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Nurses satisfaction at general hospital

Agron Bytyqi
General Hospital, Kosovo

Satisfaction at work is defined as all the feelings that an individual has about his/her performance. Job satisfaction is important in predicting stable systems, reducing turnover and motivate employees. The aim of the study was to determine the factors that influence job satisfaction among nurses at Regional Hospital of Prizren. There was used quantitative approach, and statistical analysis was made of data from assessments, opinions and attitudes of participants provided by questionnaires. The target group of nurses were random from different departments, with different work experience. It was used a structured questionnaire to collect data from participants, the questionnaire was anonymous and participation was voluntary. 215 questionnaires were distributed and returned completed a total of 204 questionnaire (response rate 94.9%). Participants reported low satisfaction with not being involved in political decision making, with salaries, lack of resources, promotion, reward for a well done job, doing a lot of non-clinical tasks and not having sufficient time with patients. This study shows that participants were dissatisfied with their job, while 29% of them had the feeling that every day are used emotionally from work, and 14% of participants felt consumed by their work. Results also showed that participants were satisfied in relationships with co-workers and the level of patient care. Nearly half of respondents (40%) have experienced disappointment or frustration at work as a result of limited resources.

Recommendations: Organizing frequent meetings with management staff and employees, for the purpose of identifying and resolving problems or gaps in their best way possible (through meaningful communication); Improvement or redesign the responsibilities of workers and recognition of their achievements or personal results; Improvement of conditions at work place, like work environment, equipment, sound, light, color, temperature, space with Internet access to read etc.; Providing opportunities for modified/flexible shift patterns are possible to all professionals; Promotion, reward for one or some well-done job, promotions, are also shown effective and motivated for improvement of health professionals job satisfaction.

Keywords: nurses, satisfaction, hospital.

agron_bytyqi@hotmail.com