

A Comparison of Life Quality, Life Satisfaction and Job Satisfaction in Three Groups of Nurses (Accidents and Burn, General and Heart) in Rasht City

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Received: June 13, 2015

Accepted: October 29, 2015

ABSTRACT

The present research aims to compare life quality, life satisfaction and job satisfaction in three groups of nurses in heart, general and accidents wards in Rasht City. Research methodology was causal-comparative. Statistical population of the research included all female and male nurses working at general wards of Heshmat, Velayat and Poursina hospitals in Rasht City. They were 300 people in number. 150 people were selected by means of simple random sampling. They responded to life quality questionnaire (SF-36), Deniro et al's life satisfaction questionnaire (1985) and Visoki and Crome's job satisfaction questionnaire (1990). Data were analyzed by means of multivariate variance analysis in SPSS software. The results showed that there is a significant difference between life quality and job satisfaction in three groups of nurses (accidents and burn, general and heart) in Rasht City ($p < 0.01$). Further, there is a difference between life quality (physical disorder, energy, tiredness, social function and pain) in three groups of nurses (accidents and burn, general and heart) in Rasht City ($p < 0.01$). However, there was no significant difference life satisfaction in three groups of nurses (accident and burn, heart and general) in Rasht City ($p > 0.01$). There was a difference between job satisfaction (supervisor, colleague and promotion) in three groups of nurses (accidents and burn, heart and general) ($p < 0.01$). Life quality, life satisfaction and job satisfaction are important effective psychological variables in nurses and their psychological and physical health can be improved by necessary trainings.

KEYWORDS: life quality, job satisfaction, and job satisfaction.

INTRODUCTION

Human resource is the main development factor in any country and organization. Therefore, it is necessary to pay attention to human motivations and spirits in any organization and employees' productivity and efficiency is effective in organizational productivity and efficiency (Pourghaz et al, 2010). Management experts pay attention to factors which are important in increasing or decreasing human efficiency and try to identify these factors and take necessary actions to reduce negative aspects and increase positive factors. Work stress is one of these negative factors which can reduce human force efficiency. Although all jobs have different levels of stress, jobs that have something to do with human health have more stresses (Wu et al, 2007). Work environment problems increase psychological problems and reduce life quality. Furthermore, individual performance and service quality delivered to patients also reduces. Occupational environments like burn, heart and general wards can have considerable negative impacts on employees' psychological health. The above wards are natively stressful due to complexity and dynamism and being active and can influence their life qualities (Lai et al, 2008). Since nurses are the greatest serving group in health system, they should have high-quality lives in order to be able to provide health care at best. This will be possible in case nurses are psychologically and spiritually satisfied with their jobs (Allafjavadi et al, 2010). Allafjavadi et al (2010) showed that there is a significant difference between physical health score and psychological health dimension and total score of life quality of nurses in internal ward and special ward. Life satisfaction is another important factor in nurses' lives. Life satisfaction refers to a cognitive and judgment process in which individuals evaluate their lives qualities based on a collection of standards and these criteria have different values in different people. In fact, a comparison is conducted between his or her life conditions and his or her personal criteria. Life satisfaction is different from other psychological constructs like emotion, self-esteem and optimism and it can be considered as the most comprehensive evaluation of a perform of his or her own life conditions. Life satisfaction is not a stable and objective feature but it is sensitive to conditional changes and can be measured based on individual's perception and viewpoint (Assarroudi et al, 2012). Linffors (2007) conducted a research on job satisfaction, working ability

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and job satisfaction in anesthesiologists. The results showed that life satisfaction has relationship with individual features, family features and health status of respondents. In fact, life satisfaction can guarantee individuals' psychological health. Nursing profession is a job which is accompanied by many tense factors like disease, death, working pressure and a lot of job demands, shortage of support and many conflicts (Mitchell, 2001). Therefore, physical and psychological health and therefore life satisfaction can be affected. Cimete *et al* (2003) believes that changes in hygienic-therapy systems and commitment to offering high quality services have led to nurses' lives satisfaction and lives quality and has aroused studies regarding factors which can improve their satisfaction. This information can help nurses and hospitals' managers with increasing job satisfaction and life quality in nurses and reduce the number of nurses who leave their jobs. Roman (2008) stated that the influence of nurse shortage will be maximized during 2015-2020. This shortage in forces will prevent from acquiring global goals of health systems and will end up in nurses' professional dissatisfaction. Job satisfaction has been always discussed as an important organizational subject and more than 4000 papers have been authored to discuss this subject before 1980. Job satisfaction is a positive and emotional state of job experiences which has different dimensions. Most traditional models which deal with job satisfaction emphasize on individual's feeling towards his or her job. However, the nature of a profession does not constitute job satisfaction but expectations of the individual from that job constitute job satisfaction (Lu *et al*, 2007). Nursing is a job has many difficulties from its education period until retirement. Long working shifts, several shifts of work, expected and unexpected extra work are all items which influence nurses' job satisfaction (Mirzabeigi *et al*, 2009). Furthermore, job satisfaction influences efficiency and working quality and occupational stability of employees. Chang states that job satisfaction is an important factor in performance and quality of nurses services (Ma *et al*, 2003). Manokian (2006) showed that there is no significant relationship in terms of occupation in a particular sector ($P=0.966$) but being occupied in a particular sector brings difference in external job satisfaction ($P=0.039$). Overall job satisfaction also did not have any relationship with working in a particular sector ($P=0.637$). Moreover, life quality also did not have any relationship with working in intended sectors ($P=0.508$). Curtis & Glacken (2014) showed that job satisfaction level is low in nurses who work in general health area. Professional state, interaction and independence are related to higher job satisfaction levels. Therefore, creation of satisfaction in employees will bring overall organizational satisfaction and this results in facilitation of access to organizational target i.e. promoting of social health level. In fact, nurses constitute an important part of human force in hospitals but they are usually ignored and are set aside in competition area and usually feel they are weak at their works (Haugo and Laaschinger, 1996). Considering the above discussion, the main question of the present research is: whether there is any difference between life quality, life satisfaction and job satisfaction in three groups of nurses (accidents and burn, heart and general) in Rasht City or not?

METHODOLOGY

Statistical population, sample and sampling method

Considering the main target of the research (comparison of life quality, life satisfaction and job satisfaction in three groups of nurses (accidents and burning, general and heart), this study is a causal-comparative research. Statistical population of the research included all nurses in Heshmat, Velayat, and Poursina hospitals in Rasht City (300 people). Simple random sampling method was used to pick 50 nurses from each hospital (totally 150 nurses, 10 nurses for each variable and considering 10% of respondents drop). Of all public hospitals of Rasht city, three hospitals (accident and burn, general and heart) were selected and 50 nurses were selected from each hospital.

Research instrument

Life quality questionnaire (SF-36) was designed by Varosherbon in 1992. This questionnaire has 36 items and has 8 subscales which include general health, physical performance, restriction with playing role due to physical reasons, restriction with playing role due to emotional reasons, physical pain, social performance, tiredness and general health. All questions were based on Likert scale. Minimum score of the questionnaire is zero and maximum score is 100. Reliability and validity of this questionnaire was reported to be equal to 0.70-0.90 in Iran (Montazeri *et al*, 2005). Reliability was evaluated by means of Cronbach's alpha. Alpha was equal to 0.75 for total questionnaire.

Life satisfaction questionnaire

Life satisfaction questionnaire was also used in this research. This scale was designed by Deiner *et al* (1985) for all age groups and was revised by Pavot & Diener (1993). This questionnaire has 5 items (each ranging from completely disagree=1 to completely agree=7) such that the possible range of scores on the questionnaire ranged from 5=low satisfaction to 35=high satisfaction. Deiner *et al* (2003) reported reliability of alpha coefficient test to be equal to 0.87 and retest coefficient of this questionnaire (after 2 months) to be equal

to 0.82. Reliability of life satisfaction scale was investigated by Bayani et al (2007). Reliability coefficient was equal to 0.67 (Cronbach's alpha) for this questionnaire.

Job satisfaction questionnaire

Visoki and Crome (1990) designed a questionnaire for job satisfaction and investigated 5 dimensions of job satisfaction: work nature, supervisor, colleague, promotion system and payment. This questionnaire has 39 items and has been designed based on semantic differential scale. Minimu score of a respondent is 39 and maximumscore is 195. A higher score indicates a higherjob satisfaction. If a respondent agrees completely to a particular item or evaluates its value as being high in his or her organization, he or she will receive score 5 in that question. Pourghaz et al (2009) used Cronbach's alpha for evaluation of validity of the questionnaire. Total coefficient was equal to 0.767. Reliability of dimensions of this questionnaire was equal to 0.90 for work dimension, 0.95 for supervisors, 0.94 for colleagues, 0.93 for promotion and 0.89 for payment. Reliability coefficient of this questionnaire was calculated to be equal to 0.95 for Owrangi (2007). Reliability coefficient of this questionnaire was equal to 0.71 (Cronbach's alpha).

Statistical methods for data analysis

In this study, descriptive statistical indices like mean, standard deviation were used. For inferential analysis, multivariate variance analysis was used in SPSS20 software.

RESULTS

Table 1: descriptive indices of group in terms of gender

gender	Accidents and burn		general		heart	
	frequency	Frequency percentage	frequency	Frequency percentage	frequency	Frequency percentage
female	49	0.98	47	0.94	43	0.86
male	1	0.02	3	0.03	7	0.14

As it can be seen in table 1, most participants were female.

Table 2. descriptive indices of group in terms of age

group	index			
	mean	SD	minimum	maximum
Accidents and burn	34.09	6.47	23	50
general	27.85	3.48	22	36
heart	32.84	7.94	23	50

As it can be seen in table 2, age average of nurses of accidents and burn hospital (34.09) is greater than age average of nurses of general and heart hospitals and age average of the nurses is relatively close to each other.

Table 3. descriptive indices of life quality style, life satisfaction and job satisfaction in three groups of nurses (accidents and burn, general, and heart)

variable	group	mean	SD
Life satisfaction	Accidents and burn	21.54	6.63
	general	21.82	5.76
	heart	22.48	5.78
work	Accidents and burn	24.86	9.65
	general	27.34	11.79
	heart	25.82	12.33
supervisor	Accidents and burn	25.59	10.71
	general	24.06	11.47
	heart	19.10	11.76
colleague	Accidents and burn	35.12	8.49
	general	26.72	14.5
	heart	26.02	15.02
promotion	Accidents and burn	14.50	7.25
	general	12.56	7.46
	heart	9.92	6.64
payment	Accidents and burn	13.40	7.07
	general	12.42	7.58
	heart	11.28	7.12
Total job satisfaction	Accidents and burn	111.47	32.21

	general	100.92	50.23
	heart	88.32	51.94
Physical function	Accidents and burn	97.17	22.45
	general	67.66	23.12
	heart	70.88	18.16
Roles disorder due to physical disorder	Accidents and burn	4.01	1.5
	general	4.80	1.25
	heart	4.29	1.49
Role disorders due to emotional health	Accidents and burn	2.75	2.75
	general	3.18	3.18
	heart	3.15	3.15
Energy/tiredness	Accidents and burn	96.40	25.74
	general	76.74	39.43
	heart	86	31.78
Emotional wellbeing	Accidents and burn	41.54	13.79
	general	39.42	14.25
	heart	39.77	14.57
Social function	Accidents and burn	45.65	20.81
	general	64.04	32.03
	heart	66.11	30.01
pain	Accidents and burn	14.45	12.8
	general	22.10	10.81
	heart	16.58	11.71
General health	Accidents and burn	50.26	13.01
	general	45.84	12.24
	heart	47.48	12.89
Total life quality	Accidents and burn	320.26	57.65
	general	322.63	66.82
	heart	332.82	64.19

In table 3, mean values and standard deviations of life quality, life satisfaction and job satisfaction have been presented for three groups of nurses (accidents and burn, general and heart). As it can be seen, some differences can be seen in mean values of life quality, life satisfaction and job satisfaction in three groups of nurses. Multivariate variance analysis test results are used for investigation of significance of differences. Before this, assumptions of this test are reviewed.

Table 4. life quality, life satisfaction and job satisfaction difference test in three group of nurses (accidents and burn, general, and heart)

Wilk's Lambda	Value	F	df1	df2	Sig
	0.534	3.04	32	264	0.01

Considering the above table, differences between life quality, life satisfaction and job satisfaction is statistically significant in three groups of nurses (accidents and burn, general and heart) because Wilk's Lambda=0.534, F(32, 264)=3.04 and P<0.01.

DISCUSSION

This result is consistent with the results of Allafjavadi et al (2010), manokian (2006) and Kortis and Glaken (2014). Stanley (2003) found that nurses who work in special wards have more psychological disorders. He also found that nurses who work in special wards experience more anger, excitability and depression and anxiety because of being involved in more tense environments than other nurses. In this study, we can conclude that nurses who work in accidents ward experience less stress and have higher levels of job satisfaction, life satisfaction and life quality because they are dealing with less beds in their wards. Most nurses have reported that when they first entered this profession, they had altruistic beliefs, low tendencies to patients and heroic images of themselves. Ability to find these beliefs can be threatened seriously and results in psychological pressures and job burnout in nurses of general wards which usually require more activities. Small role in decisions and serious control of ward head has a close relationship with increasing job burnout. On the other hand, nurses who emphasize on their duties (affairs coordination) and are controlled by their supervisors have stronger self-efficacy feelings and this can be seen in burn wards (Toubayee and Sahrayeean, 2006; as quoted from Dasht Bozorgi et al, 2012). When nurses are not satisfied with their jobs, this can affect all personal and

social aspects of the individual. According to Goudman's idea, when an individual requires security and belonging to an organization, he or she will be more satisfied. Further, when working environment has necessary stability for nurses of wards, the individual will consider the existing norms and values as utopic and behaviors like altruism and mutual relationships with managers and colleagues will increase and this in part can cause higher job satisfaction and reduce psychological and physical complaints in nurses. Therefore, managers and educational experts of hospitals are proposed to identify factors which are effective in life quality, job satisfaction and life satisfaction of nurses and minimize negative aspects so that a better organizational atmosphere and working condition will be obtained and personnel can experience higher life quality in this space. Moreover, necessary trainings should be provided for increasing collaboration, relationship with colleagues and supervisor and appropriate life quality.

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