

Personality Dimensions and Job Satisfaction of Nurses

by

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Illness creates dependence. The sick need not only medical care and treatment but physical and personal care also. This care is a continuous requirement, twenty four hours a day, seven days a week. Such a continuous care could only be provided by nurses because they are prepared for this purpose. This personal care is multi-dimensional and complex, can only be provided in an institution having sophisticated equipment and that is Hospital.

Hospitals in America are termed as second biggest industry whereas in India hospitals are not given that much importance. However, the industrial factors of job satisfaction and dissatisfaction and the management techniques are the same and are applied to the hospitals equally and hospital employees and nurses are no exception to that. Professionally, nurses are employed to give care to patients, but as human beings, they have to satisfy their needs like physiological, social, egocentric and security needs. It is for the hospital organisation to provide an environment so as to keep nurses satisfied and emotionally stable. This will help in the early recovery of patients.

The present study is aimed to find out the personality dimensions and factors affecting job satisfaction of nurses.

Materials and Method

One hundred and fifty nurses in the age group of 20 to 39 years (Mean : 25.50, SD : 3.90) constituted the sample of this study.

Eysenck Personality Inventory was administered to them to assess the personality dimensions. Semi structured schedule of questionnaire was also given to obtain demographical characteristics like marital status, income, education, type of housing and job satisfaction factors viz. physical need satisfaction (PNS), wage satisfaction (WS), working condition (WC), Ego need satisfaction (ENS), Relation with work supervisor (RWS) and individual job satisfaction (IJS). The data obtained was analysed to find out the personality dimensions and job satisfaction in the nurses of Nehru Hospital, Chandigarh.

Results

Nurses in this study are in the age group of 20 to 39 years (Mean 25.50 years, S.D. 3.90). 88.66 percent were in the age range of 20 to 29 years. Out of one hundred and fifty, 95 were unmarried and 55 married. Sixty two percent had education upto Matric whereas 16 percent had education upto intermediate and 22 percent had university degree. As regards income,

40 percent of the sample had in the range of Rs. 400-499 p.m., and 30 percent between Rs. 500 and 599 and 600-699, with a mean income for the group Rs. 539.50 (SD : 83.00).

On Eysenck Personality Inventory, they scored a mean 13.25 (SD : 4.35) on Extroversion, mean 10.18 (SD : 3.33) on Neuroticism and mean 3.50 (SD : 1.23) on Lie scale. Scores on Eysenck Personality Inventory reveal a tendency towards extroversion on extroversion-introversion dimension and within normal limit on neuroticism and lie scale.

Demographic characteristics are analysed in terms of job satisfaction and to collect information as to what extent these nurses are satisfied on the five point scale. Since the data is large it has been grouped under three categories : High, Medium and Low.

TABLE I
Showing high, medium and low levels of job-satisfaction

Factors	High	Percent- age	Medium	Percent- age	Low	Percent- age
PNS	70	46.5	45	30	35	23.5
WS	135	90.00	15	10	—	—
WC	100	66.6	35	23.4	15	10
ENS	31	20.5	55	37.00	64	42.5
RWS	34	22.5	42	28.00	74	49.5
IJS	26	17.5	85	56.5	39	26

The data presented in the above table reveals that except on three counts i.e. Ego need satisfaction (ENS), Relations with Supervisor (RWS) and Individual Job satisfaction (IJS) nurses have shown higher satisfaction and highest on wage satisfaction. High satisfaction is also noted on working conditions (WC) and on physical need satisfaction (PNS). The low satisfaction on ENS and IJB could probably be due to the prevailing conditions in our society and within the hospital community. Ego need satisfaction is rather difficult and so is the case with individual satisfaction in educated society.

Discussion

Scientific management is yet a virgin territory in the field of management of hospitals. Technically and clinically speaking hospitals have advanced much but this advancement has failed to keep pace with advancing scientific management. In Western countries and in the United States of America much efforts have been made to look into the job satisfaction of the employees because hospitals are considered one of the industry specially in America, hospitals are considered second biggest industry. In case of nurses as far back

as 1955, Fox Diamond studied the turn over of nurses and found that job related factors are responsible for this turnover. However, Slocum et al. (1972) supported Maslow's need hierarchy theory applicable to nurses. Nurses in this study feeling low satisfaction or medium satisfaction on these two factors (ENS & IJS) may find themselves difficult to adjust in any other medical college or district hospital where conditions comparatively are not adequate. In spite of higher wage satisfaction, nurses have opted increase in wages which according to Taylor might be indicative of some vague dissatisfaction without knowing why and what. Taylor reported that "constant demand for money and more money (when wages are adequate) indicates vague dissatisfaction without quite knowing why".

ENS & IJS are two related factors and have shown low satisfaction. This relates to specially Ego need satisfaction which is hardly satisfied even in very advanced western societies.

In a country like ours main efforts are to meet the basic needs and money plays an important role in fulfilling these needs as reported by various researchers, even Ganguli H C (1957). Craving for better social status by nurses is dependent on the attitude of people in our society and the people within the hospital. Nehru Hospital can hardly play any significant role in this direction. Such a craving could also be attributed to the increasing standards of the society as well as the higher standards of service within the Nehru Hospital thus giving rise to higher aspirations keeping pace with that standard within as well as without.

Such aspirations are difficult to be achieved in immediate future, thus a low satisfaction. There is greater relationship between relationship of supervisors thus it is important to build up this relationship for better care of the patients in the hospital.

Conclusions

One hundred and fifty nurses of Nehru Hospital in the age range of 20-39 years were studied to find out the personality dimensions and job satisfaction. Eysenck Personality Inventory reveals a tendency towards extroversion in personality type. They have shown higher satisfaction on wage front and working conditions. Comparatively they scored low on Ego need satisfaction, relations with supervisors and individual job satisfaction. This study is based on a small population and needs further exploration on a larger population of nurses on a state basis so that some generalizations could be made.

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