

Assessment of Indices of Job Satisfaction among Nursing Staff in Calabar Metropolis of Cross River State

L'ÉVALUATION DE L'INDICES DE SATISFACTION AU TRAVAIL PARMIS LES PERSONNELS INFIRMIERS DANS LA METROPOLE DE CALABAR DE L'ETAT DE CROSS RIVER

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Abstract: This study investigated indices of job satisfaction among nursing staff in Calabar metropolis of Cross River State. Specifically, the relationship between remuneration availability of clinical equipment/facility, and manpower training/retraining on job satisfaction among nurses were undertaken. A structured questionnaire was used to collect data from 150 subjects for the study, drawn from 896 registered nurses from both the public and private sectors. The data generated were analyzed using Pearson Product Movement Correlation Coefficient Statistics. The result of the study revealed that remuneration, availability of clinical equipment/retraining have significant relationship with job satisfaction among nurses in Calabar metropolis. Based on the findings recommendations were proffered among which are: Remuneration of nurses in Calabar should be raised to compete with that of their counterparts globally; and provision of equipment and basic clinical supplies should be ensure in Public Medical Institutions especially in Calabar.

Key words: Job satisfaction; Nursing staff; Remuneration; Manpower training; Manpower training

Résumé: Cette étude enquête les indices de satisfaction au travail parmi le personnel infirmier dans la métropole de Calabar Etat de Cross River. Plus précisément, la relation entre la disponibilité de la rémunération des équipements cliniques / facilite, et la formation professionnelle / réformation sur la satisfaction du travail chez les infirmières

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ont été engagés. Un questionnaire structuré a été utilisé pour recueillir des données auprès de 150 sujets de l'étude, élaboré à partir de 896 infirmières à la fois des secteurs public et privé. Les données obtenues ont été analysées à l'aide de Pearson Product Movement Correlation Coefficient Statistics. Le résultat de l'étude a révélé que la rémunération, la disponibilité des équipements cliniques / reinformation ont une relation significative avec la satisfaction du travail chez les infirmières de la métropole de Calabar. Sur la base des recommandations des conclusions ont été avancées parmi lesquelles sont: la rémunération des infirmières à Calabar devrait être porté à rivaliser avec celui de leurs homologues au niveau mondial, et la fourniture d'équipements et de cliniques de base devrait être assurés dans les établissements médicaux publics et en particulier à Calabar.

Mots clés: Satisfaction au travail; Le personnel infirmier; La remuneration; La formation professionnelle; Formation de la force humaine

1. INTRODUCTION

The nursing profession has been one of the most popular and attractive professions across the globe. This profession appears to be almost indispensable in the medial profession because of the role it plays in Health care delivery such as provision of preventive, promotive, curative and rehabilitative care, and others (Salawu, 2003).

Like the name (nursing) implies, it is a job that requires tender care of those whose emotions are battered by diseases and injury. Akah (2005) observed that the use of words injuries and inhumane toward patients were common among nurses. In recent times, industrial actins in an unprecedented magnitude have also trailed this one important profession.

The researchers are of the opinion that these and other anomalies visible among the nursing staff in service delivery could be traced to job dissatisfaction.

Job satisfaction becomes an important factor in the delivery of acceptable quality health services in this era globalization, especially for a cosmopolitan city such as Calabar with a fast growing tourism industry.

Job satisfaction has been described by many authors in different ways. Muchinsky (1993) defined Job satisfaction as the extent to which a person derives pleasure from his job. He further noted that Job satisfaction is an emotional affective response that manifest in the form of like or dislike. Nnanga and Fabonuro (2001) observed that job satisfaction is an employees' general affective orientation towards his job to the extent that a person fulfils with dominant roles consistent with expectation and values. Castle (2006) posited that job satisfaction is the favorableness with which employees view their work.

Lack of motivation which results from poor reward system can result to dissatisfaction on the job. Lack of motivation in terms of irregular promotion, inadequate reward for hard work decreases level of hard work and commitment in workplace, including delay in payment of salaries. Nonpayment of approved (fronge) benefits can cause tension between employees and management, even the entire work environment (Baruwa, 2001).

WHO is Esiekpe (2003) defined remuneration as the pay one receivers on the job. This he says can be a strong factor in job performance. According to Federal Ministry of Health FMOH (2004), the issue of poor motivation and low remuneration has adverse effect on the morale of health workers. This according to FMOH has resulted to serous brain drain in the health sector and incessant industrial disputes. While Weiss (2002) observed from a study strong relationship between improved remuneration and weak interest in unionism. This kind of scenario no doubt will improve concentration and enhance performance of the workforce.

According to FMOH (2004) the delivery of health care in the health system involves three lines of actions: system inputs health production and system output. System inputs include facilities, equipment, personnel and supplies that are required for health production by health providers who offer health services

in the form of output to patients. The success of the other two actions depends largely and revolves around the first action –system inputs. The implication is that when there is shortage in supply or non availability of facilities, equipment, and supplies, job performance is negatively affected. This may in turn greatly affect job satisfaction of workers in such health establishment.

Castle (2006) and Akah (2005) maintained that factors such as shortage of man power, inadequate provision of equipment and facilities, unconducive work environment, among others can adversely affect job satisfaction and lower the moral of employees in any work organization. The researches acknowledge the lack or gross shortage of facilities, equipment and supplies in most medical institutions in Calabar metropolis, with probably the exception of the University of Calabar Teaching Hospital. This is evident in situations where patients cannot be attended to except they provide materials (even insignificants as hand gloves, razor blades, disinfectants, etc.) required for their treatment. This can result to undue delay, degeneration of the patient's condition, stress, among others. Such situation does not potent a scenario where workers may find satisfaction.

Smith (2001) posited that people who are satisfied with their work environment will work more effectively than those who are uncomfortable. In the same vein Spring(1998) noted that unfriendly work environment will certainly reduce the efficiency of workers. For Ojeme (2009), human resource element in any establishment is the engine room in the growth of such enterprise. While Fillham (2000) observed that one of the most important measures in ensuring job satisfaction among employees is keeping them abreast with current trends and technological development in their field through training and retraining.

This study is thus an effort to assess the indices of job satisfaction which negatively impinge on the job of the nursing work force in health institutions in Calabar Metropolis.

2. METHODS

The expose facto/caused comparative design was adopted for this study. Denga & Ali (1998) posited that this design is one in which cause- and effect relationship are investigated by analyzing data to establish possible causative factor. This study sought to assess the indices of job satisfaction which negatively impinge on the performance of nurses in health instructions in Calabar, Nigeria.

The population for the study included 989 registered nurses who are staff of medical institutions in Calabar South Local Government Area and Calabar Municipality. The sample used for the study was made up of 150 certified male and female nurses in the area. The subjects studied were drawn through the convenience sampling technique. This method was utilized on the assumption that the population posses similar or identical characteristics. Notable among public and private medical institutions used were the University of Calabar Teaching Hospital, State General Hospital, Federal Psychiatric Hospital, Infectious Disease Hospital (IDH), Mevom Specialist Hospital, and the University of Calabar Medical Centre, among others.

Data for the study was generated using questionnaire validated by two experts in research method and statistics in the Department of Educational Foundations and two experts in Health Education and allied field in the Department of Human Kinetic and Health Education, University of Calabar. The instrument was subjected to a test-retest reliability test. Pearson Product Moment was used to compare the test scores. A reliability coefficient of 0.87 (average) was obtained, indicating that the instrument was reliable for the purpose it was utilized.

The researchers employed the assistance of 2 research assistants who visited the medical institutions to administer and retrieve the instruments on the stop. Data generated were analyzed using the Pearson Product Moment Correlation Techniques. Three hypotheses were postulated to guide the study. The hypotheses include:

(1) Remuneration does not have any significant relationship with job satisfaction among nursing staff in Calabar metropolis.

(2) Availability of clinical equipment /facilities does not significantly relate with job satisfaction among nurses in Calabar metropolis.

(3) Man power training / retraining does not have any significant relationship with job satisfaction among nurses in Calabar metropolis.

3. RESULT

Table 1–3 shows the Pearson Product Moment Correlation statistical analysis of identified factors influencing job satisfaction of nurses in Calabar metropolis of Cross River State of Nigeria.

Table 1: Pearson Product Moment Correlation Analysis of Remuneration and Job Satisfaction of Nurses In Calabar

VARIABLES	EX/EY	EX ² /EY ²	E _{xy}	r
Remuneration	2579	4658	67233	0.73*
Job Satisfaction	2367	4585		

* significant at .05 level, df = 148, Critical r = .159

Table 2: Pearson Product Moment Correlation Analysis of availability of clinical Eq/ facility on Job Satisfaction of nurses in Calabar

Availability of Clinical Eq/ facility	1687	4753	67342	0.66*
Job Satisfaction	2367	4585		

* significant at .05 level, df = 148, Critical r = .159

Table 3: Pearson Product Moment Correlation Analysis of Manpower training / retraining and Job Satisfaction of nurses in Calabar

Manpower training and retraining	1648	4743	67983	0.71*
Job Satisfaction	2367	4585		

* significant at .05 level, df = 148, Critical r = .159

4. DISCUSSION

The result of the hypothesis one as shown in table one above revealed that the calculated r-value of 0.73 is greater than the critical value of .159 at .05 level of significance. Thus the null hypothesis was rejected.

This therefore implied that remuneration has a significant relationship with job satisfaction among nurses in Calabar metropolis. This would imply according to the researchers that the increasing industrial actions in recent times may not be unconnected with poor remuneration among the nursing staff and other medical professional such as physicians, medical laboratory scientists, among others.

The finding of this study is in consonance with the findings of Baruwa (2001) and Esiekpe (2003) among others who posited that lack of motivation which manifest in irregular promotion, inadequate reward for hard work, including delay in payment of salaries, and non payment of approved (fringe) benefits can results to dissatisfaction on the job, and cause tension between employees and management. Weiss (2002) in the same vein observed from the results of the study, a strong relationship between improved remuneration and weak interest in unionism. But in recent times there has been increased consciousness and interest in unionism in the workplace more than any time in history.

The finding as seen in table two showed that availability of clinical equipment / facilities does significantly relate with job satisfaction among nursing staff in Calabar metropolis. This conclusion was based on the fact that calculated r-value of .159 at .05 level of significance with 148 degree of freedom. This result implies that there is shortage of clinical equipment / facilities which are required by nurses in hospital in Calabar metropolis. This is manifest in the insistence of patients providing clinical materials such as hand gloves, cotton wool, disinfectants, among others, before they could be attended to, especially in public hospitals. This result agrees with the findings of Castle (2006) and Akah (2005) who posited that factors such as inadequate provision of equipment/ facilities and inconducive work environment can adversely affect job satisfaction and lower the moral of employee in any work organization.

Finally, the result of hypothesis three as shown in table three revealed that man power training and retraining has a significant relationship with job satisfaction among nurses in Calabar metropolis. This was ascertained by comparing the calculated r of 0.71 with the critical r of .159. Since the calculated r (0.71) is found to be greater than the calculated (.159), the null hypothesis was rejected. The finding corroborates the observation of Ojeme (2009). Ojeme noted that the human resources element in any establishment has always been regarded as the engine room in the growth of such enterprise. Thus, must be updated with technological advancement. Ojeme (2009) advocated that in this era of first technological advancement it becomes expedient for upward improved performance that employers engage in the training and retraining of her workforce on regular basis. While Harbinson (1989) in the same vein posited that a nation that has not been able to develop her human resources may not be able to develop any other sector, since the human component is the most important aspect of any society.

5. CONCLUSION

This study was carried out to investigate the indices of job satisfaction among nurses in Calabar metropolis of Cross River State, Nigeria. The study summarily established that remuneration, availability of clinical equipment/facilities, work environment, and man power training and retraining does have significant relationship with job satisfaction among the nursing staff in Calabar metropolis.

6. RECOMMENDATIONS

Based on the findings of this study, the following recommendations were proffered:

(1) Considering the importance of the services of the nursing staff in health care delivery, remuneration that competes with their counterparts globally should be accorded them, to stem the dissatisfaction which manifests in increasing industrial actions in recent times in Nigeria.

(2) Government should make funds available for the purchase of clinical equipment and supplies especially in public hospitals. The ministry of health as an alternative should ensure steady of such materials of public health institution.

(3) Employees in health institutions, especially the nursing staff should be given conducive work environment. This is by providing conducive and well equipped offices.

(4) Nurses should be sponsored for further training or be given study leave to acquire higher degrees/ certificates. In addition seminars and workshops should be organized for the nursing staff periodically by management of medical institutions in collaboration with the State Federal Ministries of Health.

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