
FACTORS AFFECTING THE NURSES' SATISFACTION FOR THEIR WORK IN THE CENTER FOR COMPREHENSIVE CARE OF CHILDREN INJURIES AND CHRONIC DISEASES

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Abstract: Professional satisfaction is a key issue for nurses worldwide. It is necessary to have a good knowledge not only of the main characteristics of professional satisfaction and motivation for work of nurses, but also of the role of various socio-psychological and socio-economic factors influencing the formation and maintenance of satisfaction and motivation. A survey was conducted among 80 nurses working at the Center for Comprehensive Services for Children with Disabilities and Chronic Diseases (CCSCDCD), through a questionnaire. The results show that 57% of respondents are satisfied with the organization of work and assess it as the most important factor. With 73% they define the good psychoclimate as a factor favorable to the working environment, as well as with 47% they note their satisfaction with the good material and technical base. These results highlight the need to maintain favorable factors for working conditions, because only a professional satisfied with his work is motivated to stay to work for a long time with children with disabilities.

Keywords: satisfaction from work, children with disabilities, material and technical base

1. INTRODUCTION

The concept of satisfaction is related to motivation, but is not directly dependent on it, motivation is the pursuit of future goals, and satisfaction is the result of achieving these goals. Satisfaction with the work which is done is not only the result but also a factor of future human activity and low satisfaction only suppresses the positive motivation to work and back. The dimensions and factors of professional satisfaction are diverse. L. Mulins points out the following factors of individual satisfaction:

- Individual factors - personality, education, intellect and abilities, age, attitudes and orientations;
- Social factors - relationships with colleagues, group and team activities;
- Cultural factors;
- Organizational factors - state and scale of the institution in which you work, formal structure, human resources management policy, technology, working environment.

Work satisfaction is an essential condition for the long-term success of any organization. The study of the factors that affect satisfaction is important for human resource management and ultimately for the optimal functioning of the organization. M. Radoslavova defines satisfaction as an affective reaction that people express to the work environment, the activities performed, colleagues and management, the results achieved and the consequences arising from them [5]. P. Pavlova and M. Todorova call work satisfaction a psychological phenomenon and a regulatory mechanism of the individual in work, which is expressed in a positive emotional experience and is the basis for the formation of a sustainable value attitude towards work [4]. Work satisfaction is a necessary feeling for every person, which has a strong influence on the motivation to stay in a specific job for a long time. The lack of health care professionals in our country is a particularly topical issue in recent years, which is rooted largely in emigration, retirement or abandonment of the profession. [1] The insufficient number of professionals is the reason not only for the deterioration of the quality of the provided health care, but also for the impossibility for the functioning of separate structures [6]. Medical and social care homes for children with disabilities are still not the most attractive places for health care. More and more parents are raising their disabled children at home, but they need the support of specialists [3]. Activities for strengthening and preserving health should also be aimed at people with special needs, to which group children with disabilities belong [2]. In its current form, the Home for Medical and Social Care for Children (HMSSC) has been transformed as a Center for Comprehensive Services for Children with Disabilities and Chronic Diseases (CCSCDCD) from 19.04.2020. The outpatient unit provides diagnostics, hourly services for rehabilitation, physical therapy, underwater rehabilitation and adapted swimming for children with disabilities and chronic diseases with a capacity of 120 children. In the inpatient unit there is a ward for special care for children up to 1 year for risky and newborns and premature babies; long-term care unit for children; long-term treatment sector up to 3 months; palliative care sector for children in terminal condition, physical therapy sector with the possibility of 55 beds. Regulations for the structure, activity and internal order of the centers for complex service of children with disabilities and chronic diseases have been issued by the Minister of Health and have been promulgated in the State newspaper, issue no. 89 / 11.11.2016. Under Art. 3. (1) the centers for complex service of children with disabilities shall carry out their activity independently and in cooperation with the other

medical and health establishments. Each activity realized in the Center for complex service of children with disabilities and chronic diseases, according to the specific child is carried out by a specialized team and in the respective administrative and economic block. Multidisciplinary teams are provided for each child admitted to the inpatient unit. The availability of a sufficient number of trained and satisfied staff is in the interest of both the center itself and children with disabilities and their parents, so the satisfaction survey should be an ongoing process. In order to retain staff and attract new ones, it is necessary to maintain favorable conditions for the performance of professional duties and increase job satisfaction.

2. PURPOSE

This paper is part of a dissertation research. **The aim** of the study is to study and analyze the work satisfaction of nurses working in a center for children with disabilities and chronic diseases.

The subject of the study is the identification and analysis of the factors influencing the satisfaction of the nursing professional team in an institution.

The object of the study are the opinion and assessment of nurses from their satisfaction with working in an institution for children.

The scope of the study are 80 respondents: nurses from CCSCDCD in the city of Burgas.

Approaches and methods for researching the problem: documentary research, theoretical analysis of the problem in the literature, anonymous survey. The data from the study are statistically processed and presented graphically with a computer program EXCEL.

3. MATERIALS AND METHODS OF THE RESEARCH

A direct individual anonymous survey was conducted. It was used theoretical analysis of the literature on the problem and sociological research. The results are processed on the EXCEL program.

4. RESULTS

The study involved 80 nurses from CCSCDCD in Burgas. According to the length of service, the distribution is in five categories: 18% are up to 5 years, with 13% from 5-10 years, 15% from 11-20 years, 18% from 21-30 years. The largest share of employees over 35 years of age with 35% and it is shown in Table 1. The results show the alarming staffing trend for workers with long service and high average age:

Table 1. Distribution by length of service

№	Length of service	Number	Percent
a	Up to 5 years	11	18%
b	From 5-10 years	8	13%
c	From 11-20 years	9	15%
d	From 21-31 years	11	18%
e	Over 30 years	21	35%

The following table presents the nurses' answers to whether they are satisfied with the organization of their work. One of the criteria for assessing the functionality of teamwork and its quality is satisfaction with the professional work. 7% of nurses are "extremely satisfied" with the organization of their work, and 57% of them say they are "satisfied". The results are encouraging and allow us to conclude that the level of satisfaction of working nurses in CCSCDCD is significant. With 23% the respondents cannot define the organization of their activity as satisfactory, and with 12% they indicate that they are dissatisfied and with 2% they indicate extremely dissatisfied (Fig. 1):

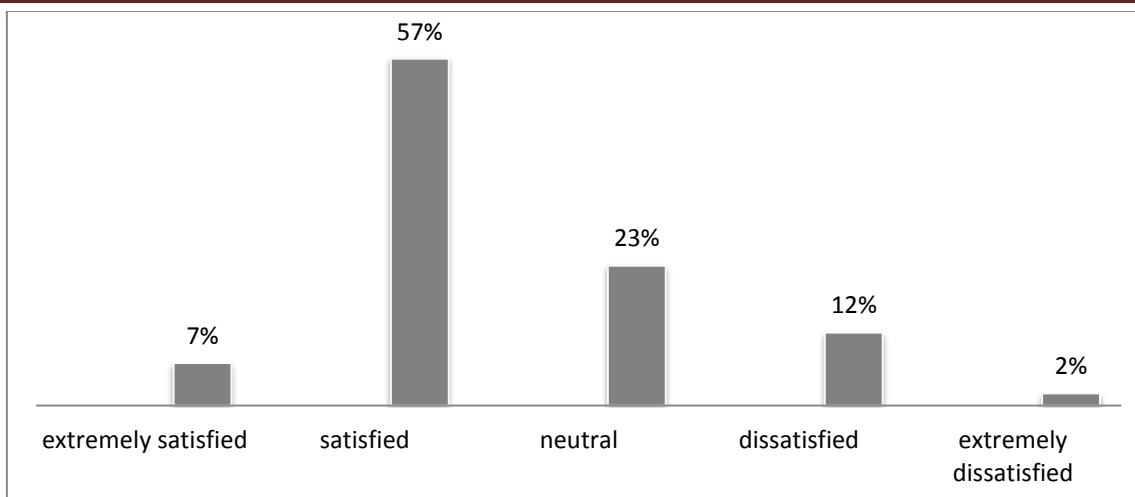


Fig.1 Are you satisfied with the organization of your work?

The study allowed to present and analyze the satisfaction of nurses working in a center for comprehensive care for children with disabilities and chronic diseases. Respondents indicate by 80% that their work is meaningful and define this as an essential factor for their satisfaction. The close relationship between the work satisfaction of the nursing team and the psychoclimate in the sector outlines the following results. Good communication with colleagues is defined as significant for 73% of respondents. Next, respondents placed a priority on solving tasks by 42%. It was interesting to find out the opinion of the nurses with 28%, they note that their work is challenging and this affects their satisfaction. According to 27%, personal contribution to the care of children with disabilities also affects their satisfaction. Wages are a significant factor and there has been a lot of talk about this lately, but according to only 15% of respondents, this is a significant indicator. The received answers to the question about the satisfaction with the mentioned factors show that to a large extent the medical specialists are satisfied. Table 2 presents the most important factors influencing satisfaction.

Table 1. Factors influencing satisfaction.

Nº	Factors influencing satisfaction	Number	Percent
1	My work is meaningful	48	80%
2	My work is challenging	17	28%
3	Good communication with colleagues	44	73%
4	Personal contribution to the care of children with disabilities	16	27%
5	Priority on solving tasks	25	42%
6	I get assignments from which I learn	6	10%
7	Positive result from my work with children with disabilities	10	17%
8	Wage	9	15%
9	Other	0	0%

Quite logically, a supplementary question was asked to the respondents how satisfied they were with the described factors. Respondents categorically state dissatisfaction with the privileges used in the work organization by 38% and 27% are not very satisfied. Only 10% are satisfied and 2% are very satisfied with the respondents and expressing satisfaction with the privileges that they received. Next, the nurses state with 35% that they are not very satisfied with the administrative process in the organization, and 40% cannot determine the degree of satisfaction in the administration of the tasks and define as neutral the statement.

On the indicator of vacation, health care professionals categorically note satisfaction with 25% very satisfied and 65% satisfied, which implies compensation in terms of remuneration. Impressive results from respondents' answers concerning the conditions and facilities they indicate a high degree of satisfaction with 47% very satisfied and 45% satisfied (Table 2):

Table 2. Distribution of results

Factors	Statement	Number	Percent
Privileges	Very satisfied	1	2%
	Satisfied	6	10%
	Neutral	14	23%
	Not very satisfied	16	27%
	Dissatisfied	23	38%
Administrative process	Very satisfied	3	5%
	Satisfied	9	15%
	Neutral	24	40%
	Not very satisfied	21	35%
	Dissatisfied	3	5%
Vacation	Very satisfied	15	25%
	Satisfied	39	65%
	Neutral	4	7%
	Not very satisfied	2	3%
	Dissatisfied	0	0%
Facilities	Very satisfied	28	47%
	Satisfied	27	45%
	Neutral	3	5%
	Not very satisfied	2	3%
	Dissatisfied	0	0%

In order to determine the opinion of the nurses whether the work of the team in CCSCDCD is satisfactory, the question that was asked was what improvements they would make in the center. The organization of the workplace is a key element of the overall organization of the work process. The majority of 57% of respondents believe that making changes in the organization of nursing care will contribute to the effective functioning and quality relationships in the nursing team of the center. According to nurses, communication with parents of children with disabilities is generally at the center of care, according to 12% of them believe that the reorganization of communication would have a positive impact on their work. It was interesting to find out the opinion of the nurses about their participation in training parents to care for children at home. With 28% of respondents expressing a desire and expressing that such an improvement will have a positive impact on their satisfaction with the realization of their professional competencies. Only 13% do not express a specific opinion and point to another as an improvement in the institution.

Table 3. What improvements would you make in the institution where you work?

Nº		Number	%
1.	In the organization of nursing care	34	57%
2.	In communication with parents	7	12%
3.	I would participate in training parents for home care	17	28%
4.	Other	8	13%

Based on the analysis of the results obtained from the study can draw the following conclusions:

- The majority of respondents state that they are satisfied with the organization of their work;
- The choice to work in CCSCDCD is meaningful and this favors for the satisfaction of the nursing team;
- Working conditions and good material and technical base are important for ensuring a good psycho-climate and work satisfaction in a sector with extremely many stress factors.

5. CONCLUSION

The conclusions which was made give us reason to assume that the satisfaction of nurses is a factor that determines their motivation to work with children with disabilities. These circumstances allow the level of professional activity to be constantly monitored and reported.

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