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### RESEARCH ARTICLE

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## Nurses' Job Satisfaction in Chosen Private Hospitals in Isabela Province

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### ABSTRACT

Job satisfaction has been the motivational factor every employee aspires in order to enjoy and develop passion in performing their job efficiently and effectively. This study aims to determine the job satisfaction of registered nurses in chosen Private Hospitals in Isabela, Province. This Quantitative research, a descriptive correlational study conducted among 30 nurses who works in the said place through accidental sampling technique. The questionnaire used is a researcher-made consists of two parts, the profile of the respondents and the nurse's job satisfaction parameters through a likert scale. Findings shows through Pearson's chi-square C test at 0.05 level of significance that Nurses in chosen Private Hospitals in Isabela showed no significant relationship between job satisfaction profile. It is concluded when grouped according to their profile, where  $C > .05$  analysis, that there is no significant relationship between the respondents' job Satisfaction and their profile, these parameters do not influence their job satisfaction. However, for the position of the respondents; the significance C value was less than 0.05; this means that there is a significant relationship between the job satisfaction of the respondents and their position. This study will help the Private Hospitals to determine the factors that influence the job satisfaction of the nurses.

**Keywords:** job satisfaction; registered nurse; private hospitals in Isabela

### INTRODUCTION

Job satisfaction has been the motivational factor every employee aspires in order to appreciate, enjoy and develop passion in performing his/her job. If this is so, Job Satisfaction becomes his/her driving force to perform a job efficiently and effectively. As other endeavour, nursing is also one of the noblest professions in the world because it revolves in catering to a patient, not only in their health but also in all aspects that constitute a person. It is considered reliable and caring.

According to the study conducted<sup>(1)</sup>, nurses make up the largest group of staff in the healthcare sector and are on the front lines of patient care. They are the ones that render direct management to the needs of the patient, which makes them well-rounded. Along with these nurses must be resilient and trustworthy.

For every employee, job satisfaction is very important in this everyday life. It has a significant effect not only to work performance but also on how he deals with other people. Nurses are frontliners, therefore they mingle and deal with different people from all walks of life. As they perform their job, the administration of the company where they serve should look in to their benefits and welfare so that job satisfaction is attained. As per feedbacks

from foreign countries, Filipino nurses are passionate of their job. It is therefore necessary to assess the factors affecting their job performance in order for them not to seek employment abroad.

Filipino nurses are known for being hard working and passionate in their profession. They are one of the most reliable nurses. But because of the working conditions they are experiencing here in the Philippines, some of them developed stress and exhaustion. Many nurses are voicing out their problems and concerns to the government regarding their situation.

The total number of nurses in our country is 500,000 but only 65,000 are working here in the Philippines. 30,000 of them are working in the public sector while the rest is in the private sector<sup>(2)</sup>. Majority of Filipino nurses opted to work overseas because of their dissatisfaction in the working conditions they are experiencing in their jobs.

Job Satisfaction has a big impact not only to the nursing profession but in many disciplines and aspects<sup>(3)</sup>. This proves that job satisfaction is very vital for the nurses especially here in the Philippines. Job satisfaction determines or reflects their performance in their respective tasks. The basic impact of nurse job satisfaction on improving the quality of nursing services is that they become more motivated in doing their job. In addition,<sup>(4)</sup> points that low satisfaction on job may affect the work performance of the nurses and will eventually cause increase in quit probability. Positive grasp or view of job satisfaction amongst nurses will give them better commitment in their organization, healthcare institutions and improved job retention rates<sup>(5)</sup>. It is therefore good or high level of satisfaction of the nurses will not affect their work performance and will increase the possibility that they will stay to where they work.

We are living in this World where we encounter a lot of problems, like the current issue that we are battling today which is the Covid-19 pandemic. Last April 2, 2020, President Rodrigo Duterte's administration issued a temporary ban on nurses who wanted to work abroad considering the continuing state of public health emergency, and enjoined the Department of Health, hospitals and health care facilities to hire nurse professionals to supplement the workforce. Our nurses' concern is that they are dissatisfied with the situation of the health workers and with what they are experiencing today that they really need high salary to sustain the needs of their families that is why going abroad is their way to provide that. The researchers chose this study to determine the level of job satisfaction of the nurses and what makes them satisfied in their job. In relation to this, the researchers chose private hospitals in Alicia Isabela because of the homogeneity the hospitals have in there, they have the same policies and grounds in handling their nurses. The researchers believed that nurses who are working in the private hospitals are capable to provide the objectives that the researchers want to gather for a study.

## METHODS

### Design

Descriptive correlational - was used in the department of this study. The researcher used this design to describe an existing condition or a phenomenon and tends to explore a certain fact that influence the variables of the study, with the questionnaire as the major data gathering methodology.

This study was conducted in the Municipality Alicia, Isabela. The respondents of the study are gathered from a population of registered nurses who are currently working in the private hospitals of Alicia, Isabela Ten nurses were selected from each hospital making a total of 30 respondents.

To attain the objectives of this study, the researchers used researcher made questionnaires as a basis in preparing the survey questionnaire was divided into (2) parts . Part 1 presents the demographic profile of the respondents such as age, sex, educational attainment, current designation, nature of appointment, years of clinical experience, salary rate, number of times promoted. Part 2 were the questionnaire proper which comprises level of job satisfaction, team work, relationship with supervisor, job satisfaction about client-life balance, job satisfaction according to information, job satisfaction about fairness at work, job satisfaction according to compensation, significant Relationship on the Job Satisfaction of the Respondents when Grouped According to their Profile.

### Data Collection Procedure

The first step done by the researchers in gathering data is to give a formal request letter to the chief nurses of the hospitals which they approved. After which, the chief nurses from each hospitals and the researchers set the schedule for the data gathering. On the scheduled day, the researchers gave out copies of questionnaire to the respondents from the three hospitals. The researchers' gathered data is tabulated and analyzed with the guidance of an expert statistician. The researchers gathered data through face to face.

### Statistical Treatment of Data

The researcher analyzed and treated the data through the use of Chi square test in determining the significant relationship between job satisfaction of the respondents when grouped according to their profile.

## RESULTS

### Profile of the Respondents

The profile of the respondents in terms of age, gender, educational attainment, position, years in the service and salary is presented.

Table 1. Frequency and percentage of the respondents

Profile of the Respondents	Frequency	Percentage
<b>Age</b>		
20-25 years old	7	23
26-30 years old	11	37
31-35 years old	10	33
36-40 years old	1	3
41-45 years old	1	3
46 and above	0	0
<b>Gender</b>		
Male	9	30
Female	21	70
<b>Educational attainment</b>		
Bachelor's Degree Graduate	30	100
Graduate Degree	0	0
Post Graduate Degree	0	0
<b>Position</b>		
Staff Nurse	22	74
Senior Nurse	6	20
Operating Room Nurse	1	3
Nurse Supervisor	1	3
<b>Nature of appointment</b>		
Regular/Permanent	28	93
Job Order	0	0
Contractual	2	7
Casual	0	0
<b>Years in the service</b>		
1-5 years	19	63
6-10 years	10	33
10 and above	1	3
<b>Salary rate</b>		
Php.10,000-12,000	7	23
Php.13,000-15,000	15	50
Php.16,000-18,000	6	20
Php.19,000-21,000	2	7
Php.22,000-24,000	0	0

As presented in Table 1, it is revealed from the above data that most of the respondents are at the age bracket of 26-30 years old with a frequency of 11 or 37 percent; 10 or 33 percent are at the age bracket of 31-35 years old. Whereas, 7 or 23 percent are at the age bracket of 20-25 years old and 1 or 3 percent is at the age bracket of 36-40 years old and 41-45 years old.

In terms of gender, majority of the respondents are female with a frequency of 21 or 70 percent and 9 or 30 percent for male. With regards to educational attainment, it is clear to note that all of the respondents are Bachelor's degree graduate. As to position, majority of the respondents are staff nurse with a frequency of 22 or 73 percent, 6 or 20 percent are senior nurses, whereas, OR Nurse and a nurse supervisor have the same frequency of 1 or 3 percent.

As to nature of appointment, majority of the respondents have permanent/regular status in their hospitals with a frequency of 28 or 93 percent and 2 or 7 percent are contractual. As to years in the service, majority of the respondents had rendered 1 – 5 years as a nurse in private hospital with a frequency of 19 or 63 percent; 10 or 33 percent rendered 6-10 years in service and 1 or 3 percent rendered 10 years above. As to salary rate, majority of the respondents salary is ranging from Php13,000 – 15,000 with a frequency of 15 or 50 percent, 7 or 23 percent is ranging from Php10,000-12,000, 6 or 20 percent is ranging from Php16,000 -18,000 and 2 or 7 percent is ranging from Php19,000-21,000.

### Level of Job Satisfaction

The level job satisfaction in terms of job passion, team work, relationship with supervisor, job satisfaction according to client-life balance, job satisfaction according to information, job satisfaction according to fairness at work and job satisfaction according to compensation is presented.

Table 2. Mean and qualitative description of respondents in terms of job passion

Job passion	Mean	Description
The way my supervisors value me as an employee	4.17	Satisfied
The chance I go beyond my limits to fulfill a task in my work	4.10	Satisfied
The way my manager involves me in taking leadership related decisions	4.10	Satisfied
Mean	4.12	Satisfied

The data reveals that the respondents are satisfied with their supervisors value them as an employee; the chance to go beyond their limits to fulfil a task in their work; and management involve them in taking leadership related decisions.

This implies that job passion is a great contributory on the job satisfaction of nurses that have an overall mean of 4.12 described as “Satisfied”.

Table 3. Mean and qualitative description of respondents in terms of team work

Team work	Mean	Description
The way my workmates provide support at work whenever needed	4.17	Satisfied
Being a member of my company/institution	4.20	Satisfied
The way my workmates inspires me at my job	4.17	Satisfied
Mean	4.18	Satisfied

It could be gleaned on the above data that in terms of team work the nurses are satisfied the way their workmates provide support at work whenever needed; being a member of their company/institution; and their workmates inspired them to do their best in their job.

The level of satisfaction of private hospital nurses in terms of teamwork is “Satisfied” with an overall mean of 4.18.

Table 4. Mean and qualitative description of respondents in terms of relationship with supervisor

Relationship with Supervisor	Mean	Description
The way my manager/supervisor encourage me to give my best effort	3.97	Satisfied
The way my supervisor reward or acknowledge my dedication and commitment toward the work	3.93	Satisfied
The way my supervisor listen and value my opinions	3.97	Satisfied
Mean	3.96	Satisfied

The overall mean of respondents’ level of job satisfaction in terms of relationship with supervisor is 3.96 or satisfied. The findings indicates that the nurses are satisfied the way their manager/supervisor encourage them to give their best effort; the way their supervisor reward or acknowledge their dedication and commitment toward the work and the way their supervisor listen and value their opinions.

This shows that relationship with supervisor is a great contributory on their job satisfaction because a good relationship with their supervisor can make work easy and can help lessen their stress in work.

This finding is supported<sup>(6)</sup> who suggested that health-care leaders have the greatest opportunity to influence job satisfaction among health-care professionals. Rogatus et al. (2013) also showed that supervision and co-workers had a significant influence on job satisfaction.

Table 5. Mean and Qualitative Description of Respondents in terms of Client-life Balance

Client-life balance	Mean	Description
The way my environment at work helps me strike the right balance between my work life and personal life	3.73	Satisfied
The way my manager understands a healthy balance between work life and personal life	3.83	Satisfied
They way my job cause me a sensible amount of stress	3.50	Satisfied
Mean	4.13	Satisfied

It could be gleaned on the above data that in terms of client-life balance the respondents answered “satisfied” as to; the environment at work helps them strike the right balance between their work life and personal life; manager understands a healthy balance between work life and personal life; and job cause a reasonable amount of stress for them.

Overall mean of level of job satisfaction in terms of client-life balance is 4.13 or described as “satisfied”.

Table 6. Mean and qualitative description of respondents in terms of information

Information	Mean	Description
The way I can access information about my patients to render a better care	3.77	Satisfied
I know who I can go to and they will help me	3.93	Satisfied
My organization inform me about all the resources and tools to perform my duties well	3.97	Satisfied
Mean	3.89	Satisfied

The data reveals that the nurses are “Satisfied” in the way they access information about their patients for them to render better care; if something unusual comes up, they know whom they can go to and will help them and their organization inform them about all the resources and tools to perform their duties well.

The data implies that information has a great impact in job satisfaction of nurses.

Table 7. Mean and qualitative description of respondents in terms of fairness at work

Fairness at work	Mean	Description
The way my manager treats all the team members equally	4.00	Satisfied
The way my company practice fair policies for promotion for all employees	3.77	Satisfied
The way my manager towards administering policies concerning employees	3.80	Satisfied
Mean	3.86	Satisfied

The data reveals that in terms of fairness in work respondents are satisfied with their managers treats all the team members equally; their company practice fair policies for promotion for all employees; and their management is just towards administering policies concerning employees.

Fairness in work has an overall mean of 3.86 or described as satisfied by the respondents.

Table 8. Mean and qualitative description of respondents in terms of compensation

Compensation	Mean	Description
1.The way my job provides for a secured future	3.83	Satisfied
2.The way my pay compares with that to the work of others	3.70	Satisfied
3.My pay to the amount of work I do	3.50	Satisfied
Mean	3.68	Satisfied

It is evident in the table that nurses in the private hospital are satisfied with the compensation they are receiving. As a nurse in the private hospital their job provides for a secured future; their pay compared with that to the work of others and pays to the amount of work they do.

This shows that compensation of nurses is a great contributory on their job satisfaction since it resulted to satisfied.

**Significant Relationship on the Job Satisfaction of the Respondents when Grouped According to their Profile**

Table 9. Significant relationship between on the job satisfactions of the respondents when grouped according to their profile

Profile	Significance (Chi-square)	Analysis	Decision	Remarks
Age	0.156	C > 0.05	Accept Ho	Not Significant
Sex	0.064	C > 0.05	Accept Ho	Not Significant
Educational attainment	No statistics are computed			A constant
Position	0.006	C < 0.05	Reject Ho	Significant
Nature of appointment	0.825	C > 0.05	Accept Ho	Not Significant
Year in service	0.241	C > 0.05	Accept Ho	Not Significant
Salary grade	0.154	C > 0.05	Accept Ho	Not Significant

Table 9 shows the significant relationship between the job satisfaction of the respondents and their profile using Pearson’s Chi-square C–test at 0.05 level of significance.

As revealed in the table, the significance C values for profile age, sex, nature of appointment, years in service, and salary grade are greater than 0.05. The null hypothesis is accepted. There is no significant relationship between the job satisfaction of the respondents and their profile age, sex, nature of appointment, years in service, and salary grade.

However, for the position of the respondents; the significance C value was less than 0.05. The null hypothesis is rejected. There is significant relationship between the job satisfaction of the respondents and their position. This indicates that the job satisfaction of the respondents is independent with their age, sex, nature of appointment, years in service, and salary grade; but is affected by their job position. Hence, position is a variable that influence the job satisfaction of the respondents.

**DISCUSSION**

The age distribution of the respondents' profile shows that the majority of the respondents are between the ages of 26 and 30, accounting for 11 or 37 percent of the total. When it came to gender, the majority of the responders (21 or 70 percent) were female. All of the nurses who responded have a bachelor's degree. With a frequency of 22 or 73 percent, the majority of responders are staff nurses, and the majority of them are regular/permanent in their jobs with a frequency of 28 or 93 percent.

With a frequency of 19 or 63 percent, the majority of the respondents worked as a nurse in a private hospital for 1 – 5 years. In regards to salary, majority of the respondents salary ranges from Php13,000 – 15,000 with a frequency of 15 or 50%. Nurses were “satisfied” in terms of job passion with an overall mean of 4.12; team work

with a mean of 4.18; 3.96 mean in relationship with supervisor; client-life balance with a mean of 4.13; information with a mean of 3.89; fairness in work with a mean of 3.86; and compensation with a mean of 3.68. The significance C values for profile age, sex, nature of appointment, years in service, and salary grade are greater than 0.05. The null hypothesis is accepted.

There is no significant relationship between the job satisfaction of the respondents and their profile age, sex, nature of appointment, years in service, and salary grade.

### CONCLUSION

From the light of the aforementioned findings, the following conclusions were drawn;

1. This study concluded in terms of profile variable that age, sex, nature of appointment, years in service, and salary have no significant relationship to the job satisfaction of the respondents.
2. The Job Position of the respondents had a significant relationship to their job satisfaction. The more they get promoted to a higher position the more they are motivated. This is because they will receive higher salary and more benefits. It also boosts their self-esteem.
3. Job satisfaction of the respondents is independent with their age, sex, nature of appointment, years in service, and salary; but is affected by their job position. Respondents with a higher position in Private hospitals in Alicia have a better satisfaction to their job than those of lower position. Hence, position is a variable that influence the job satisfaction of the respondents.

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