

Perception Of Satisfaction In Their Job, In Nursing Professionals And Assistants During The Covid-19 Pandemic In Colombia

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Abstract

OBJECTIVE: To describe the perception of job satisfaction reported by Nursing staff during the COVID 19 pandemic in Colombia. **METHODOLOGY:** a descriptive, cross-sectional study with professionals and nursing assistants, in 14 Colombian departments, using an adaptation of the G_Clinic Questionnaire to measure job satisfaction. **RESULTS:** Starting from the application of the instrument, ambiguous responses were evidenced by the study participants, which may be articulated to the work context in connection with the Colombia region in which the nurses and nursing assistants do their jobs. **CONCLUSIONS:** Although the results show strong contrasts between perceptions, it is important to recognize that health institutions and every country's government must establish measures that lead to improving the working conditions of Nursing staff, especially the first line of care attention since this would lead to a better perception of job satisfaction, decreased exhaustion or burnout and massive resignations to health institutions.

Keywords: Job Satisfaction, Nursing Staff, Nursing, Pandemics, Coronavirus Infections.
Source: De CS, BIREME.

Introduction

Health care has been a challenge for all health professionals, especially for those who work in the first line of care, in the framework of the pandemic derived from the coronavirus disease 2019 (COVID-19)

Historically, it is known that nursing professionals and assistants play a fundamental role in patient care since they are the members of the health team who are with them 24 hours a day and 7 days a week. In this frame and counting on the high hospital occupancy and the challenges that the patient's care with COVID-19 has entailed; It has caused stress, anxiety, depression, and a feeling of inefficiency in their work performance (Danet, 2020; Erquicia, 2020; Galehdar, 2020). This situation was originated from the initial management ignorance of the disease, work overload, long and exhausting shifts, perception of inadequate personal protection measures, and fear of infecting their relatives at home. These factors have probably had a negative impact on the satisfaction that nurses and nursing assistants have with their work.

In this order of ideas, it is important to mention that the term job satisfaction is defined as "the degree to which employees like their work" (Fritzsche and Parrish 2005), also, it is approached from different perspectives by authors such as Brief and Weiss (2002), who mention that it emerges from both emotional and cognitive processes, through which the subject evaluates their work experience and that it is also considered as a positive or negative evaluative judgment from their work situation from what the person has been lived in.

In the current pandemic context, there is little literature found on the perceived satisfaction of nurses and nursing assistants with their work, however, systematic reviews and some studies that refer to this issue have been found, For example, Sultana, Sharma, Hossain, Bhattacharya, & Purohit (2020), mention that rates of burnout among nurses have a negative impact on job satisfaction, teamwork, and patient care. This is due to the fact that nurses, who are on the front line, have a greater workload and multiple psychosocial stressors during the COVID-19 pandemic. This exhaustion will get worse as they have more responsibilities.

Therefore, in considering this, this study was made with the general objective to determine the perception of satisfaction in nurses and nursing assistants' work during the COVID-19 pandemic, in Health Service Provider Institutions of 14 Departments of Colombia during the year 2020.

Materials and methods

The study design is descriptive and cross-sectional, the population was made up of male nurses, female nurses, and nursing assistants who work in Health Service Provider Institutions (IPS) in 14 Departments of Colombia. For a consecutive sampling type was used a non-probabilistic one was, where the group who were recruited during this study period was from the accessible population who met the inclusion criteria. This group was made up of 247 people.

The following inclusion criteria were taken male nurses, female nurses, and nursing assistants, over 18 years old, who work at patient care in IPS during the COVID-19 pandemic, and who voluntarily wish to answer the questionnaire.

The exclusion criteria were the following: male nurses, female nurses, and nursing assistants who refused to participate in the research.

The instrument used was an adaptation of the G_Clinic Questionnaire to measure job satisfaction (Porcel, Martínez, Gil & Grao), it consists of 22 items and uses a Likert scale with the following response options: totally disagree; partially disagree; neither agree nor disagree; partially agree; totally agree. A pilot test was applied to the instrument and reliability was measured, through Cronbach's Alpha, with a value of 0.89.

The information was collected by sending the instrument electronically previously digitized, in order to feed a single simultaneous database, with real-time storage in a virtual server with restricted user access, seeking data security, efficient information management, and timely availability of the same, avoiding reprocessing and errors in the tabulation stage. The database obtained was exported in * .xls format for processing in the statistical package SPSS version 21, for descriptive analysis the data were expressed in frequencies and percentages.

The research was framed in the World Declaration of Helsinki amended at the 64th General Assembly in Fortaleza, Brazil (2013). It was governed by the provisions of Resolution 008430 of 1993 of the Ministry of Health and Social Protection (1993).

In order to collect the information, the informed consent was previously filled out to the patients, through which the declaration of participating in the research on a voluntary basis was made, in addition, they were guaranteed anonymity in their responses, it was previously explained that the data obtained would be used to determine the perception of satisfaction with their work in male and female nurses and nursing assistants during the COVID-19 pandemic and that the information would be confidential and private.

Results

The perception of satisfaction with their work in male and female nurses and nursing assistants was determined in what has elapsed since the COVID-19 pandemic, in Health Service Provider Institutions of 14 Colombia Departments during the year 2020, through the application of the instrument adapted from the G_Clinic Questionnaire.

Regarding the sociodemographic profile of the study participants, it stands out that 83.4% were female; 72.1% were male and female nurses and 24.29% worked as nursing assistants; compared to age, there was greater participation of those with a range between 24 and 29 years with 27.9%; regarding marital status, 44.1% were single. Regarding the nature of the workplace, 70.5% indicated that the private sector institution and 39.3% worked at the third level of care. As for the Department of Colombia in which they work, they reported that 59.9% did so in Sucre; 10.5% in Antioquia, and 8.9% in Córdoba. (Table 1):

Table 1. Socio-demographic profile of participants.

Variable	Item	Frequency	Percentage
Sex	Female	206	83,4%
	Male	41	16,6%
Profession / occupation	Nursing Assistant	60	24,3%
	Nurse	178	72,1%
	Auditor Nurse	5	2,0%
	Teacher Nurse	2	0,8%
	Epidemiologist Nurse	2	0,8%
	Between 18 and 23 years old	36	14,6%
	Between 24 and 29 years old	69	27,9%
Age	Between 30 and 35 years old	61	24,7%
	Between 36 and 41 years old	39	15,8%
	Between 42 and 47 years old	24	9,7%
	Between 48 and 53 years old	10	4,1%
	Between 54 and 59 years old	5	2,0%
	Between 60 and 65 years old	3	1,2%
	Married	56	22,7%
	Divorced	12	4,9%
Marital status	Engagement	6	2,4%
	Single	109	44,1%
	Free Union	64	25,9%
Nature of worksite	Private	174	70,5%
	Public	73	29,6%
Level of care of the institution where you work	Level 1	56	22,7%
	Level 2	57	23,1%
	Level 3	97	39,3%
	Level 2	37	15,0%
	Antioquia	26	10,5%
Department of the country where you work	Atlántico	10	4,1%
	Bogotá	17	6,9%
	Bolívar	6	2,4%
	Caldas	1	0,4%
	Cauca	1	0,4%
	Cesar	5	2,0%
	Córdoba	22	8,9%
Cundinamarca	2	0,8%	
	Huila	1	0,4%

Magdalena	5	2,0%
Santander	2	0,8%
Sucre	148	59,9%
Tolima	1	0,4%

With the purpose for determining the perception of satisfaction with their work in nurses and nursing assistants during the COVID-19 pandemic, the findings of the following items of the applied instrument were highlighted: in the statement “I think my work is excessive, I can't cope with the things that have to be done ”; 25.9% report being totally in disagreement, and 25.1% of those surveyed responded partially in agreement (Table 2).

Table 2. I think my work is excessive, I can't cope with the things that need to be done

Item	Frequency	Percentage
Neither agree or disagree	26	10,5%
Partially agree	62	25,1%
Partially disagree	59	23,9%
Totally agree	36	14,6%
Strongly disagree	64	25,9%
Total	247	100

Source: selfmade.

In the expression, “I often feel that I do not have sufficient resources to do my job as much as would be desirable”, the male and female nurses surveyed stated that 30.4% do not agree and 20.7% partially agree (Table 3).

Table 3. I often regret that I do not have sufficient resources to do as much of my work as would be desirable.

Item	Frequency	Percentage
Neither agree or disagree	34	13,77%
Partially agree	51	20,65%
Partially disagree	50	20,24%
Totally agree	37	14,98%
Strongly disagree	75	30,36%
Total	247	100,00%

Source: selfmade.

In connection with the demonstration, "many times my work in the hospital disturbs my mood, or my health, or my hours of sleep", 29.2% said they partially agree and 21.9% totally agree. disagree (Table 4).

Table 4. Many times my work in the hospital disturbs my mood, or my health or my hours of sleep

Item	Frequency	Percentage
Neitheragree nor disagree	35	14,17%
Partially agree	72	29,15%
Partially disagree	47	19,03%
Totally agree	39	15,79%
Strongly disagree	54	21,86%
Total	247	100,00%

On the other hand, in the statement "generally, the recognition that I obtain from my managers and employers for my work is comforting, at the moment", the male and female nurses and nursing assistants responded to be partially in agreement with the 30, 4% and 18.6% totally disagree (Table 5).

Table 5. Generally, the recognition I get from my managers and employers for my work is comforting, right now.

Item	Frequency	Percentage
Neitheragree nor disagree	38	15,4%
Partially agree	75	30,4%
Partially disagree	45	18,2%
Totally agree	43	17,4%
Strongly disagree	46	18,6%
Total	247	100

Source: selfmade.

Regarding the statement "in my work I am very satisfied", 32% of the participants referred to partially agree, followed by 30.8% who responded totally in agreement (Table 6). It's important pointing that this question shows a perception of job satisfaction in more than half of the study participants.

Table 6. In my work I am very satisfied

Item	Frequency	Percentage
Neitheragree nor disagree	34	13,8%
Partially agree	79	32,0%
Partially disagree	41	16,6%
Totally agree	76	30,8%

Stronglydis agree	17	6,9%
Total	247	100

Source: selfmade.

From the data described, ambiguous responses are evidenced by the study participants, which may be articulated to the work context and the region of the country in which the male and female nurses and nursing assistants do their jobs.

Discussion

The Nursing profession since before the COVID-19 pandemic has presented several challenges due to work overload in Colombia, Due to scarce institutional infrastructure, and lack of material resources to provide care, and the number of patients that must be attended in a service. But Beyond the aforementioned, it cannot be ignored that care is the identity of the nursing profession and when they cannot fulfill their task adequately, they feel that their autonomy and capacity for action is being limited, as well as the loss of the horizon for the profession (De Arco & Suárez, 2018).

From the results of the present investigation, it was possible to show that the participants were mostly female with 83.4% (which is consistent with the historical antecedents of the Nursing profession); They were nursing professionals (72.1%) who work in the healthcare area from different levels of care. Likewise, a great part of the sample works in the Department of Sucre (59.9%), and adding the departments of the Andean Region of the country, it is found that 19% work in said region of Colombia.

It is necessary to take into account that the current situation of the professional and nursing assistants, with regard to working conditions, the type of hiring, and salary allocation, are variables that greatly influence the perception of satisfaction labor in Colombia.

In reference to this, the Collegiate Nursing Organization (OCE, 2020) showed a general overview of the salary situation of nursing professionals. It was based on the statistics of the Labor Observatory for Education (OLE, 2020) of the National Education Ministry. For the analysis, three areas of professional practice were taken into account: care, education, and public administration and defense. The average salary reported to the cut of 2016 was \$ 2,593,346, this figure differs depending on the region of the country in which you work; the best salaries are in Bogotá D.C, the Central East, and Central West regions of the country.

On the other hand, despite the fact that national and international studies carried out in the last year on the job satisfaction of nursing personnel in the framework of the COVID-19 pandemic are scarce, research has been reported that shows that the Shortage of personal protective equipment (PPE) in many countries of the world has caused nurses to fear going to work (Turale, Meechamnan & Kunaviktikul, 2020). Another relevant aspect of this study is that, in some cases, nurses who denounced the lack of PPE were silenced or suspended from their duties for taking a position against the shortage. This is related to the findings of

the present research, regarding those participants who reported feeling that they did not have sufficient resources to do the work as much as would be desirable (20.7%).

Oliveira, Freitas, Araújo & Gomes (2020), report that, in health institutions with weakened working conditions, with insufficient supplies and protective equipment, nurses face a series of personal and professional challenges. They have to deal with the illness risk of his team, fear of his own death, and that of his teammates. Likewise, they affirm in their study that, the working day has increased, the clinical management of the patient with COVID-19 imposes greater complexity and challenges.

Along the same lines, Manzano & Ayala (2021), explored the Burnout Syndrome in nurses during the current pandemic. They mention that aspects such as role ambiguity and work overload are positively correlated with the appearance of Burnout. In this study results, the professionals and nursing assistants considered when they were asked: I believe that my work is excessive, I cannot cope with the things that have to be done; totally disagree (25.9%), and 25.1% of those surveyed responded partially agree. In this sense, The evidence is similar in the answers from different respondents' perspectives of the respondents; as it is mentioned above, It may be associated with the contractual and salary conditions of these workers and the uncertainty of losing their jobs.

It is necessary to make the annotation that there are other factors that affect job satisfaction in Nursing staff, for example, the decrease in the care quality provided to the patient, attributed to the nurse's shortage and fatigue due to work pressure, which results in a failure in the timely and safe care of patients (Rezaee, Mardani-Hamooleh, &Seraji, 2020).

In the same way, the excess and pressure of work have repercussions on an emotional and psychological level, as reported by Giménez, Prado & Soto (2020). In their publication, the nurses affirm a feeling that they cannot show their emotional state and they try to offer their best face to their patients and the work team. This is related to what was found in this study, where male and female nurses and nursing assistants reported being partially in agreement with the fact that many times their work in the hospital disturbs their mood, health, or sleep hours (29,2%). It should be added that in a systematic review carried out by Danet (2020), he found variable levels of stress, anxiety, depression, sleep disturbance, and Burnout on the first line nurses of care for patients with COVID-19 from different countries of Europe and the USA.

Based on this study results and the findings in the literature, it is important to mention that in the current pandemic context where there is still an accelerated number of infections and immunization against COVID -19, it does not reach large coverage in Colombia and South America. This leads to the continuous collapse of the health services that provide care to these patients. For this reason, a certain resilience and optimistic attitude can be identified specifically in nursing professionals and assistants, as mentioned by Giménez, Prado &

Soto (2020), which is articulated with the awareness of the enormous importance of the work they do, especially in these extreme circumstances due to the pandemic.

Regarding the item Generally, the recognition I get from my managers and employers for my work is comforting, right now; the participants answered partially agree with 30.4% and only 18.6% totally disagree. This aspect is of the utmost importance, the recognition and gratitude for doing a job in complex situations, such as the current pandemic, becomes a protective factor for the appearance of situations such as fatigue (Cáceres, 2021).

However, recognition should be reflected in efforts at the state and institutional level, where the importance of projecting itself to optimize the life quality of the nursing staff, for example, improving salary conditions and greater job stability, access to continuing education and postgraduate training; that allows through these incentives to project the recognition of the nursing role in the health system of all countries, and not only remain as a symbolic recognition (Fuentes, 2020).

With regard to “being very satisfied with their work”, 32% of the participants in this research reported being in partial agreement, and 30.8% in total agreement, with being satisfied with their work; and 16.6% partially disagree. It should be noted that perception of job satisfaction is evidenced in more than half of the professionals and nursing assistants who agreed to participate in the study; This could be related to the fact that these participants work in the Central East region, the Central West region and in Bogotá D.C, which are the places with the best remuneration in the country, based on what was proposed by the Collegiate Nursing Organization.

In other studies such as that of Said & El-Shafei (2021), it was shown that 51% of nurses who care for patients COVID- 19 suspected have low satisfaction with their job and have the intention of leaving it. Likewise, in Peru, an investigation on stress and job satisfaction in nurses during the current pandemic, showed that they had a medium level of job satisfaction (53.4%).

For their part, Giménez, Prado & Soto (2020), in their publication, identified that the nursing job satisfaction staff during the current pandemic is inversely related to the role and interpersonal conflict and psychosomatic problems such as back pain, tension headaches, sleep problems, fatigue, heartburn, among others.

Conclusions

Based on what is described, it is possible to infer that it is important to recognize that, in conjunction with the findings of the literature, the health institutions and the governments of each country, although strong contrasts between perceptions are observed in the results, should establish measures that lead to improving the working conditions of Nursing staff, especially the first line of care.

Inasmuch as obtaining contractual stability, salary improvements, appropriate working conditions (adequate allocation of patients according to complexity, provision of personal protection elements according to the work area, timely access to virus detection tests); and likewise, spaces for the promotion and protection of mental and emotional health (paid rest days, support by professionals in the mental health area if necessary, active breaks during the working day), unquestionably it can be related to a better perception of job satisfaction, decrease in fatigue or burnout and massive resignations to health institutions.

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