

Influence of Job Characteristics on Nurse's Job Satisfaction

Thesis

*Submitted for Partial Fulfillment of the of Master
Degree in Nursing Administration*

By

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List of Abbreviations

JCM	Job characteristics model
LTC	Long-term care
MPS	Motivating potential score
OTC	Over-the-counter

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Abstract

Job characteristics play an important role in determining internal work motivation in designing and redesigning jobs. However, the links between job satisfaction and job characteristics remain under-researched. This study was aimed at assessing the influence of job characteristics on staff nurse's job satisfaction. It was carried out in two main hospitals affiliated to Ain-Shams University, namely Ain-Shams University and El-Demerdash Hospitals using a cross-sectional analytic research design on a convenience sample of 242 staff nurses. A self-administered questionnaire with job characteristics and job satisfaction scales was used to collect data. Data collection was from January to February 2016. The results showed that 69.0% of the nurses agreed upon the job characteristics, and 18.2% had satisfaction with their job. A significant positive correlation was found between nurses' scores of job satisfaction and job characteristics ($r=0.481$). In multivariate analysis, nursing qualification was a significant negative predictor of the score of agreement upon job characteristics, while the score of job characteristics was a significant positive predictor of job satisfaction score, and nursing qualification a negative predictor. In conclusion, the staff nurses in the study settings have high agreement upon their job characteristics, while job satisfaction is low. Their agreement upon job characteristics and their job satisfaction are positively correlated. More nursing leaders' efforts are needed to improve the job characteristics of staff nurses through continuous feedback, and more independence at work further interventional research is suggested to assess the effect of improving nurses' job characteristics on their job satisfaction.

Keywords: Job characteristics, Job satisfaction, Staff nurses

Introduction

Over the last decade recruitment and retention of skilled nurses have become issues of extreme importance to hospitals and other healthcare agencies employing nurses. It is true that work has predominantly occupied most of nurses time so motivation and satisfaction with job and career choices are important for retaining staff nurses to perform their job (*Pineau Stam et al., 2015*).

Employee job satisfaction is the fulfillment, gratification, and enjoyment that come from work. It is not just the money or the fringe benefits, but the feelings employees receive from the work itself. The most used research definition of job satisfaction is by Locke who defined it as “a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences.” Implicit in Locke’s definition is the importance of both effect, or feeling, and cognition, or thinking (*Moorhead and Griffen, 2008*).

In another way, job satisfaction is defined simply as how people feel about their jobs and different aspects of their jobs. It is the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs (*Cascio, 2010*;

Agezegn et al., 2014). Also, job satisfaction is defined 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 (*Parker et al., 2013*). Job satisfaction describes how content an individual is with his/her job (*Asegid et al., 2014*).

Early, *Hackman and Porter, (1976)* proposed the job characteristics model (JCM), which is widely used as a framework to study how particular job characteristics affect job outcomes, including job satisfaction. The model states that there are five core job characteristics (skill variety, task identity, task significance, autonomy, and feedback), which influence three critical psychological states (experienced meaningfulness, experienced responsibility for outcomes, and knowledge of the actual results), in turn influencing work outcomes (job satisfaction, absenteeism, work motivation, etc.).

The job characteristic model predicts that if the aforementioned job features are present in a job, the job incumbent will be more likely to have high internal work motivation, high quality and performance, high satisfaction with the work and low absenteeism and turnover (*Tsai, 2012*). Job characteristics play an important role in
