

CHAPTER FOUR

RESULTS

4.1 Introduction

The aim of this chapter is to describe the results of the study relating to the job satisfaction of nurses in a specific hospital. Quantitative data analysis was carried out using the computer programs STATA and Moonstats. Open ended questions were analysed qualitatively and the reflections of the nurses were described.

4.2 Findings

The results of the study were discussed firstly according to the biographical data, then in terms of job satisfaction and clarification around the intention to stay in the service of the hospital, the reason for their intention to stay, their motivation over the previous twelve months, and lastly the identification of changes nurses suggested could be effective in the workplace. For the purpose of this study satisfaction and/or dissatisfaction was considered **low** if 49% and less, **moderate** or **medium** if between 50 and 59%, and **high** if 60% and above.

4.2.1 Biographical data (Section A)

This section, which was derived from section A of the questionnaire, presents the biographic variables of the respondents in the sample. Biographical data comprised gender, age and the

position of the respondents in the institution. They are discussed under specific headings and described as frequencies and percentages and displayed in tables.

4.2.1.1 Gender

The majority of respondents were females, which is not surprising given the fact that nursing is historically mainly a female profession. Ninety one and a half percent (91.5%) of respondents were females. Only eight and a half percent (8.5%) were males, as indicated in table 4.1.

Table 4.1: GENDER CHARACTERISTICS OF ALL NURSING RESPONDENTS (n=117)

GENDER	FREQUENCY	PERCENTAGE
Female	107	91.5
Male	10	8.5
Total	117	100

4.2.1.2 Age

Age was relevant in order to identify the relationship between job satisfaction and the age of the nurses. The results showed that 10.3% of the sample (n=12) were in the age range 20-29 years, 41.8% of the sample (n=49) were in the age range 30-39 years, 38.5% of sample (n=45) were in the age range 40-49 years, 9.4% of the sample (n=11) were in the age range 50-59 while there were no respondents over the age of 60.

Table 4.2: CHARACTERISTICS BY AGE (n= 117)

Age ranges	Frequency	Percentage
20-29	12	10.3
30-39	49	41.8
40-49	45	38.5
50-59	11	9.4
60 and above	0	0
Total	117	100

4.2.1.3 Position

The position held by respondents was important in this study in order to identify which category of nurses expressed more satisfaction than others and in order to compare the views of professional and sub-professional (Enrolled and auxiliary) nurses. The result showed that 53% of the sample (n= 62) were professional nurses, 47% of the sample (n= 55) were sub-professional nurses (Enrolled nurses 26.5% (n=31) and 20.5% auxiliary nurses (n= 24) of the sample) as displayed in table 4.3 below.

Table 4.3: CHARACTERISTICS BY POSITION (n=117)

Position	Frequency	Percentage
Professional nurses	62	53
Sub-professional nurses	55	47
Total	117	100

4.2.2 Job Satisfaction (Section B)

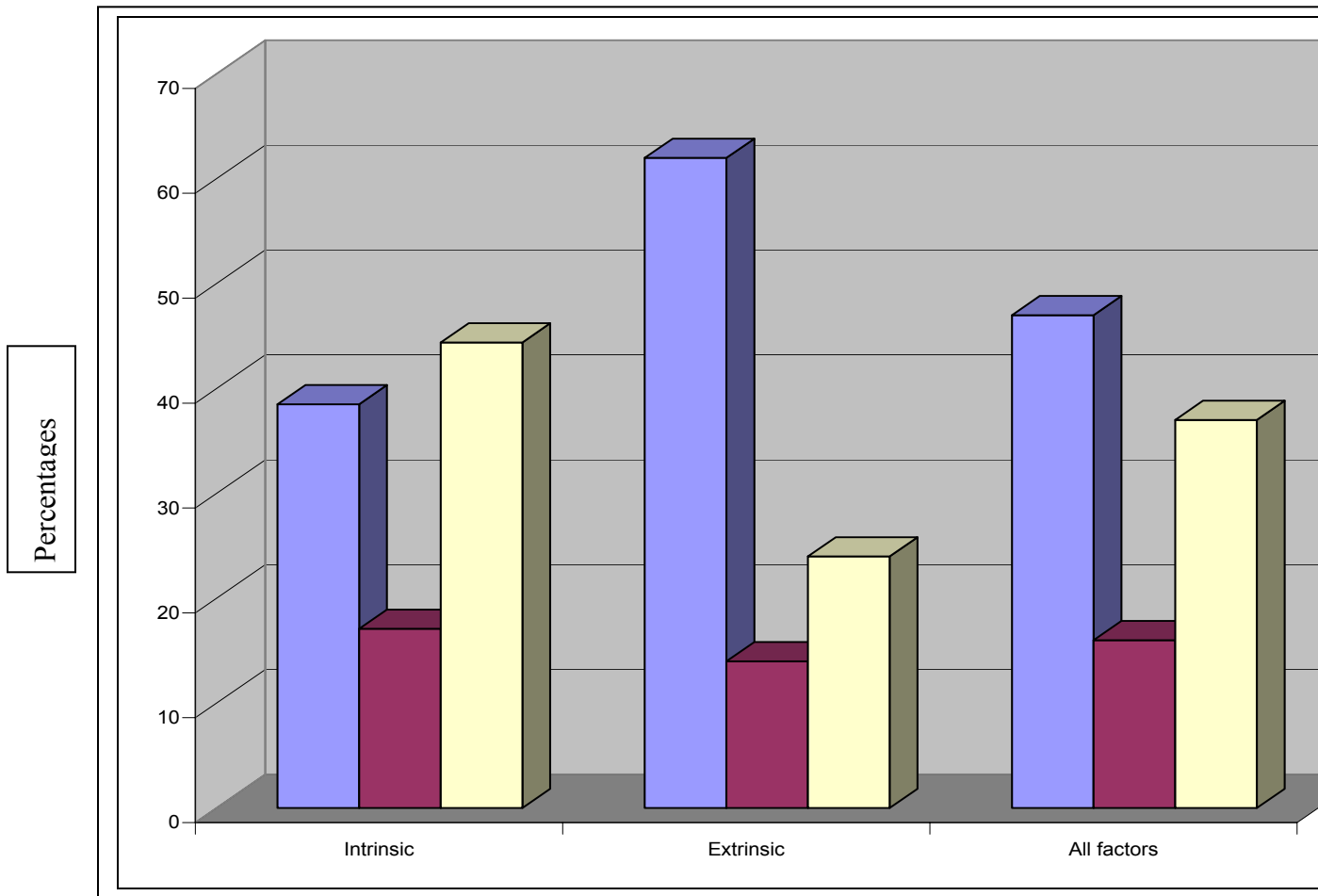
Introduction

Firstly, the overall job satisfaction of all nurses is discussed according to intrinsic and extrinsic factors. High levels of dissatisfaction in relation to specific extrinsic factors are highlighted, and then a separate report on intrinsic, extrinsic and general satisfaction of nurses (professional and sub-professional) is presented in the form of frequency tables. A comparison of professional and sub-professional nurses was carried out according to intrinsic and extrinsic factors. Generally all the nurses were **satisfied**, at a low level of 44.2% with the *intrinsic* aspects of their job, aspects such as motivation, responsibility, opportunity for creativity and innovation, independence, and recognition. Alarming, nurses were to a

greater extent **dissatisfied** (60%) at a high level with the *extrinsic* aspects of their job, namely, relationships in the workplace, supervisor's decision making skills, supervision, working conditions, policies, job security, and compensation (see Figure 4.1 and Table 4.4). Again for the purpose of this study satisfaction and/or dissatisfaction is considered **low** if it is 49% or less, **moderate** or **medium** if between 50 - 59%, and **high** if 60% and above.

4.2.2.1 Intrinsic satisfaction: Items 4, 5, 6, 7, 10, 12, 13, 14, 17, 18, 19 and 23.

From figure 4.1 it is clear that nurses are more **satisfied** with the *intrinsic factors* (44.2 %), than with *extrinsic factors* (22%) (See also Table 4.4 below). Nurses indicated **high satisfaction** with the following: *Item 5* - the opportunity to work independently (64.96%), and *Item 12* - the way that they care for other people (76.07%). Nurses were satisfied at a **moderate** level with the following: *Item 6* - to practise different things from time to time (50.43%), *Item 13* - the opportunity to delegate to other people (55.56%), and *Item 14* - the opportunity to apply their knowledge and skills (56.41%). It was discouraging that nurses recorded **low satisfaction** with work-related issues, namely, *Item 4* - being meaningfully occupied with their work (48.72%), *Item 7* - the opportunity to be seen contributing to positively to the society in their community (47.86%), *Item 10* - doing things that go against their conscience (26.5%/45.3% dissatisfaction), *Item 17* - the opportunity for promotion and advancement (6.84%/82.05% dissatisfaction), *Item 18* - the freedom to use their own judgement (26.5%/51.28% dissatisfaction), *Item 19* - the opportunity to be innovative and creative (31.62%/43.59% dissatisfaction), and *Item 23* - the feeling of accomplishment they get from work (29.9%/49.57% dissatisfaction).



Key: Series 1=Dissatisfied, ■ Series 2= Uncertain ■ and Series 3= Satisfied. ■

Figure 4.1 FACTORS OF JOB SATISFACTION FOR ALL NURSES IN PERCENTAGES (n=117).

Table 4.4 OVERALL JOB SATISFACTION OF ALL NURSES IN PERCENTAGES
(n= 117). (Items 4 to 23)

ITEMS	Dissatisfied (%)	Uncertain (%)	Satisfied (%)	Total (%)
4. Being meaningfully occupied with your work at all times.	32.48	18.8	48.72	100
5. The opportunity to work independently in your work.	19.66	15.38	64.96	100
6. The opportunity to practise different things from time to time.	38.46	11.11	50.43	100
7. The opportunity to be seen as contributing positively to the society living in your community.	32.48	19.66	47.86	100
8. The way your supervisor handles his/her subordinates.	42.74	18.8	38.46	100
9. The ability of your supervisor in making/taking decisions.	46.15	23.93	29.92	100
10. Doing things that go against your conscience.	45.3	28.2	26.5	100
11. The way your employment is guaranteed.	35.04	15.38	49.58	100
12. The way in which you are taking care of other people.	14.53	9.4	76.07	100
13. The opportunity to delegate to other people.	29.91	14.53	55.56	100
14. The opportunity to apply your knowledge and skills.	34.19	9.4	56.41	100
15. The way that the “Department of Health” policies are put into practice.	72.64	13.68	13.68	100
16. Your salary compared to the amount of work you do.	96.58	1.71	1.71	100
17. The opportunity for promotion and advancement in your work.	82.05	11.11	6.84	100
18. The freedom to use your own judgement in the workplace.	51.28	22.22	26.5	100
19. The opportunity to be innovative and creative in your work.	43.59	24.79	31.62	100
20. The working conditions in your workplace.	81.2	6.84	11.96	100
21. The way your co-workers get along with each other.	29.06	19.66	51.28	100
22. The compliments and/or acknowledgement you get for doing your job.	66.67	12.82	20.51	100
23. The feeling of accomplishment you get from your work.	49.57	20.51	29.92	100

4.2.2.2 Extrinsic satisfaction; Items 8, 9, 11, 15, 16, 20, 21 and 22: As displayed in figure 4.1 and table 4.4, an alarming number of respondents indicated **dissatisfaction** with *extrinsic factors* (62% (n=73)). Nurses expressed a high level of **dissatisfaction** with *Item 15* - the way the “Gauteng Department of Health” policies are applied (72.64%). Another **high**

dissatisfaction level which all nurses agreed on was *Item 16* - their salary compared to the amount of work they do (96.58%). Nurses also expressed a **high level of dissatisfaction** with *Item 20* - the working conditions (81.2%). *Item 22* - the compliments and/or acknowledgement they receive from their workplace (66.67%) was rated with a **high dissatisfaction level**. and *Item 2* - the way their co-workers get along (51.28%) was rated with a moderate dissatisfaction.

Nurses however demonstrated a **low to moderate satisfaction** level in the following aspects regarding relationships in the hospital: nurses demonstrated a **low satisfaction** with *Item 8* - the way their supervisors handle their subordinates (38.46 % / 42.74% dissatisfaction), and *Item 9* - the ability of their supervisors in making/taking decisions (29.9 % / 46.15% dissatisfaction). It was interesting and pleasing to note that nurses were **moderately satisfied** with *interpersonal issues* and some *work responsibilities*, namely, *Item 11* - the way that their employment is guaranteed (49.58%).

4.2.2.3 A comparison of satisfaction between professional and sub-professional nurses regarding the *intrinsic factors* of satisfaction in a specific hospital. (Items 4, 5, 6, 7, 10, 12, 13, 14, 17, 18, 19 and 23)

The findings are discussed according to the following sub-headings:

- Work issues
- Moral/Ethical issues
- Leadership issues, and
- Self actualization issues.

From Table 4.5 the following observations were made:

- Work itself issues:** for *Item 4*, being meaningfully occupied with their work, there were no statistically significant differences between the professional (46.77%) and sub-professional groups (50.91%). For *Item 5*, the opportunity to work independently, the two groups indicated the same degree of **satisfaction** (professional nurses 66.13%, and sub-professional nurses 63.64%), while both groups demonstrated **low to moderate satisfaction** with *Item 6*, the opportunity to practise different things from time to time (professional nurses 45.16%, and sub-professional nurses 56.36%).
- Moral/Ethical issues:** a **low to moderate satisfaction** was expressed by both groups for *Item 7* - the opportunity to be seen as contributing positively to the society living in their community (professional nurses 41.94%, and sub-professional nurses 54.55%). Encouragingly, a number of nurses demonstrated a **high satisfaction** level with *Item 12*, the way in which they take care of other people, 72.58% of professional nurses and 80% of sub-professional nurses. Surprisingly enough, for *Item 10*, doing things that go against their conscience, the sub-professional nurses demonstrated a moderate level of **dissatisfaction** (52.73%) and the professional nurses a low dissatisfaction (38.71%) which was statistically significant with a **p-value** of 0, 05. The reasons sub-professional nurses do things that go against their conscience need to be investigated in detail.
- Leadership issues:** as expected the sub-professional nurses (41.82%) demonstrated **lower satisfaction** than the professional group (67.74%) with the opportunity to delegate to others (*Item 13*) with a **p-value** of 0.02, since it is not within the sub-professional nurses' competence to delegate. The sub-professional nurses demonstrated a low **satisfaction** (43.64%) and the professional nurses a high satisfaction (67.74%), with the opportunity to apply their knowledge and skills (*Item 14*) which had a statistically significant difference

with a **p-value** of 0.002 mainly because the sub-professional nurses carried out orders from the professional group while the latter had to plan and co-ordinate the nursing practice in the units to ensure outputs were achieved.

- **Self actualization issues:** it was puzzling to note that both groups were **highly dissatisfied** with the opportunity for promotion and advancement in their workplace (*Item 17*), 82.26% for professional nurses and 81.82% for sub-professional nurses. This needs further investigation in order to establish the degree of this perception across nurses employed by the Gauteng Department of Health. The sub-professional nurses demonstrated a **high level of dissatisfaction** (60%) while professional nurses expressed a **low dissatisfaction** (43.55%) with the freedom to use their own judgement in the workplace (*Item 18*). There was a significant statistical difference with a **p-value** of 0.02 between the two groups. The professional group has to rely more on their judgement and sub-groups on the observations which they report to the professionals for judgement; however both have their own judgement irrespective of the differing level. It was puzzling that the sub-professional nurses were not able to apply their judgement. Both groups demonstrated a **low satisfaction** with the opportunity to be innovative and creative in their work (*Item 19*), professional nurses (35.4 %) and sub-professional nurses (27.27%). The feeling of accomplishment they get from their work (*Item 23*) also showed a low level of satisfaction, with 35.48 % for the professional nurses, and 23.64 % for the sub-professional nurses. This alarming result needs to be taken into account when workforce planning in nursing is done. The question needed to be posed: Why do nurses not get a feeling of accomplishment from their work?

Table 4.5: A COMPARISON OF SATISFACTION BETWEEN PROFESSIONAL (P/N) AND SUB-PROFESSIONAL (Sub. P/N) NURSES REGARDING THE INTRINSIC FACTORS IN A SPECIFIC HOSPITAL (n=117). (Items 4, 5, 6, 7, 10, 12, 13, 14, 17, 18, 19, and 23)

ITEM	Categories	Dissatisfied %	Uncertain %	Satisfied %	p-value for T-test
4. Being able to be meaningfully occupied with you work at all times	P/N	38.71	14.52	46.77	0.29
	Sub-P/N	25.45	23.64	50.91	
5. The opportunity to work independently in your work.	P/N	20.97	12.9	66.13	0.98
	Sub-P/N	18.18	18.18	63.64	
6. The opportunity to practise different things from time to time.	P/N	41.94	12.9	45.16	0.29
	Sub-P/N	34.55	9.09	56.36	
7. The opportunity to be seen as contributing positively to the society living in your community.	P/N	35.48	22.58	41.94	0.25
	Sub-P/N	29.09	16.36	54.55	
10. Doing things that go against your conscience.	P/N	38.71	27.42	33.87	0.05
	Sub-P/N	52.73	29.09	18.18	
12. The way in which you are taking care of other people.	P/N	12.9	14.52	72.58	0.77
	Sub-P/N	16.36	3.64	80	
13. The opportunity to delegate to other people.	P/N	24.19	8.06	67.74	0.02 *
	Sub-P/N	36.36	21.82	41.82	
14. The opportunity to apply your knowledge and skills.	P/N	20.97	11.29	67.74	0.002 *
	Sub-P/N	49.09	7.27	43.64	
17. The opportunity for promotion and advancement in your work.	P/N	82.26	11.29	6.45	0.91
	Sub-P/N	81.82	10.91	7.27	
18. The freedom to use your own judgement in the workplace.	P/N	43.55	20.97	35.48	0.02*
	Sub-P/N	60	23.64	16.36	
19. The opportunity to be innovative and creative in your work.	P/N	41.94	22.58	35.4	0.46
	Sub-P/N	45.45	27.27	27.27	
23. The feeling of accomplishment you get from your work.	P/N	43.55	20.97	35.48	0.13
	Sub-P/N	56.36	20	23.64	

* indicates significance at p= 0.05

4.2.2.4 A comparison of satisfaction between the professional and sub-professional nurses regarding the *extrinsic factors* in a specific hospital.

The following conclusions were drawn from the extrinsic factors of job satisfaction as in Table 4.6. They are discussed under the following sub headings: supervision, policies, job security and salary, and relationships/social issues.

- **Supervision:** the sub-professional nurses (32.73%) expressed a **lower satisfaction** level than professional nurses (43.55%) regarding the way their supervisors handle their subordinates (*Item 8*). The reason for difference in the perceptions needs further exploration. It was disturbing that both groups demonstrated a **low satisfaction** about the ability of their supervisors to take/make decisions (*Item 9*), 32.36% for professional nurses and 27.27% for sub-professional nurses.
- **Policies:** it was disappointing to note that both professional (67.74%) and sub-professional nurses (78.18%) expressed a **high level of dissatisfaction** with the way the “Gauteng Department of Health” policies are applied (*Item 15*).
- **Job security and salary:** it was puzzling to note that sub-professional nurses (36.36%) indicated a **lower satisfaction** than professional nurses (61.29%) with the way that their employment is guaranteed (*Item 11*), because the employment guarantee is not related to one’s position. The Basic Conditions of Employment Act. No. 75 of 1997 covers all employees irrespective of position unless it relates to losing one’s job through de-registering by the South African Nursing Council for nurses’ acts or omissions. It is worth exploring why the sub-professional group feel their jobs are not guaranteed. The level was significantly

different with a **p-value** of 0.014. The majority of both professional (98.39%) and sub-professional nurses (94.55%) were **highly dissatisfied** with their salary compared to the work they do (*Item 16*), and with the working conditions in their workplace (*Item 20*) – 82.26% of professional and 80% of sub-professional nurses, as working conditions are the main predictor of dissatisfaction in the workplace.

- **Relationship/Social issues:** Both the professional nurses (58.06%) and sub-professional (43.64%) nurses demonstrated moderate **satisfaction** with the way that their co-workers get along with one another (*Item 21*). It was disturbing that both groups expressed **low satisfaction** with the compliments and/or acknowledgement they get from doing their job (*Item 22*), 12.9 % for professional nurses and 29.09 % for sub-professional, since this requires no special resources but simply an oral acknowledgement such as “That was a job well done, keep it up.”

Table 4.6: A COMPARISON OF SATISFACTION BETWEEN PROFESSIONAL (P/N) AND SUB-PROFESSIONAL (Sub. P/N) NURSES REGARDING THE EXTRINSIC FACTORS IN A SPECIFIC HOSPITAL (n=117). (Items 8, 9, 11, 15, 16, 20, 21 and 22)

ITEMS	Categories	Dissatisfied %	Uncertain %	Satisfied %	p-value for T-test
8. The way your supervisor handles his/her subordinates.	P/N	38.71	17.74	43.55	0.25
	Sub-P/N	47.27	20	32.73	
9. The ability of your supervisor in making/taking decisions.	P/N	41.94	25.81	32.26	0.38
	Sub-P/N	50.91	21.82	27.27	
11. The way your employment is guaranteed.	P/N	27.42	11.29	61.29	0.01*
	Sub-P/N	43.64	20	36.36	
15. The way that the "Department of Health" policies are put into practice.	P/N	67.74	17.74	14.52	0.36
	Sub-P/N	78.18	9.09	12.73	
16. Your salary compared to the amount of work you do.	P/N	98.39	0	1.61	0.45
	Sub-P/N	94.55	3.64	1.82	
20. The working conditions in your workplace.	P/N	82.26	6.45	11.29	0.77
	Sub-P/N	80	7.27	12.73	
21. The way your co-workers get along with each other.	P/N	24.19	17.74	58.06	0.13
	Sub-P/N	34..55	21.82	43.64	
22. The compliments and/or acknowledgement you get for doing your job.	P/N	67.74	19.35	12.90	0.22
	Sub-P/N	65.45	5.45	29.09	

* indicates significance at p= 0.05

4.2.3 The intention of nurses to stay in the health services (Items 24)

In section C, item 24 of the questionnaire, the respondents had to reflect on their intention to stay, and the reasons for their decision, the motivation that they experienced over the previous twelve months, and lastly, their perceptions about change and particularly what should be changed.

Intention to stay (item 24)

A low percentage (37.6%) of nurses indicated an intention to stay in this hospital for the next twelve months. It was noted that about 41.9% of nurses were uncertain about their intention to stay in the institution during the next twelve months.

4.2.3.2 Reasons for nurses' intention to stay (Item 25).

The respondents who indicated an **intention to stay** provided *intrinsic factors* as their reason for staying and this is in agreement with the huge dissatisfaction that nurses demonstrated.

The participants said the following regarding the hospital/ their place of work:

- **Workplace;** they indicated that they like to work in this hospital:

“I like this hospital” and “I still like to work in this hospital.....it’s risky to leave.”

- **Caring;** Nurses in this hospital demonstrated caring for their community and nurses said:

“I care about the community around this hospital”; “I came in this hospital not knowing anything about care of a human being. Working with a person showed me how important is humility and respect, and now I’m a grown up.”; “I still want to learn more on the complex institution like this and gain more experience.”; and “Love of the job I do.”

- **Co-workers:** The nurses appreciated the support they receive from their co-workers and said:

“My co-workers are not so bad, I tolerate them. I don’t want to move from bad to worse, and again I don’t spend a cent for coming to work.” and “Motivation I get from my seniors.”

- **Nurses themselves:** They also raised issues that deal with the nurses themselves (personal) for staying in services of this hospital, namely:

“It is nearer home and communication in the department is good.”; “For security reasons.”; “Cause I’ll be soon going on pension.” and “I hope to get an opportunity to further my studies and to give my help to the community, especially with the AIDS pandemic hitting us very hard.”

Respondents who **intended to leave** the service mostly provided *extrinsic* factors as reasons for leaving.

- Lack of **supervisory** support, appreciation and inconsistency were expressed by nurses as:

“Supervisors never praise, all they do is policing us” and “PMS (performance management system) is not effective.” and “There is favouritism when it comes to evaluations and training.”

- Poor **remuneration** and **promotional** opportunities issues were referred by nurses as follows:

“I am over worked but my salary does not reflect that”, “You work night duty and receive no overtime.” and “My salary is like the same as a porter’s. I am not happy with my salary.”

- **Non-nursing tasks** that nurses do were identified as follows:

“We don’t work according to our scope of practice, one minute you are a cleaner, the next a porter, the next a clerk and you still have to nurse the patient.” and “Doctors have to be reminded all the time about what they are suppose to do.”

- Poor **working conditions** and **workload** add to stress, burnout and medico-legal hazard. This was expressed by participants as follows:

“The conditions in the hospital are not conducive; you do not when you will lose your epaulettes” and “Despite the workload, a few nurses are allocated (patient/nurse ratio) in the ward.”

A few of the respondents cited intrinsic factors as their reason for leaving, which were:

- Lack of **promotion** in nursing was a problem and was described by nurses as follow:

“You work for life in the same position.”

- Lack of knowledge and skills seemed to be a problem for a few nurses and was expressed as:

“You work for twenty years without obtain study leave.” And “We don’t attend in-service training even when we are slotted to attend we are unable due to shortage of staff.”

- Lack of **job rotation** in the workplace was expressed by nurses as follow:

“You are allocated to a ward you don’t like for a long time.”

4.2.3.3 Motivators in the previous twelve months (Item 26)

A considerable number of respondents didn’t tender any response to item 26, namely, “In your own words, what motivated you the most in your job during the past 12 months?” being 23% of respondents (n= 27). Most of the respondents indicated that they were motivated by the following factors, among others:

- The **caring** that they provide and the **acknowledgement** received from the clients was expressed as follows:

“I am also motivated by the way some of the patient appreciating the level of care from me and the hospital.” and “Getting positive feedback from customers, monetary rewards, i.e., and performance bonus.”

- The **caring** demonstrated by **management** was stated as follows:

“The hospital is supportive to people who have health problems.” And “The hospital always gives support to those who are with health problems by allocating them to less strenuous departments.”

4.2.3.4 Possible changes that can be implemented in the workplace (Item 27)

The majority of the respondents 88% (n= 103) felt that there was something that **can be changed** or improved in their workplace, and only three percent (3% (n=4) felt that nothing could be changed in their workplace.

4.2.3.5 Changes that nurses felt should be implemented/suggestions (Item 28)

Eighty nine percentage of nurses responded to this question (n= 103), item 28, and even respondents who indicated that nothing can be changed or who were uncertain offered contributions/suggestions about changes that can be made. The respondents' suggestions are as follows:

Intrinsic factors:

- ***Training and development*** issues were expounded by nurses as follows:

“Training of staff must be done equally not only allowing one person to do all training while others are just workers” and “Let every sister be given a chance to charge the department so that leadership skills are instilled in an individual.”

- ***Poor communication:*** Lack of proper communication structures was illustrated by the respondents as follows: *“Consultation before things are done (participation in*

decision)", and/or "Improve communication in the hospital, i.e., from management to lower categories (i.e.) respect-courtesy."

Extrinsic factors:

- Nurses expressed the need to have **policies** and **standards** in the workplace as follows:

"Work according to scope of practice" or "Availability of standards and policy in all the wards." And the need for exclusive nurses duties; "Nursing staff to do their jobs not to be tossed around in 5 minutes you are a clerk, another 5 minutes you are a messenger, another 5 minutes you are a porter, the next a cleaner, after you have done the work for all mentioned above you have to do your work as a nurse. Really it is stressing doing everything as if you are the only discipline in the hospital."

- The need for **salaries** to be **competitive and consistent** were suggested by nurses as follows:

"Salaries must be improved" or "Health workers are underpaid and thus are not considered in the government"

- Recruitment drive of new nurses was suggested:

"Adding more staff, in order to increase manpower."

4.3 Conclusion

In this chapter the findings of the study were presented and it was evident that nurses are largely **dissatisfied** with the *extrinsic factors* such as salary (96.58%), the way the policies are applied (72.64%), the working conditions (81.2%), and acknowledgement and/or compliment they receive (66.67%) and they also expressed **dissatisfaction** with some *intrinsic factors* like the opportunity for promotion and advancement (82.05%), the freedom to use their own judgement (51.28%), the opportunity to be innovative and creative (43.59%), and the feeling of accomplishment they get from work (49.57%).

Nurses indicated **satisfaction** with *intrinsic factors* such as the way they care about other people (76.07%), the opportunity to work independently (64.96%), and to practice different things from time to time (50.43%). Only a third of respondents indicated the intention to stay (32.23%).