

LIFE AND WORK SATISFACTION OF REGISTERED NURSES: ITS IMPLICATION TO CLINICAL PERFORMANCE

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ABSTRACT

Background: The job satisfactions have been extensively explored as driving forces to life. When nurses are satisfied with their work, it predicts higher features in life. This satisfaction provides nurses retention, motivation, loyalty and quality nursing outcomes. **Methods:** A descriptive survey approach was used to assess the level of life and work satisfaction of registered nurses and its implication to clinical practice. A total of 474 samples were collected through convenience sampling. A self-constructed questionnaire was used to gather the data. It was pilot tested and underwent reliability testing. Descriptive and inferential statistics were applied to analyze the data. **Findings:** The findings of the study revealed that registered nurses have satisfaction on their life and work. The data shows that registered nurses were satisfied (3.149) on their personal life and highly satisfied (3.490) with their psychosocial life. At the workplace, it shows that they were highly satisfied in the work environment (3.316), satisfied in personal growth and professional development (3.210) and administrative and management support (3.016). **Conclusion:** The life and work satisfaction has implication to the clinical performance of the respondents. The relationship between life and work satisfactions is positively and remarkably significant. The work satisfaction has been associated with the life satisfaction.

KEYWORDS: Clinical Performance, Life, Personal, Psychosocial, Satisfaction, Work.

INTRODUCTION

Satisfaction is an important part of organizational behavior, as it aims at the physical and mental well-being of individual employees, concerns with establishing policies for management to improve employees' job satisfaction and their job-related behavior and hence to improve the productivity. In other words, people who are satisfied with their jobs tend to perform better. When it comes to the definitions of job satisfaction, it must pointed not only to the general job satisfaction but also include satisfaction to work, love and life. Satisfaction on job as a positive orientation toward ones work or role.^[1] 'Satisfaction is function of not only what people have but also of what people have the opportunity to have.'^[2] This is believed that job satisfaction is a function of situation and personality. It is affected by external conditions and varies from person to person depending on individual characteristics as well. Yet, every person has his own view towards job satisfaction and considers different factors to affect their satisfaction level.^[3]

Nurse satisfaction is a hot topic because hospitals are

suffering from lower nurse job satisfaction nowadays due to pandemic. Job satisfaction among the personnel in the hospital, especially the nurses, still stands at low level. Recent studies show that nurses often experience psychological-emotional and physical stress at work.^[4] And they are highly dissatisfied with their jobs, which in turn results in lower morale and seriously affects the quality of healthcare services. It was found that there was a high level, positive correlation between the morale and job satisfaction levels of teachers. They explained that two concepts affecting each other, job satisfaction and morale have great influence on the performance, efficiency, and climate in organizations. When job satisfaction level is high, morale level was also be high.^[5] Similarly, nurse in the organization strive to achieve the satisfaction not just in the workplace but also in their life as a whole. Nurses without satisfaction in life and work cause reduction in their productivity, the minimization of quality patient care, general tiredness, and life exhaustion. Other studies have shown that being successful depends on the satisfaction level of workers in the organization. Both satisfaction and dissatisfaction of the nurses affects

the performance of the organization as it provides positive behavior towards work.^[6]

Furthermore, the post pandemic creates a tremendous uncertainty in the field of nursing. The current dearth of nurses affects the existence of hospitals. The nursing turnover becomes the recurring problem for healthcare facilities. This result to high costs for the organization and safety issues for the patients and nurses. According to the Ministry of Health Statistics of Saudi Arabia, the health care system heavily relies on foreign nurses. It is reported in 2018 that approximately 10 percent were Saudi nurses out of the total 125,379 nurses registered in Saudi Council. The nursing turnover rates are estimated at 20 percent which is higher rates. The 2014 National Healthcare & RN Retention Report shows that the overall rate of nursing turnover for bedside nurses is 14.2%.^[7] A feeling of being overworked, lack of advancement opportunities, decreased recognition or respect, lack of role clarity, lack of trust in or collaboration with coworkers, and poor communication with management are factors that have been identified as most affecting this turnover.^[8] In addition, the propensity of work dissatisfaction can lead to present increase in the nurses turnover in Saudi Arabia which threatens the quality of healthcare delivery system in the country.

Several studies in Saudi Arabia have shown satisfaction of nurses not focusing in private hospitals. Previous study about the satisfaction of nurses in Ministry of Health Hospitals in Riyadh found to be moderate. They pointed out that recognition; technical aspects of supervision, work conditions, pay, and job advancement were among the important determinants of nurses' satisfaction.^[9] Work value is associated positively with nurses job satisfaction. They should focus on creating positive work value to increase job satisfaction^[10] while the turnover rate is as much as 40 percent among primary health care nurses in one region in Saudi Arabia.^[11]

Therefore, the current study examined the life and work satisfaction of Nurses in Riyadh Region, Riyadh Saudi Arabia. One corresponding research was raised and a hypothesis was formulated to ascertain the association that exists between the study variables. This study addressed this hypothesis: H_0 : There is no significant relationship between life and work satisfaction of registered nurses.

The purpose of this study is to assess the life and work satisfaction of registered nurses working in Riyadh hospitals with the specific objectives to:

1. Identify the demographic characteristics of the respondents as to: age, sex, civil status, length of experience, hospital employed.
2. Determine the life satisfaction of registered nurses in the areas of personal life and psychosocial life.
3. Ascertain the work satisfaction of registered nurses to their clinical practice in the areas of: working environment, personal growth and professional

development and administrative and management support.

4. Determine the significant association between life and work satisfaction of nurses to their clinical practice

MATERIALS AND METHODS

Research Design

This study employed quantitative research, descriptive survey as it seeks to assess the life and work challenges of the registered nurses in Riyadh Hospitals. As a descriptive study, it collects quantifiable information to describe the characteristics of the study population.

Data Collection Methods

For the research gathering tool, this study utilized a self-constructed questionnaire in order to collect the data from the population of this study. The said questionnaire is divided into 3 main sections covering the entire research instrument. The first section consists of the demographic information of the study as well as those participants which includes: age, sex, civil status, length of experience, and hospital employed. The second section contains the life satisfaction of the registered nurses. It has 20 statements that correspond to personal life and psychosocial life. The last section contains the work satisfaction of registered nurses to their clinical practice. It has 15 statements representing the work environment, personal growth and professional development, and administrative and management support. This utilized a four point Likert scale as: 4-Highly satisfied; 3-Satisfied; 2-Less satisfied; 1-Not satisfied.

For data validity and reliability, a literature review was done thoroughly done to identify the variables that constitute the questionnaire. The formulated questionnaire was scrutinized by expert who made necessary corrections and revisions as to contents. The reliability was ensured by pilot testing and test-retest of the developed research tool in order to attain the consistency of what the instrument is trying to measure. It underwent Chronbach alpha test with 0.821 results as computed being acceptable.

Sample Characteristics

A convenience sampling technique was used in this study with the selection of a total 474 participants. Those Registered nurses working in private and government hospitals in Riyadh City were included as the study participants as well as those with desire and willingness to be part of the study, while those with incomplete answers to the questionnaire and do not have consent were excluded on this study.

Survey Administration

The researcher utilized a self-constructed questionnaire that underwent validity and reliability to collect the data. The researcher gathered the data by distributing the link to the identified respondents of the study. The researcher

sent reminders to the respondents to gather completely the questionnaires or have more response-rate (90%). Using an online tools e.g., Google forms, the link was sent to the respondents once they consented to the study. This study used only one email address for each respondent to prevent multiple participation of the study participants.

Data Management and Statistical Analysis

The data collected were collated and analyzed with the use of Statistical Package for Social Sciences (SPSS)

version 23.0, which allowed for the estimation of measures of central tendency. Descriptive statistics which describe the nominal category as frequency, percentages and the ordered categorical data as to weighted arithmetic mean.

Analytic or Inferential statistics describes the differences in the means scores were applied. The hypotheses were computed using Spearman rho correlation, and the level of significance of <0.05 was considered statistically significant.

RESULTS AND DISCUSSION

Table 1: Frequency distribution of demographic profile of respondents in this study.

Variable	Characteristics	Frequency	Percentage
Age	25 years old or less	19	4.01%
	26-30 years old	72	15.19%
	31-35 years old	155	32.70%
	36-40 years old	89	18.78%
	41-45 years old	60	12.66%
	45-50 years old	56	11.81%
	50 years old and above	23	4.85%
	Male	196	41.35%
Sex	Female	278	58.65%
Civil status	Single	98	20.68%
	Married	369	77.85%
	Widow	7	1.48%
	Divorce	0	0.00%
Length of experience	1 year and below	15	3.16%
	1-5 years	198	41.77%
	6-10 years	167	35.23%
	11-15 years	61	12.87%
	16-20 years	33	6.96%
Hospital employed	Private	249	52.53%
	Government	225	47.47%

Table 1 shows the demographic characteristics of the respondents in this study. From the above result, for age 31-35 years old or 155 representing the 33 percent of the respondents, between gender 277 (59%) were female,

between the civil status 369 representing the 78% were married. Most of the registered nurses have 1-5 years and 6-10 years of experience with 42% and 35% respectively.

Table 2.1 Life Satisfaction of Registered Nurses as to Personal Life

Personal Life	Weighted Mean	Interpretation
1. My life goes with ease even after work	2.52	Satisfied
2. I have enough time attending to the needs of the family even after duty	3.26	Highly satisfied
3. I am happy with my life (in spite of) working as a nurse in our country	3.15	Satisfied
4. I am contented with my life while working as a nurse	2.51	Satisfied
5. I encounter dreariest time when working on a shifting schedule affecting my life	3.27	Highly satisfied
6. My life I have was truly satisfying every time I achieve my goals in my work	3.78	Highly satisfied
7. There is a need to fix within my family after my nursing duty.	3.37	Highly satisfied
8. I expect some interesting and pleasant things after the duty	2.50	Less satisfied
9. Because of my work, I have made my plans for myself, for my family every month or year	3.88	Highly satisfied
10. When it comes to important life choices, my nursing work does not affect it.	3.25	Satisfied
Average Weighted Mean	3.149	Satisfied

The table above shows the life satisfaction of registered nurses in terms of personal life. It can be seen that in personal life most registered nurse were highly satisfied in the statement *Because of my work, I have made my plans for myself, for my family every month or year* with weighted mean of 3.88. This shows that the nurses have goal setting in their personal life. Every person differs on each goal direction. They try for of different outcomes after the work task just like the registered nurses with meaningful plans for the self and family. The theory of goal-directedness defined it as a cardinal attribute of the behavior of the living organism. In a purposeful action, it is the individuals' idea of and desire for the goal or end that cause actions. They explained that it is the efficient cause, but the action is aimed toward a future state.^[12] Interestingly, one personal experience value judgments is emotional. The goal setting affects one's personal behavior which direct attention and action.^[13] By means of goal, a person becomes motivated to develop ways to achieve the required goal level. The accomplishment of

the goal resulted to life satisfaction and lower motivation if goal s are not met.^[14]

However, the item *I expect some interesting and pleasant things after the duty* has a weighted mean of 2.50 which reveals that most of nurses have less time or activities to do due to dearth of nurses. Instead of planning for a certain activities, they tend to limit exposure and focus on personal things. Based on current COVID-19 surge, the US Department of Health and Human Services (HHS), declared COVID19 as public health emergency (PHE) which is stated under Section 319 of the Public Health Service (PHS) Act, to expire at the end of the day on May 11, 2023.^[15] This indicates that the nurses were still under the forefront of fighting the disease and caring for the patients. Researches have shown that RN suffers from moral distress, long hours of work, unhappiness, fatigue, fear of infection, and concern over complications.^[16] Being exposed to infection risk implicates the provision of quality nursing care.^[17]

Table 2.2: Life Satisfaction of Registered Nurses as to Psychosocial Life.

Psychosocial Life	Weighted Mean	Interpretation
1. My work as a nurse develop my interactional relationship to the people surrounding me characterized by mutual respect	3.73	Highly satisfied
2. Being a nurse made me to follow rules and policies in the society	3.45	Highly satisfied
3. Doing nursing jobs taught me to dressed in appropriate appearance as compared with other people	3.55	Highly satisfied
4. When encountering conflict, working in clinical area helps me to perform the task that involves coming up with new solution to the problem.	3.63	Highly satisfied
5. There still time on my relationship with my family with love and respect while doing nursing jobs	3.58	Highly satisfied
6. Doing my nursing jobs do not affect my daily activities	3.23	Satisfied
7. My social life together with the norms, beliefs and traditions help me to get the work better.	3.29	Highly satisfied
8. Nurse tells me to very pleased with the decision of getting involve in social activities.	3.25	Satisfied
9. Collaborating with others drives me to work effectively in my home and workplace	3.55	Highly satisfied
10. Communicating strive me to provide all aspects of support to my family, colleagues and significant others	3.63	Highly satisfied
Average Weighted Mean	3.491	Highly Satisfied

The table 2.2 illustrates the life satisfaction of registered nurses in terms of psychosocial life. Based on the table, the Registered Nurses were highly satisfied in the statement *My work as a nurse develop my interactional relationship to the people surrounding me characterized by mutual respect*. This shows that nurses have a good interaction with people around them especially their patient. It has been studied that interaction between the patient and nurse is purposeful as it presents the need for the patients and care response of the nurse to them. Further, the interaction is fundamental to the development of patient-nurse relationship.^[18] The nurse-patient interaction is quite often related to certain health care delivery context such as hospital and health center.^[19] Further, the Adventist University explained

that effective interpersonal communication in nursing affects one's performance and satisfaction. Although nurses cannot control most of the factors, the nurses can build an environment for nurses that provides support in coping with psychosocial life. Meanwhile, the nurses were only satisfied on *Doing my nursing jobs do not affect my daily activities* with a weighted mean of 3.23. This is the lowest satisfaction among all indicators in psychosocial life. Since it is the lowest, the nurses were affected by their nursing jobs due to the risk of acquiring infection. The nurses working in shifting schedules have an effect on their social life aside from physiological and mental condition. Most marital and child-related responsibilities of women were affected due to insufficient time constraints.^{[20],[21]} He enumerated

disruption of family order; weakness in friendship and some problems arises. Other study reveals that working

in a shift system negatively affects the nurses' development of positive healthy habits.^[22]

Table 3: Work Satisfaction of Registered Nurses to their Clinical Practice.

Working Environment	Weighted Mean	Interpretation
1. Nurse managers use mistakes as learning opportunities, not a criticism	3.73	Highly satisfied
2. Nurses are praise and recognize for this job well done	3.25	Satisfied
3. Nursing administration monitor the daily nursing care activities	3.20	Satisfied
4. The higher nursing office consult nursing staff on daily problems and concern	3.15	Satisfied
5. Higher standards of nursing care can be performed by nursing staff	3.25	Satisfied
Average Weighted Mean	3.316	Highly Satisfied
Personal Growth and Professional Development		
1. The nursing service office provided time for staff development	3.26	Highly satisfied
2. The Nursing department support nurses for professional development	3.65	Highly satisfied
3. Promotions and evaluation are given to all registered nurses	2.30	Less satisfied
4. There is fairness and equity for the staff development activities	3.21	Satisfied
5. Opportunities for professional advancement are given by the organization	3.63	Highly satisfied
Average Weighted Mean	3.210	Satisfied
Administrative and Management Support		
1. The nurse manager is responsive to emergent leave requirement	3.23	Satisfied
2. The nurse manager is able to help whenever needed in the clinical area	3.25	Satisfied
3. There is fairness in the staff rotation and distribution on every department	2.52	Satisfied
4. The nurse manager is approachable to listen on the unit problem and concern	2.86	Satisfied
5. The nurse manager is supportive to each nurses on the unit	3.21	Satisfied
Average Weighted Mean	3.014	Satisfied

The table 3 presents the work satisfaction of nurses to their clinical practice in the areas of working environment, personal growth and professional development as well as administrative and management support. Based on the table, it can be inferred that in terms of working environment, nurses believed that nurse managers use mistakes as learning opportunities, not a criticism with weighted arithmetic mean of 3.73 (Highly satisfied). This means that mistakes must be avoided during the entire duty as it is critical to the lives of the patients. The nurse manager is part of investigating and analyzing the root causes of nursing errors. They are mainly responsive in mitigating the recurrence of mistakes detrimental to patient condition. Similarly, From the nurses' perspective, reporting mistakes facilitates valuable learning through retrospective investigations and reflections from previous error to improve the future clinical practice.^[24] Harvard Business School explained that employees are well aware of the problems as it was obvious, disruptive and frustrating. Not surprisingly, majority of the workers in care delivery require some action to continue effectively due to intense awareness and prevention of the errors needing management involvement to redesign work system making error less likely to happen.

Under Personal Growth and Professional Development, the registered nurses were less satisfied on the Promotions and evaluation being provided to nurses with a weighted mean of 2.30. This implies that nurses were not satisfied with their work as to job promotion is concern. Many factors are taken in making promotions. Care has to be taken that promotion made should not leave an impression of not being fair or without justice among workers making it as destructive to goal attainment.^[25] Promotion has an in-built motivational value as it elevates the status and power of an employee within an organization setting.^[26] However, if work is engaging then from the standpoint of employee's work satisfaction increases when an employee is allowed to be more innovative and when their manager treat them with kind behavior then it becomes appealing.^[27] With the current study, work satisfaction depends on the nurses which vary for everyone specifically in fairness at work, and support from the organization.

In the areas of Administrative and Management Support, the nurses were satisfied with the help given by their nurse manager whenever they need it in the clinical area. This shows that nurse manager perform their duty as the head of the department. They take leadership on their

area for quality of care initiatives. According to Agency for Healthcare Research and Quality, the nurse manager should work with staff to facilitate all aspects of care needed by the patients on their unit. The nurse managers have the qualities such as embodying both nurse and executive roles, report to a supervising leader and

responsible for the function in the unit. They elaborated that the nurse manager is the leader of their nursing unit and persuade unit's culture and embrace the change.^[28] Moreover, nurse managers of the unit must perform multitask between clinical roles and supervisory when the unit is understaffed.^[29]

Table 4: Spearman's Correlations Between Life and Work Satisfaction of Registered Nurses on their Clinical Practice.

Statistical	Variables	Value	Life Satisfaction	Work Satisfaction
Spearman rho	Life Satisfaction	rho	1000	.422*
		p		.000
		n	474	474
	Work Satisfaction	rho	.422*	1000
		p	.000	
		n	474	474

*p<0.05

The table 4 presents the correlation analysis between life and work satisfaction of registered nurses on their clinical practice. This shows that at 5% level of significance (p<0.05 rho=.422), positive, and strong relationship exists between the level of life satisfaction and the level of work satisfaction. According to this, the life satisfaction levels of the nurses increase life satisfaction levels increase, and as their work satisfaction levels of nurses increase, their life satisfaction levels increases. This means that life satisfaction denotes the combination of work and social life. The relationship between the satisfaction regarding work and the satisfaction of life affects the individual whole life in a positive way.^{[30],[31]} When an individual is satisfied in life with what he/she does, he/she would be happy and productive in the workplace where individual spend most of the time and would contribute positively to the overall life.^[32] However, other studies have found that working conditions have some direct effect on life satisfaction aside from the effects on work satisfaction.^[33]

CONCLUSION

This study addressed the implication of life and work to the nurses' clinical performance. It was found that life and work satisfaction were predictor of good clinical performance. The results of the study indicated that there is a positive, strong relationship between life and work satisfaction. It can be seen that the findings of relationship between life and work satisfactions is positively and remarkably significant. Positive relationship shows that the higher level of life satisfaction means the higher level of work satisfaction of the registered nurses. This has implication to the clinical performance of the nurses wherein higher work satisfaction has been associated with life satisfaction.

Limitations of the study

This study has some limitations. It is a descriptive study which does not allow the researcher to draw causal and outcome measures on the variables association. Social desirability bias from the respondents might influence the objectivity of the respondents resulting to biased

effects. The used of convenience sampling techniques in gathering the data limit the ability to generalize the findings to all registered nurses. Finally, the presence of psychosocial factors could possibly affect the variables under study such as work environment, social support, and social status.

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