

**A STUDY ON THE ASSESSMENT OF ATTITUDE AND FACTORS AFFECTING JOB
SATISFACTION AMONG NURSES WORKING IN EMERGENCY ROOM OF AaBET
AND ALERT HOSPITALS, ADDIS ABABA**



**A RESEARCH PAPER TO BE SUBMITTED TO ADDIS ABABA UNIVERSITY,
COLLEGE
OF HEALTH SCIENCES, DEPARTEMENT OF EMERGENCY MEDICINE FOR
PARTIAL FULFILMENT OF THE REQUIRMENTS FOR DEGREE OF MASTER IN
EMERGENCY MEDICINE AND CRITICA CARE NURSING**

BY: ABERA MERGA (BSc)

**Advisors: Dr. Menbeu Sultan (MD, Assistance Professor)
Kibatu Gebre (MSC, Lecturer)**

JUNE 2017

Acknowledgement

I would like to thank Addis Ababa university department of emergency medicine for allowing me to conduct this thesis.

I would like to thank Tikur Anbessa Specialized Hospital for supporting me to learn and sponsoring me.

I would like to thank my advisors Dr. Menbeu Sultan and Mrs. Kibatu Gebre for their very useful comments and suggestions.

I would like thank all health professionals who participated in the data collection process, and all nurses working in Emergency Department of AaBET & ALERT Hospitals.

My special thanks also go to Mr. Endalew Gemechu for his undeserved useful comments & suggestions.

Table of Content

Acknowledgement	i
Table of Content	ii
List of Table	iv
Abbreviations	v
Abstract	vi
1. INTRODUCTION	1
1.1 Background	1
1.2 Statement of the Problem	2
1.3 Significance of the Study	4
2. LITERATURE REVIEW	5
2.1 Overview of Level of Job Satisfaction	5
2.2 Demographic Characteristic	7
2.3 Income Related Satisfaction	8
2.4 Working Environment Related Satisfaction	9
2.4.1 Patients' Satisfaction	9
2.4.2 Work Environment	10
2.5 Administration Related Satisfaction of Health Management Style	11
2.6 Leadership/Supervisor' Roles	12
2.7 Turnover	12
3 OBJECTIVE	14
3.1 General Objective	14
3.2 Specific Objectives	14
4 METHODS AND MATERIALS	15
4.1 Study Area and Period Study	15
4.2 Source Population	15
4.3 Study Population	16
4.4 Study Design	16
4.5 Sample Size Determination and Sampling Techniques	16
4.6 Inclusion and Exclusion Criteria	16
4.6.1 Inclusion Criteria	16

4.6.2 Exclusion Criteria	16
4.7 Study Variables	17
4.7.1 Independent Variables	17
4.7.2 Dependent Variable	17
4.8 Data Collection Instrument	17
4.9 Data Quality Assurance.....	18
4.10 Data Analysis and Interpretation.....	18
4.11 Limitation of Study	19
4.12 Ethical Consideration	19
4.13 Plans for Utilization and Dissemination of Results	19
5. RESULT AND DISCUSSION	20
5.1 Result.....	20
5.2 Discussion	32
5.3 Conclusion.....	35
5.4 Recommendation.....	36
REFERENCES	37
ANNEX.....	41

List of Table

Table 1: Total respondents of ED Nurses in Tow public hospital (N=135) Addis Ababa, 2017 .	20
Table 2: Socio demographic characteristics of the respondents working in AaBET &ALERT hospitals of Addis Ababa, 2017	21
Table 3: Income, environment and administrative related level of satisfaction among ER Nurses in two public hospitals, Addis Ababa, 2017	24
Table 4: Respondents opinion on factors that contributes for job satisfaction in AeBET and Alert hospitals of Addis Ababa, 2017	26
Table 5: Response on consequence of job dissatisfaction among Nurses working in ER of AaBET and ALERT hospital, Addis Ababa.2017	27
Table6: Action of participants as a result of job dissatisfaction, Addis Ababa, 2017	29
Table 7: The possible strategies to minimize or control the problem of job dissatisfaction among Nurses working in ED of AaBET and ALERT hospital, Addis Ababa, 2017.....	30
Table 8: Socio demographic factors association with job satisfaction of ED Nurses working in AaBET and ALERT Hospitals.....	31

List of figure

Figure 1: Attitude of respondents towards level of job satisfaction in AeBET and Alert hospitals of Addis Ababa, 2017.....	23
--	----

Abbreviations

AAU:	Addis Ababa University
AaBET:	Addis Ababa Burn, Emergency and Trauma
ACEP:	American College of Emergency Physicians
ANA:	American Nursing Association
ALERT:	All Africa Leprosy Tuberculosis and Rehabilitation Training center
BHPS:	British Household Panel Survey
BNHS:	British National Health Service
B.Sc.:	Bachelor of Sciences
ED:	Emergency Department
ENA:	Ethiopian nursing association
E.R:	Emergency Room
ESI:	Emergency severity index
FMOH:	Federal Ministry of Health
IRB:	Institutional Review board
M.Sc.:	Master of Sciences
Q.H.C:	Quality health care
RN:	Registered Nurses
UNDP:	United nation development program
USA:	United states of America

Abstract

Background: The job satisfaction of Nurses & other health care providers in emergency department (ED) or other departments is one of the most important components of the health care delivery system. Job satisfaction among healthcare professionals is increasingly being recognized as a measure that should be included in quality improvement programs.

Objectives: The general objective of this study is to assess attitude and factors affecting job satisfaction among nurses working in emergency room of AaBET and Alert hospitals, Addis Ababa

Methods: A cross sectional quantitative descriptive study was employed among 135 professional nurses working at ED at the two public hospitals in Addis Ababa. The sample size was 84, 51 of AaBET, ALERT hospitals respectively through December 2016 to June 2017. The data was collected and processed by using SPSS Version 21 software.

Result: the study revealed that 25.19 % satisfied and 74.81% dissatisfied on their income related issues, 78.52 % satisfied, and 21.48 % dissatisfied on their working environment related issues and 67.41% and 32.59 % dissatisfied on administrative matters in their hospitals. On the other hand out of 135 participants, 90 (66.67%) of them dissatisfied and 45 (33.33%) participants satisfied on their job because of different causes.

Discussion: Satisfaction and/or dissatisfaction of ED nurses on the bases of income, working environment and administrative issues with their causes are the center of this research. And it tried to find out measures to be taken as mentioned by participants as a result of their job dissatisfaction.

Conclusion: In conclusion, the study revealed that Income, working environment and administrative related issues are the three factors that determined job satisfaction and/or dissatisfaction of ED nurses in the two public hospitals in Addis Ababa. The results of this research show that these three aspects have made the nurses to take measures that may affect their lives as well as the health institutions condition.

Key words: Hospital, Nurse& job satisfaction.

1. INTRODUCTION

1.1. Background

Job satisfaction is the degree to which employees have a positive affective orientation towards employment by an organization. Job satisfaction has been conceptualized both globally (general satisfaction with a job) and dimensionally (satisfaction with specific dimensions of a job such as remuneration, promotion, and relationships with colleagues) Job satisfaction in Emergency department(ED) is of interest because it is an important determinant of the performance of health professionals. Job satisfaction has been linked to health worker motivation, stress, burnout, absenteeism, intention to leave and turnover. (1)

Emergency nurses play an increasingly important role in emergency departments (EDs). But there is limited evidence about how this affects patient care and outcome. A Study was undertaken at warwick medical school(UK) to compare the content of, and satisfaction with, consultations made with patients presenting with problems of low acuity to an ED. (2)

Although job satisfaction research has been carried out for decades, no recent overview of job satisfaction instruments and their quality is available (3). The evidence from researches points to specific determinants and correlations of job satisfaction and productivity. Dissatisfaction with one's job may result in higher employee turnover, absenteeism, slowness and grievances. On the other hand, Improved job satisfaction is results of increased productivity. (4)

There fore, Job satisfaction among Nurses professionals is increasingly being recognized as a measure that should be included in quality improvement programs. Whereas, low job satisfaction can result in increased staff turnover and absenteeism, which affects the efficiency of health services. (5).

The Emergency department (ED) is one of the most important components of the health delivery system. In worldwide ED are reportedly serving increasing numbers of patients who have a range of problems of variable Urgency, from life-threatening to mild conditions (6)

Professional nurses play a vital role in the provision of health care globally in ED. The performance of health care workers, including professional nurses, link closely to the productivity and quality of care provision within health care organizations. It was Important to identify factors influencing the performance of professional nurses if the quality of health care delivery is to be improved. (7)

Research carried out in the British National Health Service shows that in terms of income related factors, from 9625 nurses, 46.9 % are satisfied on their job. The rest 63.1 % are not. (8). And other research in sub-Saharan Africa nurses has focused on the impact of income related satisfaction affected by inadequate remuneration and caused low motivation.(9,10)

Research carried out in emergency department of three selected public Hospitals in Addis Ababa, Ethiopia showed that in terms of income related factors from 70 Nurses,12(17.15%) are satisfied with their jobs while 56(80.35%) are not (43%)

In Ethiopia health service organization and management is decentralized, but, there is still shortage of health professionals in different disciplines. This has a great deal looking at the number of staff left health care institution in the five years between 1995 and 2000 rural hospitals were affected most with 33.3% of the staffs left, followed by regional hospital, health centers and central hospital each suffered 20% loss. The main Cause for attrition was low salary followed by lack of educational opportunity and poor career structure. (11, 12)

Based on the literature this study investigates the level of job satisfaction in emergency department (ED) and the questioner objectives of the study was to examine the level of job satisfaction and the factors that influence job satisfaction among nurses in ED. For this purpose I selected the two governmental sector hospitals, AeBET and ALERT hospitals.

1.2 Statement of the Problem

Job satisfaction is currently considered to be a measure that should be included in quality improvement programs. In health care organizations, it is very essential to determine factors associated with job satisfaction since this will ensure the provision of quality of care, as well as organizational efficiency and effectiveness. Additionally, job satisfaction ensures the sustainability of health care professionals in the health care systems. (13)

Dissatisfied health care providers are more likely to be inefficient and to provide poor quality care, and sometimes may react irrationally. All these will lead to unnecessary costs on health intuitions (14),

A number of studies done in different parts of the world, on job satisfaction have focused on the general aspects of job satisfaction and motivation and not on actual determinants of job satisfaction. (15)

This study particularly focused on nurses, a health care provider that is much closer to patients. It is therefore important that factors that influence their level of job satisfaction are documented to form a reference point for arguing for better treatment. Better handling of nurses has an immense impact on their level of satisfaction which in turn contribute to job performance and quality of health care. (13)

The American College of Emergency Physicians (ACEP) conducted an informal Poll of state chapter presidents to gauge the extent of the problem nationwide. Forty one-state chapters and the District of Columbia reported serious problems with Emergency Department (ED) overcrowding and job dissatisfaction. The following year, in a survey of USA (United state of American) teaching hospitals, Andrulis and Colleagues determined that 38% of 277 responding institutions reported that overcrowding sometimes forced them to hold admitted patients in the ED for 24 hours or Longer. In response to growing concern by its members, ACEP convened a national Task force whose recommendations were published in 1990. (16)

When we come to Ethiopia research done in three selected public Hospitals in emergency department on Nurses who were working in ED job satisfaction/Dissatisfaction showed that from (N=70) about (12.88%) satisfied and the rest (88.5%) were Dissatisfied (17)

From the point of view of this study there is a Gap showed that is low prevalence on level of satisfaction with job, for this reason principal investigator want to assess level of satisfaction/Dissatisfaction with job in ED Nurses in two selected public Hospitals.

It is understood that health care services and its Job satisfaction are the backbones of every nation. The nurse's shortage and job dissatisfaction is a worldwide phenomenon and Ethiopian's is no exception. Understanding the factors that wake nurses satisfied or dissatisfied will enable

interventional measures be taken to improve the working conditions and it will improve the nurses' work performance leading to better quality care to the patient.

This study examines the factors affecting job satisfaction among the two hospitals of emergency department nurses and the factors with which they are satisfied or dissatisfied. Because emergency department is the most important area and the first department for solving of patient problems. In line with this, the very heart of this study would be assessment of the job satisfaction of nurses in emergency department at two public hospitals of Addis Ababa, Ethiopia.

1.3 Significance of the Study

This study has great significance concerning the role and the way to enhance the participation of nurse with job satisfaction therapeutic patient care, diagnose and treatment. Also the result may have great significance for policy makers to solve the problem. The other significance of study will be for health officials and study participants to plan how to attain the right and discipline of nurses, for the job and finally the data will be used for other studies who want to assess other working area and regions as well.

2. LITERATURE REVIEW

2.1 Overview of Level of Job Satisfaction

The purpose of this chapter is to present a review of the literature concerning job satisfaction and factors that affect the occupational satisfaction of nurses working at the emergency department of hospitals. As high occupational satisfaction directly reflects work gratification, this will then directly increase the satisfaction of patients those apply to the emergency department of the hospital. Making the emergency department more functional in the health system leads to the formation of an ordered and more compatible sub-system (18)

Everywhere around the world emergency departments are the most difficult to administer hospital services. In the emergency ward, the patient is in communication with each type of personnel. The patient's satisfaction of the service received is based on mutual relationship with the personnel offering these services. The personnel's motivation and desire determines the quality of these relationships. (19)

According to USA (United States) studies; factors leading to satisfaction, describes as motivators, were promotional and individual growth opportunities, responsibility, achievement and recognition. These are factors that are intrinsically rewarding to the Individual to job satisfaction . Extrinsic factors, described as hygiene factors, leading to job dissatisfaction Include salary, physical working conditions, job security, organization policies, quality of Supervision and relationship with others factors contributing to high levels of employee satisfaction have been identified as, supportive colleagues, supportive working conditions, mentally challenging work and equitable rewards. (20, 4)

The European Union has called the attention of member states to the quality aspects of work and described the importance of improving job quality to promote employment and social inclusion and also, the shortage of health care employees in Turkey, particularly in the fields of nursing care, as well as forecasted increases in required healthcare services have attracted increasing attention in hopes of discovering Important and necessary strategies for improving job satisfaction and developing ways to retain current personnel. (21, 9)

A Job satisfaction is important in predicting systems stability in Malaysian, reduced turnover and worker motivation. If motivation is defined as the willingness to exert and maintain effort towards attaining organizational goals, then well-functioning systems should look to boost factors such as morale and satisfaction, which predict motivation. Therefore, various literatures indicate that there is an association between jobs satisfaction and motivation. Motivation is hard to define, but there is a positive correlation between job satisfaction and performance whereby motivation encourages an employee, depending on their level of job satisfaction to act in a certain manner. (22)

The importance of job satisfaction studies In Japan to an organization in terms of its positive relationship with individual performance, employee relations, physical and mental health and satisfaction.(9). Thus, more satisfied employees tend to be more productive and creative.(22)

The level of job satisfaction across different groups may not be consistent, but could be related to a number of variables. Therefore, Factors affecting the performance of nurses negatively were identified in Africa such as; lack of recognition of employees who are performing well, quality performance outcomes and an absence of a formal Performance appraisal system and poor working conditions. Different factors contribute to both the positive and negative performance of professional nurses in Namibia. Strategies were developed for addressing the negative factors that could positively affect the performance of professional nurses in Namibia. (23, 7)

Improving the productivity and performance of health care workers in order to enhance efficiency in health interventions is a major challenge for African countries. Human resources for health (clinical and non-clinical) staff are paramount as staff is the most important issue of health systems. Performance of health care organizations depends on the knowledge, skills and motivation of individual employees. Employers should provide working conditions which support the performance of employees. (7)

In sub-Saharan Africa, lacks of motivation and job dissatisfaction have been cited as causes of poor healthcare quality and outcomes. Therefore measurement of health workers' satisfaction adapted to sub-Saharan African working conditions and cultures is a challenge. The objective of studies done in sub-saharahan was to develop a valid and reliable instrument to measure satisfaction among health professionals in the sub-Saharan African context(24)

The evidence from researches points to specific factors and correlations of job satisfaction and productivity. Dissatisfaction with one's job may result in higher employee turnover, absenteeism, slowness and carelessness. Improved job satisfaction, on the other hand, results in increased productivity (25)

The subject of job satisfaction is particularly relevant and of interest to public health practitioners due to the fact that organizational and employees' health and well-being rest a great deal on job satisfaction. Therefore, Job satisfaction is defined by how employees feel about their jobs and different aspects influencing their job. Many studies have shown that job satisfaction of Nurses can be influenced by a wide variety of factors such as competitive pay(salary) and benefits, adequate staffing, a pleasant working environment, opportunities for personal and professional growth, a reasonable workload, supervision, recognition, noticeable progress of patients, positive relationships with coworkers, autonomy on the job, job security, career advancement and contingent rewards. (8, 18, 26, 29)

2.2 Demographic Characteristic

A number of important determinants of job satisfaction have been identified in the literature which may be helpful in the consideration of job satisfaction in nursing. Job satisfaction has been linked to personal as well as organizational factors. The relationship between job satisfaction and various factors has been previously studied. Examine the connection between job satisfaction and demographic predictors such as serious job experience. It was demonstrated that professional experience impacts job satisfaction significantly. The same study revealed that age, education and race had little effect on job satisfaction. As well, gender, functional grouping, and hospital tenure (occupied) did not impact job satisfaction significantly. (27)

In other hands; the largest effects here are generally associated with gender and age. Females have been found to report higher levels of job satisfaction in the UK labor force using information from the British Household Panel survey(BHPS); 1996 (31)In Japan and British Household Panel Survey study, Comparison among demographic variables on overall job satisfaction is one factor, The Mann–Whitney U test revealed statistically significant differences among overall job satisfaction and age group, in which those age in between 31–40 years showed more job satisfaction than those with Others. As for working experience, respondents who

worked >5 years were more satisfied with their job than those with ≤ 5 years of experience. There were no differences in province, gender, marital status professional level and profession.(30)

According to Malaysian study in 2008 relationship between age and job satisfaction found that older nurses are more satisfied, and also relationship between job satisfaction and length of time in a job, lesser experienced nurses are less satisfied, however, reported that more experienced nurses are more satisfied. Because an Individual who is matched or best-fitted to the environment is viewed as being expressed in high performance, satisfaction and little stress. (28)

2.3 Income Related Satisfaction

Employees pay (salary) and remuneration

More specifically, workers who emphasizes the importance of pay are associated with lower reports of job satisfaction while those who emphasis workplace relations are more likely to report high levels of job satisfaction. As nursing staff are generally regarded as low-paid, given their skills and qualifications, these variables will also allow us to investigate whether the non-pecuniary advantages of work can compensate for unfavorable pay. (30)

The Research Shows in the British National Health Service, From Those 9625 Nurses currently Basic Pay Overall Job Satisfaction 46.9 % and Dissatisfactions 63.1 %. (30)

Other, research has focused on the impact of remuneration on providers' performance. This is explained by the fact that low salaries in the public sector have pushed many health workers to the private sector to improve their living conditions. Thus, salary Increases and bonuses have become a key strategy adopted by political authorities to retain healthcare providers and improve performance. However, there is ever reason to believe that, while money is necessary, its effect is not linear. Thus, the issue of what really motivates care providers in Africa has again become a core question for research on health system performance in sub-Saharan Africa. (25)

Inadequate remuneration and poor working conditions, both hygiene factors have caused low motivation among nurses in African countries and have resulted in migration of nurses out of these countries. (30)

2.4 Working Environment Related Satisfaction

2.4.1 Patients' Satisfaction

In healthcare setting, employee satisfaction has been found to be positively related the United States seeks to improve the value of health care, there is an urgent need to develop quality measurement for emergency departments (EDs). EDs provide 130 million patient visits per year and are involved in half of all hospital admissions review the history of ED quality measurement, identify policy levers for implementing performances measures, and propose a measurement agenda. Initial priorities include measures of effective care for serious conditions and patient satisfaction or dissatisfaction that are commonly seen in EDs. (30)

As that the strongest correlation factor was in conflict resolution at work (0.79). Other factors that influenced satisfaction were relationships with co-workers (0.76) and organizational structure (0.71), respectively. (24)

Depending on research; Job satisfaction of health-care workers in Japan, has a positive association with patients' satisfaction, and contributes to the continuity of care. Conversely, job dissatisfaction has a negative impact on the structure and work flows of organizations. Some negative impacts identified include greater non-conformance with procedures and policies, increases in work accidents and organizational conflicts that may increase the rate of medical errors, thus jeopardizing patient safety, and higher employment costs, that contributes to the shortages of health-care providers. So that job satisfaction is necessary to retain existing of nurses as well as to promote recruitment of new ones. In short, the quality of health-care Workers and patients' satisfaction depends on the level of job satisfaction. (18)

Therefore, The research done in Japan, Correlation between overall job satisfaction and each factor of satisfaction nurses In order to determine the main factors that were correlated with satisfaction and/or dissatisfaction with a job, the relationship between overall job satisfaction and

job characteristics was analyzed in study result, Spearman's ratio demonstrated to quality of service and patient satisfaction.(29,30)

In a hospital, the nurse plays a major role in the caring the patient as she/he is there for the patient 24 hours a day. (33).Therefore, according to The British National Health Service (BNHS), the two exceptions are relations with colleagues and relations with patients, where the majority of nurses" report to be satisfied 79.4% and 87.4%, respectively. (30)

2.4.2 Work Environment

In 2004 the American Nurses Association (ANA) conducted the Registered Nurses satisfaction Survey participated by 55,516 registered nurses from 206 hospitals in 44states in the USA. It was found that there were significant differences across unit types/work groups for overall job satisfaction for each of the unit types even though the level of job satisfaction was moderate for all unit types. Therefore, highest level of job Satisfaction was reported in pediatric units with lowest in the emergency department. So that, Different level of job satisfaction had been reported among nurses from various Unit types/work groups in the USA Nurses from emergency department being the least satisfied based on the 2004 RN Satisfaction Survey. (28)

Improve of health care practices, management units should provide a suitable environment for workers that characteristically link to job satisfaction, motivation and any other desired outcomes. (33)Some studies suggest that a supportive learning and working environment is the most crucial factor for job satisfaction, especially in the field of nursing. (5, 3, 32)

The Influence of hospital units in terms of whether they are open or closed has a profound impact. In Canada, Employees working in open units tend to be less satisfied with their work in general and experience problems, both with their colleagues and management. On the other hand, employees who work in closed units generally tend to be more satisfied with their work, have better relations with their colleagues and also have positive cooperative relations with management.(3) Therefore, Work environment is another factor affecting job satisfaction in Canada. (3, 39)

Interpersonal Relationships with Department and Professions interpersonal relationships between employees were considered by several researchers. Human relationships are the best predictors of job satisfaction, and that job satisfaction is significantly predicted by professional relationships in the work environment. The fact that a relationship among nursing staff is the single most important factor for building job satisfaction, contributing to high-quality patient care. As a result of research, declared that a good relationship between nurses coupled with Collaboration with health care staff in general is an essential ingredient for job satisfaction. (26,5)

Therefore in Malaysian studies from n=153 Nurses, regard also to perceived level of coworkers, the respondents felt a comparatively higher level of satisfaction with their coworkers In hospital (mean = 3.488, SD = .528). (26, 36)

However; all unit types reported highest level of satisfaction with nurse-nurse interaction with professional status as the next highest, except for emergency department which reported nurse-physician interaction as the second highest. (28)

2.5 Administration Related Satisfaction of Health Management Style

The administrative contribution to health care is not underestimated; the impact of managerial responsibility has been singled out in several studies emphasized the pivotal role managers' play in terms of reinventing healthcare roles and services. (5,36,37) . As well, addressed the factors of reward and recognition together with sufficient wages provided to workers as the major starting points. Apart from the issue of pay, Practical support, time and resources need to be made available. It is evident that good management in health care can be very challenging. As well, pointed out that management style very much affects Nurses job satisfaction. (5, 30)

In Malaysian studies; Management policies towards nursing and health care staff in the hospital must improve to minimize the nurse's intention to leave. The policies are crucial strategic short-term decisions, which help to achieve organizational long-term objectives such as low turnover. Fairness in performance appraisals, commitment to nurse's career development through trainings, development of flexible yet ethical nursing environment for effective and quality nursing services are among few of the policies must develop in the hospital and should be

aligned to overall objective of the hospital. The outcome of these policies will ensure highly motivated and satisfied nursing work force, would more likely to stay in the current job rather to intend to leave. Therefore studies show on average the respondents nurses perceived level of satisfaction with HR/Management polices was reported on average (mean = 3.191, SD = .876). (33)

2.6 Leadership/Supervisor' Roles

Finding suggests that the hospital leadership and supervisor's role is crucial for nurse's satisfaction. This study the level of supervisor's feedback and their leadership role is Perceived at a very moderate level and thus needs improvement. The intention of leave is behavior and has always been influenced by the leader or supervisors' role. Therefore, a suggestion in this case is given to hospital management to encourage supervisors and nurse's relationship for better and effective workplace, provide supervisors' training on motivational and leadership strategies and team work effectiveness. There for in Malaysian studies of n=153 Nurses, satisfied with their supervisor at moderate level (mean = 3.248, SD = .701). (33)

2.7 Turnover

Turnover intention is another key issue within the health care system. It is common knowledge that satisfied staff are less inclined to seek new employment, which verifies that job satisfaction profoundly impacts an individual's desire to change jobs discovered a link between job satisfaction and turnover intention in their research. (5 ,34, 35)

Under these circumstances, reducing the turnover rate as well as attempting to implement creative ways to attract new employees is challenging in view of the current shortage of health care workers. Addressed the importance of job satisfaction in relation to job turnover, while the research of supported the thesis that job satisfaction is a key factor influencing turnover. And also Job satisfaction and dissatisfaction are related to staff turnover and the mobility of the health care sector. It is therefore vital to be aware that increasing workloads and low payment are connected to the dissatisfaction of employees. (5, 35, 36)

But; health services are affected by many factors such as human resources, delivery system and health infrastructures. Among these human resources is a vital component in delivering health services. Job satisfaction of the health workers is highly important in building up employee motivation and efficiency as higher job satisfaction determine better employee performance and higher level of patients' satisfaction. (8, 38)

Job dissatisfaction resulting in burn out and turn over would exacerbate the current shortage and results in serious under staffing of health care facilities. This has the Potential to have a negative impact on the delivery of patient care because there is evidence to suggest that reduction in health professional staff below certain level is related to poor patient outcomes. (8, 38)

When come to in Ethiopian the job satisfaction of nurses in ED were studied at some selected public hospital in Addis Ababa and the result showed (12.88%) satisfied with their job while the rest(88.5%) were dissatisfied with their job.(17)

According to a survey done in Ethiopia 74.6% of medical doctors, 62.5% of Pharmacists, 50.6% of nurses, 50.0% of sanitarians, 36.4% of pharmacy technicians, 45.5% of laboratory technicians and 34.2% of health assistants respectively responded that they were not satisfied with their job. Reasons for dissatisfaction were low salary (60.3%), narrow opportunity for further education (24.8%), inadequate facility and supplies (20.1%). Among those who reported satisfaction from their job, the main reasons were satisfaction from helping others (43%), professional gratification (32%)and the amount of monthly salary 18.1%) (8,9)

3 OBJECTIVE

3.1 General Objective

The general objective of this study is to assess attitude and factors affecting job satisfaction among nurses working in emergency room of AaBET and ALERT hospitals, Addis Ababa, From December 2016 to June 2017.

3.2 Specific Objectives

The specific objective of this study was

- To assess the attitude of nurses towards job satisfaction working in ER of AaBET and ALERT hospitals , Addis Ababa
- To identify factors that affect job satisfaction among nurses working in ER of AaBET and ALERT hospitals, Addis Ababa
- To examine the consequence of job dissatisfaction among nurses working in emergency room (ER) of AaBET and ALERT hospitals, Addis Ababa

4 METHODS AND MATERIALS

4.1 Study Area and Period Study

This study was carried out in AaBET and ALERT Hospital emergency and Trauma center from December to June 2017 in Addis Ababa, the capital city of Ethiopia and a seat of African union & United Nations world economic commission for Africa.

Addis Ababa has a total population of 3,384,569 according to 2007 G.C population census conducted by central statistical agency of Ethiopia (CSA), with annual growth rate of 3.8%. (40)

AaBET hospital is an affiliate of St. Paul's hospital & It is established on 15, July, 2015 G.C and located in Arada Sub City, AaBET hospital is also a referral teaching hospital which is managed by the Federal Ministry of Health (FMOH). It has totally 158 beds. This hospital receives those trauma, non-trauma & burn injury patients, and serves as a referral hospital for the more difficult cases seen in other hospitals also many emergency cases manage in ED. In emergency department it has 34 beds. All are functional for emergency patient as bed and 84 staff nurses in emergency department.

ALERT hospital is under the umbrella of Addis Ababa city, ministry of health. It is built in 1932 G.C and located in Kolfekeranio sub city woreda 1, Jimma road, Zenebework Area by Philanthropist for treatment of Leprosy. (43)

The study was conducted from December 2016 to June 2017 in Emergency department of selected public hospitals of Addis Ababa, Ethiopia.

4.2 Source Population

All nurses working in AaBET and ALERT public hospitals, Addis Ababa

4.3 Study Population

All nurses working in Emergency room of AeBET and Alert hospitals, Addis Ababa

4.4 Study Design

A cross sectional descriptive quantitative study design was carried out from December 2016 to June 2017

4.5 Sample Size Determination and Sampling Techniques

The sample size of the study was the total population of nurses who are working in Emergency departments and there is no need of calculation because they are small in number. The total participants of the study were 135 which are 84 from AaBET hospital and 51 from ALERT Hospital From eleven governmental hospitals that are found in Addis Ababa. Two hospitals was included in this study purposely because these hospitals comparatively serve large number of medical and Trauma patents in their emergency departments than those who have not emergency and Trauma center.

4.6 Inclusion and Exclusion Criteria

4.6.1 Inclusion Criteria

All nurses found on their regular working time during the study period in emergency department of selected public hospitals of Addis Ababa were included to the study.

4.6.2 Exclusion Criteria

The nurses who were not present on their regular working time due to annual vacation or illness and those who were not volunteer to participate in the study during data collection period in emergency department of selected public hospitals of Addis Ababa were excluded from the study.

4.7 Study Variables

4.7.1 Independent Variables

- Age
- Sex
- Education
- Work experience in hospital
- Monthly income
- Working conditions(Good salary, admin issues)
- Training opportunities
- Hazard allowance
- House allowance
- Means of Transportation

4.7.2 Dependent Variable

- **Job satisfaction**

4.8 Data Collection Instrument

This study was employed quantitative research approach in order to touch important aspects of the situation. Study was a cross-sectional since the study relies on existing variations and data collection was collected from all governmental employed nurses of who were working at emergency department of the two hospitals (AaBET& ALERT emergency & Trauma center Hospital) . About their level of job satisfaction, some of the factors that may contribute for the job satisfaction/dissatisfaction and measures that may betaken by nurses who were loss satisfaction on their job. In primary data, three groups was identified. The first group, sex (male and female) and the second group, Educational Status (background) Diploma, First Degree and Second Degree or Salary (low (< 2763 Birr) and Modest (> 6145 Birr) that was identified because of the different exposure and experience. And the third group working area that was identified because of their Working area (hospital) that may help to compare job satisfaction level of nurses. Therefore, it has used single data collection tools that is self-administered

questioner, in English language. The researcher believes that this approach would help to substantiate or support the information was collected using this tools, For nurses who were working at emergency departments of selected hospitals, three scales. Likert statements had prepared in order to collect information about the satisfaction level of participants on their job. The questions was related to three categories. These are „working environment related satisfaction“, income related and hospital administration related satisfaction. The three scales Likert had two parts, the cover page contained the demographic character of the participants. Part two contained 15 statements of a Likert scale to measure nurse“s satisfaction level. Four statements raise general issues related to income of the participants, five about working environment and five statements dealt with administration related factors that may affect job satisfaction of professionals. An attempt was made to keep all statements moderately positive or negative. Items in the scale was placed in random order, all of statements had been worded so that the agreement to the statements would mean participants can be considered as more or less nurses who have job satisfaction. Here nurses were asked to indicate their views about the statements by choosing one of two alternatives given under each statement.

4.9 Data Quality Assurance

To keep the quality of the data, the questionnaires was tested for their accuracy and consistency prior to the collection of data on nurses outside the study subjects. Data collectors were selected appropriately and adequate training was given. During the data collection process each questionnaire was checked daily by the supervisors and principal investigators for its completeness.

4.10 Data Analysis and Interpretation

The quantitative data were entered by using, computer processing, and SPSS software version 21. The data description methods were using percentages, ratios, frequency distributions& tables.

4.11 Limitation of Study

Study period, study area(department) & professional status

4.12 Ethical Consideration

Ethical clearance was obtained from Addis Ababa University, College of health sciences and IRB in order to obtain permission to proceed with data collection, the official letter& proposal were brought to AaBET & ALERT Hospitals administration. Informed consent was obtained from each participant prior to enrollment; the participants were checked a box indicating willingness to participate in the study. Anonymity was insured. It was clearly stated in a written form that participation was not obligatory and that there were no harm in participating or refusing to participate.

4.13 Plans for Utilization and Dissemination of Results

Since the report from this study will be expected to be useful for all concerned bodies who want to develop policies, and implementation of effective job satisfaction it will be disseminated through Hospital administrator and Addis Ababa University stake holders, so as to improve the nurse job satisfaction and the quality of patient care at emergency department

5. RESULT AND DISCUSSION

5.1 Result

In this chapter a Description of analysis and interpretation of data is out lined. All statics were calculated by using statistical package for social sciences (SPSS). A total of 135(100%) interested participants have responded the questionnaire properly.

TABLE: 1. The overall socio demographic characteristics of sampling population are from ALERT hospital Male 27(52.94%) Female 24 (47.06%) of total 51 respondents and from AaBET hospital Male 46 (54.76%) and Female 38 (45.24%) of total 84 respondents.

Table: 2. Shows demographic data analysis of the respondents including their Age ,Sex, Work area, education level, monthly salary and service year. Descriptive statistics were used to analyze.

Table: 1 Total respondents of ED Nurses in Tow public hospital (N=135) Addis Ababa, 2017

Hospitals	Nurses in emergency Department			
	Male	Female	Total	Percent
AaBET				
Hospital ED Nurses	46(54.76%)	38(45.24%)	84	100%
ALERT				
Hospital ED Nurses	27(52.94%)	24(47.06%)	51	100%
Total	73(54.07%)	62(45.93%)	135	100%

Out of the Total respondents of (N=135) the more frequent were from AaBET Hospital in both Gender and generally the most dominant were Male ED Nurses from both Hospitals.

Table 2: Socio demographic characteristics of the respondents working in AaBET &ALERT hospitals of Addis Ababa, 2017

Variables	AaBET HOSPITAL		ALERT HOSPITAL		TOTAL
	Frequency	Percent	Frequency	Percent	
Age in yrs.					
20-30	55	65.48	35	68.63	90
31-40	24	28.17	5	9.80	29
41-50	5	5.95	11	21.57	16
Total	84	100	51	100	135
Sex					
Male	46	54.76	27	52.94	73
Female	38	45.24	24	47.06	62
Total	84	100	51	100	135
Educational Level					
Diploma	34	40.48	9	17.65	43
BSc. Degree	45	53.57	42	82.35	87
Msc. Degree	5	5.95	0	0	5
Total	84	100	51	100	135
Work experience					
<2yrs	36	42.86	7	13.73	43
3-5yrs	37	44.05	30	58.82	67
6-10yrs	10	11.90	5	9.80	15
>11yrs	1	1.19	9	17.65	10
Total	8	100	51	100	135
Monthly salary					
<2763	30	35.71	4	7.84	34
2763-6145	44	52.38	25	49.02	69
>6145	10	11.91	22	43.14	32
Total	84	100	51	100	135

Age distribution of respondents (N= 135)

Age Distribution of the respondents was divided in to three groups and statistical analysis carried out. In this study, 90 (66.67%) of the respondents were 20-30 years old, whereas 29 (21.48%) of the respondents were 31-40 years old and the rest; 16 (11.85%) of them were 41-50 years. In this study most of respondents were between the age of 20-30 years as indicated. The mean age was 28.1. The range and SD were 30 and 5.8 respectively. From this Age distribution of respondents the highest frequency was 20-30 yrs. That 55(65.48%), 35(68.63%) were from AaBET and ALERT Hospitals respectively.

Sex distribution of respondents (N=135)

Out of 135 respondents, 73(54.07%) were male and 62(45.93%) were female. So this finding indicates that male nurses dominate the Nursing profession in emergency department.

Educational level of respondents (N=135)

Educational level of the respondents was revealed as carried out by statically analysis. In this study, out of 135 respondents 87(64.44%) were degree holder, 43(31.85%) were diploma holder and 5(3.71%) were Msc. Holder. So the finding indicated that degree holder were high in frequency.

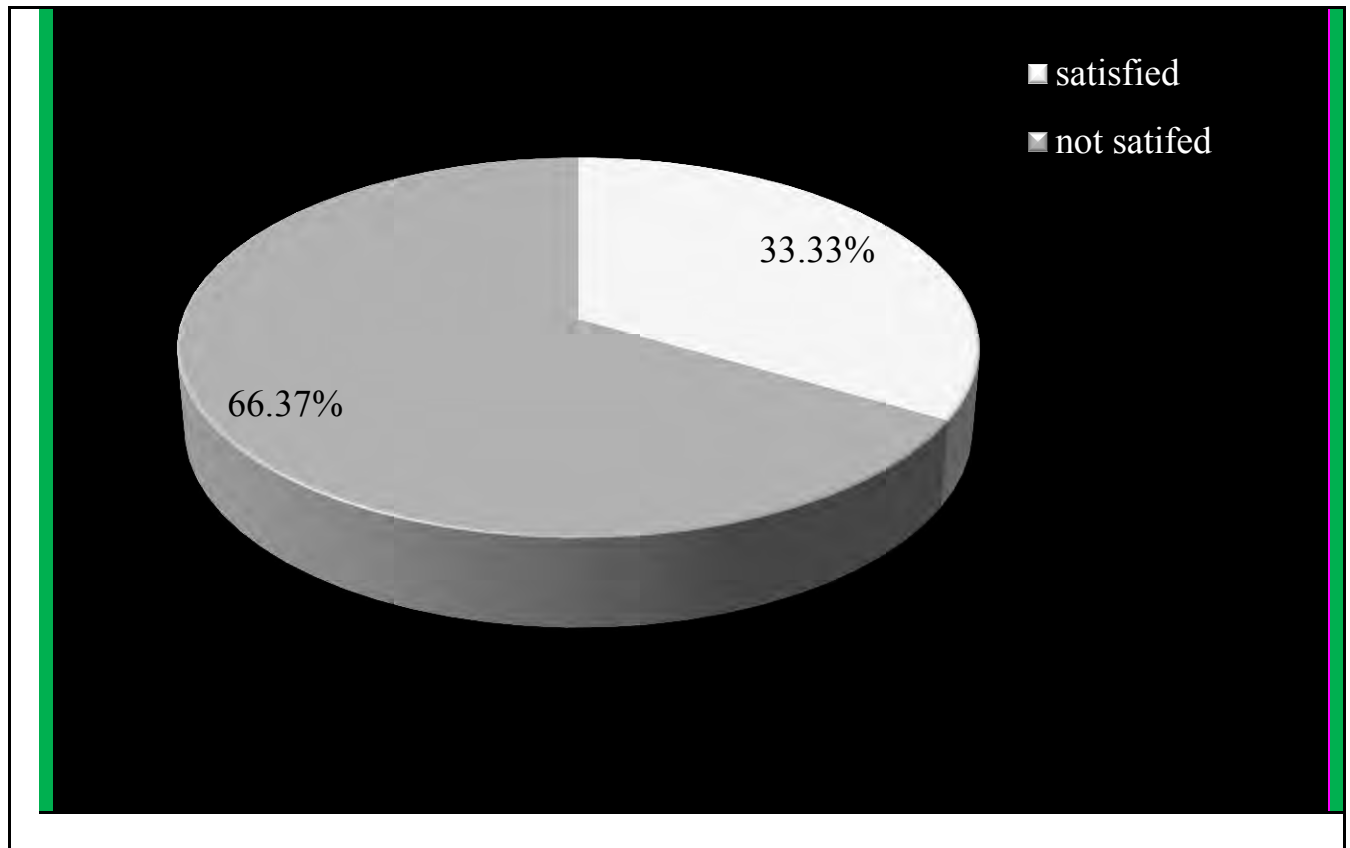
Service year (work experience) of the respondents (N=135)

The respondents service yrs. Divided in four ranges, less than 2 yrs. 43(31.85%), 3-5 yrs. 67(49.63%), 6-10 yrs. 15(11.11%) and greater than 11 yrs. 10(7.41%). From this result generally the highest frequency was those who served for equal or less than 5 yrs.

Monthly income (salary) of the respondents (N=135)

The respondent's monthly salary divided in to three ranges. Less than 2763 Birr for 34 (25.19) of respondents paid, between 2763-6145 Birr for 69 (51.11%) of respondents paid and greater than 6145 Birr for 32 (23.70) of respondents paid. From this result the highest greater than 6145 Birr paid for those who were Msc. Holder and for those who have service yrs. Greater than five yr.

Figure1: Attitude of respondents towards level of job satisfaction in AeBET and Alert hospitals of Addis Ababa, 2017



Attitude of respondents towards level of job satisfaction (N=135)

Majority of respondents; 90 (66.67%) were reflected dissatisfaction on their job while others;45(33.33%) were satisfied due to different factors. Its detailed is mentioned below.

Table 3: Income, environment and administrative related level of satisfaction among ER Nurses in two public hospitals, Addis Ababa, 2017

Variables	AeBET HOSPITAL				ALERT HOSPITAL			
	Satisfied		Dissatisfied		Satisfied		Dissatisfied	
	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Actual monthly salary								
Yes								
No	30	35.71	0	0	4	7.84	0	0
Annual salary increment	0	0	54	64.29	0	0	47	92.16
Yes	11	14.00	0	0	10	19.61	0	0
No	0	0	73	86.00	0	0	41	80.39
Bonus								
Yes	8	9.52	0	0	1	1.96	0	0
No	0	0	76	90.48	0	0	50	98.04
House allowance								
Yes	3	3.57	0	0	1	1.96	0	0
No	0	0	81	96.43	0	0	50	98.04
Transportation								
Yes	22	26.19	0	0	30	58.82	0	0
No	0	0	62	73.81	0	0	21	41.18
Working in ED								
Yes	73	86.00	0	0	33	64.71	0	0
No	0	0	11	14.00	0	0	18	38.29
Hazard allowance								
Yes	27	32.14	0	0	14	27.45	0	0
No	0	0	57	67.86	0	0	37	72.55
Quality health care & pt. satisfaction								
Yes	62	73.81	0	0	26	50.98	0	0
No	0	0	22	26.19	0	0	25	49.02
System of Supervision								
Yes	31	36.90	0	0	7	13.73	0	0
No	0	0	53	63.10	0	0	44	86.27
System of mgt. for Nurses								
Yes	39	46.43	0	0	8	15.69	0	0
No	0	0	45	53.57	0	0	43	84.31
Relation b/n other Dpt. & profession								
Yes	64	76.19	0	0	27	52.94	0	0
No	0	0	20	23.81	0	0	24	47.06
Decision making in your work								
Yes	69	82.14	0	0	22	43.14	0	0
No.	0	0	15	17.86	0	0	29	56.86
Training opportunity								
Yes	17	20.24	0	0	4	7.84	0	0
No	0	0	67	79.76	0	0	47	92.16
Medical equipment & sup								
Yes	57	67.86	0	0	10	19.61	0	0
No	0	0	27	32.14	0	0	41	80.39

Income related level of satisfaction of respondents

Satisfaction responses of the study subjects about their income related satisfaction (135). In Table 4, as shown above, overall satisfaction or dissatisfaction is decided on the four responses for income related questions. This table shows in two questions of basic salary 34(25.19%) and annual salary increment 21(15.56%) of individuals respondents were satisfied. In general, respondents' items of income related depending on four questions 101(93.33%), 114(84.44%), 126(93.33%) and 131(97.04%) were dissatisfied to basic salary, annual salary increment, bonus and house allowance respectively.

Working environment related level of satisfaction of respondents

Overall satisfaction or dissatisfaction is decided based on five questions, which were grouped as working environment related satisfaction measuring questions for working environment satisfaction as shown in table 4. The four questions of various responses for working in ED satisfied 106(78.52%), enable condition of quality health care and patient satisfaction 88(65.19%), Transportation satisfaction 52(38.52%) and other two questions show dissatisfaction, hazard allowance 41(30.37%) and system of supervision and feedback individual response were 38(28.15%).

Administrational related level of satisfaction of respondents

In Table 4 again shows overall satisfaction or dissatisfaction is based on five questions were grouped as administration related satisfaction measuring. From these questions 91(67.41%) of respondents are satisfied in decision making in their responsibility, again other 91(67.41%) of respondents are satisfied in relationship of other department and professions. Others medical equipment and supply shows 67(49.63%), system of management for Nurses shows 47(34.81%) and in job training opportunity shows 21(15.56%) as mentioned in response of administration related satisfaction measures most of respondents are not satisfied.

Table 4: Respondents opinion on factors that contributes for job satisfaction in AeBET and Alert hospitals of Addis Ababa, 2017

Variables	AaBET HOSPITAL		ALERT HOSPITAL		TOTAL	
	Frequency	Percent	Frequency	Percent	Frequency	percent
Good salary						
Yes	9	20.00	1	2.22	10	22.22
No	17	37.78	18	40.00	35	67.78
Total	26	57.78	19	42.22	45	100.00
Location of work						
Yes	7	15.56	17	37.78	24	53.34
No	19	42.22	2	4.44	21	46.66
Total	26	57.78	19	42.22	45	100.00
Additional job opp.						
Yes	8	17.78	5	11.11	13	28.89
No	18	40.00	14	31.11	32	71.11
Total	26	57.78	19	42.22	45	100.00
Further education						
Yes	15	33.34	2	4.44	17	37.78
No	11	24.44	17	37.78	28	62.22
Total	26	57.78	19	42.22	45	100.00

Respondents opinion on factors that contribute job satisfaction (N=135)

Majority of the participants didn't have a job satisfaction only 45(33.33%) of them reflects satisfaction on different job satisfaction factors. From these factors the dominant one is location of work place24 (53.34%).

Table 5: Response on consequence of job dissatisfaction among Nurses working in ER of AaBET and ALERT hospital, Addis Ababa.2017

Variables	AaBET HOSPITAL		ALERT HOSPITAL		TOTAL	
	Frequency	Percent	Frequency	Percent	Frequency	percent
Less salary						
Yes	57	63.34	30	33.33	87	96.67
No	1	1.11	2	2.22	3	3.33
Total	58	64.45	32	35.56	90	100.00
Bad work environment						
Yes	26	28.89	16	17.78	42	46.67
No	32	35.56	16	17.78	48	53.33
Total	58	64.45	32	35.56	90	100.00
Transport problem						
Yes	39	43.34	13	14.44	52	57.78
No	19	21.11	19	21.11	38	42.22
Total	58	64.45	32	35.56	90	100.00
Administration problem						
Yes	30	33.34	22	24.44	52	57.78
No	28	31.11	10	11.11	38	42.22
Total	58	64.45	32	35.56	90	100.00
Absence of in job training opportunity						
Yes	50	55.56	32	35.56	82	91.11
No	8	8.89	0	0	8	8.89
Total	58	64.45	32	35.56	90	100.00
Unpaid hazard						
Yes	37	41.12	31	34.44	68	75.56
No	21	23.33	1	1.11	22	24.44
Total	58	64.4	32	35.56	90	90

Respondents' view on the consequences of job Dissatisfaction (N=135)

Out of 135 participants 90(66.67%) of them were reflected their dissatisfaction on their job .therefore it is very important to identify the very factors that lead them to job dissatisfaction to recommend on some of the correcting measures. So all 90 participants who got dissatisfaction on their job pointed out some factors that lead them to dissatisfaction. Participants were allowed to respond more than one factor that lead to their dissatisfaction. Therefore this study found out every single individual, who dissatisfied on his/her job mentioned, less salary 87((96.67%), Absence of in job training 82(91.11%), unpaid hazard 68(75.56%), Administration 52(57.78%) and Transportation problem 52(57.78%) . From this study anybody can understand that basically correcting their salary as well as continuous adjustment with existing market and improving Administration issue could be a good solution to minimize job dissatisfaction among health workers and that may lead to provide quality health service in public hospitals.

Table 6: Action of participants as a result of job dissatisfaction, Addis Ababa, 2017

Variables	AaBET HOSPITAL		ALERT HOSPITAL		TOTAL	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Being late in job						
Yes	16	19.05	11	21.07	27	20.00
No	68	80.95	40	78.43	108	80.00
Total	84	100.00	51	100.00	135	100.00
Carelessness						
Yes	46	54.76	29	56.86	75	55.56
No	38	45.24	22	43.14	60	44.44
Total	84	100.00	51	100.00	135	100.00
Looking for another work						
Yes	38	45.24	30	58.82	68	50.37
No	46	54.76	21	41.18	67	49.63
Total	84	100.00	51	100.00	135	100.00
Additional work in private hospital						
Yes	16	19.05	17	33.33	33	24.44
No	68	80.95	34	66.67	102	75.56
Total	84	100.00	51	100	135	100.00
Exhaustion						
Yes	52	61.90	25	49.02	77	57.04
No	32	38.10	26	50.98	58	42.96
Total	84	100.00	51	100.00	135	100.00

Response on action of respondents as the result of job dissatisfaction

Dissatisfied health workers usually Exhaustion 77(57.04%), the other significant consequence of job dissatisfaction was carelessness 75(55.56%), looking for another work 68(50.37%) that has been resulting high turnover among health workers. In addition, being late in job hour and Additional work in private health sector mentioned as a consequence of job dissatisfaction.

Therefore all the factors mentioned in Table 6 considered as a very serious challenges for health sector of the country to provide quality service in the public hospital.

Table 7: The possible strategies to minimize or control the problem of job dissatisfaction among Nurses working in ED of AaBET and ALERT hospital, Addis Ababa, 2017

Variables	AaBET HOSPITAL		ALERT HOSPITAL		TOTAL	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Salary modification						
Yes	57	67.86	41	80.39	98	72.59
No	27	32.14	10	19.61	37	27.41
Total	84	100.00	51	100.00	135	100.00
Recognition for hard working staff						
Yes	57	67.86	43	84.31	100	74.07
No	27	32.14	8	15.69	35	25.93
Total	84	100.00	51	100.00	135	100.00
Sufficient payment for work over load						
Yes	49	58.33	41	80.39	90	66.67
No	35	41.67	10	19.61	45	33.33
Total	84	100.00	51	100.00	135	100.00

Response on strategies to minimize or control the problem of job dissatisfaction

Respondents were responded to three question of possible strategies to minimize the problem each individuals responded to more than one factors. Out of these 100(74.07%) were responded to recognition for hard working staff, 98(72.59%) were responded to salary modification and 90(66.67%) were responded to sufficient payment for work overload. So from this point of view possible strategies should be planned by concerned body.

Table 8: Socio demographic factors association with job satisfaction of ED Nurses working in AaBET and ALERT Hospitals. Addis Ababa, 2017

variables	category	Job satisfaction(freq.)		Chi-square	p.value	COR	AOR at (CI 95%)			
		yes	No				p.value	AOR	lower	upper
Age in yrs.	20-30	32	58	0.600	0.439	1.358	0.129	2.038	0.812	5.111
	31-50	13	32							
Educational level	Diploma	11	32	1.706	0.194	1.705	0.339	1.928	0.502	7.407
	Degree& Msc.	34	58							
Monthly salary (Birr)	<2763	8	26	1.996	0.165	1.879	0.458	0.556	0.118	2.625
	>or=2763	37	64							
Service year.	=or<5	29	81	12.985	0.001	4.996	0.001	6.742	2.276	19.972
	=or>6	16	9							

According to the above result, from four socio-demographic factors, only one that was service years showed a significant association with job satisfaction among the respondents as shown in the above table. The chi-square(1) = 12.985, p-value = 0.001 and COR = 4.996 (2.276-19.972), whereas Age, Educational level, and monthly salary did not show any significance, which means there was no job satisfaction among respondents who were served for five years and less from the point of view of the above result.

5.2 Discussion

The aim of this research was to identify and assess ED nurses' job satisfaction. The study showed that the Emergency Department nurses' satisfaction and/or dissatisfaction is divided by three categories of income related, working environment related and Administrative related satisfaction and/or dissatisfaction. And each three categories assess the significant levels of satisfaction between age, educational level, monthly income & service year. In addition, it set out to assess the possible causes and consequences of dissatisfaction in ED nurses.

In Ethiopia the related categories of study were conducted in Emergency department of three selected public hospitals (Black lion, Zewuditu and Yekatit) in 2014 G.C. job satisfaction and/or dissatisfaction of nurses and result showed that 88% dissatisfied and 12.88% satisfied in their job from the Total respondent of (N=70) (43). When compared with this study of job satisfaction and/or dissatisfaction of Nurses result showed 66.67% dissatisfied and 33.33% satisfied of (N=135) and there is a difference almost by half with in these two studies generally, Ethiopia health service organization and management was studied from 2003-2008 G.C for all health professionals job satisfaction and dissatisfaction including in nurse and the studied result Among those who reported satisfaction from their job, the main reasons were satisfaction from helping others (43%), professional gratification (32%) and the amount of monthly salary (18.1%) and the majority of respondents dissatisfaction the reason were low salary (60.3%), narrow opportunity for further education (24.8%), inadequate facility and supplies (20.1%). (8,9).

But in other country, the related categories of study were conducted in Emergency department and/or other department of nurses in USA, Turkey, Malaysian, Japan, Namibia and sub-Saharan African (5, 7, 16,19,)

Income related satisfaction depending on four questions. The result reveals that in terms of basic salary 34(25.19%) and annual increment 21(15.56%) of respondent were satisfied and basic salary 101(74.81%), annual salary increment 114(84.44%) dissatisfied. satisfaction measure shows, some respondents satisfied and the other the majority of respondents are dissatisfied. Generally income related satisfaction/dissatisfaction on demographic characteristics of respondents there is confidence of interval service year because of p-value is less than 0.005 as shown in table:9 above.

Research carried out in the British National Health Service shows that in terms of income related factors, from 9625 nurses, 46.9 % are satisfied on their job. The rest 63.1 % are not. (31) And other research in sub-Saharan Africa nurses has focused on the impact of income related satisfaction affected by inadequate remuneration and caused low motivation(25) .So when we compare both study result showed in two public hospital in ED in Addis Ababa is less than in British National health service concerning income related satisfaction.

This result was compared with other researches in the United States in 2004. American Nurses Association (ANA) conducted that highest level of job satisfaction was reported in other department rather than Emergency department and satisfaction was relationships with co-workers (0.76) and organizational structure (0.71) in USA. (24). In Japan, Canada and Britain, similar studies were carried out around working environment related factors. (12) (3)

In working environment related issues, only the three questions of various responses of ED nurses Average values of responses for Working in emergency department satisfied 106(78.52%), Enabling Condition of Q.H.C and patient satisfaction satisfied 88(65.19%) System of Supervision and Feedback satisfied 38(28.15%).In general working environment related issue including Transportation allowance 52(38.52%) of respondents dissatisfied. When we compare with the study done in the British National health service patient satisfaction satisfied was (87.4%) (31), this study almost showed the same result Considering the specific cases of ED nurses were relatively satisfied with Working in emergency department and enabling condition for quality of health care and patient satisfaction. In other hands all ED nurses dissatisfied depending on transportation allowance, hazard allowance & system of supervision and feedback.

In Administrative related issue explore in five questions of measures and all respondents are participate in all five question as feeling of satisfaction, and dissatisfaction. In terms of Administrative, 91(67.41%) of the respondents are satisfied in decision making in their responsibility, again 91(67.41%) of the respondents are satisfied in relationship of other department and professions. While on other three factors 67(49%) medical equipment& supply, 47(34%) system of management for Nurses and 21(15.56%) training opportunity showed dissatisfaction, When we compare with the study done in2014G.C about assessment of job

satisfaction at ED of selected hospital in Addis Ababa 15(21%), satisfied and 18(25.5 %) dissatisfied(17). This implies that the majority of respondents are in terms of administrative related satisfaction measure shows satisfaction in some range.

In terms of relations between other departments and professions, respondents at AaBET hospital are relatively satisfied than respondents at ALERT hospital. Other research showed in Malaysian studies from (N=153) Nurses, regard also to perceived level of coworkers, the respondents felt comparatively higher level of satisfaction with their coworkers in hospital (mean=3.488, SD=.528) (27,37).

In this study, on average the overall 135 respondents job feeling depending on the response questions of income related issue 34(25.19%) satisfied and 101(74.81%) dissatisfied ,working related issues 106(78.52%) satisfied, and 29(21.48%) dissatisfied. And also administrative related issue 91(67.41%) satisfied, and 44(32.59%) dissatisfied. The findings explained that depending on the above result the vast majority of the ED nurses were relatively great satisfied with working area related issues than administrative related and income related issues. On the other way this studies assess the cause and consequences of job satisfaction and /or dissatisfaction of ED nurses feeling , in overall only small portion of participants 45(33.33%) of these were satisfied on their job and 90 (66.67%) of them have reflected their dissatisfaction on their job from (N=135) because of different causes and consequences. Since most of the respondents are dissatisfied in their job, the causes and consequences of this dissatisfaction is also identified during the study. Accordingly, less salary, inappropriate working environment, administration problem, transportation problem, absence of on job trainings and unpaid hazard allowance are causes of dissatisfaction. The consequences of these satisfactions were identified to be being late in working hours 27(20.00%) , carelessness in duty 75(55.56%) looking for another job 68(50.37%) and exhaustions 77(57.04%) . That means the majority of 90(66.67 %) of ED nurses dissatisfied and only few 45(33.33%) satisfied are selected from two public hospitals in Addis Ababa, when we compare this study with the study done in 2014 in three public hospitals in Addis Ababa ED Nurses were showed job satisfaction 12.88% and 88.5% dissatisfied in different factors (43), that reveals this study is better than the previous one.

5.3 Conclusion

In this research, different factors that cause satisfaction and/or dissatisfaction among ED nurses in selected public hospitals in Addis Ababa have been analyzed. In addition emergency department is a very serious & busy working place which needs attention for ED nurses and other health care providers for good service and adequate job satisfaction. Income related, working environment related and administrative related issue and job satisfaction has a strong correlation between them. The findings explained that the majority of the respondents are not satisfied on their job due to income issues and administrative related issues. Some more than half of the respondents are satisfied on their profession because of work environment related issues. In general, according to this study, majority of the participated nurses in this research that were selected from two public hospitals in Addis Ababa are not satisfied on their job.

5.4 Recommendation

The following recommendations can be made based on the findings of the research:

- ❖ There is a gap between the nurse's salary and current economic situation of the country that lead most nurses to dissatisfaction, so the stakeholder and health institutions should improve the nurses' salary even if some salary modification as a nation done recently.
- ❖ The health institution should set a system of fair hazard allowance and an appropriate over time payment for ED Nurses.
- ❖ There is a highly dissatisfaction on training opportunity. So the health institution must facilitate short term trainings and other upgrading courses to increase the knowledge and capacity of nurses and quality of health in the area of emergency and Trauma service
- ❖ Job dissatisfaction of nurses is highly reflected on system of management, supervision and feedback. Therefore, a system should be set up for participation of nurses in order to improve the conditions.
- ❖ Improving hospital and management of a hospital system at all levels should be given high priority so as to improve the quality and efficiency of the nursing care provision.
- ❖ It is as well believed that there still remain some data gaps partly because of the limitation of the present study. As a result, there is a need to undertake more studies in this area of study. The general areas for further studies would be nurses - patient ratio in hospitals, working hours of nurses, the impact of short or long service years and the working areas or units should be studied in detail in order to know the job satisfaction of ED nurses

REFERENCES

1. From the Department of Emergency Medicine Metro Health Medical Center and the Department of Epidemiology and Biostatistics, Case Western Reserve University, Cleveland, OH (Cydulka); and the American Board of Emergency Medicine, East Lansing, MI (Korte [REFR])
2. Health Sciences Research Institute, Warwick Medical School, University of Warwick, Coventry, UK. harbinder.k.sandhu@warwick.ac.uk
3. Correspondence to: Judith K. Sluiter, Coronel Institute for Occupational and Environmental Health/Academic Medical Center, University of Amsterdam, Meibergdreef 9, 1105 AZ Amsterdam, The Netherlands. e-mail: j.sluiter@amc.uva.nl
4. Mr. Khadka, D. K., has completed his Master degree in Health Care Management from National Open College under the Faculty of Management Studies, Pokhara University, Nepal. Tel: +977-985-107-7453. E-mail: deepak.khadka@mail-me.com
5. Healthcare Professionals, Influencing Factors, Eye Centre, Patient Care, Nepal. INTERNATIONAL JOURNAL OF SCIENTIFIC & TECHNOLOGY RESEARCH VOLUME 1, ISSUE 11, DECEMBER 2012 ISSN 2277-8616 Job Satisfaction
6. Williams G. Sorting out triage. Nursing Times 1992; 88(30) :34-36
7. CURATIONI Journal of the Democratic Nursing Organisation of South Africa
8. Eker L, Tuzun EH, Dasakapan A, Surenkok O. Predictors of job satisfaction among physiotherapists in Turkey. Journal of Occupational Health, 2004; 46: 500–50
9. European Journal of Economic and Political Studies Cemil Kuzey1 Fatih University, ckuzey@fatih.edu.tr
10. Freeborn DK, Hooker RS. Satisfaction of physician assistants and other non-physician providers in a managed care setting. Public Health Report, 1995; 110: 714–719.241 JOB SATISFACTION OF HEALTH-CARE WORKERS\
11. Ethiopia health service organization and management and decentralized shortage of health professionals, Ethiop J Health Sci. 2011 August; 21(Suppl 1): 19–27.PMCID: PMC3275875

12. Government of Ethiopia and the World Bank, author. Health Sector Review, Ethiopian social sector studies. 1st Ed. Addis Ababa: Mega; 2004
13. Abdallah Mwadugapdf (2013)
14. European commission (2012)
15. (Leshabari 2008, pyrthech 2012, Boshigari 2009).
16. Alan J. Drummond, MD Section on Emergency Medicine, Ontario Medical Association, Toronto, Ont., Department of Family Medicine, University of Ottawa, Ottawa, Ont., and Department of Family Medicine, Queen's University, Kingston, Ont. CJEM 2002;4(2):91-9
17. . SINIDU HAILU Pdf (2014)
18. Hacettepe University Medical Faculty Department of Pediatrics Division of Adolescent Medicine * Corresponding Author: Orhan Derma
19. Gifford, B.D., Zammuto R.F., and Goodman E.A. 2002. "The relationship between hospital unit culture and nurses" quality of work life." Journal of Healthcare Management 47, 13-26.
20. Health/Academic Medical Center, University of Amsterdam, Meibergdreef 9, 1105 AZ Amsterdam, The Netherlands. e-mail: j.sluiten@amc.uva.nl
21. European Commissions (2002). Employment Europe. Download on 15 June 2012 from <http://www.eurofound.europa.eu/eiro/2002/10/feature/eu0210204f.htm>
22. Hollyford, S. & Whiddett, S. (2002). The Motivation Handbook. London: CIPD.
23. Krietner, R., Kinicki, A. & Buelens, M. (2002). Organizational Behaviour. Second Edition. Berkshire: McGraw-Hill
24. Sub Saharan Africa this is an Open Access article distributed under the terms of the Creative Commons Attribution License (<http://creativecommons.org/licenses/by/2.0>), which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited
25. INTERNATIONAL JOURNAL OF SCIENTIFIC & TECHNOLOGY RESEARCH VOLUM 1, ISSUE 11, DECEMBER 2012 ISSN 2277-8616 E-mail: nawaraj80@yahoo.com
26. Adams, A. & Bond, S. (2000). "Hospital nurses" job satisfaction: Individual and organizational characteristics", Journal of Advanced Nursing, 33: 536-543.

27. Pillay R. Work satisfactions of professional nurses in South Africa: a comparative analysis of the public and private sectors. *BMC Human Resources for Health*, 2009; 7:15.
28. Kavanaugh, J., Duffy J.A., Lilly J. 2006. "The relationship between job satisfaction and demographic variables for healthcare professionals", *Management Research News* 29:6,304-325
29. Michael A. Shields* and Melanie E. Ward***PSERC, Department of Economics, University of Leicester, England**IZA, Bonn, Germany JEL J45, J63, I18 Nurses, Job Satisfaction, Quitting Intentions, Principal Component Analysis
30. Khokher, p. I. L. Bourgeault, and I. Sainsaulieu. 2009. "Work culture within the hospital context in Canada: professional versus unit influences". *Journal of Health Organization and Management* 23:3, 332-345.
31. Wise, S. 2007. "Wanted: the next generation of nurse and midwifery managers". *International Journal of Public Sector Management* 20:6, 473-483
32. Jang, K., Hwang S., Park S., Kim Y., and Kim M. 2005. "Effects of a web based teaching method on undergraduate nursing students" learning of electrocardiography." *Journal of Nursing Education*, 44:1, 35-9.
33. Clegg, A. 2000. "Leadership: improving the quality of patient care." *Nursing Standard* 14:30, 43-5.
34. du Gay, P. 1996."Organizing identity: entrepreneurial governance and public Management." In *Questions of Cultural Identity* edited by Hall S. and du Gay P., 151-69. Sage, London
35. Masroor A.M., Fakir M. J. - Level of Job Satisfaction and Intent to Leave Among Malaysian Nurses Muhammad MasroorAlam, Jamilha Fakir Mohammad *Business Intelligence Journal* - January, 2010 Vol.3 No.1
36. Chiu, C.K., Chien, C.S., Lin, C.P., and Hsiao, C.Y. 2005. "Understanding hospital employee job stress and turnover intentions in a practical setting: The moderating role of locus of control." *Journal of Management Development* 24:10 ,837-855.
37. Williams, E.S., Konrad T.R., Scheckler W.E., Pathman D.E., Linzer M., McMurray J.E., Gerrity M. and Schwartz M. 2001. "Understanding physicians" intentions to withdraw from practice: the role of job satisfaction, job stress, mental and physical Health." *Health Care Management Review* 26:1, 7-19.

38. Lum, L., Kervin J., Clark K., Reid F., Sirola W. 1998. "Explaining nursing turnover intent: job satisfaction, pay satisfaction or organizational commitment?" J. Org. Behav. 19, 305–320.

39. Mowday RT. Strategies for adapting to high rate of employee turnover. Hum Resour manage. 1984;23(4):365–380. [PubMed

40. Addis Ababa: http://en.m.wikipedia.org/wiki/Addis_Ababa accessed on Nov 10/2015

41. WWW.moh.govt.et.>altraining center

42. OXFORD Advanced Learner's Dictionary of current English / New student edition As How by Fifth edition, Editor Jonathan Crawther, Assistant Editor Kathryn Cavanaugh, phonetics Editor Michael Ash by, Oxford university press (book)

43. Collins English Dictionary - Complete & Unabridged 10th Edition 2009 © William Collins

ANNEX

Annex I: Operational definition

Job: A particular type of paid work that somebody does or is trained to do (44) Profession: A Job which requires higher education and specific training (39)

Nurse: 1. one who is especially prepared in scientific basis of nursing and who meet Certain prescribed standards of education and Clinical competence.(39)

2. To Provide Services essential to or helpful in the promotion maintenance and Restoration of health and well – being (39)

Nursing: Is a multifaceted profession and as such has been defined in a variety of ways. Florence Nightingale defined nursing as “the act of utilizing the environment of the client to assist him in his recovery” (Nightingale 1859/ 1992). The ANA (American Nursing Association) defined nursing as “the diagnosis and treatment of human responses to actual or potential health problem” (ANA Social policy statement 1980,P. 9.1) (39)

Job Satisfaction - the state or attitude of being satisfied one’s affective response to the jobs (40)

Dissatisfaction - the state or attitude of not being satisfied and the feeling of being

Displeased and discontent; "he /she was never slow to express and his/her dissatisfaction. (40)

1. Satisfied:-All nurses in emergency unite who choose for satisfied the Questioner. Or Score above 50%
2. Not Satisfied:-All In emergency unit who choose not satisfied for the Questioner or Score less than 50%

Annex II: Information sheet

Addis Ababa University School of Graduate Studies

Department Of Emergency Medicine

Introduction

This Questionnaire was designed to collect an information on factors that affect job satisfaction nurses working of AaBET & ALERT hospital in emergency departments. Above all I want to express my deepest gratitude for your cooperation in filling this questionnaire with the information I need from you. Since the purpose of this questionnaire was for the sake of study I promise you that it will not result in any harmful consequence on you and your job at all. For this purpose omission of the name of the respondent and the issue of keeping Confidentiality will be considered.

Thank you for your cooperation

ABERA MERGA (BSC.)

Phone No +251911791491

Email abomergal@gmail.com

Data collector's name _____

Signature _____ Date _____

ADDIS ABABA UNIVERSITY COLLAGE OF HEALTH SCIENCE

DEPARTMENT OF EMERGENCY MEDICINE

Consent form

Dear respondents my name is Abera Merga currently I am a post graduate student at Addis Ababa University collage of health science department of emergency medicine. I am conducting a research to assess attitude towards job satisfaction among nurses working in emergency department of AaBET & ALERT Hospitals. I would like to ask you some question about job satisfaction & factors affecting job satisfaction.

Please be assured that the information will be confidential and your name does not need to written in any page of the questionnaire, and you may choose to stop your participation at any time or refrain from answering any question. Only the researcher has the access of the information and uses it for the study purpose only. You have a full right not to participate in this study. Are you willing to participate?

Yes No

Signature.....Date

Data collector's name _____

Signature _____ Date _____

Part One

Nurse's demographic characteristic

Name of Hospital -----

Hospital Address.....

Region-----Sub City-----Keble-----

Educational level

Diploma----- Degree: -----M.Sc. Nurses: -----

Gender: Sex ----- Age-----

Serves years -----

Salary: Monthly Birr-----

Part Two

Questionnaires

Opinion of job satisfaction of nurses in emergence department

How to answer these questions? In this section and ask your opinions of the job satisfaction during your stay in hospital at emergence department. For each question /please circle one choice number which best describes your view. Thinking about stay in the hospital, how do you feel about it?

S.No Item 1=satisfied 2= Not satisfied

1. Actual monthly Salary	1	2
2. Annual Salary increment	1	2
3. Remuneration (Bonus)	1	2
4. Training Opportunity	1	2
5. Working in emergency department	1	2
6. Medical equipment and supplies	1	2
7. System of management condition for nurses	1	2
8. System of supervision and feedback	1	2
9. Relationship between other department and profession	1	2
10. Hazard allowance for nurse in emergency department	1	2
11. Decision making in your responsibility.	1	2
13. Enabling to give quality health care and Pt. satisfaction	1	2
14. House allowance	1	2
15. Transportation	1	2

Part Three

Please give your response to the following question as completely as you can.

1- Are you satisfied in your job? A. Yes B. No

2- If your answer is “YES”. What do you think as the main causes for your satisfaction in your job? You can choice more than one answer

1. Good Salary 2. Location of work place 3. Access for additional job opportunity
- 4 .Further education 5 .Others(if any mention)

3- If your answer is “NO” What do you think are the main causes for your dissatisfaction? You can choice more than one answer

1. Less Salary 2. Bad working environment 3. Transport problem
4. Administration problem 5. Absence of in job training opportunity
6. Unpaid hazard allowance 7. Others (if any mention)

4- Would you please mention some of the consequences of dissatisfaction in your job? Please choice the best answers that you think are the most significant once in order of importance. You can choice more than one answer.

1. Being late in job 2. Carelessness 3. Looking for another work
4. Additional work in private hospital 5. Exhaustion
6. Others (if any mention)

5. Please mention the possible strategies to minimize or control the problem of job dissatisfaction. Please choice the best answer that you think are the most important once in order of significance. You can choice more than one answer.

1. Salary modification 2. reward and recognition for hard working staff
3. Sufficient payment for work overload 4. others (you can mention others possible strategies if any)