

Nurse Job Satisfaction in King Khalid General Hospital in Hafer Al Batin

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Abstract

This study aimed to detect aspects associated with ex-pat nurse job satisfaction in King Khalid General Hospital in Hafer AL Batin City in the Kingdom of Saudi Arabia. A descriptive cross-sectional method was utilized to evaluate the relationship between the job satisfaction variables among ex-pat nurses in King Khalid General Hospital. 53 nurses participated in this survey. The majority of respondents were male and they paid fairly for their work. The supervisor as competent has the highest number of respondents more than half feel they get an adequate level of recognition when they do a good job. The positive team dynamic has the highest number of participants and that can significantly improve job satisfaction.

Keywords: nurse job satisfaction, King Khalid General Hospital, dissatisfaction with one's job.

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INTRODUCTION

The job satisfaction of nurses has been studied for many decades. Nurses are the most numerous types of healthcare providers, and they make significant contributions to the quality and delivery of patient care (Al-Aameri, 2000; Chan, Tam, Lung, Wong, & Chau, 2013). Nurse shortages and high nurse turnover remain among the most difficult issues confronting healthcare systems around the world. These two issues have become major concerns for many advanced, developing, and developing countries around the world. Many factors contribute to the global shortage of nurses, including a decrease in the number of students interested in studying nursing, a shortage of nurses entering the profession after graduation, and job dissatisfaction among practicing nurses, which leads to many nurses leaving the profession (Longo, 2007; Miller, 2007).

Moreover, research shows that dissatisfaction with one's job is one of the most important factors contributing to the shortage of nurses (Miller, 2007). The shortage of Saudi nurses is a major concern in Saudi Arabia, as it has a significant impact on the healthcare system's efficiency and productivity (Al-Aameri, 2000). Several research studies conducted in different geographical regions in Saudi Arabia have examined job satisfaction among combined cohorts of Saudi and non-Saudi nurses working in both the private and public

healthcare sectors. However, literature is scarce on job satisfaction and job dissatisfaction among Saudi national nurses. This study identifies and investigates the level of job satisfaction among Saudi female and male public-sector nurses' hospitals in the Hafer AL Batin city of the Kingdom of Saudi Arabia. Statement of the Issue Saudi Arabia's healthcare system and health infrastructure are gradually improving and developing.

Nevertheless, nursing shortages and insecurity among national nurses have emerged as critical issues for health policymakers. Most nurses in the Saudi healthcare system are from other countries, and if they leave for any reason, the Saudi healthcare system and public hospitals will face a critical situation. Job satisfaction among Saudi nurses is critical for the healthcare system's ability to maintain a stable workforce and reduce nurse shortages (Al-Dossary *et al.*, 2012). Saudi Arabia is currently experiencing a severe shortage and turnover of Saudi nurses. As a result, the country must recruit and retain Saudi national nurses. Identifying and investigating the level of job satisfaction among Saudi nurses could assist health managers in assisting. The Ministry of Health (MoH) and policymakers will be provided with detailed information on the factors that influence job satisfaction among Saudi nurses working in public hospitals. This information may help to increase the stability of Saudi nurses in the Saudi healthcare system.

METHODOLOGY

Research Questions

What is the level of job satisfaction among expatriate nurses in the King Khalid General Hospital?

What factors cause expatriate nurses to be satisfied with their jobs at Hafer AL Batin King Khalid General Hospital?

How can the job satisfaction of expatriate nurses be increased?

Study Aim

is to identify factors associated with ex-pat nurse job satisfaction in Hafer AL Batin City King Khalid General Hospital in Saudi Arabia.

The study's objectives

To determine the extent and causes of job satisfaction among expatriate nurses working in Saudi Arabia.

To assess the level of job satisfaction among expatriate nurses working at Hafer AL Batin King Khalid General Hospital in Saudi Arabia.

To identify the factors that satisfy expatriate nurses in King Khalid General Hospital.

To make suggestions for ways to improve job satisfaction

Research design

A descriptive cross-sectional method for describing and evaluating the relationship between the Job satisfaction variables among ex-pat nurses in King Khalid General Hospital in Hafer AL Batin.

Data collection

The job satisfaction scale questionnaire contained 30 questions on a Likert scale ranging from 1 (disagree very much) to 6 (agree very much). A self-administered job satisfaction questionnaire survey of ex-pat nurses was used to collect primary data for the analysis of nine job satisfaction scales, each with four subscales. Secondary data was gathered by reading and analyzing previous books, journals, magazines, reports, and articles on the subject. The emphasis here was on collecting studies that had been conducted in the past.

Sample size

Probability sampling includes the total sample size. Expatriate nurses working in King Khalid General Hospital in Hafer AL Batin., Saudi Arabia, were invited to participate in this quantitative study, with the JSS distributed over one month by the nursing directors at the King Khalid General Hospital 53 nurses participants

Study period: The study will be extended from December 1, 2022, to December 30, 2022.

Ethical Considerations

The researcher will obtain informed consent after explaining the objectives and purpose of the study.

The researcher assured the privacy and identity of the study participants would be maintained confidentiality. No compensation will be given as this study is only a survey and no harm or injury will be caused.

RESULTS AND DISCUSSION

Demographics

The majority of the respondents to the Job Satisfaction Survey were male (75.5%), with a significant number being in the 25-40-year age bracket (43.3%). The predominant role identified was that of a healthcare specialist (47.2%).

Work Experience

Almost half of the respondents have 3-5 years of experience in their specialty (40.4%), which indicates a significant group of individuals who are likely to be well-established in their roles.

Perception of Fair Pay

The majority of respondents feel they're being paid fairly for their work with the modal response being 4 on a scale of 1 to 6. However, the distribution is widespread, suggesting that there's a significant number who feel under-compensated.

Promotion Opportunities

There appears to be a mixed perception regarding opportunities for promotion with the majority leaning towards fewer opportunities accounting for 56.6% of responses. This may suggest a perceived lack of career progression in their roles, which could impact overall job satisfaction.

Supervisor Competence

The majority of respondents perceive their supervisor as competent, with the highest number of responses. This is a positive finding, as effective management can be a key factor in job satisfaction.

Benefits Satisfaction

There are mixed feelings regarding the benefits received, with a slight tilt towards dissatisfaction accounting for 70.6% of responses for each question). This could be an area for the organization to investigate further to understand what aspects of the benefits package are leading to this dissatisfaction.

Recognition for Good Work

Most respondents feel they receive an adequate level of recognition when they do a good job, with the highest number of responses. However, there's a significant number who feel they aren't recognized enough, which could be impacting their job satisfaction.

Rules and Procedures

There seems to be a perception that many rules and procedures make doing a good job difficult, with responses spread across the scale but skewing towards agreement for 63.2% of responses. This suggests that

bureaucratic hurdles may be impacting job performance and satisfaction.

Team Dynamics

The majority of respondents like the people they work with the highest number of responses Positive team dynamics can greatly enhance job satisfaction.

Job Meaningfulness

The responses to whether the respondents' jobs feel meaningful or not are quite spread across the scale, suggesting a mixed feeling about job purpose. This is an important aspect to note as job meaningfulness can significantly affect job satisfaction and employee retention.

Discussion and Analysis

This analysis aims to interpret and understand the results of a job satisfaction survey based on the provided questions and responses. The survey collected responses from 53 participants in the healthcare industry.

Demographics and Specialization

1. Gender Distribution:

- 75.5% of respondents identified as male, while 24.5% identified as female. This suggests a gender imbalance within the healthcare sector, which aligns with known trends in this field.

2. Age Distribution:

- The majority of respondents (43.3%) fell within the age range of 25-40, indicating a significant representation of mid-career professionals. A substantial proportion (32.1%) were under 25 years old.

3. Specialization in Healthcare:

- The most common specialization was "specialist" (47.2%), followed by "technical assistant" (18.9%). A diverse range of roles, including technical and consultative positions, were reported, showcasing the varied expertise within the healthcare sector.

4. Years of Experience in Specialty:

- A significant proportion (40.4%) reported 3-5 years of experience within their specialty. This suggests a considerable number of mid-level professionals, while a substantial portion (17.3%) had over 10 years of experience.

Job Satisfaction Factors

5. Perception of Fair Payment:

- The majority (53.8%) rated their satisfaction with payment between 4 and 5, indicating a moderate to high

level of satisfaction with their compensation.

6. Perception of Promotion Opportunities:

- About 47.2% of respondents perceived sufficient promotion opportunities (rated 4-6), while 52.8% had a less favorable perception (rated 1-3).

7. Perception of Supervisor's Competence:

- The majority (56.6%) rated their supervisors' competence between 4 and 5, suggesting a generally positive view of their supervisors.

8. Satisfaction with Benefits:

- A notable portion (50.9%) expressed dissatisfaction with their benefits (rated 1-3), indicating potential areas for improvement in the benefits package.

Work Environment and Culture

9. Recognition for Good Performance:

- A significant majority (61.5%) believed they received adequate recognition for good performance, rating between 4 and 5.

10. Impact of Rules and Procedures:

- A balanced response was seen in the perception of rules and procedures hindering good job performance, suggesting room for improvement in organizational policies and processes.

11. Satisfaction with Colleagues:

- A significant portion (43.4%) reported being satisfied with their colleagues (rated 5-6), reflecting a positive work environment in terms of relationships.

12. Job Meaningfulness and Job Enjoyment:

- A considerable number of respondents (50.9% and 49.1% respectively) found their job meaningful (rated 5-6) and enjoyed their job (rated 4-6).

Organizational Communication and Clarity

13. Clarity of Organizational Goals:

- A balanced response was observed regarding clarity of organizational goals, suggesting a need for clearer communication within the organization.

14. Awareness of Organizational Happenings:

- A considerable portion (47.2%) often felt unaware of organizational happenings, indicating a need for better communication and transparency.

Challenges and Growth Opportunities

15. Barriers to Salary Increases:

- Over half of respondents (54.7%) expressed dissatisfaction with the frequency of salary raises (rated 1-3).

16. Perception of Promotion Based on Performance:

- Respondents were divided in their perception of promotion based on performance, indicating potential disparities in promotion practices.
17. **Perception of Supervisor Fairness:**
- A significant portion (39.6%) felt their supervisors were unfair (rated 1-3), suggesting potential issues in leadership and management.

Overall Job Satisfaction and Well-being

18. Overall Job Satisfaction:

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