

## Nursing Practice Environment And Job Satisfaction From The Perspective of Staff Nurses

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### Abstract

**Background:** Nursing work environment is under the spotlight of international interest as it has been scientifically approved to help in providing opportunities to improve working conditions which play a major role in maintaining adequate level of staff, and other nurses' outcome such as job satisfaction and retention.

**Aim:** This study aimed to examine the practice environment of nurses and the level of job satisfaction from the perspective of staff nurses.

**Method:** Quantitative, cross-sectional descriptive correlational design was used in this study to examine the practice environment of nurses and the level of job satisfaction from the perspective of staff nurses at five governmental hospitals in Makkah. Data was collected using a Likert scale questionnaire using nursing practice environment- nurse work index (PES-NWI) and Mueller & McCloskey satisfaction scale (MMSS) from nurses (N=239).

**Results:** The overall weighted mean of the nursing practice environment is 2.80. The highest weighted mean (3.06) reflects the collegial nurse-physician relation while the staffing resource and adequacy was reported as the lowest dimension of nursing practice environment with (2.61) as weighted mean. On the other hand, nursing staff were moderately satisfied with their job as the weighted mean scores (3.47).

**Conclusion & recommendation:** This study has shown that nursing practice environment considered as favorable environment and the staff nurses were moderately satisfied. Also, the study concludes that there is a positive relation between the nursing practice environment and the level of job satisfaction.

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### I. Background

Each country has its own healthcare system, while every health institution aims to enhance its own efficacy and effectiveness in order to achieve the highest quality in providing patient's services safely and maintain worker's satisfaction (Hinno, 2012). Nursing work environment received global attention on a large scale as it provides improvement opportunities that serve working circumstances. These circumstances are fundamental in order to maintain nurses job satisfaction, retention, and promote quality of the provided care (Lambrou, Merkouris, Middleton, & Papastavrou, 2014). As the nursing profession represent more than 50% of health workforces in Saudi Arabia, nursing profession is going through different obstacles including shortage of staff, rapid aging of workforces, consecutive changes in health system, and other organizational factors (Hinno, Partanen, & Vehvilainen-julkunen, 2011; Al-homayan, Shamsudin, Subramaniam, & Islam, 2013).

As the quality and safety issues beside the reported nursing shortage gathering international attention, Institute of Medicine (IOM) (2004) reported that improving the nursing work environment might help in maintaining the adequate resources of nurses as well as patient safety. The practice environment that perceived by nurses gain major attention on international level which result in implementing several studies focusing on this issue. The studies highlighted two main issues which are patient safety and shortage of staff nursing (Aiken, Clarke, Sloane, Lake, & Cheney, 2008; Hinno et al., 2011; & Nantsupawat et al., 2011).

According to Lake (2002) conceptualizing the nursing practice environment is complex as it based on variety of variables which are the sociological construction of the organization, occupation, and work, but the existence nursing work environment mainly was preconceived from the perspective of the nurses who are working at the original magnet hospital (Manojlovich, 2005).

Magnet study was funded at the early 1980s in order to identify the characteristics of magnet organization which succeed in promoting the professional environment for nurses and retaining them.

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Since then and until now researchers have devoted a lot of effort to be able to analyze the features of nursing work environment (Choi, Cheung, & Pang, 2013). The domain of this researches extends between large scale methodology in examining nurses' perception to their working environment to smaller scale methodology of considering specific factors that might influence the quality of the provided care.

Now, several research studies on international level were conducted that shows the nursing outcomes were strongly affiliated with the level of the quality that represents the characteristics of the nursing practice environment. On the other hand, the practice environment proved to be interrelated to the quality level of the provided care, death rate, and failure to rescue which summarized as patient outcomes (Lake, 2007).

Enhancing the nursing practice environment through maintaining the required staffing level will work as an essential factor in order to hold the qualified nurses and reduce the negative nurse's outcomes including burnout as well as job dissatisfaction (Lambrou et al., 2014).

Lambrou et al. (2014) defined job satisfaction as " an employee's affective reaction to a job, based on comparing actual outcomes with desired outcomes and is a multifaceted construct inclusive of both intrinsic and extrinsic job factors". In a systematic review on the perceptions of nurses toward the professional practice environment as a factor to their level of job satisfaction. Lambrou et al., (2014) stated that considering the excessive articles on the nursing practice environment and job satisfaction but, the correlational studies between these variables which nursing practice environment as whole and the job satisfaction is still missing

## **II. Significance Of The Study**

Worldwide level, nursing work environment is under the spotlight of international interest as it has been scientifically approved to help in providing opportunities to improve working conditions which play a major role in maintaining adequate level of staff, and other nurses' outcome such as job satisfaction and retention (Hinno et al., 2011). According to Aiken & Cheung (2008) the persistent shortage in nursing staff among several countries is likely to exacerbate with the coming years. A lot of nursing association and agencies translated the consideration of healthy work environment by developing standards aim to improve the nursing work environments (IOM, 2000; IOM, 2004; AACN, 2005; ANCC, 2011). Those health agencies showed diligent effort in order to establish frameworks that reflects the idealistic and healthy environment. In (2004) the IOM report highlighted the necessity to transform nursing work environment as it reflects on patient's safety. This study considered as the first of its type among Makkah region to the best of researcher knowledge, as it aims to assess and analyze the nursing working environment. This will provide the directorate of health affairs with the required baseline data to identify the area of improvement that reflects on nursing practice environment such as patient's safety, nursing needs as it plays major roles in nurses' shortage, and therefore their retention., and organizational requirement.

## **III. Research question**

- What are the characteristics of the nursing practice environment from the perspective of staff nurses?
- What is the level of job satisfaction among staff nurses?

## **IV. Aim of the study**

This study aims to examine the characteristics of nurses' practice environment and the level of nursing job Satisfaction from the perspective of nurses' themselves.

## **V. Objectives**

- Identify the characteristics of nursing practice environment from the perspective of staff nurses.
- Examine the interrelationship between the characteristics of the nursing practice environment and job satisfaction from the perspective of staff nurses.

## **VI. Method**

Quantitative, cross-sectional descriptive correlational design was used in this study to examine the practice environment of nurses and the level of job satisfaction from the perspective of staff nurses at five governmental hospitals in Makkah. Approval from the faculty of nursing college within King Abdul-Aziz university to implement the study, Approval from the general directorate of health affairs of the holy capital to implement the study within five governmental hospital, Permission letter from Dr. Eileen. Lake to use the (PES-NWI) and Permission letter permission to use McCloskey/Mueller Satisfaction Scale (MMSS).

the questionnaire was the data collection method that used in this study to collect the data from 239 nurses.

VII.Result & Discussion

**Table (1)**Illustration of Frequency Distribution, The Weighted Mean &Standard Deviation for Nursing Perception to The Five Dimension of Nursing Practice Environment(n=239)

Dimension: D	Strongly Disagree		Disagree		Agree		Strongly Agree		Weighted Mean	Std. Deviation
	f	%	f	%	f	%	f	%		
1-Nurse Participation in Hospital Affairs	182	8.46	554	25.76	1225	56.95	190	8.83	2.66	0.52
2-Nursing Foundations for Quality of Care	61	2.55	339	14.18	1642	68.70	348	14.56	2.95	0.37
3-Nurse Manager ability, Leadership, and Support of Nurses	78	8.16	222	23.22	559	58.47	97	10.15	2.71	0.59
4-Staffing and Resource Adequacy	102	10.67	264	27.62	492	51.46	98	10.25	2.61	0.65
5-Collegial Nurse-Physician Relations	11	1.53	75	10.46	485	67.64	146	20.36	3.06	0.45
<b>Total</b>	<b>434</b>	<b>6.05</b>	<b>1454</b>	<b>20.28</b>	<b>4403</b>	<b>61.41</b>	<b>879</b>	<b>12.26</b>	<b>2.80</b>	<b>0.42</b>

Among the five dimension that represent the nursing practice environment, the studied sample of nurses perceived their environment as favorable practice environment as manifest in previous studies (Anzai, 2014; Wang et al., 2015). The highest level of agreement was for the dimension that represents the collegial relation between nurses and physicians. This outcome is corresponding to previous studies that found the highest responds to the collegiality of nurse- physician relations (Nantsupawat et al., 2011; Liu et al., 2012; Anzai, 2014; Breau&Rheaume, 2014;).

Characteristics that represents the collegial relation between nurse and physician mostly centered around the collaboration issues. The existence of this collaborative process between them is the basis of providing the required patient care as this result is presenting among the studied setting. The studied hospitals are supportive to this collaboration by addressing an integrated team of nurses and physicians in providing cardio-pulmonary resuscitation, the rapid response team policy, and hospital's committees that focus on quality of care & patient's safety. On the other hand, facilitation of staffing and resource adequacy characteristics scored the lowest agreement in consistency with the findings of other studies (Klopper, Coetzee, Pretorius, & Bester, 2012; Ayamolowo, Irinoye, & Oladoyin, 2013; Anzai, 2014; Wang et al., 2015;). As the nursing shortage and maintain the required number of staff is an international issue, the nursing managers should be literate about the proper staffing and scheduling techniques to minimize shortage, workload, and turnover. Also among the five studied hospitals, only one had established staff nursery as material resource to minimize the rate of absenteeism.

**Table (2)** Illustration of Frequency Distribution, The Weighted Mean, And Standard Deviation of Nursing Perception Toward The Level of Job Satisfaction of Hospital Staff Nurses (n=239)

Subscales	Very dissatisfied		Moderately dissatisfied		Neither satisfied nor dissatisfied		Moderately satisfied		Very satisfied		Weighted Mean	Std. Deviation
	f	%	f	%	f	%	f	%	f	%		
1- Satisfaction with extrinsic rewards	52	7.25	95	13.25	172	23.99	333	46.44	65	9.07	3.37	0.82
2- Satisfaction with scheduling	88	6.14	156	10.88	339	23.64	659	45.96	192	13.39	3.50	0.79
3- Satisfaction with the balance of family and work.	18	7.5	19	7.9	76	31.8	88	36.8	38	15.9	3.46	1.09
4- Satisfaction with co-workers	3	0.63	15	3.14	106	22.18	280	58.58	74	15.48	3.85	0.58
5- Satisfaction with interaction opportunities	22	2.30	53	5.54	242	25.31	519	54.29	120	12.55	3.69	0.65
6- Satisfaction with Professional opportunities	100	10.46	118	12.34	329	34.41	359	37.55	50	5.23	3.15	0.88
7- Satisfaction with praise and recognition	51	5.33	95	9.94	260	27.20	430	44.98	120	12.55	3.49	0.76
8- Satisfaction with control and responsibility	57	5.96	91	9.52	288	30.13	439	45.92	81	8.47	3.41	0.76
<b>Total</b>	<b>391</b>	<b>5.84</b>	<b>642</b>	<b>9.59</b>	<b>1812</b>	<b>27.08</b>	<b>3107</b>	<b>46.43</b>	<b>740</b>	<b>11.06</b>	<b>3.47</b>	<b>0.58</b>

Analyzing the job satisfaction of the studied sample showed that the nurses were moderately satisfied with their job. The findings are consistent with previous studies that share moderate or favorable level of job satisfaction (Rad & Moraes, 2009; Bogaert, Clarke, Roelant, Meulemans, & Heyning, 2010; Hayes, Douglas, & Bonner, 2015; Wang et al., 2015;). The highest level of job satisfaction was for the coworkers which reflect consistency with study in Iran indicate high level of satisfaction with co-workers (Atefi, Abdullah, Wong, & Mazlom, 2014). The good relationship with co-workers will be demonstrated on two type of relation which are leader-member relationship and co-worker's interaction. Nurses are giving great consideration to interpersonal relation between them, the co-workers relation is based on friendship, acceptance, and allegiance between the group members while leader-member relationship require certainty, and respect with leader. Also, the efficacy of the type of communication between the group members reflect the quality of their relation. In contrast, the studied sample were neither satisfied nor dissatisfied with the professional opportunities. This subscale indicate that the nurses were not satisfied with opportunities to have an income to write a scientific paper or to participate in nursing research, this factor require administrative orientation and support to be implemented. Another way to enhance the participative role of the nurses within the institution is through the departmental committees, it could be implemented through frequent meeting to set the operational plan of the department and discussing the related issues.

### V. Conclusion

This study has shown that job satisfaction is positively correlated to nursing practice environment. The nursing practice environment among the general hospitals at Makkah found to be favorable. Nurses perceived the collegial nurse-physician relation as the most favorable dimension the reflects their practice environment while the staffing resource and adequacy was the lowest. The nurses were moderately satisfied with their job overall. The nationality and the educational status of the participants were significantly affecting the respondent's opinion regarding the nursing practice environment characteristics and job satisfaction factors.

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