

JOB SATISFACTION AMONG STAFF NURSES WORKING IN THE DEPARTMENT OF ACCIDENT AND EMERGENCY SERVICES OF A TERTIARY CARE HOSPITAL IN SOUTH INDIA

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Abstract

A descriptive approach was adopted to assess the level of job satisfaction among nurses working in the Department of Accident and Emergency Services in Christian Medical College Hospital (CMCH), Vellore. The objectives were to assess the level of job satisfaction among staff nurses and to associate the level of job satisfaction with demographic variables. The population comprised of all staff nurses working in the Department of Accident and Emergency Services. A self-administered questionnaire was used to collect data. The study revealed that the overall job satisfaction was high among 39% of nurses. The satisfaction was high about the working environment (43%), supervision (48%) and in-service education (46%). The overall job satisfaction had statistically significant association ($p < 0.05$) with the years of experience in nursing.

Key words: Job satisfaction, Inter personal relationship, Staff welfare, Accident and Emergency Services (A & E Services), Christian Medical College Hospital (CMCH)

Background

Job satisfaction among nurses has been recognized as a crucial indicator of nurses' performance and quality of patient care. Pioneering work on the importance of job satisfaction was done within organizations by **Brayfield A.H & H.F. Rothe 1951**. The Index of Job Satisfaction was designed to measure an individual's attitude toward work and to provide the foundation for other instruments. According to the American Nurses' Association, nurses' job satisfaction is measured by responses to questions about nursing staff attitudes towards specific aspects of their employment (**ANA 2004**). Job satisfaction can be examined from both the cognitive and affective dimensions. The cognitive dimension deals with the individual's views of the job or working conditions and the affective dimension refers to the individual's emotional appraisal of their job or job enjoyment. Job satisfaction of nurses is related to prestige or job status, independence in decision making, control over practice, perceived social support, work schedule, job security, salary and fringe benefits (**Kangas, S., C.Kee & R. Mc Kee Waddle 1999**)

Need of the Study

The Christian Medical College Hospital (CMCH), Vellore in South India occupies a very prominent place among the healthcare institutions in the country and in the world. It is 2600 bedded multi-specialty, tertiary care teaching hospital. Nursing Service is the heart of the institution, which supports and provides comprehensive patient care at the primary, secondary, and tertiary care levels. The strength of the department has been its integration of nursing service and nursing education with supervision facilitated by well-qualified nursing faculty. The Nursing Service component of the institution is highly valued and sought after by both graduates from within and outside the institution because of the rich clinical experience and expertise that is made available. This in turn results in a high turn over of nursing staff in both the institution and the Department of Accident and Emergency Services (A & E Services).

The Dept. of Accident and Emergency Services is a 40-bedded unit with 60 Staff Nurses working in the department. The number of patients who access the department in a day range between 130 and 150 leading to a high turnover. The Triage services in the department are exclusively nurse led and the staff are exposed to constant crises and stress in the working environment that is very demanding with constant challenges. It has been

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