

Workplace Attributes Leading to Job Satisfaction of the Bedside Nurse

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Purpose Statement

To better understand workplace attributes of selected units within an acute care hospital to provide recommended strategies for improving the workplace attributes as a way to promote nurses' job satisfaction.

Project Question: What are the attributes that promote nurses' job satisfaction within the workplace?

Literature Review

- Factors that may promote bedside nurse satisfaction in a professional work environment could include autonomy, control over the work environment, & relationships with physicians (Aiken, 2000)
- Communication between other disciplines and physicians, policies and procedures, & leadership can potentially improve the nursing practice environment (Cheng, 2020)
- Benefits of positive workplace attributes include improved quality of nursing care & a higher level of job satisfaction (Dorigan, 2017)
- Offering leader onboarding and mentoring programs to help new leaders become more confident & influential (Ducharme, 2017)
- An unfavorable environment for professional practice giving less autonomy to nurses leads to poor nurse-physician relationships & decreased satisfaction (Gasparino, 2015)
- Improved communication & the development of relationships leads to job satisfaction (Havens, 2018)
- Involvement in decisions related to patient care & professional recognition contributed to a positive work environment, leading to job satisfaction (Santos Alves, 2017)
- Relevance of hospital-level and unit-specific strategies to achieve an excellent nursing practice environment (Van Bogaert, 2017)
- Nurses stay in their current position due the rewarding professional relationships they have developed with their coworkers (Waltz, 2020)
- Environmental factors that provide structured support to nurses & the potential for professional development improve job satisfaction (Wan, 2018)

Theoretical Framework

- King's interacting systems theory with King's theory of goal attainment. (Butts, 2015).
- Three areas of interactions (patient, coworker, self) all affect the nurse's satisfaction at work.
- Feeling valued & making a difference for patients; feeling the need to accomplish an outcome or attain a goal.

Methods

Design and Setting

- Acute Hospital in the Midwest ICU and PCU units.
- Primary Stakeholders: NMs of selected units, plus unit nursing directors and CNO.
- Permission and communication with stakeholders via email and personal communication.

Procedure

- Participant Invitation via email
- SMART Goals: By November 22, 2020
- PDSA framework relation to change theory in planning, implementing, and evaluating the project.
- The NWI-R was utilized with permission from Aiken
- Involvement was voluntary and anonymous.
- Legally the survey is obligated to cause no harm to the participants.
- Conflicts of interests and risks disclosed to the participants.
- Participants provide consent for participating when they submit the survey.
- The survey was presented blindly to nursing units with no consideration of the diversity of the unit.
- Ethically no specific participant results can be individually identified
- Data were aggregated to maintain confidentiality and uphold privacy

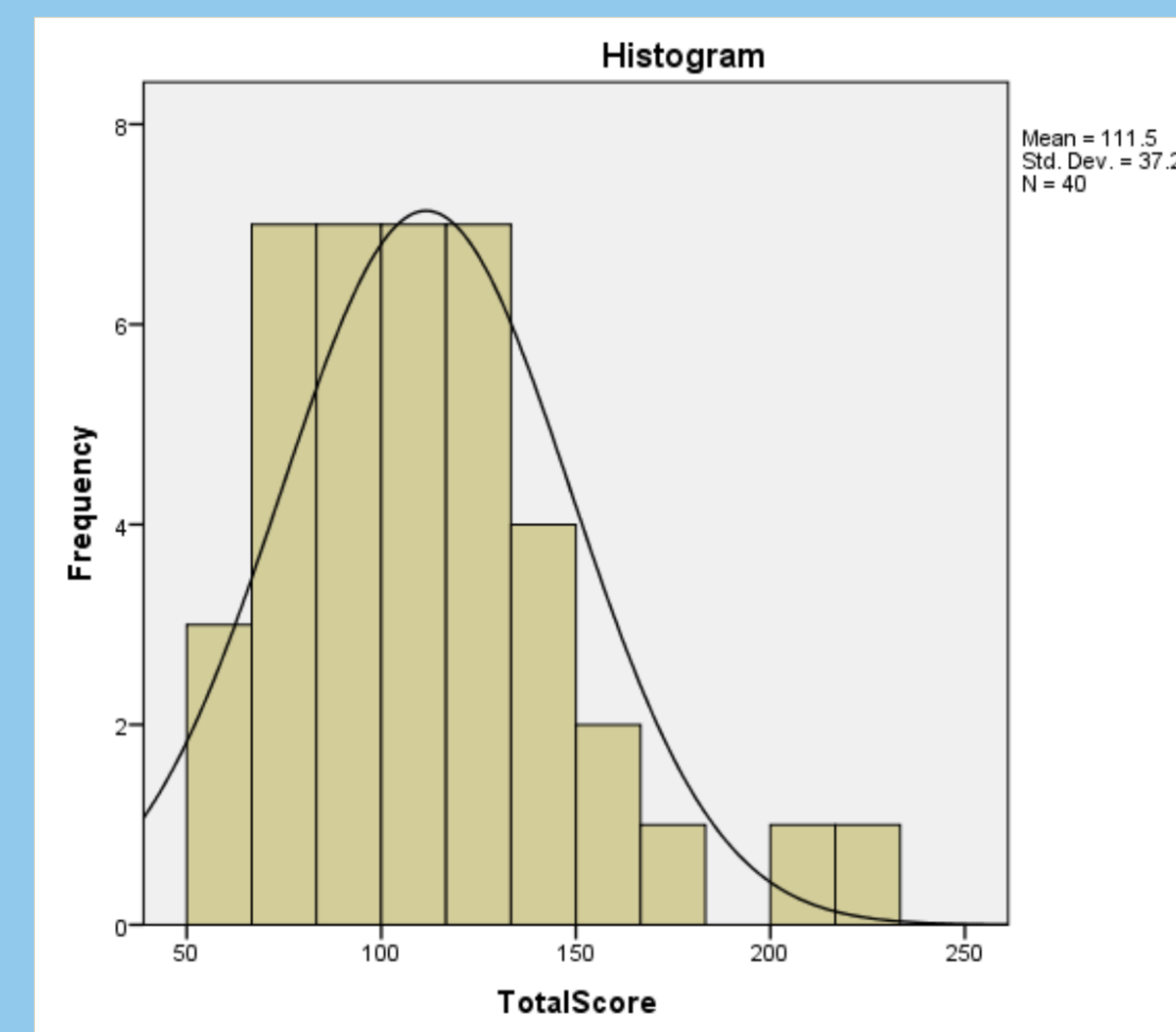
Data Collection with Ethical Considerations

- Google Form email link included a disclosure for participant's consent
- Utilized the NWI-R with Dr Aiken's permission
- Survey was open from September 16-October 4.
- Data managed on a password protected Google drive with only to us and our instructor.

Data Analysis

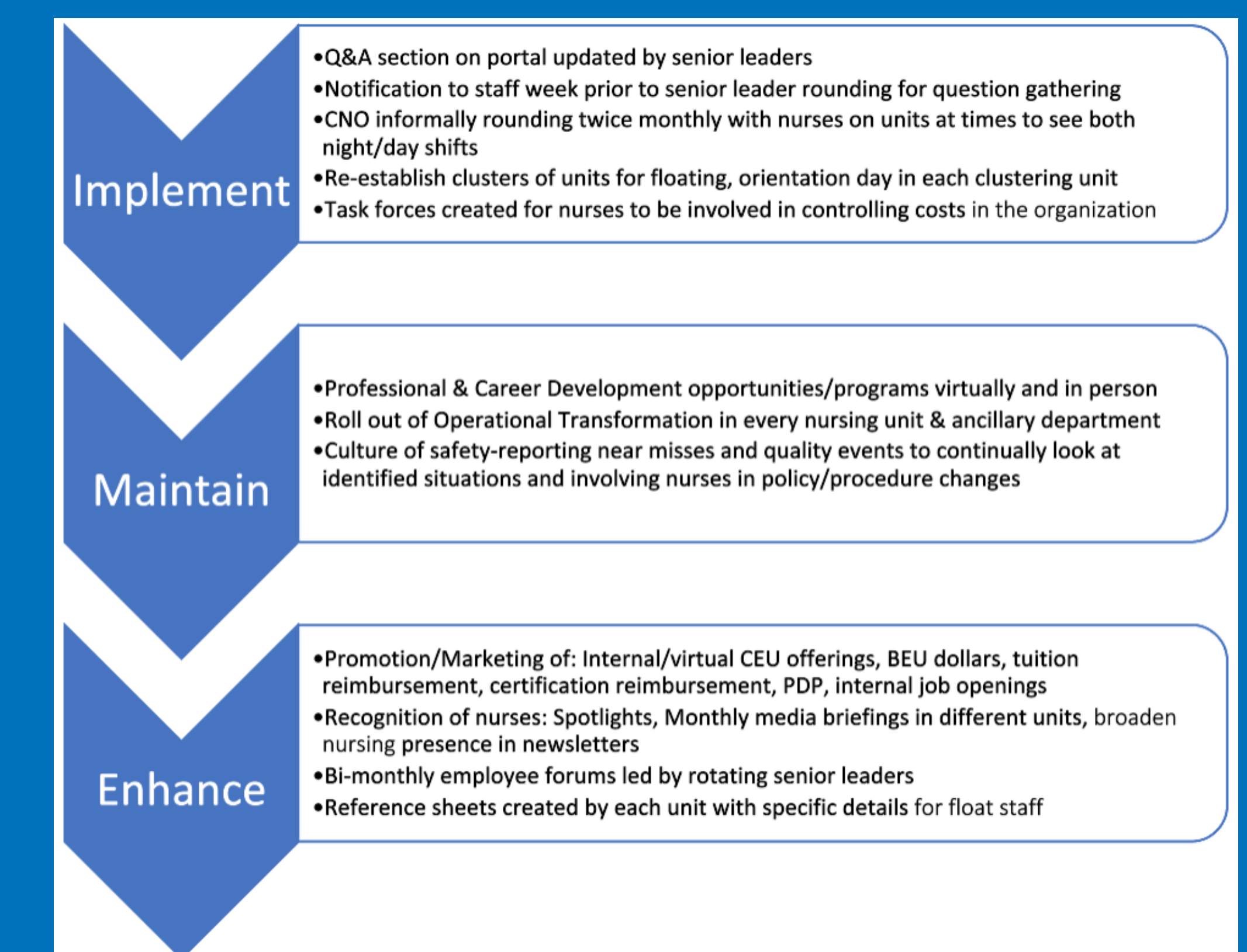
- Data coded based on the Likert scale 1=strongly agree, 2= agree, 3= disagree, 4= strongly disagree
- Missing data removed to gain a more accurate percentage of responses in each Likert category.
- SPSS software was used for descriptive analysis to include the measures of central tendency (mean, median, and mode) and measures of dispersion (standard deviation and variance).

Results



Most satisfied possible score: 57
Least satisfied possible score: 228
Project sample range: 60 - 221
Mean: 111.5
Median: 107.5
Mode: 86

Project Outcomes



Discussion

- Communication, relationships with physicians, and nursing's involvement in decision making are some of the workplace attributes discussed in the literature which lead to job satisfaction, and were supported by our findings from the survey responses.

Project Evaluation

- The projects outcomes supported the guiding question, in that we learned work attributes that scored higher on job satisfaction.
- SMART goals were met, only not in the timeframe initially planned, as the presentation to the stakeholders was after November 22nd.
- Lessons learned include: marketing of project for survey respondents, the Likert scale for this survey was opposite of normal with 1-Strongly Agree and 4- Strongly Disagree, which could have confused some if they did not fully read directions for the survey.

Conclusion

- Stakeholders need to narrow in on most influential recommendations provided and create SMART goals.
- Next implement strategies going forward working alongside NPPC to spread to other areas outside the surveyed units.