

**ORIGINAL ARTICLE / PRACA ORYGINALNA**

Mária Kožuchová<sup>1</sup>, Marianna Magerčiaková<sup>2</sup>, Anna Vargová<sup>3</sup>

## **ANALYSIS OF SELECTED DEMOGRAPHIC FACTORS OF NURSES' JOB SATISFACTION IN SLOVAKIA**

### **ANALIZA WYBRANYCH CZYNNIKÓW DEMOGRAFICZNYCH WPŁYWAJĄCYCH NA SATYSFAKCJĘ Z PRACY PIELĘGNIAREK NA SŁOWACJI**

<sup>1</sup>Nursing home care agency (ADOS-SRDCE s.r.o.), Jaklovce

<sup>2</sup>The Catholic University in Ružomberok, Faculty of Health Care, Department of Nursing

<sup>3</sup>Nursing home care agency (ADOS Krištal spol. s.r.o.), Rožňava

### S u m m a r y

Nurses' job satisfaction is an important part of nurses' lives affecting their productivity and performance, patients' satisfaction and the quality of nursing care rendered. The aim of the contribution is to present job satisfaction of nurses in institutional healthcare facilities in Slovakia related to the selected demographic factors (age and gender). The research sample was composed of 206 nurses working in institutional healthcare facilities in Slovakia at the age of 23 to 63 years. The nurses' job satisfaction was surveyed using the standardized form of the McCloskey/Mueller Satisfaction Scale that was distributed in electronic form to all nurses in Slovakia. The research was realized in Slovak healthcare facilities from December 2014 to January 2015. Significant

interaction of two qualitative variables was evaluated using Mann-Whitney test with  $Z_{\text{Adj}}$  statistics, Kruskal-Wallis with H test statistics and correlation analysis with Spearmann correlation coefficient  $r(S)$ . The statistical processing found no statistically significant differences between nurses' general satisfaction and age ( $p = 0.994$ ), neither between nurses' general satisfaction and gender ( $p = 0.729$ ). The results may be influenced by the unequal representation of men and women in the sample. They demonstrate the need to investigate nurses' job satisfaction with a focus on the identification of factors determining this multifaceted phenomenon.

### S t r e s z c z e n i e

Zadowolenie z pracy wśród pielęgniarek jest ważną częścią życia, mającą wpływ na ich produktywność, zadowolenie pacjentów oraz jakość świadczonych usług.

Celem pracy było zaprezentowanie problemu satysfakcji z pracy pielęgniarek pracujących w instytucjach opieki na Słowacji w odniesieniu do czynników socjodemograficznych (wiek i płeć). Badaniem objęto 206 pielęgniarek w wieku 23-63 lat, pracujących w różnych instytucjach opieki na Słowacji. Satysfakcję z opieki badano standaryzowanym narzędziem

McCloskey/Mueller Satisfaction Scale, które było rozesłane w formie elektronicznej do wszystkich pielęgniarek na Słowacji. Badania przeprowadzono od grudnia 2014 do stycznia 2015 roku. Istotne statystycznie zależności oceniono

za pomocą testu Manna-Whitney'a oraz  $Z_{\text{Adj}}$  statistics, Kruskal-Wallis wraz z H testem. Do analizy statystycznej i korelacji zastosowano współczynnik korelacji Spearman'a  $r(S)$ .

Nie zauważono statystycznie istotnych różnic w satysfakcji z pracy pielęgniarek w zależności od wieku ( $p = 0,994$ ), jak również płci ( $p = 0,729$ ). Na powyższe wyniki być może miała wpływ nierówna reprezentacja kobiet i mężczyzn w badanej próbie.

Uzyskane wynik wskazują na potrzebę zbadania satysfakcji z pracy, ze szczególnym uwzględnieniem identyfikacji czynników determinujących to wieloaspektowe zjawisko.

**Key words:** nurses, job satisfaction, demographic factors, institutional healthcare facilities

**Slowa kluczowe:** pielęgniarki, satysfakcja z pracy, czynniki demograficzne, instytucje opieki

## INTRODUCTION

Job satisfaction of nurses working in institutional care is an important indicator of the healthcare facility functioning. It has a significant impact on whether nurses remain on the job and influences their turnover and stabilization. The increased interest to monitor nurses' job satisfaction is connected not only with the needs of particular healthcare facilities, but also with social and political aspects of the nursing profession [1]. Job satisfaction of nurses is a multifaceted phenomenon comprising psychological, health, social, organizational, economic and legal aspects.

Regarding the conception of job satisfaction in speciality publications there prevails a conceptual and methodological disuniformity. Notwithstanding, it is possible to include the existing approaches in two broader theoretical approaches, the differentiating criterion of which is whether job satisfaction is understood as a one-dimensional or two-dimensional phenomenon. [2]. One-factor theory is the essential element of the job satisfaction approaches. It is the basis of need theories, particularly the Maslow's theory, according to which people have five basic needs arranged according to their importance from the lowest up to the highest (physiological needs, safety needs, belongingness needs, esteem needs and self-actualization needs). Based on the hierarchy of needs, job satisfaction is being associated with gradual updating and satisfying of the individual needs. Two-factor theory of American psychologist Frederick Herzberg and his colleagues (Mausner, Snyderman) is called the motivation-hygiene theory. It is based on a two-dimensional view of job satisfaction. The first group is consisted of factors affecting job content and they are called motivating factors (intrinsic, satisfiers). The motivating factors include work itself, achievement, recognition, responsibility, growth and advancement. The second group are factors related to the external work conditions and are called hygiene factors (extrinsic, dissatisfiers). The hygiene factors include interpersonal relations, supervision, working conditions, salary and security, company policy [2].

Nurses' job satisfaction is affected by a number of factors which, in some proportion, contribute to the general level of satisfaction. The importance of factors is individual and their impact on the feeling of satisfaction or dissatisfaction is a dynamic state. It is linked to the circumstances of working environment and individual intrinsic factors of a nurse. As stated by

Dimunova [3], nurses' job satisfaction is influenced also by patients' perception of the profession of nurse, hence the general social status of the profession. Besides the extrinsic factors, job satisfaction is determined, as Kollarik [4] says, also by intrinsic factors of job satisfaction which have a significant impact on the current evaluation of general job satisfaction. According to the author, the intrinsic factors include, amongst others, age and gender which we used in our research for the analysis related to general job satisfaction.

The contribution presents partial results of the research focused on the relation between demographic factors (age, gender) and job satisfaction of hospital staff nurses.

## CHARACTERISTICS OF THE GROUP AND METHODS

The research sample was composed of 206 nurses (11 men – 5.5 % and 190 women – 94.5 %) working in institutional healthcare facilities in Slovakia at the age of 23 to 63 years. The average age of respondents was 44.94 years. With a guarantee of anonymity, the respondents included in the sample had to meet the predetermined criteria: age of respondents over 18 years, employed in a healthcare facility, willingness to collaborate.

The standardized form of the McCloskey/Mueller Satisfaction Scale (MMSS) was used as the main method to collect information. The MMSS scale was designed to assess the satisfaction of nurses working in institutional healthcare facilities. It includes 31 items rated on a five point Likert scale (5 = very satisfied, 4 = moderately satisfied, 3 = neither satisfied nor dissatisfied, 2 = dissatisfied, 1 = very dissatisfied) arranged into 8 subscales:

1. satisfaction with extrinsic rewards (3 items: salary, vacation, benefits package),
2. satisfaction with scheduling (6 items: hours that you work, flexibility in scheduling your hours, opportunity to work straight days, weekends off per month, compensation for working weekends),
3. satisfaction with the balance of family and work (3 items: opportunity for part-time work, child care facilities, maternity/parental leave time),
4. satisfaction with co-workers (2 items: relationships with physicians and nursing peers),

5. satisfaction with interaction opportunities (4 items: opportunities to interact professionally with other disciplines, social contact with colleagues at work and after work, care method),
6. satisfaction with professional opportunities (4 items: opportunities to write and publish, to participate in research, to interact with faculty of the College of Nursing, to belong to department and institutional committees),
7. satisfaction with praise/recognition and control/responsibility (4 items: supervisor, recognition from superiors, recognition from peers, amount of positive feedback),
8. satisfaction with control and responsibility (5 items: amount of responsibility, work conditions, participation in organizational decision making, control over what goes on in work setting, career advancement).

The permission to use form in writing was given by Associate Professor Sue Moorhead from the Center for Nursing Classification & Clinical Effectiveness, The University of Iowa. The language validation of the form was realized by back translation. The prerequisite for the research was to acquire a written permission to distribute the questionnaire and allow the research. The written permission to distribute the questionnaire through the Slovak Chamber of Nurses and Midwives (SKSaPA) portal was given by Mgr. Iveta Lazorova, Dipl. p. a. – president of the Chamber. Then the questionnaire was distributed in electronic form to all registered nurses in Slovakia. The enclosed e-mail read basic information about the ongoing research and a requirement to give a permission to distribute the questionnaire. The research was realized in Slovak health-care facilities from December 2014 to January 2015.

The evaluation of data and the statistical analysis of the individual hypotheses was made using STATISTICA software. Significant

interaction of two variables using Mann-Whitney test with  $Z_{Adj}$  statistics, Kruskal-Wallis with H test statistics and correlation analysis with Spearmann correlation coefficient r(S).

## RESULTS

In the following text we analyze correlations where we present the relation between nurses' general job satisfaction and selected demographic data (age, gender), and nurses' satisfaction in the individual subscales and the demographic data.

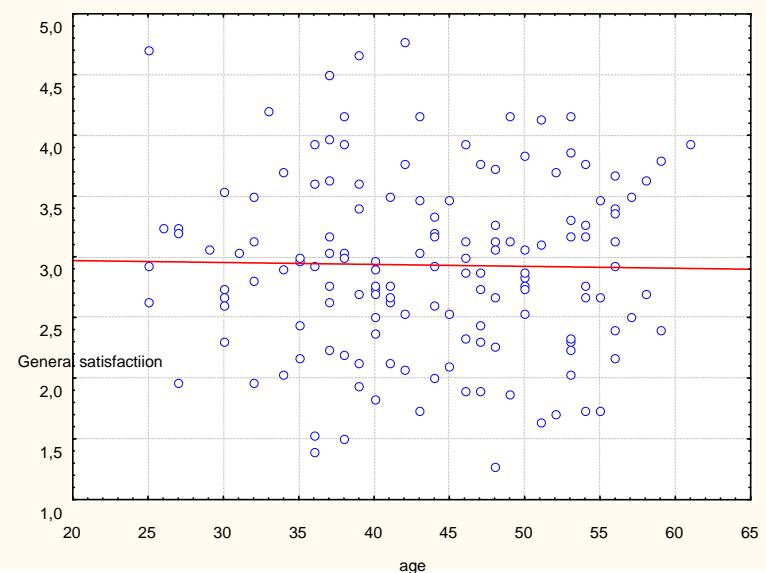


Fig. 1. Relation between nurses' general job satisfaction and age

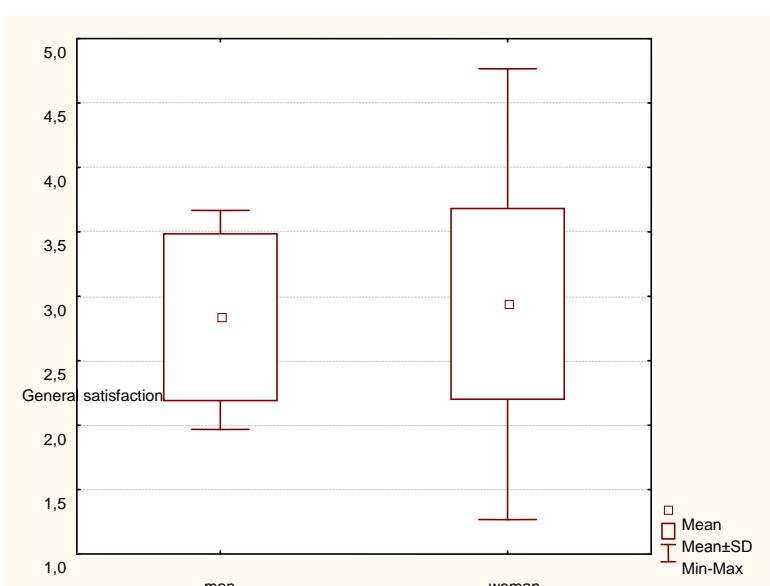


Fig. 2. Relation between nurses' general job satisfaction and gender

The relation between nurses' general satisfaction and age was tested using correlation analysis on the basis of Spearman correlation coefficient. We found out that there was no statistically significant relation ( $p = 0.994$ ) between the variables. Similarly, we tested the individual subscales in relation to age, while the probability values were higher than 0.170, i.e. none of the subscales deviated from the result of nurses' general satisfaction.

The relation between respondents' general satisfaction and gender was tested using the nonparametric Mann-Whitney test. We did not find statistically significant relation between the variables ( $p = 0.729$ ). Similarly, we tested the individual subscales in relation to gender, while the probability values were higher than 0.200, i.e. none of the subscales deviated from the result of nurses' general satisfaction.

## DISCUSSION

Satisfaction as a comprehensive attitude is influenced by many factors, placed predominantly in the world of work, each of which, to some extent, contributes to its general level. These factors characterize a particular job, thus the nursing job also in the conditions of hospital environment. One of a number of factors affecting and determining job satisfaction are demographic factors such as age and gender.

Job satisfaction or dissatisfaction is, to a certain extent, dependent on nurses' **age**. However, in our study we did not find statistically significant relation ( $p = 0.994$ ) between general job satisfaction and age. Similarly, the individual subscales in relation to age were tested, while the probability values were higher than 0.170; it follows that there is no statistically significant relation between the variables (Figure 1). Several studies dealt with nurses' age and job satisfaction [5, 6, 7, 8, 9]. *The European Nurses' Early Exit Study* reads that dissatisfaction with the profession, working conditions and prospects is typical for nurses at the age of 30 to 40 years. The results at the age of 45 to 55 years often reflect a more positive perception [1]. Harokova and Gurkova [7], based on the results of their study, state that nurses' satisfaction gets better with age just in those areas where the results of their experience and skills are manifested – in control and responsibility at work, praise and recognition, and scheduling. In their study, Gazioglu

and Tansel [10] found out that higher job satisfaction was shown with younger staff (up to 24 years) and the oldest (60 years and more) compared to middle-age people. Their interpretation of the results points out that young staff may feel satisfaction, as they haven't had much experience on the labour market and are not able to compare. Gradually, with increasing work experience, when they get to know the labour market, they become able to evaluate their working conditions. With such experience satisfaction decreases just in middle age. One of the factors is the impact of age on decreased aspirations. Older staff may have reduced aspirations due to the finding that they have limited options. Blegen [5] says that the variables related to the individual characteristics of the nurses such as age, professional experience and education represent, in relation to nurses' satisfaction, low but stable correlations. She ascribes greater relevance to other variables such as quality of working relationships or job content.

Another demographic factor influencing job satisfaction is **gender**. In our study we did not find significant interaction ( $p = 0.729$ ) between the variables. Similarly, among the individual subscales in relation to gender we did not find statistically significant relation ( $p = 0.200$ ) (Figure 2). The results may be influenced by the unequal representation of men (11) and women (190) in the sample. Gazioglu and Tansela [10] say that men and women have different expectations with regard to work, and therefore also job satisfaction is different for both sexes. The results of our study are compatible with the results of several foreign studies [11, 12, 13, 14] in which no correlation of nurses' general job satisfaction and gender was ascertained. Comparing the extent of job satisfaction between the different sexes, according to Kollarik [4], shows no significant differences. Job satisfaction is not primarily influenced by gender, it is rather a combination of various factors related to the performed work. Gazioglu and Tansel [10] assert that men are more dissatisfied in employment than women. It is caused by the fact that men expect conditions that are closely related to personal assertion, moral and financial recognition, which may be more difficult to achieve and less realizable. On the other hand, the expectations of women are easier to achieve, these are conditions such as appropriate working time, good relationships with superiors, recognition etc.

## CONCLUSION

Job satisfaction of nurses working in institutional healthcare facilities greatly affects their general life satisfaction. Nurses belong to the largest group of healthcare workers and the more satisfied nurses are, the lower turnover, higher productivity and, as a result, their satisfaction reduces costs and increases profit of an institution. The study did not find any positive correlations between age, gender and nurses' job satisfaction. The results may be influenced by the unequal representation of men and women in the sample. We are of the opinion that the issue of job satisfaction is highly topical, as more and more nurses leave to work abroad or leave the profession prematurely.

## REFERENCES

1. Hasselhorn H.M. et al.: NEXT Scientific Report July 2005 [online]. Wuppertal : University of Wuppertal, 2005. 79 p. [cit. 2015-03-10]. Dostupné na internete: [http://www.econbiz.de/archiv1/2008/53602\\_nurses\\_work\\_europe.pdf](http://www.econbiz.de/archiv1/2008/53602_nurses_work_europe.pdf).
2. Štíkar J. et al.: Psychologie ve světě práce. Praha : Univerzita Karlova v Praze, 2003. 461 s. ISBN 80-246-0448-5.
3. Dimunova L.: Vnímanie profesie sestry z pohľadu pacienta. In Supplement vybraných vedných odborov sociálnej práce a ošetrovateľstvo II. Příbram: ÚJNN, 2014. 424 s. ISBN 978-80-905973-1-0.
4. Kollárik T.: Sociálna psychológia práce. Bratislava: Univerzita Komenského, 2002. 190 s. ISBN 80-223-1731-4.
5. Blegen M.A.: Nurses' job satisfaction: a meta-analysis of related variables. In *Nursing Research*. 1993, vol. 42, no. 1, p. 36-41.
6. Emerson E.E. et al.: Job satisfaction and acculturation among Filipino registered nurses. In *Journal of Nursing Scholarship*. 2008, vol. 40, no. 1, p. 46-51.
7. Haroková S., Gurková E.: Faktory pracovnej spokojnosti českých sestier. In *Kontakt*. 2012, roč. 14, č. 4, s. 401-409.
8. Chu C.I. et al.: Job satisfaction of hospital nurses: an empirical test of a causal model in Taiwan. In *International Nursing Review*. 2003, vol. 50, no. 3, p. 176-182.
9. Laschinger H.K., Finegan J., Shamian J.: The impact of workplace empowerment, organizational trust on staff nurses' work satisfaction and organizational commitment. In *Health Care Management Review*. 2001, vol. 26, no. 3, p. 7-23.
10. Gazioglu S., Tansel A.: Job satisfaction in Britain: Individual and job related factors. In *Applied Economics*. 2006, vol. 38, no. 10, p. 1163-1171 p.
11. Adams A., Bond S.: Hospital nurses' job satisfaction, individual and organizational characteristics. In *Journal of Advanced Nursing*. 2000, vol. 32, no. 3, p. 536-543.
12. Ellenbecker C.H., Byleckie J.J.: Home Healthcare Nurses' Job Satisfaction Scale: refinement and psychometric testing. In *Journal of Advanced Nursing*. 2005, vol. 52, no. 1, p. 70-78.
13. Khademol Hoseyni et al.: Consequences of nursing procedures measurement on job satisfaction. In *Iranian Journal of Nursing and Midwifery Research*. 2013, vol. 18, no. 2, p. 123-127.
14. Leung S.K., Spurgeon P.C., Cheung H.K.: Job satisfaction and stress among ward-based and community-based psychiatric nurses. In *Hong Kong Journal of Psychiatry*. 2007, vol. 17, no. 2, p. 45-54.

### Address for correspondence:

PhDr. Mária Kožuchová, PhD.  
ADOS-SRDCE s.r.o  
Nová 351  
055 61 Jaklovce  
Slovakia  
e-mail: majka.kozuchova@gmail.com

Marianna Magerčiaková

(e-mail: majka.kozuchova@gmail.com)

Anna Vargová (e-mail: majka.kozuchova@gmail.com)

Received: 17.03.2015

Accepted for publication: 8.06.2015