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**Satysfakcja zawodowa magistrów pielęgniarstwa zatrudnionych w podmiotach leczniczych – analiza ilościowa i jakościowa**

**ABSTRACT**

**Introduction.** Professional satisfaction is a complex issue determined by many factors. One of the concepts connected with the issue of satisfaction, especially motivation for work, is the two-factor motivation-hygiene theory by Frederick Herzberg. According to Herzberg, job satisfaction is affected by two independent categories of factors, i.e. external hygiene factors, and internal motivational ones. Nurses' professional satisfaction is the subject of study of many scholars, but there are no scientific studies devoted to a selected group of masters of nursing. Learning the determinants of professional satisfaction of masters of nursing may help develop organizational changes necessary for the proper functioning of health care institutions.

The objective of the work was to evaluate the level of professional satisfaction of masters of nursing and to learn its determinants. The **specific aims** were:

1. To determine the general level of professional satisfaction of masters of nursing in health care institutions.
2. To identify the factors that have the greatest influence on professional satisfaction of masters of nursing.
3. To identify the factors that have the greatest influence on professional dissatisfaction of masters of nursing.
4. To determine the hierarchy of the factors with the greatest influence on professional satisfaction of masters of nursing.
5. To determine the hierarchy of the factors with the greatest influence on professional dissatisfaction of masters of nursing.
6. To determine demographic variables and variables connected with the job that affect the level of professional satisfaction of masters of nursing.
7. To identify the factors of professional satisfaction and dissatisfaction on the basis of open-ended questions using the assumptions of F. Herzberg's concept.

**Material and method.** The method of diagnostic poll with the use of survey technique was used in the research project. The following research tools were used to collect the data: (1) standardised "Misener Nurse Practitioner Job Satisfaction Survey" questionnaire including 44 statements referring to different aspects of the nursing job, and (2) an original survey questionnaire including 12 socio-demographic questions and two open-ended questions

concerning the reasons for satisfaction or dissatisfaction with work. The study was carried out in randomly selected health care institutions in Poland between October 2013 and March 2014. The study involved all the available masters of nursing employed in each hospital during the study (a total of 1,073 participants). 686 correctly completed questionnaires were analyzed (the return rate was 64%).

**Results.** The vast majority of the respondents were women (97.5% vs. 2.5% men). The greatest number of the respondents were aged 41-50 (41.1%); every fifth person was under 30 (21.9%), and one-tenth, between 51 and 60 (10.2%). One person was in the 61-65 age group. The participating masters of nursing best rated their relationships with direct superiors and other nurses, as well as social contacts at work. The worst perceived factors were: the pension scheme and factors connected with remuneration, the opportunities for scientific development, and the status of the nursing profession. The respondents' specialization, position at work, family structure and financial situation, as well as the voivodeship where they worked, were associated with higher general satisfaction. The qualitative analysis of the responses to the open ended questions confirmed that the factors that contributed to professional satisfaction corresponded to the internal factors indicated in the assumptions of Herzberg's motivational theory.

**Conclusions. 1.** The greatest source of satisfaction for masters of nursing is their relationships with direct superiors and other nurses, and the social contacts at work. Of lower importance were: the level of challenges at work, the diversity of health problems of the patients, and the sense of fulfillment in the nursing job. **2.** The greatest source of dissatisfaction for masters of nursing is financial factors such as remuneration, the distribution of financial rewards and benefits, and the pension scheme. Of lower importance are: the degree of involvement in scientific research, support for continuing education, and the status of the nursing profession. **3.** Demographic variables and variables connected with the job that affected the level of professional satisfaction of masters of nursing were: specialization, position at work, the voivodeship where the workplace was, as well as the family structure and the financial situation. **4.** Sex, age, work experience and the type of hospital or department did not affect the general level of satisfaction from work, but they influenced some of its elements. **5.** Qualitative analysis of the responses to open-ended questions confirmed the assumptions of Herzberg's theory. Internal factors (e.g. the content of the work) led to satisfaction, while external ones (e.g. remuneration) caused dissatisfaction.