

# THE LEVEL OF JOB SATISFACTION AMONG STAFF NURSES DURING COVID19

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**Paper Received:** 29.03.2022 / **Paper Accepted:** 11.05.2022 / **Paper Published:** 15.05.2022

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## Abstract

**Background:** Occupational stress plays a vital role in job satisfaction; if it acts as a motivator, it will contribute to creativity and satisfaction and further will remove boredom, and if it acts as a negative factor, it will lead to aggression and low job satisfaction.

**Purpose:** The study determined and assessed the level of Job Satisfaction of Staff Nurses during Covid-19 Pandemic.

**Methods:** A total of 310 nurses regardless of categories such as staff, supervisory, head of the department or even the chief nurse was invited to be part of the research who handled patients in this time of pandemic. The study utilized descriptive-correlational method to describe relationship between variables. Online survey forms were distributed, and data were retrieved and analyzed.

**Results:** The nurses feel that they are being paid a reasonable amount for the work I perform in processing COVID 19. The management of their organization is supportive of them in handling COVID 19 patients and viewed that they are satisfied with chances of promotions.

**Conclusion:** The affects evidently are on work-related, physical and physiological stresses which descend to touch the level of job satisfaction.

**Keywords:** Job Satisfaction, Fringe Benefit, Contingent Rewards, Promotion.

## Background

The effect of the pandemic is inevitably negative to the nurses' well-being and job performance without gaining much of a support system from their peers as well as their resources. And within that process is analyzing one's work, this is a type of operation where one understands the dominance of a task on what specific job they are, how they are able to execute their work, and what human attributes are for taking into the task successfully, in an appropriate manner. Because during this time of the pandemic, where nurses experience stress and fear towards facing COVID-19 confirmed cases are having long shifts, and some are not able to return to their own homes for the sake of not bringing the disease to their loved ones.

Hospitals across the world are faced with demands and scarce resources to provide care to their patients which they had no experience at all. (Schroeder et al., 2020 [5]). While millions of people stay at home, many health care practitioners are risking themselves in the battle against the COVID-19 pandemic. They face clinical, organizational, and technical challenges because of the contagious, severity, and mortality characteristics of this virus. Moreover, frontline nurses face a higher risk of infection not only because they are exposed to positive patients but also because of more intense and increased workloads due to an insufficient number of health professionals to handle high numbers of patients.

Nurses are the first line of defense in this pandemic because they are the ones who provide most of the care and support for their patients, and they are only human as well. So, the physical and mental exhaustion, lack of knowledge, and in many cases, the lack of skill to care for patients can lead to their negative emotions and psychological trauma (Que et al., 2020 [4]).

Preserving the high level of job satisfaction is critical for achieving the appropriate high quality medical service. There is overwhelming evidence that current trends in working environment may have adverse effects on job satisfaction. Job satisfaction is the affective orientation that a

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worker has towards his/her work which consists of two facets: positive affectivity and negative affectivity. Positive affectivity is represented by enthusiasm, high-energy and enjoyable involvement while negative affectivity is indicated by distress, disconnection and anxiety. Occupational stress plays a vital role in job satisfaction; if it acts as a motivator, it will contribute to creativity and satisfaction and further will remove boredom, and if it acts as a negative factor, it will lead to aggression and low job satisfaction. On the other hand, job satisfaction may protect workers from stressors and act as a regulating factor for stress (Hoboubi, et. al., 2017 [1]).

Occupational stress has substantial direct and indirect effects on intention to leave the current organization and intention to leave the profession in the future. It mainly exerts its indirect effects through job satisfaction, depressed mood and stress adaptation. Intention to leave the current organization usually precedes intention to leave the profession. Local Nursing Policy makers should put intention to create reduction strategies among nurses that should concentrate on creating a less stressful work environment, increasing job satisfaction and stress adaptation, and decreasing depressed mood concurrently (Lo, et. al.. 2018 [2]).

### **Objective**

The study determined and assessed the level of Job Satisfaction of Staff Nurses during Covid-19 Pandemic.

### **Methods**

#### **Research Design**

This research utilized descriptive-correlational method. The research study design aligned with the primary aim to assess the stress indicators and job satisfaction of staff nurses during Covid-19 pandemic which served as the basis in the formulation of Career and Psychosocial Mentoring Competency. The premise of the descriptive correlational design required local and international studies relating to the assessment of the stress indicators and job satisfaction of Staff Nurses during Covid-19 Pandemic that supported the data analysis and framed the theoretical model appropriate that seeks to understand the multiple perspective and awareness in Career and Psychosocial Mentoring Competency.

#### **Respondents of the Study**

This study involved the total population of the nursing department of the said institution. A total of 310 nurses regardless of categories such as staff, supervisory, head of the department or even the

chief nurse was invited to be part of the research who handled patients in this time of pandemic. This allowed the researcher to conduct the research study using a questionnaire. Eligible respondents were nurses working in the hospital during pandemic regardless of their work especially nurses working in the Emergency Room, Medical and Surgical Ward, Intensive Care Unit ward, Dialysis Ward and Isolation Ward. The inclusion criteria included staff nurses who are employed in the hospital for more than six months, ages 20 to 45, both male and female. Exclusion criteria are: Fresh graduate nurses that currently have mental health illness or comorbidities, Front liners who already resigned and are not currently working on the chosen institution and staff nurses who were not able to sign the informed consent, as well as those who didn't agree with the agreements on the orientation phase. Those who didn't agree with the aforementioned agreement are excluded from the study. Other Nurses who did not fall to the inclusion criteria was also not within the scope of this research, thus, excluded from this study.

#### **Research Instrument and Data Collection**

The researcher adapted and modified a questionnaire from Muhawish, Salem and Baker (2019) [3] entitled "Job Related Stressors and Job Satisfaction among Cultural Nursing Workforce" which was published in the Middle East Journal of Nursing and available online by the International Organization for Scientific Information (IDOS). A modification on questionnaires was tailored to the content of the current practices or the target population and to bring out a more precise and concrete answer from the respondents. The researcher formally asked the authors permission regarding modifying their questionnaire to be used for this study.

The modified questionnaire undergone pilot testing and it was submitted to Cronbach analysis to check for reliability and validity of the content to ensure the appropriateness of the questionnaire in measuring the stress indicators and job satisfaction of staff nurses during covid-19 pandemic.

#### **Statistical Treatment of Data**

Descriptive statistics (frequency and percentage) was used to describe the findings for the demographic profile. Students' t-test, analysis of variance (ANOVA) and Pearson's correlation were performed to determine the significant difference and relationship among the variables of the study. A statistically significant  $p < 0.05$  level was considered.

#### **Ethical Consideration**

The Ethics Review Committee of La Consolacion University of the Philippines reviewed this research

study to ensure that it did not violate ethical considerations that should be observed.

## Result

**Table 1: The Level of Nurses' Job Satisfaction During COVID-19 Pandemic**

Stress Indicators	Mean Score	Descriptive Interpretation	Level of Satisfaction
<b>Salary:</b>			
I feel I am being paid a fair amount for the work I do in handling COVID 19.	2.59	Undecided	Neutral
I feel satisfied with my chances for salary increase if any for handling COVID 19.	2.82	Undecided	Neutral
<b>Supervision:</b>			
The management of this organization is supportive of me in handling COVID 19.	3.82	Agree	Satisfied
I receive the right amount of support and guidance from my direct supervisor in handling COVID 19.	3.87	Agree	Satisfied
<b>Promotion:</b>			
I am satisfied with my chance of promotions	3.11	Undecided	Neutral
I am appropriately recognized when I perform well at my regular duties.	3.41	Undecided	Neutral
<b>Fringe benefits:</b>			
I have provided with all trainings necessary in handling COVID-19 Virus Virus to perform my job.	4.16	Agree	Satisfied
I have learned many nursing skills in handling COVID patient.	4.09	Agree	Satisfied
<b>Contingent rewards;</b>			
I feel encouraged by my supervisor to offer suggestion and improvements.	4.09	Agree	Satisfied
I am provided with all the COVID trainings necessary to perform my job	4.01	Agree	Satisfied
<b>Operating procedures</b>			
The organization rules make it easy for me to do a good job.	4.05	Agree	Satisfied
My department provides all the equipment, supplies, and resources necessary for me to perform my duties.	4.05	Agree	Satisfied
<b>Nature of work:</b>			
I have an accurate written job description.	4.05	Agree	Satisfied
My work is evaluated based on a fair system of performance standard	4.03	Agree	Satisfied
<b>Communication:</b>			
My co-workers and I work well together in handling COVID 19 patients.	4.15	Agree	Satisfied
I feel I can easily communicate with members from all level of this organization in terms of COVID Patient.	4.11	Agree	Satisfied

Strongly Agree – 5.0- 4.50, Agree – 4.49 – 3.50, Undecided – 3.49- 2.50, Disagree – 2.49 – 1.50, Strongly Disagree – 1.49 – 1.0

The nurses feel that they are being paid a reasonable amount for the work I perform in processing COVID 19. The management of their organization is supportive of them in handling

COVID 19 patients and viewed that they are satisfied with chances of promotions. They were able to have provided with all trainings necessary in handling COVID19 to perform their job. The

encouragement by their supervisor to offer suggestion and improvements is effective as part of their contingent reward. The organization rules make it easy for the nurses to do a good job, that their department provides all the equipment, supplies, and resources necessary for them to perform their duties. Further, the nurses have an accurate written job description, which made them have a good working relationship with their colleagues.

## Conclusion

The effect of the COVID-19 pandemic greatly affects the mental health of the nurses globally with increased pressure, emerging anxiety, and fear among healthcare professionals. The effect of the pandemic is inevitably negative to the nurses' well-being and job performance without gaining much of a support system from their peers as well as their resources. And within that process is analysing one's work, this is a type of operation where one understands the dominance of a task on what specific job they are, how they are able to execute their work, and what human attributes are for taking into the task successfully, in an appropriate manner. Because during this time of the pandemic, where nurses experience stress and fear towards facing COVID-19 confirmed cases are having long shifts, and some are not able to return to their own homes for the sake of not bringing the disease to their loved ones. Preserving the high level of job satisfaction is critical for achieving the appropriate high quality medical service. There is overwhelming evidence that current trends in working environment may have adverse effects on job satisfaction. The global pandemic has brought huge and impactful direct and indirect transformation across industries but the largest scale landed on the healthcare delivery system which in all its might has had to adapt as fast and efficient as it could. In the process of such immediate need to thrive with such risk and attend to the increasing number of patients with very special needs while maintaining the same level of care, down the line, the stresses come down to Nurses as the closest contact. The affects evidently are on work-related, physical and physiological stresses which descend to touch the level of job satisfaction. Thus, respectively, healthcare

institutions should provide opportunities for nurses to discuss the stress they are experiencing, support one another, and make suggestions for workplace adaptations during this pandemic in order to manage and sustain the nurses' satisfaction in their critical role.

## Conflicts of Interest Disclosure

The authors declare there are no significant competing financial, professional, or personal interests that might have influenced the performance or presentation of the work described in this manuscript.

## Acknowledgement

The authors would like to extend their sincere gratitude and deepest appreciation to their affiliations and to the participants that led to the possible accomplishment of this research work.

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