Effectiveness of counselling and refinement of background factors of staff nurses on job satisfaction.

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Abstract- Background**:** 60-75% of hospital operating cost is directly related to manpower expenditure in the hospitals. Hospital management face problems in terms of motivation, absenteeism and turnover.

Objective: of the study was to assess the effectiveness of counselling and correction of staff nurses on job satisfaction in relation to her specific background factors.

Methods: A quasi experimental approach (one group pre test post design) was adopted with a schematic representation of the design elements. This study was carried out among 300 purposively selected staff nurses. The factors under study were the selected background factors, the job related factors and the personal factors.

Results: The result indicated that after counselling and correction of the background factors of the staff nurses, maximum number of the nurses i.e. 75.33% were satisfied towards their job. 71.66% of nurses, those who were indifferent towards personal satisfaction, were found to be satisfied i.e. 64.66%. Conclusion: Hence it is concluded that there was a significant relationship of the involvement of family members in contributing toward job satisfaction of the staff nurses.

Clinical Implications: This study has the clinical implication for nursing practice, nursing administration, nursing education and nursing research.

Index Terms- Background factors, counselling, Job satisfaction, personal satisfaction, staff nurse.

I. Introduction

Registered nurses account for a significant part of manpower expenditure in the hospitals. They also present serious problems for the hospital management in terms of motivation, absenteeism and turnover.[1] Employee job satisfaction is the fulfilment, gratification, and enjoyment that comes from work. It is not just the money or the fringe benefits, but the feelings Schematic representation of the design elements of the study.

employees receive from the work itself.[2] It is the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs. Wikipedia also defines job satisfaction as a pleasurable emotional state resulting from the appraisal of one's job, an affective reaction to one's job, and an attitude towards one's job.3 Work satisfaction is comprised of intrinsic and extrinsic factors. Intrinsic factors are those internally derived and include personal achievement, sense of accomplishment, and prestige. Extrinsic factors are those derived from factors in the practice environment and include pay and benefits, working conditions, and resources.[3]
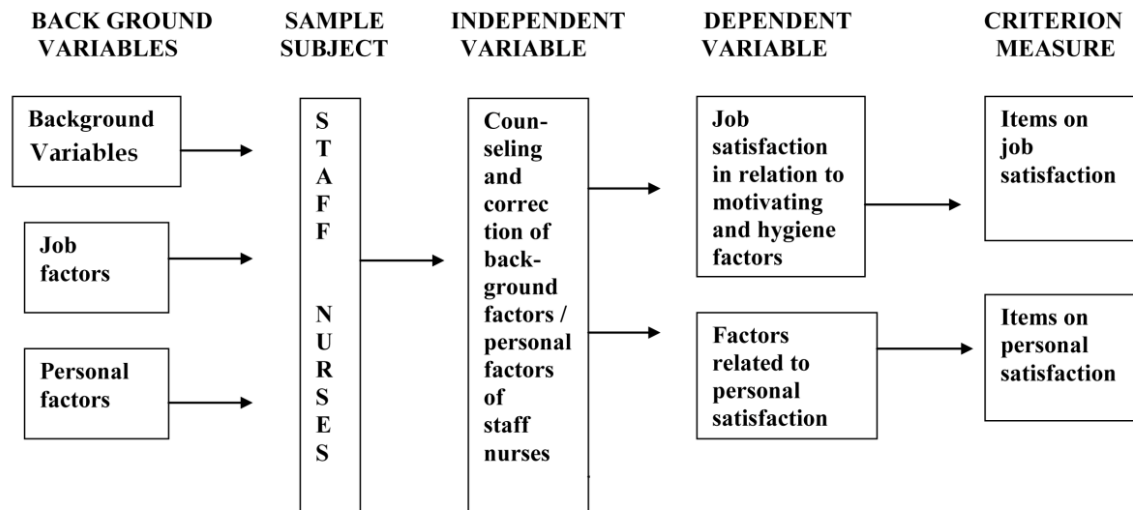
There are many theories related to job satisfaction. [4,5,6] Today's global nursing shortage is having an adverse impact on health systems around the world. The rapid expansion of training and health service institutions creates a major gap in terms of human resource for health (HRH) as trainers, service providers, and managers. There have been a lot of efforts by the government to bridge this gap.[6,7] Very few studies in India have conducted in India on counselling and correction of the personal factors of staff nurses affecting the job satisfaction of staff nurses.

With this background the present study is an attempt to determine the level of Job satisfaction among staff nurses before and after counselling and correction of background factors and to determine the association between job satisfaction and selected background variables.

II. IDENTIFY, RESEARCH AND COLLECT IDEA

Material and method:

A quasi experimental approach was adopted as per the nature of the study, to assess the effectiveness of counselling the staff nurses in context to her specific background factors of staff nurses working in the Private Hospitals.

BACK GROUND VARIABLES	SAMPLE SUBJECT	INDEPENDENT VARIABLE	DEPENDENT VARIABLE	CRITERION MEASURE
Background Variables	S T A F F N U R S E S	Coun-seling and correction of background factors / personal factors of staff nurses	Job satisfaction in relation to motivating and hygiene factors	Items on job satisfaction
Job factors			Factors related to personal satisfaction	Items on personal satisfaction
Personal factors				

Keeping in view the objectives of the study the design was developed to enable the investigator to study the relationship between job satisfaction, selected background factors and personal factors. The identified background variables included in this study were age, marital status, type of family, religion, general education, number of dependents, professional education, length of service, employment of the husband/other family members husband /other family members supporting in domestic work, relationship with family members, family atmosphere, and family income.

Job related factors were motivating factors and personal factors: Motivating Factors were the work itself, achievement, growth & advancement, recognition, responsibility, policy & administration, Working condition, Supervision, interpersonal relation, salary status & Security.   Personal factors were pertaining to the role performance in the family, pertaining to the self-development, pertaining to the health aspects, pertaining to the financial aspects, pertaining to the adjustments in the family.

Intervention: Counselling and correction in the areas of personal background factors in respect of staff nurse was carried out through a teaching plan. Counselling was conducted in groups of staff nurses in a direct approach method. Correction was done by advising/guiding/suggesting the staff nurses on using the best options related to personal satisfaction factors.

Conceptual framework is based on the concepts drawn from the Herzberg(1986)[10] theory of motivation. According to Herzberg if someone is satisfied with his job, he is receiving a positive feed back and developing skill and improving his performance. Herzberg maintains that an employee can be motivated by giving him challenging work that he can cope with. Staff Nurse: A registered nurse and midwife holding the first level position in nursing that are directly involved in patient care having at least one year of experience. 2. Job satisfaction: It is the feeling of wellbeing which has arisen in the worker as a response to various aspects of job situations. It is defined as the score obtained by the staff nurses on job satisfaction scale developed by the investigator in response to specific questions relating to job satisfaction. 3. Job dissatisfaction: It is the feeling when the worker perceives that he has been treated unfairly to various aspects of job situations. It is defined as the score obtained by the staff nurses on job satisfaction scale developed by the investigator in response to specific questions relating to job satisfaction. 4. Correcting background/personal factors: These are the refinement (i.e. the process of removing unwanted elements and resulting in improvement of background factors by making small changes) of the personal factors in relation to 1. Pertaining to the role performance in the family 2. Pertaining to the self development 3. Pertaining to the health aspects 4. Pertaining to the financial aspects 5. Pertaining to the adjustments in the family. 5. Counselling: Giving suggestions / guidance to the staff nurses in relation to her background factors which includes: 1. Pertaining to the role performance in the family 2. Pertaining to the self-development 3. Pertaining to the health aspects 4. Pertaining to the financial aspects 5. Pertaining to the adjustments in the family. as per the booklet on counselling and correcting the staff nurses prepared by the investigator. Present study was carried out in private Hospitals of Nagpur in which registered staff nurses were employed.

Sample size: Sample size of staff nurses was estimated assuming 25% of the staff nurses are satisfied with their job. A total of 288 nurses are required to estimate the proportion with a relative precision = 25% and 95% confidence level. Therefore 300 staff nurses were included in the study and from seven hospitals nurses participated in the city.

Sampling Technique: Keeping in mind the availability of the sample, Purposive sampling technique was used. The sample consisted of 300 staff nurses working in selected private hospitals in Nagpur. Also selected the sample of 300 nurses from only those hospitals whose management permitted the nursing staff to participate in the study.

Study duration: was from October 2011 to September 2013 (3 years)

Criteria for selection of sample:
Inclusion criteria:
1. Must be a registered Nurse and Midwife with one year of experience.

2. Staff nurses who are willing to participate in the study with minimum qualification of General Nursing and Midwife (GNM).

3. Those who were available on the day of data collection?

4.   Staff nurses who can read, write and understand English.

Staff nurses with minimum one year of experience are included in the study because within the first year of experience, the magnitude of dissatisfaction is felt more in the younger generation. As they are continuously moving, comparing and searching for better alternative options. Hence it was decided to include the nurses with minimum one year of experience.

Exclusion criteria:
1. Staff nurses with serious illness.
2. Staff nurses who have undergone the course on counselling and correction of personal/ background factors.
3. Male staff nurses.
4. Staff nurses who were not willing to participate in the study.

Nursing profession is mainly dominated by female nurses in India. As only female nurses are included in the study the word "Her" in the title is used.

Data Collection technique: A Self structured Questionnaire on job satisfaction and personal satisfaction was developed and used for the study.

In three phases the data was collected.

A teaching plan was adopted through a booklet on counselling and correction of background factors for staff nurses was developed keeping in mind to assess the nurses before and after counselling and correction of background factors. It is recognized that self-administered questionnaire helps to maintain the anonymity of the staff nurses, ensuring free and frank opinion/responses from them.

The number of items in this area were 73 and the maximum possible score were 365. For each question there was provision of selecting one out of five possible responses in a five point scale (Likert scale). The satisfaction scores were made on 20% basis.

It also consisted of conditions/factors related to personal satisfaction which were 1. Pertaining to the role performance in the family 2. Pertaining to the self-development 3. Pertaining to her health aspects 4. Pertaining to the financial aspects 5. Pertaining to the adjustments in the family.

The number of items in this area were 40 and the maximum possible score were 200. For each question there was provision of selecting one out of five possible responses in a five point scale (Likert scale). The satisfaction scores were made on 20% basis.

Content Validity: Questionnaire on background factors, job satisfaction, personal satisfaction and the booklet on personal counselling, and correcting the background factors of staff nurses were submitted to 12 experts in the field of nursing administration, nursing education and psychologist and necessary modifications was made.

Reliability: was computed using Cronbach Alpha formula. The reliability coefficient was found to be 0.81 for job satisfaction tool, and 0.77 for personal satisfaction tool. The informational booklet on counselling and correction of background factors for staff nurses was mostly agreed on its content, relevancy, comprehensiveness, and usefulness. The tool was found to be valid, feasible and reliable.

Pilot Study: Was conducted in the Central India Institute of Medical Sciences, Nagpur, on 60 staff nurses working in that institute. The pilot study helped to find out the feasibility of the project and selection of suitable statistical methods.

Procedure for data collection: Former permission was sought from the hospital administrator/ Medical superintendent of the related hospital to conduct the final study. Data was collected from the staff nurses of the selected private hospitals for one year in the phased manner. The structured Questionnaire was used for data collection.

With the help of Nurse Managers, staff nurses were met and explained the purpose of the study and questionnaire. They were assured of confidentiality and anonymity of their responses. Purposive sampling technique was used to collect from the above mentioned registered staff nurses at Nagpur.

Data was collected from sample subjects who are readily available during the period of data collection. Self-introduction of investigator to the individual nurses was done and questionnaire were distributed and collected back the same day. No major ethical or legal issues were involved in this study as this was a quasi-experimental study where no invasive procedures were involved. Nurses were only questioned regarding their satisfaction and the intervention of counselling and correction of background/personal factors did not harm the nurses or the institution. However informed consent of the participant was sought after explaining the purpose of the study and the importance of the study. Moreover permission from the hospital management was obtained.

III. WRITE DOWN YOUR STUDIES AND FINDINGS

Results:

The present study was carried out in six private hospital in Central India. Socio-demographic characteristics of study participants revels 73.33% of staff nurses belonged to age group of 21-30 years, 40.66% of the nurses were married, 66.66% belonged to nuclear families and majority of the nurses were Hindu by religion. Majority 96% of staff nurses had their professional education as GNM nurses. Around 25.66% of the family members were unemployed and 24.66% of nurses had a partially supportive atmosphere.

Data in table 1 reveals that the mean scores on job satisfaction after counselling and correction of background factors of staff nurses were higher than the mean scores on job satisfaction before counselling and correction of background factors of staff nurses in all the ten areas of satisfaction. The "t" value obtained was 9.20 which is significant at 0.05 level. Thus, the result indicates that there was significant association between job satisfaction before and after counselling and correction of the background factors of staff nurses.

Data in table 2 reveals that the mean scores on personal satisfaction after counselling and correction of background

factors of staff nurses were higher than the mean scores on personal satisfaction before counselling and correction of background factors of staff nurses in all the five areas of satisfaction. The "t" value obtained was 6.17 which is significant at 0.05 level. Thus, the result indicated that there was a significant relationship between personal satisfaction before and after counselling and correction of the background factors of staff nurses.

Figure 1 shows that finding on job related satisfaction before counselling and correction of background factors of staff nurses.

The mean±SD score of job related satisfaction before counselling was 173.2±152.89, and median score was 169.547. Maximum number of nurses i.e. 223 (74.33%) were indifferent towards job satisfaction. The maximum satisfaction area was identified as supervision followed by the work itself. The least satisfaction area was identified as growth and advancement and policy and administration.

Figure 2 also reveals that the mean±SD score of job related satisfaction after counselling was 282.67±98.69 and median score was 286. Maximum number of nurses i.e. 226 (75.33%) were satisfied towards job satisfaction. The maximum satisfaction area was identified as the work itself followed by supervision. The least satisfaction area was identified as growth and advancement and policy and administration.

Figure 2 shows that findings related to relationship between job satisfaction and background variables

It was inferred that job satisfaction by staff nurses was not dependent on the background variables of age, marital status, duration of experience, number of dependents, employment of husband/other family members, family members supporting in domestic work, and family income, but they were found to be dependent on relationship with family members. Maximum number of nurses i.e. 215 (71.66%) were indifferent towards personal satisfaction. The maximum satisfaction area identified as pertaining to her role performance in the family followed by adjustments in the Family. The least satisfaction area was identified as pertaining to her financial aspects and pertaining to her self-development.

Figure 2 also reveals that personal satisfaction score after counselling and correction of a background factors of staff nurses. The mean±SD score of job related satisfaction after counselling was 181.73±120.23 and median score was 162.21. Maximum number of nurses i.e. 194 (64.66%) were satisfied towards personal satisfaction. The maximum satisfaction area identified as pertaining to her role performance in the family followed by adjustments in the family. The least satisfaction area was identified as pertaining to her health aspects and pertaining to her self-development.

IV. DISCUSSION

The present study showed that nurses reported a wide in satisfaction before and after counselling and correction of background factors. There were several factors which intervened between the situation and the experience of dissatisfaction such as growth and advancement, supervision, working conditions etc. which could be the reason for the variations in dissatisfaction experienced. Counselling and correction of personal factors not

only enhanced the morale of the nurses, but also increased their satisfaction levels in their jobs, and personal life.

One common research finding is that job satisfaction is correlated with life satisfaction. People who are satisfied with life tend to be satisfied with their job, and people who are satisfied with their job tend to be satisfied with life. An important finding for organizations to note is that job satisfaction has a correlation to productivity on the job.

The meta analysis found that relationship between satisfaction and performance can be moderated by job complexity such that for high complexity jobs the correlation between satisfaction and performance is higher than for jobs of low moderate complexity.

The findings of the present study are in agreement with the study conducted by Devadason M.J.(1992)[9] who reported majority of the nurses had low job satisfaction in growth and advancement and supervision.

Robinson E. (2006)[10] reported a significant relationship between job satisfaction and personal satisfaction.

Wu Si Ying (2012)[11] reported in her study on Chinese nurses that stressors were closely associated with quality of life which is mediated and moderated by personal strain and coping resources. Personal strain also acted both as moderator and mediator in relationship between coping resources and quality of life. An effective intervention strategy is needed to reduce work stress, personal stress and ensure better quality of life through counselling methods.

The study conducted by Shui-Tao (2007)[12] on effectiveness of application counselling programme competence and satisfaction for nurses in Japan reports that following counselling programme the mean satisfaction scores for the nurses was significantly increased. The result concluded that implementing the counselling programme method could effectively enhance satisfaction of the nurses thereby enhancing their competence of nursing in their work place.

LynnPonton (2006)[13] in her study reports that effective counselling and correction of background factors of nurses is a two way process involving the cooperative efforts by both the person receiving counselling and the counsellor. A good counsellor can assist in making positive changes in your relationship and help you recognize behaviours that may be contributing to a troublesome relationship. The end result is the personal growth that empowers you to control your life and enjoy a positive relationship with others.

Morland (1999)[14] in her study on effective of supportive counselling programme on personal behaviours of nurses reports that nurses experience stress bringing about somatic diseases, mental health disorder, and feeling of exhaustion. The study concludes that the nurses who participated in the supportive counselling programme had reduced problems concerning their personal behaviours, and were able to cope up with life in their institution.

All the above studies has supported the fact that enhancement of background factors/personal factors of nurses have a positive impact in their jobs as well as their personal lives.

V. CONCLUSION

It was concluded that counselling and correction of nurses on background factors is always possible through the nursing managers, as it enables the nurses to perform better inn their jobs and personal lives, and that job satisfaction can be correlated with life's satisfaction. This study is useful to all the nursing managers of private organizations in leading the nurses in the right direction pertaining to the nurse's job. The application of such study will be useful for improvement of the satisfaction levels of staff nurses in their jobs in the field of nursing practice, nursing administration, nursing education and nursing research.

Implications: This study had its implications in the field of nursing practice, nursing education, nursing administration, and nursing research. In nursing practice identification of motivators and demotivaters in the job content and context will help in the individualistic satisfaction mechanism of the nurses. In nursing administration the nursing manager's will be able to improve the areas pertaining to job satisfaction and dissatisfaction. Counselling and correction in the matters of personal satisfaction will enhance the job satisfaction levels of the nurses. In nursing education the nurse educators should be supportive and guide the students in all the areas of their work. Providing in-service training to the nurses will appraise them of new advancements and technology in medicine and nursing. In nursing research more research on the problems faced by the community health nurses and their causes of dissatisfaction can also be undertaken. Limitations: This study is limited to staff nurses working in the private settings/organizations and the factors related to personality, emotions etc which may have influenced job related satisfaction, are not under study.

Table 1
Job related satisfaction areas before and after counseling and correction of background factors

N=300

Sr No	Job related satisfaction areas	Mean before counseling and correction of background factors	Mean after counseling and correction of background factors	T value
1	The work itself	19.253	31.243	t = 9.20
2	Achievement	16.956	27.65	
3	Growth and advancement	15.493	25.993	
4	Recognition	17.2	27.53	
5	Responsibility	16.77	27.376	
6	Policy and administration	16.143	26.02	
7	Working conditions	16.326	26.8	
8	Supervision	19.763	30.33	
9	Interpersonal relations	18.546	28.063	
10	Salary safety and security	16.253	28.496	

Table 2
Areas related to personal satisfaction before and after counselling and correction of background factors
N=300

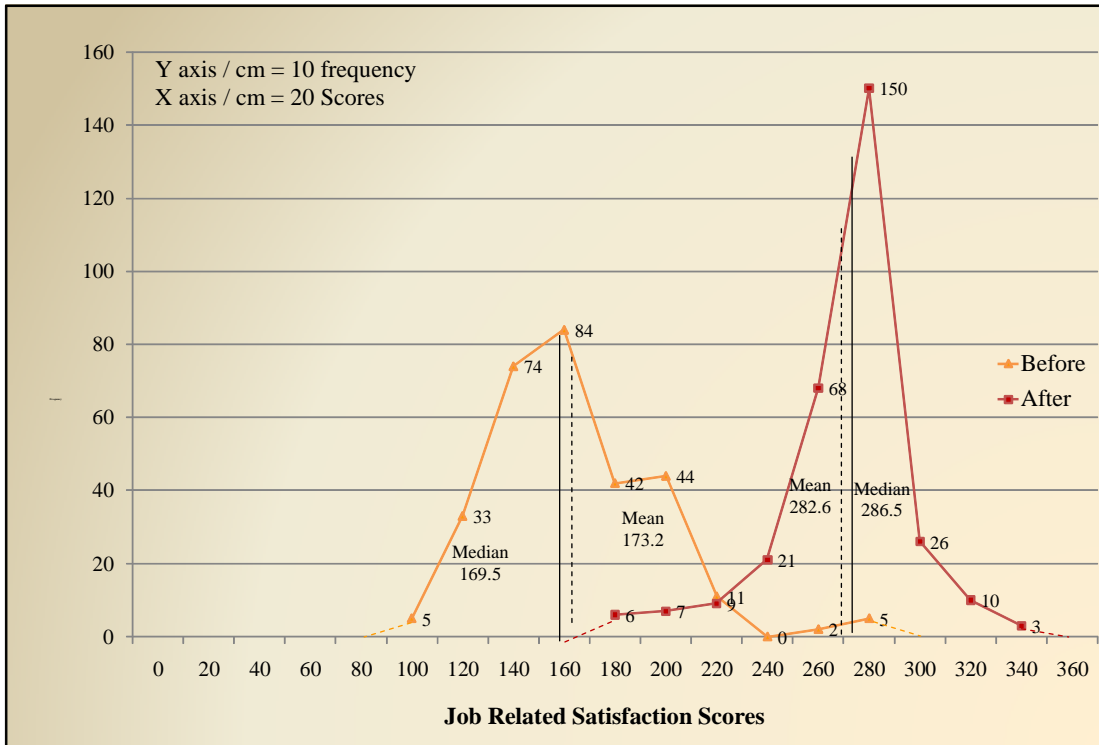| S. No.	Personal factors related to satisfaction areas	Mean before counseling and correction of background factors	Mean after counseling and correction of background factors	T value
1	Pertaining to her role performance in the family	19.48	31.916	t = 6.17
2	Pertaining to her self development	18.87	30.86	
3	Pertaining to her health aspects	19.033	30.673	
4	Pertaining to her financial aspects	18.846	30.906	
5	Pertaining to her adjustments in her family	19.036	31.423	

Fig. 1.   Smoothened frequency polygon showing distribution of Job Related Satisfaction scores of Staff Nurses before and after counseling and correction of background factors.
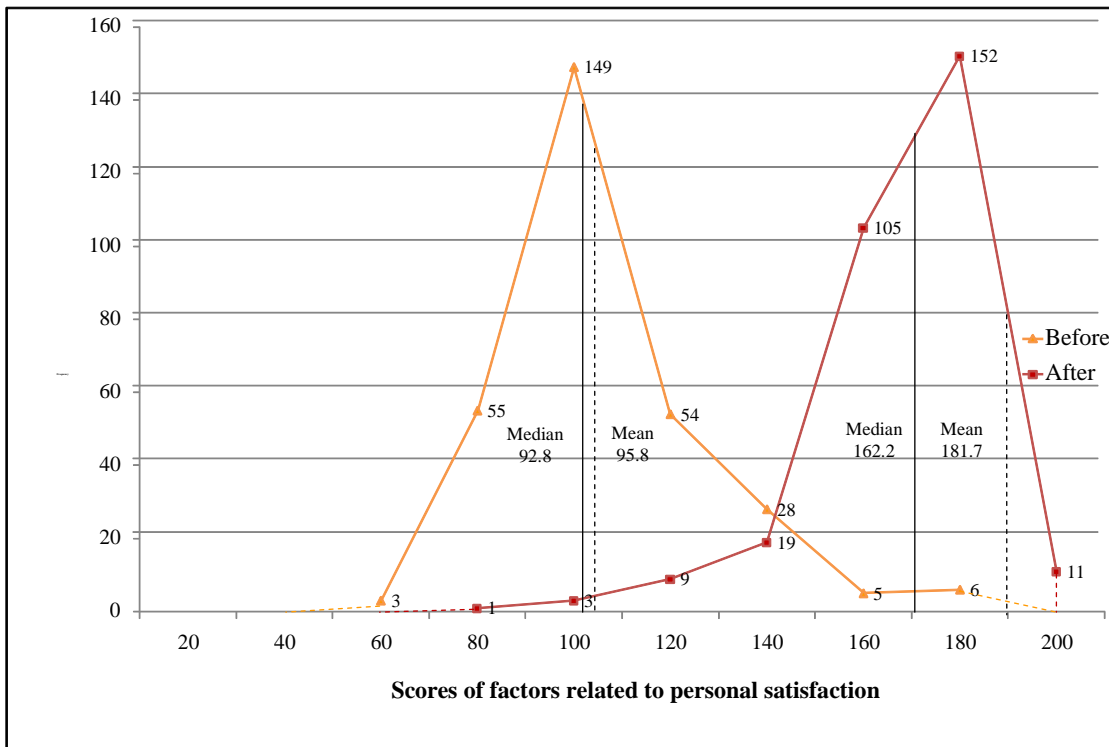
Fig. 2.   Smoothened frequency polygon showing distribution of factors related to personal satisfaction scores of Staff Nurses before and after counselling and correction of background factors.

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