



An-Najah National University

Faculty of Graduate Studies

**FACTORS AFFECTING JOB SATISFACTION
FOR NURSING IN GOVERNMENTAL
HOSPITALS IN THE WEST BANK -
PALESTINE - A CROSS-SECTIONAL STUDY**

By

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**This Thesis is Submitted in Partial Fulfillment of the Requirements for the Degree of
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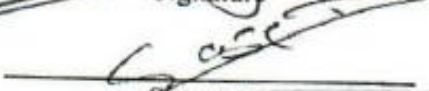
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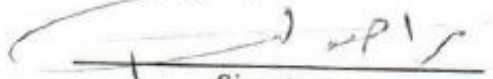
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Dedication

This thesis is dedicated to:

My great father and my dear mother, for being my first teacher, who always encouraged me to continue my educational path and the reason for what I have become today

My beloved brothers and sisters, to all my family, the blessing of life

My friends who encourage and support me, all the people who trust and believe in me

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Finally, special thanks to everyone who cooperated with me in completing the research work, directly or indirectly.

Declaration

I, the undersigned, declare that I submitted the thesis entitled:

FACTORS AFFECTING JOB SATISFACTION FOR NURSING IN GOVERNMENTAL HOSPITALS IN THE WEST BANK – PALESTINE - A CROSS-SECTIONAL STUDY

I declare that the work provided in this thesis, unless otherwise referenced, is the researcher's own work, and has not been submitted elsewhere for any other degree or qualification.

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Abstract

Background: Recent years have seen a significant increase in the importance of job satisfaction for healthcare organizations, particularly in the nursing profession and its bearing on patient care. This study aim is to evaluate the factors affecting job satisfaction of nursing in West Bank hospitals – Palestine.

Methodology: A cross-sectional research design was used in the current study on 300 participants nurses working at hospitals were recruited conveniently; data were collected by using the Job Satisfaction Questionnaire. while a stratified random sampling method was used to choose the location for the study.

Results: The results indicated that the level of job satisfaction for nursing was high, with an average of (72.2%). While the highest response was in the field of relations with colleagues and management, with an average of (74%). It also indicated that the lowest response was in the field of work environment, (62.2%). The results also showed that the main factor and area affecting job satisfaction is supporting the organization ($R^2=0.799$, at ($p \leq 0.05$)). It also showed the degree of overall job satisfaction and areas ,the activities supporting the organization and the work environment showed statistically significant differences at ($p \leq 0.05$) due to socio-demographic

Conclusions: The success of an organization is greatly dependent on its workforce; hence health care organizations need to understand how important employee job satisfaction. It is advisable to monitor employees' job satisfaction levels annually

Keywords: Job satisfaction; Factors affecting job satisfaction; Nursing staff, Hospitals; Palestine.

Chapter One

Introduction and Theoretical Background

1.1 Introduction

In recent years, the healthcare sector has grown significantly. The standard of medical care and hospital services is highly valued by the public. In the healthcare system, nursing is a crucial profession since it is crucial to patient care and the efficient operation of hospitals (Hayes, Bonner, & Pryor, 2010) .

With an estimated 19.3 million nurses out of a total of 43.5 million health workers worldwide, nurses are without a doubt the greatest workforce in the healthcare sector. TEAM, (2020), registered nurses are nurse practitioners. These medical professionals can collect patient histories, conduct physical examinations, order lab work, interpret test results, write prescriptions for medications, approve treatment plans, and counsel patients and their families on ongoing care thanks to additional education (TEAM, 2020) .

The expectations, values, practice environment, and personal traits of nurse practitioners (NPs), whose experiences in clinical practice differ by hospital, make up the dynamic, multifaceted concept of job satisfaction. NPs may exhibit lower levels of job satisfaction and perceive less support from the organization. NPs working in hospitals may have less job satisfaction as a result of inadequate organizational support. Conversely, AlRashidi & Sumaida, (2020), discovered a positive correlation between NP job satisfaction and greater organizational support for empowerment. According to Larkin, Cierpial, Stack, Morrison, & Griffith, (2008), empowerment refers to an employee's capacity to gather information, opportunities for growth, and assistance in order to carry out their duties inside the company. Research indicates that elevating job happiness might mitigate employee attrition and yield favorable outcomes for staff retention. For instance, (Haile, 2023) found that when NPs were more satisfied with their jobs, they showed reduced turnover and improved patient outcomes. Similarly Hariyati, Handiyani, Novieastari, & Levy, (2018), found a relationship between NPs' job satisfaction and their intention to quit their current employment and the practicing conditions. Furthermore, Assiri, Shehata, & Assiri,(2020), came to the conclusion that raising job satisfaction is critical to maintaining a sufficient nursing staff and providing

high-quality treatment. Job satisfaction is seen as a global issue, but it is also crucial to enhance the caliber of care provided and foster a suitable work environment in healthcare organizations (Rokka & Khanal, 2023). Therefore, many organizations work to enhance the synergistic forces and environmental cohesion of their employees. Some see creating such an environment as a step towards raising the standard of living at work (Rokka & Khanal, 2023).

Healthcare shortage is a problem for many healthcare organizations. High turnover rates among nursing staff, which amounted to approximately 36.6%, is a problem in many countries and has a negative impact on patient care. The continuing scarcity of nursing staff in the healthcare industry has an impact on a number of things, including organizational productivity and the level of health services provided (Yürümezoğlu & Kocaman, 2019).

Job satisfaction is described as the fulfillment of occupational needs or desires, and therefore has potential effects on the quality of patient care, safety, and retention. Rokka & Khanal, (2023), job satisfaction can be defined as “a function of the behavior, personality, feeling, or emotional response of nursing staff to a situation related to their work and their work environment.

However, the definition of nursing job satisfaction is not one on which there is strong consensus. As a result, nursing researchers may encounter difficulties when deciding on the best conceptual definition of nursing job satisfaction. Gil, (2022), so Long working hours, heavy patient loads, and intense interactions are hallmarks of the demanding nature of the nursing profession. These difficulties, as well as the complex healthcare system and complicated administrative procedures found in government hospitals, can have a big impact on how satisfied nursing staff are with their jobs. To create a friendly and welcoming work atmosphere and ensure the provision of the best possible patient care, it is essential to understand the elements that either increase or decrease nurse job satisfaction (Tengah & Otieno, 2019).

Many of the internal and external factors that nursing staff encounter on a daily basis in their professional lives have an impact on job satisfaction. These factors may range from internal factors such as autonomy, recognition, and opportunities for professional advancement to external factors such as compensation, workload, and organizational

Culture Tengah & Otieno, (2019), for patient safety and high-quality care, healthcare teams must effectively communicate and collaborate. The relationships that nursing staff members have with their colleagues, doctors, and other healthcare professionals can have a big impact on how satisfied they are with their jobs.

The total job satisfaction of nursing is influenced by a healthy workplace culture that fosters open communication, mutual respect, and teamwork. This atmosphere also helps nursing provide outstanding patient care (Khamisa, Peltzer, Ilic, & Oldenburg, 2016).

Job satisfaction is affected by a number of factors. The physical setting and working circumstances of a hospital might affect how contented nursing staff members feel with their positions. It has been demonstrated that nurses are more satisfied with their needs when they have a favorable experience in their work environment. The study's findings indicate that a drop in sadness and intention to leave the profession is strongly correlated with an improvement in nurses' needs fulfilment Shin, (2023), on the other hand, organizational culture, which comprises the prevalent values, norms, and attitudes inside the hospital that might shape nursing staff job satisfaction, is one of the elements that significantly influences the satisfaction of the nursing staff.

Higher levels of job satisfaction can be attributed to an environment that is supportive and positive (Mutonyi, Slåtten, Lien, & Piñero, 2022).

While the management and leadership style may have a significant impact on the nursing staff's job satisfaction. A leader can affect the employees' emotions, performance, and job satisfaction by effectively communicating his ideas and feelings to them. This is due to the fact that leaders not only have an impact on employees' feelings and thoughts, but also on their motives, values, demands, and expectations, all of which have a direct bearing on how well they perform their jobs (Bayır & Karadağ, 2015).

In addition, the workload, the ratio of nursing staff to patients, and the overall demand for nursing time and energy to meet them are additional significant elements in the job satisfaction of the nursing staff. Thus, adequate personnel levels result in less burnout and more job satisfaction. Inadequate working conditions, such as increased workload and staff shortages, have been identified by international organizations like the World

Health Organization (WHO), the International Council of Nurses (ICN), and the International Labor Organization (ILO). These elements contribute to an excessive workload, exhaustion, both physically and mentally, and a high level of stress in this line of work.

The nursing care it entails easing patients' suffering and fostering healing as well as giving them mental and physical comfort. In addition to individualized care that considers each patient's particular needs and choices, caring in nursing also entails respecting the patient's autonomy and dignity. Insufficient nurse staffing in healthcare facilities causes increased workload, physical and mental tiredness, and high levels of stress, all of which have a negative impact on the satisfaction of healthcare employees, particularly the nursing staff. There is evidence that understaffing (high patient-to-nurse ratios) and increasing job dissatisfaction are caused by a high workload and a failure to match the number of nurses with actual needs for treatment Gil, (2022), while having good working connections with coworkers, physicians, and other healthcare professionals can increase job satisfaction, disagreements or a lack of collaboration can have the opposite impact, which helps the organization retain nurses (Sabei, Al-Rawajfah, AbuAlRub, Labrague, & Burney, 2022).

Inadequate working conditions, such as an increased workload, a lack of human resources, fixed-term contracts that reduce job security, a lack of supplies to provide services, and low salaries, have been identified by international organizations like the World Health Organization (WHO), the International Council of Nurses (ICN), and the International Labor Organization (ILO) as having an impact on nurses' health and job satisfaction. These elements lead to a significant degree of stress in this line of work, weariness, physical and mental depletion, and work overload. The Organization for Economic Cooperation and Development (OECD) states that the data it provides is typical for the participating nations, resulting in an average European nurse-patient ratio of 8.8 nurses per 1000 people. In contrast, this ratio is 5.6 in Spain. A high degree of stress, weariness, physical and mental depletion, and work overload are all caused by the inadequate nurse-to-patient ratio in healthcare facilities. Furthermore, the idiosyncrasies of employment contracts' kind and temporalities have a direct impact on how satisfied medical professionals. There is proof that understaffing (increased patient-nurse ratios) results from a heavy workload and a failure to match the number of nurses

to the real demands of care. This causes an increase in dissatisfaction, resulting in a higher probability of mistakes, decreased patient safety and reduced quality of care.

1.2 Problem Statement

A key factor in determining the overall quality of healthcare services offered in government hospitals is the job satisfaction of nursing personnel. Nursing, which forms the backbone of the healthcare system, is essential to patient care, hospital safety, and overall performance. Nevertheless, despite their important contribution, there is still continued worry about nursing work satisfaction, which could have an impact on staff morale, retention rates, and ultimately patient outcomes.

This study aims to evaluate the factors affecting job satisfaction of nursing, the critical elements affecting nursing practitioners' job satisfaction at public hospitals. Healthcare organizations and policymakers can create focused strategies and interventions to enhance employee well-being, improve the work environment, and ultimately optimize the delivery of healthcare services by thoroughly understanding the factors that affect nursing job satisfaction. Workload, staffing levels, professional development opportunities, management communication and support, work-life balance, rewards and recognition, organizational culture, and the availability of necessary resources are just a few of the factors that could have an impact on job satisfaction. The goal of the study is to identify both the positive elements that contribute to nursing professionals' job satisfaction and the detrimental elements that may result in discontent and burnout.

The nursing staff at various government hospitals will be surveyed as part of a combination of quantitative methods to gather data. In order to provide evidence-based insights into the specific elements influencing job satisfaction in this setting, the research will analyze the collected data to uncover patterns, correlations, and trends. Ultimately, this research seeks to fill a significant knowledge gap regarding the factors affecting job satisfaction among nursing professionals in governmental hospitals. The findings will not only contribute to the existing body of literature on nursing job satisfaction but will also serve as a foundation for evidence-based recommendations to improve working conditions, support staff retention, and enhance overall healthcare services in governmental hospitals. Addressing these issues can lead to a more positive and fulfilling work environment for nursing, which in turn positively impacts patient care and outcomes.

1.3 The importance of study

Research on the factors affecting hospital nurses' job satisfaction is very important for the fields of organizational management and healthcare. Nurse job satisfaction is an important factor that affects healthcare personnel well-being and is crucial to the general standard of patient care. The performance, retention, and general efficacy of healthcare organizations are all directly correlated with nurses' job happiness, who are the backbone of healthcare delivery. It is imperative to look into the factors influencing job satisfaction among nursing staff in West Bank hospitals in order to improve the quality of healthcare services, retain more employees, maximize workforce productivity, put employee well-being first, and inform management and policy decisions. This research adds to the worldwide conversation on healthcare worker dynamics and helps the community's healthcare system.

1.3.1 First: Theoretical significance

The theoretical significance of this research lies in its potential to advance our understanding of job satisfaction among nursing in government hospitals, provide insights for improving management of the nursing workforce, and provide evidence-based recommendations for improving the work environment in healthcare settings. In several main ways:

- **Enhancement of Job Satisfaction Theory:** This study can offer important insights into the applicability and modification of current job satisfaction theories by methodically examining the variables that affect job satisfaction especially within the setting of nursing in governmental hospitals. It might result in the creation of a more sophisticated and contextually appropriate theoretical framework that takes into account the special difficulties and dynamics experienced by nursing professionals in this particular situation (Dugguh, 2014).
- This study may identify the most important elements influencing nursing staff work satisfaction in public hospitals through thorough empirical investigation. This identification of important variables can help us better understand the nuances of job satisfaction in this field and lay the groundwork for further study and useful treatments.

- The conclusions drawn from this study can be used to guide the creation of evidence-based management practices that will improve work satisfaction and, as a result, the general standard of healthcare services offered in governmental hospitals. These implications may also apply to human resource management, hiring, retaining, and training strategies developed specifically to meet the special requirements of nursing professionals working in this environment.
- By shedding insight on how job satisfaction affects individual and organizational outcomes in the healthcare industry, the study can advance the area of organizational behavior more broadly. This can deepen our understanding of the relationship between organizational performance, employee wellbeing, and work satisfaction in a crucial area of society.
- The results of this study can be used as a starting point for future investigations into particular facets of job satisfaction or investigations into the causal relationships between identified factors and their effects on a variety of outcomes, including the standard of patient care, staff turnover, and overall hospital performance.

1.3.2 Second: Applied importance

Understanding and addressing the factors affecting nursing satisfaction have several applied implications:

- Nursing satisfaction plays an important role in employee retention. If a nurse is dissatisfied with the work environment, they may be more likely to leave their position, which leads to high turnover rates.
- It is through nursing satisfaction, motivation, and focus on providing high-quality care to patients, as studies have shown a positive relationship between nursing satisfaction and patient outcomes, this could lead to improved patient safety and overall healthcare quality
- Job satisfaction among nursing can directly impact the occurrence of medical errors. Dissatisfied and stressed nursing may be more prone to making mistakes or overlooking important details, potentially compromising patient safety. By identifying and addressing factors that negatively affect nursing satisfaction,
- The research can shed light on the needs and expectations of nursing in their professional roles. This knowledge can be used to design better training programs,

continuing education opportunities, and career advancement pathways for nursing. Investing in their professional growth can further improve job satisfaction and performance.

- The general work environment in hospitals has a significant impact on nursing satisfaction. By addressing the causes of unhappiness, it is possible to foster a more optimistic and encouraging work environment. This can improve employee morale, collaboration, and well-being, starting a positive feedback loop that improves the overall hospital environment.

1.4 Aim of study

Evaluate the factors affecting job satisfaction of nursing in West Bank hospitals – Palestine

1.5 Objectives

- 2 To Examining the relationship between demographic characteristics (age, gender, educational level, hospital name, marital status) and job satisfaction
- 3 To Investigate the factors affecting job satisfaction for nursing in governmental hospitals due to gender variable
- 4 To Examine factors affecting job satisfaction for nursing in governmental hospitals due to age variable.
- 5 To Investigate factors affecting job satisfaction for nursing in hospitals due to educational level variable.
- 6 To investigate factors affecting job satisfaction for nursing in hospitals due to marital status variable
- 7 To assess factors affecting job satisfaction for nursing in hospitals due to experience variable.
- 8 To understand the level of job satisfaction among nursing staff with factors (relationships with colleagues and management, Organization supportive activities and work environments).
- 9 To Evaluation The level of job satisfaction in nursing is affecting by a combination of intrinsic and extrinsic factors, including (relationships with colleagues and management, Organization supportive activities and work environments).

1.6 Study hypothesis

H1: There is a statistically significance relation at ($p \leq 0.05$) between demographic characteristics (age, gender, educational level, marital status and Experience) and job satisfaction for nursing in West Bank hospitals.

H2: There is no statistically significance relation at ($p \leq 0.05$) between factors affecting job satisfaction for nursing in hospitals and gender variable.

H3: There is no statistically significance relation at ($p \leq 0.05$) between factors affecting job satisfaction for nursing in hospitals and age variable.

H4: There is a statistically significance relation at ($p \leq 0.05$) between factors affecting job satisfaction for nursing hospitals and education level variable.

H5: There is a statistically significance relation at ($p \leq 0.05$) between factors affecting job satisfaction for nursing hospitals and marital status variable.

H6: There is a statistically significance relation at ($p \leq 0.05$) between factors affecting job satisfaction for nursing hospitals and experience variable.

H7: The level of job satisfaction among nursing staff is positively correlated with factors (relationships with colleagues and management, Organization supportive activities and work environments).

H8: The level of job satisfaction in nursing is affecting by a combination of intrinsic and extrinsic factors, including (relationships with colleagues and management, Organization supportive activities and work environments).

1.7 Concepts and Operational Definition

Conceptual definitions in research refer to the exact and lucid elucidation of theoretical or abstract notions employed in a study. These definitions are essential for creating a shared understanding of the precise meanings assigned to important terms or variables in the context of the research between readers and researchers.

By preventing ambiguity and promoting clarity, conceptual definitions make sure that all study participants are aware of the intended meaning of key ideas. Researchers can effectively convey their ideas and increase the accessibility and reproducibility of their

work by providing precise definitions for terminology used. In this section, conceptual definitions and operational definitions related to this study are defined and include the following concepts (job satisfaction, workload and staffing levels, work environment, professional development, work-life balance, communication and leadership, patient care).

1.7.1 Concepts Definition

These concept definitions give readers a basic understanding of the terms and concepts that are essential to the study of the variables influencing job satisfaction for nurses working in hospitals.

Conceptual definition of Job Satisfaction: The level of fulfilment one experiences from their work is known as job satisfaction, and it is a crucial metric for assessing employee performance. "A pleasant or positive emotional state resulting from the evaluation of one's job or job experiences" is how Locke described job satisfaction. Job satisfaction among hospital nursing staff is influenced by several aspects, such as leadership styles, opportunities for professional development, workload, and interpersonal relationships. All of these components need to be taken care of in order to provide nursing personnel with a happy and rewarding work environment. Job satisfaction is positively correlated with both the quality of care provided and the patients' impression of that level of care, and it has been determined to be the most reliable indicator of patient satisfaction in the nursing profession (Dor & Halperin, 2022) .

Conceptual definition of Workload and Staffing Levels: The quantity of duties, patient load, and staffing levels can all have a big impact on how satisfied staff nurses are with their jobs. Burnout and a decline in job satisfaction may be caused by heavy workloads and insufficient staffing (Griffiths, Saville, & Ball, 2.19).

Conceptual definition of Work Environment: Job satisfaction is influenced by both the social and physical features of the work environment, including the buildings, tools, coworkers, and workplace culture. Nursing staff satisfaction might benefit from a friendly and courteous workplace (Akinwale & George, 2020).

Conceptual definition of Professional Development: For nursing staff job satisfaction, opportunities for skill development, professional development, and learning are essential. A hospital that is being funded to develop nursing staff is more likely to satisfy staff members (Ohlén & Segesten, 1998)

Conceptual definition of Work-Life Balance: Overall job satisfaction depends on striking a balance between work and personal obligations. Those nursing who are able to balance their job and personal obligations report higher levels of satisfaction (Fukuzak, Iwata, Ooba, Takeda, & Inoue, 2021)

Conceptual definition of Communication and Leadership: According to research on leadership communication, it is the use of communication as a tool for exercising leadership, or as a socially constructed interactive process that constitutes leadership, or as a process that is itself leadership. There are three basic perspectives on communication: discourse, meaning-making, and communication as a means of conveying messages (Team, 2022).

Conceptual definition of Patient Care: A complete and multifaceted approach to meeting each person's healthcare needs, patient care focuses on promoting, maintaining, or regaining health and well-being. It includes a broad range of tasks and offerings provided by healthcare professionals from different specialties, such as nursing, medicine, allied health, and support personnel (Leininger, 2002) .

Describe the factors that affect job satisfaction.



1.7.2 Operational Definition

Introduction

An operational definition is a precise and unambiguous statement that characterizes a concept or variable in terms of the methods or operations used to measure or manipulate it in research and scientific investigations. Because they give a detailed explanation of how a specific concept or variable is observed, measured, or altered in a study, operational definitions are essential. Operational definitions offer precise and quantifiable ways to evaluate the different aspects that affect nursing staff job satisfaction in public hospitals. They act as guidance for the research study's data collecting and analysis.

Operational definitions of job satisfaction: a composite score resulting from replies to a standardized survey questionnaire is used to quantify job satisfaction. The survey consists of a series of Likert-scale inquiries intended to gauge how nursing perceive various aspects of their work, such as work conditions, pay, relationships with coworkers and supervisors, chances for professional advancement, and compatibility between personal values and organizational objectives. Strongly Dissatisfied to Strongly Satisfied are the two extremes of the Likert scale.

Operational definitions of Workload and Staffing Levels: The number of patients receiving nursing care over a given period of time, such as a shift, is referred to as the workload. The nursing to patient ratio dictates the number of staff members needed. The Job Satisfaction Questionnaire was used to gauge the workload and staffing levels.

Operational definitions of Work Environment: The physical and social aspects of the workplace include things like workspace organization, comfort, and cleanliness, as well as interactions with coworkers and supervisors. The social component will be measured using a job satisfaction survey that asks about connections at work and the overall environment.

Operational definitions of Professional Development: Professional development comprises taking part in workshops, training sessions, and continuing education programmes, according to the operational definition. The amount of professional

development opportunities provided to nurses and their participation rates in a job satisfaction survey will be monitored in order to gauge this component.

Operational definitions of Work-Life Balance: The ability of nursing personnel to successfully manage their work schedules and personal responsibilities is related to work-life balance. This will be determined by asking nursing about their work-life balance and how satisfied they are with the flexibility of their schedules in a questionnaire regarding job satisfaction.

Operational definitions of Communication and Leadership: Clear and prompt communication from superiors as well as chances to participate in decision-making are necessary for effective communication and leadership. The effectiveness of leadership and nursing staff perceptions of communication quality will be examined through job satisfaction surveys.

Operational definitions of Nursing Work Index (NWI): This questionnaire evaluates the work environment and various aspects of nursing practice, including job satisfaction.

1.8 Previous Studies and Theoretical Background

Introduction

Previously published scientific papers were collected, which discussed the same title, objectives, and keywords as this study. This gives us access to a robust database of our research. The keywords used in the search process in the database are: Hospitals, job satisfaction, factors affecting job satisfaction, Nursing. A set of keywords associated with the study title and study objectives is pre-selected. The literature review of scientific research is a basis for clarifying the researchers' approach to topics related to the research topic. Previous studies are the nucleus for drawing scientific frameworks for research, as no scientific research can be conducted without previous studies. The following is a presentation of the most important studies available to researchers from the previous studies that were dealt with. The subject matter of this study, some of which are directly related to the current study and others are partially related to its components. The focus was on the main objectives of the studies and the most important findings so that we can compare them with the results of the current research.

The studies were presented in the form of international studies, Arab studies, and regional studies.

1.8.1 International studies

A study was conducted by Cantarelli, Vainieri, & Seghieri, (2023), where the results of his study indicated that there are evidence or factors that enhance the interdependence between levels of governance as they may constitute an enhancement or a threat to motivation and job satisfaction, so these factors are necessary to investigate employee satisfaction and their perception of the organizational climate at a different administrative level. While a study according to Gil,(2022), indicated that there are lower levels of satisfaction in relations with senior management and the organizational structure of the unit, the results also indicated that there are higher levels in relations with the direct manager and their subordinates. Also, the study was indicated by Adamopoulos, (2022), that information and knowledge led to an understanding of the mechanisms that increase job satisfaction Contribute to the improvement of psychosocial risks, and well-being to take appropriate measures and measures Create a healthy and healthy work. While the results of a study conducted According to the researcher's Demircioglu & Wal, (2021) showed that innovation climate has a statistically significant and positive effect on both job satisfaction and emotional commitment, and that job satisfaction plays a positive role in this relationship. While a survey conducted according Holland, Tham, Sheehan, & Cooper, (2019), revealed that nurses' satisfaction with work-life balance served as a mediating factor between perceived workload and increased intention to leave the field. In another context, a study was conducted by Tengah & Otieno, (2019), in which the demographic characteristics were discussed with the job satisfaction of nurses. The results indicated that the job satisfaction of a nurse is greatly affected by her age, workload. In another online survey conducted by Vermeir, Degroote, Vandijck, Mariman, & Deveugele, (2017), using the narrative review method. The results showed that there is a relationship between good communication and job satisfaction for nurses, and this positively affects reducing the intention to leave the institution and reducing the risk of burnout. While a study was conducted by Khamisa, Oldenburg, Peltzer, & Ilic, (2015), was found that in addition to job satisfaction, burnout is a greater predictor of employee difficulties. It also showed that the biggest difference in the mental health of the nurses

resulted from burnout.. On the other hand, a search of contemporary literature was done by Hayes, Bonner, & Pryor, (2010), explored the elements that influence the job satisfaction of nurses. The findings demonstrated that boosting employee happiness with their jobs needs collaboration between nurses and their management. Job satisfaction is a complicated and varied subject. The relevance of nursing management in acute care settings was also highlighted by the same study. While, a study was conducted by Biresaw, Boru, & yimer, (2020), aimed to assess the quality of nursing work life and associated factors in Amhara Region Referral Hospitals, Northwest Ethiopia. Institution based cross-sectional study design was used among 461 nurses working in Northwest Ethiopia. Data were collected by a pre-tested, self-administered questionnaire of Brook's and Wisconsin Quality of Life Index The quality of good nursing work life was found to be 40.8%. Factors such as: public image of a society (AOR = 5.55, 95%CI: 2.39–12.84), nursing position (AOR = 3.01, 95%CI: 1.63–8.25), working department (AOR = 4.13, 95% CI: 1.06–16.1), educational status [(AOR: 2.36, 95%CI: 1.20–4.66)], availability of safe place to rest (AOR = 2.01, 95%CI: 1.07–3.75) and availability of a safe drinking water (AOR = 2.33, 95%CI: 1.24–4.37) were associated with a good quality of nursing work life.

1.8.2 Regional studies

Work-life balance had a significant and positive impact on nurses' performance in their area of work, according to a cross-sectional study by Rony, Numan, & Alamgir, (2023), in his study, multinomial logistic regression analysis identified variables that have a significant impact on work-life imbalance. Pearson correlation revealed a positive relationship between work-life imbalance, adverse effects of work on family, unfavorable influence of family on career, and employees' dissatisfaction. While a non-experimental survey was conducted by Hariyati, Handiyani, Novieastari, & Levy, (2018), the results indicated a moderate positive relationship between satisfaction with CPD and NCLS (R: 0.42, p = 0.0001). while, A study was conducted in Nepal discussing the same context by Poudel & Sharma, (2019), aimed to find out the factors influencing job satisfaction among nurses working in the teaching hospital, Chitwan. A descriptive cross-sectional research design was used and 135 nurses working for at least 3 months in Chitwan Medical Teaching Hospital were taken as a study sample. It was a simple random sampling technique to select the required sample. The study's findings

indicated that 57.85% of nurses, or more, are satisfy with their jobs. for organization and management policies, nurses' job satisfaction was higher (4.18 ± 0.04) than it was for the salary and benefits they receive from the organization (3.01 ± 0.19). Professional background ($p = 0.04$), total nursing work experience ($p = 0.004$), work ward/unit ($p = 0.014$), designation ($p = 0.007$), number of patients assigned to the entire ward ($p = 0.001$), and ward leadership style ($p = 0.001$) were factors impacting job satisfaction.

1.8.3 Arab Studies

In a study conducted by AlRashidi & Sumaida, (2020), the study found that among male and female nurses, there was a statistically significant association between the administrative factor and the psychological factor at the 0.05 level, with a correlation coefficient of 0.828. There is less than 0.01 at the significance level (0.00). At Al-Iman General Hospital in Riyadh, there is also a statistically significant correlation between the administrative worker, the training worker, and the rewards and incentives worker for nurses. Additionally, the research showed that there were no statistically significant differences in the sample members' levels of satisfaction with all factors based on their marital status, educational background, On the other hand, a cross-sectional study was conducted by Assiri, Shehata, & Assiri, (2020), distributing an online questionnaire, the results indicated that 216 females (60.8%) of the total participants. 267 nurses (75.2%) reported that they like the type of work they do, and 245 (69%) were provided with satisfactory equipment to accomplish my work. The study also indicated that there is a statistically significant relationship between organizational support and job satisfaction with their effect on quality of care. While a study was conducted by(Mahmoud & Reisel, (2014), where the results indicated that job security positively affects job satisfaction. Both job satisfaction and OCBs fully mediate the relationship between job security and patient satisfaction. Obedience OCBs partially mediate the relationship between job satisfaction and patient satisfaction. On the other hand, the study was conducted by Alzahrani, Almarwani, Asiri, & Alhowaymel, (2022), The study's objective was to determine how satisfied patients were with the level of nursing care they received while they were in the hospital. where the method of cross-sectional description was applied. The decision has been made. A convenient sample of 238 patients from hospitals spread throughout two Saudi Arabian governorates. The Arabic version of the Patient Satisfaction with Quality of Nursing Care Questionnaire

(PSNCQQ-Ar) was used to gauge patient satisfaction. The findings showed that there are notable variations in the overall standard of nursing care between the governorates in Saudi Arabia ($M = 4.65$, $p < 0.001$). The study found a significant relationship between the socio-demographic characteristics of patients—urban versus suburban residence, length of hospital stay, accompanying family member, age, education level, marital status, employment status, and employment status—and the patients' satisfaction with nursing care ($p = 0.038$, $p = 0.017$, $p = 0.017$, and $p = 0.038$). Monitoring the quality of nursing care services on a frequent basis is necessary to improve the hospital stay ex.

Chapter Two

The Methodology

Introduction

The approaches that were employed to address the study objective are explained in depth in this chapter. This has implications for the study's design, environment, participants, tools employed, study sample, and sampling methodology.

2.1 Study Design

A descriptive cross-sectional study. Data were collected from participants using a convenience sampling method, while a stratified random sampling method was used to choose the location for the study.

2.2 Study Setting

In 2023, the number of hospitals affiliated with the Ministry of Health in Palestine reached 31, with a capacity of 3,909 beds, representing 56.7% of hospital beds in Palestine. The number of Ministry of Health hospitals in the West Bank is 18, with a capacity of 1,898 beds, equivalent to 44.3% of West Bank hospital beds ((PHIC), Policy, & Unit, 2023). The number of Ministry of Health hospitals in the Gaza Strip reached 13 hospitals with a capacity of 2,011 beds in the Gaza Strip, constituting 77.0% of the hospital beds in the Gaza Strip. The study conducted in the following hospitals (Alia Governmental Hospital, Salfit Governmental Hospital, Rafidia Governmental Hospital, Al-Mostaqbal Hospital – Ramallah, ST-Lukes Hospital- Nablus, Al-UNORWA Hospital – Qalqilya and Al-Israa Hospital – Tulkarm).

2.3 Study population

All nurse's working in the mentioned hospitals in the West- Bank will be included. Table (2.1) Shows a breakdown of population data (the number of nursing staff in each of the aforementioned hospitals in 2022),.

Table 2.1*The number population of nursing staff in each hospital*

Name of the hospital	The number of nursing in each hospital (# pop)	Sample size for total population
Governmental Hospitals		
Alia Governmental Hospital	299	
Salfit Hospital	82	
Rafidia Hospital	251	
Privet Hospital		
Al-Mostaqbal Hospital - Ramallah	30	
ST-Lukes Hospital- Nablus	35	
Non- Governmental Hospitals		
Al-UNORWA Hospital - Qalqilya	40	
Al-Israa Hospital – Tulkarm	40	
Total	777	300

Source: ((PHIC), Policy, & Unit, 2023)

- **Inclusion criteria**

All staff nurses working in the hospitals were included, regardless of educational level or job position and agree to participate in the current study.

- **Exclusion criteria**

Nursing will be excluded if he has less than one year of experience. Because nursing is in a trial period of three months to one year, this group was excluded from participating in the study.

2.4 Study sample

In order to select participants relevant to the research design, the hospitals was selected by using a stratified-probability sample and participants, the non-probability convenience sampling technique was used.

With a confidence level of 95% and a margin of error of 5%. On the basis of the sample size formula, 300 participants were reached. (Raosoft's sample size calculator, available at raosoft.com/sample size).

2.5 Study time frame

The study was conducted between (1 September 2023 and 1 December 2023) in hospitals in the West Bank (Alia Governmental Hospital, Salfit Governmental Hospital, Rafidia Governmental Hospital, Al-Mostaqbal Hospital – Ramallah, ST-Lukes Hospital- Nablus, Al-UNORWA Hospital – Qalqilya and Al-Israa Hospital –Tulkarm

2.6 Data Collection tool

The questionnaire Job Satisfaction Survey (JSS) - Developed by Spector in 1985. was used (Yasmin, Rn, Bhuiyan, & Hossen, 2023).

The researcher used Google share link to distribute questionnaire by E-mail. A pilot study was conducted with 30 participants to determine if the study tool is reliable for, and suitable for the Palestinian culture, the results of this pilot study were not included in the study sample; Cronbach Alpha values was calculated for all items of the questionnaire was (0.93). The study tool, which has been translated into Arabic, was used to collect the data. The information sheet, informed consent was provided in both English and Arabic as participation in this study was non-compulsory, and information about the aim of this study were provided to the participants. They were informed that they can withdraw from the study at any time. It was emphasized that the privacy of the study is maintained and that it is for scientific research purposes throughout the study period.

The questionnaire (JSS) was included two parts:

The first part: was discussed the demographic characteristics (age, gender, educational level, marital status and Experience).

The second part was discussed the factors that affect the job satisfaction of nursing in hospitals in the West Bank. It consists of three parts: Yasmin, Rn, Bhuiyan, & Hossen, (2023) ,Relationships with colleagues and management.

- Organization supportive activities
- Work environments

2.7 Statistical Analysis Methods

Data analysis was performed to issue the statistical package for social sciences SPSS (23) The following tests were used in this study (Means, standard deviations, and percentages were used as descriptive statistics) in order to determine the relationship between the total degree of job satisfaction and its domains. In addition to ensuring the validity of the study tool, Pearson correlation coefficient was used. To determine the relationship between the overall degree of job satisfaction and its fields, and to ensure the validity of the study tool, stepwise linear regression was used. The independent samples t-test was used to determine differences in job satisfaction according to the gender variable. The one-way ANOVA test was used to identify differences in job satisfaction according to the variables of age, educational level, marital status, and experience. Finally, the LSD post hoc test was used to determine the sources of differences between the means. In order to identify the stability of the study tool, the Cronbach alpha equation was used.

2.8 Validity and Reliability of the Questionnaire

2.8.1 Validity

The validity of the questionnaire indicates that it measures what it was found to measure Middleton, (2019), the questionnaire was distributed in its initial form to experts in the field of public health management, where they evaluated its suitability for measuring the matters they examined, and the validity of the tool was confirmed.

The results of this sample were examined by conducting a pilot study that included 30 nurses to verify the validity of the study instrument. Internal consistency validity was used by extracting the individual correlation values between the items and the total score for the entire scale, as shown in the table (2.2).

Table 2.2*Internal consistency validity for the study instrument*

N	Items	R	P- value
1	Satisfaction with duty roster	0.66	0.000**
2	Relationship with your co-workers	0.62	0.000**
3	Relationship with departmental in-charge	0.76	0.000**
4	Relationship with nursing supervisor	0.85	0.000**
5	Relationship with the Nursing Superintendent	0.83	0.000**
6	Satisfaction with the working department	0.47	0.008**
7	Feel safe and secured working in your organization	0.76	0.000**
8	Feel safe on night duty	0.76	0.000**
9	Nursing supervisors supervise your work on night duty	0.88	0.000**
10	Separate workplace changing room	0.69	0.000**
11	How satisfied are you with the hand washing station in the workplace?	0.67	0.000**
12	Separate toilet facilities at work place	0.60	0.000**
13	Separate room for treatment in case of illness	0.53	0.003**
14	Problem with getting weekends off	0.52	0.003**
15	problem with getting your leisure leave and allowance	0.67	0.000**
16	Problem obtaining maternity leave for nurses	0.58	0.001**
17	Problem getting work instructions from supervisors	0.78	0.000**
18	Meetings with supervisors at your workplace	0.53	0.003**

** Significant correlation at ($p \leq 0.01$).

The results in table (2.2) revealed that there were statistically significant and positive correlations at ($p \leq 0.01$) between the total score of job satisfaction and all items, as the values of Pearson correlation ranged between (0.47 to 0.88). Based on these findings, the study instrument is valid and achieves what it is intended to measure.

2.8.2 Reliability

A Cronbach's alpha equation was applied to ensure the study instrument reliability as illustrated in table (2.3).

Table 2.3*Reliability of the study instrument*

Domains of job satisfaction	N of items	Cronbach's alpha
Relationships with colleagues and management	5	0.87
Organization supportive activities	4	0.80
Work environment	9	0.86
Entire instrument	18	0.93

The alpha Cronbach value 0.91-1.00: excellent, 0.81-0.90: good, 0.71-0.80: acceptable and Good, 0.61-0.70: acceptable, 0.01-0.60 unacceptable.

The results in table (2.3) revealed that the reliability coefficient of the entire instrument of job satisfaction is (0.93), and reliability coefficients for the domains of job satisfaction are (0.87, 0.80, 0.86) respectively. Based on these findings, the study instrument has a high degree of reliability and achieves the study goals.

2.9 Study procedures

Once the participants agreed to participate, a Google drive link was generated. This link was distributed by email to all participants in the target hospitals, and these participants completed the survey link via email after the researcher had obtained their permissions. Information sheet, informed consent was provided in English and Arabic because participation in this study would be non-compulsory, information about the aim of this study was provided to the participants. They were also informed that they could withdraw from the study at any time. It was emphasized that the privacy of the study was preserved and that it was intended for scientific research purposes throughout the study period. (Appendix “E”)

2.10 Ethical consideration

Graduate studies approval was obtained from An-Najah University to conduct the study, then graduate ethics approval was obtained from the Institutional Review Board “IRB” at An-Najah National University in Nablus - Palestine. After that, the Department of Health Education and Scientific Research was contacted for approval to The study was applied in government hospitals. Private hospital administrations were contacted separately in order to allow the study to be conducted in the private hospitals under study. UNRWA administration was also contacted in order to conduct the study in its affiliated hospitals under study.

Chapter Three

Results

In this chapter, the sociodemographic characteristics of the study participants are described. We also show the factors affecting the job satisfaction of nursing staff in hospitals in the West Bank - Palestine, due to the variables of gender, age, educational level, marital status, and experience. The level of job satisfaction of the nursing staff was also discussed, and finally, knowledge of the factors that affect the job satisfaction of the nursing staff in hospitals in the West Bank.

3.1 Socio-demographic characteristics

To identify the distribution of the variable values, a descriptive analysis was done on the data, dividing it into ratios and numbers. The number of responses provided by respondents is referred to as frequency in descriptive analysis. The study's analysis of the nursing staff demographic is depicted in Table (3.1). According to the findings, 36% of the study's respondents were male, whilst 64% of the respondents were female. Additionally, it was demonstrated that 45.7% of respondents to the study belonged to the 30- 45-year-old age group. The study also showed that, at a rate of 62%, respondents were most in favor of nursing staff that possess a bachelor's degree in nursing, while married individuals received the highest answer, at 60.3%. The data also showed that the highest response rate (31.3%) was seen among nursing staff with 11–15 years of work experience.

Table 3.1*Demographic characteristics of study sample (n= 300)*

Variables	Level of variables	F	%
Gender	Male	108	36
	Female	192	64
	Total	300	100%
Age	Under 30 years	73	24.3
	30-45 years	137	45.7
	Above 45 years	90	30
	Total	300	100%
Education level	Diploma	66	22
	BA	186	62
	MA	48	16
	Total	300	100%
Marital status	Married	181	60.3
	Single	96	32
	Divorced and widower	23	7.7
	Total	300	100%
Experience	1-5 years	45	15
	6-10 years	77	25.7
	11- 15 years	94	31.3
	Above 15 years	84	28
	Total	300	100%

3.2 Factors affecting job satisfaction of nursing staff in hospitals due to the variable of gender

The results show in table (3.2) illustrated that there were no statistically significant differences at ($p \leq 0.05$) in the total score of job satisfaction and its domains (relationships with colleagues and management, and organization supportive activities) of nursing staff in hospitals in the west bank – Palestine due to the variable of gender. Whereas, statistically significant differences were noticed in the domain of work environment according to gender variable in favor of males (Fig. 3.1).

Table 3.2

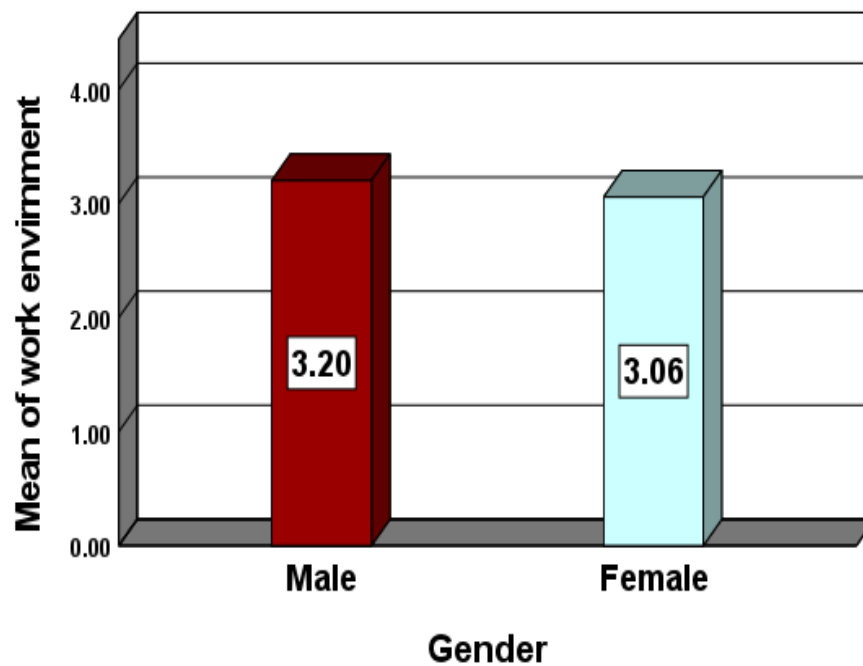
Independent t- test results for the differences in the factors affecting job satisfaction for nursing in hospitals according to gender variable (n=300)

Domains of job satisfaction	Gender	N	Mean± SD	T	P- value
Relationships with colleagues and management	Male	108	3.74± 0.62	0.88	0.378
	Female	192	3.68± 0.58		
Organization supportive activities	Male	108	3.41± 0.70	-0.36	0.716
	Female	192	3.44± 0.69		
Work environment	Male	108	3.20± 0.47	2.31	0.022*
	Female	192	3.06± 0.54		
The total score	Male	108	3.45± 0.50	0.94	0.349
	Female	192	3.39± 0.54		

* Significant differences at ($p \leq 0.05$).

Figure 3.1

Means of response on work environment domain according to gender variable



3.3 Factors affecting job satisfaction for nursing staff in hospitals due to age variable

The results shows in table (3.3) that there were statistically significant differences at ($p \leq 0.05$) in the total score of job satisfaction and its all domains for nursing in hospitals according to age variable. LSD as a post hoc test was applied to determine the sources of differences according to age variable as illustrated in table (3.4).

Table 3.3

One way ANOVA results for the differences in the factors affecting job satisfaction for nursing staff in hospitals according to age variable (n=300)

Domains of job satisfaction	Age	N	Mean± SD	F	P- value
Relationships with colleagues and management	Under 30 years	73	3.55± 0.50	4.65	0.010*
	30- 45 years	137	3.70± 0.63		
	Above 45 years	90	3.84± 0.60		
Organization supportive activities	Under 30 years	73	3.28± 0.64	7.59	0.000*
	30- 45 years	137	3.36± 0.68		
	Above 45 years	90	3.66± 0.71		
Work environment	Under 30 years	73	2.98± 0.46	15.48	0.000*
	30- 45 years	137	3.02± 0.49		
	Above 45 years	90	3.35± 0.54		
The total score	Under 30 years	73	3.27± 0.42	10.92	0.000*
	30- 45 years	137	3.36± 0.52		
	Above 45 years	90	3.62± 0.53		

* Significant differences at ($p \leq 0.05$).

While the results in table (3.4) showed that there were statistically significant differences at ($p \leq 0.05$) in the total score of job satisfaction and the domains of organization supportive activities and work environment according to age variable (above 45 years) and the other age categories in favor of (above 45 years). In addition, statistically significant difference was found in relationships with colleagues and management between (above 45 years) and (under 30 years) for (above 45 years). No significant differences were noticed in the other residual post hoc comparisons between means as shown the figures (3.2),(3.3),(3.4),(3.5)

Table 3.4

LSD post hoc results for the differences in the total score of job satisfaction and all domains according to age variable (n= 300)

Domains of job satisfaction	Means	Categories of age		
		Under 30 years	30-45 years	Above 45 years
Relationships with colleagues and management	3.55		-0.15	-0.29*
	3.70			-0.14
	3.84			
Organization supportive activities	3.28		-0.08	-0.38*
	3.36			-0.30*
Work environment	3.66			
	2.98		-0.04	-0.37*
	3.02			-0.33*
The total score	3.35			
	3.27		-0.09	-0.35*
	3.36			-0.26*
	3.62			

* Significant differences at ($p \leq 0.05$).

Figure 3.2

Means of response on relationships with colleagues and management domain according to age variable

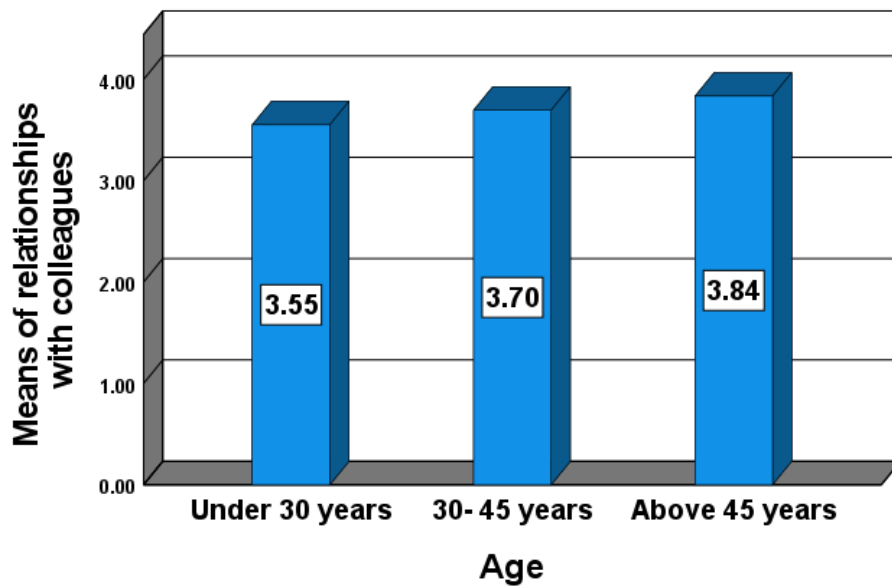


Figure 3.3

Means of response on organization supportive activities domain according to age variable

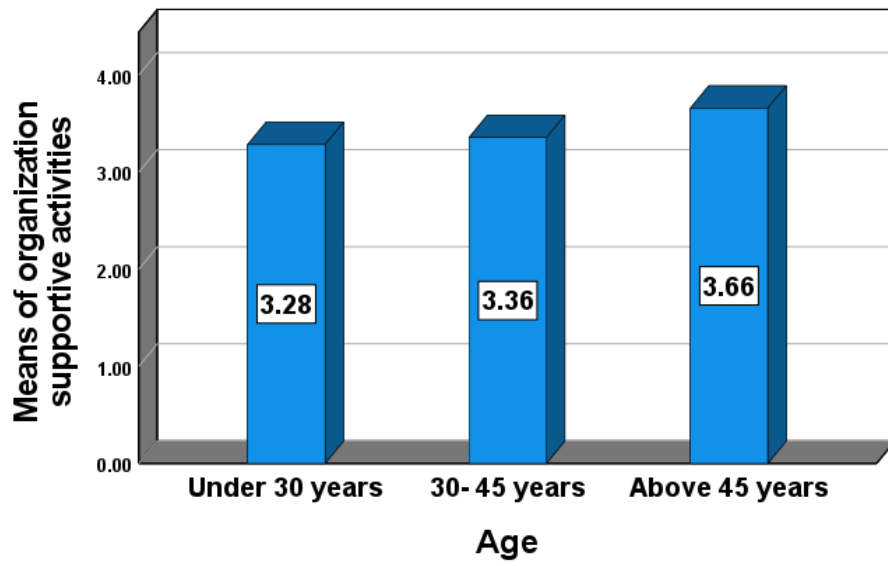


Figure 3.4

Means of response on work environment domain according to age variable

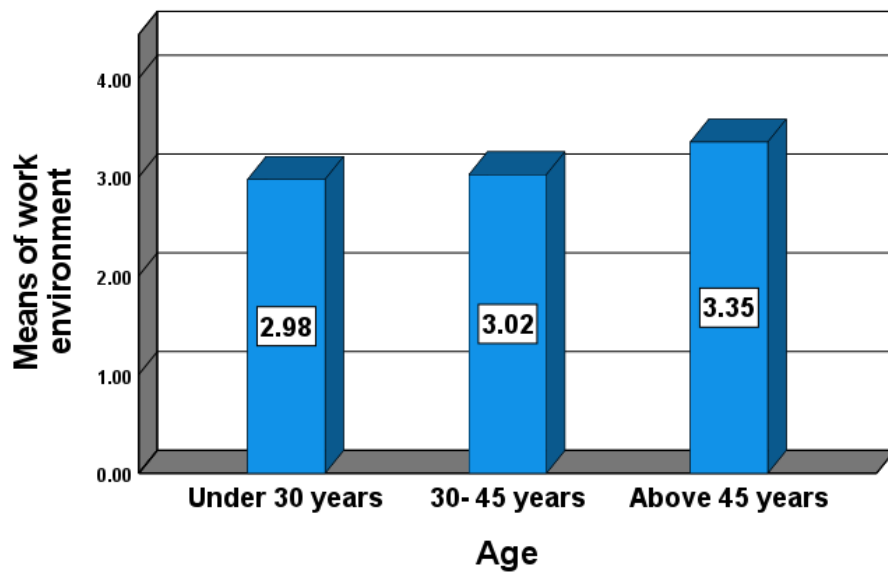
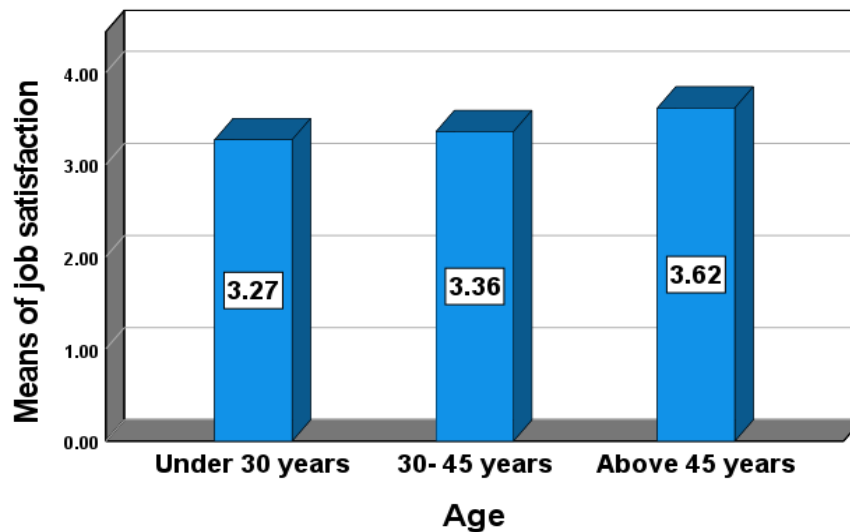


Figure 3.5

Means of response on the total score of job satisfaction according to age variable



3.4 Factors affecting job satisfaction for nursing staff in hospitals due to educational level variable

The results in table (3.5) showed that there were statistically significant differences at ($p \leq 0.05$) in the total score of job satisfaction, the domains of relationships with colleagues and management, and organization supportive activities for nursing in hospitals according to education level variable. In addition, no statistically significant differences were noticed in the domain of work environment according to this variable. To determine the sources of differences, LSD post hoc test was applied as illustrated in table (3.6).

Table 3.5

One way ANOVA results for the differences in the factors affecting job satisfaction for nursing in hospitals according to education level variable (n=300)

Domains of job satisfaction	Education level	N	Mean± SD	F	P- value
Relationships with colleagues and management	Diploma	66	3.89± 0.65	4.75	0.009*
	BA	186	3.63± 0.58		
	MA	48	3.73± 0.53		
Organization supportive activities	Diploma	66	3.77± 0.65	10.83	0.000*
	BA	186	3.32± 0.63		
	MA	48	3.40± 0.84		
Work environment	Diploma	66	3.20± 0.54	1.50	0.229
	BA	186	3.09± 0.50		
	MA	48	3.05± 0.56		
The total score	Diploma	66	3.62± 0.55	6.95	0.001*
	BA	186	3.35± 0.48		
	MA	48	3.39± 0.58		

* Significant differences at ($p \leq 0.05$).

While, the results in table (3.6) showed that there were statistically significant differences at ($p \leq 0.05$) in the total score of job satisfaction, the domains of relationships with colleagues and management, and organization supportive activities according to education level variable between (diploma) and (BA, and MA) in Favor of (diploma). In addition, no statistically significant differences were noticed in all the comparisons between (BA) and (MA) as shown the figures (3.6, 3.7, 3.8).

Table 3.6

LSD post hoc results for the differences in the total score of job satisfaction, relationships with colleagues and management, and organization supportive activities according to education level variable (n= 300)

Domains of job satisfaction	of job	Means	Categories of education level variable		
			Diploma	BA	MA
Relationships with colleagues and management	with	3.89		0.26*	0.16*
	and	3.63			-0.10
		3.73			
Organization supportive activities		3.77		0.45*	0.37*
		3.32			-0.08
		3.40			
The total score		3.62		0.27*	0.21*
		3.35			-0.06
		3.39			

* Significant differences at ($p \leq 0.05$).

Figure 3.6

Means of response on relationships with colleagues and management domain according to education level variable

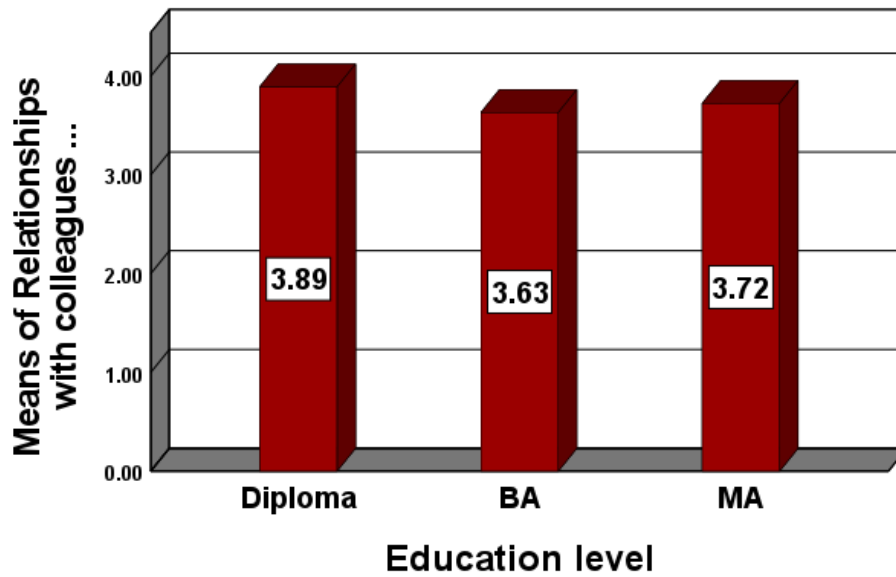


Figure 3.7

Means of response on organization supportive activities domain according to education level variable

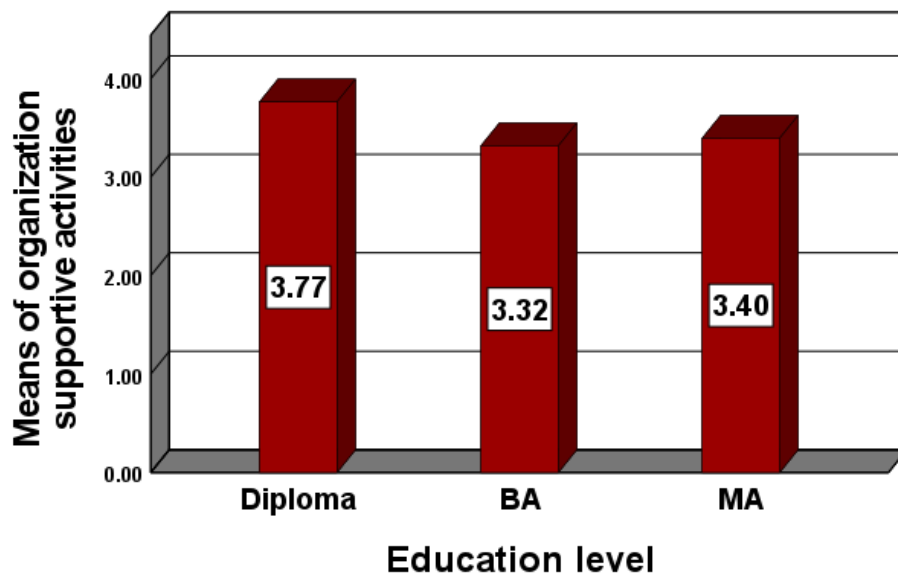
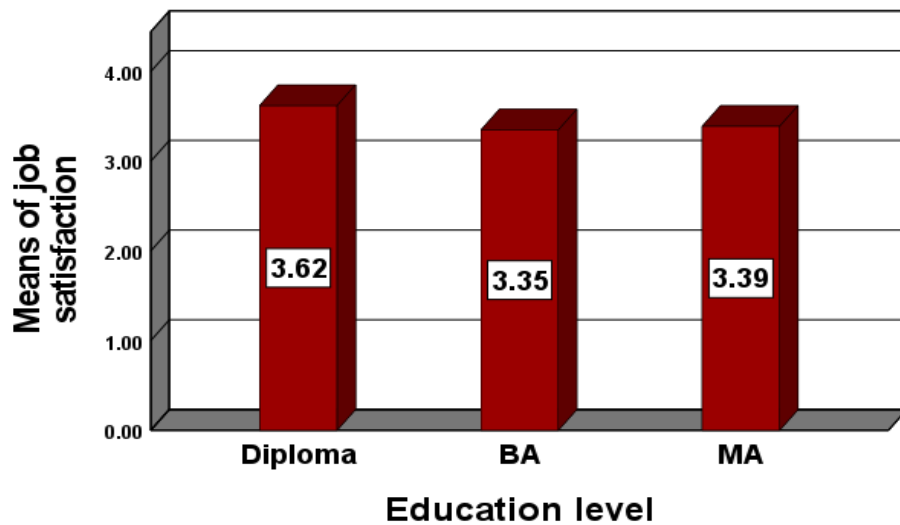


Figure 3.8

Means of response on the total score of job satisfaction according to education level variable



3.5 Factors affecting job satisfaction for nursing staff in hospitals due to the variable of marital status

The results in table (3.7) showed that there were no statistically significant differences at ($p \leq 0.05$) in the total score of job satisfaction, the domains of relationships with colleagues and management, and organization supportive activities for nursing staff in hospitals according to marital status variable. Whereas, there were statistically significant differences in the domain of work environment according to this variable.

Table 3.7

One way ANOVA results for the differences in the factors affecting job satisfaction for nursing staff in hospitals according to marital status variable (n=300)

Domains of job satisfaction	Marital status	N	Mean± SD	F	P- value
Relationships with colleagues and management	Married	181	3.65± 0.65	2.57	0.078
	Single	96	3.82± 0.50		
	Divorced and widower	23	3.67± 0.45		
Organization supportive activities	Married	181	3.46± 0.74	1.86	0.157
	Single	96	3.44± 0.65		
	Divorced and widower	23	3.16± 0.47		
Work environment	Married	181	3.08± 0.53	6.41	0.002*
	Single	96	3.24± 0.49		
	Divorced and widower	23	2.85± 0.40		
The total score	Married	181	3.39± 0.59	2.91	0.056
	Single	96	3.50± 0.46		
	Divorced and widower	23	3.23± 0.32		

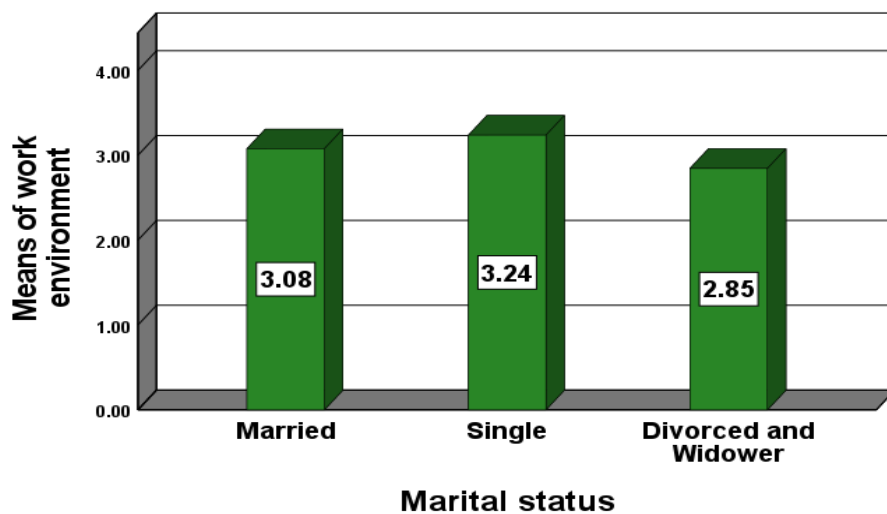
* Significant differences at ($p \leq 0.05$).

To determine the sources of differences, LSD post hoc test was applied

The results in table(Appendix F.8) showed that there were statistically significant differences at ($p \leq 0.05$) in work environment domain according to marital status variable between (single) and (married, divorced and widower) in favor of (single), and between (married) and (divorced and widower) for (married) as shown the figure (3.9)

Figure 3.9

Means of response on work environment domain according to marital status variable



3.6 Factors affecting job satisfaction for nursing staff in hospitals due to the variable of experience

The results in table (Appendix F.9) showed that there were statistically significant differences at ($p \leq 0.05$) in the total score of job satisfaction and its all domains for nursing staff in hospitals according to experience variable.

To determine the sources of differences according to experience variable, LSD as a post hoc test was applied

The results in table (Appendix F.10) showed that there were statistically significant differences at ($p \leq 0.05$) in the total score of job satisfaction and all domains according to experience variable between (above 15 years) and the other experience categories in favor of (above 15 years), and no statistically significant differences were noticed in the other residual post hoc comparisons between means as shown the figures. (Appendix G.10, G.11, G. 12, G.13)

3.7 The level of job satisfaction for nursing staff in hospitals

To explore the level of job satisfaction for nursing staff in hospitals of the West-Bank. descriptive statistics (means, standard deviations, and percentages) were calculated for each item and the domain to which it belongs as presented in the attached table (Appendix F.11).

The results shown in table (Appendix F.12). revealed that the level of job satisfaction for nursing in governmental hospitals in the west bank – Palestine was high, as the mean of response for the total score was (3.41). In addition, the highest response was on the domain of relationships with colleagues and management, as the mean for the total score was high (3.70). Whereas, the lowest response was on the domain of work environment, as the mean for the total score was moderate (3.11). Concerning the items, the highest response was on item (2) (*Relationship with your co-workers*) as the mean of response was high (4.01), Whereas, the lowest response was on item (14) (*Separate room for treatment in case of illness*) as the mean of response was low (2.56).

3.8 Factor affecting job satisfaction for nursing staff in hospitals of the west bank – Palestine

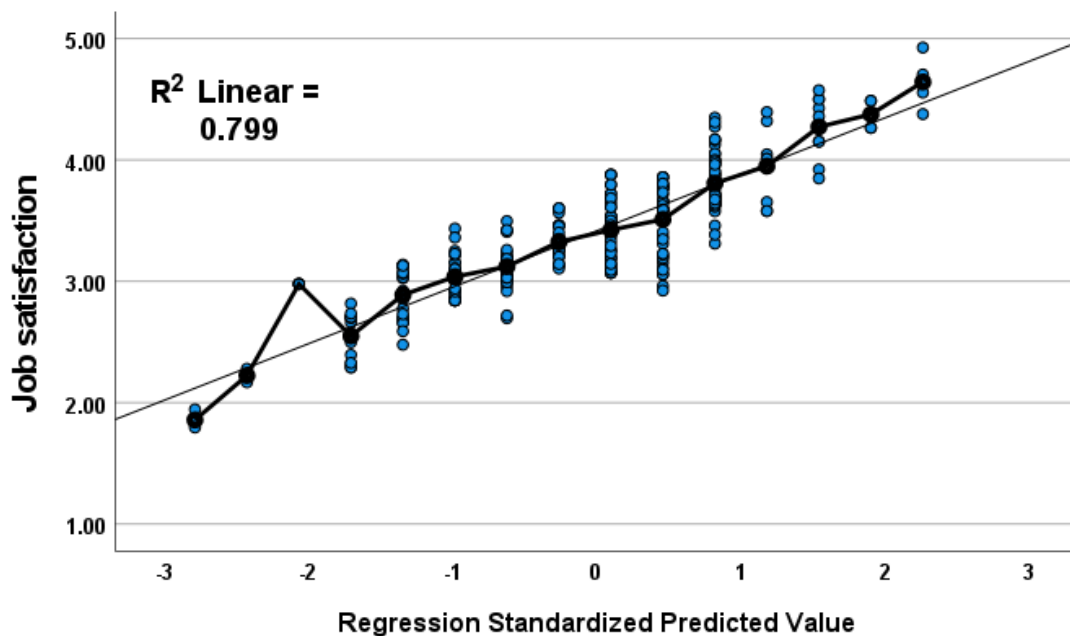
The results in table (Appendix F.13), revealed that there were statistically significant and positive relationships at ($p \leq 0.01$) between the total score of job satisfaction and it all domains, as the values of Pearson correlation were (0.87, 0.89, and 0.82) respectively.

To determine the main factor (domain) affecting job satisfaction, a stepwise multiple regression was applied as shown in table (F.14).

The results in table ((Appendix F.14) indicated that t-value were statistically significant at ($p \leq 0.05$), and the main important factor and domain affecting job satisfaction was organization supportive domain ($R^2= 0.799$, at ($p \leq 0.05$). this result means that organization supportive activities explain (79.90%) of job satisfaction for nursing Staff in hospitals of the west bank - Palestine (Figure. 3.10).

Figure 3.10

The effect of organization supportive activities on job satisfaction for nursing staff in hospitals of the west bank – Palestine



This result means that organization supportive activities explain (79.90%) of job satisfaction for nursing staff in hospitals.

Summary

The research on "Factors that Affect the Job Satisfaction of Nursing Staff in Hospitals" investigated various elements influencing the job satisfaction of nursing professionals within hospital settings. The study employed a comprehensive approach, considering both intrinsic and extrinsic factors contributing to nurses' overall job satisfaction. Key findings highlighted the significance of workplace conditions, including staffing levels, workload, and the availability of resources, in shaping nurses' job satisfaction. Additionally, interpersonal relationships, communication within the team, and leadership styles emerged as crucial factors affecting nurses' contentment with their jobs. Opportunities for professional growth, training, and recognition were also identified as influential elements in determining job satisfaction among nursing staff. The research underscores the complex interplay of multiple factors that impact the well-being and job satisfaction of nursing professionals in hospital environments.

Chapter Four

Discussion, Conclusion, and Recommendations

In this chapter, a discussion, conclusions, and recommendations will be presented.

4.1 Discussion

The quality of patient treatment, employee retention, and overall organizational success are all strongly impacted by job satisfaction, which is a crucial aspect of the well-being of healthcare workers. This cross-sectional study clarifies the complex variables affecting hospital nursing staff members' job satisfaction. Encouraging a pleasant work environment is contingent upon addressing these aspects completely, which will eventually improve the quality of patient care as well as the well-being of nursing staff. The goal of the current study was to Examine the factors affecting job satisfaction of nursing in West Bank hospitals – Palestine. The outcomes were therefore discussed. Additionally, it was compared to earlier studies in order to generate a number of significant recommendations that would aid decision-makers. The results of the research demonstrated a complex web of factors influencing job satisfaction, offering important new perspectives on the particular difficulties faced by nurses in this field. Thus, workload and staffing numbers are two of the primary elements that influence job satisfaction. Inadequate staffing and a heavy workload were found to be major factors in nursing staff discontent with their jobs. Nursing staff have significant challenges in meeting patient care requirements and staffing levels, which can negatively impact their job satisfaction and general well-being. Opportunities for professional growth are another element influencing job satisfaction. Furthermore, management and leadership are significant elements that influence job satisfaction through Determine which management and leadership styles are most important in determining how satisfied a worker is with their work. Nursing staff members who had supportive leadership, open communication, and a happy work atmosphere reported feeling more satisfied with their jobs. On the other hand, poor management techniques were linked to employee discontent, higher intents to leave the work, and a desire to quit. For nursing personnel, striking a healthy work-life balance is essential. Job satisfaction was higher among those who felt that their personal and professional lives were balanced. Work-life balance-promoting elements include things like flexible scheduling and encouraging

workplace rules. According to this study, the highest response was in favor of females, as their response rate to the study was 64%, and 36% of the participants were male. Because nursing is a field dominated by women in Palestinian society, nurses were more responsive as they felt that the research was more applicable to their own experiences. They believe that the study directly addresses issues related to their professional development, job satisfaction, and working life. Women often excel at communicating, so this may be motivated by a desire for career advancement or better working conditions. They may also be more likely to tell their friends about research opportunities. This may increase the rate of awareness and participation among nurses (Ayalew, et al., 2019).

The study supported the findings of this investigation. It was revealed that women constitute 60.8% of the participants in the study and the answers, and they are more likely to participate in studies that examine the variables affecting job satisfaction because of their direct impact on their general health and work-life balance.

This is due to the fact that women are more likely to be encouraged to take an active role in initiatives that enhance their workplace.

The results of this study also showed that there are statistically significant differences in job satisfaction between age groups over 45 in relation to leaders, reason, communication, and work environment. Many nurses reach a certain amount of job stability by the time they are 45 years old. They might now be in more senior roles, including leadership responsibilities in nursing or specialized fields, which gives them a sense of achievement and contentment in their work.

Older nurses may value the steadiness of their profession, which includes complete benefits and job security in addition. These elements give a sense of financial security and well-being, which enhances total job satisfaction. While The findings of this study were disagreed with by Costeira, (2023), Yusuf & Wulandari, (2023), who both came to the conclusion that job satisfaction among hospital nursing staff is unaffected by the age variable.

The results showed that there were statistically significant differences in job satisfaction, areas of relations with colleagues and management, and activities supporting the organization according to the education level variable between (diploma), When the organizational culture is consistent with the values of the nursing staff who have a diploma, they are more likely to feel job satisfaction.

Organizations that adhere to high ethical standards and prioritize patient safety also contribute to the satisfaction of nursing staff who value ethical practices in the field of health care.

Nurses with diplomas value opportunities for continuing learning and professional development. Organizations that invest in the growth of their nursing staff demonstrate a commitment to career advancement and job satisfaction, by training them and facilitating the task of their educational attainment by involving them in upgrading programs in Palestinian universities to obtain a bachelor's degree and linking them to financial and administrative incentives ((PHIC), Policy, & Unit, 2023).

While a study agreed by Rokka & Khanal, (2023), with the results of the current study, which indicated that there is a statistically significant relationship between job satisfaction and the educational level variable among nurses, while a study disagreed by Yusuf & Wulandari,(2023), indicated that there is no relationship between demographic characteristics and job satisfaction, as they do not affect job satisfaction among nurses. According to the findings, there is a statistically significant correlation between marital status (single) and the area of employment satisfaction (work environment). This suggests that an individual's workplace is a social setting where they can engage with their coworkers. Good social connections at work can boost a person's sense of connection and belonging, which might affect how they perceive their social standing.

Building professional relationships and networking are frequently facilitated by workplaces. The employment can serve as a significant source of social interactions for single people, particularly those without family networks, which could have an impact on their social standing. While a study by Ravari, Bazargan, Vanaki, & Mirzai,(2012), contradicted the results of the current study, as his study indicated that there is no statistically significant relationship between marital status and job satisfaction. The findings showed that the variables of experience (more than 15 years) and work

satisfaction are statistically significantly correlated. The explanation for this is that nursing staff with more experience typically has greater confidence in their clinical judgement and expertise. They are more equipped to make wise judgements when they have more autonomy in their jobs, which can enhance job satisfaction.

The healthcare system, company policies, and the general work environment all become increasingly acquainted to nurses. Their capacity to adjust to obstacles and changes is improved by this familiarity, which results in a more satisfying and productive work environment. While a study agreed by Chien & Yick, (2016), With the current study's findings, which showed a statistically significant correlation between nursing staff job satisfaction and their work experience. While a study contradicted by Costeira, (2023) ,with the results of the current study, which indicated that there is a weak relationship between job satisfaction and professional experience .

The results indicated that the average response for the total score was (3.41), which indicates a high degree of job satisfaction for nurses working in hospitals. The field of relations with management and co-workers received the highest response rate, while the work environment received the lowest rate. The reason is that most hospital administrations adopted programs such as training and scientific development programs, which were approved with administrative and financial incentives, which contributed greatly to nurses' satisfaction , While this contradicted a study by Fitzsimons, Ahmad, & Froelicher, (2023), which indicated that nursing are not satisfied with their work and the reason is the lack of open and transparent communication within the workplace, and the staff were not informed of the changes, policies and decisions that may affect their work. Regarding the work environment, a study by Yasmin, Rn, Bhuiyan, & Hossen, (2023), contradicted the results of the current study, as the study, in which the majority of the sample was female, indicated that the satisfaction rate with the work environment was 89.1%, as most nurses feel comfortable working in their area. In addition, with regard to the level of job satisfaction, a study conducted by Haile, (2023), showed a contradiction with the current study as it indicated that nurses in public hospitals in Addis Ababa have very low levels of job satisfaction. Lack of training and growth is one of the main factors associated with low job satisfaction. Lack of administrative support and limited participation in decision-making were the most important factors that contributed to low job satisfaction. The

results proved that the main factor and area influencing job satisfaction is the area supporting the organization, and this result means that activities supporting the organization explain (79.90%) of nursing job satisfaction in hospitals in the West Bank - Palestine. The results of this study and a study conducted by Jasiński & Derbis, (2022), were consistent; the study was indicated that good influence at work, work engagement, and job satisfaction are all factors directly related to helping managers and co-workers. Positive workplace attitudes and employee engagement were partial mediators in the relationship between superior support and job satisfaction. On the other hand, good influence at work and work engagement fully moderated the association between support from coworkers and job satisfaction.

Therefore, understanding these variables is essential for healthcare institutions to implement effective tactics that increase the work environment for nursing staff, thus increasing the consequences for patients and the overall level of healthcare delivery

Summary

This study explores the complex factors affecting nursing job satisfaction in hospital environments. The study takes a thorough approach to identifying and analyzing several aspects that either enhance or decrease nursing job satisfaction, acknowledging the significance of this element in guaranteeing high-quality patient care and the efficacy of the healthcare system as a whole. The study's discussion section summarizes the main conclusions and throws light on the intricate interactions between several variables that affect nursing job satisfaction. It looks at both internal and external variables, including pay, opportunities for professional growth, organizational culture, nursing-patient ratios, workload, and leadership support. The research attempts to offer a detailed knowledge of the potential and limitations in improving job satisfaction among nursing practitioners by looking at these elements. The discussion of the study's findings for hospital executives, legislators, and other healthcare professionals are also covered in the conversation. It highlights the necessity of focused interventions and tactics to lessen unfavorable effects on job satisfaction and, as a result, foster an atmosphere that is more favorable for nursing to work in. This study also emphasizes the advantages of higher job satisfaction, such as better patient outcomes, higher retention rates, and a favorable effect on the healthcare system as a whole. The importance of continuing research in this field is highlighted in the study's conclusion in order to help methods

adjust to the changing healthcare environment. In order to address the factors that have been identified and create a more fulfilling and long-lasting work environment for nursing, it promotes ongoing communication among stakeholders, which eventually improves patient outcomes and healthcare delivery.

4.2 Conclusions

This cross-sectional study explores a range of variables that influence job satisfaction of hospital nursing staff members. The complex nature of the nursing profession requires a sophisticated understanding of the factors that enhance or diminish job satisfaction. The research findings provide insightful information for regulatory leaders, legislators, and health care managers who want to promote working conditions that support the health of nurse practitioners. This study emphasizes how crucial workload management is in determining how satisfied nursing personnel are with their jobs. Reducing stress and preventing burnout can have a substantial impact on nursing overall job satisfaction levels when overwork demands are addressed and efficiency-boosting methods are put into practice. The interpersonal connections and team dynamics that exist within healthcare teams are equally important. The foundation of job satisfaction is a collaborative and upbeat work environment that emphasizes the importance of team-building activities and efficient communication techniques. Opportunities for professional growth have become clear as a major factor in nursing staff members' job satisfaction. Providing opportunities for career advancement, training courses, and ongoing education are crucial for promoting a sense of fulfilment and professional progress. Employers who place a high priority on and make sustained investments in the professional growth of their nursing staff stand to gain from improved patient care and better job satisfaction. Workplace assistance, which includes proper resources, acknowledgment, and encouraging leadership, has become essential to achieving job satisfaction. Hospitals and other healthcare facilities need to understand how important a role they play in determining the working conditions for nursing. Ensuring a good and supportive work environment for nursing staff requires policies that priorities their mental health and well-being, as well as activities that acknowledge and reward their achievements. It is critical to recognize the limits of this cross-sectional study as we draw to a close. Although it offers an instantaneous picture of the current level of job satisfaction, longitudinal research is necessary to fully understand the dynamics and

variations over time. To gain a deeper knowledge of this intricate phenomenon, future research may also examine the impact of regional and cultural differences on job satisfaction. This study acts as a compass to help healthcare organizations create work conditions that support nursing staff members' job happiness. In addition to improving the wellbeing of nursing professionals, identifying and addressing the highlighted issues will have a significant impact on staff retention, patient care quality, and the general efficacy of healthcare organizations. Building resilient and successful healthcare teams is largely dependent on nursing staff pursuing work satisfaction as we navigate the changing healthcare landscape.

Summary

The interpersonal ties that nurses have at work, especially their collaboration with supervisors and colleagues, have a substantial impact on their job satisfaction. Having a supportive work environment and having effective communication have been identified as critical factors in overall job satisfaction. workload and staffing levels play a pivotal role in shaping job satisfaction. Nurses who perceive their workload as manageable and receive adequate staffing support are more likely to experience higher job satisfaction. Conversely, understaffing and excessive work demands contribute to dissatisfaction and burnout. The amount of work and the number of employees are key factors in determining job satisfaction. Higher job satisfaction is more likely to be experienced by nurses who believe that their workload is manageable and who receive sufficient staffing support. On the other hand, low personnel levels and high workloads lead to employee discontent and burnout. The number of workers and the volume of work are important variables in affecting job satisfaction. Nurses who feel that their workload is reasonable and who have adequate staffing support are more likely to have higher job satisfaction. Conversely, low staffing levels and heavy workloads cause dissatisfaction and burnout in the workforce.

Hospital nursing staff job satisfaction is impacted by a number of factors, including leadership styles, professional development opportunities, workload, and interpersonal interactions. For nursing staff to have a positive and fulfilling work environment, all of these elements must be addressed.

4.3 limitation of the study

Acknowledging these limitations is crucial for interpreting the study's findings accurately and guiding future research endeavors aimed at understanding and improving the job satisfaction of nursing staff in hospitals in the West Bank, Palestine.

- The study is unable to determine whether job satisfaction is influencing the observed factors or the observed factors are causing changes in job satisfaction in the absence of a longitudinal strategy that monitors changes over time. For example, although the study might show a link between a high workload and low job satisfaction, it is unable to say with certainty whether disgruntled nurses receive higher workloads or whether the burden itself is the source of the dissatisfaction.
- This study's cross-sectional design, which collects data at a particular point in time, is its main drawback. Because of this, it might not offer a thorough grasp of the dynamic nature of job satisfaction among nursing staff.
- The generalizability of the study's findings might be limited. Because the sample was limited to hospitals in the West Bank, Palestine, the results may not be applicable to other areas or healthcare settings due to the unique cultural, social, and organizational contexts. The external validity of the results would be improved by repeating the investigation in various settings.
- Temporal changes in the factors under investigation were overlooked by the cross-sectional design. The concept of work satisfaction is dynamic and can change over time as a result of a range of internal and external factors. A single data collection point might not be able to adequately capture the subtle shifts in these variables, which would limit our understanding of their long-term implications on job satisfaction among nursing staff.
- Response bias may arise in a cross-sectional study when self-report measures are used. Responses from participants may be skewed or incomplete in reflecting their actual experiences and perspectives due to situational influences or social desirability. Since the correctness of the findings rely on the participants' willingness and ability to deliver truthful and accurate responses, this constraint may jeopardize the study's internal validity.

4.4 Recommendation

Healthcare institutions should think about ways to increase staffing numbers so that the nurses-to-patient ratio is appropriate. This can lessen the amount of work that nurses have to do and improve their job satisfaction. By putting these suggestions into practice, West Bank hospitals' nursing staff can benefit from a more encouraging and rewarding work environment, which will eventually increase job satisfaction and the standard of patient care provided.

4.4.1 Recommendations for policy makers

Job satisfaction among nursing staff is essential. The purpose of this study is to identify and understand Variables that affect job satisfaction of hospital nursing staff. The following suggestions are intended to guide policymakers toward putting evidence-based practices into practice and enhancing patient care by:

- Create a balance that meets the requirements of both staff and patients by implementing appropriate staffing levels, and establishing and implementing standards for staffing levels.
- Creating and funding programmers for nursing staff's ongoing professional development is an investment in their professional growth. Job satisfaction is greatly increased by possibilities for training, career promotion, and continuing education. For example, hospitals should be encouraged to fund educational programmers, mentorship efforts, and certifications that improve the skill sets of their nursing staff.
- Implement flexible scheduling options, reasonable shift lengths, and policies that priorities healthcare professionals' well-being while acknowledging the significance of downtime, vacation, and family time in promoting job satisfaction and preventing burnout to create policies that support a healthy work-life balance for nursing staff.
- Create a strategy to identify and honor outstanding work from nursing staff members. By recognizing their achievements, commitment, and hard work, you may significantly boost morale and job satisfaction. For example, developing a formal recognition programmer with monetary and non-monetary rewards.
- Establishing frequent feedback channels, town hall meetings, and open-door policies will help healthcare organizations foster transparent and efficient communication by

enabling nursing staff to voice problems, offer suggestions, and get updates. Transparent communication fosters a healthy work atmosphere and a sense of inclusion.

- Improve workplace safety protocols to protect nursing staff from verbal and physical attacks, mishaps, and exposure to infection. By investing in training courses, security systems, and a zero-tolerance approach to violence in the workplace. The health and job satisfaction of nursing staff depend on a safe workplace.
- Invest in resources and cutting-edge technology to simplify processes and lessen the administrative strain on nursing.
- Make sure sufficient access to the tools, materials, and information systems you need.
- Create and execute mental health assistance initiatives to tackle the psychological burden of nursing.
- Make counselling services, stress-reduction tools, and peer support programmes accessible.
- Provide nursing staff regular channels of communication about workplace issues and ideas for enhancement.
- Encourage open lines of communication between the nursing staff and the administration to establish confidence and quickly resolve problems.

Summary

Policymakers may help create a friendly and upbeat work environment in hospitals by addressing five critical issues affecting job satisfaction among nursing personnel. In addition to increasing work satisfaction, investing in the health and professional advancement of nursing professionals guarantees that the community will receive high-quality healthcare services by prioritizing these recommendations, policymakers can contribute to a positive and satisfying work environment for nurses, ultimately enhancing the quality of patient care and the overall effectiveness of healthcare systems.

4.4.2 Recommendations for further studies

- Conduct comparison studies to find out how different hospitals or healthcare environments compare in terms of job satisfaction, such as comparing large teaching hospitals with smaller community hospitals or public and private healthcare providers.
- Conduct long-term research to monitor shifts in work satisfaction over time. This could be useful in determining patterns, trends, and the effects of interventions or modifications to hospital policies.
- Cross-cultural Studies ,Studying the ways in which cultural variables affect nursing staff job satisfaction. Job satisfaction rates are examined across cultural contexts to see how cultural factors influence how people view their jobs.
- Analytical studies on how technology affects the job satisfaction of nursing staff members. Examine the effects of technology integration on their work environment and overall job satisfaction, including how this affects electronic health records and communication tools.
- Studies on evaluating the relationship between job satisfaction among nursing staff and the quality of care provided to patients. Determine whether higher job satisfaction is associated with better patient outcomes and overall health care quality.

List of Abbreviations

Abbreviation	Meaning
WHO	World Health Organization
ICN	International Council of Nurses
ILO	International Labour Organisation
OECD	Organisation for Economic Co-operation and Development
JS	Job satisfaction
NWI	Nursing Work Index
LSD	Least Significant Difference.

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Appendices

Appendix A

Faculty of Graduate studies approval

Reload Page

نموذج تحديد عنوان الأطروحة و المشرف

*** يجب توفر جميع الشروط التالية لتحديد عنوان الأطروحة و المشرف :

- أن يكون مسار الطالب أطروحة ** الشرط متحقق **
- أن يتم الطالب 12 ساعة . ** الشرط متحقق ** عدد الفصول أقل أو يساوي 4 **
- أن لا يكون الوضع الدراسي للطالب "مفصول من البرنامج" . ** الشرط متحقق **

11952917	رقم التسجيل :	أيمن خالد نظمي منفلوط	اسم الطالب :
أطروحة	مسار الدراسة :	ماجستير إدارة الصحة العامة	اسم البرنامج :
3.07	المعدل التراكمي :	33	عدد الساعات المعتمدة التي الجزت حتى الآن :
		يترس	الوضع الدراسي :
0598914891	رقم الهاتف المحمول :	نابلس شارع القدس	عنوان الطالب :
		aymantaqtouq41@gmail.com	البريد الإلكتروني :
		الجليزي	لغة الرسالة :
		العوامل المؤثرة في الرضا الوظيفي للمريض في المستشفيات الحكومية في الضفة الغربية - فلسطين - دراسة مقطعية	عنوان الأطروحة باللغة العربية :
		Factors Affecting Job Satisfaction for Nursing in Governmental Hospitals in the West Bank - Palestine - A cross-sectional study	عنوان الأطروحة باللغة الانجليزية :
		doc.11952917-1	النسخة الإلكترونية من مقترح الأطروحة :

رقم المشرف الأول: 1597 | اسم المشرف الأول: محمد فؤاد عبد السلام حايك
المشرف الثاني: يعمل في جامعة النجاح:

2023-08-05	التاريخ :	لا تعديل	ملاحظة المشرف :
2023-08-06	التاريخ :	موافق	ملاحظة المنسق :
2023-08-06	التاريخ :	موافق	ملاحظة رئيس القسم :
2023-08-08	التاريخ :	موافق / عيبه الاشراف : أدنى من الحد	ملاحظة مدقق الدراسات :
2023-08-08	التاريخ :	موافق	ملاحظة عميد الدراسات العليا : لا مانع

قرار مجلس الكلية	
تم تغيير العنوان من قبل مجلس الكلية :	✓
عنوان الأطروحة باللغة العربية :	العوامل المؤثرة في الرضا الوظيفي للمريض في المستشفيات الحكومية في الضفة الغربية - فلسطين - دراسة مقطعية
عنوان الأطروحة باللغة الانجليزية :	FACTORS AFFECTING JOB SATISFACTION FOR NURSING IN GOVERNMENTAL HOSPITALS IN THE WEST BANK - PALESTINE - A CROSS-SECTIONAL STUDY
رقم المشرف:	1597 اسم المشرف: محمد فؤاد عبد السلام حايك
المشرف الثاني :	يعمل في جامعة النجاح:
فصل الاعتماد :	المسهي سنة الاعتماد :
رقم جلسة الكلية:	432
تاريخ جلسة الكلية:	01/08/2023



Appendix B

IRB approval

An-Najah National
University
Faculty of Medicine &
Health Sciences
Institutional Review Board



جامعة النجاح الوطنية
كلية الطب وعلوم الصحة
لجنة الأخلاقيات البحث العلمي

Ref: Mas. August. 2023/38

IRB Approval Letter

Title of Research:

*Factors Affecting Job Satisfaction for Nursing Hospitals in the West Bank - Palestine -
A cross-sectional study*

Submitted by:

Ayman Khaled Nazmi Taqtouq

Supervisor:

Mohamed Hayek

Approved:

23rd August. 2023

Your Study Title "*Factors Affecting Job Satisfaction for Nursing Hospitals in the West Bank - Palestine - A cross-sectional study.*", reviewed by An-Najah National University IRB committee and was approved on 23rd August. 2023

Hasan Fitian, MD

IRB Committee Chairman



Nablus - P.O Box :7 or 707 | Tel (970) (09) 2342902/4/7/8/14 | Faximile (970) (09) 2342910 | E-mail : IRB@najah.edu

Appendix C

The General Administration of Health Education and Scientific Research

<p>State of Palestine Ministry of Health Education in Health and Scientific Research Unit</p>		<p>دولة فلسطين وزارة الصحة وحدة التعليم الصحي والبحث العلمي</p>
<hr/>		
Ref:		C.C.R / 5275/2015
Date:		2015/11/15
<p>عطوفة الوكيل المساعد لشؤون المستشفيات والطوارئ المحترم،،، تحية واحترام،،،</p>		
<p><u>الموضوع: تسهيل مهمة بحث</u></p>		
<p>يرجى تسهيل مهمة بحث الطالب: ايمن خالد طقطوق- ماجستير ادارة صحة عامة - جامعة النجاح، لعمل بحث بعنوان:</p>		
<p>"العوامل المؤثرة في الرضا الوظيفي للتدريسيين في مستشفيات الضفة الغربية - فلسطين - دراسة مقطعية"</p>		
<p>حيث سيقوم الطالب بجمع معلومات من خلال تعبئة استبانة من قبل المرشحين (بعد أخذ موافقتهم)، وذلك في:</p>		
<p>- مستشفى عاليه - مستشفى رفيديا - مستشفى سلفيت</p>		
<p>مع العلم أن مشرف الدراسة: د. محمد حايك.</p>		
<p>على ان يتم الالتزام بالمحافظة على اخلاقيات البحث العلمي وسرية المعلومات، وعدم استخدام المعلومات الشخصية للمشاركين.</p>		
<p>على ان يتم تزويد الوزارة بنسخة PDF من نتائج البحث.</p>		
<p>مع الاحترام،،،</p>		
<p>د. عبد الله القواسمي رئيس وحدة التعليم الصحي والبحث العلمي</p> 		
<p>نسخة: نائب الرئيس للشؤون الأكاديمية المحترم/ جامعة النجاح</p>		
<hr/>		
Telfax: 09-2333901	scientificresearch.dep@mo.gov.ps	تلفاكس: 09-2333901

Appendix D

Consent form

أخي/ أختي المشارك/ة:

انا الباحث " ايمن خالد نظمي طقطوق " طالب ماجستيرادارة في الصحة العامة " في جامعة النجاح الوطنية يسرني أن أدعوك/ي إلى المشاركة في بحثي بعنوان العوامل التي تؤثر على الرضا الوظيفي لدي كادر التمريض في مستشفيات الضفة الغربيةخ - فلسطين " ولك/ي كامل الحرية والإرادة في المشاركة في هذا البحث, ولك/ي الحق في أخذ الوقت الكافي للتفكير في المشاركة من عدمها , وسؤال الباحث اذا كان لديك/ي أي استفسار , والتحدث لأي شخص أو جهة عن هذا البحث مع العلم ان المشاركة طوعية وفي حال قمت/ي بالمشاركة , يحق لك الانسحاب في أي وقت.

كما يمكنك الاستفسار من الباحث عن أي جزء يتعلق في البحث الآن أو فيما بعد, وستجد/ين الوقت والإجابة الكافيتين.

رقم هاتف الباحث: 0598914891

البريد الالكتروني: aymantaqtouq41@gmail.com

هذا ويضمن البحث سرية المعلومات المتعلقة بالمشاركة.

Appendix E

TOOL

Demographic characteristics

1- Gender

- Male
- Female

2- Age:

- 22-29
- 30-45
- 45-50
- 50 and above

3- Educational Level

- Diploma
- Bachelor's
- Master's
- Ph.D

4- Job Description

- Nursing manager
- Head of nursing department
- Nursing staff
- Nursing assistant
- Other, specify

5- Marital status

- Single
- Married
- Widower
- Divorced

6- Years of Experience:

- 5-10
- 10-20
- 20 and above

Factor's affecting job satisfaction

Factors	Strongly satisfied	satisfied	Moderately satisfied	dissatisfied	Strongly dissatisfied
relationships with colleagues and management					
1- Satisfaction with duty roster					
2- Relationship with your co-workers					
3- Relationship with departmental in-charge					
4- Relationship with nursing supervisor					
5- Relationship with the Nursing Superintendent					
Organization supportive activities affect job Satisfaction					
1- Satisfaction with the working department					
2- Feel safe and secured working in your organization					
3- Feel safe on night duty					
4- Nursing supervisors supervise your work on night duty					
Work Environment affect job satisfaction					
1- Separate workplace changing room					
2- How satisfied are you with the hand washing station in the workplace?					
3- Separate toilet facilities at work place					
4- Separate room for treatment in case of illness					
5- Problem with getting weekends off					
6- problem with getting your leisure leave and allowance					
7- Problem obtaining maternity leave for nurses					
8- Problem getting work instructions from supervisors					
9- Meetings with supervisors at your workplace					

Appendix F

Tables of Study

Table F.1

LSD post hoc results for the differences in work environment domain according to marital status variable (n= 300)

Means	Categories of marital status variable		
	Married	Single	Divorced and widower
3.08		-0.16*	0.23*
3.24			0.39*
2.85			

* Significant differences at ($p \leq 0.05$).

Table F.2

One way ANOVA results for the differences in the factors affecting job satisfaction for nursing staff in hospitals according to experience variable (n=300)

Domains of job satisfaction	Experience	N	Mean± SD	F	P- value
Relationships with colleagues and management	1-5 years	45	3.48± 0.63	5.80	0.000*
	6-10 years	77	3.64± 0.54		
	11-15 years	94	3.68± 0.60		
	Above 15 years	84	3.90± 0.56		
Organization supportive activities	1-5 years	45	3.18± 0.75	8.33	0.000*
	6-10 years	77	3.37± 0.68		
	11-15 years	94	3.34± 0.73		
	Above 15 years	84	3.72± 0.54		
Work environment	1-5 years	45	3.09± 0.60	8.31	0.000*
	6-10 years	77	2.96± 0.45		
	11-15 years	94	3.04± 0.46		
	Above 15 years	84	3.33± 0.52		
The total score	1-5 years	45	3.25± 0.57	9.23	0.000*
	6-10 years	77	3.33± 0.48		
	11-15 years	94	3.35± 0.52		
	Above 15 years	84	3.65± 0.46		

* Significant differences at ($p \leq 0.05$).

Table F.3

LSD post hoc results for the differences in the total score of job satisfaction and all domains according to experience variable (n= 300)

Domains of job satisfaction	Means	Categories of experience			
		1-5 years	6-10 years	11- 15 years	Above 15 years
Relationships with colleagues and management	3.48		-0.16	-0.20	-0.42*
	3.64			-0.04	-0.26*
	3.68				-0.22*
	3.90				
Organization supportive activities	3.18		-0.19	-0.16	-0.54*
	3.37			0.03	-0.35*
	3.34				-0.38*
	3.72				
Work environment	3.09		0.13	0.05	-0.24*
	2.96			-0.08	-0.37*
	3.04				-0.29*
	3.33				
The total score	3.25		-0.08	-0.10	-0.40*
	3.33			-0.02	-0.32*
	3.35				-0.30
	3.65				

* Significant differences at ($p \leq 0.05$).

Table F.4

5- point Likert scale

Likert scale	interval	Difference	Description
1	(1.80 and below)	0.8	Very low level
2	(1.81 - 2.60)	0.8	Low level
3	(2.61- 3.40)	0.8	Moderate level
4	(3.41- 4.20)	0.8	High level
5	(4.21 and above)	0.8	Very high level

Table F.5

Means, standard deviations, and percentages for the level of job satisfaction for nursing staff in hospitals of the west bank - Palestine (n= 300)

N	Items	Mean*	SD	%	Level
1	Satisfaction with duty roster	3.45	0.88	69	High
2	Relationship with your co-workers	4.01	0.72	80.2	High
3	Relationship with departmental in-charge	3.54	0.79	70.8	High
4	Relationship with nursing supervisor	3.82	0.77	76.4	High
5	Relationship with the Nursing Superintendent	3.70	0.86	74	High
	The total score of relationships with colleagues and management domain	3.70	0.60	74	High
6	Satisfaction with the working department	3.77	0.98	75.4	High
7	Feel safe and secured working in your organization	3.16	0.97	63.2	Moderate
8	Feel safe on night duty	3.29	0.98	65.8	Moderate
9	Nursing supervisors supervise your work on night duty	3.51	0.90	70.2	High
	The total score of organization supportive activities domain	3.43	0.69	68.6	high
10	Separate workplace changing room	2.96	0.83	59.2	Moderate
11	How satisfied are you with the hand washing station in the workplace?	3.28	0.97	65.6	Moderate
12	Separate toilet facilities at work place	2.99	0.95	59.8	Moderate
13	Separate room for treatment in case of illness	2.56	0.96	51.2	Low
14	Problem with getting weekends off	2.97	0.98	59.4	Moderate
15	problem with getting your leisure leave and allowance	2.97	0.96	59.4	Moderate
16	Problem obtaining maternity leave for nurses	3.49	0.92	68.8	High
17	Problem getting work instructions from supervisors	3.49	0.93	68.8	High
18	Meetings with supervisors at your workplace	3.28	0.99	65.6	Moderate
	The total score of work environment domain	3.11	0.52	62.2	Moderate
	The total score of job satisfaction	3.41	0.52	68.2	High

* Maximum response is (5) degrees

Table F.6

The relationship between job satisfaction and its domains for nursing staff in hospitals of the west bank - Palestine (n= 300)

Variables	Domains of job satisfaction		
	Relationships with colleagues and management	Organization supportive activities	Work environment
Job satisfaction	0.87**	0.89**	0.82**

** Significant correlation at ($p \leq 0.01$).

Table F.7

Summary of Multiple regression results for determining the main factor affecting job satisfaction for nursing staff in hospitals

Model		Unstandardized Coefficients		Standardized Coefficients		P- value	R ²
		B	Std. error	Beta	T- value		
1	Constant	1.13	0.07		16.28	0.000*	0.799
	Organization supportive activities	0.67	0.02	0.89	34.36	0.000*	

* Significant level at ($p \leq 0.05$).

Appendix G
Figures of Study

Figure G.1

Means of response on relationships with colleagues and management domain according to experience variable

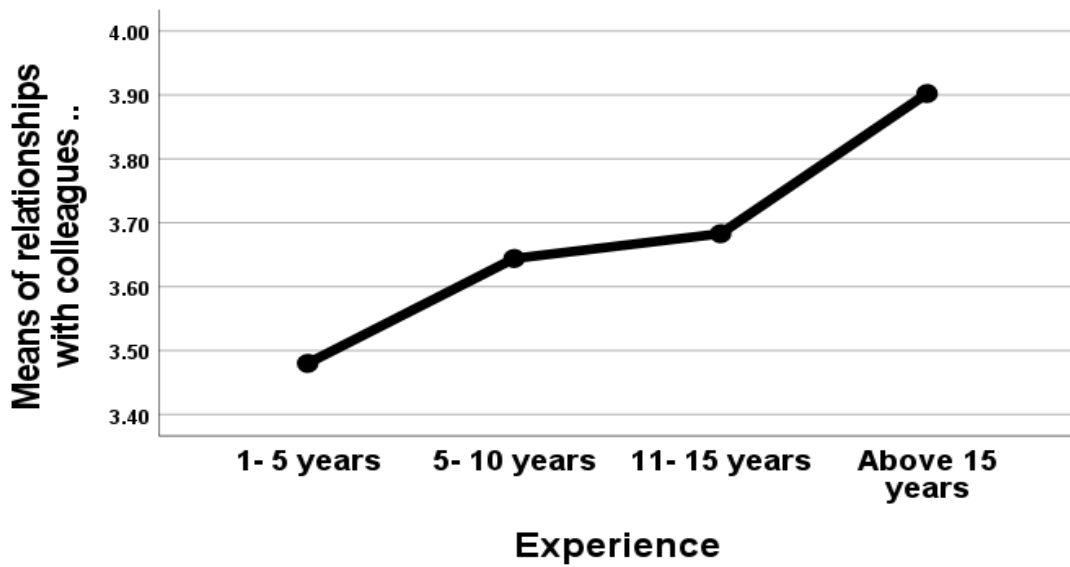


Figure G.2

Means of response on organization supportive activities domain according to experience variable

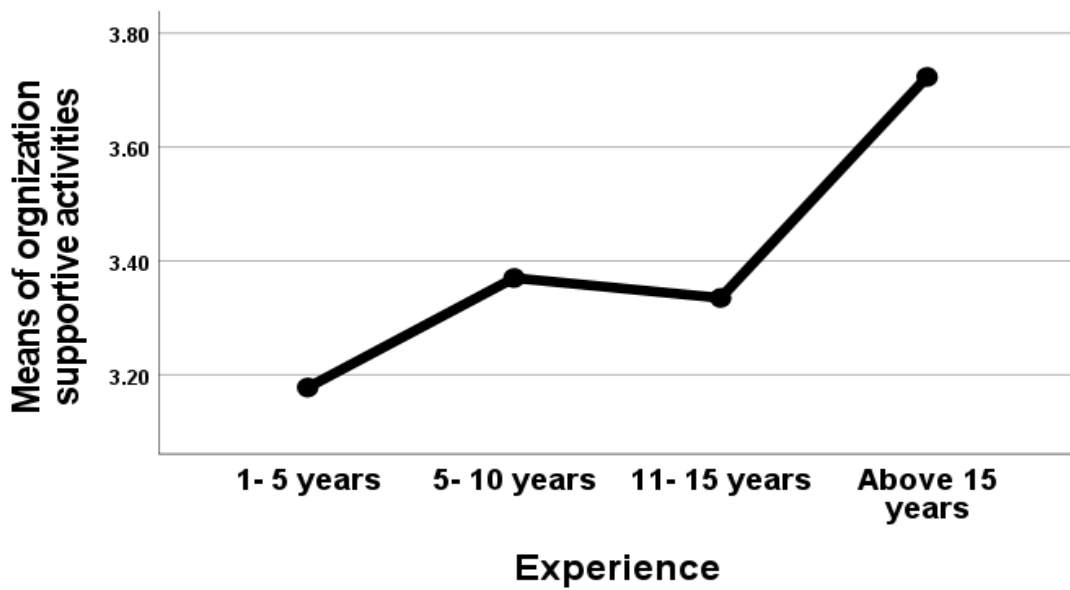


Figure G.3

Means of response on work environment domain according to experience variable

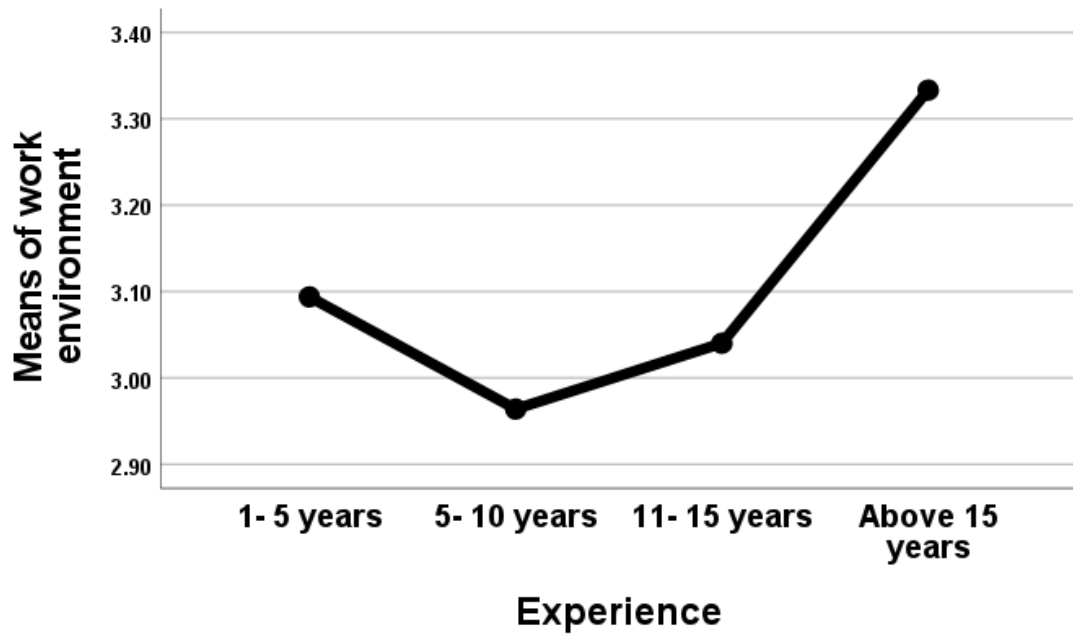


Figure G.4

Means of response on the total score of job satisfaction according to experience variable

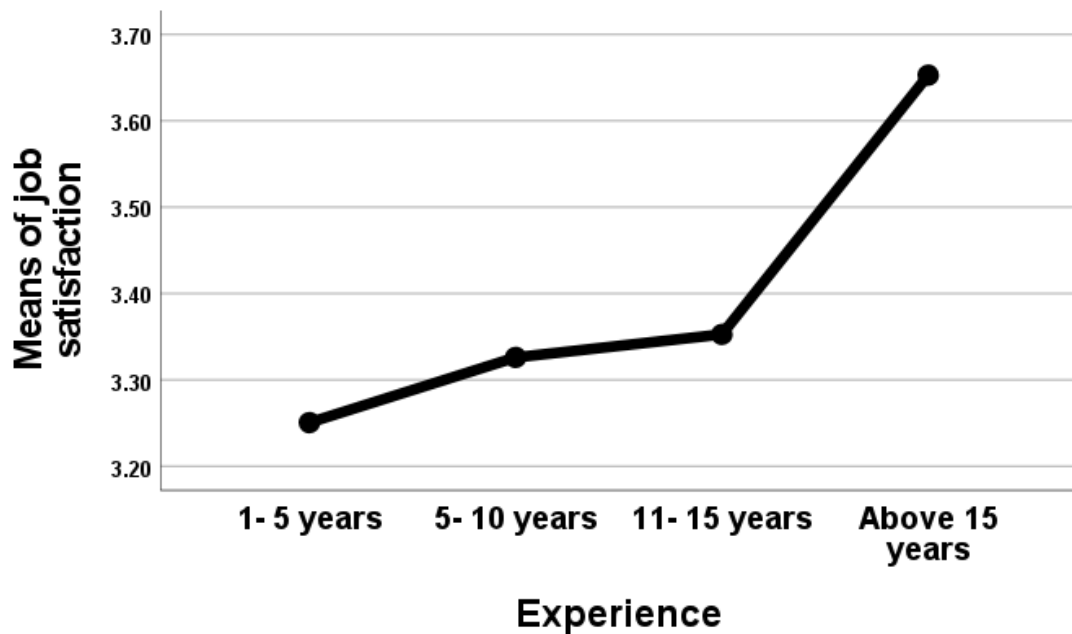
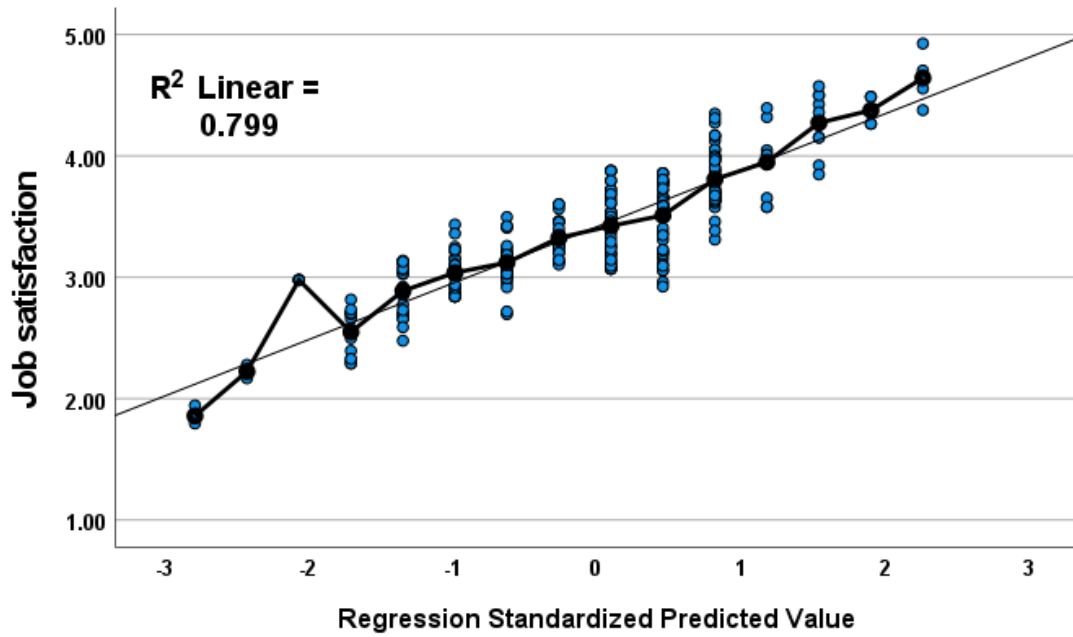


Figure G.5

The effect of organization supportive activities on job satisfaction for nursing staff in hospitals of the west bank – Palestine





جامعة النجاح الوطنية
كلية الدراسات العليا

العوامل المؤثرة في الرضا الوظيفي للتمريض في المستشفيات
الحكومية في الضفة الغربية- فلسطين - دراسة مقطعية

إعداد

أيمن خالد نظمي طقطوق

إشراف

د. محمد الحايك

قدمت هذه الرسالة استكمالاً لمتطلبات الحصول على درجة الماجستير في إدارة الصحة العامة، من كلية الدراسات العليا، في جامعة النجاح الوطنية، نابلس- فلسطين.

2024

العوامل المؤثرة في الرضا الوظيفي للتمريض في المستشفيات الحكومية في الضفة

الغربية- فلسطين - دراسة مقطعية

إعداد

أيمن خالد نظمي طقطوق

إشراف

د. محمد الحايك

الملخص

الخلفية: شهدت السنوات الأخيرة زيادة كبيرة في أهمية الرضا الوظيفي لمؤسسات الرعاية الصحية، وخاصة في مهنة التمريض وتأثيرها على رعاية المرضى. هدفت الدراسة إلى تقييم العوامل المؤثرة على الرضا الوظيفي للتمريض في مستشفيات الضفة الغربية - فلسطين.

المنهجية: تم استخدام تصميم بحث مقطعي في الدراسة الحالية على 300 ممرض مشارك يعملون في المستشفيات وتم تعيينهم بشكل ملائم؛ تم جمع البيانات باستخدام استبيان الرضا الوظيفي. بينما تم استخدام أسلوب العينة العشوائية الطبقية لاختيار موقع الدراسة.

النتائج: أشارت النتائج إلى أن مستوى الرضا الوظيفي للتمريض كان مرتفعاً بمتوسط (3.41). بينما كانت أعلى الاستجابة في مجال العلاقات مع الزملاء والإدارة بمتوسط (3.70). كما أشارت إلى أن أدنى استجابة كانت في مجال بيئة العمل، (3.11). كما أظهرت النتائج أن العامل الرئيسي والمجال الذي يؤثر على الرضا الوظيفي هو دعم المنظمة ($R^2 = 0.799$)، عند ($p \geq 0.05$) وكانت قيمة t ذات دلالة إحصائية عند ($p \geq 0.05$). أظهرت درجة الرضا الوظيفي العام ومجالات الأنشطة المساندة للمنظمة وبيئة العمل أظهرت فروقاً ذات دلالة إحصائية عند مستوى ($p \geq 0.05$) تعزى إلى الديمغرافية الاجتماعية.

الاستنتاجات: يعتمد نجاح المنظمة إلى حد كبير على القوى العاملة لديها؛ ومن ثم تحتاج منظمات الرعاية الصحية إلى فهم مدى أهمية الرضا الوظيفي للموظفين. يُنصح بمراقبة مستويات الرضا الوظيفي للعاملين سنويًا.

الكلمات المفتاحية الرضا الوظيفي، العوامل المؤثرة على الرضا الوظيفي، طاقم التمريض، المستشفيات، فلسطين.