satisfaction nurse (Boamah et

al. 2017). In another study stated that support from supervisors has a strong relationship with nurse job satisfaction (Pohl and Galletta 2017).

### 4.3 Work Engagement

Work Engagement has a positive and significant relationship with nurse job satisfaction (Orgambidez-Ramos and de Almeida 2017). In other studies also stated that at the individual level, work engagement has a positive relationship with job satisfaction (Pohl and Galletta 2017).

### 4.4 Work Condition

Nurses reported experiencing job satisfaction in terms of independence at work of 93.7% (Biegger et al. 2016). In a qualitative study, there are 2 main themes that affect job satisfaction, such as job recognition and employment opportunities in a professional (Tao et al. 2015). Other studies stated that work autonomy has a positive effect on nurse job satisfaction (Gözükara and Çolakoğlu 2016).

### 4.5 Empowerment and Commitment

The results of a study stated that structural empowerment and organizational commitment correlated significantly and positively to job satisfaction (Yang et al. 2014).

## 5 CONCLUSION

Job satisfaction nurses can be influenced by various factors. According to the review of the article in a systematic review conducted by the author, got 5 factors that affect job satisfaction, namely work environment, organizational support, working conditions, work engagement, empowerment and commitment.

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