



IJFANS

International Journal of Food
And Nutritional Sciences

Volume 2, Issue 3, Jul-Sep-2013, www.ijfans.com e-ISSN: 2320-7876



Official Journal of IIFANS

JOB SATISFACTION AND JOB STRESS OF HEALTH CARE PROFESSIONALS

K.AnusuyaDevi^{1*}, K.Kanjana¹, K.Kavitha² and S.Brinda Devi²

¹Department of Clinical Nutrition & Dietetics, PSG College of Arts and Science, Coimbatore, ²Department of Food & Nutrition, PSG College of Arts and Science, Coimbatore, Tamilnadu, India

*Corresponding Author: anusuyavimal@gmail.com

ABSTRACT

Health care has emerged as one of the most progressive and largest service sectors in India. Healthcare worker are involved to promote health, prevent disease and help patients cope with illness. The adjustment and satisfaction of the dietician and nurses in the hospital is carried out with the objectives to assess the dietician's and nurses attitudes and relationships within the work environment, determination of job satisfaction is affected by the moderator variables and relationship of personality variables to general job satisfaction and to satisfaction with aspects of the job. The study was carried out in several states like Karnataka, Kerala, Tamil Nadu and Maharashtra with a sample size was 100 dietician and 100 nurses. 4% dietician's exhibit less stress and 8.93% had undergone greater extent of stress where as in case of nurses the majority of 32% comes under moderate extent of stress and only 17% had greater extent of stress. Job stress related to patient relative contact showed that 39% dieticians had moderate level of stress and about 13% of nurses had a greater extent of job stress. Majority of dieticians and nurses were satisfied with their work and not only about 12% dietician and 15% of nurses were satisfied. It is concluded that both nurses and dieticians are highly stressed and lack job satisfaction in their profession.

Keywords: Nurse, Dietitian, Job stress and Job satisfaction.

INTRODUCTION

Health care is one of the India's largest sectors in terms of revenue and employment and the sector is expanding rapidly "Health care has emerged as one of the most progressive and largest service sectors in India". It is believed to be the next big thing after IT and predicted to become a US \$280 billion industry by 2020.

As the health care industry is growing we have given more importance to health care professionals like dieticians and nurses (Herzberg 1962). Clinical dieticians usually work in hospitals, nursing homes etc where they assess nutritional needs, develop food service menus and evaluate client satisfaction; they work with doctors and other specialists to meet the nutritional needs of specific clients.

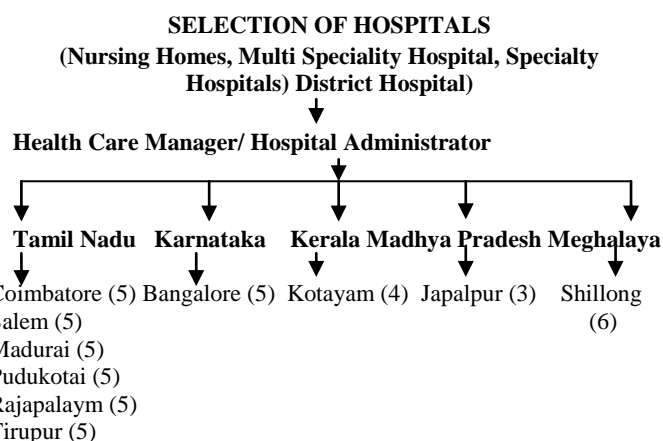
The Adjustment and satisfaction of the dietician and nurses in the hospital are concerns of administrators, educators and professionals alike. Wilson (2005) stated those healthcare workers are involved to promote health, prevent disease and help patients cope with illness. They are advocates and health educators for patients, families and communities. The adjustment and satisfaction of the dietician and nurses in the hospital is carried out with the following objectives:

1. To assess the dietician's and nurses attitudes and relationships within the work environment.
2. To determine how job satisfaction is affected by the moderator variables.

3. To find out the personality variables to general job satisfaction and to satisfaction with aspects of the job.

METHODOLOGY

The study was carried out in several states like Karnataka, Kerala, Tamil Nadu and Maharashtra. The analysis was done by using SPSS 11. The sample size was 100 dietician and 100 nurses. The sampling technique used was multi centric purposive sampling technique. A pre structured self explanatory questionnaire containing details of stressful aspects of your work, job stress relating to direct patient, relative contact, satisfying aspects of your work, job satisfaction relating to patients or relative contact were collected.

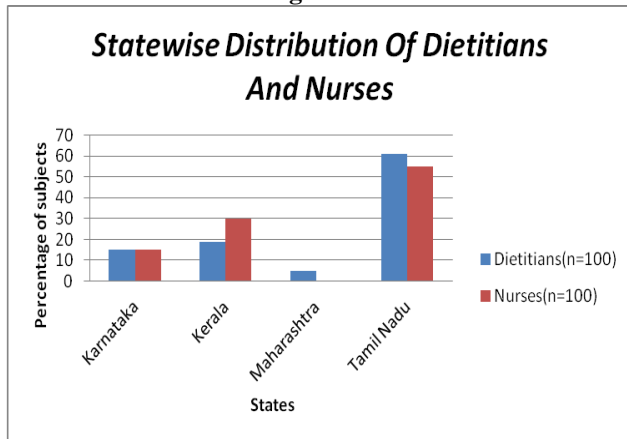


RESULTS AND DISCUSSION

STATE WISE DISTRIBUTION OF DIETITIANS AND NURSES

As healthcare professionals like dietitians and nurses were selected from different states of India and found that majority of Dieticians (61%) and nurses (55%) were from Tamil Nadu and only 5% of Dietitians were from Maharashtra. State wise distribution of dietitians and nurses is tabulated in Table – I and illustrated in figure – 1.

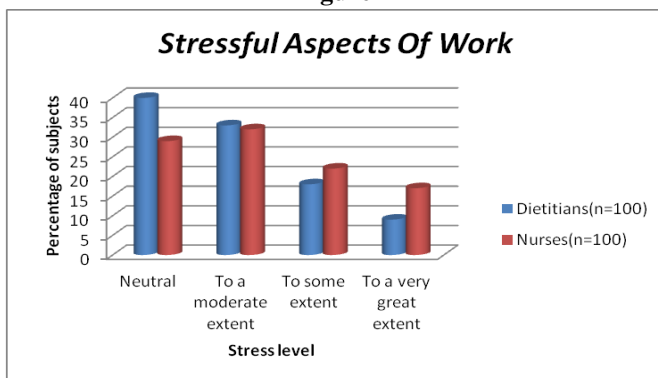
Figure – 1



STRESSFUL ASPECTS OF WORK

The stressful aspects of selected dietitians and nurses displayed that 4% of dietitians exhibit less stress when compared to others and 8.93% of them undergoes very great extent of stress. In the case of Nurses, the majority 32% comes under moderate extent of stress levels and 17% of them experienced a very great extent of stress. Stressful aspects of work is tabulated in Table – II and illustrated in figure – 2.

Figure – 2



Sullivan et al 2006 studied the overall satisfaction of dietitians and found 13% of them reported that their reason was no opportunities for advancement (13%) and 50% were not happy with their supervisors. Lu, While and Barriball (2005) identified that stress is ubiquitous in the nursing profession and is also prevalent in Asian countries and they reported major stressors including shortage of staff, high work demand and conflict at work.

JOB STRESS RELATED TO PATIENT/RELATIVE CONTACT

Regarding job stress related to patient/relative contact, 39% of dietitians had moderate stress level and 9% of dietitians faced stress to a very great extent. For Nurses, 34% faced neutral stress and 13% faced stress to a very great extent.

Figure –3

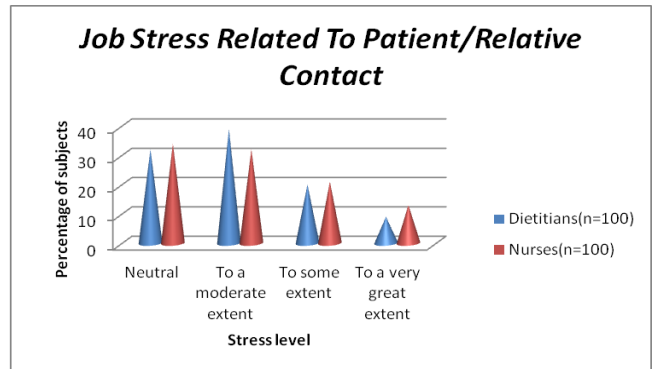


Table I - Job Stress Related To Patient/Relative Contact

Stress level	Dietitians (n=100)	Nurses (n=100)
Neutral	32	34
To a moderate extent	39	32
To some extent	20	21
To a very great extent	9	13

JOB STRESS RELATED TO SATISFYING ASPECTS OF WORK

When it comes to the satisfying aspects of work, it has been found that majority of dietitians (44%) and nurses (34%) were not satisfied with their work and only 12% of dietitians and 15% of nurses were highly satisfied with their work.

Figure – 4



JOB SATISFACTION RELATING TO PATIENT/RELATIVE CONTACT

Table II shows the job satisfaction of the selected dietitians and nurses.

Table II-Job Satisfaction Relating To Patient/Relative Contact

Satisfaction level	Dietitians(n=100)	Nurses(n=100)
Highly satisfied	8	12
Moderately satisfied	25	21
Less satisfied	35	30
Not satisfied	32	37

The above table reveals that only 12% nurses and 8% dietitian were highly satisfied with their job whereas majority of both Nurses(37%) and 32% dietitians were not at all satisfied with their job.

Figure – 5



JOB SATISFACTION & JOB STRESS OF THE SELECTED SUBJECTS

The data collected on job satisfaction and stress of selected dietitians when subjected to ANOVA (one way) and Duncan’s test the findings revealed that there was 1% significant difference on work stress only among dietitians from different states .However no significant difference among the dietitians was observed from selected states on the job stress, work satisfaction and job satisfaction.

The data collected on job satisfaction and stress of selected nurses when subjected to ANOVA (one way) and Duncan’s test the findings revealed statistically significant difference on “Stress on work (F=11.424) and job satisfaction” (F=17.03) and was observed among the nurses investigated from selected states.

MEAN DIFFERENCE ON JOB STRESS AND JOB SATISFACTION BETWEEN DIETITIANS AND NURSES

Mean difference on job stress and job satisfaction between dietitians and nurses are shown in the table below:

Table III-Mean difference on job stress and job satisfaction between dietitians and nurses

Stress	Mean	Standard deviation	Standard error	‘t’ value
Work Stresses				
Dietitian	17.31	7.874	0.787	3.777**
Nurses	21.66	8.139	0.813	
Job Stress				
Dietitian	3.33	4.038	0.404	1.227
Nurses	9.06	5.262	0.526	
Work Satisfaction				
Dietitian	21.46	6.562	0.656	0.479
Nurses	21.99	9.263	0.926	
Job Satisfaction				
Dietitian	15.30	4.941	0.494	0.244
Nurses	15.49	6.414	0.641	

The findings revealed that dietitians (X=21.46) and nurses (X=21.99) are found to have equal level of stress on work satisfaction. At the same time nurse s were observed to be more stressed due to work (X=21.66) when compared to dietitians (X=17.31).However Dietitians differed from nurses on work stress with statistical difference at one percent level (t=3.777).

CONCLUSION

When compared to dietitian, nurses felt high extent of stress but both had less work satisfaction. Kerala nurses and dietitians had less job stress when compared to Tamilnadu

REFERENCES

- Aiken LH, Clarke SP, Sloane DM, et al: Hospital staffing and patient mortality, dietitian burnout, and job dissatisfaction. JAMA 288:1987–1993
- Aronson KR, Sieveking N, Laurenceau JP, et al: Job satisfaction of hospital employees: a new measure of an old concern. Administration and Policy in Health 5:437–452, 2003
- Catherine Sullivan, MS Janeen B. Leon, MS, RD, LD, Ashwini R. Sehgal, MD: Employee happiness and performance. Practice and Education in hospitals.10:47–52, 2006
- Ciske KL. Primary nursing: an organization that promotes professional practice. J Nurs Adm. 1974 Jan–Feb;4(1):28–31.
- DIAMOND LK, FOX DJ. Turnover among hospital staff nurses. Nurs Outlook. 1958 Jul;6(7):388–391.

- Everly GS, 2nd, Falcione RL. Perceived dimensions of job satisfaction for staff registered nurses. *Nurs Res.* 1976 Sep–Oct;25(5):346–348.
- Health.com([www..mash5haironfire.com/.../cnn_report_on_job-stress_another_reason-for-ppl/](http://www.mash5haironfire.com/.../cnn_report_on_job-stress_another_reason-for-ppl/))
- Herzberg F.1966. *Work and The Nature of Man.* World Publishing. New York,NY.
- *J Am Diet Assoc.* 1982 Nov; 81(5):555-9.
- J. Gingras, L.-A. De Jonge, N. Purdy : The registered dietitian workforce: infrastructure for health care reform. 76:2–9, june 2010
- *Jclinnurs.*2010 Aug;19(15-16):2342-54.
- Landerweed JA, Boumans NP: Dietitian' satisfaction and feeling of health and stress dietary departments. 25:225–234, 1988.
- Lu, While, & Barriball, Job Satisfaction Among Nurses: Literature Review *International Journal Of Nursing Studies* 2005; 42:211-227
- Munson FC, Heda SS. An instrument for measuring nursing satisfaction. *Nurs Res.* 1974 Mar–Apr;23(2):159–166.
- Organ D. 1988. *Organizational Citizenship Behaviour: The Good Soldier Syndrome.* Lexington Books, Lexington, Massachusetts, USA.
- Patrick O'Leary, Natalia Wharton, Thomas Quinlan : Study on job satisfaction. *Appraisal Journal* 69:52–67, 2009
- Slavitt DB, Stamps PL, Piedmont EB, Haase AM. Nurses' satisfaction with their work situation. *Nurs Res.* 1978 Mar–Apr;27(2):114–120.
- Spector PE. Measurement of human service staff satisfaction: Development of job satisfaction survey. “*American Journal Of Community Psychology*” 1985: 13(6):691-713
- www.bls.gov/oco/cg/cgs035.htm
- www.pwc.com/globalhealthcare
- www.stress.org/job.htm