

Impact of Individual Factors on Job Satisfaction of Nursing Officers in Sri Lankan Government Hospitals

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Abstract

Background: Staff-perceived quality of care is influenced by staff job satisfaction. Employee perceptions of the working environment have a positive impact on customer-perceived service quality in health care services. Such impact is particularly important in government hospitals, where patients have a long-term relationship with staff and could be vulnerable to poor quality of care. It is important to find out whether socio-demographic factors such as age, gender, marital status, seniority, etc, too, play an important role in determining the job satisfaction of Nursing Officers.

Objective: To assess the effect of selected variables on job satisfaction of Nursing Officers in Government Hospitals of Sri Lanka.

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Design: Hospital-based descriptive, cross-sectional study.

Sample: The total number of the sample was 170 female Nursing Officers. To study the job satisfaction between male and female Nursing Officers, apart from the 170 female Nursing Officers, all male Nursing Officers were included in the study.

Results: Out of the seven socio-demographic factors studied, the service period in the hospital where the Nursing Officers are presently attached, had an influence on their job satisfaction. Therefore, the effect of independent variables on job satisfaction was analyzed and discussed only for this variable.

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Conclusions: Professional support plays an important role in determining the job satisfaction of Nursing Officers. Career development has not influenced job satisfaction. The mean value of training received increased with the increase in the service period in the hospital. Working conditions contributed more than the remuneration in determining job satisfaction of Nursing Officers.