

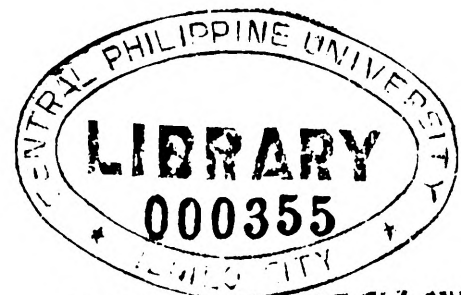
**JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT OF
STAFF NURSES AT THE WEST VISAYAS STATE
UNIVERSITY MEDICAL CENTER**

A Thesis

**Presented to
the Faculty of the School of Graduate Studies
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**In Partial Fulfillment
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MASTER OF ARTS IN NURSING**

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ABSTRACT

This study determined the relationship between job satisfaction and organizational commitment of staff nurses at the West Visayas State University Medical Center. Specifically, this investigation sought to determine (a) the personal characteristics of the staff nurses at the West Visayas State University Medical Center in terms of age, sex, civil status, and highest educational attainment; (b) the work related characteristics of the staff nurses at the West Visayas State University Medical Center in terms of length of service, work status, monthly salary and area of assignment; (c) the level of job satisfaction of staff nurses at the West Visayas State University Medical Center; (d) the level of the organizational commitment of staff nurses at the West Visayas State University Medical Center; (e) whether the personal characteristics in terms of age, sex, civil status and highest educational attainment is significantly related to job satisfaction among staff nurses at the WVSU-Medical Center; (f) whether the personal characteristics in terms of age, sex, civil status and highest educational attainment is significantly related to organizational commitment among staff nurses at the WVSU- Medical Center; (g)

whether the work related characteristics in terms of length of service, work status, monthly salary and area of assignment is significantly related to job satisfaction among staff nurses at the WVSU-Medical Center; (h) whether the work related characteristics in terms of length of service, work status, monthly salary and area of assignment is significantly related to organizational commitment among staff nurses at the WVSU-Medical Center; (i) whether there is a significant relationship between job satisfaction and organizational commitment among staff nurses at the WVSU- Medical Center.

The respondents were 104 staff nurses at the West Visayas State University Medical Center. The research design was descriptive relational. A questionnaire was used as the research instrument. The statistical tools used were frequency, percentage, mean, Cramer's V. and Pearson r. The null hypothesis were tested at .05 level of significance.

Major Findings of the Study

1. Majority of the 104 staff nurses of WVSUMC were from 21 to 32 years old, female, single and were BSN degree holders.
2. Most of the staff nurses were hired on a contractual basis (81.73 percent) and less than one fifth (18.27 percent) had a permanent work status. They had worked in the hospital for less than 5 years. They earn less than ₱ 10,119 per month and most of them were assigned in the special units of the hospital.
3. Their level of job satisfaction was moderate but their level of organizational commitment to the WVSUMC was high.
4. There was no significant relationship between personal characteristics of the staff nurses, specifically, age, gender, civil status, and highest educational attainment and their level of job satisfaction.

5. Work-related variables, specifically length of service in the present position, work status, monthly salary and area of assignment were not significantly related to their level of job satisfaction.

6. The personal characteristics of the staff-nurses of WVSUMC were also not significantly related to their level of organizational commitment.

7. Among the work-related variables, only length of service in the present position was significantly related to organizational commitment.

8. There was a positive and significant correlation between job satisfaction and organizational commitment.

Conclusions

Based on the aforesaid findings, the following conclusions were drawn:

1. The level of job satisfaction of staff nurses at the WVSU-MC was moderate. Therefore, it is still possible to maintain a reasonably satisfied workforce. Health professionals enter their profession with a sense of mission, a desire to help others and contribute to society. Without those opportunities such as attaining this feelings of worthwhile, accomplishment and personal growth among allied health professionals would be at risk for job dissatisfaction. If these conditions are present, it builds a strong level of motivation that contributes to job satisfaction.

According to Herzberg, if people are satisfied with their job, they are receiving positive feedback, developing skills, and improving their performance. He maintains that employees can be motivated by giving them challenging work in which they can assure responsibility which is true in this study.

2. The level of organizational commitment of staff nurses at the WVSU-MC was high. The greater the chances are for advancement within the health institution, the higher is likely to be the level of organizational commitment expressed by the health care provider.

Herzberg's view that only motivators or satisfiers contributes to satisfaction and have the power to provide motivation and they motivate nurses to the highest level of commitment. Therefore, nurses who were motivated become satisfied with their job, likewise, a satisfied nurse is also committed as supported in this study.

3. Job satisfaction was independent of personal characteristics of staff nurses. Therefore, the null hypothesis that there is no significant relationship between the personal characteristics in terms of age, sex, civil status and highest educational attainment and the job satisfaction among staff nurses at the WVSU-Medical Center could not be rejected.

4. Job satisfaction was independent of work related characteristics of staff nurses. Therefore, the null hypothesis that there is no significant relationship between the work related characteristics in terms of length of service, work status, monthly salary and area of assignment and the job satisfaction among staff nurses at the WVSU-Medical Center could not be rejected.

5. Organizational commitment was independent of personal characteristics of staff nurses. Therefore, the null hypothesis that there is no significant relationship between the personal characteristics in terms of age, sex, civil status and highest educational attainment and the organizational commitment among staff nurses at the WVSU-Medical Center could not be rejected.

6. Organizational commitment was independent of work related characteristics except for the length of service of staff nurses. Therefore, the null hypothesis that there is no significant relationship between the work related characteristics in terms of work status, monthly salary and area of assignment and the organizational commitment among staff nurses at the

WVSU-Medical Center could not be rejected. However, the null hypothesis that there is no significant relationship between the work related characteristics in terms of length of service and the organizational commitment among staff nurses at the WVSU-Medical Center is therefore rejected.

7. There was a significant relationship between level of job satisfaction and organizational commitment among nurses at the WVSU-MC. The level of organizational commitment of the staff nurses significantly increases with increasing level of job satisfaction. The null hypothesis that there is no significant relationship between the level of job satisfaction and organizational commitment among staff nurses at the WVSU-MC is therefore rejected.

Recommendations

From the summary of findings presented and the conclusions drawn, the following are recommended:

1. The level of job satisfaction among the staff nurses of WVSU-MC needs improvement which is possible through
 - a. provision of adequate resources for them to do their job effectively. The sense of achievement emanating from an effective delivery of services through adequate resources may increase their level of satisfaction with their job;
 - b. continuous autonomy in decision making;
 - c. unwavering supervisors' support and motivation;
 - d. improved total benefit package;
 - e. career development opportunities;
 - f. realistic and sustainable workload;

- g. a workplace that facilitate teamwork;
 - h. trust and respect, and
 - i. upgrading of nurses
2. The staff nurses must be encouraged to pursue graduate education.
 3. The high level of organizational commitment of the staff nurses should be sustained. It is extremely important to start paying attention to the work-related abilities, needs and desires of individual nurses, in order to adjust leadership style, work related demands and developmental plans.
 - 4. It is recommendable that supervising staff in the health care sector pays more attention to individual differences in order to increase the person job match.
 - 5. Attractive remuneration package should be instituted to keep the staff-nurses from leaving their work considering better opportunities they can choose from at the moment.
 - 6. Use other types of rewards for good performance such as recognition, opportunities for training and interesting work assignments.