

# Factors Influencing Job Satisfaction of Nurses in Cardiac Center, Hail, KSA

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## Abstract

**Background:** The present healthcare organizational landscape is experiencing a myriad of issues that have resulted in more and more nurses quitting. Job satisfaction is defined as the employees' feelings and behaviors towards their job. The healthcare system of Saudi Arabia is composed of considerable numbers of expatriate nurses from different countries, bringing about diversity. Compared to the past data, there has been an increment in the rate of nurses quitting, meaning a reduction in job satisfaction. This study determines the factors influencing job satisfaction among nurses working in Cardiac Center Hail in Saudi Arabia. **Methods:** The study utilized a retrospective study based on prospective data collection focusing on the nursing staff's responses to the staff satisfaction survey in Cardiac Center Hail (CCH). The convenience sampling technique of data collection was adopted since it is incredibly prompt, economical, fast, less sophisticated, and easy to research. This method is random and hence eliminates bias in the research. The data collection process utilized inclusion criteria to ensure high quality and reliable data s obtained. **Results:** It can be observed the job satisfaction in the Cardiac Center Hail is average since the highest percentage of job satisfaction scores ranges between being average and very good for most of the influencing factors. The most dissatisfying factor in the institution was the food supply, followed by the communication system, transportation, and working hours. **Conclusion:** This information is critical for utilization by policymaking in developing long-term sustainable strategies for promoting a higher retention rate of nurses through offering favorable conditions to promote health care quality deliverance. . Improvements include allocating allowances, reducing the workload on the nurses by maintaining the required shift time, compensate on overtime, improve the communication system, food should be properly cooked, fresh, and balanced, reduce congestion in accommodation & provide appropriate accessories, and establish proper and reliable transport system.

**Keywords:** Job Satisfaction, Nurses, Cardiac Center.

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## INTRODUCTION

The present healthcare organizational landscape is experiencing a myriad of issues that have resulted in more and more nurses quitting. Job satisfaction is defined as the employees' feelings and behaviors towards their job. Job satisfaction is affected by various factors, including the employee's expectations and the job landscape. Job satisfaction in the nursing sector plays a critical role in determining the quality of health care provision and patient outcomes. Research shows that healthcare employees feel satisfied with their jobs when the environment promotes development in their careers. The facility infrastructure is top-notch, well-financed facility. The environment promotes continued learning,

acknowledgment, and excellent relations with the facility management. Sociodemographic elements such as nurse-patient relationship, salary, and management support also substantially affect job satisfaction [1]. This documentation aims to determine different factors, including sociodemographic information of the nurses working in the Hail region Kingdom of Saudi Arabia, which can influence their job satisfaction.

Numerous studies have been established to determine various factors affecting nurses' job satisfaction. However, it was discovered that job satisfaction is unique for every institution and region. This documentation focuses on the nurses of the Hail region, Saudi Arabia. The healthcare system of Saudi Arabia is compressed of considerable numbers of

expatriate nurses from different countries. This factor brings about diversity in the range of factors that may affect job satisfaction in this region. According to Al-Momani, in 1996, the rate of nurses leaving their jobs was 18.4%, compared to 21% experienced in 2008. This shows an increment in nurses quitting, meaning a reduction in job satisfaction (Alshmemri, 2014) [2].

The work environment is a critical component of nursing job satisfaction, as it influences the quality of care and patient outcomes. Research carried out by Alboliteeh 2019 established that one factor that influences nurse job satisfaction is civil status. He discovered that single nurses exhibited higher job satisfaction than married nurses through his study. This is due to personal life issues being transferred to work. Single nurses have fewer family issues, allowing them to concentrate more on their job, unlike their married counterparts.

Nurses' nationality is another factor influencing the Job satisfaction of nurses in Saudi Arabia. As mentioned earlier, expatriate nurses make up a large percentage of the nursing task force. Alboliteeh 2019 showed that most expatriate nurses are more satisfied with their jobs than local nurses. This is because most expatriate nurses leave their country due to the financial crisis in Saudi Arabia, where there is better pay, better facilities, technological advancements, and workload. The only downside of expatriate nurses, according to Al-aameri 2000 is that their nationality might affect their commitment [3].

Age is the other major determinant of nurses' job satisfaction. Older people exhibit the highest job satisfaction despite their salary or nationality. This could be attributed to the level of maturity where elder people have high maturity and hence are more easily satisfied than the younger generation. The older generation tends to have lesser needs and reasonable, realistic, and moderate expectations than the more youthful generation; hence they are easy to meet. Young nurses between the ages of 25 and 34 are victims of severe burnout compared to senior experienced nurses. These activities are both mentally and physically exhausting, especially for the inexperienced nurse. Such information is crucial to allow the healthcare system to develop adequate programs that will offer appropriate knowledge and skill through training to handle the occupational hazards associated with their line of work to prevent stress and burnout.

Discrimination and abuse are other causes of the high rate of young nurses unsatisfied with their jobs. The work environment is associated with stress and pressure, which may cause mental issues such as fatigue, anxiety, and burnout for an inexperienced nurse. Experienced nurses or other staff such as management may keep on the pressure instead of understanding leading to discrimination and abuse. The

system should be designed to notice such cases and offer appropriate help and guidance through mentoring and preventive measures to create a friendly working environment for everyone. A friendly working environment promotes productivity and quality healthcare delivery (Alzailai, Barriball, and Xyrichis, 2021) [4].

The salary was established as another factor influencing job satisfaction among the nurses of Hail, Saudi Arabia. The nurses that are highly paid exhibited the highest level of job satisfaction. This means that income is a source of motivation and satisfaction for a nursing job. Salary mainly reflects one's experience or position, meaning that income increases as experience are gained. This is why most highly paid nurses are not young nurses. They are more satisfied because their salary can easily cater to their needs and expectation. These people are also associated with a certain level of authority, for instance, handling other interns or young and new nurses, meaning their workload may be less demanding [5].

When grouped in terms of nurses' years of experience, the number of satisfaction increases with the number of years of experience. The satisfaction due to the number of years of experience a nurse has is attributed to various factors. This is because as a nurse gains knowledge, they adapt and are comfortable with their work-life and can handle the stress that comes with the job, i.e., the occupational hazards. Young and inexperienced nurses are, in most cases, experiencing a lot of new scenarios and are yet to adopt the work-life hence they get emotionally drained. Young nurses have unrealistic expectations, making them discontented with their work environment, salaries, and workload.

## **METHODS**

### ***Data Sources***

We began a retrospective study based on prospective data collection focusing on the nursing staff's responses to the staff satisfaction survey in Cardiac Center Hail (CCH), a major referral hospital dedicated to cardiac patients and affiliated with King Salman Specialist Hospital.

### ***Procedure***

The process of data collection among the staff members utilized convenience sampling. Convenience sampling is a method that involves using the respondents who are conveniently available to the researcher. This method was selected because of its myriad benefits, such as it is incredibly prompt, economical, fast, less sophisticated, and easy to research. This method is random and hence eliminates bias in the research. The data collection process utilized inclusion criteria. The respondents were required to be in the hospital during data collection and the study period to allow for data clarification if needed. The respondents were required to have worked in the

hospital within the past three months to ensure they had the hospital experience. Accurate information and the respondents were willing to participate in the study.

Prior to starting, data collection approval was acquired from the appropriate authorities, i.e., the ethics review board of the Hail university. Next, a notification was sent to the nurses describing the study, its purpose, its significance, and rights of participation. Rights of participation included anonymity, confidentiality, and the right to withdraw. This information was relayed through emails informing of a cover letter and posted on the hospital's notice board.

Data collection involved survey questioners in MSQ on different factors that influence job satisfaction. The survey collected information on major factors such as salary, working hours, workload, and area of assignment, vacation privileges, communication system, nursing administration, superiors/subordinates,

food supply, transportation, hospital administration, and accommodation. General questions on these topics are asked to allow the researcher to gauge the respondents' level of satisfaction. The level of satisfaction was evaluated according to the respondent's feedback, poor, average, good, very good, or excellent.

### RESULTS

The overall results from the survey are demonstrated in the table below. It can be observed the job satisfaction in the Cardiac Center Hail is average since the highest percentage of job satisfaction scores ranges between being average and very good for most of the influencing factors. The most dissatisfying factor in the institution was the food supply, followed by the communication system, transportation, and working hours. The most satisfying factors were vacation privileges and area of assignment.

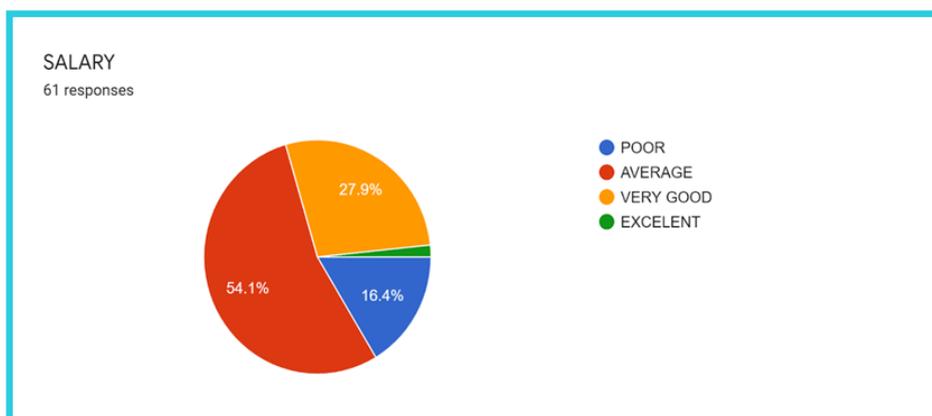
**Table-1: Summary of the results**

Influencing Factor	Percentage (%)			
	poor	average	very good	excellent
Salary	16.40	54.10	27.90	1.60
Working Hours	31.10	31.10	34.40	3.40
Workload	24.60	45.90	26.20	3.30
Area Of Assignment	1.60	26.20	60.70	11.50
Vacation Privileges	6.50	23.00	55.70	14.80
Communication System	47.50	41.00	11.50	0.00
Nursing Administration	3.30	39.30	49.20	8.20
Food Supply	77.00	11.50	11.50	0.00
Accommodation	18.00	36.10	41.00	4.90
Hospital Administration	11.50	45.90	37.70	4.90
Transportation	34.40	44.30	16.40	4.90
Average	24.72	36.22	33.84	5.23

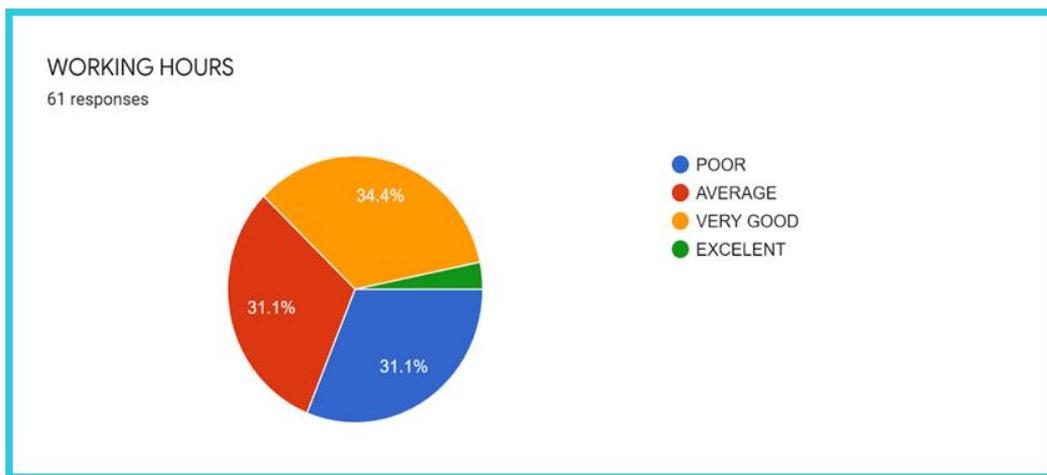
### STATISTICAL ANALYSIS

Demographic information comprised biological characteristics such as age, gender, and nationality. Finally, the prospectively collected data

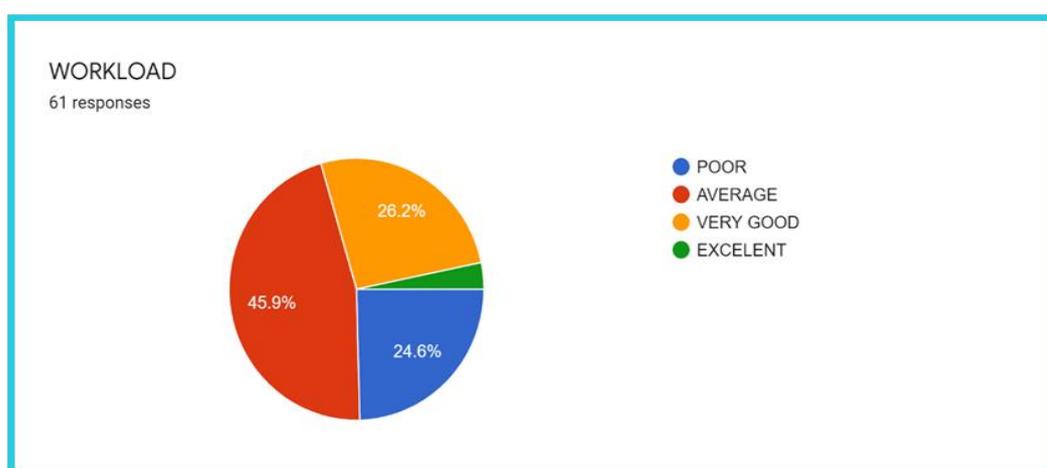
were analyzed. The data are presented as n = % for the quantitative variables and are summarized by absolute frequencies and percentages for the categorical variables.



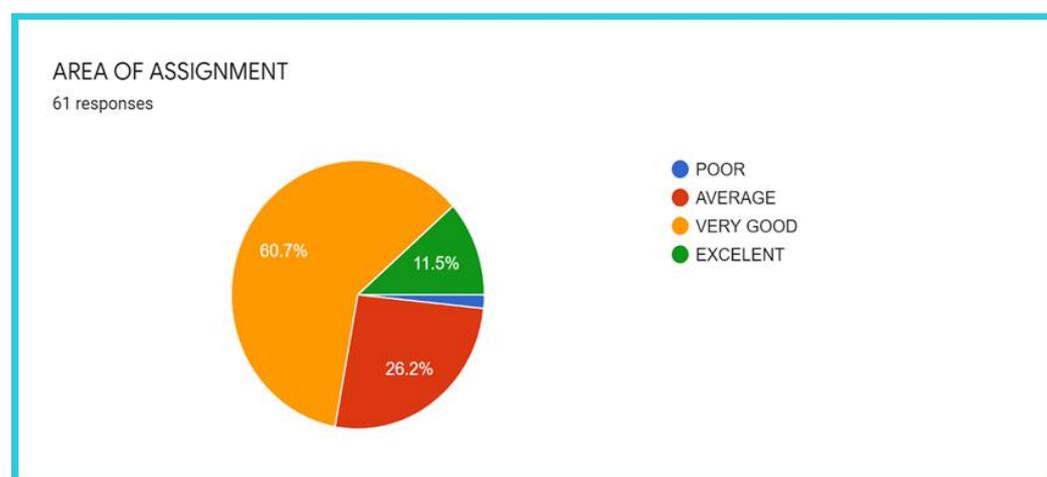
**Fig-1: Salary influence on job satisfaction**



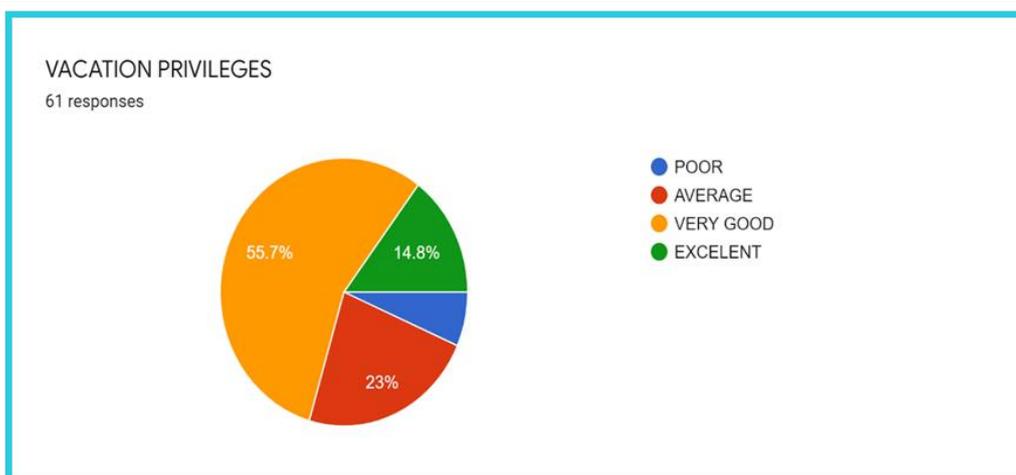
**Fig-2: Working hours influence job satisfaction**



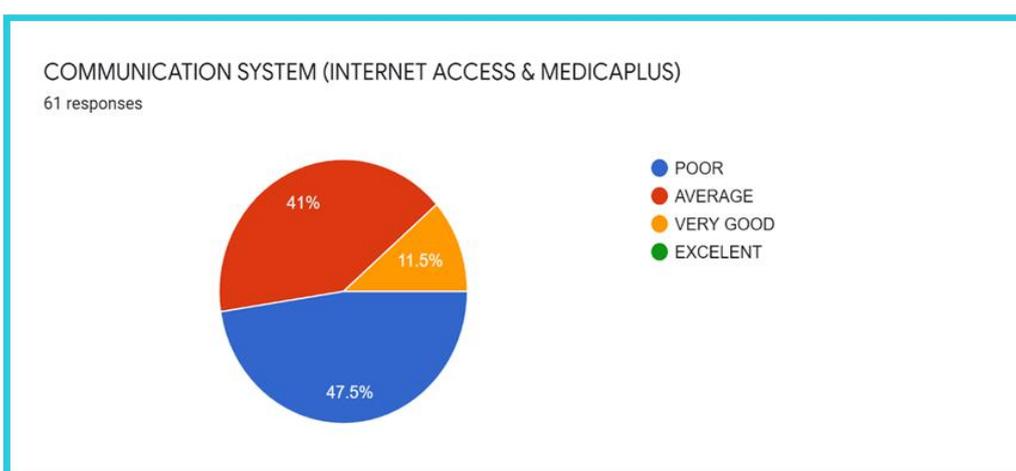
**Fig-3: Workload influence on job satisfaction**



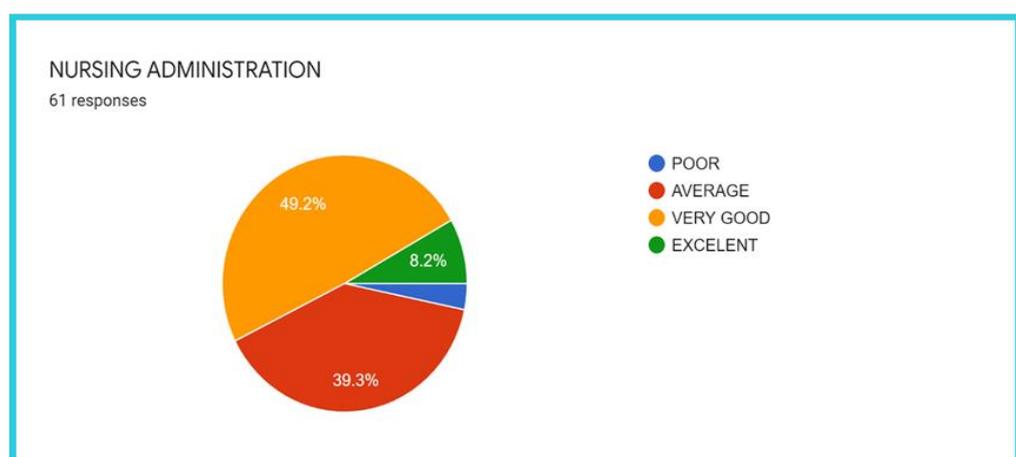
**Fig-4: Area of assignment influence on job satisfaction**



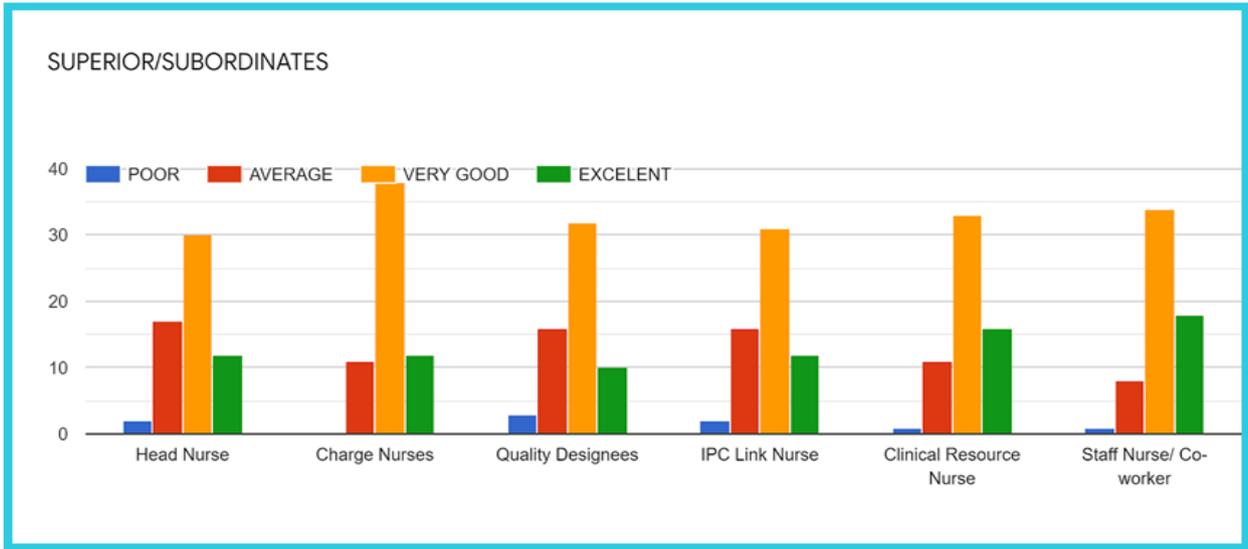
**Fig-5: Chart for vacation privileges**



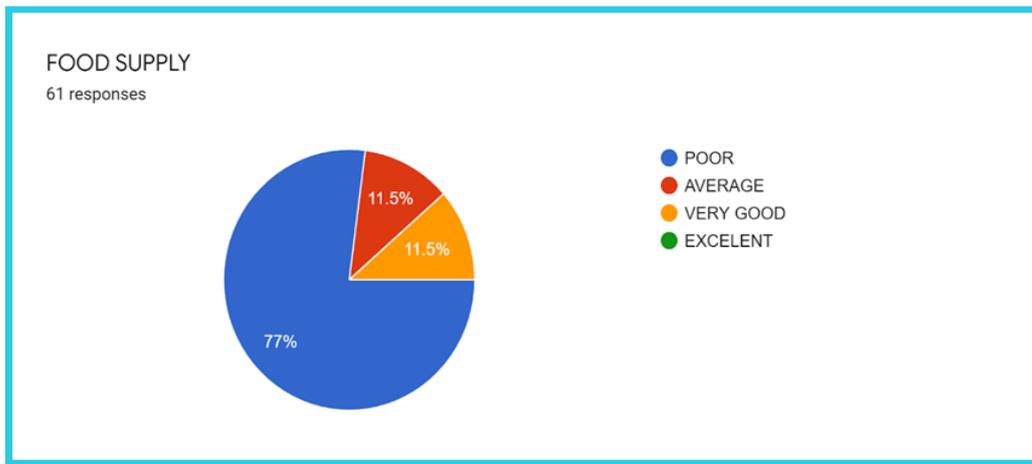
**Fig-6: Communication system chart**



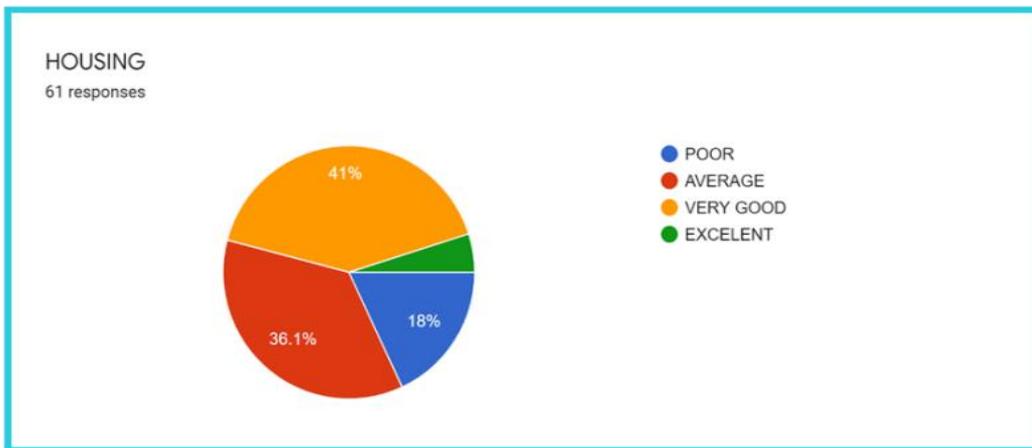
**Fig-7: Nursing administration's influence on job satisfaction**



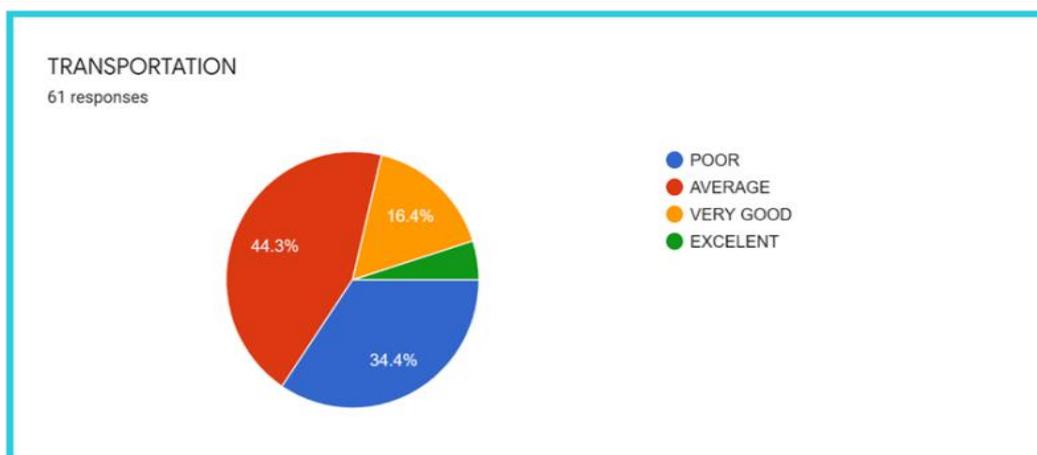
**Fig-8: Superiors/subordinates influence job satisfaction**



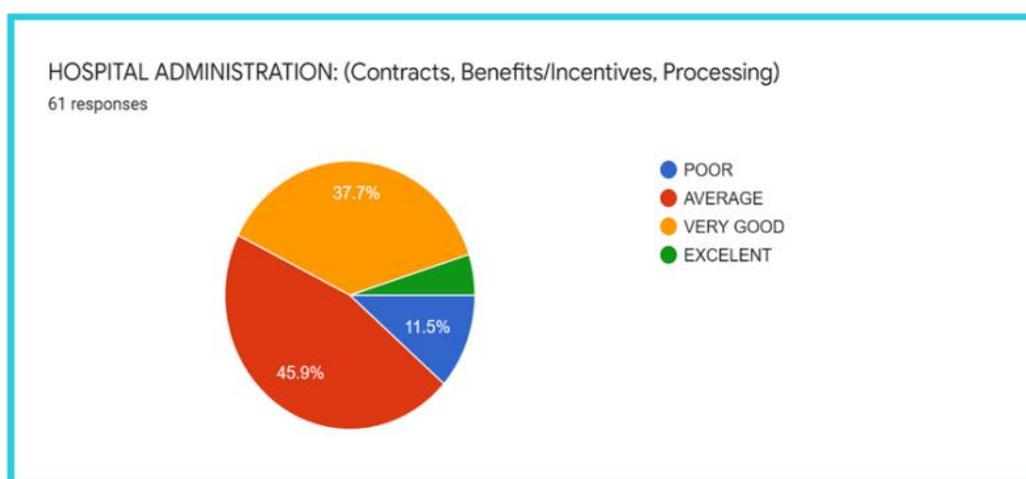
**Fig-9: Food supply influence on job satisfaction**



**Fig-10: Accommodation influence on job satisfaction**



**Fig-11: Transportation influence on job satisfaction**



**Fig-12: Hospital administration's influence on job satisfaction**

## DISCUSSION

The primary study objective of this study was to determine the factors influencing job satisfaction among the nurses in Cardiac Center Hail. The results extensively studied different factors affecting job satisfaction and evaluated each respondent's satisfaction level. The results were quantified and analyzed to establish appropriate relationships. Generally, it was observed that the nurses at the Cardiac Center Hail are satisfied with their job. Job satisfaction is a significant contributor to a better work environment for healthcare providers, increasing patient satisfaction and achieving high-quality healthcare services.

The significant difference in job satisfaction among nurses regarding salary implies that most of the nurses in the hospital are satisfied. Over 83.6% of the nurses were satisfied with the salaries, with only a 16% portion displaying dissatisfaction. Those that complain site no allowances, no salary increment according to position or stay. Allowances cited by the nurses in the survey include ICU allowances, on-call allowances, and position allowances. The actual salary was not a significant issue but the allowances.

Evaluating working hours and how they impact job satisfaction established that 62.2% is average and poor, with 31.1 citing poor working hours. This suggested it was an issue that could cause job dissatisfaction; however, it was classified as neutral. The major issue with working time was extension forcing nurses to work a 12-13 hour shift instead of the standard 8-hour shift. This results in implications such as burnout and stress accumulation among nurses. This has been majorly contributed to by understaffing in the hospital. The workload is another influencing factor that was evaluated in the survey. The results showed that the workload was within an acceptable range. The majority of the nurses showed considerate satisfaction with regard to workload. However, the nurses were concerned about heavy workloads and extended working time—a lack of enough staff fuels this issue.

The staff area of the assignment was established as a factor that can influence job satisfaction. If a nurse is assigned an area they are not well conversant with or have minimal exposure and experience, it is expected to increase the rate of job dissatisfaction. However, among the nurses in the cardiac center, Hail showed a considerably high job

satisfaction rate regarding allocation. Only 1.6% showed dissatisfaction.

Further evaluation of the influence of vacation privileges on job satisfaction demonstrated high satisfaction among the nurses. The hospital is considerably generous with vacation privileges, including 53 days, and additional days, are granted if there is an emergency.

Evaluating the influence of the communication system on job satisfaction showed most nurses are dissatisfied. 47.50 rate the communication system as poorly characterized by the high level of unreliability, i.e., not working most of the time, slow to connect, losing data, lack of proper monitors, problems with Medica Plus, and poor internet connection. This sector requires considerable high-level improvement to remedy all the issues since communication is essential in improving the quality of health care services by promoting efficiency in data transfer and connection between departments and nurses.

Nursing administration is a significant factor that determines the conditions of the working environment. It determines how the nurses relate to each other. Good relationship and culture in the hospital promotes teamwork and causes an increase in productivity, increased healthcare quality, and reduced stress in the workplace. The result showed that the nurses are delighted by the team members characterized by good teamwork, hardworking, and support.

Other factors influencing nurses' job satisfaction include food supply, transportation, hospital administration, and accommodation. Food supply was established as one of the major factors causing dissatisfaction among the nurses. It recorded a dissatisfaction rate of 77%. The nurses complain about having the same dish every other time and poorly prepared food. The accommodation was neutral since the houses were allocated to the nurses' houses; however, there were numerous issues such as poor maintenance, congestion, and no accessories. Transportation is an issue since the drivers are late and sometimes unavailable, especially when a change or extension on the working shifts.

## CONCLUSION

In conclusion, job satisfaction among nurses in Hail, Saudi Arabia, was affected by various factors such as salary, working hours, workload, area of assignment, vacation privileges, communication system, nursing administration, superiors/subordinates, food supply, transportation, hospital administration, and

accommodation. It can be observed the job satisfaction in the Cardiac Center Hail is average since the highest percentage of job satisfaction scores ranges between being average and very good for most of the influencing factors. The most dissatisfying factor in the institution was the food supply, followed by the communication system, transportation, and working hours. The most satisfying factors were vacation privileges and area of assignment. Some improvements can be adopted and implemented in the hospital to improve the rate of satisfaction among nurses. Improvements include allocating allowances, reducing the workload on the nurses by maintaining the required shift time, compensating for overtime, improving the communication system, food should be properly cooked, fresh, and balanced, reducing congestion in accommodation & provide appropriate accessories, and establishing proper and reliable transport system. This information is critical for utilization by policymaking in developing long-term sustainable strategies for promoting a higher retention rate of nurses through offering favorable conditions to promote health care quality deliverance.

## ACKNOWLEDGMENT

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