

**How to Cite:**

Hassan, R. M., & Salma, K. J. (2022). Relationship between work context and job satisfaction among emergency nurses. *International Journal of Health Sciences*, 6(S2), 14775–14787. <https://doi.org/10.53730/ijhs.v6nS2.8891>

## **Relationship between work context and job satisfaction among emergency nurses**

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**Abstract**---Background: Emergency nurses make a difference in the lives of people every day, every shift, although it is more dissatisfied than nurses in other departments. Nurses frequently endure psychological, emotional, and physical stress at work, and many are unsatisfied with their work context, which results in poorer morale and negatively impacts the quality of healthcare services provided to clients. Therefore, the present study aimed to determine the relationship between work context and job satisfaction among emergency nurses. Methods: A descriptive cross-sectional study conducted by convenient sample of 104 nurses was selected, that includes nurses working at emergency units in the Al-Hilla city. The questionnaire's dependability was established through a pilot research, and it was subsequently presented to experts for validation. The questionnaire contained a total of 20 items for the work context and 24 items for job satisfaction. The information was gathered through interviews and evaluated using descriptive and inferential statistical data analysis methods. Results: The study's findings revealed that there was a strong (positive) association between the two variables nurses' job satisfaction level and their work context ( $r=0.328$ ;  $p=0.001$ ). It is observed that the poor work context (lower mean of scores) associated with nurses unsatisfied with their job (lower mean of scores); and good work context (higher mean of scores) associated with nurses satisfied with their jobs (higher mean of scores). That is, improvement of work contexts among nurses in the emergency department can achieve job satisfaction. Conclusions: Most nurses working in emergency units are satisfied to a certain extent with their job and work context. There was a significant relationship between the levels of the job satisfaction for nurses who work in emergency units and their work context. That the Unsatisfied

work context associated with nurses unsatisfied with their job and Satisfied work context associated with nurses satisfied with job.

**Keywords**---work context, job satisfaction, emergency nurses.

## **Introduction**

Nursing is a science, an art, a profession, and a service. It's also a form of care that includes giving patients and their family's physical and psychological assistance. Healthy persons can also receive nursing care through preventative and health promotion activities [1]. Working is undeniably important in our life. The pleasure felt after a need is met is referred to as satisfaction. Working-age people's job satisfaction is one of the most essential factors in their motivation, performance, and work efficiency, not to mention their mental health [2]. Nurses' satisfaction is influenced by a variety of elements, including feelings, life satisfaction, and personal and work-related dynamics [3]. The emergency department of a hospital is housed in its own section of the ground floor, with its own entrance. Because patients may arrive at any moment and with any complaint, prioritizing cases based on clinical necessity is critical to the emergency department's success. This method is known as triage [4]. The sensation of success, gratification, and pleasure that comes from working is referred to as employee job satisfaction. It's not just about the pay and benefits; it's about how employees feel about their work [5]. Also defines how satisfied an individual is with his or her employment. Job satisfaction is a happy or good emotional state that arises from an assessment of one's work and work experiences. The higher the level of job satisfaction, the happier the individual. Positive attitudes toward work and more organizational commitment are thought to increase job satisfaction, which in turn improves individual performance [6]. In general, too many unfavorable elements, such as long commutes and inappropriate working hours, can damage personal life, resulting in job discontent [7]. The supervisor's support is one of the most important elements for employee retention and good performance in one's work assignments. Supervisor support refers to how concerned leaders and administrators are about their employees' well-being and how much they value their contributions. When employees receive support, care, and assistance from their boss, they perceive that they are being noticed, listened to, and cared for, and as a result, they are satisfied with their jobs [8]. Job satisfaction is defined and quantified in terms of a variety of job-related characteristics. Most research has identified two main types of variables, regardless of the theoretical framework utilized to examine job satisfaction. Both job satisfaction and individual features and characteristics are addressed by environmental variables – personal characteristics. This is the broad attitude that stems from a number of distinct attitudes in three aspects: workplace considerations, individual or personal characteristics, and other social and group relationships outside of work. According to another study, the literature on employee motivation, commitment, and job satisfaction shows that both personal and work context factors influence organizational attitudes [9,10]. Working as a nurse allows you to work in the variety of settings, interact with health professionals and earn competitive pay. Many types of research have been conducted to determine their job satisfaction level. They've shown that good

compensation, improved job prospects, and demanding work lead to higher job satisfaction for nurses; additionally, these professionals must be satisfied with the fact that they are assisting a large number of individuals [11,12,13]. Working conditions are rapidly changing. The way work is created and organized is changing due to growing labor force flexibility, technological advancements, and changes in workforce characteristics [14]. Poor working conditions that result in stressors are another difficult element that limits the satisfaction of nurses. Poor communication, prescription errors, and higher patient mortality are all examples. However, working circumstances are alerted and reactive to the nurturing system and improvement, and, more crucially, to the change of work organization [15].

## **Methods**

The descriptive cross-sectional study design technique comprises interviewing members of the study population solely for the aim of describing the phenomena under investigation in terms of type and degree of occurrence. The study is carried out in Hilla City/Babylon Province at three teaching hospitals. These hospitals include Imam Al Sadiq Teaching Hospital, Al Hilla Teaching Hospital, and Marjan Teaching Hospital. The researcher prepared this questionnaire, which tries to clarify the study objectives and relevance by gathering answers to the study's questions, as one of the techniques to help collect data that contributes to reaching the outcomes predicted by the study. This questionnaire is divided into three sections, each of which contains the following information:

The first: is the Socio-demographic and Personal Characteristics of nurses working in the emergency units which include age, gender, educational level, marital status, residency, economic status, years of experience in nursing, husband or wife occupation, family size and mean of transportation. The second: job satisfaction questionnaire domains J. Aranaz dubbed the "Font Roja AP" questionnaire after this validated questionnaire that assesses the satisfaction of professionals in emergency units was adapted to the working settings. It is made up of 24 different items and explores nine different dimensions. (Job satisfaction dimension, Work-related stress dimension, Professional competence dimension, Job pressure dimension, Professional promotion dimension, Interpersonal relationship with their superiors dimension, Interpersonal relationship with co-workers dimension, Extrinsic characteristics of status dimension, Job monotony dimension) that impact the satisfaction of the professionals. Each item is rated on a Likert scale that ranges from 3 (Always) to 1 (Never) Three: The work Context component examines the influence of the work environment on nurse and patient systems, as well as the practice settings where nurses work. It has a total of 20 elements (e.g. My nurse manager/supervisor and I communicate well, there are sufficient patient care supplies and equipment, my nurse manager/supervisor offers proper oversight, and upper-level management respects nursing). Each item is rated on a Likert scale that ranges from 3 (Always) - 1 (Never).

Based on its linguistic compatibility, link with the dimension of study variables to which it was assigned, and fit for the study population, each component of the study questionnaire was awarded a level of validity. Ten nurses from the research group who were not part of the first sample were administered the test.

Cronbach's alpha was found to be 0.73 for job satisfaction and 0.81 for work context. The researcher used SPSS ver-20 to statistically evaluate the data acquired from the study sample in order to arrive at the results. Variations in variables depending on socio-demographic characteristics were investigated using a one-way analysis of variance and an independent sample t test. Descriptive data is presented as mean standard deviation for continuous variables and as number for categorical variables (percent). A p value was used to determine statistical significance (0.05).

## Results

In terms of frequencies and percentage, out of 104 nurse recorded the highest percentage of people were between the ages of 25 and 29. (44.2 percent). In regards to gender, the male nurses were predominated (54.8%) as compared with those who are female (45.2%). Respected to the education level, one-third of the participants were institute graduated (39.4%) as compared with those who have secondary school nursing and college graduation. Marital status related findings, demonstrated that most of respondent were married (58.7%) as compared with those who are single and divorced. Residents associated findings, indicated that nurses exhibited urban residents (73.1%) as compared with those who are residents in rural areas (26.9%). Concerning economic status, the results shows that (36.5%) records sufficient to some extent sufficient economic were mostly among nurses and records (36.5%) as compared with those who are insufficient. Years of experience related findings, most of nurses included in the study had 5-9 years of experience (35.6%) as compared with those <5 years and >14 years. In terms of partner's occupation, nurses expressed that their partners were unemployment (73.1%) as compared with those who are employed partners. In regards with the family size, participants indicated that <3 members of their families as compared with those who are >7 members. Mean of transportation associated findings, it is obvious from the findings that the own vehicle were the most mean of transportation (58.7%) as compared with those who are public and on foot.

Table 1: Descriptive Statistic of Socio-Demographic Variables (SDVs)

Socio-demographic Data	Classification	Freq.	%
Age/years	>25 years old	21	20.2
	25-29 years old	46	44.2
	30-34 years old	16	15.4
	≥35 years old	21	20.2
Gender	Male	57	54.8
	Female	47	45.2
Education level	Secondary school nursing	26	25.0
	Institute nursing	41	39.4
	College and above	37	35.6
Marital status	Single	40	38.5
	Married	61	58.7
	Divorced	3	2.9
Residents	Urban	76	73.1

	Rural	28	26.9
Economic status	Sufficient	38	36.5
	Sufficient to some extent	38	36.5
	Insufficient	28	26.9
Years of experience in Nursing (emergency department)	<5 years	33	31.7
	5-9 years	37	35.6
	10-14 years	14	13.5
	>14 years	20	19.2
Partner's occupation	Employment	28	26.9
	Unemployment	76	73.1
Family size	<3 member	40	38.5
	4-5 member	23	22.1
	6-7 member	24	23.1
	>7 member	17	16.3
Mean of transportation	Public	21	20.2
	Own vehicle	61	58.7
	On foot	22	21.2

Findings demonstrated that the (44.2%) of nurses exhibited a Partially satisfied level of work context as described by Partially satisfied mean and SD (40.14) ( $\pm 10.61$ ).

Table 2: Overall Work Context in Emergency Department

<i>Work Context</i>	<i>Freq.</i>	<i>%</i>	<i>M <math>\pm</math> SD</i>
Poor	23	22.1	40.14 $\pm$ 10.61
Moderate	46	44.2	
Good	35	33.7	
<i>Total</i>	104	100.0	

M: Mean for total score, SD=Standard Deviation for total score (Poor=20-33; Moderate=34-46; Good=47.1-60)

Findings demonstrated that the (65.4%) of nurses exhibited a certain limit satisfied with their job as described by moderate mean and SD 48.72 ( $\pm 10.73$ ).

Table 3: Overall Job Satisfaction among Nurses Work at Emergency Department

<i>Job Satisfaction</i>	<i>Freq.</i>	<i>%</i>	<i>M <math>\pm</math> SD</i>
Unsatisfied	17	16.3	48.72 $\pm$ 10.73
Satisfied to Certain Limit	68	65.4	
Satisfied	19	18.3	
<i>Total</i>	104	100.0	

M: Mean for total score, SD=Standard Deviation for total score (Unsatisfied=24-40; Satisfied to Certain Limit=40.1-56; Satisfied=56.1-72)

Findings exhibit there were significant correlation (positive) between nurses job satisfaction level and their work context ( $r=0.328$ ;  $p=0.001$ ). It is observed that the poor work context (lower mean of scores) associated with nurses unsatisfied with their job (lower mean of scores); and good work context (higher mean of scores)

associated with nurses satisfied with job (higher mean of scores) (Fig. 4-2). That is, improvement of work contexts among nurses in the emergency department can achieve job satisfaction.

Table 4: Association between Nurses Job Satisfaction and their Work Context  
( $n=104$ )

Job Satisfaction	<i>Spearman's rho</i>	.328**	Positive Sig.
Work Context	<i>Sig. (2-tailed)</i>	.001	
	<i>N</i>	100	

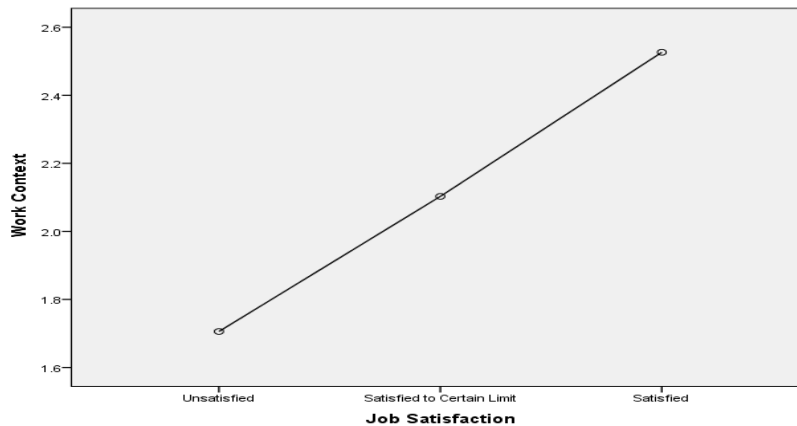


Figure 1: Distribution of Job Satisfaction to Work Context

Table 5: Statistical Differences in Work Context with regards Hospitals ( $n=104$ )

Hospitals	Source variance	of	Sum of Squares	d.f	Mean Square	<i>F-statistic</i>	<i>p-value</i>
Work Context	Between Groups		4.932	2	2.466	10.350	.000
	Within Groups		24.065	101	.238		
	Total		28.997	103			

According to the findings, there were substantial differences in work context amongst hospitals ( $p=0.000$ ). Nurses who are work at emergency department in Hilla Surgical Hospital expressed the worst work contexts than the nurses who work in Marjan and Imam Sadiq Hospital

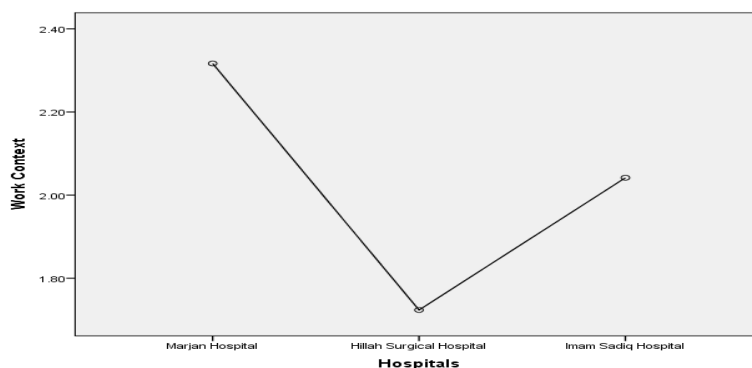


Figure2: Distribution of Work Context According to Hospitals

Table 6: Statistical Differences in Job Satisfaction with regards Hospitals ( $n=104$ )

Hospitals	Source variance	of Sum of Squares	d.f	Mean Square	<i>F</i> -statistic	<i>p</i> -value
Job Satisfaction	Between Groups	8.335	2	4.168	34.352	.000
	Within Groups	12.253	101	.121		
	Total	20.588	103			

Findings demonstrated that there were significant differences in nurses job satisfaction with regards hospitals ( $p=0.000$ ). Nurses who are work at emergency department in Hillah Surgical Hospital is significantly low job satisfaction than the nurses who work in Marjan and Imam Sadiq Hospital.

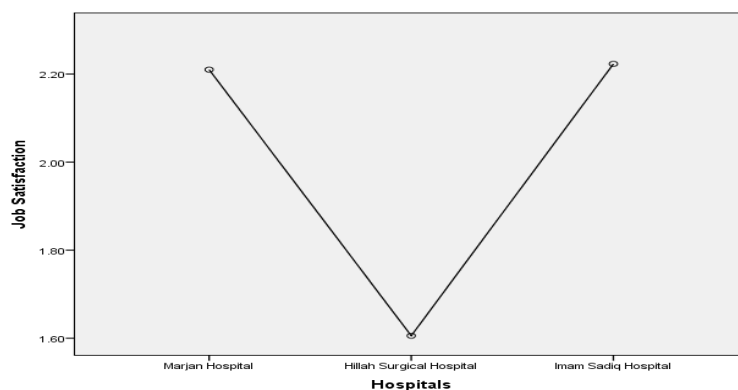


Figure 3: Distribution of Job Satisfaction According to Hospitals

## Discussion

Job satisfaction is a multifaceted subjective concept that results from the interaction of extrinsic and intrinsic work elements that are prioritized according to customized employee expectations. [16,17]. The study aimed to determine the relationship between work context and job satisfaction among emergency nurses. Findings demonstrated that the (44.2%) of nurses exhibited a moderate level of work context as described by moderate mean and SD 40.14 ( $\pm 10.61$ ).

In this study found (43.3%) of the participants are able to communicate well with the nursing official or their supervisor, In contrast, these findings were backed up by a study conducted by Tasneem et al [18] in Pakistan. It revealed that the high percentage of nurses were pleased with their supervisors, work environment, and co-workers. According to the findings, more than a third of employees (40.7 percent) were pleased with the hospital's communication. In contrast, Haile et al. [19] found that (62.2 percent) of nurses in Ethiopia were satisfied with communication.

While the high percentage (48.1%) of the participants in this study don't have sufficient equipment and supplies to care for patients. While (30.8%) the nursing official or supervisor provides them with adequate supervision. More than half (63.5%) of the participants considered friendships with their colleagues at work important to them, meaning they value friendships as an important point. The high percentage (42.3%) of the participants provides them with opportunities for career advancement. The high percentage (42.3%) of the participants enjoys group work in the work environment, while the minority (18.3%) does not enjoy group work in the work environment. The most of participants (42.3%) have a sense of belonging in the workplace. (23.1%) of the participants enjoy ease of communication with other therapists, while a quarter of the participants (25.0%) receive feedback on their performance from a nursing official or their supervisor. While (37.5%) are unable to participate in the decisions made by the nursing administrator or their supervisor.

The result of this study showed that more than half (52.9%) feel respected by others in their work environment. And most of the participants (41.3%) do not have their own rest area. And the Brooks and Anderson sample (80%) agreed with this viewpoint [20]. Also, high percentage of the participants of this study (43.3%) of the nurses is not supported by their institution in returning to study to obtain an advanced degree (bachelor, master, and doctorate). While the high percentage (41.3%) does not receive support to attend continuing education programs while working and less than a quarter of Participants are those who receive support to attend continuing education programs. (32.7%) of the participants communicate well with doctors in the work environment.

According to the findings of this study, (27.9%) of the nurses not recognized their achievements by the nursing official or their supervisor. In contrast Suresh [21] reported that nurses felt their efforts were not recognized by their bosses, and that there was no effective feedback mechanism in place. On the other hand, (31.7%) of the participants in this study, nursing policies and procedures facilitate their work. Also, more than half of the participants (52.9%) they did not provide the hospital administration with a safe environment for them, in contrast (9.6%) only of the participants provided them with the hospital administration a safe environment. Most of the nurses (42.3%) did not feel safe from personal harm (physical or emotional or verbal) in their work, this may be due to the nature of their place of work, This is in line with the findings of Suresh [21 ]who found that fewer than a third of employees felt safe at work.

The result of this study showed that high percentage (45.2%) of the participants does not feel that the senior management respects nursing. As for the results

related to job satisfaction findings demonstrated that the (65.4%) of nurses exhibited a certain limit satisfied with their job as described by moderate mean and SD 48.72 ( $\pm 10.73$ ). Results of this study reported that more percentage is always this is meaning the participants in emergency units have job satisfied. In the results of this study, the high percentage (44.2%) of the participating nurses felt satisfied with their work. In contrast Alvarez and Fitzpatrick [22], found that (67 percent) of nurses in a large metropolitan city on the East coast of the United States were moderately satisfied, whereas (33 percent) of the unit's nurses were dissatisfied. According to a study conducted by Kwak et al [23] in South Korea, nurses reported a higher degree of job satisfaction (68.8 percent). Similarly, in a survey done in Greece, Nikolaou et al [24] discovered that (38.7%) of nurses were moderately satisfied.

While more than half (64.4%) results of this study of the nurses were interested in the things they do and the high percentage (52.9%) felt that their work was worth it, (19.2%) felt that their work was not worth it. (50.0%) of the participants occupying the position they deserve as ability and performance. Results of this study showed that more percentage is always this is meaning the participants in emergency units have job satisfied. Half of the participants (50.0%) of the nurses had enough responsibility to make a decision, while (18.3%) had no responsibility to make a decision. While (16.3%) of the nurses feel tired at the end of the day, in contrast, the highest percentage (57.7%) do not feel tired at the end of the day. The high percentage (41.3%) of the nurses participating in the emergency department has the ability to separate them from work when they get home. (32.7%) of the participants work themselves in their daily work. Minority (15.4%) of the participants their work does not negatively affect their mood.

The results of this study showed that highest percentage (57.7%) of the participants feel that they are unable to do their work in return (3.8%) of the participants feel that they able to do their work. (33.7%) of the participants do not have enough supplies to do their work as they wish. While the high percentage (53.8%) of the participants, the sequence in work causes them tension and stress. The results of this study showed that (41.3%) of the nurses have a short time to do their work, while the high percentage (40.4%) of the participants in the results of this study have an excessive workload. Workload was a major concern in all of the studies reviewed, as were staffing issues, disruptions to daily routines, and a lack of autonomy [25,26].

The results of this study showed that high percentage (57.7%) of nurses have opportunities to learn new things at work. While (46.2 percent) of nurses in this study were dissatisfied with receiving recognition. In contrast to Gulavani and Shinde's [27] study in India, which found a high level of pleasure with 'receiving recognition' (68 percent). In this study, (24.0%) of nurses have a lot of promotion possibilities. This is in line with a research conducted by Esmael et al [28] in Erbil, Iraq, which found that half of the nurses (52%) were satisfied with their opportunities for advancement. In contrast, a study conducted in Mashhad, Iran by Atefet et al [29] found that two-thirds of nurses (65%) considered that promotion opportunities were unfair and that advancement was unconnected to good performance. A study done in Ethiopia by Haile et al [19], showed (63.7) percent of respondents were dissatisfied with promotion chances.

The nurses in this survey were satisfied with their coworkers in 69.2 percent of cases. Gulavani and Shinde [30] conducted a similar survey in India and found a high level of satisfaction with coworkers (79 percent ). According to a survey conducted in Jeddah by Salem et al [31], 72.9 percent of nurses were satisfied with their coworkers. In this study high percentage (59.6%) of the participants know what is expected to work. And the findings of this study revealed that (59.6%) of nurses get along well with their coworkers. In contrast, Sveinsdottir et al [32], from Iceland, found that nurses were most satisfied with their coworkers.

According to the findings of this study, the majority of nurses (41.3 percent) have some autonomy in organizing their work. The majority of nurses (56.7 percent) believe they are not being paid fairly. Lorber and Savic [12] did a similar study among Slovenian professional nurses at Slovenian hospitals. The income level was ranked as the second most important factor in job satisfaction, according to the study. Iliopoulou and While [33] found low pay (salary) satisfaction in Greece, with money being the most dissatisfying feature (81 percent). Dar and Ahsan [34] did a similar survey in Lahore, Pakistan, and found that (40 percent) of hospital personnel were satisfied with their pay. In this study, the minority (26.9%), their work is no different, we breathe routine in the workplace, while (50.0%) half of the participants, the personal problems of their colleagues affect them.

As for association between Nurses Job Satisfaction and their Work Context (n=104) Findings exhibit there were significant correlation (positive) between nurses job satisfaction level and their work context ( $r=0.328$ ;  $p=0.001$ ). It is observed that the poor work context (lower mean of scores) associated with nurses unsatisfied with their job (lower mean of scores); and good work context (higher mean of scores) associated with nurses satisfied with job (higher mean of scores) (Fig. 1). That is, improvement of work contexts among nurses in the emergency department can achieve job satisfaction.

## Conclusions

Most nurses working in emergency units are satisfied to a certain extent with their job and work context, there was an significant relationship between the level of job satisfaction for nurses working in emergency units and their work context. That the Unsatisfied work context associated with nurses unsatisfied with their job and Satisfied work context associated with nurses satisfied with job, and The level of job satisfaction of nurses working in the emergency department is determined by many factors, as it can be increased by increasing the number of nurses male and making the vast majority of urban residents in the workplace, raising the economic level for them, and not appointing new nurses in the emergency department directly.

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