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Nurse's satisfaction with their working environment in a public sector hospital

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ABSTRACT

Introduction: The nursing profession in South Africa has lost skilled nurses due to intense international recruitment drives. This hospital in the West Rand has also failed to recruit and retain skilled nurses. The shortage of skilled nurses has led to a deterioration in the quality of patient care.

The aims of this study: The aim of this study was to investigate nurses' perceptions about their working environment and conditions, and their intention to stay in the workplace in this regional hospital.

The methodology: A quantitative, descriptive survey was used. The data were collected using the Minnesota satisfaction questionnaire. The sample included professional and sub professional (staff and auxiliary) nurses. A stratified (random) sampling method was used. Respondents were one hundred and seventeen (117), namely, sixty two (62) professionals and fifty five (55) sub professionals.

Results: Generally all the nurses were moderately **satisfied** with the *intrinsic* aspects of their job, such as motivation, responsibility, opportunity for creativity and innovation, independence, and recognition. Alarmingly nurses were to a greater extent **dissatisfied** with the *extrinsic* aspects of their job, namely, relationships in the workplace, supervisors' decision-making skills, supervision, ***working conditions*****,** ***policies*****,** job security**, and** ***compensation.***

Conclusions: This study indicated that the important extrinsic aspects were not in place. The employer (Department of Health) needs to make major efforts in improving nurses' salaries, promotion and advancement opportunities, and to empower all unit and area managers in the areas of supervisory skills, decision-making, communication, and mentoring of nurses.