

## 5. Summary

**Introduction.** Satisfaction with work and satisfaction with life play a special role among professions whose characteristic feature is a mission, understood as the orientation of professional activity to help others. The profession of a nurse can be included in the group of professions thus defined. In the case of professions with a social mission, job satisfaction and life satisfaction are extremely important, which translate into the quality of work performed. Globally, there is a growing concern about the satisfaction of nurses in their work and life because of their key role in providing high-quality patient care.

**Aim.** Analysis and evaluation of life satisfaction and job satisfaction among family nurses in Poland.

**Material and methods** Mixed research methods were used to achieve the goals assumed: quantitative and qualitative. Quantitative research was carried out by the method of diagnostic survey with the use of the questionnaire technique. The data was collected using standardized questionnaires: SWLS (Life Satisfaction Scale adapted by Z. Juczyński) and SSP (Labor Satisfaction Scale by AM. Zalewska). Additionally, an original questionnaire was used. The study included 220 professionally active family nurses in 2018 year. The questionnaires were collected through all (45) County Chambers of Nurses and Midwives (OIPiP) in Poland after obtaining their written consent. Five questionnaires were sent to each County Chambers of Nurses and Midwives with a cover letter and a return envelope with a stamp attached. Questionnaires were sent to a total of 225 participants, of whom 220 correctly completed and returned the questionnaires (97.8%). The qualitative research used the technique of a partially structured interview with open questions. Individual interviews were conducted with family nurses using an interview guide. The participants of the study were family nurses, professionally active in Podlaskie province (n = 20) of various ages and with various years of work. The course of each interview was recorded on a dictaphone and then completely transcribed. The qualitative interviews were conducted from 11.2020 to 05.2021. The research was approved by the Bioethics Committee of the Medical University of Białystok (for quantitative research, Resolution no.: R-I-002/413/2017; for qualitative research, Resolution no.: R-I-002/8/2019 and APK.002.292.2020).

**Results.** The quantitative research shows that the average value of job satisfaction was 22.23 points and the value of life satisfaction was 21.46 points. The family nurses surveyed assessed their material status as very good or good. People who declared average or poor material

status also achieved lower scores on the job and life satisfaction scale. People working in the countryside were characterized by the highest values of satisfaction with life and work. In addition, the increase in job satisfaction was accompanied by an increase in life satisfaction among these people. The level of job satisfaction and life satisfaction was relatively higher for nurses who were owners or partners of a medical entity. As many as 68.4% participated in in-service training courses for nurses in the last 2 years. In the last two years, only 27.8% declared their participation in the scientific conference on nursing. These people were characterized by a higher level of job satisfaction compared to those who did not participate in such conferences. Moreover, along with an increase in job satisfaction, an increase in life satisfaction is observed in this group. Few of the nurses (29.2%) subscribe to nursing magazines, but those who do so are more satisfied with their lives and work. Most of the respondents, as many as 60.3%, stated that they are rather satisfied with their work. Moreover, the level of life satisfaction was the highest in those who were very satisfied with their job as a family nurse. The most common reason for starting work in the Basic Health Care Unit was greater professional independence and the lack of night shifts compared to working in hospital departments. The sources of job satisfaction include the lack of night shifts, satisfaction with helping the elderly, patient gratitude, greater professional independence and knowledge of the environment. Dissatisfaction with work was expressed as the frequently appearing demanding nature of patients, low salaries, excess bureaucracy, insufficient staffing for the needs and number of patients, and frequently changing and unclear rules for nurses' work. When analyzing the results of qualitative research, the most common reason for choosing a job in the Basic Health Care Unit was the lack of night shifts and greater independence in making decisions. Most of the nurses participating in the study negatively evaluated their professional development. The reasons for dissatisfaction include dissatisfaction with the education obtained. The source of job satisfaction for the majority of the survey participants, as in the quantitative survey, was personal satisfaction and professional independence. The participants of the study emphasize friendly atmosphere in the workplace, both in contacts with doctors and nurses. The current epidemic situation has forced many changes in the entire healthcare sector. Changing the organization of work in the Basic Health Care Unit, i.e. teleporting, limiting home visits due to the coronavirus epidemic, cause many difficult situations. Relationships with patients also deteriorated. Patients' frustration with the new organization of primary health care, incorrect perception of a nurse's work by patients or aggressive patients generate difficult situations, both for nurses and other patients. The changes that nurses would like to introduce concerned working conditions. The respondents feel overwhelmed by the

excess of professional duties resulting from the staff shortages. Additionally, they drew attention to the financial aspect of the work. Nurses feel that their earnings are inadequate to the work they do. Almost all of the study participants (N = 19) believed that the nurse's pension was very low. Nurses who already have retirement rights spoke primarily of the fear that their pension would not be enough to live with dignity. Nurses with little work experience, when looking at their older colleagues' pensions, are concerned about their financial future.

**Conclusions.** Polish family nurses are moderately satisfied with their job. A higher level of job satisfaction was declared by people with 30-39 years of work experience, working in the countryside, being the owner or partner of a medical entity, living in a full family or single people, and people assessing their material status as very good or good, able to afford to buy everything they want and have savings. A higher level of satisfaction with life was declared by people: working in the countryside, subscribing to nursing magazines, living in a full family, assessing their material status as very good or good, and nurses very satisfied with their work as a family nurse. The source of job satisfaction was close contact with patients, patients' gratitude and trust as well as a sense of appreciation, greater professional independence, own organization of work, providing information, advising patients, influencing the course of the treatment process and lack of work during the night hours. The source of dissatisfaction with work was low salary, psychological burden with patients' problems, lack of cooperation with the patient or his family, underestimation of the nurse's work by colleagues and patients, excess of medical documentation and a large number of patients covered by the care. The increase in job satisfaction is accompanied by an increase in life satisfaction among people: with secondary education, with 10-19 years of work experience in the Basic Health Care Unit, working in the countryside or working in a medium-sized town, being the owner / partner of a healthcare entity, employed under a part-time employment contract on the basis of another type of contract, declaring participation in a scientific conference on nursing, declaring participation in the implementation of scientific research and very satisfied with work as a family nurse. The nurses' expectations concerned working conditions (salary, nursing staffing), organization of patient care and limitation of medical documentation. Family nurses negatively evaluate their financial future due to the need to continue working during retirement.

**Keywords:** job satisfaction, life satisfaction, family nurses