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April 2000

Title: Nurses' job satisfaction in the medical department of a new hospital

ABSTRACT

In the past few years, concerns about creating healthy work environments have been increasing. Various studies reported that job dissatisfaction results in illness of workers, absenteeism, poor performance, and job turnover. High turnover creates problems on staff morale and leads to service disruption. According to some experts, assuring a healthy work environment in the workplace is the key responsibility of the nurse leader. By knowing the expectations of the nurses and what they are dissatisfied with, adjustment and thus, improvement can be made. This exploratory descriptive study attempted to explore nurses' job satisfaction in the department of medicine of a "medium size", newly opened hospital in Hong Kong. Eight components of job satisfaction were identified in accordance with Herzberg's two-factor theory in terms of motivational factors and hygiene factors. The survey was conducted by sending self-administered questionnaires to all registered and enrolled nurses in the department with 82.6% (N=38) response rate. Findings were analyzed by using "The Statistical Package for the Social Science". Results revealed "Dissatisfaction" of nurses in the department. Two out of the three factors they were satisfied with were hygiene factors only. Yet, they viewed both motivational and hygiene factors were important elements for job satisfaction. Further actions were recommended for managerial purpose, to benefit the nurses, the patients, the department, and the organization.