

Nurses' job satisfaction assessment by areas of care

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Abstract

Introduction

Job satisfaction (JS) is a critical organizational behavior variable for the functioning of organizations. Satisfied professionals engage in more organizational citizenship behaviors and develop feelings of loyalty to the organization, being it related to the quality of care¹. Thus, to define support structures and organizational policies that promote this variable, it is imperative that we know it².

Objectives

To analyze the level of nurses' job satisfaction according to the area of care provided in a Local Health Unit (LHU). Specifically, it is intended: to know the degree of JS perceived by area of care; to compare the degree of total JS and by dimension in the different areas of care.

Methods

This is a quantitative, descriptive, analytical study, with observational and cross-sectional design. The Job Satisfaction Assessment Instrument was used for data collection, which encompasses the dimensions: workplace quality; quality of care delivery; continuing quality improvement.

Results and Discussion

Sample (n=218), predominantly female (84.6%), with a mean age of 33 years. Nurses from community care unit (CCU) and indirect care (IND) present, respectively, a "good" and "very good" total JS. The results show that there are significant differences in the total SP (p<0.05) and by dimensions (p<0.05) among nurses from the various areas of care at the LHU. The most satisfied nurses are therefore those from the CCU and IND, and the least satisfied are those from the critical care (CrC) and outpatient (OPD) areas, which may be related to the autonomy underlying the respective care delivery models.

Conclusions/implications for the development of knowledge

Most ULS nurses have a regular JS. Nurses from CCU and IND show greater total JS, and the ones from CrC and OPD are the least satisfied, evidencing differences in SP between different contexts of care. Context specificities are, therefore, important for nurses' JS and quality of care. It is suggested to carry out qualitative research by area of care for a better understanding of the problem.

Keywords

Job satisfaction; Nurses; Delivery of Health Care; Quality of Health Care.

References

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