

Socio-psychological health hazards and job satisfaction among the female nurses in the selected public hospitals of Bangladesh

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Abstract

The study focused on the different types of socio-psychological health hazards exposed to female nurses at their workplace. It also aimed to understand the level of job satisfaction among the study respondents. More specifically, this study assessed job satisfaction of female nurses in the public hospitals of Dhaka city in relation to socio-psychological health hazards. A total number of 133 female nurses from 3 government hospitals located at Dhaka city were purposively selected for face to face interview using a semi-structured questionnaire. Findings show that the most of the respondents (77%) of this study were not satisfied with the hospital administration system and a significant number of them (63%) wanted to change their profession. This study also revealed that health related hazards is one of the main reasons for the respondents (31%) to leave nursing profession. In addition, an overwhelming majority of the respondents (71%) faced sexual harassment at workplace. Based on the bi-variate analysis, this study suggests that among the 6 components of socio psychological hazards exposed to the nurses, 5 components are significantly associated with the job satisfaction.

Keywords: social hazards, psychological hazards, job satisfaction, nurse

1. Introduction

Job satisfaction relates to socio-economic, cultural, religious and other factors. However, socio-psychological issue is an important aspect to be considered seriously in the academia. Health care providers', such as the nurses, job satisfaction is a very important variable which works as a precondition for providing quality health care [1]. In addition, personal lives of nurses are also important component that can impact on patient's safety, quality of care, commitment to profession and the organization. A number of studies have reported that employees who are satisfied with their jobs tend to stay for a long period in the job [2, 3].

Research also shows that employees who are satisfied with their jobs are more likely to be productive, creative, and committed to their employers [4, 5]. Study also showed a direct correlation between staff satisfaction and patient satisfaction in health care organizations [6-8]. Job dissatisfaction, on the contrary, leads to absenteeism, tardiness, grievances and increased turnover which results in higher employment costs [9, 10]. The causes of job dissatisfaction of the nurses are mostly attributed to heavy workloads, sexual harassment at workplace, and lack of motivation, inadequate training, low salary structure, inequality between men and women nurses, and lack of respect [11-14]. However, job satisfaction does not necessarily rely on the nature of the job, it also depends on the expectations of the employees of what their job should provide [15]. High turnover and vacancy rates in the nursing profession are affecting access to health care sector [16]. Continuously hiring new employees is costly, and frequent staff turnover affects employees' morale and impairs patient care [17]. Since health care is strongly associated with the quality and status of the nurses, study relating to nurses' job satisfaction should get priority for the sake of its own merit. However, very few studies have been conducted to explore the issues of the nurses' job dissatisfaction. Of course, most of the previous studies emphasized on quantifying the structural issues regarding the nurses' job satisfaction. The biological, physical and chemical related health hazards exposed to nurse are frequently well documented internationally in many studies. Unfortunately, socio-psychological constructions of job satisfaction among the nurses at workplace have always been overlooked. As mentioned above, the unexplored reasons of nurses' job dissatisfaction are crucial to prevent health sector, thus it would be rational to explore it.

2. Objectives of the Study

The broader objective of this study is to investigate the nature of socio-psychological health hazards and the extent of satisfactions among the nurses working in the government hospitals of Bangladesh. Specific objectives of this study are as follows-

- (a) To explore the pattern of socio-psychological health hazards in the nursing profession;
- (b) To identify the extent to which nurses in public hospitals are satisfied with their jobs, and
- (c) To assess the relationship between the socio psychological hazards and job satisfaction.

With a view to examine the relationship between socio-psychological hazards and job satisfactions, this study tests the hypothesis ‘the more extent of victim of socio-psychological hazards, the greater the extent of job dissatisfaction among the nurses’.

3. Materials and Methods

A total number of 133 female nurses from three public hospitals (Dhaka Medical College and Hospital, Shaheed Suhrawardy Medical College and Hospital, and Sir Salimullah Medical College and Mitford Hospital) located at Dhaka city were interviewed for collecting primary data. The hospitals and the respondents were selected purposively. A semi-structured interview schedule containing pertinent questions related to the objectives of the study was developed for data collection. The study was conducted during June to July 2015. SPSS for Windows (version 17) was used for managing data and computing statistical association. Oral permission from the respondents was taken before conducting the interview.

4. Results

4.1 Background characteristics of the respondents

In total, 133 nurses ranging from age 19 to above 48 years were interviewed. Of them 56% was married and 44% was unmarried nurses. The table 1 reveals the demographic profiles of the respondents. The table shows that the majority of the respondents (45%) are 19-28 years old; on the contrary, very few number of respondents (11%) belong to over 48 years old. Majority of the respondents’ (59%) level of academic education is SSC. It was found only 5%, who completed their Masters level of study. In terms of professional degree, most of the respondents (68%) did diploma in nursing. On the other hand, only 6% of the respondents did Masters in nursing. In terms of total monthly income, the majority of the respondents’ (43%) family income ranges between BDT 26,000-35,000 per month. On the contrary, a minimal number of respondents’ (10%) monthly family income ranges from BDT 16,000 to 25,000. It can be reported that a significant number of respondents’ (25%) monthly family income is more than BDT 45,000.

Table 1: Socio-demographic and economic profile of the respondents

Characteristics (N= 133)	(%)
Age	
19-28	45
29-38	31
39-48	13
Above 48	11
Total	100.0
Marital status (N= 133)	
Married	56
Unmarried	44
Total	100.0
Level of education (N= 133)	
SSC	59
HSC	22
Bachelor	14
Masters	5
Total	100.0
Professional qualification (N= 133)	
Diploma in nursing	68
B. Sc. in nursing	26
Masters in nursing	6
Total	100.0
Total monthly income of the family (N= 133)	
BDT 16000 - 25000	10
BDT 26000 - 35000	43
BDT 36000 - 45000	22
Above BDT 45000	25
Total	100.0

4.2 Dynamics of health hazards

The table 2 shows that majority of the respondents (51%) faced disruption in family relationships. it was found that a significant number of respondent (22%) reported that they are isolated socially because of the burden of the job. Moreover, 19% of the respondents reported that they faced uncontrolled aggressiveness in their personal lives. Besides, 27% of them reported that their profession brought troubles in emotional relationships. Overwhelming majority of the respondents (71%) faced sexual harassment at workplace.

Table 2: Social hazards exposed to nurses (%)

Items on the social hazards (N=133)	Yes	No	Don't Know	Total
Disruption in family relationships	51	38	11	100.0
Social isolation	22	60	18	100.0
Uncontrolled ferociousness	19	55	26	100.0
Trouble in emotional relationships	27	41	32	100.0
Victim of sexual harassment	71	16	13	100.0

Respondents were asked few important questions to know their psychological hazards derived from their job and work place. The table 3 represents that a significant number of respondents (54%) faced feeling of sadness. In addition, nurses also go through some other psychological hazards such as loss of self-confidence (25%), willingness to give everything up (49%), crying for no reason (35%), and bitterness (48%).

Table 3: the psychological hazards exposed to nurses (%)

Items on the psychological hazards (N=133)	Yes	No	Don't Know	Total
Feeling of sadness	54	11	35	100.0
Loss of self confidence	25	66	9	100.0
Willingness to give everything up	49	38	13	100.0
Crying for no apparent reason	35	50	15	100.0
Bitterness	48	43	9	100.0

From the table 4, we find that the most of the respondents of this study (77%) are not satisfied with the hospital administration system. On the contrary, 23% of the respondents reported that they are satisfied with the hospital administration system.

Table 4: Satisfactions with the hospital administration system

Nurses satisfaction with hospital administration (N=133)	(%)
Yes	23
No	77
Total	100.0

The table 5 shows that the majority of the respondents (37%) strongly disagree with the statement that our society evaluates nursing profession as a low class profession. On the other hand, a considerable number of them (29%) strongly agree with the statement.

Table 5: Respondents level of agreement with the statement that ‘our society evaluates nursing profession as a low class profession’

Nursing profession is the low class profession (N=133)	(%)
Strongly agree	29
Agree	15
Neither agree nor disagree	11
Disagree	8
Strongly disagree	37
Total	100.0

4.3 Changing tendency of nursing profession and its aftermath on health care system

From the table 6 we find that the majority of the respondents of this study (63%) are willing to change their profession. Besides, 48% of the respondents said that they do not want to change their profession. It is also evident that most of the respondents (40%) want to change their profession due to the job related sexual harassment. On the other hand, a considerable number of respondents (31%) reported about the risks related to job.

Table 6: Changing tendency of profession among the nurses

Intension to change their profession (N=133)	(%)
Yes	63
No	27
Total	100.0
Reasons behind changing the job (N=52)	(%)
Low salary structure	23
Risks or hazards related to job	31
Job related sexual harassment	40
Other	6
Total	100.0

5. Bi-variate Analysis

5.1 Components of socio-psychological health hazards and job satisfaction

The table 7 shows the statistical association between the different components of socio-psychological hazards exposed to nurses and the job satisfaction. It reveals that among the socio-

psychological hazards; disruption in family relationships, disturbance in emotional relationships, social life, sexual harassment, willingness to give everything up; are significantly associated with the nurses' job satisfaction.

Table 7: Summary tables of Chi-square and Cramer's V on the components of socio psychological hazards exposed to nurses and job satisfaction

Components of socio-psychological health hazards exposed to nurses	Job Satisfaction
Disruption in family relationships	$\chi^2 = 57.750^{***}$ df= 6
Disturbance in social relations	$\chi^2 = 59.650^{**}$ df= 1
Disturbance in emotional relationships	V = .181 ^{***}
Sexual harassment	V = .116 ^{***}
Willingness to giving everything up	$\chi^2 = 29.125^{***}$ df= 2
Loss of self control	$\chi^2 = 38.546^*$ df= 4

*** p=0.001 ** p=0.01 * p=0.05

6. Conclusion

This study attempts to understand socio-psychological hazards of the nurses working in three different government hospitals of Bangladesh. It also emphasized on how these hazards affect the level of job satisfaction of the nurses. The study revealed that the most important socio-psychological hazards are related to sexual harassment at workplace, disturbance in maintaining smooth emotional and family relationships, feeling of sadness and so on. In addition, the factors that affect their level of job satisfaction negatively are related to low salary structure, lack of social respect, misbehavior of the hospital managements and so forth. Similar kind of study conducted by Hossain and Islam (1999) showed how unscrupulous quality of working life of the nurses of government hospitals create distinctive types of job dissatisfactions in course of time [18]. Attempts from the government, society and hospital management level should be taken to show proper respect to the nursing profession as well as to make the workplace safe for them. In addition, salary structure should be revised immediately. Further studies required in the context of both private and public hospitals.

Disclosure Statement

No potential conflict of interest was reported by the authors.

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