

Job Satisfaction Among Nurses and Healthcare Quality

Ebony A. Toussaint, PhD, MPH¹, Janice C. Probst, PhD¹, Karen E. Wickersham, PhD, RN², Kathy L. Nelson, MSN, RN, CNL³

1. University of South Carolina, Arnold School of Public Health; 2. University of South Carolina, College of Nursing; 3. University of South Carolina Upstate, Mary Black School of Nursing

Purpose

The objective of this research study was to assess satisfaction with daily work responsibilities among nurses. For the purposes of this study, we focused on a single question: "On your job, what are the top challenges you face within the work environment?" Previous research on job dissatisfaction among nurses had much smaller sample sizes than our research study. Additionally, many were conducted in other countries or focused on other healthcare settings.



Our research emphasizes the Donabedian Model which puts forth structure, process, and outcome to measure the quality of healthcare within organizations. According to the Agency for Healthcare Research and Quality, "Structural measures provide an understanding of a healthcare provider's capacity, systems, and processes to provide high-quality care."

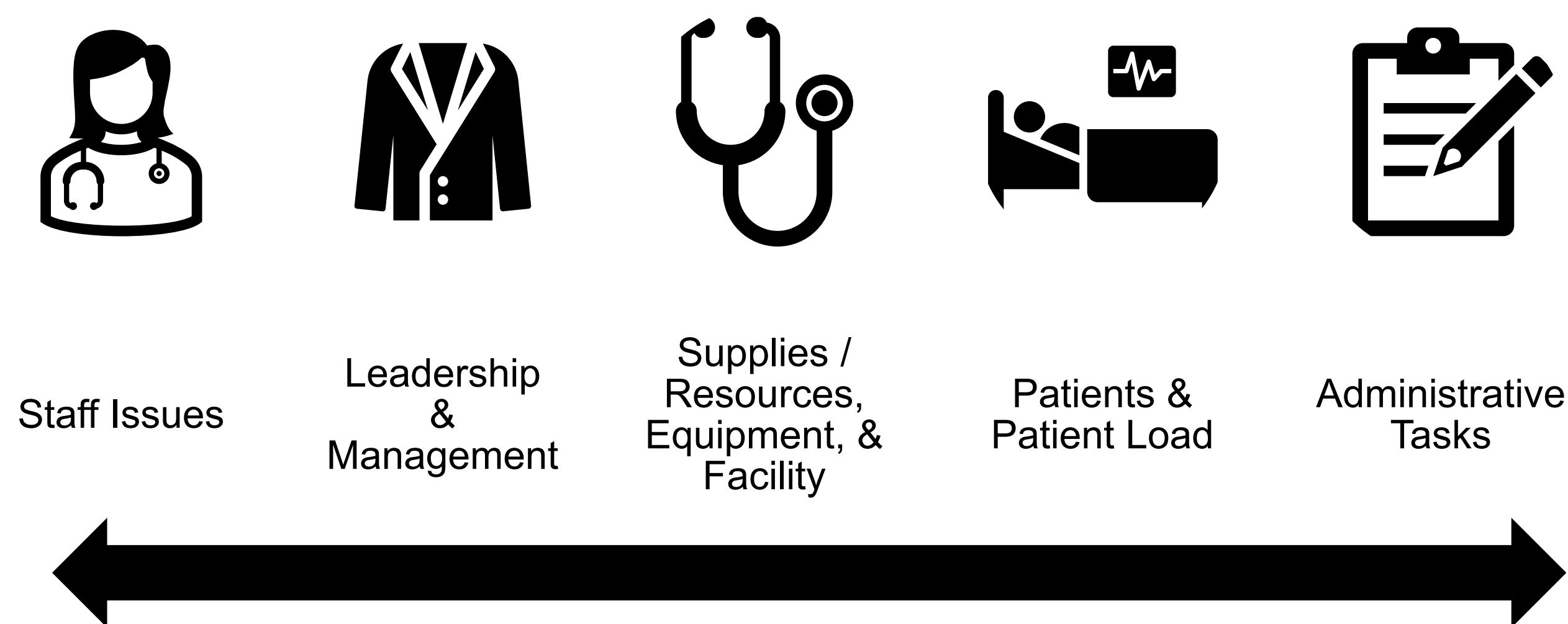
Methods

This study utilized the results of a web-based survey that we developed with the College of Nursing at the University of South Carolina in 2018. The survey was approved by the Institutional Review Board at the University of South Carolina. The Qualtrics software online survey tool was used to email nurses in ambulatory care settings using a commercial mailing list. As a result, we received 435 completed surveys, which reflects a 10.3% completion rate. Surveys that answered the single question of interest were then coded using NVivo software. Descriptive statistics were analyzed using statistical software SAS, version 9.4.

"We receive excessive computer messages from patients. Electronic Medical Records (EMR) has created a monster with patients sending messages, often daily. I feel rushed to set up and assist in procedures. Safety measures are in place, but I feel rushed and often need to request the resident/staff to give me a minute to complete the safety checks."

~Survey Respondent

Results



Results suggest five key areas impact job satisfaction among nurses: (1) Staffing issues related to the nationwide nursing shortage, (2) leadership/ management, (3) supplies, resources, and equipment, (4) caring for patients and the patient load, and (5) the burden of completing administrative tasks. About 9 in 10 respondents were women (89%) and non-Hispanic white (89%). Almost 3 in 4 (72%) had a bachelor's degree or greater (master's or doctorate) level of education. The average years of experience in the field of nursing was 21 years. About 1 in 4 (26%) reported residing in a rural area.



Top Challenges in Nursing from the Survey of Nursing Practice, 2018



Discussion

Job satisfaction is a significant predictor of employee performance and as the largest group of healthcare providers, nurses have a direct impact on the quality of healthcare. Further, job satisfaction has been associated with turnover which can be an indicator of organizational effectiveness. This study adds to the growing body of literature surrounding job dissatisfaction among nurses; this area of concern is exacerbated by the ongoing SARS-CoV-2 pandemic and the crisis-level nursing shortage nationwide. Future research should consider oversampling minoritized racial and ethnic nurses and nurses practicing in rural areas. Rural America has been increasingly burdened by the pandemic and nursing shortage. Additional insight into their job satisfaction can lead to improved patient care and increased retention of nurses.

Funding

Funding for this project was provided by the Federal Office of Rural Health Policy.