

ORIGINAL ARTICLE

Job satisfaction among e-PJJ degree nursing students at UiTM Puncak Alam Campus

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Abstract:

Job satisfaction is defined as the extent to which an employee feels self-motivated, content and satisfied with nurses' job and is an exciting issue discussed in every fields of career including in nursing profession. A satisfied employee is always important for an organization as they aim to deliver the best of their capability. This study was to determine the level of job satisfaction, level of workload and whether the workload is significant to affect the job satisfaction among e-PJJ degree nursing students. This study used descriptive cross-sectional study with a probability sampling among 90 e-PJJ degree nursing students in UiTM, Puncak Alam Campus, Selangor Darul Ehsan. The instruments were McCloskey/Mueller Satisfaction Scale (MMSS) containing 31 questions and NASA Task Load Index containing seven questions. Results for job satisfaction level and workload level were moderate-high among all respondents involved. Data analysis shows moderate-high level of workload and job satisfaction, which indicates the sample was not affected by most jobs given when fulfill their responsibility as a registered staff nurse. The correlation between job satisfaction among e-PJJ degree nursing students with workload is not significant.

Keywords: Job satisfaction; nurses; part time study; workload.

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1. INTRODUCTION

Job satisfaction is an exciting issue discussed in every profession. In any industry, workers and their work is important in the achievement of an organization. Job satisfaction is a positive emotional state of a person's appreciation of their own job or their own experiences [1]. Job satisfaction is how content an individual is either at his or her job.

In the nursing field, job satisfaction is related to nurse retention [2], turnover or intention to leave [3]. Furthermore, job satisfaction is a key issue for healthcare professionals around the world [4]. In Malaysia, it has been reported that 89,000 nurses were registered in the government sector; meanwhile 38,000 nurses are in the private sector [5]. 50% of health workers in the world are represented by nurses but, at the same time, the nursing profession was also affected by the issue of staff shortage [6].

Job satisfaction is the key factor in nurses' turnover and studies have shown that nurses' job satisfaction is related to their stay at their current hospital [7-8]. Furthermore, job satisfaction is a key issue for healthcare professionals around the world [4]. Job satisfaction for nurses has a high correlation with specific issues such as occupational conditions, for example, infectious diseases [9] or ethics [10]. The psychological aspect plays an important role in

boosting job satisfaction among employees [11]. Burnout issues are related to a decrease in job satisfaction among employees, especially among nurses [12]. Job satisfaction and dissatisfaction not only depends on the nature of the job, it also depends on the expectation of what the job can provide for an employee [13]. Surveying more than 43000 nurses in five countries which include USA, Canada, Scotland, England, and Germany, it was found that nurses reported decreasing standards of care and high level of burnout and job dissatisfaction [14].

Workload is related to quality of work [15]. Heavy workload is also reported to be related to nurses' job satisfaction [16]. Nursing workload refers to risky conditions that will cause a negative implication to patients such as falls or medication error [17]. A study among Taiwan nurses found that heavy workload can decrease nurses' job satisfaction [18]. The unreasonable workload faced by nurses can disturb their performance. Stress while working can also lead to burnout [19]. A study [20] found that the burnout issue happens among nurses with low emotional intelligence. Burnout is a common issue in the human service professions and it is defined as a chronic exhaustion because of long-term interpersonal stress [21]. Besides that, job characteristics and organizational factors are also found to be determinants of burnout in nurses population [22].

Many studies show job satisfaction among nurses' related factors. However, no studies were found to be investigating job satisfaction among nurses who continue to study as a long distance study in degree level. Hence, this study investigate the level of job satisfaction of registered nurses and, at the same time, continuing their studies in the degree level.

2. MATERIALS AND METHODS

Cross-sectional research was carried out in this study. It used a probability sample among e-PJJ nursing students in UiTM, Puncak Alam, Selangor Darul Ehsan. The population of this study is comprised of e-PJJ degree in nursing students in UiTM Puncak Alam Campus, Selangor Darul Ehsan. Sample size was calculated by using Krejcie and Morgan's theory. In this study, a total of 90 e-PJJ Degree in nursing students had been selected.

This study used two set of questionnaires. First questionnaire is the McCloskey/Mueller Satisfaction Scale (MMSS), the original version shows a good internal consistency .88. This instrument uses 5-point likert scales ranging from 1 "very dissatisfied" to 5 "very satisfied". This instrument's minimum score is 31 (very dissatisfied) and maximum score is 155 (very satisfied). Second questionnaire is NASA Task Load Index has been used to measure workload among nurses. This consists of six (6) dimensions which are Mental Demand (MD), Physical Demand (PD), Temporal Demand (TD), Frustration (FR), Effort (EF), and Performance (PE). This instrument uses 7-point likert scales ranging from 1 "extremely very low" to 7 "extremely very high". The overall workloads are a combination of these six dimensions. Internal consistency for this instrument are .87. Data were analyzed using SPSS Version 22.

3. RESULT AND DISCUSSION

The mean age of the respondents as shown in table 3.1 is 33.1 (4.09). The number of the female respondents (88.9%) who participated in this study is more than the male (11.1%) with a total of 80 females and 10 males. About 23% (n=21) of the total respondents were single, meanwhile 76.7% (n=69) of the respondents were married. 60.0% of the respondents that were involved in this study are Post Basic/Advanced Diploma certificate holders with a total of 54 students. The majority respondents have 6-10 years of working experience which represented 62.2%. Most of the respondents, which represented 79 students receive a salary of RM3001.11 – RM5000.00 per month. The two groups of working sector among the respondents represented 82.2% from the government sector and 17.8% were from private sector.

Table 3.1: Sample Characteristics

Socio-Demographic Characteristics	n (90)	%	Mean (sd)
Age of respondent			33.1 (4.09)
Gender			
Female	80	88.9	
Male	10	11.1	

Marital Status		
Single	21	23.3
Married	69	76.7
Others	-	-
Post Basic/Advanced Diploma Certificate		
Yes	54	60.0
No	36	40.0
Years of Working		
< 5 years	1	1.1
6 – 10 years	56	62.2
11 years >	33	36.7
Salary per Month		
< RM3,000.00	8	8.9
RM3,001.00 – RM5,000.00	79	87.8
RM5,001.00 >	3	3.3
Working Sector		
Government	74	82.2
Private	16	17.8

Table 3.2 shows that the item "interact faculty", question number 20, shows the highest mean that is 3.78 (SD: 3.3), meanwhile item "weekend pay", question number 10, shows the lowest mean that is 2.9 (SD: 0.94).

Table 3.2: Job Satisfaction Characteristics

Job Satisfaction Items	Mean ± standard deviation (SD)
1. Salary	3.30 ± (.93)
2. Vacations	3.03 ± (.98)
3. Benefits	3.24 ± (.89)
4. Working hours	3.42 ± (.82)
5. Schedule flexibility	3.39 ± (.91)
6. Works day	3.46 ± (.81)
7. Part-time	3.06 ± (.92)
8. Weekend off	3.30 ± (.94)
9. Flexibility weekend	3.36 ± (.95)
10. Weekend pay	2.9 ± (.94)
11. Maternity leave	3.51 ± (.85)
12. Child care	3.11 ± (.88)
13. Supervisors	3.12 ± (.81)
14. Peers	3.57 ± (.75)
15. Physicians	3.48 ± (.69)
16. Care delivery	3.54 ± (.69)
17. Work social contact	3.54 ± (.67)
18. Social contact outside	3.5 ± (.62)
19. Interact disciplines	3.47 ± (.72)
20. Interact faculty	3.78 ± (3.3)
21. Committee	3.46 ± (.74)
22. Control setting	3.32 ± (.82)
23. Career advanced	3.31 ± (.8)
24. Superior recognition	3.31 ± (.79)
25. Peer recognition	3.44 ± (.69)
26. Feedback	3.4 ± (.79)
27. Research	3.31 ± (.71)
28. Publish	3.7 ± (3.2)
29. Responsibility	3.63 ± (.66)
30. Control conditions	3.5 ± (.64)
31. Decision making	3.56 ± (.67)

Table 3.3 shows that the "effort" item has the most workload with a mean 5.16 (SD: 0.96) that have been faced by respondents, meanwhile "frustration" with a mean 4.5 (SD: 1.26) is the least workload faced by all respondents.

Table 3.3: Workload Characteristics

Job Satisfaction Items	Mean ± standard
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	deviation (SD)
1. Mental Demand	4.87 ± (1.03)
2. Physical Demand	5.03 ± (.98)
3. Temporal Demand	4.99 ± (1.03)
4. Performance	4.99 ± (.97)
5. Effort	5.16 ± (.96)
6. Frustration	4.5 ± (1.26)

Tables 3.4 show the level of job satisfaction among e-PJJ nursing students, the study found that 79 of the 80 female respondents perceived more satisfaction in their job meanwhile male respondents shows a total of 10 that shows job satisfaction. Only one female respondent showed job dissatisfaction, 98.9% perceived job satisfaction and 1.1% perceived job dissatisfaction respectively..

Table 3.4: Job satisfaction distribution

Gender	High Job Satisfaction (n)	Low Job Satisfaction (n)	Mean (SD)
Female	79 (98.8)	1 (1.2)	3.39 (.53)
Male	10 (100)	-	

Tables 3.5 show the level of workload among e-PJJ nursing students, the study found that 77 (96.3%) of the 80 female respondents perceived more workload in their job meanwhile male respondents shows a total of 10 (100%) that shows workload.

Table 3.5: Workload Distribution

Gender	High Job Workload (n)	Low Job Workload (n)	Mean (SD)
Female	77 (96.3)	3 (3.7)	4.92 (.82)
Male	10 (100)	-	

Table 3.6 show no significant correlation between job satisfaction and workload ($r = -.026, p > .05$) among nurses who are pursuing their degree via e-PJJ at UiTM Puncak Alam Campus. In other words, job satisfaction among nurses who are pursuing their degree via e-PJJ is not influenced by workload during working hours.

Table3. 6: Correlation between Job Satisfaction and Workload

Variables	Pearson's (r)	Correlation-coefficient P-value
Job satisfaction•workload	-.026	.81

*pearson correlation

3.1 Level of job satisfaction

In this study, the researchers found that the level of job satisfaction among e-PJJ degree nursing students is moderateto high satisfaction in their job. Various factors

need to be refined, particularly involving financial factors. Financial factors are one of the most extrinsic indicators of job satisfaction. This measurement determines the level of job satisfaction of employees by knowing how happy they are with the pay or reward or any other safety their jobs provide to them. Nevertheless, not all financial factors are a measure of the increase in job satisfaction among employees, but communication and always appreciating staff also need to be done to encourage job satisfaction [26].

3.2 Level of workload

This study also found that most of the respondents face moderate workload in their nursing job. The six (6) questions have been asked related to workload that they're facing which can reduce the job satisfaction including mental demand, physical demand, temporal demand, performance, effort, and frustration. A research [27] found that nurses working in the Critical Care Unit (CCU) located in Greece showed the same results as surveys conducted by reseachers where workload levels are high. A study on physician assistants revealed that most respondents have a high workload despite being forced to spend a long time at work [28].

In the researcher's opinion, patients receiving treatment at the hospital (especially in government hospitals) are not too fussy because they know that most of the cost of treatment is borne by the government. However, the workload is still there because a lot of the workload is associated with work-life balance [29]. Too much workload leads to stress and could have negative effects not only on job satisfaction but also affect organizational commitment [30].

3.3 Correlation between job satisfaction and workload

This study showed and proved that there is no significant correlation between job satisfaction and workload among e-PJJ degree in nursing students. This result is supported by past research which found that there is no significant correlation between workload and job satisfaction among social workers [31].

The more workload faced by respondents, the less job satisfaction they receive. This result is different from one study that found job satisfaction is related to job workload [32]. However, that study was done in Pakistan while this study was done in Malaysia. These two countries have different cultures, especially in the working environment. This difference of culture not only effects performance, but can also affect the entire growth of economy [33].

4. CONCLUSION

The purpose of this study is to determine the job satisfaction level, workload level, and relationship between job satisfaction and workload among nurses who are pursuing e-PJJ study in UiTM Puncak Alam Campus. This study confirmed that the hypothesis tested failed to reject the null hypothesis since the results showed no significant

correlation between job satisfaction and job workload. This result proves that, even though nurses are really satisfied with the nature of their work, it cannot be influenced by the workload that they faced every day. Besides, workload feels lighter when an employee gets an appropriate reward from their employer such as annual bonus, excellence award, or annual increment.

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