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# Job Satisfaction - a Predictor of Working Efficiency and Intentions to Remain in Nursing

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## Abstract

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**Introduction.** We consider job satisfaction through the prism of the work we do, the working conditions, the relationships with colleagues and superiors, and the opportunity to advance and earn. Nurses make up 50% of the total workforce in the healthcare system and it is beyond question that their number in the system directly affects the quality of nursing

care. The most common dissatisfaction at work is insufficient staff, poor working conditions, poor relationship with colleagues and superiors, and impossibility to advance.

**Aim.** The objectives of the study were to examine the satisfaction of nurses in the job and to assess whether they were considering leaving their current job and how they were assessing their health and working productivity.

**Methods.** The study involved 155 nurses from three Clinical Hospital Centers in Croatia (Osijek, Rijeka and Zagreb). The study was designed as a cross-sectional study. It started on January 1, and ended on June 30, 2018. The first part refers to the demographic data of the respondents, while the second part contains questions related to the intention of leaving the present job, self-assessment of health status and working productivity and job satisfaction.

**Results.** In the answers to job satisfaction claims, the respondents with the bachelor's and master's degree in nursing compared to the respondents who completed secondary education, responded with a higher percentage that they were dissatisfied with the working conditions and the possibility of promotion (46.2%). They are dissatisfied with the relationship with their superiors (70%), as well as with the work they do (54%). Respondents at all levels of education are equally satisfied with their relationships with colleagues and with their earnings.

**Conclusion.** Most of the respondents are satisfied with the relationship with their superiors, colleagues and work, and dissatisfied with the possibility of advancement and salary. Most of them answered that they rarely think about leaving their job, and they assess their health as good and work productivity as normal.

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## Introduction

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Job satisfaction, performance and loyalty to the organization are three related attitudes toward work. The great interest and presence of research on these attitudes suggests that they directly affect the motivation of workers and the intention to stay in the profession. A sense of satisfaction is a positive emotion that every person strives for and is considered one of the basic human needs. Satisfaction is the feeling a person experiences when he or she fulfills one's aspirations or desires. According to the International Social Research Program conducted in 1997 in 21 countries, it has been proven that satisfaction levels influence the quality of work (1). Healthcare professionals are one of the most important factors in the healthcare system, and job satisfaction plays an important role in an advanced daily society. The number of nurses and doctors per capita is an important indicator of the development of the healthcare system. As nurses account for 50% of the workforce in the healthcare system, it is beyond question that their number in the system directly affects the quality of nursing care (1). The daily increase in administrative and other tasks prevents nurses from performing the basic task of caring for the patient, which results in dissatisfaction with the performance of work tasks. We look at job satisfaction through the prism of the work we do, the working conditions, the relationships with colleagues and superiors, and the opportunity to advance and earn money. The most common dissatisfaction of nurses at work are: insufficient staff, poor working conditions, poor relationships with colleagues and superiors, and impossibility to advance. In addition to causing dissatisfaction, they are often mentioned in the literature as the main causes of stress, which ultimately results in dissatisfaction with the work they perform and the services they provide (2). The increasing exposure of workers to a high risk of stress, conflict and burnout at work, job dissatisfaction and declining work capacity have led to an increase in interest in the problems associated with the psychosocial environment of healthcare workers, which have received little or no attention until recently (3). With the accession of the Republic of Croatia to the European Union, the door opened for the migration of working-age population both into European countries and beyond. A larger outflow

of nurses is also noticeable, which puts additional strain on the system, which already has a shortfall of around 12, 000, and every other nurse in Croatia is over 45 years old. More than 1,000 nurses have gone abroad and 2, 000 have requested certificates of departure (4).

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## Aim

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The research aims are as follows:

1. Examine the satisfaction of nurses with the working conditions, the relationships with superiors, relationships with colleagues, promotion opportunities, earnings and the work they perform
2. Assess whether nurses are considering leaving their current job
3. Examine how nurses evaluate their health and working productivity
4. Examine whether there is a difference in the assessment of job satisfaction, thinking about leaving the current job and assessment of work ability by age, gender and qualification.

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## Methods

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### Respondents

The study included 155 nurses from three Clinical Hospital Centers in the Republic of Croatia (Osijek, Rijeka and Zagreb). Health professionals of both genders and all levels of education (secondary school degree, college and university level, including master's and doctoral degrees in nursing science) were included. All respondents were informed of the purpose and manner of conducting the survey, indicating that their participation was voluntary and anonymous. The secrecy of the information is guaranteed by sealed envelopes. The consent of the clinic man-

agers and the departments at which the study was conducted was sought and obtained. The study was approved by the Ethics Committees of all the institutions listed.

## Data collection

The study was designed as a cross-sectional study. It started on January 1st and ended on June 30th, 2018. Relevant data were collected through a modified questionnaire written for the purpose of this research, modeled on the 2015 Vukelić survey (5).

The first part deals with the demographic data of the respondents (age, gender, qualifications and marital status), while the second part contains 9 questions related to the intention of leaving the present job, self-assessment of health status and working productivity and job satisfaction. The intention of leaving the job was assessed by one question that respondents rated with a Likert type scale from 1 (I didn't think about it) to 5 (I thought about it very often). Work productivity was also assessed by one question using the Likert-type scale from 1 (lower than usual) to 3 (higher than usual). Current health status was also assessed by one question using the a Likert-type scale from 1 (very poor) to 5 (very good). Job satisfaction was assessed with six questions pertaining to the assessment of general satisfaction with the following aspects of work: working conditions, relationship with superior, relationship with colleagues, promotion opportunities, earnings and the job they perform. A similar job satisfaction scale was used in a 2007 in the study by Sounders.

## Results

The study involved 155 subjects.

Most of the respondents were female (85.8%), 32.9% of them belonged to the age group of 30-39 years, and the average age was 40.5 years (SD 10.89). The most represented were the respondents with the secondary level of education (69.7%). Most of the respondents were married (70.3%), as shown in Table 1.

**Table 1. Distribution of respondents by gender, age, education level and marital status**

		N	%
<b>Gender</b>	Men	22	14.2
	women	133	85.8
	In Total	155	100
<b>Age</b>	19 - 29 years	23	14.8
	30 - 39	51	32.9
	40 - 49	43	27.8
	50 - 59	34	21.9
	60 and older	4	2.6
	Total	155	100
<b>Education level</b>	secondary school	108	69.7
	BA	34	21.9
	MA/ PhD	13	8.4
	Total	155	100
<b>Marital status</b>	Single	28	18.1
	Married	109	70.3
	Divorced	18	11.6
	Total	155	100

Although no statistically significant difference was found in the answers to job satisfaction claims with regard to the nurses qualifications, the MA/PhD respondents, compared to the ones with a secondary school degree, responded with a higher percentage that they were dissatisfied with their working conditions and the possibility of promotion (46.2%). Most respondents of all levels of education are satisfied with the relationship with their superiors, as well as with the work they do. Respondents of all education levels are approximately equally satisfied with their colleagues and earnings (Table 2).

According to job satisfaction claims women are more satisfied (72%) compared to men. In a larger percentage, about 70% of the male respondents are more dissatisfied with their possibility to advance. 64% male and 61% female respondents were dissatisfied with their earnings. Both male and female respondents are most satisfied with their relationship with their superiors, their colleagues and the work they do (Table 3).

Considering the age of the respondents, the greatest dissatisfaction was expressed by the respond-

**Table 2. Job satisfaction of nurses by education level**

		Education level						p*
		Secondary school		BA		MA/PhD		
		N	%	N	%	N	%	
I am satisfied with the conditions in which I work.	I completely disagree	11	10.2	5	14.7	3	23.1	0.532
	I disagree	25	23.1	6	17.6	3	23.1	
	I am not sure	37	34.3	13	38.2	5	38.5	
	I agree	30	27.8	6	17.6	1	7.7	
	I completely agree	5	4.6	4	11.8	1	7.7	
I am satisfied with the relationship with my superior.	I completely disagree	2	1.9	1	2.9	1	7.7	0.111
	I disagree	5	4.6	5	14.7	2	15.4	
	I am not sure	28	25.9	7	20.6	6	46.2	
	I agree	53	49.1	12	35.3	2	15.4	
	I completely agree	20	18.5	9	26.5	2	15.4	
I am satisfied with the relationship with my colleagues.	I completely disagree	3	2.8	0	0	1	7.7	0.328
	I disagree	3	2.8	3	8.8	1	7.7	
	I am not sure	19	17.6	7	20.6	5	38.5	
	I agree	55	50.9	16	47.1	5	38.5	
	I completely agree	28	25.9	8	23.5	1	7.7	
I am satisfied with the opportunity to advance at work.	I completely disagree	12	11.1	4	11.8	4	30.8	0.755
	I disagree	19	17.6	6	17.6	2	15.4	
	I am not sure	40	37.0	12	35.3	5	38.5	
	I agree	23	21.3	7	20.6	1	7.7	
	I completely agree	14	13.0	5	14.7	1	7.7	
I am satisfied with my earnings.	I disagree	15	13.9	5	14.7	4	30.8	0.859
	I completely disagree	24	22.2	5	14.7	2	15.4	
	I am not sure	28	25.9	9	26.5	3	23.1	
	I agree	35	32.4	12	35.3	3	23.1	
I am satisfied with the job I do.	I completely agree	6	5.6	3	8.8	1	7.7	0.313
	I completely disagree	6	5.6	1	2.9	1	7.7	
	I disagree	3	2.8	4	11.8	1	7.7	
	I am not sure	23	21.3	4	11.8	5	38.5	
	I agree	46	42.6	15	44.1	3	23.1	
	I completely agree	30	27.8	10	29.4	3	23.1	

\* Fisher's exact test  
Statistically significant value

ents in the age group of 40-49 years of age. They are mostly dissatisfied with the working conditions, the relationships with colleagues and superiors, the opportunities for promotion and earnings, as well as with the work they do. They are dissatisfied with the working conditions (85%), they are dissatisfied with

their earnings (74%), while the majority of respondents in the age group of 19-29 years are dissatisfied with the possibility of advancement (80%), (Table 4). Respondents in the 40-49 age group ( $p=0.007$ , Fisher's exact test) most often thought about changing

**Table 3. Job satisfaction of nurses (N=155) by gender**

		Gender				p*
		Men		Women		
		N	%	N	%	
I am satisfied with the conditions in which I work.	I completely disagree	2	9.1	17	12.8	0.578
	I disagree	5	22.7	29	21.8	
	I am not sure	6	27.3	49	36.8	
	I agree	6	27.3	31	23.3	
	I completely agree	3	13.6	7	5.3	
I am satisfied with the relationship with my superior.	I completely disagree	0	0	4	3	0.858
	I disagree	1	4.5	11	8.3	
	I am not sure	6	27.3	35	26.3	
	I agree	11	50	56	42.1	
I am satisfied with the relationship with my colleagues.	I completely agree	4	18.2	27	20.3	0.475
	I completely disagree	0	0	4	3	
	I disagree	0	0	7	5.3	
	I am not sure	6	27.3	25	18.8	
I am satisfied with the opportunity to advance at work.	I agree	9	40.9	67	50.4	0.291
	I completely agree	7	31.8	30	22.6	
	I completely disagree	4	18.2	16	12	
	I disagree	1	4.5	26	19.5	
I am satisfied with my earnings.	I am not sure	7	31.8	50	37.6	0.914
	I agree	7	31.8	24	18	
	I completely agree	3	13.6	17	12.8	
	I disagree	3	13.6	21	15.8	
I am satisfied with the job I do.	I completely disagree	6	27.3	25	18.8	0.290
	I am not sure	5	22.7	35	26.3	
	I agree	7	31.8	43	32.3	
	I completely agree	1	4.5	9	6.8	
I am satisfied with the job I do.	I completely disagree	1	4.5	7	5.3	0.290
	I disagree	0	0	8	6	
	I am not sure	2	9.1	30	22.6	
I am satisfied with the job I do.	I agree	13	59.1	51	38.3	0.290
	I completely agree	6	27.3	37	27.8	

\* Fisher's exact test

their current job, and more often stated that their work productivity in the last 6 months was lower than usual ( $p=0.031$ , Fisher's exact test) (Table 5).

Changes in the present job were more commonly thought of by respondents with a university degree ( $p=0.001$ , Fisher's exact test). They (53.8%) very often thought about changing jobs. Respondents of

all levels of education have rated their health status as very good and good. Mostly MA/PhD respondents, 38.5% of them rated their productivity as lower than usual in the past six months (Table 6).

Although there was no significant difference in the intention to leave the present job, when considering self-reported health status and productivity with re-

**Table 4. Job satisfaction of nurses (N=155) by age**

		AGE										p*
		19 - 29 years		30 - 39 years		40 - 49 years		50 - 59 years		60 and > years		
		N	%	N	%	N	%	N	%	N	%	
I am satisfied with the conditions in which I work.	I completely disagree	2	8.7	5	9.8	10	23.3	2	5.9	0	0	0.220
	I disagree	5	21.7	13	25.5	10	23.3	6	17.6	0	0	
	I am not sure	7	30.4	17	33.3	17	39.5	12	35.3	2	50	
	I agree	9	39.1	11	21.6	4	9.3	11	32.4	2	50	
I am satisfied with the relationship with my superior.	I completely agree	0	0	5	9.8	2	4.7	3	8.8	0	0	0.571
	I completely disagree	0	0	1	2	3	7	0	0	0	0	
	I disagree	1	4.3	3	5.9	6	14	2	5.9	0	0	
	I am not sure	6	26.1	14	27.5	9	20.9	12	35.3	0	0	
I am satisfied with the relationship with my colleagues.	I agree	13	56.5	20	39.2	17	39.5	14	41.2	3	75	0.335
	I completely agree	3	13	13	25.5	8	18.6	6	17.6	1	25	
	I completely disagree	0	0	1	2	3	7	0	0	0	0	
	I disagree	1	4.3	4	7.8	2	4.7	0	0	0	0	
I am satisfied with the opportunity to advance at work.	I am not sure	6	26.1	8	15.7	10	23.3	7	20.6	0	0	0.214
	I agree	13	56.5	24	47.1	21	48.8	17	50	1	25	
	I completely agree	3	13	14	27.5	7	16.3	10	29.4	3	75	
	I completely disagree	1	4.3	6	11.8	10	23.3	3	8.8	0	0	
I am satisfied with my earnings.	I disagree	7	30.4	8	15.7	4	9.3	6	17.6	2	50	0.147
	I am not sure	9	39.1	16	31.4	20	46.5	12	35.3	0	0	
	I agree	3	13	13	25.5	5	11.6	9	26.5	1	25	
	I completely agree	3	3	8	15.7	4	9.3	4	11.8	1	25	
I am satisfied with the job I do.	I disagree	1	4.3	7	13.7	10	23.3	5	14.7	1	25	0.344
	I completely disagree	6	26.1	14	27.5	7	16.3	4	11.8	0	0	
	I am not sure	4	17.4	12	23.5	15	34.9	8	23.5	1	25	
	I agree	12	52.2	12	23.5	10	23.3	14	41.2	2	50	
	I completely agree	0	0	6	11.8	1	2.3	3	8.8	0	0	
	I completely disagree	0	0	3	5.9	4	9.3	1	2.9	0	0	
	I disagree	2	8.7	1	2	4	9.3	1	2.9	0	0	
	I am not sure	5	21.7	9	17.6	13	30.2	5	14.7	0	0	
	I agree	12	52.2	22	43.1	15	34.9	13	38.2	2	50	
	I completely agree	4	17.4	16	31.4	7	16.3	14	41.2	2	50	

\* Fisher's exact test

**Table 5. Nurses intent to leave their current job, self-assessment of health status and work productivity by age**

		AGE										p*
		19 - 29 years		30 - 39 years		40 - 49 years		50 - 59 years		60 and > years		
		N	%	N	%	N	%	N	%	N	%	
Have you considered leaving the current job in the past six months?	I didn't think about that	5	21.7	9	17.6	9	20.9	15	44.1	3	75	<b>0.007</b>
	I rarely thought about it	6	26.1	20	39.2	6	14	5	14.7	1	25	
	I thought about it from time to time	7	30.4	12	23.5	12	27.9	10	29.4	0	0	
	I've often thought about that	4	17.4	4	7.8	4	9.3	3	8.8	0	0	
	I thought about it very often	1	4.3	6	11.8	12	27.9	1	2.9	0	0	
How would you rate your current health?	Very bad	0	0	1	2	3	7	1	2.9	0	0	0.199
	Bad	1	4.3	3	5.9	4	9.3	4	11.8	1	25	
	Neither good nor bad	1	4.3	12	23.5	15	34.9	5	14.7	0	0	
	Good	15	65.2	23	45.1	15	34.9	18	52.9	3	75	
What has been your work productivity in the past six months compared to your usual work performance?	Very good	6	26.1	12	23.5	6	14	6	17.6	0	0	<b>0.031</b>
	Lower than usual	0	0	6	11.8	13	30.2	4	11.8	1	25	
	Same as usual	19	82.6	37	72.5	25	58.1	29	85.3	3	75	
	Higher than usual	4	17.4	8	15.7	5	11.6	1	2.9	0	0	

\* Fisher's exact test  
Statistically significant value

spect to the gender of the respondents, female respondents were more likely to think about leaving the present job compared to men. 23% of women and 18.2% of men very often and often thought about leaving their present job (Table 7).

## Discussion

The purpose of this research was to determine whether nurses are satisfied with the work they are doing in terms of the working conditions, the relationships with superiors and colleagues, the earn-

ings and the opportunity to advance. Furthermore, we wanted to find out if nurses were considering leaving their current job and how they were assessing their current work productivity.

The study was conducted at three clinical hospital centers (Osijek, Rijeka and Zagreb) in Croatia. The results of the research show that nurses from these healthcare institutions express their dissatisfaction with the working conditions, the possibility of promotion, the earnings and the job they perform, while they are generally satisfied with their superiors and colleagues as shown in Tables 2, 3 and 4. The respondents who participated in this study were mostly young and middle-aged (30 to 50 years). The mean age of the respondents was 40.5 years (SD 10.89), which corresponds to the age structure of participants in similar studies conducted in Croa-

**Table 6. Nurses intent to leave their current job, self-assessment of health status and productivity by professional qualification**

		Education level						<i>p</i> *
		Secondary school		BA		MA/PhD		
		N	%	N	%	N	%	
Have you considered leaving the current job in the past six months?	I didn't think about it	30	27.8	10	29.4	1	7.7	<b>0.001</b>
	I rarely thought about it	27	25	9	26.5	2	15.4	
	I thought about it from time to time	32	29.6	6	17.6	3	23.1	
	I've often thought about that	12	11.1	3	8.8	0	0	
	I thought about it very often	7	6.5	6	17.6	7	53.8	
How would you rate your current health?	Very bad	3	2.8	1	2.9	1	7.7	0.977
	Bad	10	9.3	2	5.9	1	7.7	
	Neither good nor bad	23	21.3	7	20.6	3	23.1	
	Good	53	49.1	16	47.1	5	38.5	
	Very good	19	17.6	8	23.5	3	23.1	
What has been your work productivity in the past six months compared to your usual work performance?	Lower than usual	15	13.9	4	11.8	5	38.5	0.128
	Same as usual	82	75.9	24	70.6	7	53.8	
	Higher than usual	11	10.2	6	17.6	1	7.7	

\* Fisher's exact test  
Statistically significant value

**Table 7. Nurses intent to leave their current job, self-assessment of health status and productivity by gender**

		Gender				<i>p</i> *
		Men		Women		
		N	%	N	%	
Have you considered leaving the current job in the past six months?	I didn't think about it	5	22.7	36	27.1	0.910
	I rarely thought about it	7	31.8	31	23.3	
	I thought about it from time to time	6	27.3	35	26.3	
	I've often thought about that	2	9.1	13	9.8	
	I thought about it very often	2	9.1	18	13.5	
How would you rate your current health?	Very bad	1	4.5	4	3.0	0.735
	Bad	1	4.5	12	9.0	
	Neither good nor bad	3	13.6	30	22.6	
	Good	13	59.1	61	45.9	
What has been your work productivity in the past six months compared to your usual work performance?	Very good	4	18.2	26	19.5	0.443
	Lower than usual	2	9.1	22	16.5	
	Same as usual	16	72.7	97	72.9	
	Higher than usual	4	18.2	14	10.5	

\* Fisher's exact test



tia (7). A large number of women are represented among the participants in this research, with a share of 85.8%. This result is expected because it is a female-dominated occupation. The high proportion of women in the health profession is also indicated by the results of most previous research in the field of nursing (8,9). Almost (70%) respondents had a university degree, followed by bachelor in nursing with a share of (21.9%), while respondents with a master in nursing were represented by 8.4%. The results of the study differ from the results of the research of foreign authors where there were mostly respondents with bachelor degrees (with a share of 45%) and a significantly higher number of nursing masters (22.5%) (10). The situation has improved significantly over the last 15 years. Nursing education for the past 15 years has taken off. Since the signing of the Bologna Declaration in 2005, there have been significant changes in the educational structure of nurses in Croatia. In doing so, these healthcare professionals were given the opportunity to advance in the profession. Thus, in Croatia, after five years of nursing secondary school education, we have a bachelor's degree in nursing science, a nursing master and PhD.

The analysis of the total data did not find any statistically significant differences in job satisfaction with regard to the level of education. However, in response to the claims regarding working conditions and the possibility of promotion, the MA/PhD respondents expressed a higher percentage of dissatisfaction than the respondents with a secondary level of education, which was expected. It is indisputable that the advancement of medicine and nursing imposes an ongoing need for training, which the system has recognized, and has enabled nurses to improve at all levels of education. Nursing is a profession, but also a job that allows nurses to live. Deficit and dissatisfaction also stem from the fact that highly educated nurses do not work in accordance with their educational background. There are currently about 10,000 nurses with a bachelor and master degree in the system, but their qualifications are not recognized within the system. These are serious problems whose solutions and proposals have not yet been accepted (11). In a study by Spevan et al. we find results that indicate that employees with lower levels of education are less satisfied than those with higher degrees (12). This difference can be explained by the fact that the use of any instrument that examines job satisfaction may depend on the condition of the

subjects at the time of questioning. The literature indicates that the results of the use of certain instruments depends on the working conditions (staff may sometimes become accustomed to being satisfied with even the worst conditions), as well as on the employees' habit of managing staff, and certainly not of the resentment policy (13). Overall, no statistically significant difference was found between male and female respondents. The analysis of some issues revealed that women were more dissatisfied with the conditions in which they work, 72%, and the possibility of advancement, 70%, than men. 64% of male and 61% of female respondents were dissatisfied with their earnings. Both male and female respondents are most satisfied with their relationship with their superiors, their colleagues and the work they do. Respondents mostly answered that they had rarely or occasionally thought about leaving their current job in the last six months. Most respondents assess their health as good and their work productivity as the same as usual.

According to the Croatian Nursing Council, there were 40000 nurses in the Republic of Croatia in 2019, taking into account that about 700 nurses retire annually, and about 2 000 apply for certificates of departure, and this trend still continues. Also, over the past few years, there has been a shortage of 12000 nurses at all levels.

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## Conclusion

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In this research, nurses answered that they were most satisfied with the relationship with their superiors, colleagues, and the work they perform (72%). The largest number of male respondents are dissatisfied with the possibility of advancement (70%), and the majority of respondents of both genders are dissatisfied with their salary (64%). Respondents mostly answered that they had rarely or occasionally thought about leaving their current job in the last six months. Most respondents assess their health as good and very good, and their work productivity as the same as usual.

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## ZADOVOLJSTVO POSLOM - PREDIKTOR RADNE UČINKOVITOSTI I NAMJERE OSTANKA U SESTRINSTVU

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### Sažetak

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**Uvod.** Zadovoljstvo poslom promatramo kroz prizmu posla koji obavljamo, uvjete rada, odnose s kolegama i nadređenima te mogućnosti napredovanja i zarade. Budući da medicinske sestre čine 50 % radne snage u zdravstvenom sustavu, neupitno je da njihov broj u sustavu direktno utječe na kvalitetu sestrinske skrbi. Kao najčešće nezadovoljstvo na poslu medicinske sestre navode: nedovoljan broj djelatnika, loše uvjete rada, loše odnose s kolegama i nadređenima te nemogućnost napredovanja.

**Cilj.** Ciljevi istraživanja bili su ispitati zadovoljstvo medicinskih sestara i tehničara poslom i procijeniti razmišljaju li o napuštanju sadašnjeg posla te kako procjenjuju svoje zdravstveno stanje i radnu produktivnost.

**Metode.** Istraživanje je obuhvatilo 155 medicinskih sestara i tehničara iz tri klinička bolnička centra u Hrvatskoj (Osijek, Rijeka i Zagreb). Istraživanje je bilo ustrojeno kao presječna studija provedena od 1. siječnja do 30. lipnja 2018. Prvi dio odnosi se na demografske podatke ispitanika, dok su u drugom dijelu sadržana pitanja koja se odnose na namjeru napuštanja sadašnjeg posla, samoprocjenu zdravstvenog stanja i radne produktivnosti te zadovoljstva poslom.

**Rezultati.** Na tvrdnje povezane sa zadovoljstvom poslom ispitanici s VSS-om u odnosu na one sa SSS-om odgovorili su u većem postotku da su nezadovoljni uvjetima u kojima rade i mogućnošću napredovanja (46,2 %). Odnosom sa svojim nadređenima zadovoljno je oko 70 %, a poslom koji obavljaju 54 % ispitanika.

Odnosom s kolegama i zaradom približno su podjednako zadovoljni ispitanici svih razina obrazovanja.

**Zaključak.** Najveći broj ispitanika zadovoljan je odnosom s nadređenima, kolegama i poslom, a nezadovoljan mogućnošću napredovanja i plaćom. Većinom su odgovorili da rijetko i s vremena na vrijeme razmišljaju o napuštanju posla, a svoje zdravlje procjenjuju dobrim i radnu produktivnost uobičajenom.

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**Gljučne riječi:** zadovoljstvo, učinkovitost, produktivnost, sestrinstvo, zdravlje

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