



A Study on Nurses Satisfaction in The Mission Hospital Durgapur

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INTRODUCTION

- The strength and success of an organisation depends on the capacity of its employees. In the hospital any kind of dissatisfaction related to work could be contagious in such organization and also it can have a very negative impact on the consumer as well, because patients come with a very delicate state of mind and require complete attention and needed to be handled with care and any negligence in delivering care could lead to patient dissatisfaction.
- A nurses can efficiently deliver their services only if they are happy and gratified with their work environment and their job.
- To know the satisfaction level among nurses, Nurse Satisfaction Survey is one of the important survey which need to be done at regular intervals in the organization at periodic basis. Therefore present study aimed to conduct the nurse satisfaction survey in the Mission Hospital.

Materials and Methods

Aim -

To measure the satisfaction level of nurses working in The Mission Hospital Durgapur.

Objectives -

- 1) To study the satisfaction level of nurses of Mission Hospital Durgapur .
- 2) To identify the factors which leads to satisfaction and dissatisfaction



Methodology

Study Design- Descriptive cross sectional study

Setting - This study was conducted in the Mission Hospital Durgapur West Bengal

Study tool - The data was collected through structured questionnaire on liker scale.

Study Duration - 3 months (February 2019 to April 2019)

Sample Size - 278 nurses (out of total 444 nurses, 166 nurses having 1 or less than 1 year of experience) of the Mission Hospital Durgapur was contacted for the study.

Inclusion criteria - Nurses having 1 or more than 1 year of experience

Exclusion criteria - Nurses having less than 1 year of experience

Sampling Technique - Convenient sampling.

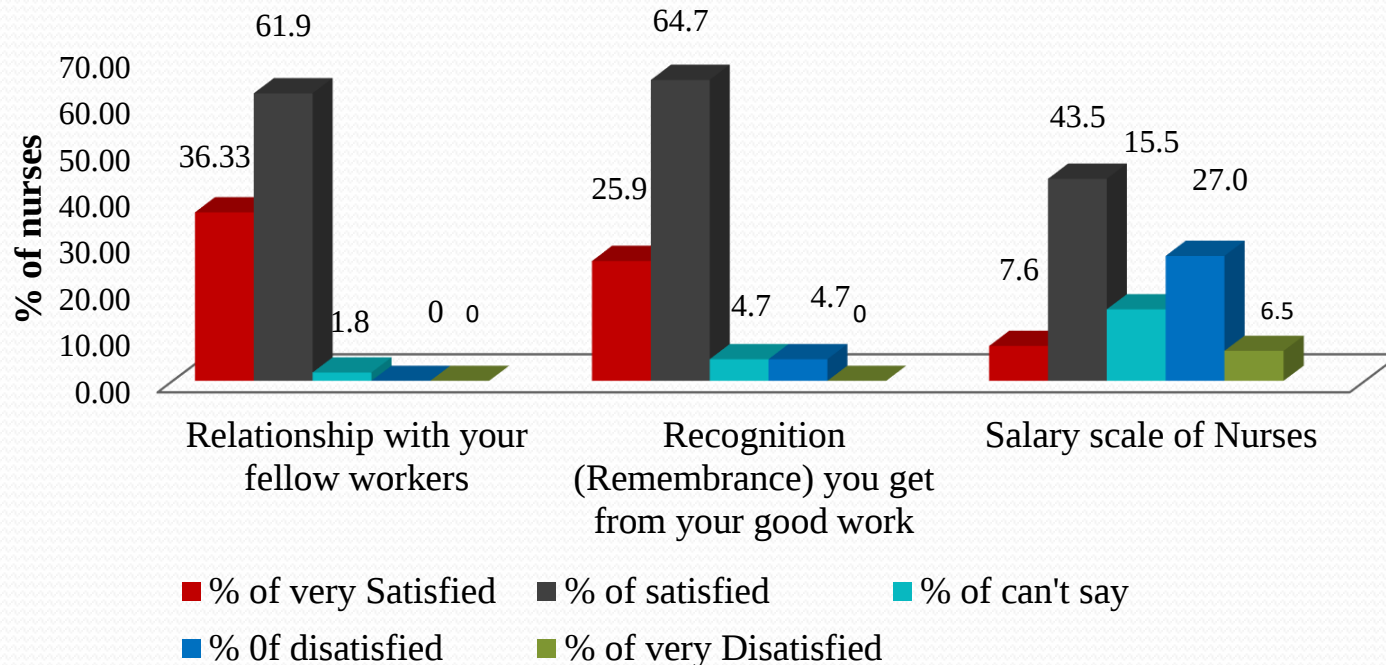


Data Analysis and Interpretation

Satisfaction

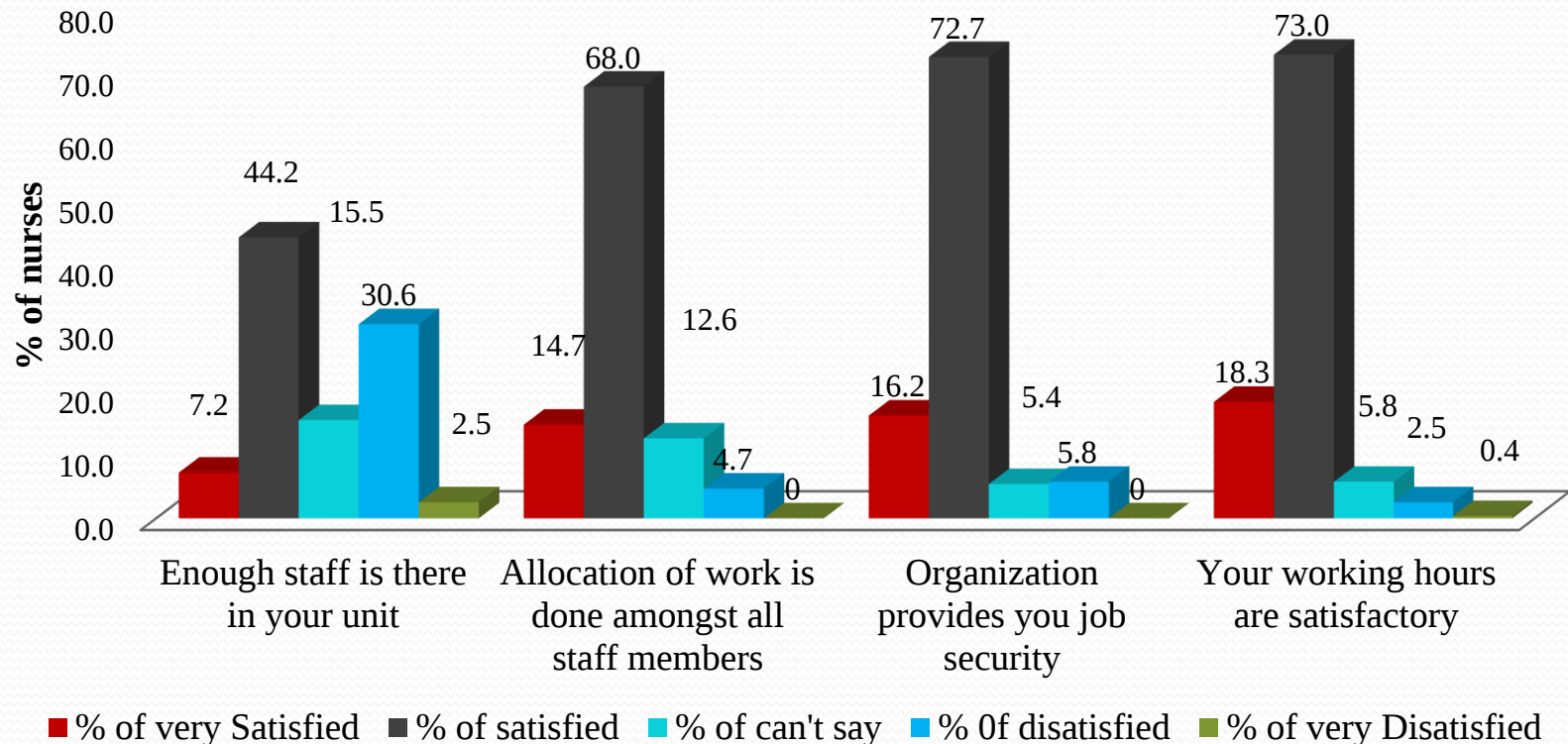
- Fellow workers
- Recognition
- Salary
- Nurses physician relationship
- Allocation of work,
- Job security
- Working hours
- Availability of adequate support services a for patient care (GDA, physiotherapy),
- Availability of change rooms, washrooms and dinning
- Quality of food provided by the hospital in night shift
- Break
- Hostel facility

Satisfaction level with Relationship with Fellow workers , Recognition they get from their work and Salary



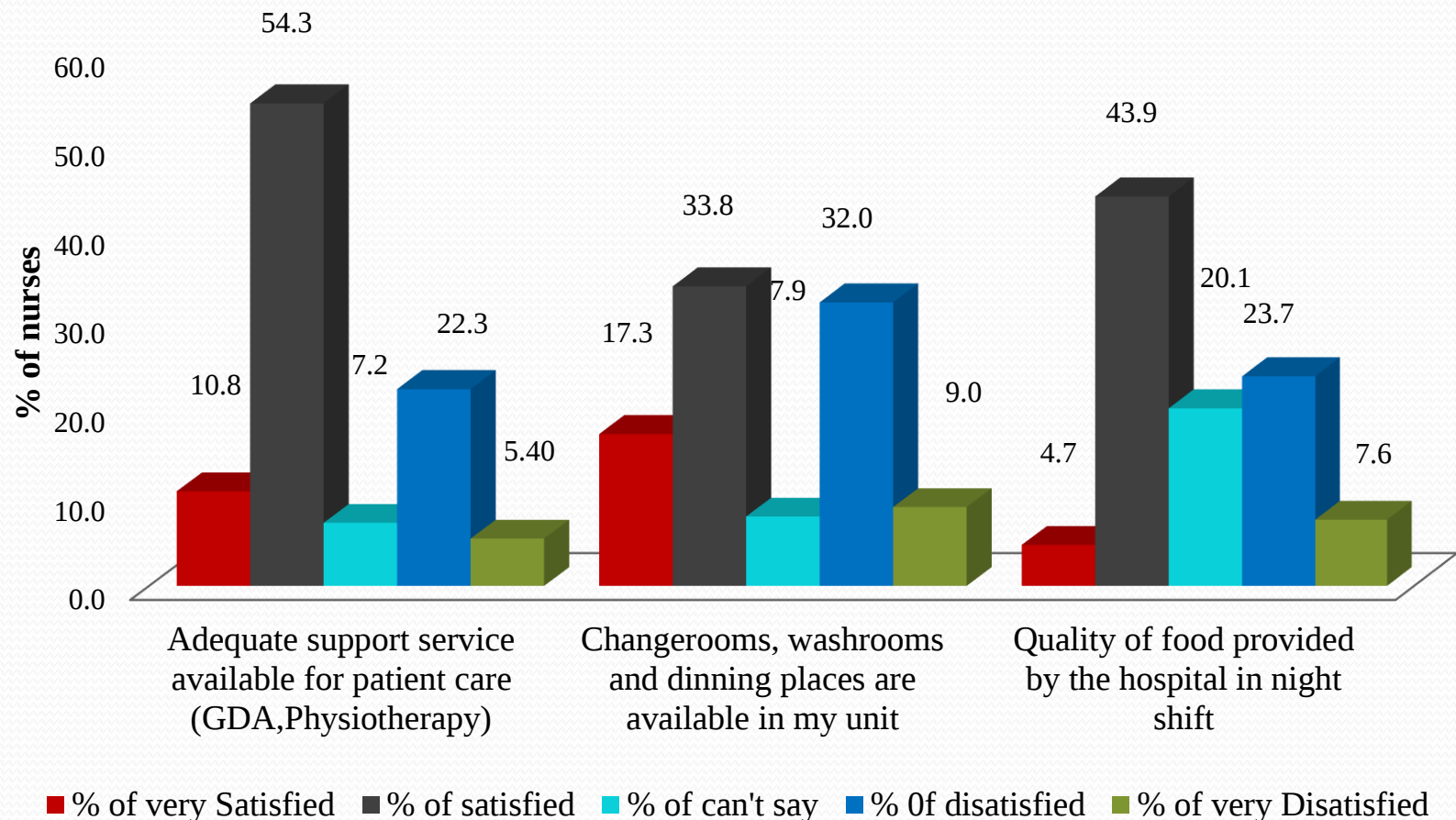
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- 36.33% were very satisfied and 61.9% were satisfied with the relationship with their fellow workers
 - 25.9% were very satisfied and 64.7% were satisfied with recognition (remembrance) they get from their good work
 - 7.6% were very satisfied and 43.5% were satisfied with their salary scale

Satisfaction level with the **Enough Staff** in their unit, **Equal amount** of allocation of **work**, **Job security** by the organization and **Working hours**.



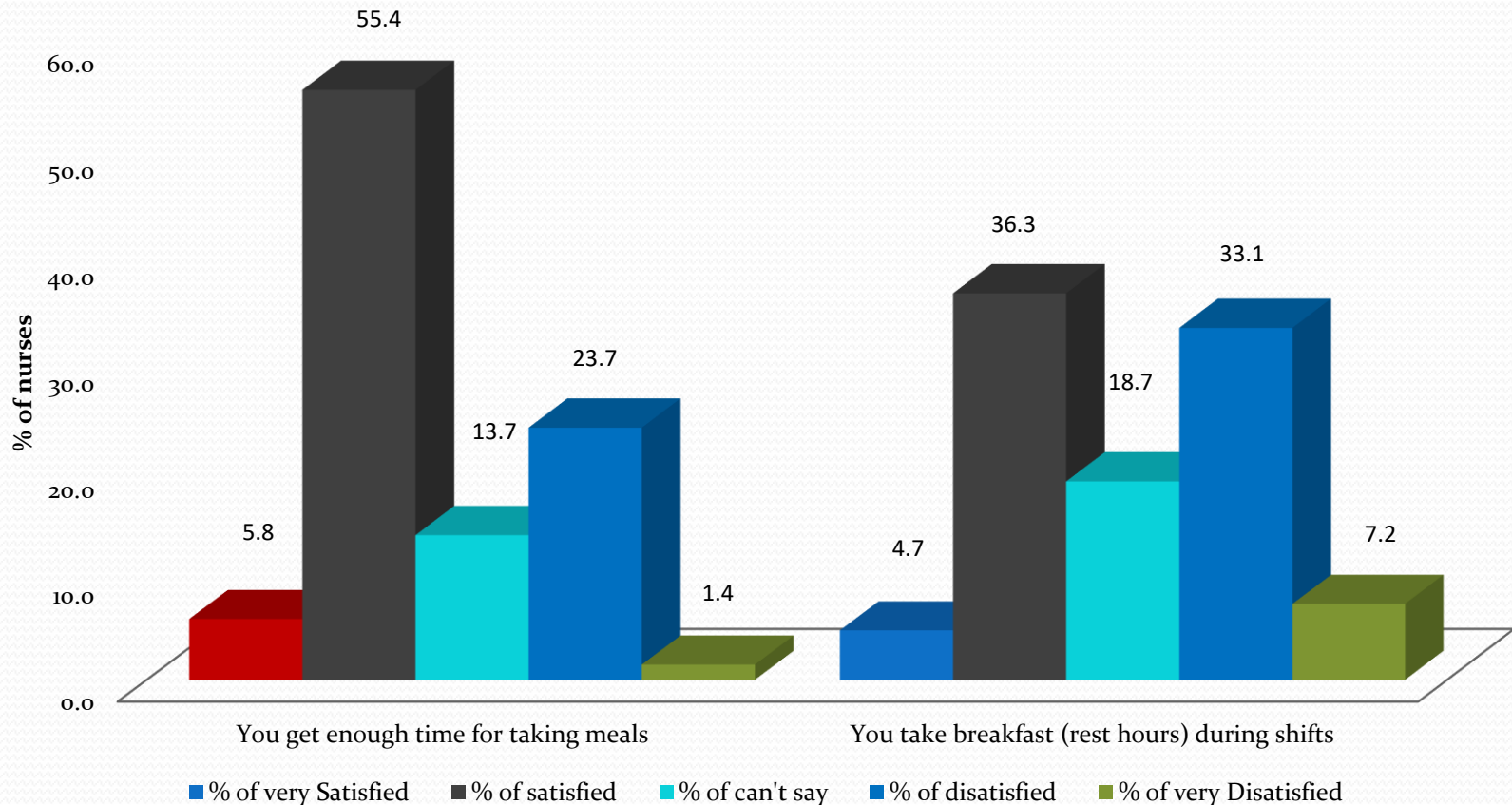
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- 7.2% were very satisfied and 44.2% were satisfied with the statement that enough staff is there in their unit
 - 14.7% were very satisfied and 68% were satisfied with the statement that allocation of work is done amongst all staff members
 - 16.2% were very satisfied and 72.7% were satisfied with the statement that organization provides them job security
 - 18.3% were very satisfied and 73% were satisfied with the working hours

Satisfaction level with the Availability of **adequate support services** a for patient care (GDA, Physiotherapy), Availability of change rooms, washrooms and dinning places in their unit, **Quality** of **food** provided in the night shift.



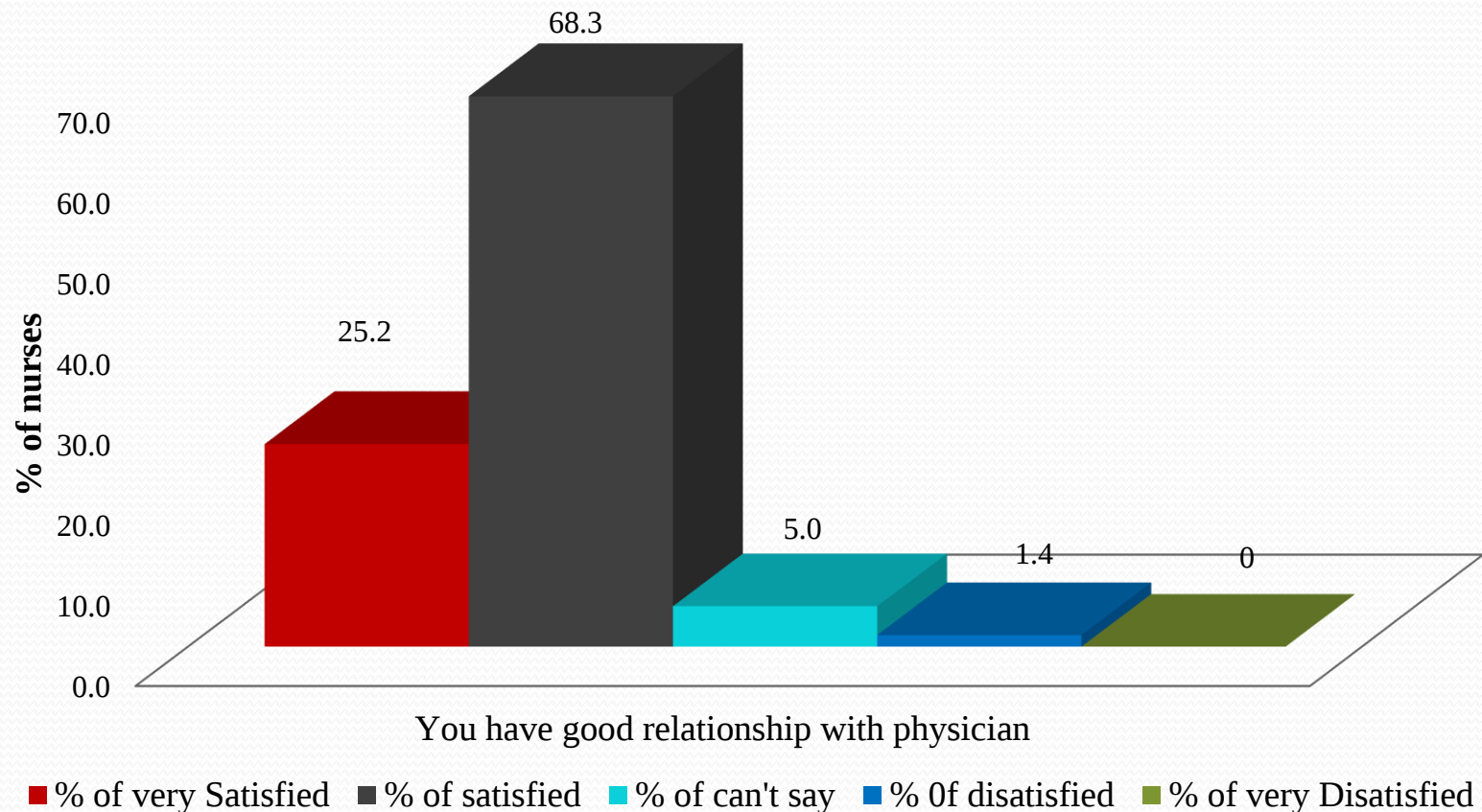
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- 10.8% were very satisfied and 54.3% were satisfied with that they get adequate support service available for their patient care (GDA , Physiotherapy)
 - 17.3% were very satisfied and 33.8% were satisfied with the statement that a change rooms, washrooms and dining places are available in my unit.
 - 4.7% were very satisfied and 43.9% were satisfied with the quality of food provided by the hospital in night shift.

Satisfaction level with the **Break** during the shift



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- 5.8% were very satisfied and 55.4% were satisfied with that they get enough time for taking meals
 - 4.7% were very satisfied and 36.3% were satisfied with that they get enough time for taking breakfast (rest hours) during shifts.

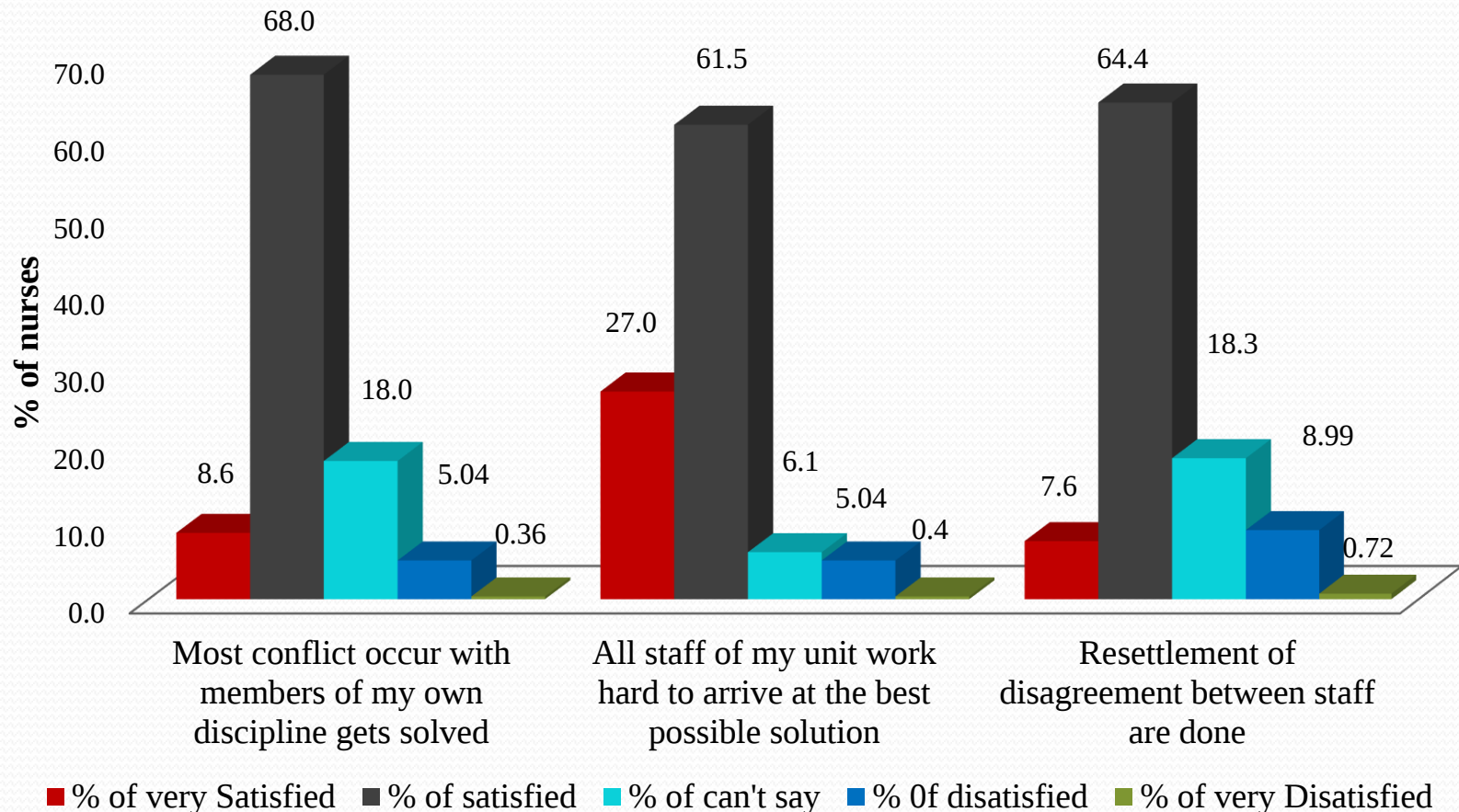
Satisfaction level with the Nurses Physician Relationship





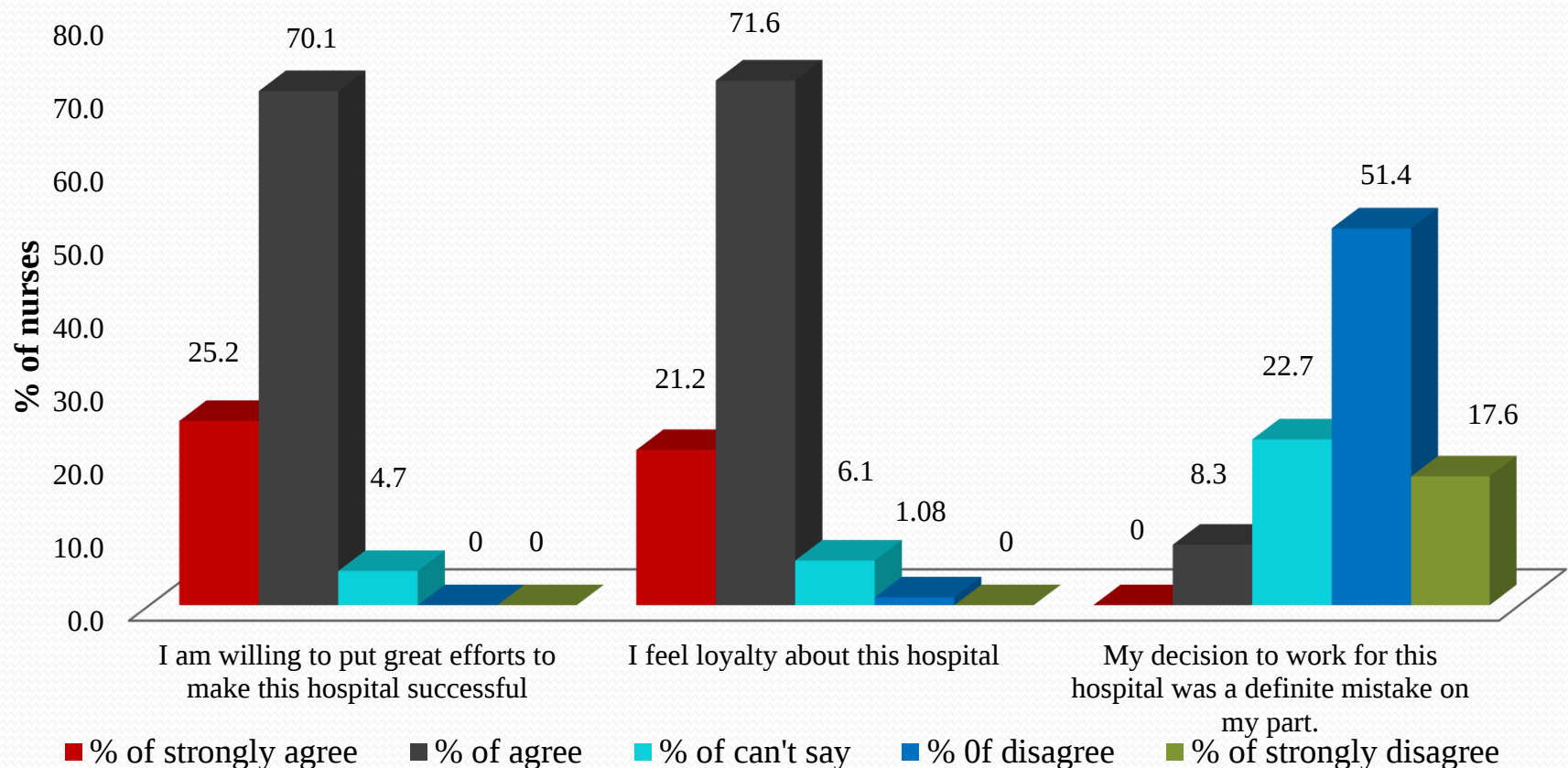
25.2% nurses were very satisfied and 68.3% were satisfied .

Satisfaction level with the **conflict** among staff members



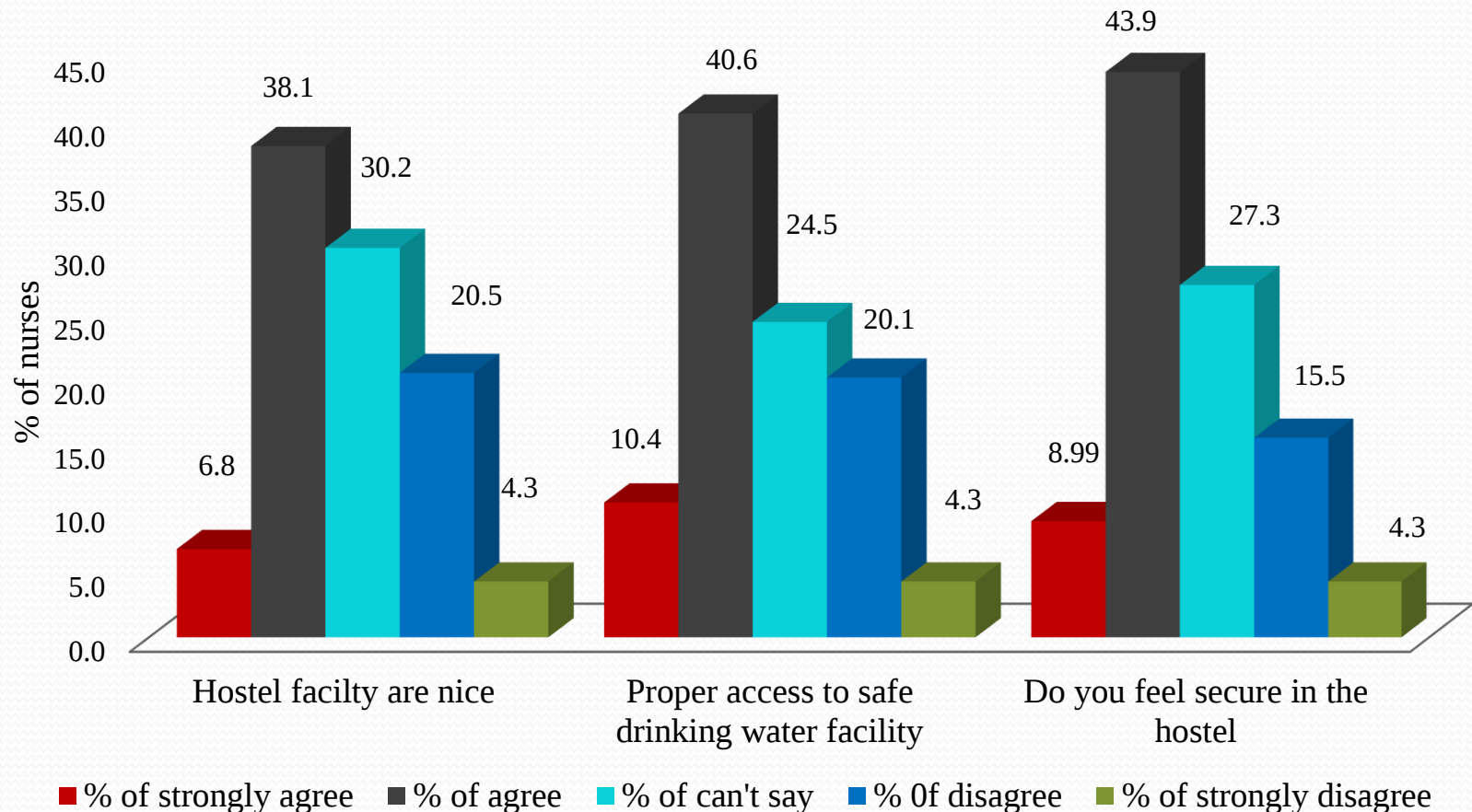
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- 8.6% were very satisfied and 68% were satisfied with the statement that most conflict occur with members of my own discipline gets solved
 - 27% were very satisfied and 61.5% with the statement that all staff of my unit work hard to arrive at the best possible solution.
 - 7.6% were very satisfied and 64.4% were satisfied with the statement that resettlement of disagreement between the staff are done.

Satisfaction level with level of organization commitment



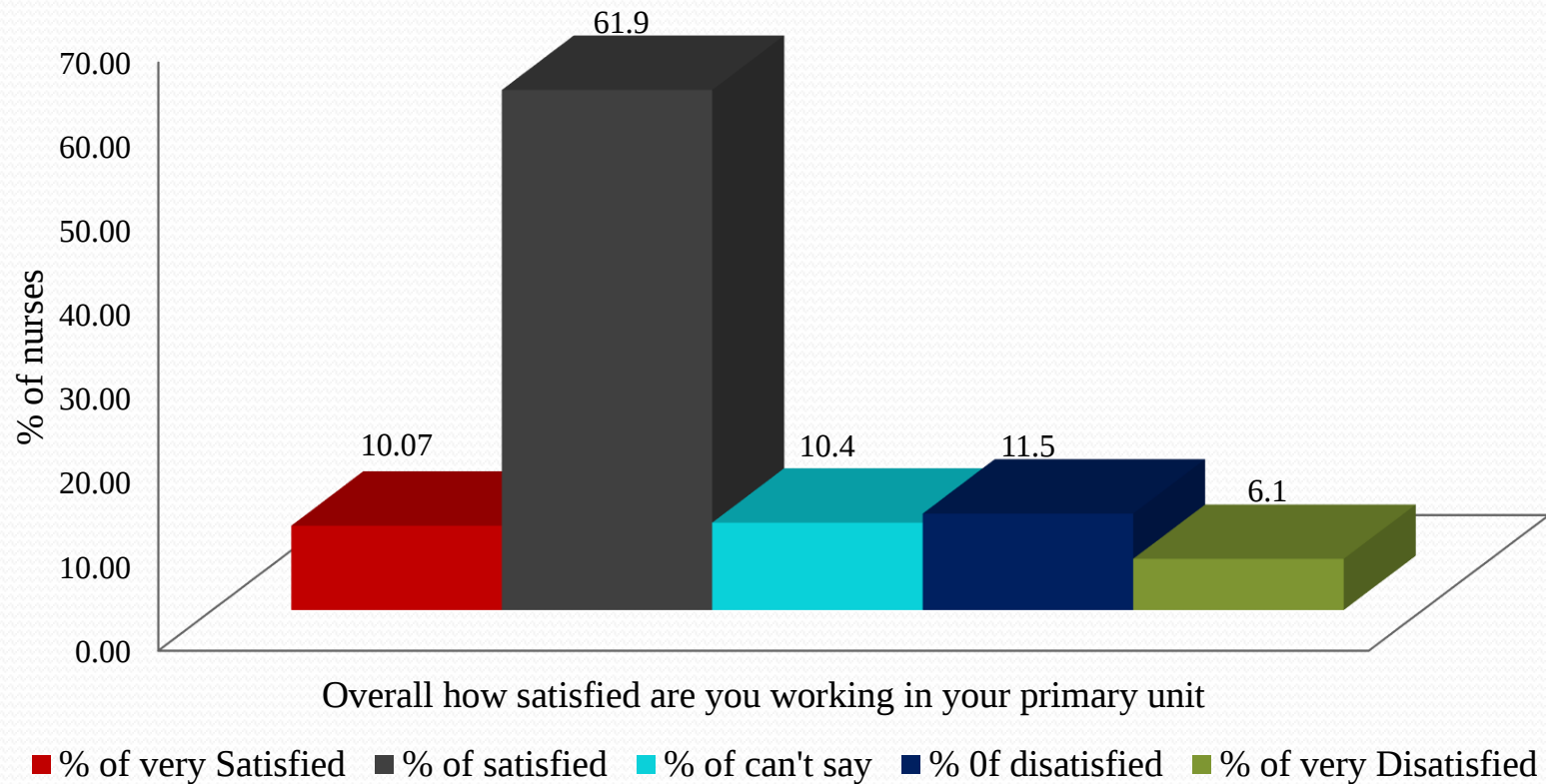
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- 25.2% were strongly agree and 70.1% were agree with the statement that I am willing to put great efforts to make this hospital successful
 - 21.2% were strongly agree and 71.6% were agree with the statement that I feel loyalty about this hospital.
 - 17.6% were strongly disagree and 51.4% were disagree with the statement that my decision to work for this hospital was a definite mistake on my part

Satisfaction level with the **hostel facility**



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- 6.8% were strongly agree and 38.1% agree with the statement that hostel facility are nice and 30.2 % have no opinion since they don't access hostel
 - 10.4% were strongly agree and 40.6% were agree with the statement that they have proper access of safe drinking water and 24.5% have no opinion since they don't have hostel.
 - 8.9% were strongly agreed and 43.9% were agreed with the security of the hostel facility and 27.3% have no opinion since they don't have hostel

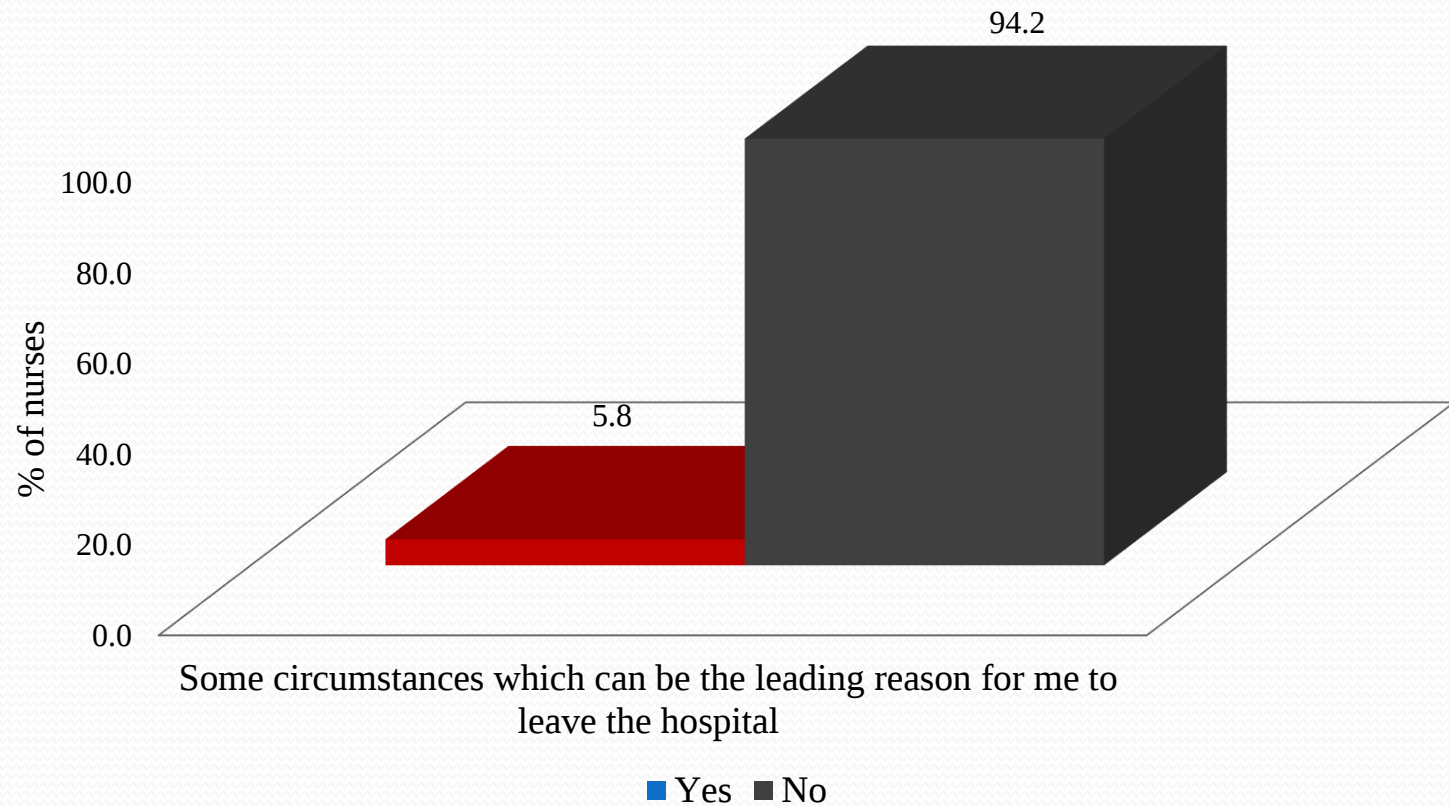
Overall Satisfaction





10.07% nurses were very satisfied and 61.9% nurses were satisfied

Reasons for leaving the hospital-





When nurses were asked about the certain reasons to leave this hospital
5.8% nurses give the reasons that is

- 1) Better opportunity
- 2) Getting govt. job
- 3) Discrimination for annual leave
- 4) According to experience salary is low.

Suggestions

- 1) HR department may rationalize and revise the salary of the nurses according to performance.
- 2) Manpower in units where double duty going on can be increased, aids in improving the nurse satisfaction level
- 3) Proper Changing room and dining places can be allocated unit wise.
- 4) Separate washrooms can be allocated for nurses unit wise with cleanness .
- 5) Quality of food provided by the hospital in the night shift can be improved
- 6) Aqua guard must be placed in the hostel so that nurses can avail proper drinking water.

Conclusion

- In the Mission hospital attrition of nurses is high so to understand the reasons behind it this study was conducted.
- It will help to understand the major factors which leads to dissatisfaction among nurses and also to understand the working environment in which they work .
- Although nurses are satisfied with most of the factors but the points in which nurses are not satisfied are salary scale, shortage of manpower which leads to overburden of the work, quality of food provided in the night shift by the hospital so the management should work on these areas to improve the working environment so that efficiency of the nurses can be improved.



Thank
you