

“Job Satisfaction among Nurses at Indonesian Hospital in Northern Gaza Strip during the Covid-19 Pandemic”

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ABSTRACT:

Objective: The aim of this study was to assess the level of job satisfaction and intent to leave among nurses' staff in the Indonesian hospital dealing with suspected COVID-19 patients.

Methods: The study is based on a cross-sectional and descriptive quantitative study conducted in winter 2020 (n = 149; census study) at the peak of the pandemic in Gaza Strip. A 50 item of job satisfaction scale was developed through examination of internal and external validity and based on the results of item analysis. add to scale of predictors of nurses' intention to leave.

Results: The study observed that almost (63.8%) of nurses in Indonesian hospital had a moderate level of job satisfaction. Co-workers represented main source of job satisfaction of nurses, with mean (3.6) and average (72%). While the promotions represent the second source of job satisfaction for nurses in the Indonesian hospital with mean (3.4) and average (68%). But work conditions represented one of the factors of job satisfaction, as (66.5 %) agreed that working conditions helped them accept to work in the COVID 19 pandemic. While such as the style of supervision and communication for heads department and nursing supervisors are an important factor in raising the level of job satisfaction for nurses with mean (3.13) and average (62.6%). Additionally, almost 71% of the nurses in the Indonesian hospital they don't want to intent to leave or change the workplace, they will continue to provide health services until the end of the Coved 19 epidemic.

Conclusions: COVID-19 pandemic is not just a time of crisis, but an opportunity for reconstructing the professional identity for nurses. Given the importance of professional identity in determining professional commitment and the quality of care, making sense of the event, incorporating the unique COVID-19 experience into enhancement of job satisfaction.

Keywords: job satisfaction; Indonesian hospital; COVID-19 pandemic; nurses.

Introduction:

Job satisfaction of employees lead to several positive behavioral outcomes at work. So, high job satisfaction brings about productive work behavior. It enables employees to satisfy patients. It creates customer experience at work and reduces employee turnover intention. Furthermore, the concept of satisfaction for health-care employees has described as a positive feeling of contentment that individuals obtain from their job while working for a corporate organization (Ezeja et al., 2010).

Since the earliest days of the nursing profession, nurses all over the world have played a significant role during disaster and emergency situations, including disease outbreaks and epidemics. This is what makes nursing organizations such as the International Council of Nurses (ICN) emphasized the critical role that nurses play during emergency and disaster situations. While nurses remain committed to this role, the unprecedented pressure exerted by the pandemic on every country's healthcare system has presented various challenges to nurses that could affect their well-being and work performance. Much worse, nurses are risking their lives in order to carry out their duties, causing intense fear of being infected or unknowingly infecting others (Labrague & Santos, 2021).

As early as November 2019, a pneumonia-like disease emerged in Wuhan, China, which the World Health Organization (WHO) later called Coronavirus Disease 2019 or (COVID-19). Within a several months, COVID-19 has caused significant damage to public health, while causing financial and economic loss in many countries. Globally, cases of COVID-19 had been reported in many countries of the world, add all countries of the world have suffered from a disease despite the safety measures imposed (WHO, 2020).

The COVID-19 pandemic has had a major impact on the capacity of health systems to continue the delivery of essential health services. While health systems around the world are being challenged by increasing demand for care of COVID-19 patients, it is critical to maintain preventive and curative services, especially for the most vulnerable populations, such as children, older persons, people living with chronic conditions, minorities and people living with disabilities (WHO, 2020).

Governments have taken strict measures to combat COVID-19. To try to cope with this deadly disease. As it has identified special centers for these patients, and opened isolation and quarantine departments in other hospitals. added to training staff to deal with patients in a way that prevents transmission of infection to them, in addition to the scarcity of health personnel capable of dealing with patients in light of the outbreak of the epidemic (MOH, 2020).

In Palestine, precautionary measures to confront the outbreak of Corona virus 19 (COVID-19) began since the beginning of march 2020, as they began to declare a state of emergency in the country, in addition to equipping private hospitals to receive and treat COVID-19 patients, and to equip intensive care departments to receive cases that need

respiratory care, training medical staff to deal with disease cases, and to equip laboratories to examine Polymerase chain reaction (PCR) samples (MOH, 2020).

In Gaza Strip, first cases of COVID-19 that were discovered from the community were on August 25 at the Indonesian Hospital, where many medical teams were discovered infected with COVID 19, and despite this, health services to citizens not stopped, because it is the main government hospital in the northern Gaza Strip.

The nursing in Indonesian hospital works with COVID 19 patients with this virus under a difficult and exhausting precaution, for long working hours, and they are may exposed to infection with this virus while at work. So, Coronavirus disease 2019 pandemic promotes the sense of professional identity among nurses. Nursing is a difficult and stressful job, widely considered to be one of the most stressful professions and associated with a high staff turnover, absenteeism, and a high degree of dissatisfaction.

Situation in Indonesian hospital suffer inadequate facilities in the departments and unhealthy environment of the working place, low salary, lack of promotion facilities, lack of coordination of the co-workers, managerial attitudes, nurses' personal problems including family problems also cause stress and job dissatisfaction among nurses, especially among nurses working in center and departments of treatment and care of COVID disease 19.

Nurses are the important personnel in the health care team. Nurses are responsible for the welfare of the patients' and community. So, it is necessary to assess the level of job satisfaction among nurses work in Indonesian hospital.

Problem Statement

Nursing necessitates meeting the patients' needs whatever the health situation and disease. A nurse has to first assess the needs of patients, devise a plan of nursing care so that these needs can be met, implemented and she can carry out the plan of nursing care and finally evaluate the plan. Wherefor, Understanding the patient's emotion will always be an important ongoing challenge for a nurse. Nurses' goal is to help the patient replace negative with positive feelings if at all possible. There are different kinds of patients in the hospital.

Some have communicable diseases like COVID 19 patients. At the duty time in the ward the nurse is responsible for the patients in the ward, and the patient approaches the nurse with their problems. The problems can be many, but the nurse should listen to the patients' words in a friendly manner. If the nurse gets into emotions, she will be in a stress mood. Change of duty hours (shift) without consideration of her request by the superior authorities will also create tension, anxiety and this will negatively may affect the quality of health services provided. So, if nurses are to listen to patients' problems and pain, then there must be someone who listens to nurses' problems and pain.

Situation in COVID 19 centers in Palestine suffer inadequate facilities in the departments and unhealthy environment of the working place i.e.; low salary, lack of promotion facilities, lack of coordination of the colleagues, managerial attitudes, nurses' personal problems including family problems also cause stress and job dissatisfaction among nurses, especially among nurses working in center and departments of treatment and care of COVID disease 19.

Nurses are the important personnel in the health care team. Nurses are responsible for the welfare of the patients' and community. So, it is necessary to assess the level of job satisfaction among nurse's work in treatment COVID-19 departments.

Aim of the Study:

The overall aim of this study is to assess the level the job satisfaction and identify the factors (Contingent Reward; Promotions; Nature of Work; Operating Procedure; Co-work; Stigma; Communication & Supervision) that hinder the job satisfaction in nursing working at Indonesian hospital from the perspectives of nurses.

Objectives of the Study:

- To Identify level of job satisfaction among nurses working in Indonesian hospital.
- To determine the factors of job satisfaction among nurses working Indonesian hospital.
- To assess the level of intention to leave work among nurses working in Indonesian hospital.

Operational definition

This part will contain the definition of terms included in this study

– **Job satisfaction**

It is a group of emotional feelings that the individual feels towards the work, which he is currently occupying, and these feelings may be negative or positive, and they express the extent of satisfaction that the individual imagines that he achieves from his work. This work is positive, that is, the more he is satisfied with his work, but the more the individual imagines that his work deprives him of this satisfaction, the more his feelings towards this work are negative, i.e., the more he is dissatisfied with his work in (Ángel et al., 2014).

– **Intention to leave:**

The nurse intention to leave has been described as a withdrawal process or as chain reaction nurses may first leave their unit, then the hospital and finally the profession (Morrell, 2005). Moreover, each of these steps is the result of a choice process originating from the intention to leave: although intention is not always followed by action, action is always preceded by intention that can manifest itself some time before (from two-three months to two- three years) actually leaving (the unit, the hospital, or the nursing profession) or the final decision to stay on (Cortese, 2012). In this lapse of time, maintains that individuals keep on working in their positions despite the fact that they feel “on the border” with the outside (McCarthy et al, 2007).

– **COVID-19:**

The disease caused by a new coronavirus called SARS-CoV-2. WHO first learned of this new virus on 31 December 2019, following a report of a cluster of cases of ‘viral pneumonia’ in Wuhan, People’s Republic of China (WHO, 2020).

Literature Review and Previous Study

Job Satisfaction:

Job satisfaction forms an integral part in the formulation and implementation of managerial policies (Kwan & Giguen, 2017). Organizations endeavor to ensure job satisfaction of the employees due to the important role satisfied employees perform in the organization. Therefore from this concept, understanding nurse job satisfaction is especially important where there is a pandemic disease, job over loads, job stress and a shortage of nurses created by high turnover. Job satisfaction also played a role and is a specific strategy that needs to be researched in order to retain nurses (Kurowski et al., 2009). Job satisfaction is also found to positively impact nurses’ assessments of quality of care. Job satisfaction has been proposed by several authors to improve outcomes, and thus has become a focus of study in nursing processes and quality of care. Outcomes proposed to be a result of improved nurse job satisfaction included Raise the level of quality of health care provided, reduced turnover and decreased burnout (Kramer et al., 2011).

Therefore, the researcher believes that the job satisfaction of nurses especially during epidemics is of utmost importance. An important part of fighting epidemics is maintaining nursing staff not sufferer by these diseases caused by these epidemics, so maintaining employee satisfaction directly contributes to reducing the infection rate among nursing staff, and reducing the morbidity and mortality rate among population.

Concept of job satisfaction:

The term job satisfaction is a relatively recent term that appeared in the twentieth century, and this term refers to a variety of factors that can affect an individual’s feeling about his job, and these factors include wages and benefits, the fairness of the promotion system within the institution or organization, leadership and supervision, and social relations. Which may contribute positively or negatively to the individual’s motivation to accomplish the tasks required of him.

Job satisfaction also expresses the employee's feeling about the role he plays in the institution or organization in which he works, which is reflected in his other roles outside the work environment as a member of the community in which he interacts with others (Naveed et al, 2016).

Others believe that job satisfaction is the product of the interaction of a group of psychological, physiological and environmental conditions that affect an individual's feeling about his job, and although satisfaction is under the influence of many external factors, there are internal factors that cannot be overlooked, which is the way the employee feels. Which determines his level of satisfaction or dissatisfaction (Molla, 2015).

Job satisfaction can also be defined as the individual's feeling of happiness and satisfaction as a result of satisfying his needs and desires and achieving his expectations through the work he performs, which leads to an increase in his confidence, loyalty, and belonging to the institution or organization in which he works (Al-Saidi, 2013).

Importance of job satisfaction:

Alhumaidhi (2015) indicates that job satisfaction is related to improving job performance levels and a decrease in the rate of work turnover in the organization, as well as that job satisfaction represents a certain degree of the quality of management and its methods, and the quality of communication at work, as it is considered an important indicator of the atmosphere of the internal work environment of the organization, and in the absence of job satisfaction, many things will be produced, including (high rate of employee absence from work, high rate of work turnover, high rate of accidents at work, and high percentage of complaints in work and lower productivity). So, Elewa (2017) stresses that job satisfaction leads to a number of things, most notably the commitment and stability of workers at work, improving teamwork, increasing productivity, enhancing customer satisfaction and loyalty, and thus the organization's products and services become of greater quality and distinction.

Nurses in general are exposed to various stressors from physical, psychological, and social working environments which are markedly increased among the front-line nurses working in ED and ICU.

In study by Giménez-Espert et al. (2020) found job satisfaction and work engagement in nurses to be high, which speaks to a certain resilience in the participants, perhaps due to the awareness of the enormous importance of the work to be done, especially and more than ever in these extreme circumstances. Studies have identified that nurses were able to manage their vulnerability using their strengths (personal, professional, contextual, and spiritual) by increasing their resilience. These strengths reflected a balance of personal attributes such as personal values (caring), attitudes (being optimistic), beliefs (religion) along with their professional skills (communication) in the contexts in which they worked (work environment, available support) (Benadé et al., 2017).

Factors that Contribute to Job Satisfaction

Several approaches have been developed to determine job satisfaction, and many studies have been conducted on the factors that affect job satisfaction of employees, and basic and important information has been obtained about the relevant factors and the effect on job satisfaction (Unutmaz, 2014).

Many factors contribute to satisfaction in the workplace. Among the several factors include supervision, raise or promotion, reward or compensation and benefits (pay or salary), coworkers, work conditions or the job itself, recognition, as well as company and management (Asare, 2019).

According to Saari et al. (2004), even though there are different opinions among scholars about the factors contributing to job satisfaction, scholars and researchers generally conclude on two main groups of factors contributing to employee gratification of his or her job, namely **intrinsic and extrinsic factors**. Supervision, coworkers, and the work itself are considered intrinsic factors, while compensation or benefit, as well as promotions are considered extrinsic factors. This argument agrees with the motivation factors described by Frederick Herzberg and Abraham Maslow. Herzberg et al. (1959) considered supervision as an extrinsic hygiene factor in his two-factor motivation theory.

Working Conditions:

A work condition is described as both the physical and emotional aspect surroundings of the workplace that drive commitment, productivity and employees' satisfaction. A conducive work condition or work environment plays a vital role in stimulating employees' job satisfaction, especially in the health-care industry which is plagued with incessant strike actions because of the poor work environment. Such a physical and emotional surrounding defines the working conditions, employee rights, employee voice, safe conditions of work, cooperative team members and friendly supervisor among others (Akinwale and George, 2020).

In study by Yasin et al. (2020) aimed to determine the impact of job satisfaction on nurses' turnover intention among nurses working in rural and urban settings in Ontario. this study found less favorable working conditions such as high workload, low staffing, and extended working hours were found to be negatively associated with job satisfaction during

COVID 19 pandemic. Physical working conditions such as noisy environments may also reduce job satisfaction (Applebaum et al., 2010).

Therefore, the researcher believes that working conditions have a direct impact on job satisfaction, especially in light of epidemics; as a COVID 19 pandemic. The COVID-19 pandemic has imposed special working conditions, whether in the work environment, the nature of cases, the fear of contracting the disease, and many more.

Promotions:

Is the upward movement in a person's current position and comes with higher tasks, higher grade, as well as improved pay and wages. Thus, it is advancement of employees from a current position to a position that is higher than the current position. Promotion in the workplace is in three main forms including up or out promotion in which an employee earns or seeks promotion in another organization, dry promotion which does not attract any salary increase, and paper promotion in which the employee earns promotion and higher salary in a different department within the parent organization (Heathfield, 2018).

Anastasia (2015) argued that promotion may depend on employees' professional development. Thus, professional development is vital to increase an employee's chance of getting promotion and higher salary. The researcher stressed that professional development can lead to promotion and the acquisition of modern techniques essential in solving complex, and sophisticated problems at the workplace. Studies found less opportunity for growth and development as major themes of job dissatisfaction among many nurses.

Contingent and Rewards:

One important thing that usually attracts potential and existing employees to work in a company is the compensation package. According to McNamara (2016) the concept (compensation) is made up of lots of themes that include the salaries and wages of nurses and employees in general. It also includes programs such as pay grade, employee bonuses, and planning and implementing budgeting for the labor force. The researcher further emphasized that the concept is implemented whenever a task is completed in nursing or other departments. In many health institutions nurses are paid or compensated for completing a task using base pay or variable compensation programs. The most common forms of compensation include wages, salaries, bonuses, and tips (Ferguson, 2016). According to the researchers' tips are given by a managers and clients to express gratitude for the quality services rendered by a subordinate or senior worker. Job owners may provide variable pay depending on the experience and quality performances of nurses and other professionals. Employee bonuses administrators suggested that when compensating people and workers, managers need to consider bonuses since they absorb other pay programs including compensation depending on the organization (McNamara, 2016).

Supervision and Communication:

As far as supervision is concerned, information in the existing literature suggests supervision influences the employee satisfaction. Supervision is derived from two Latin words super or supra meaning above or over, and verse or video meaning see. Thus, supervision is overseeing or superintending the work of other people. Taylor (1940) stated that supervision in the health industry means over-seeing, or higher vision. It consists of all those activities by which supervisors, directors of instructions, or ward instructors may express leadership in the improvement of learning and teaching of nursing care and nursing services.

According to New York State (2016) supervision is about three issues. First, it is getting the job done through other people in the place of work. Second, good supervision must include personal trust, confidence, and respect between supervisors and supervisees (employees). This kind of supervision will result in increased desire to work. Third, there is pressure on the supervisor from one side. Thus, management wants the work completed without problems. Adelfer (1969) argued that supervision is about the interaction that takes place between supervisors and subordinate employees. This means that in the production and manufacturing corporation supervisors and the subordinate workers at the factory floor must communicate with each other in order that the overall objectives of the corporation can be achieved. The employees can be productive when there is effective communication with the supervisor (Asare, 2019).

Researchers note feedback from supervisors concerning tasks contributes to happiness or gratification of a group of workers especially in people or nurses in the health care industry. It is essential for supervisors to maintain communication and feedback with the people they supervise as this leads to greater gratification or satisfaction in the workplace.

Stigma:

Social stigma in the health context is a negative relationship between a person or group of people with specific characteristics and diseases. In the pandemic context, this stigma means that people are labeled, stereotyped, discriminated against, treated separately, or experience loss of status because of their perceived relationship with the disease (WHO, 2020).

Literature studies suggest that health workers are at significant risk of adverse mental health during the COVID-19 pandemic. The reasons include long working hours, risk of infection, lack of personal protective equipment, loneliness, physical exhaustion, and separation from family (Rajkumar, 2020). Another study focusing on mental health challenges during the COVID-19 pandemic found that mental health challenges, such as anxiety or fear of infection to depression, are in line with increased health workers' workload (Kar, et al., 2020).

One descriptive study in several health centers in India and Singapore found that 48 respondents (5.3%) experienced moderate to severe depression, 79 respondents (8.7%) mild to severe anxiety, 20 respondents (2.2%) very severe stress, and 34 respondents (3.8%) moderate to heavy levels of psychological stress. A possible contributing factor was social stigma, resulting in individuals having a higher tendency to express their psychological distress with physical symptoms (Chew et al., 2020). Literature studies emphasize the imbalance and mismatch between stigma mitigation, prevention, and containment of COVID-19.

Co-workers:

Coworkers have been found to be a factor influencing job satisfaction. Coworkers are referred to as colleagues in the workplace. Coworkers are members of a team that work together to achieve organizational set goals. Being one of the members in a good and effective team enhances job satisfaction. Coworkers or colleagues must interact and socialize in the course of performing a task. A workplace where colleagues are friendly and relate well with one another can make the individual worker not only happy on the job but also helps improve his or her productivity in the organization (Asare, 2019).

Several authors found that nurses reported high levels of satisfaction with their coworkers (Tinker et al., 2011). Other authors found that nurses were not satisfied with relationships with their coworkers (Matos et al., 2010). Satisfaction with coworker relationships had a statistically significant positive relationship with nurses' willingness to be accountable for the care they provided (Sorenson et al., 2009)

The researcher argued that a workplace in which people respect and share ideas with each other results in higher productive and happiness. Effective relationships and socialization are key components of happiness in the workplace. The work environment must be accommodating. The people working in the same nursing unit must get along with one another for patient's core objective (early recovery) to be achieved. Research has revealed teamwork makes nurses to be happy and perform quite effectively especially during pandemic like COVID 19.

Work Procedures:

The procedures of any work may be considered part of the burdens of that work, which affects the job satisfaction of the workers in that work. Therefore, working with Covid-19 patients requires many preventive measures, such as wearing a PPE, and dealing with these patients need alert to prevent transmit the infection to the service providers.

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As nurses are at the front line of the COVID-19 outbreak response and are exposed to hazards that put them at risk of infection, it is vital that they are supported to protect themselves with specific infection prevention procedures and sufficient provision of protective gear at their practice settings, including ventilators, masks, robes, eye cover, face shields, and gloves (Fawaz et al., 2020).

In this respect, it is important that centers have appropriate infection control procedures and personal protective equipment (masks, gloves, goggles, gowns, hand antiseptics, soap and water, and cleaning materials) in ample amounts for personnel who care for suspect or verified COVID-19 patients. Nursing supervisors should offer knowledge on workplace security, in addition to instruction and guidance regarding infection prevention and control and how to properly don, doff, and discard personal protective equipment (Adams and Walls, 2020).

In this regard, staff members should also be guided on how to carry out regular self-assessments, and directed on how to follow quarantine or isolation measures, when indicated, to protect them, their families, and their community, as well as to safeguard their mental health and well-being (Chen et al., 2020).

As for the contractual side of this issue, nursing managers and supervisors are expected to enable nurses to assert the right to withdraw from a job arrangement if they have fair reasons to conclude that their assignments require a significant threat to their life or safety. If a health worker practices this privilege, then they should be shielded from any adverse effects. Furthermore, nurses should be owed the right to reimbursement, psychological counseling, and therapeutic care if they are diagnosed with COVID-19 through contact at work.

Previous Study:

Study by Labrague and Santos (2021) aimed to examine the relative influence of fear of COVID-19 on nurses' psychological distress, work satisfaction and intent to leave their organization and the profession. This is a cross-sectional research design involving 261 frontline nurses in the Philippines. Five standardized scales were used for data collection. Overall, the composite score of the fear of COVID-19 scale was 19.92. Job role and attendance of COVID-19-related training predicted fear of COVID-19. An increased level of fear of COVID-19 was associated with decreased job satisfaction, increased psychological distress, and increased organizational and professional turnover intentions. Frontline nurses who reported not having attended COVID-19-related training and those who held part-time job roles reported increased fears of COVID-19. Addressing the fear of COVID-19 may result in improved job outcomes in frontline nurses, such as increased job satisfaction, decreased stress levels and lower intent to leave the organization and the profession.

Study by Akinwale and George (2020) Aimed to investigate the predictors of work environment on job satisfaction among nurses in both federal and state tertiary hospitals in Lagos State. The study used the longitudinal research design to elicit information from the respondents. The research instrument used is a nursing work index scale by Aiken and Patrician which has been established to have a high internal reliability coefficient. The simple random sampling strategy was used to administer the research instrument to 364 nurses. The study used hierarchical multiple regression to analyses the data obtained. This study discovered that all the variables collectively determined nurses job satisfaction; however, the salary was the most fundamental essential predictor that drive nurses' job satisfaction followed by advancement and promotion. All seven predictors, namely, socio-political climate; administrative and managerial support, autonomy and responsibility, salary, supervision and working condition, recognition and achievement, advancement and promotion, collectively exert positive relationship with nurses' job satisfaction.

Study by Haozheng Cai et al. (2020) This study aimed to investigate the psychological impact and coping strategies of frontline medical staff in Hunan province, adjacent to Hubei province, during the COVID-19 outbreak between January and March 2020. Cross-sectional observational study included doctors, nurses, and other hospital staff throughout Hunan province between January and March 2020. The study questionnaire included five sections. The responses showed that they believed they had a social and professional obligation to continue working long hours. Medical staff were anxious regarding their safety and the safety of their families and reported psychological effects from reports of mortality from COVID-19 infection. The availability of strict infection control guidelines, specialized equipment, recognition of their efforts by hospital management and the government, and reduction in reported cases of COVID-19 provided psychological benefit. The COVID-19 outbreak in Hubei resulted in increased stress for medical staff in adjacent Hunan province.

Study by Said & El-Shafei in (2020) Aimed to assess occupational stress, job satisfaction, and intent to leave among nurses dealing with suspected COVID-19 patients. A comparative cross-sectional study was conducted among 210 nurses from Zagazig Fever Hospital (ZFH) which is one of COVID-19 Triage Hospitals (Group I) versus 210 nurses from Zagazig General Hospital (ZGH) (Group II) which is neither triage nor isolation hospital; dealing only with suspected COVID-19 patients in emergency at Sharkia Governorate, Egypt, from 10th to 24th of April 2020. Assessment was done through online questionnaire formed of the Expanded Nursing Stress Scale, the McCloskey/Mueller Satisfaction Scale, and questionnaire assessing specific COVID-19-associated stressors and nurses' intent to leave. Three quarters of nurses (75.2%) in ZFH had high stress level versus 60.5% in ZGH. Workload (98.6%), dealing with death and dying (96.7%), personal demands and fears (95.7%), employing strict biosecurity measures (95.2%), and stigma (90.5%) represented the highest priority stressors in ZFH, while exposure to infection risk (97.6%) was the stressor of highest priority among ZGH according to Pareto analysis. More than half of nurses (51.0%) in ZFH reported low satisfaction level versus 41.9% in ZGH. Only 4.8% of nurses in ZFH definitely had no intent to leave their present job. Type of hospital and its related workload were the most significant predictor of all the studied outcomes..

A study by Yasin et al., (2019) Aimed to identify the differences and similarities in the extrinsic and intrinsic factors that influence job satisfaction among nurses in urban and rural Ontario; and determine the impact of job satisfaction on nurses' turnover intention among nurses working in rural and urban settings in Ontario. Cross-sectional correlational design was used for this study. Data were collected between May 2019–July 2019 in southern Ontario. Participants (N=349) completed the Acute Care Nurses' Job Satisfaction Scale and The Anticipated Turnover Scale. A stratified sampling technique was used for recruiting the sample population and participants were given the option to respond either online or by mailed survey. There was no significant difference between rural and urban nurses in either overall job satisfaction level or turnover intention. Peer support/work conditions, quality of supervision, and achievement/job interest/responsibility were significant predictors of job satisfaction. There was a significant difference between rural and urban nurses in terms of satisfaction from benefits and job security and the nurses' job satisfaction levels correlated negatively with their turnover intention.

Materials and Method

Study Design

The design of this study is quantitative descriptive, cross sectional study assess the level the job satisfaction and identify the factors that hinder the job satisfaction in nursing working at Indonesian hospital from the perspectives of nurses.

Place and Population of the Study

This study conducted at Indonesian hospital in northern Gaza Strip in Palestine. This study included all male and female nurses working at Indonesian hospital in northern Gaza Strip of Ministry of Health in Palestine, for the year (2020-2021); The population of the study was 149 nurses.

Study tools:

Based on the literature review and after interviewing experts who are interacting with the topic at different levels, everything that may help in attaining the analysis objectives were accumulated, examined and formalized to be suited to the study survey and after many phases of brainstorming, talking to, amending, and researching, a questionnaire was originated.

The questionnaire included the type of multiple-choice questions. The variety of these questions is designed first to meet up with the research objectives, also to gather all the required data that can support the conversation, results and advice in the study.

The questionnaire made up of four sections to perform the purpose of the research. The following is a detailed description of the questionnaire content

Section 1: included personal information about nurses working in the Indonesian hospital

Section 2: was about job information.

Section 3: was measure of job satisfaction by **multi-domains** (Contingent Reward; Promotions; Nature of Work; Operating Procedure; Co-work; Stigma and Communication & Supervision).

Section 4: was measure of intent to leave or change the workplace.

The questionnaire was provided with a cover letter explaining the purpose of the study, the way of responding, the aim of the research and the security of information in order to encourage a high response. Cronbach's coefficient of internal consistency and reliability test was also used. The Relative Importance Index (RII) technique has been widely used in construction research for measuring attitudes with respect to surveyed variables. The respondents were asked to rate the identified interface problems on a five-point Likert scale (1, for the strongly disagree to and 5, for the strongly agree). Based on the survey response, an RII was tabulated using the following equation (Eq. 1):

$$RII = \frac{\sum w}{AN} = \frac{5n_5 + 4n_4 + 3n_3 + 2n_2 + 1n_1}{5N}$$

Where W is the weighting given to each item by the respondent, ranging from 1 to 5, (n1=number of respondents that strongly disagree, n2=number of respondents that disagree, n3=number of respondents that are neutral, n4=number of respondents that agree, n5=number of respondents for strongly agree). “A” is the highest weight (i.e 5 in the study) and N is the total number of samples. The relative importance index ranges from 0 to 1.

Results:

Demographic Characteristics of Participants:

Table 1 shows the demographic characteristics of the participants. Out of 149 respondents, 84 (56.4 %) were male and 65 (43.6%) were female. Regarding Marital status 122 (81.9%) were Married, more than 87% (130 nurses) of the respondents were in the group of less than 38-years-old and 13% (19 persons) were aged more than 39 years. Concerning the family members, 40 out of 149 (26.8%) participants had family consists of 3 members and less, but 95 (63.8%) participants had family consists of 7 members and less, while 14 (9.4%) participants had family consists of 8 members and more. Regarding Monthly income 128 (85.9%) respondents, their monthly income is less than 1500 shekels, and 16 (10.7%) respondents, their monthly income is less than 2000 shekels, The rest of the respondents have a monthly income of more than 2000 shekels. Concerning Place of residency, 111 (74.5%) of nurses living in north Gaza, while 38 (25.5%) living in Gaza. Regarding academic qualifications, more than half of them 94 (63.1%) had bachelor’s degrees, 48 (32.2%) had 2 years diploma and 7 (4.7%) had master degrees.

Table 1. Demographic Characteristics of Participants (N = 149)

Variables	Categories	Frequency (F)	Percent (%)
Gender	Male	84	56.4
	Female	65	43.6
Marital status	Single	27	18.1
	Married	122	81.9
Age	23-30	68	45.6
	31-38	62	41.6
	39-46	13	8.7
	47-54	3	2.0
	55-60	3	2.0
Total family members	1-3	40	26.8
	4-7	95	63.8
	8-10	14	9.4
Monthly income	1000-1500	128	85.9
	1501-2000	16	10.7
	2001-2500	2	1.3
	2501-3000	3	2.0
Place of residency	North of Gaza	111	74.5
	Gaza	38	25.5
Academic qualifications	2 years diploma	48	32.2
	Bachelor	94	63.1
	Master	7	4.7
Years of experience in nursing	1-5	61	40.9
	6-10	36	24.2
	11-16	41	27.5
	More than 17	11	7.38

Table 1 provides data regarding work experience; 40.9% of the participants had less than five years' work experience, 24.2% between 6 and 10 years, 27.5% between 11 and 16 years and 7.38% of them had more than 17 years' work experience in nursing.

Job information of Participants:

Figure 1 shows about 75.8% of nurses reported they had known job descriptions, and about 72.5% of nurses work in favourite departments. And about 76.5% of nurses Trained to handle COVID-19 cases.

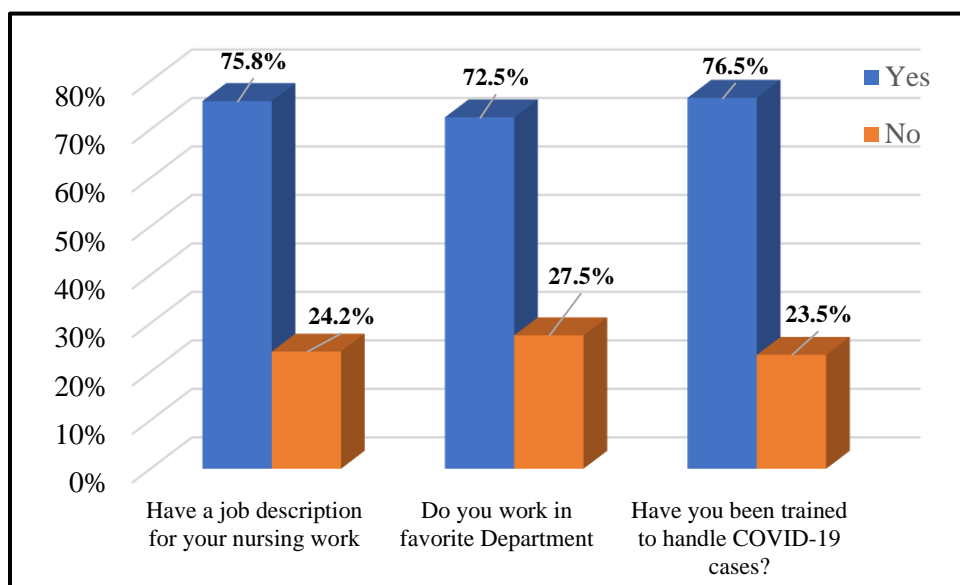


Figure 1. Job information of Participants.

Job satisfaction scores of nurses at Indonesian hospital

This part shows the results of the 149 respondents of the questionnaire was divided into seven fields as a table 2.

Table 2. Means and test values for “All dimensions of job satisfaction”

NO.	Items	Mean	Std. Dev	RII (%)	Test value	P value Sig.	Rank
1.	Working conditions	3.33	0.45	66.52	8.92	0.000	3
2.	Promotions	3.40	0.39	68.00	12.09	0.000	2
3.	Salary and bonuses	2.96	0.50	59.20	-0.90	0.370	5
4.	Style of supervision & communication	3.13	0.36	62.60	4.31	0.000	4
5.	Stigma	2.61	0.64	52.20	-7.37	0.000	6
6.	Co-workers	3.60	0.50	72.00	14.66	0.000	1
7.	Working procedures	2.36	1.06	47.11	-7.42	0.000	7
All Satisfaction		3.19	0.28	63.80	8.09	0.000	

Table 2 shows the relative weight and rankings of the job satisfaction dimensions of nurses at Indonesian hospital. The Co-workers dimension ranked first with a relative weight of (72.0%), followed by the Promotions dimension (68.0%), while Working procedures ranked last with a relative weight of (47.11%). Although Working procedures has ranked last as one of

the dimensions of job satisfaction, it is a highly influential dimension during COVID -19 pandemic. In general, we conclude that there is a moderate level of satisfaction of nurses at Indonesian hospital.

Analysis of the dimensions of job satisfaction

Working conditions

This section consists of seven paragraphs related to working conditions. These paragraphs were subjected to the views of respondents. The researcher calculated the descriptive statistics, i.e. Means, Standard Deviations (SD), Relative Important Index (RII), P- values and finally, the order of items.

"**I feel satisfied about the number of working days per week**" was ordered in the 1st rank with a mean equal "3.73" and relative importance index "74.60%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. "**I work in a place that lacks a calm (noisy) atmosphere**" was ordered in the 2nd rank with a mean equal "3.72" and relative importance index "74.36%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. "**I feel safe for my health in the workplace**" was ordered in the last rank with a mean equal "2.58" and relative importance index "51.68%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents not agree to this item.

In general, it was found that the mean of all items together equal 3.33 with a relative weight of 66.52%, which means that there is overall agreement to the items of the field.

Table 3. Means and test values for "Working conditions"

No.	Items	Mean	Std. Dev	RII (%)	Test value	P value Sig.	Rank
1.	I feel satisfied about the number of working days per week.	3.73	1.06	74.60	8.27	0.000	1
2.	I feel safe for my health in the workplace.	2.58	1.25	51.68	-4.07	0.000	7
3.	I work in a place is no system to keep temperatures mild.	2.75	1.26	54.90	-2.47	0.014	6
4.	I work in a place where there is no place rest.	3.50	1.22	70.07	5.02	0.000	4
5.	I work in an unhealthy environment (pollution, there are risks to the safety of the employee).	3.49	1.19	65.77	2.95	0.004	5
6.	I work in a place that lacks a calm (noisy) atmosphere.	3.72	1.14	74.36	7.69	0.000	2
7.	I see working conditions (lighting, ventilation, cleanliness) suitable.	3.51	1.02	70.20	6.08	0.000	3
All items		3.33	0.45	66.52	8.92	0.000	

Promotions

This section consists of nine items related to Promotions.

"**I feel proud to do my job**" was ordered in the 1st rank with a mean equal "4.51" and relative importance index "90.20%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. "**My current job fits with my years of experience**" was ordered in the 2nd rank with a mean equal "3.54" and relative importance index "70.87%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. "**I do not feel appreciated for the work I do**" was ordered in the last rank with a mean equal "2.77" and relative importance index "55.30%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents not agree to this item.

In general, it was found that the mean of all items together equal 3.40 with a relative weight of 68.00%, which means that there is overall agreement to the items of the field.

Table 4. Means and test values for “Promotions”

No.	Items	Mean	Std. Dev	RII (%)	Test value	P value Sig.	Rank
1.	There is very little chance of getting promoted in my job.	3.40	1.13	68.05	4.36	0.000	4
2.	I am not satisfied with the benefits I get.	3.43	1.07	68.59	4.91	0.000	3
3.	When I do a good job, I get the recognition I have to get.	3.29	1.06	65.77	3.32	0.001	5
4.	Those who do a good job have a fair chance of promotion.	3.16	1.16	63.22	1.70	0.091	7
5.	I do not feel appreciated for the work I do.	2.77	1.15	55.30	-2.50	0.014	9
6.	I feel proud to do my job.	4.51	0.51	90.20	35.80	0.000	1
7.	I see that opportunities for promotion at work are available.	3.15	1.08	63.09	1.74	0.084	8
8.	I feel good about the Promotion policy because it is in line with my ambitions.	3.25	1.04	64.97	2.92	0.004	6
9.	My current job fits with my years of experience.	3.54	0.92	70.87	7.22	0.000	2
All items		3.40	0.39	68.00	12.09	0.000	

Salary and bonuses

This section consists of seven items related to Salary and bonuses.

"In my view, my work with Covid 19 requires a more risk allowance than nurses working in other hospitals" was ordered in the 1st rank with a mean equal "4.30" and relative importance index "85.91%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. **"I work hard and I do not get incentives"** was ordered in the 2nd rank with a mean equal "3.88" and relative importance index "77.69%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. **"The salary I get is in line with the demands of life"** was ordered in the last rank with a mean equal "1.66" and relative importance index "33.29%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents not agree to this item.

In general, it was found that the mean of all items together equal 2.96 with a relative weight of 59.20%. This means that the general average for the field does not differ significantly from the degree of neutrality (3).

Table 5. Means and test values for “Salary and bonuses”

No.	Items	Mean	Std. Dev	RII (%)	Test value	P value Sig.	Rank
10.	The salary I get is in line with the demands of life.	1.66	0.76	33.29	4.36	0.000	7
11.	I feel fair about the salary I get compared to my co-workers.	2.66	1.22	53.15	4.91	0.000	5
12.	I work hard and I do not get incentives.	3.88	1.05	77.69	3.32	0.001	2
13.	I feel like I am getting salary a reasonable amount for the work I do.	1.82	0.90	36.38	1.70	0.091	6
14.	Physical incentives are linked to subjective criteria.	3.24	1.03	64.83	-2.50	0.014	3
15.	I believe that continued financial incentives and rewards increase my acceptance of working with Covid 19 cases.	3.19	1.52	63.78	35.80	0.000	4
16.	In my view, my work with Covid 19 requires a more risk allowance than nurses working in other hospitals.	4.30	1.00	85.91	1.74	0.084	1

All items	2.96	0.50	59.20	-0.90	0.370	
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Style of supervision and communication

This section consists of seven items related to style of supervision and communication.

"**Communication and Connection look good within the hospital**" was ordered in the 1st rank with a mean equal "3.68" and relative importance index "73.56%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. "**I feel satisfied about my supervisor because helps me solve the problems that I am facing at work**" was ordered in the 2nd rank with a mean equal "3.58" and relative importance index "71.68%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. "**My supervisor is unfair to me**" was ordered in the last rank with a mean equal "2.53" and relative importance index "50.60%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents not agree to this item.

In general, it was found that the mean of all items together equal 3.13 with a relative weight of 62.60%, which means that there is overall agreement to the items of the field.

Table 6. Means and test values for "Style of supervision and communication"

No.	Items	Mean	Std. Dev	RII (%)	Test value	P value Sig.	Rank
17.	My supervisor shows a little interest in my feelings and those of my co-workers.	2.87	1.04	57.45	-1.49	0.137	5
18.	I am satisfied that the supervisor listens to my opinions and suggestions because he believes in the way of participation.	3.32	1.04	66.31	3.70	0.000	3
19.	I take the initiative to put forward ideas and proposals to my superiors.	2.81	1.05	56.11	-2.26	0.025	6
20.	My superiors are angry at me if my work doesn't match their inclinations and desires.	3.12	1.14	62.42	1.29	0.200	4
21.	My supervisor is unfair to me.	2.53	1.06	50.60	-5.43	0.000	7
22.	I feel satisfied about my supervisor because helps me solve the problems that I am facing at work.	3.58	0.99	71.68	7.22	0.000	2
23.	Communication and Connection look good within the hospital.	3.68	1.00	73.56	8.26	0.000	1
All items		3.13	0.36	62.60	4.31	0.000	

Stigma

This section consists of six items related to Stigma.

"**My work in a hospital for the treatment of 19 Covid patients hinders my social life**" was ordered in the 1st rank with a mean equal "3.82" and relative importance index "76.49%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. "**I've been isolated from others since i worked with Covid 19 patients**" was ordered in the 2nd rank with a mean equal "3.58" and relative importance index "71.68%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. "**I feel the shame of working in a hospital to treat 19 Covid patients**" was ordered in the last rank with a mean equal "1.69" and relative importance index "33.83%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents not agree to this item.

In general, it was found that the mean of all items together equal 2.61 with a relative weight of 52.20%, which means that there is overall disagreement to the items of the field.

Table 7. Means and test values for “Stigma”

No.	Items	Mean	Std. Dev	RII (%)	Test value	P value Sig.	Rank
24.	My work in a hospital for the treatment of 19 Covid patients hinders my social life.	3.82	1.07	76.49	9.40	0.000	1
25.	I've been isolated from others since I worked with Covid 19 patients.	3.58	1.11	71.68	6.42	0.000	2
26.	I consider my time in a hospital to treat 19 Covid patients as a passing phase that means nothing to me.	2.23	1.14	44.70	-8.23	0.000	3
27.	My work with Coved 19 patients has not increased my experience or skills.	2.17	1.01	43.36	-10.06	0.000	5
28.	I feel the shame of working in a hospital to treat 19 Covid patients.	1.69	1.02	33.83	-15.67	0.000	6
29.	I sometimes feel like my job doesn't make sense.	2.19	1.24	43.76	-8.01	0.000	4
All items		2.61	0.64	52.20	-7.37	0.000	

Co-workers

This section consists of seven items related to Stigma.

"My relationship with my co-workers is characterized by appreciation and mutual respect" was ordered in the 1st rank with a mean equal "4.41" and relative importance index "88.19%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. "I love the people I work with" was ordered in the 2nd rank with a mean equal "4.21" and relative importance index "84.16%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents agreed to this item. "The works are distributed between me and my co-workers in an unfair way" was ordered in the last rank with a mean equal "2.63" and relative importance index "52.62%" and P-value equals 0.000 which is smaller than the level of significance $\alpha=0.05$. It can be concluded that the respondents not agree to this item.

In general, it was found that the mean of all items together equal 3.60 with a relative weight of 72.0%, which means that there is overall agreement to the items of the field.

Table 8. Means and test values for “Co-workers”

No.	Items	Mean	Std. Dev	RII (%)	Test value	P value Sig.	Rank
30.	I love the people I work with.	4.21	0.92	84.16	16.08	0.000	2
31.	I enjoy the working atmosphere with my co-workers.	4.08	1.02	81.61	12.97	0.000	3
32.	The works are distributed between me and my co-workers in an unfair way.	2.63	1.10	52.62	-4.10	0.000	7
33.	My relationship with my co-workers is characterized by appreciation and mutual respect.	4.41	1.65	88.19	10.41	0.000	1
34.	Get support and help from coworkers.	4.00	0.94	80.00	13.02	0.000	4
35.	There are a lot of bickering and conflicts at work.	2.85	1.16	56.91	-1.62	0.107	6
36.	I find that I have to work harder in my job because of the incompetence of the people I work with.	3.03	1.19	60.54	0.28	0.782	5
All items		3.60	0.50	72.00	14.66	0.000	

Working procedures

This section consists of seven items related to working procedures.

"I like to do the things I'm assigned to do at work" was ordered in the 1st rank with a mean equal "4.11" and relative importance index "82.28%" and P-value equals 0.000 which is smaller than the level of significance $\alpha= 0.05$. It can be concluded that the respondents agreed to this item. "Routine rarely hinders my efforts to do a good job" was ordered in the 2nd rank with a mean equal "3.44" and relative importance index "68.72%" and P-value equals 0.000 which is smaller than the level of significance $\alpha= 0.05$. It can be concluded that the respondents agreed to this item. "I'm doing harder and more complicated work than I can do" was ordered in the last rank with a mean equal "2.36" and relative importance index "47.11%" and P-value equals 0.000 which is smaller than the level of significance $\alpha= 0.05$. It can be concluded that the respondents not agree to this item.

In general, it was found that the mean of all items together equal 3.14 with a relative weight of 62.80%, which means that there is overall agreement to the items of the field.

Table 9. Means and test values for "Working procedures"

No.	Items	Mean	Std. Dev	RII (%)	Test value	P value Sig.	Rank
37.	Having many rules and procedures to do a good job is difficult.	2.83	0.95	56.64	-2.16	0.032	6
38.	I like to do the things I'm assigned to do at work.	4.11	0.69	82.28	19.63	0.000	1
39.	Routine rarely hinders my efforts to do a good job.	3.44	1.02	68.72	5.21	0.000	2
40.	I feel that safety and prevention measures increase workloads.	3.19	1.19	63.76	1.92	0.056	4
41.	I lack some skills and knowledge to do the work.	2.87	1.02	57.45	-1.52	0.130	5
42.	I work under policies, guidelines and protocols that are not compatible with reality.	3.22	1.17	64.43	2.30	0.023	3
43.	I'm doing harder and more complicated work than I can do.	2.36	1.06	47.11	-7.42	0.000	7
All items		3.14	0.46	62.80	3.83	0.000	

Measure of intent to leave or change the workplace

This section consists of three items measure of intent to leave for nurses

"I will continue my work in the hospital until the end of the pandemic" was ordered in the 1st rank with a mean equal "4.19" and relative importance index "83.76%" and P-value equals 0.000 which is smaller than the level of significance $\alpha= 0.05$. It can be concluded that the respondents agreed to this item. "I am proud to work in a hospital for the treatment of Covid 19 patients" was ordered in the 2nd rank with a mean equal "4.04" and relative importance index "80.81%" and P-value equals 0.000 which is smaller than the level of significance $\alpha= 0.05$. It can be concluded that the respondents agreed to this item. "I might consider moving me to another section where Covid 19 cases are not dealt with if the pandemic is prolonged" was ordered in the last rank with a mean equal "2.44" and relative importance index "48.72%" and P-value equals 0.000 which is smaller than the level of significance $\alpha= 0.05$. It can be concluded that the respondents not agree to this item.

Table 10. Means and test values for “Measure of intent to leave or change the workplace”

No.	Items	Mean	Std. Dev	RII (%)	Test value	P value Sig.	Rank
1.	I will continue my work in the hospital until the end of the pandemic.	4.19	1.02	83.76	14.18	0.000	1
2.	I am proud to work in a hospital for the treatment of Covid 19 patients.	4.04	1.02	80.81	12.46	0.000	2
3.	I might consider moving me to another section where Covid 19 cases are not dealt with if the pandemic is prolonged.	2.44	1.29	48.72	-5.35	0.000	3
All items		3.55	0.56	71.00	12.13	0.000	

In general, it was found that the mean of all items together equal 3.55 with a relative weight of 71%, which means indicates the steadfastness of nurses as a shield to confront the pandemic.

Discussion:

Nurses in general are exposed to various stressors from physical, psychological, and social working environments which are markedly increased among the nurses working in COVID-19 hospitals. In the present study, overall nurses were satisfied with their job. nurses are the backbone of any organization, therefore for their motivation and retention in the health care facilities, it is important to improve their job satisfaction. Satisfied workers always contribute in a better way for the development and prosperity of the organization. Job satisfaction is an important component of nurses' lives that can impact on patient safety, productivity and performance, quality of care, retention and turnover, commitment to the organization and the profession as well. Research has showed that there are three main themes that influence nurses' job satisfaction and dissatisfaction are spiritual feeling, work environment factors and motivation. Job satisfaction is a complex phenomenon and most respondents are satisfied with their job in almost all facets of job satisfaction. While studying these facets, it is revealed that workers are most satisfied with their own work and their supervisors, co-workers, any kind of appreciation, the hospital policy except benefits and pay.

In the present study, this information can be used to ensure a positive ward environment. Satisfaction with working environment showed marked effect on job satisfaction. People respond unfavorably to restrictive work environments; therefore, it is imperative for organizations to create facilitative environment, which enables the employees to acquire uppermost level of job satisfaction. This study showed that 72% of the participants were satisfied with the co-workers. add to that's, co-workers were one of the reasons for satisfaction nurses in Indonesian hospital.

A recent study conducted in Tanzania, reported poor job satisfaction among health care providers due to lack of job description, no rewards system, poor working environment and lack of communications with the staff (Leshabari et al, 2008) The same study showed that respondents were strongly satisfied with the relationship with co-workers. Numerous studies conducted among health workers have shown that good interpersonal relationship increase patient's satisfaction and improved quality of care. Proper team building activities have resulted in improved staff communication, strong interpersonal relationships, understanding and clarity of roles as well as greater job satisfaction (O'Daniel et al, 2008). It is beneficial for both the individual and their organization to enhance professional commitment in nursing. Professional commitment is involvement, promise or resolution towards profession (Mohamed et al, 2013).

A study conducted in Sweden showed that for the organizational prosperity and performance, liberty of decision making for health care workers is very important which improves their mental energy and work satisfaction, work related exhaustion and turnover rate among health care workers was reduced (Van Vultee et al, 2007). Organizational structures like supervision, job policies, team work and staffing levels also have a tremendous effect on job satisfaction as they have strong impact on the delivery of quality of care and satisfaction for patients. Supervisor can increase nurses' job satisfaction in terms of empowering them and improving the staff nurses' commitment to the organization by means of manipulating workplace structures (Gutierrez et al, 2012). Thus, nurse managers should encourage and support interdependence among health care

providers; enable these providers to accomplish the work effectively; and create a supportive environment for nurses to build effective relationships with peers, superiors and subordinates within and outside the organization.

Loibner et al. (2019) who reported that reduced dexterity due to multiple glove layers, impaired visibility by flexible face shields and back pain related to the respirator of the fully ventilated suit, heat stress, and liquid loss were perceived as strong stressors in Working procedures especially at high working temperature.

Among Factors can affecting job satisfaction among a nurses explored by Yasin et al. (2020), peer support/work condition, quality of supervision, and achievement/job interest/responsibility were significant predictors of job satisfaction. Less favorable working conditions such as high workload, low staffing, and extended working hours were found to be negatively associated with job satisfaction.

co-workers support includes interpersonal relationships with health workers from the same profession and other health professions. In their review of 21 articles, Utriainen and Kyngäs (2009) found that interpersonal relationships were significantly associated with job satisfaction. Similarly, physician-nurse collaboration was found to be associated with job satisfaction in the study by Pakpour et al (2019), which is congruent with a previous Canadian study where nurses felt more satisfaction when they perceived coworkers' support (Tourangeau & Cranley, 2006).

Nurses have played a key role as part of teams managing epidemics threat to health worldwide, (SARS) in 2003 , the Middle East Respiratory Coronavirus (MERS-CoV) in 2015 , Zika viral disease in 2016 , Ebola viral disease in 2014 and the COVID-19 outbreak that began in 2019. Nurses and other health professionals are trained to support their countries' responsiveness to future disasters and emergencies. This fact may be particularly important for increasing the resistance of health systems made most vulnerable through disasters and conflict

Finally, it is essential to highlight the significant implications that the data from this study may have for those responsible for taking measures to deal with a pandemic, and for providing the necessary resources and information to health professionals and society in general, in order to prevent the development of multiple pathologies. Our data reflect the importance of the perception of these resources and the information available to face the challenges and demands of a health crisis. These elements can be crucial in ensuring that, despite the heavy workload and the demands that it entails, nurses and health professionals, in general, can perceive satisfaction in what they do, which is a protective factor in the face of physical and psychological pathologies. We believe that studying these relationships is relevant and fundamental to protecting and caring for nurses, health professionals, and society in general.

Conclusion

Job satisfaction are factors that influence the health of professionals, have an economic impact on the health sector and influence the quality of healthcare in nursing. This research enables us to see how the measures applied during the pandemic COVID-19 have affected the satisfaction of nurses .So, this study revealed that nurse's level of satisfaction in Indonesian hospital had an moderate and most nurses in the Indonesian hospital they don't want to intent to leave or change the workplace, they will continue to provide health services until the end of the Coved 19 epidemic.

COVID-19 pandemic is not just a time of crisis, but an opportunity for reconstructing the professional identity for nurses. Given the importance of professional identity in determining professional commitment and the quality of care, making sense of the event, incorporating the unique COVID-19 experience into nurses and motivation management for those frontline nurses is suggested. Tailored should be centered on strengthening those promoting influence such as sense of professional responsibility and professional value, reflective thinking on health and life, positive world view and good personal qualities, as well as on avoiding the inhibitors such as negative emotion and stress management. In addition, developing strategies from the policy, management and organizational levels to enhance professional fulfillment and the publicity of the image and role of nurses are indicated to promote professional identification of nurses.

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"الرضا الوظيفي لدى الممرضين في المستشفى الإندونيسي في شمال قطاع غزة خلال جائحة كوفيد -19"

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ملخص الدراسة:

هدفت الدراسة إلى تقييم مستوى الرضا الوظيفي ونية المغادرة بين طاقم الممرضين في المستشفى الإندونيسي شمال محافظة غزة. حيث يعد المستشفى المركزي الذي يتعامل مع المرضى والمشتبه بإصابتهم بفيروس كوفيد -19. وتعد هذه الدراسة مقطعية وصفية كمية وأجريت في شتاء 2020 (العدد = 149؛ عينة التعداد) في ذروة انتشار الوباء في قطاع غزة. تم تطوير مقياس الرضا الوظيفي من 50 فقرة وتم فحص الصلاحية الداخلية والخارجية، إضافة إلى مقياس تنبؤات نية المغادرة. وتوصلت الدراسة إلى أن 63.8% من الممرضين في المستشفى الإندونيسي كان لديهم مستوى متوسط من الرضا الوظيفي. حيث يمثل زملاء العمل المصدر الرئيسي للرضا الوظيفي للممرضين بمتوسط (3.6) ووزن نسبي 72%، بينما تمثل الترقبات المصدر الثاني للرضا الوظيفي للممرضين في المستشفى الأندونيسي بمتوسط (3.4) ووزن نسبي 68%، لكن ظروف العمل مثلت أحد عوامل الرضا الوظيفي، حيث اتفق 66.5% على أن ظروف العمل ساعدتهم على قبول العمل في جائحة COVID 19. بينما مثل أسلوب الإشراف والتواصل لرؤساء الأقسام التمريضية يعتبر المشرفون عاملاً مهماً في رفع مستوى الرضا الوظيفي للممرضات بمتوسط (3.13) ووزن نسبي 62.6%، بالإضافة إلى ذلك، ما يقرب من 71% من الممرضين في المستشفى الإندونيسي لا يريدون مغادرة مكان العمل أو تغييره، وسيواصلون تقديم الخدمات الصحية حتى نهاية وباء كوفيد 19. وفي الختام إن جائحة COVID-19 ليست مجرد وقت أزمة، ولكنها فرصة لإعادة بناء الهوية المهنية للممرضين، نظراً لأهمية الهوية المهنية في تحديد الالتزام المهني وجودة الرعاية، وفهم الحدث، ودمج تجربة COVID-19 الفريدة في تعزيز الرضا الوظيفي.

الكلمات المفتاحية: الرضا الوظيفي .مستشفى اندونيسي جائحة كوفيد -19 ؛ الممرضات.