Original Article :

Job satisfaction and its related factors among nurses in Taif hospitals, Saudi Arabia: A cross-sectional study

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Abstract

Background and Aims:
The health and job satisfaction of nurses influence the quality of healthcare delivery within the demanding environment of the healthcare industry. The job satisfaction in Saudi Arabia needs to be updated and the available literature are from other regions of the country. Therefore, nurses' job satisfaction is a vital side of quality health care. This study was conducted to assess nurses' job satisfaction in healthcare institutions in Taif, Saudi Arabia.

Methods:
A descriptive study was conducted among one hundred nurses in four hospitals in Taif City. The study used a convenience sampling technique to select one hundred nurses from four hospitals in Taif City. Data were collected from April to May 2024, through an online questionnaire which was adopted from scale for job satisfaction. The data were analyzed by SPSS, version 26. The Chi square test was used to identify significant associations between the demographic variables and satisfaction level.

Results:
The study findings indicates that participants were both females (60%) and males (40%), most of them were married (74%) and have university education. It was found that 83% of nurses in hospitals in Taif have been satisfied with their job conditions. Being married was the only influence on nurses' job satisfaction.

Conclusion:
The study found that nurses in four hospitals are highly satisfied with their job status and being married was significantly associated with higher job satisfaction among nurses in Taif hospitals.

Keywords:
Hospitals, Job satisfaction, nurses, quality of care, Saudi Arabia

Introduction:

According to the previous reports, nurses represent a larger sector of the workforce in the Saudi healthcare system[1-3] . Numerous studies have identified job satisfaction as the main predictor of better performance among nurses. In addition, the job satisfaction of nurses was recently linked to a lower risk of mortality[4-7]. Nursing job satisfaction is defined in the literature as the extent to which nurses feel fulfilled and motivated in their duties, measured using specific scale[8,9]. The psychological pressure among nurses was defined in literature as the stressors and mental challenges experienced by nurses in the working settings[10].

Nursing is considered one of the most difficult and important professions. Nurses are exposed to different degrees of psychological pressure, and the intensity of that pressure increases when what they want does not match the size of those pressures, and this is what causes them to feel a state of job dissatisfaction [11,12]. Several studies have been conducted in Saudi Arabia showed that nurses and nursing students expressed different degrees of stress and anxiety due to various factors [13-18].

The lack of job satisfaction among nurses brings many problems to the effectiveness of the profession [9,19]. Job satisfaction is a psychological state in which the employee's personality is integrated with the duties of the work[20]. The more nurse is satisfied with the work, its nature, and the surrounding environment, this leads to a higher level of performance and efficiency in the quality of providing effective and successful nursing care[21]. Therefore, paying attention to the job satisfaction of nurses working in health sectors is particularly important in improving nurses' satisfaction.

However, nurses are facing more than just the usual professional challenges, and many of them go beyond their workplaces[22]. The issues governing job satisfaction among nurses in Taif City include the leadership styles demanded as well as the extraordinary pandemic challenges that arose during the COVID-19 period[23,24]. Job satisfaction for nurses in Taif City is multidimensional and involves some of the major forces at play in the current nursing environment. Indeed, job satisfaction greatly impacts retention and performance, along with their healthiness as nursing professionals[25].

The satisfied nurses with the environment and work, this reflects the quality of care provided to patients, as nurses' satisfaction increases their level of performance in providing health care, so its quality is high and safe for patients. Job satisfaction enhances team spirit, enhances communication between them, and makes nurses feel comfortable and confident in the work environment[26-29]. Moreover, a previous study

by Al-Hammouri F. el. al., have reported that hospital environment affect nurse care quality and the authorities should consider this factor when improving the quality of care[30], while other studies conducted in Saudi Arabia nurses and nursing students faces several challenges preventing them of providing high quality of care [1,6,11,13,15,18,31,32].

Nurses are indeed the key players in healthcare, making it possible to give meaningful care that ensures positive patient outcomes and improves the effectiveness of healthcare systems [33]. A case study of the nurses' job satisfaction in the city of Taif in Saudi Arabia is thus presented as an exercise aimed at exploring the nurses' job satisfaction, taking into account the city's unique sociocultural dynamics and ever-changing healthcare setting[25]. The nursing profession is dominant by female nurses within the culture of Saudi Arabia and interpersonal relationships with the sector[34,35]. Furthermore, a recent systematic review has identified that job satisfaction of nurses in intensive care units depends on lack of experiences and working conditions[36].

However, several studies have investigated the phenomenon in the context of Saudi Arabia, this study is contributing differently into the literature by investigating job satisfaction in four governmental hospitals. Furthermore, studying the challenges and problems faced by nurses helps officials and management take corrective measures to improve the nurses' satisfaction and their overall performance. The current study aims to assess nurses' satisfaction and its related factors in Taif, Saudi Arabia. While the study findings provide exploration for job satisfaction among nurses in Taif city, they are shaped by the region's specific context and the findings could be applicable to other cities in the Kingdom of Saudi Arabia.

Materials and Methods:

Study Design:

A cross-sectional study design was utilized to assess nurses' satisfaction in four hospitals in Taif City. The study utilized a quantitative approach to investigate nurses' work satisfaction in Taif City. In this study, researchers distributed structured surveys among nurses in four healthcare hospitals in Taif City.

Study setting:

Study was conducted in Taif city, Saudi Arabia. It was conducted in four hospitals. The distribution of questionnaires was as follows.

Hospital name	Type of hospital	Number of participants
King Faisal Hospital	Governmental, General Complex	29
King Abdulaziz Hospital	Governmental, General Hospital	30
Children's Hospital	Governmental, Children Hospital	19
Shahar Mental Hospital	Governmental, Mental Hospital	22

Study population:

The study was conducted on nurses working in hospitals in Taif, Saudi Arabia. The total nurse's population was 4935 in the city of Taif. It was conducted in the period April to May 2024.

Sampling and sample size:

A convenience sampling technique was used in this study. The nurses working in the four selected governmental hospitals were invited to participate in the study. The total sample size was one hundred participants. The sample size was calculated using sample size calculator through http://www.raosoft.com/samplesize.html. The total population of 4935, margin of error of 9.7, confidence of ninety-five.

Data Collection:

Data were collected through a survey questionnaire designed for this purpose. The researcher collected the data and reviewed them to ensure the completeness of the answers and to exclude incomplete questionnaires. Social and demographic variables, including gender (male, female), marital status (married, single, divorced, widowed), and the nurses' educational qualification and extent of job satisfaction were collected. Processes began by sending the study package to participating nursing administration departments. The packages included information on the study, a poster, and an electronic link. These departments then sent the packages to their nursing staff through E-mail, using Barcode if they wanted private for identification. The link directed potential participants to the study's electronic questionnaire within the researcher's account on the Google Forms Survey website. Participants were asked to open the link to participate and respond to the questionnaire with an estimated total response time of 5-7 min. The survey link was distributed to all nurses working in the hospitals while the researchers received one hundred complete responses.

Study instrument:

Participation in the study was voluntary; therefore, responding to the study questionnaire was accepted as consent by the participant. The study instrument was adapted from one job satisfaction scale by Warr et al., 1979[37]. It consists of several items on various aspects related to factors of job satisfaction. The tool was assessed on ten nurses working at different hospital in Taif city, the reliability and consistency of the test were acceptable, and the Cronbach alpha was 0.78 indicating acceptability of the tool. A Likert scale of five responses was used to measure the satisfaction of nurses ranging from strongly disagree (0), disagree (1), neutral (2), agree (3), and strongly agree (4). The total number of questions was twenty-one items, and the overall satisfaction was measured out of

eighty-four points, a cut point of forty-two out of eighty-four was used to divide the responses into satisfied if more than forty-two and dissatisfied if forty-two or less. The percentage of 50% was considered as cut point for satisfied or unsatisfied.

Data analysis:

The data were analyzed by Statistical Package for Social Sciences (SPSS) version 26. Descriptive and inferential statistics were applied to analyze the data. A confidence interval of 95% was used in this study. The descriptive statistics includes frequencies and percentages in addition to the graph presenting overall satisfaction. The inferential analysis includes a Chi square test to identify the differences between demographics and overall satisfaction groups, p-value less than 0.05 was considered as a significant association.

Results:

Table 1 shows that the study was conducted among one hundred nurses working at four governmental hospitals in Taf, Saudi Arabia. They were from both male (40%) and female (60%), about 48% of them were married followed by 32% single and 12% were divorced. Regarding their education, 74% have bachelor education, followed by diploma by 13%, master's by 6% and higher diploma by 5%. They were mainly between 25 to 40 years old.

Table 1: Sociodemographic characteristics of nurses in Taif, Saudi Arabia.

Variables		Freq (%)
Age	25-40 years	85 (85%)
	41-60 years	15 (15%)
Gender	Male	40(40%)
	Female	60 (60%)
Marital Status	Married	48(48%)
	Divorced	12(12%)
	Single	32(32%)
	Widowed	8(8%)
Nursing Qualification	Diploma	13(13%)
	Bachelor's	74(74%)
	Higher Diploma	5(5%)
	Masters	8(8%)

Figure 1 shows the percentages of nurses who were satisfied with their current jobs in Taif four hospitals. It indicates that 83% of nurses were satisfied with the job while 17% were not satisfied with nursing job.

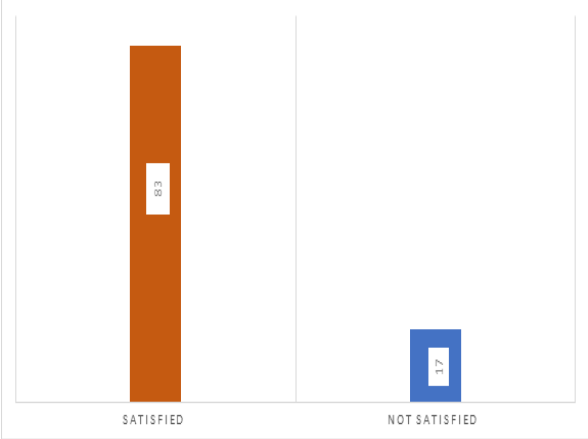


Figure 1: Overall satisfaction of nurses in Taif hospitals, Saudi Arabia.

Table 2 indicates factors influencing the nurses' job satisfaction. Most nurses either agree or strongly agree with the statements that indicated the high level of satisfaction; they feel fulfilment and satisfied with their

jobs (83%), recognition of their supervisor (81%), respect from other healthcare providers (89%), flexibility independence (77%), organizational structures (76%), feedback from patients (68%), and guideline and supervision protocols (78%).

Table 2: Factors Influencing nurses' job satisfaction in Taif hospitals.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The feeling of fulfillment and satisfaction you get from your job	3	3	10	23	61
Recognition from supervisor	3	3	12	36	45
Respect from co-workers	1	0	10	45	44
Feedback from supervisor	0	2	16	39	43
Feedback from patients	7	16	9	28	40
Promotion	12	22	17	23	26
Opportunities for further learning e.g professional training	5	16	17	30	32
Career Development	6	24	13	28	29
Responsibility allotted to you	3	8	10	44	35
Flexibility and independence allowed	1	10	12	34	43
The feeling of being treated equally	3	14	13	32	38
Salary	1	9	13	41	36
The rules and routine of supervision	0	11	13	35	41
The comprehensive goals and guidelines in your hospital	4	9	9	37	41
The organizational climate	2	9	13	30	46
The quantity of allotted work to you (workload)	1	15	14	34	36
The equipment used in your hospital	13	23	6	27	31
The Criticality	0	12	15	38	35
He/She relationship with doctors	2	17	11	44	26
The relationship with Co-workers	0	5	9	44	42
The relationship with patients	2	13	10	29	46

The Chi square test showed that the marital status as married was associated with more satisfaction among nurses in four hospitals in Taif, Saudi Arabia, while other factors such as gender and nursing qualification were not significantly associated with nurses' satisfaction in the city (Table 3). It also shows that married participants were 2.9 more satisfied compared to singles (OR=2.9), divorced nurses were also 2.1 more satisfied compared to singles (OR=2.1).

Table 3: association between demographics of nurses and satisfaction levels in four hospitals in Taif city.

Variables		Satisfied		Not Satisfied		p-value	Odds Ratio (OR)
Freq		%	Freq	%			
Gender	Male	32	80%	8	20%	.071	1.00 (Ref)
	Female	51	85%	9	15%		1.4
Marital Status	Married	43	90%	5	10%	.035*	2.9
	Divorced	10	83%	2	17%		2.1
	Widowed	6	75%	2	25%		1.3
	Single	24	75%	8	25%		1.00 (Ref)
Nursing Qualification	Diploma	9	69%	4	31%	.17	1.6
	Bachelor's	64	86%	10	14%		2.4
	Higher Diploma	4	80%	1	20%		2.1
	Masters	5	63%	3	38%		1.00 (Ref)
Age	25-40 years	73	85.9%	12	14.1%	.084	1.8
	41-60 years	12	80%	3	20%		1.00 (Ref)

(*) significant.

Discussion:

The study was conducted to provide a comprehensive analysis for the nurses' job satisfaction and for the sociodemographic factors in Taif, Saudi Arabia. It also investigates the association between nurses' demographics and their job satisfaction in four hospitals at Taif city. Both female and male participated in the study with an equal distribution and slightly higher female as in nursing profession, near half of them were married and about three quarters held a bachelor's degree in nursing.

The overall job nurses' satisfaction in the four Taif hospitals indicates that a majority of nurses were satisfied with their profession. Participants' satisfaction with their professional growth opportunities was lower than earlier national studies, that is to say that the current study findings have reported where 26% have strongly agree and 23% have agree that promotion as influencing factor for their job satisfaction while studies conducted in the country have reported that promotion as one of the main factors for their job satisfaction, one study conducted on nurses in Saudi Arabian hospitals by Alshmemri 2014 showed that possibility for growth was reported as average of 2.7 out of five[38], another study conducted in hospitals in Makkah region indicated a possibility for professional growth is one of the motivation factors for job satisfaction[39] and one study conducted at Al-Baha region reported that critical care nurses have reported that 4.98 out of 5 is the possibility for development [40]. This could be the result of a lack of adequate staff, which may reduce in-service education attendance. These

findings are in the same line with previous studies conducted in Saudi Arabia, it was found that Saudi nurses have higher job satisfaction compared to other nationality nurses, while they were less satisfied that expatriate nurses in term of professional development and co-worker relationships[41] and another study conducted in the country indicated that nurses have higher level of job satisfaction[42] and other studies have reported same findings[23,43,44].

On the other hand, a study conducted by AL-Dossary, Reem, J. Vail, and F. Macfarlane (2012) reported that nurses were neutral in term of job satisfaction[43], it was linked to requestion more payment for extra duties and provide more opportunities for training but the study was conducted before 12 years which may report las situation. The recent review indicated that it is fundamental to ensure nurses have high level of job satisfaction to ascertain more job retention[23]. The variation in our study findings and some previous studies findings could be because of different settings, different measurements, or due to different personal and demographic characteristics.

The association between demographic factors and job satisfaction were investigated using both cross-tabulation and One-Way Anova tests. The overall job satisfaction was significantly influenced by marital status, being married was associated with higher satisfaction among participated nurses in this study where the association was statistically significant. That is to say that the married participants were about three times more satisfied compared to singles (OR=2.9), divorced nurses were also twice more satisfied compared to singles (OR=2.1). This could be because the married nurses have experienced greater job stability or work-life balance, or it could be due to their family support. The underlying reasons for the association are not explored in depth. Other demographics such as gender and level of qualification were not significantly associated with nurses' satisfaction in Taif. These findings were not in the same context with some previous studies, a study conducted by Al Bazroun et al., which showed no significant relationship between demographics and job satisfaction in Saudi Arabia[32]. Furthermore, another study conducted in Saudi Arabia indicated that the nationality is the main predictor for job satisfaction among nurses and Saudi nurses are more satisfied than others[41]. In addition, a recent systematic review has indicated that lack of nurses' experiences and working environment are the main influencing factors on intensive care units nurses' job satisfaction[36].

The findings highlight the importance of focusing on specific factors that could influence nurses' job satisfaction such as

marital status. Several limitations were found throughout the process of research. The first limitation was that it was conducted on small sample size selected by convenience sampling methods in one city which could limit findings generalizability. Another limitation was that it depended on self-reporting approach which could be affected by bias. The third limitation of the study was that it utilized descriptive design which could not measure the causality and approve the influencing factors on nurses' satisfaction and the last limitation was that the study was conducted in one city which associated with lack of generalizability of the findings.

Conclusions:

In conclusion, the study stated that the majority of nurses in the sample reported being satisfied with their jobs in Taif hospitals, being married was significantly associated with higher job satisfaction among nurses. These findings are essential to understanding the nursing profession in Taif and explore the influencing factors on the nurses' satisfaction.

Recommendations:

It is recommended to conduct further research to address the causal relationships between demographic factors and job satisfaction, explore other geographic areas in Saudi Arabia, it is also recommended to use longitudinal designs to assess changes over time and considering more influencing factors such as institutional factors (e.g., leadership style, workload) and its impact nurses' satisfaction and to initiate programs for career development, workload management, and equipment maintenance. It is also advised that both private and governmental hospital nurses to be included and to explore different regions in Saudi Arabia in longitudinal studies.

Ethical Approval:

This study adhered to ethics to protect and safeguard the rights and welfare of respondents. The voluntary nature of their participation and informed consent was guaranteed for all participants. Ethical approval was obtained before conducting the study from the included hospitals.

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