PROFESSIONAL SATISFACTION OF THE NURSING TEAM OF THE SURGICAL CENTER IN A MEDIUM COMPLEXITY PUBLIC HOSPITAL

ABSTRACT

Objective: to check the job satisfaction of nursing staff in the surgical room in a public hospital. Method: cross-sectional, exploratory study with a quantitative approach, performed in a public hospital of north Paraná/PR. There were 26 nursing workers participating who responded to the questionnaire Satisfaction Index at Work. Data were recorded in Microsoft Office Excel® 2003 program and transferred to the Statistical Package for Social Sciences version 20.0 (SPSS)® for descriptive statistical analysis. Results: autonomy was the factor of greatest satisfaction for the participants, while the pay and working conditions were the aspects of greatest perceived satisfaction. Nurses gave less satisfaction to organizational standards while nursing technicians had the professional status. Conclusion: freedom in decision-making and financial aspects are important components of satisfaction at work. However, the level of satisfaction with some components differ between nurses and nursing technicians.

Descriptors: Job satisfaction; Nursing; Worker’s health; Surgeries centers.

RESUMO

Objetivo: verificar a satisfação profissional de trabalhadores de enfermagem do centro cirúrgico em hospital público. Método: estudo transversal, exploratório, com abordagem quantitativa, realizado em hospital público do Norte Paraná/PR. Participaram 26 trabalhadores de enfermagem que responderam ao questionário Índice de Satisfação no Trabalho. Os dados foram registrados no programa Microsoft Office Excel® 2003 e transferidos ao programa Statistical Package for Social Sciences versão 20.0 (SPSS)® para análises estatísticas descritivas. Resultados: a autonomia constituiu o fator de maior satisfação para os participantes, enquanto a remuneração e requisitos de trabalho foram os aspectos de maior satisfação percebida. Os enfermeiros atribuíram menor satisfação às normas organizacionais, ao passo que técnicos de enfermagem atribuíram ao status profissional. Conclusão: a liberdade na tomada de decisões e os aspectos financeiros representam importantes componentes de satisfação no trabalho. Em contrapartida, o grau de satisfação com alguns componentes diferiu entre enfermeiros e técnicos de enfermagem.

Descritores: Satisfação no Emprego; Enfermagem; Saúde do Trabalhador; Centros de Cirurgias.
INTRODUCTION

The labor activity, as part of human life is present since the beginning of societies. The work was considered a source of pleasure because of personal demonstrations for the use and consumption of each individual. However, over the years, the search for profit arising capitalism has made a painful human labor process, leading most workers to recognize it as a punishment and a source of suffering.¹

The hospital also has to be considered a highly stressful place, due to the pace and intensity of work, living with suffering and death, as well as the power relationships established with the leadership. The organization of the work process and the division of tasks are also a psychic charge that causes wear to work, especially in nursing.²

A work process characterizes the role of nursing focuses on the care of individuals with impaired health, most of the time, focused on the task, fragmented and with a number of people below the need for proper care. These and other factors contribute to workers experiencing situations of suffering, conflict and long working hours that trigger dissatisfaction at work.³

To understand this work dynamic, it is necessary to consider the differences between the units that make up a hospital. The characteristics such as differences in physical structure, profile of patients, as well as rules and routines, can influence the (dis) satisfaction of nursing staff.

The understanding of the work in the environment of a Surgical Center becomes relevant when considering the existence of numerous stressors such as work overload, lack of personnel and materials, in addition to the tension generated by the care of critically ill patients. With this, it is observed that the labor activity in this unit is stressful in many ways and can compromise the performance of the nursing professional who works there.⁴

On the other hand, even a source of psychological distress in certain situations, the work provides pleasure to experience while allowing the socioeconomic integration of the individual in the society. Moreover, it is an important tool for achieving fulfillment and job satisfaction.⁵

Job satisfaction comprises a positive emotional state resulting from the perception of the professional in front of the experiences lived in their working practice. It is a conditioning factor of the individual’s attitude to their work and therefore should be evaluated in its different dimensions, such as the relationship with colleagues, intrinsic job satisfaction, gain responsibility, work pressure, compensation and physical environment.⁶

Given the above, guiding questions have been established for this study: What are the largest (dis) satisfaction components given by the nursing staff of a surgery center? What are the largest (dis) satisfaction components perceived by the same team?

This study aims at checking the job satisfaction of nursing staff in the surgical room in a public hospital.

METHOD

Cross-sectional, exploratory study with a quantitative approach, performed in a medium complexity public hospital, located in the northern state of Paraná/PR.

The institution study provides services to the Unified Health System (SUS) having 130 beds between clinical medicine, pediatrics and surgery. There are 25 accommodations are for patients of the surgical clinic.

The Surgical Center has three operating rooms and performs about 220 surgeries per month. The procedures have medium characteristics, elective and emergency, divided by the General Surgery specialty, Vascular, ENT, Gynecology and Orthopedics.

The study population is constituted by 26 members of the nursing staff in the operating room of this hospital. There were 21 employees (80.8%) interviewed, 16 nursing technicians and five nurses. The criterion for inclusion in the survey was to have at least six months of operation and agree to participate. The time of six months is the minimum not to get false information in relation to job satisfaction.⁷

To collect data, the members of the nursing staff were formally invited to participate in the research by reading and signing the Informed Consent Form (TCLE), to ensure the confidentiality of the data and the ethical precepts.

Data collection took place during the month of July 2011, with the questionnaire called Index of Work Satisfaction (IST), created by Stamps in 1997,⁸ and translated and validated for Brazil by Margareth Lino in 1999.⁷

The first part of the IST questionnaire has questions for the characterization of the workers and the second part is divided into Part A and Part B. Part A presents the satisfaction components: Autonomy - independence, initiative and freedom in daily

English/Portuguese
J Nurs UFPE on line., Recife, 10(3):1080-7, Mar., 2016

ISSN: 1981-8963
DOI: 10.5205/reuol.8702-76273-4-SM.1003201618
work activities; interaction - social and professional networking opportunities, formal and informal, at work; Professional status - importance or significance perceived about their work, both on the point of view on the other; Work requirements - tasks or activities performed as a regular part of the work; Organizational standards - administrative rules and procedures proposed by the hospital and administration of nursing services; Remuneration - payment and additional benefits received by the work performed.³

To obtain the Importance Given to Satisfaction Components in the Work, the researched choose by comparing 15 pairs, only one of each pair, featuring the technique of paired comparisons. The term Importance Given indicates the worker importance to their job satisfaction, that is the professionals choose the component that is more important to their satisfaction.

Part B consists of a Likert scale with 44 answers graded from 1 to 7. The more the answer is closer to number one, the more the respondent disagrees; and the closer to number seven, the more he agrees, allowing respondents to establish their degree of satisfaction according to each component, that is, determine the order of the components that the worker perceives as conditions for their job satisfaction, called as Perceived Satisfaction.

To calculate the importance Given to job satisfaction components, the Weighting Coefficient of each component, whose possible numerical range is between 0.9 and 5.3.⁷ To this, a frequency matrix was created that related how many times each component IST was chosen in relation to the other in pair combination.

Then, the frequency of answers was converted into a ratio matrix by dividing the number of times the component has been chosen for the total size of the searched group. For the conversion of the proportions in the standard deviation, the matrix ratio was converted into a Edward matrix-Z. In the correction of scores-Z, the correction factor was added (constant:+3.1) in order to eliminate the negative values.⁷,⁹

To identify the Perceived Satisfaction questionnaire to the components used, the subsection B of Part II of IST questionnaire was used. To calculate, the percentage of responses was evaluated for 44 questions, divided among the six components.⁹

Data were recorded in Microsoft Office Excel® 2003 program and transferred to the Statistical Package for Social Sciences version 20.0 (SPSS)¹⁰ for descriptive statistical analysis. Treatment of STIs questionnaire data was performed according to Lino recommendations,⁷ Stamps,⁸ and Matsuda.⁹

This research was conducted according to the ethical principles established by resolution 466/2012,¹⁰ initiating the collection of data after submission and approval by the Ethics Committee for Research involving human beings of the State University of Londrina, as Presentation Certificate for Ethics Assessment (CAAE) No 0272.0.268-10 and protocol 36553-2010.

RESULTS

The sample totaled five nurses (23.8%) and 16 nursing technicians (76.2%). Most of them were 40 years old. Furthermore, there was a predominance of females (85.7%), of which 76.2% were married and 71.4% had children, as shown in Table 1.
Table 1. Socio-demographic and occupational characterization of nursing staff in the surgical room in a medium complexity public hospital. Paraná, Brazil, in 2011.

<table>
<thead>
<tr>
<th>Variables</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>18</td>
<td>85.7</td>
</tr>
<tr>
<td>Male</td>
<td>3</td>
<td>14.3</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20-29 years old</td>
<td>4</td>
<td>19.0</td>
</tr>
<tr>
<td>30-39 years old</td>
<td>8</td>
<td>38.1</td>
</tr>
<tr>
<td>&gt;40 years old</td>
<td>9</td>
<td>42.9</td>
</tr>
<tr>
<td>Admission time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt; 1 year</td>
<td>17</td>
<td>81.0</td>
</tr>
<tr>
<td>1 to 10 years</td>
<td>2</td>
<td>9.5</td>
</tr>
<tr>
<td>&gt; 10 years</td>
<td>2</td>
<td>9.5</td>
</tr>
<tr>
<td>Marital status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Married</td>
<td>16</td>
<td>76.2</td>
</tr>
<tr>
<td>Single</td>
<td>1</td>
<td>4.8</td>
</tr>
<tr>
<td>Divorced</td>
<td>4</td>
<td>19.0</td>
</tr>
<tr>
<td>Widow</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Children</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>15</td>
<td>71.4</td>
</tr>
<tr>
<td>No</td>
<td>6</td>
<td>28.6</td>
</tr>
<tr>
<td>Remuneration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-3 MW*</td>
<td>7</td>
<td>33.3</td>
</tr>
<tr>
<td>4-10 MW*</td>
<td>14</td>
<td>66.7</td>
</tr>
<tr>
<td>11-20 MW*</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Jobs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>19</td>
<td>90.5</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>9.5</td>
</tr>
</tbody>
</table>

With regard to double employment, this was not strongly present in this group. It was found that 90.5% have only one job.

On average, the time of work at the institution was 10 months, which was attributed to the recent employee hiring process on a large scale.

Concerning to job satisfaction, professional nursing staff reported feeling satisfied with the workplace (95.2%).

Table 2 presents scores regarding the importance attached to the components of IST, elected by nurses and nursing technicians, through the technique of paired comparisons.

Table 2. Importance given to job satisfaction components by nurses and nursing technicians in the surgical room in a medium complexity public hospital. Paraná, Brazil, in 2011.

<table>
<thead>
<tr>
<th>Professional Satisfaction Components</th>
<th>Nurses (n=16)</th>
<th>Nursing technicians (n=05)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Order of Importance</td>
<td>Weighting Coefficient</td>
</tr>
<tr>
<td>Autonomy</td>
<td>3.94</td>
<td>1ª</td>
</tr>
<tr>
<td>Job requirements</td>
<td>3.30</td>
<td>2ª</td>
</tr>
<tr>
<td>Interaction</td>
<td>3.05</td>
<td>3ª</td>
</tr>
<tr>
<td>Remuneration</td>
<td>2.68</td>
<td>4ª</td>
</tr>
<tr>
<td>Professional Status</td>
<td>2.67</td>
<td>5ª</td>
</tr>
<tr>
<td>Organizational standards</td>
<td>2.62</td>
<td>6ª</td>
</tr>
</tbody>
</table>

Both nurses as nursing technicians listed autonomy as the largest component of importance given to job satisfaction.

Table 3 shows the data of the perceived satisfaction of nursing staff to the components of job satisfaction.

Both nurses as nursing technicians listed autonomy as the largest component of importance given to job satisfaction.

Concerning to job satisfaction, professional nursing staff reported feeling satisfied with the workplace (95.2%).

Table 2 presents scores regarding the importance attached to the components of IST, elected by nurses and nursing technicians, through the technique of paired comparisons.
As for the IST components that provide greater and lesser degree of satisfaction to workers, it was observed different views between nurses and technicians interviewed. The nurses listed remuneration as higher satisfaction component and the interaction with the nursing team as last factor. As for the nursing technicians, work requirements generate greater satisfaction as professional autonomy does not have the same representation for this portion of the sample.

**DISCUSSION**

As stated in other studies, the predominance of females in the nursing teams has been steadily in the literature. This fact refers to historical construction of nursing, where the feminization was strongly present, bringing reflexes to the discussions of the work process and health care.

The analysis reveals the age group prevalence professionals over 40 years old, corresponding to 42.9% of participants. Although not constitute a young population, most of them, 81.0%, had been admitted for less than a year in this institution.

The recent admission of these professionals is associated with collective hiring of professionals occurred in the study institution by the state tender. This reinforces that the professionals were in the process of adapting to new working environments.

Regarding the satisfaction, it is relevant, because when the individual is satisfied, he develops better work and collaborate positively to the growth of the institution.

On the other hand, when the professional feels dissatisfied, he generates a set of feelings that are unfavorable for his growth to the institution and profession besides being detrimental to the care provided, which may lead to wear all local staff.

With regard to the importance attached to the components of job satisfaction, autonomy was evident as the most relevant factor for both nurses as nursing technicians.

Understood as the independence and initiative in the performance of daily work activities, autonomy pointed out by professionals reinforces the literature findings that relate to satisfaction with the free will in decision making and with the level of freedom in the process of job.

Organizational standards were scored as lower component importance to the category of nurses. Relating to rules and procedures proposed by the health institution, it was also mentioned in a similar study, as less relevant requirement between subjects.

The nursing technicians category listed professional status as the least important factor for satisfaction, a result that resembles other studies. It is noteworthy that the professional status relates to the respect of staff and patients in nursing work. The low importance attached to this requirement shows that the extent of satisfaction for these participants is not linked to recognition by others, but the other factors mentioned above.

With regard to the perceived satisfaction, compensation occupied the first place for nurses, a result that differs from another study in which autonomy was identified as a factor of greater satisfaction. Situation that can be understood by considering the context of the study in which respondents were subjected to a raise a few months prior to this study.

Also, the compensation cannot lead alone to the individual job satisfaction, but appears necessary for him to reach its intrinsic goals. In addition, the professional satisfied with his salary earned, perform their daily activities in a satisfactory manner, and ensure a better quality of life.

For the nursing technicians, the work requirements were identified as the component with the highest capacity to generate job satisfaction. Understood as activities to be performed as part of the work, it is directly related to working conditions and

Table 3. Satisfaction perceived by nurses and nursing technicians of the surgical room in a medium complexity public hospital to the job satisfaction components. Paraná, Brazil, in 2011.

<table>
<thead>
<tr>
<th>Component</th>
<th>Order of Importance</th>
<th>Weighting Coefficient</th>
<th>Order of Importance</th>
<th>Weighting Coefficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remuneration</td>
<td>55%</td>
<td>1º</td>
<td>24%</td>
<td>3º</td>
</tr>
<tr>
<td>Organizational standards</td>
<td>50%</td>
<td>2º</td>
<td>7%</td>
<td>5º</td>
</tr>
<tr>
<td>Job requirements</td>
<td>25%</td>
<td>3º</td>
<td>37%</td>
<td>1º</td>
</tr>
<tr>
<td>Professional Status</td>
<td>21%</td>
<td>4º</td>
<td>35%</td>
<td>2º</td>
</tr>
<tr>
<td>Autonomy</td>
<td>15%</td>
<td>5º</td>
<td>8%</td>
<td>6º</td>
</tr>
<tr>
<td>Interaction</td>
<td>7%</td>
<td>6º</td>
<td>5%</td>
<td>4º</td>
</tr>
</tbody>
</table>

With regard to the importance attached to the components of job satisfaction, autonomy was evident as the most relevant factor for both nurses as nursing technicians.
influenced by aspects such as occupational risks and daily stress.\textsuperscript{15}

Concerning the lower satisfaction component, nurses pointed out the interaction with the team. Such dissatisfaction may be related to the recent restructuring, due to the hiring process mentioned above.

It is noteworthy that one of the biggest challenges facing organizations is to consolidate teamwork, in order to make viable the interaction between professionals, facilitating the coordination of the work and the development of effective multidisciplinary teams to obtain expected results for organization.\textsuperscript{19}

For nursing technicians, the lower satisfaction perceived is related to the component autonomy. A result that may be related to limitation of freedom to make decisions, as nursing technicians have little control work process.

This result demonstrates the difficulty of recognition and appreciation of the nursing technician category and can be a demotivating factor for the performance of their role. Furthermore, earlier this component was identified as the major factor of satisfaction to the subject with a remarkable difference.

Through this study, it was possible to identify the factors that contribute to job satisfaction manifest differently among nurses and nursing technicians. Also, nursing has undergone significant changes in career and improvement of technical and scientific knowledge,\textsuperscript{20} therefore the knowledge of satisfaction is essential to ensure the professional fulfillment of these workers.

**CONCLUSION**

Given the above, this study identified the satisfaction and dissatisfaction of nursing staff allocated to a surgical center of a medium complexity hospital, which was in a recent hiring process.

It can be observed that satisfaction and dissatisfaction components in the research subjects of the work presented distinctions between classes of nurses and nursing technicians.

In the importance attributed to the IST components, nurses highlighted in order of importance: autonomy, job requirements, interaction, remuneration, status and organizational standards. Regarding the category of nursing technicians, they listed: autonomy, work requirements, interaction, compensation, organizational standards and status.

With regard to the perceived satisfaction, nurses elected the remuneration as the component with more satisfactory capacity, while the nursing staff considered working requirements as the main factor.

It was noted that the division of labor and the labor demand are considered satisfactory. However, both nursing technicians as nurses, refer to lack of appreciation of nursing as the main group of dissatisfaction component. This is because the profession does not have the recognition deemed necessary. It is believed that other professionals, institutions and users reinforce this devaluation.

In this study, it was observed that job satisfaction generating components may vary according to the professional class and personal characteristics of each employee. Therefore, it is up to the workers of the nursing staff to express their degree of (dis) satisfaction at work while the managers responsible for drawing up action to overcome the weaknesses responsible for the dissatisfaction of professionals.

It is expected that the results of this study subsidize reflections and discussions between leadership and led health institutions to promote improvements in the nursing work in the surgical room, and with it, the satisfaction of its employees.

**REFERENCES**


4. Passos JB, Silva EL, Carvalho MMC. Estresse no centro cirúrgico: uma realidade


22. Paglione NL, Vannuchi MTO, Tenani MNF et al. Professional satisfaction of the nursing...
Paglione NL, Vannuchi MTO, Tenani MNF et al.

Submission: 2015/09/07
Accepted: 2016/02/05
Publishing: 2016/03/01

Corresponding Address
Paloma de Souza Cavalcante Pissinati
Programa de Pós Graduação em Enfermagem
Centro de Ciências da Saúde
Universidade Estadual de Londrina
Avenida Robert Koch, 60
Bairro Vila Operária
CEP 86057-970 – Londrina (PR), Brazil