

**FACTORS AFFECTING NURSES' JOB SATISFACTION IN MEDICAL SURGICAL
NURSING CARE IN TURKEY: A SYSTEMATIC REVIEW**

Abdallah ALWAWI^{1,2*}  **Ayşegül KOÇ**³  **Bahar İNKAYA**⁴ 

¹Ankara Yıldırım Beyazıt University, Turkey

²Department of Nursing, College of Health Professions, Al-Quds University, Abu Dies, Jerusalem, Palestine

³Faculty of Health Sciences, Yıldırım Beyazıt University, Ankara, Turkey

⁴Faculty of Health Sciences, Yıldırım Beyazıt University, Ankara, Turkey

*Corresponding author: aalwawi@staff.alquds.edu

Abstract: *Job-related satisfaction has the likelihood of improving the care provided by nurses within the health settings. Nurses' job satisfaction is likely to boost quality healthcare services and their commitment level. Several factors inform the job satisfaction of nurses, such as fair promotion opportunities, retention, and fringe benefits. The study aimed to explore the main factors impacting medical-surgical nurses' job satisfaction. The existing literature revealed that work satisfaction among nurses is affected by a number of aspects. A systematic review of studies was conducted. A total of (n=40) studies were eligible for inclusion. Preferred Reporting Items for Systematic reviews and Meta-Analyses (PRISMA) guidelines were used to report and examine the eligibility of various studies. The systematic review indicated the factors could be classified into four categories, including extrinsic, intrinsic, personal, and community factors. The extrinsic factors include working conditions, work environment, supervisor/management, burnout, work engagement, and mobbing/bullying. The main intrinsic factors were found to include professionalism and career identity. Personal factors included marital status, age, and level of education, whereas economic status was found to be the only community factor influencing the satisfaction of medical-surgical nurses. The main factors influencing medical-surgical nurses include extrinsic, intrinsic, personal, and community.*

Keywords: *Job Satisfaction, medical-surgical nurses, intrinsic factors, and extrinsic factors*

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1. Introduction

Job-related satisfaction has the likelihood of improving care provided by nurses within the health settings. Nurses' job satisfaction is likely to boost quality healthcare services and their commitment level [1]. Low satisfaction results in poor healthcare services and shapes the intention to leave the hospital. Thus, the satisfaction of nurses is considered to be the primary determinant of sustainable quality patient care and retention of these professionals [2]. Job satisfaction is a significant issue affecting nurses in surgical care or wards. Job satisfaction among these professionals has been

linked to the availability of professional development opportunities, promotion, and achievements [3]. Job-related satisfaction is an extremely subjective concept and is consequently complex and multidimensional [4]. research studies connect numerous aspects to nurses' job-related satisfaction in various clinical working settings and various nations [5].

Job satisfaction is mainly determined by actual job experiences together with expectations concerning the job. There are varying job satisfaction levels among nursing professionals. However, the predictors of job satisfaction among nurses are fairly common, and entail working conditions, promotion, working hours, and pay, and others [6]. Nurses form the primary workforce responsible for protection, improvement, and promotion of the population's health [7]. Thus, their job satisfaction is considered to be paramount. Job satisfaction among nurses is mainly impacted by both extrinsic and intrinsic factors [8]. Herzberg's theory shall guide the study. The model suggested that job-related satisfaction is affected by two key sets of elements, namely intrinsic factors, and extrinsic factors. Some of the extrinsic factors include working conditions, interpersonal relations, and quality of supervision. The main intrinsic factors are responsible, the nature of work, individual growth, achievement, as well as recognition [9]. The review of the past study indicated that numerous studies had been conducted concerning job satisfaction among medical surgical nursing care setting nurses. However, the researcher noted that there is no systematic review that has been done to determine factors affecting nurses' job satisfaction in medical surgical nursing care in the context of Turkey. The researcher hopes to inform stakeholders in medical surgical nursing care about the main factors affecting nurses' job satisfaction. Variations in extrinsic, intrinsic, personal, and community factors and expectations that are associated with the clinical departments may affect nurses' job satisfaction. Therefore, our study question used to handle the research was: What are the factors linked with job-related satisfaction for nurses working in medical-surgical settings in the context of Turkey?

1.1. Aims

The main aim of the review is to present a systematic and meta-analysis of research examining factors affecting nursing professionals' job satisfaction within medical surgical nursing care. The study aimed to identify extrinsic, intrinsic, personal, and community factors that impact job satisfaction amongst nursing professionals working in medical-surgical care settings.

2. Materials and Methods

The study employed Preferred Reporting Items for Systematic reviews and Meta-Analyses (PRISMA) guidelines. The guidelines were used to report and examined various studies. The guideline helped in ensuring quality reporting of studies related to the area of interest. PRISMA guidelines also ensured that the systematic and meta-analysis were limited to the scope of Turkey and the medical-surgical care setting.

2.1. Search Methods

The search for relevant literature was done between March 25 and 28, 2019. The search process was limited to randomized applied studies and theses, focusing on nurses' job satisfaction within medical and surgical care settings. The search was carried using various online academic databases, including Ebscohost, Proquest, PubMed, Scopus, CINAHL, Embase, Emerald, MJ Clinical Evidence,

PsycINFO, and Web of Science. The search was also done in a doctoral and master's theses databases in Turkey. Several search terms were used to enable search as well as retrieval of appropriate studies in the online databases, as mentioned above. The search terms included *medical-surgical care nurses, job satisfaction among nursing professionals in medical-surgical settings, job satisfaction,* and *medical surgical nursing care in Turkey.* Boolean operators "AND" and "OR" were also used.

2.2. Inclusion and Exclusion Criteria

Current study limited to journal articles and theses related to medical surgical nursing care settings. Studies using other designs not relevant were also included. It was further restricted to work published from 1995 to 2020. The inclusion criteria were studies focusing on nurses in medical-surgical care settings in Turkey. Studies were also eligible for review if they offered comprehensive information concerning factors affecting nurses' job satisfaction within medical surgical nursing care settings. Studies were excluded if their scope was not limited in Turkey's medical-surgical care settings. They were also excluded if they focused on general nurses in Turkey. Studies published below 1995 were also excluded.

2.3. Search Outcomes

The search yielded 1400 references (n=1400) from the databases mentioned above. The full copies of the eligible studies for inclusion were retrieved and further assessed for their relevance. The abstracts were analyzed to gather insights regarding the methodology used in each study and results. Duplicated articles were excluded (n=800), and 600 verified based on the area of research. The manual cross-checking led to the expulsion of (n=400) as they failed to fulfill the set inclusion criteria. A total of (n=200) copies were excluded as they did not address the subject area, and the remaining (n=200) were thoroughly examined for and (n=100) excluded as they did not focus on nurses in Turkey medical-surgical care setting. Sixty (n=60) studies were omitted as they emerged to be copied, and the rest (n=40) qualified for inclusion. A summary of the retrieved studies was presented based on PRISMA guidelines, as demonstrated in Figure 1.

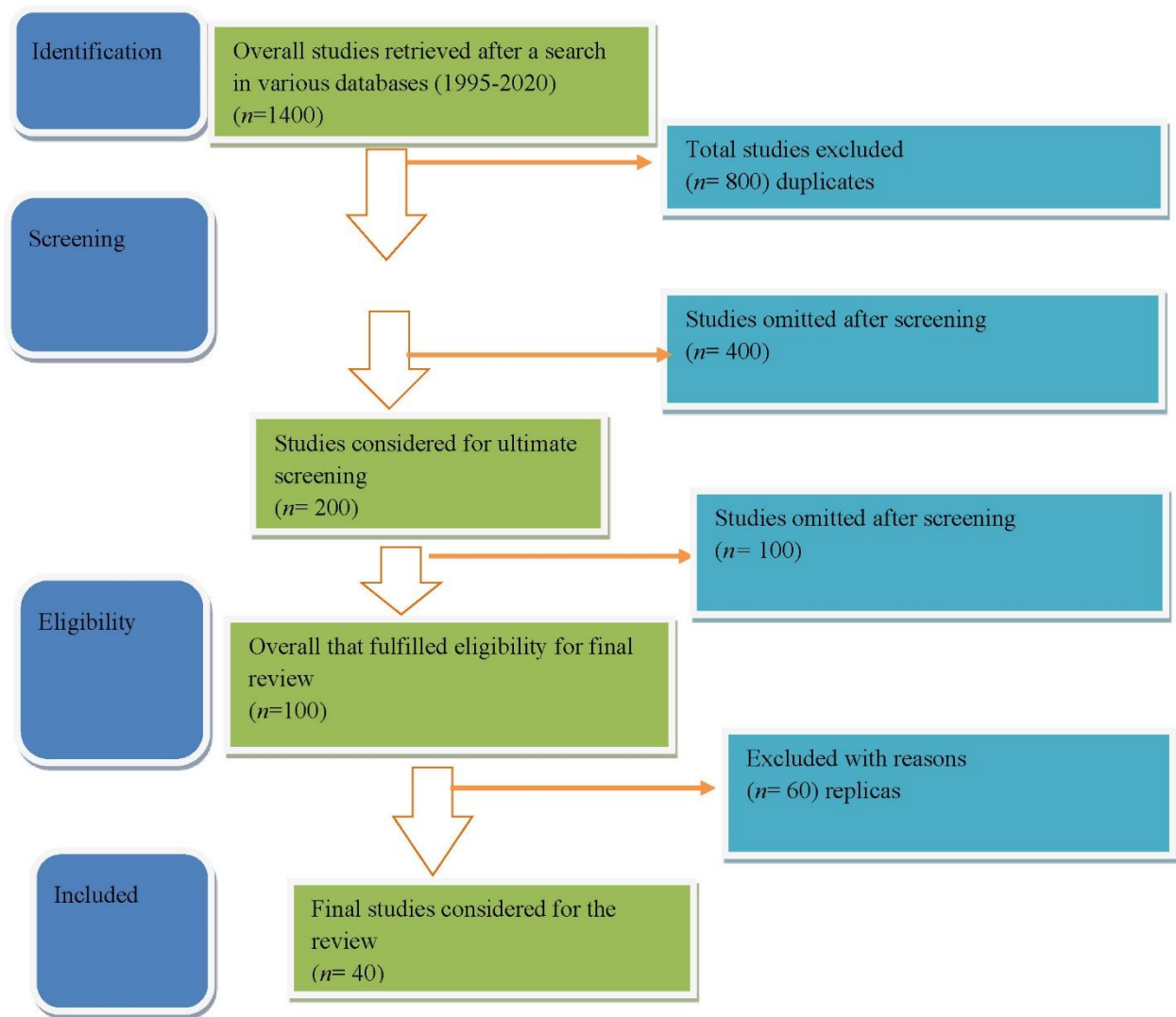


Figure 1. PRISMA guidelines.

2.4. Quality Appraisal

Two independent reviewers examined the selected studies. The study also utilized the Joanna Briggs Institute (JBI) to facilitate the appraisal of the quality of selected studies. The selected studies were subjected to rigorous appraisal by two critical appraisers. The evaluation informed both synthesis and explanations of the study’s findings. An assessment of risk bias was also conducted, as indicated in Table 1.

Table 1. Assessment of risk bias for the selected research articles.

Studies	Are the inclusion criteria of participants clearly indicated?	Were the participants and settings thoroughly described?	Were job satisfaction factors measured?	Were the studies' outcomes measured in a valid as well as a reliable way?	Was a suitable statistical approach employed?
Burke et al., 2012	✓	✓	✓	✓	✓
Cilingir et al., 2012	✓	✓	✓	✓	✓
Torun and Cavusoglu, 2018	✓	✓	✓	✓	✓
Uğurlu et al., 2015	✓	✓	✓	✓	✓
Sabanciogullari and Dogan, 2017	✓	✓	✓	✓	✓
Çelik and Hisar, 2012	✓	✓	✓	✓	✓
Tural et al., 2015	✓	✓	✓	✓	✓
Cimete, Gencalp, and Keskin, 2003)	✓	✓	✓		
Ariza-Montes		✓		✓	✓
Bardakçı and Günüşen, 2016.	✓		✓	✓	✓
Çevik et al., 2012		✓	✓	✓	✓
Cilingir et al., 2012	✓	✓	✓	✓	✓
Efe and Ayaz, 2010			✓	✓	✓
Ekici et al., 2017			✓	✓	✓
Emhan, 2012	✓	✓	✓		✓
Er and Sökmen, 2018		✓	✓	✓	✓
Gok et al., 2015		✓	✓	✓	✓
Goris et al., 2016	✓	✓	✓	✓	✓
Montgomery et al., 2015.	✓	✓	✓		✓
Ofluoğlu and Somunoğlu, 2012	✓		✓	✓	✓
Özer et al., 2017.	✓		✓	✓	✓
Ucuk and Yurtsal, 2017.	✓	✓	✓	✓	✓
Yildirim and Yildirim, 2007.	✓	✓	✓	✓	✓
Yıldırım, 2009.	✓	✓	✓	✓	✓
Yıldız et al., 2009.	✓	✓	✓	✓	✓
Yurumezoglu and Kocaman, 2012.	✓	✓	✓	✓	✓
Seren Intepeler et al., 2019	✓	✓	✓	✓	✓
Korhan et al., 2014	✓	✓	✓	✓	✓
Aksakal et al., 2015	✓	✓	✓	✓	✓
Palaz, 2013	✓	✓	✓	✓	✓
Seyrek and Ekici, 2017		✓	✓	✓	✓
Burke, Koyuncu, and Fiksenbaum, 2010	✓	✓	✓	✓	✓
Orsal et al., 2017	✓	✓	✓	✓	✓
Danaci and Koç, 2019		✓	✓	✓	✓

Table 1. (continued)

Arslan Yurumezoglu and Kocaman,2016	✓	✓	✓	✓	✓
Cagan and Gunay, 2015	✓	✓	✓	✓	✓
Erdem et al., 2008	✓		✓		✓
Sabanciogullari and Dogan, 2015a	✓		✓	✓	✓
Sönmez and Yildirim, 2018	✓	✓	✓	✓	✓
Sabanciogullari and Dogan 2015b	✓	✓	✓	✓	✓

2.5. Data Abstraction and Synthesis

The author conducted the data extraction. The primary data extracted for this particular systematic review included journal, country, authors, population, setting, purpose, and research questions. Others included sample, data collection instruments, and main findings of the studies, sampling technique, and response rate. Thematic analysis was used to extract and present the needed data.

3. Results

Study Characteristics

Various studies involving medical-surgical nurses were included in this systematic and meta-analysis. The studies included cross-sectional, descriptive, and longitudinal. All the studies included were conducted within Turkey's medical surgical nursing care center.

3.1. Extrinsic Factors Affecting Job Satisfaction

The reviewed studies associated work engagement with enhanced job satisfaction among medical-surgical care nurses [10, 11]. There is substantial evidence that work engagement impacts Turkish nurses' job satisfaction [12]. Burnout was also found to adversely affect nursing professionals' work satisfaction [15]. A study reported that level burnout on job satisfaction using a sample of 330 surgical and medical ward nurses in a hospital situated in northeastern Turkey was found to be negatively associated [16]. Burnout was also found to results in low satisfaction with other studies [17, 18].

Nursing professionals in surgical medical care job-related satisfaction was further found to be influenced by working conditions. It was further found to be influenced by the working environment [19, 20]. A work environment characterized by the sufficiency of both equipment and materials was found to enhance the quality of work-related satisfaction. Supervisor support was revealed as another extrinsic element determining job-related satisfaction of nursing professionals [22, 23]. Higher-level of work satisfaction was reported by nurses being supported by their supervisors [24, 25]. It was further found that mobbing/bullying adversely influences nurses' job satisfaction [28]. It was revealed that mobbing behavior by head nurses adversely impacted work-related satisfaction among the nurses [29-31]. Nurses who are the victim of bullying tend to have reduced job satisfaction [32-34]. The likelihood of being bullied by a nurse manager tends to decrease job security and, ultimately, job satisfaction among the nurses[35-37].

In summary, the reviewed previous studies indicate that these multiple and different external factors such as work engagement, burnout, working conditions, and environment, supervisor support, mobbing, bullying have played an important role in nurses' job-related satisfaction.

3.2. Intrinsic Factors Impacting Job-Related Satisfaction

The reviewed articles showed that career identity is certainly linked to job-related satisfaction amongst medical and surgical nursing professionals in a total of 28 national healthcare settings as well as 14 university health organizations in seven regions across Turkey [38]. It was also found that professionalism was correlated with work-related satisfaction amongst medical/surgical nurses across Turkey [39, 40]. Professional identity was found to promote job-related satisfaction hence reducing nurses' intent to leave [40].

In summary, the reviewed previous studies indicate that these multiple and different internal factors such as career identity, professionalism, and Professional identity have played an important role in nurses' job-related satisfaction.

3.3. Personal Factors Affecting Job Satisfaction

The review indicated that marital status and age influenced work-related satisfaction among medical-surgical nurses working in varying hospitals within Turkey. Job-related fulfillment amongst single medical-surgical nurses aged 40 years and above was found to statistically significant [41]. The educational level was associated with job satisfaction. Medical-surgical nurses with masters and Ph.D. reported higher job satisfaction [42].

In conclusion, recent findings have shown that such numerous and distinct personal variables, such as marital status, age, and educational qualification, have played a significant role in the satisfaction of nurses at work.

3.4. Community Factors

It was further found that the economic status of medical-surgical nurses influenced their job satisfaction across Turkey. The low economic level was linked to reduced job satisfaction [42]. Consequently, the economic level factor has played an important and real role in the job-related satisfaction of the nurses.

4. Discussion

The study focused on examining factors influencing medical surgical nursing professionals' job satisfaction utilizing journal articles published from 1995 to 2020. The results of the study were examined through the lens of Herzberg's model. The job satisfaction influencing factors were categorized into four main categories, including extrinsic, intrinsic, community, as well as personal. The review was limited to medical-surgical nurses in Turkey. The findings demonstrated that work-related burnout was the main extrinsic job satisfaction factor [16]. Other identified extrinsic factors include working conditions [43] and work engagement. A nurse's work satisfaction job was further linked with supervisor support [22] mobbing [28] and bullying [37].

The findings also highlighted that the common intrinsic factors influencing job satisfaction among medical-surgical nurses include career identity and professionalism [39]. Different personal aspects were demonstrated to determine job satisfaction among medical-surgical nurses in Turkey. The

main factors found to be marital factors and age [41] and level of education [42]. Lastly, the primary community factor found to influence the satisfaction of medical-surgical nurses is the economic status [42]. The results demonstrate that various factors influence medical-surgical nurses' job satisfaction, and hence hospital administrators and managers should be close attention to these factors. Especially nurses are particularly profoundly active in patient care and have a significant wide role.

The measurement methods and tools for predictors and results were difficult to define and have not sometimes been recorded for their reliability and validity. It will influence the study's internal and external validity. Consequently, causal inferences cannot be made from the analysis, and thus the interpretation of the observations must be viewed in the context of this significant caution. Studies on the variations between variables impacting the job satisfaction of nurses in medical-surgical settings remains a gap. More work into this subject will help organizations to adapt their strategies depending on their position to increase job satisfaction for medical-surgical nurses. This analysis offers scientific evidence for the theory of Herzberg. Herzberg's hypothesis can offer analytical insight into the effect on medical-surgical nurses' satisfaction with both intrinsic and extrinsic influences.

5. Limitations of the Research

Though focused on standardized and accepted methods, this analysis has several drawbacks. It contained just English language articles spanning the past two decades. In comparison, grey publications and unpublished research have not been recovered, which omitted possibly valuable knowledge outlets which suggest that the findings do not reflect all valid study in this area. Moreover, the researcher found minimal studies focusing on medical surgical nursing care. The researcher was also unable to find randomized applied studies for the current review.

6. Conclusion

The main aim of this systematic review was to explore factors affecting nurses' job satisfaction in medical surgical nursing care in turkey. Several available studies have discussed the factors considered to be associated with medical-surgical nurses' job satisfaction around the world but unfortunately, there are not in Turkey. Researches on the variations among variables affecting the job-related satisfaction of nurses in medical-surgical settings remains a gap. Although these nurses have a unique, broad, and intensive role in daily care for different types of patients. Further research into this subject might support organizations to make their plans to enhance medical-surgical nurses' job-related satisfaction based on their workplaces.

The existing literature revealed that job satisfaction among nurses is affected by several important factors. The review indicated that the work environment, supervisor/management, burnout, work engagement, mobbing/bullying, professional identity, marital status, age, educational qualification, and the economic level are the main factors influencing nursing satisfaction in medical-surgical departments in Turkey. Nevertheless, the researcher found minimal studies focusing on medical surgical nursing care. The researcher was also unable to find randomized applied studies for the current review.

It is important to pay attention to these important factors. The researchers recommend that hospitals and nursing managers must design and execute approaches and strategies that maximize the efficacy of these important different factors. It should always be remembered that neither personal,

economic nor intrinsic, extrinsic factors alone are considered to be sufficient to reduce job-related dissatisfaction among medical-surgical nurses. Rather, It is important to focus on them together to achieve the best results.

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