

Job Satisfaction of Nurses in the Pediatric Department of an Obstetrics and Pediatric Hospital and Some Influencing Factors: A Study at a Typical Obstetrics and Pediatric Hospital in the Mekong Delta in Vietnam

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KEYWORDS

Job satisfaction, pediatric nurses, influencing factors, obstetrics and pediatric hospital.

ABSTRACT

Research Objectives: This study aims to assess the job satisfaction of nurses in the Pediatric Department of an Obstetrics and Pediatric Hospital and some influencing factors at a typical obstetrics and pediatric hospital in the Mekong Delta of Vietnam with two main objectives: The first is description the job satisfaction of nurses in the Pediatric Department of the Hospital; The second is analysis some factors influencing the job satisfaction of nurses in the Pediatric Department of the Hospital. **Research Methods:** A mixed-methods approach (quantitative and qualitative) was used, with the quantitative part employing a cross-sectional study design. The study was conducted at An Giang Obstetrics and Pediatric Hospital from May 2024 to the end of September 2024. **Research Results:** The research results showed that the job satisfaction of pediatric nurses at An Giang Obstetrics and Pediatric Hospital in 2024 was 52.4% (average score 3.9 ± 0.6). The highest satisfaction rate was related to leadership, colleagues, and general hospital factors at 65.3%. The lowest was related to the working environment, with a satisfaction rate of 48.4%. Satisfaction with internal regulations, salary, and benefits was 51.6%, and satisfaction with work, learning opportunities, and promotion was 64.5%. Factors related to job satisfaction of pediatric nurses included: age, marital status, professional qualifications, shift work, leadership position, type of labor contract, and years of service. Some factors negatively affecting nurses' job satisfaction included: deteriorating facilities, old and frequently broken office equipment requiring slow repairs, poor control of patient caregivers leading to poor security, patient overload during disease outbreaks, insufficient staffing to meet service and care needs, imbalanced salary regimes between departments, and lack of financial support for nurses' undergraduate and postgraduate training. **Conclusion:** The job satisfaction of nurses based on five groups of criteria reached an average level. Among these five groups, the highest satisfaction rate was related to leadership, colleagues, and general hospital factors. The lowest satisfaction was related to the working environment. Factors such as age, marital status, professional qualifications, shift work, leadership position, type of labor contract, and years of service all had a statistically significant impact on patient satisfaction. The study did not find a correlation between gender, concurrent jobs, department of work, and nurses' job satisfaction ($p > 0.05$).

1. INTRODUCTION

An Giang Obstetrics and Pediatric Hospital is located in Long Xuyen city, An Giang province, southwestern Vietnam. Established in 1903 on land donated by two individuals, it was initially named the Birth protection house and officially renamed An Giang Obstetrics and Pediatric Hospital in 2015. It is a public hospital operating under an autonomous mechanism [1]. The hospital currently has a total of 602 staff, 7 functional departments, 13 clinical departments, 5 paraclinical departments and a medical examination department, of which 157 are nurses (26.0%), 105 are midwives (17.4%), and 119 are doctors (19.8%).

Despite achievements, the hospital still faces challenges and limitations such as general overcrowding, especially local overcrowding in some departments during peak seasons. Meanwhile, the income of staff is still low in the region, leading to dissatisfaction among employees, especially nurses working in pediatric departments. In fact, employee satisfaction is directly related to patient satisfaction in hospitals [2].

In the proposed strategies to improve healthcare quality, the World Health Organization (WHO) emphasizes the effective use of healthcare resources as one of the top solutions to improve the quality of a healthcare facility [3]. In Vietnam, the Ministry of Health also clearly affirms that human resources in the healthcare sector play a particularly important role as they are directly related to the lives of patients, people's health, quality of life, and the quality of human resources serving the cause of protecting and building the country. Solutions to improve the quality of work of healthcare workers are to guide training, improve capacity, ensure a working environment with sufficient equipment, medicines and supplies, ensure sufficient living wages and additional motivation to increase quality and productivity [4].

In healthcare facilities, the largest group of healthcare workers is nurses. Nurses are the closest people, directly caring for and serving patients the most [5-12]. At An Giang Obstetrics and Pediatric Hospital, the Board of Directors directs the implementation of periodic employee satisfaction surveys every 3 months with the desire to grasp the aspirations and desires regarding regimes, benefits, opinions on medical examination and treatment services, on professional skills and conditions for conducting medical examination and treatment at the hospital. Through this, propose intervention solutions to improve employee satisfaction, thereby improving the quality of medical services at the hospital. However, the hospital has not yet separately assessed the job satisfaction of groups of healthcare workers such as doctors, nurses, pharmacists... as well as no studies have analyzed the factors affecting employee satisfaction at the hospital. With the patient-centered model and the current comprehensive care model according to the regulations of the Ministry of Health, the workload of nurses is increasing. Nursing care services contribute greatly to medical examination and treatment. However, there are still many shortcomings for nurses such as: insufficient investment in both quantity and quality, low income, patients do not recognize the role of nurses... For nurses to be able to fully exploit their abilities, perform their functions and duties well, the satisfaction of nurses is extremely necessary in their work.

Up to now, the hospital has not conducted any studies assessing job satisfaction of specific healthcare staff, especially nurses who perform very hard work in care and service, but their salary policies are still low. Assessing nurses' job satisfaction plays a very important role as it directly affects the effectiveness of care and service for patients, thereby improving the quality and reputation of the medical facility. Therefore, we conducted this study with the topic "Job Satisfaction of Nurses in the Pediatric Department of the Obstetrics and Pediatric Hospital and Some Influencing Factors: A Study at a Typical Obstetrics and Pediatric Hospital in the Mekong Delta, Vietnam" with two main objectives: The first is description the job satisfaction of nurses in the Pediatric Department of the Hospital; And the second is analysis some factors influencing the job satisfaction of nurses in the Pediatric Department of An Giang Obstetrics and Pediatric Hospital in 2024.

2. SUBJECTS AND RESEARCH METHODS

Research Design: A mixed-methods research design (quantitative and qualitative) was used, in which the quantitative part used a cross-sectional study design. The quantitative part aimed to answer the first objective (Describing the job satisfaction of nurses in the Pediatric Department); the qualitative part aimed to answer the second objective (Analyzing some factors affecting the job satisfaction of nurses in the Pediatric Department).

Sample Size: The qualitative study was mandatory (8 head nurses corresponding to 8 departments). The quantitative study followed the sample size formula for cross-sectional descriptive studies [12] with a statistical significance level of $\alpha = 0.05$, a confidence level of 95% with $Z(\alpha/2) = 1.96$, an allowable error of $d = 0.07$, and choosing $p = 0.81$ [12].

Subjects, Time, and Location of the Study: The study was conducted on 124 nurses working in the clinical departments of the Pediatric block (Pediatric Emergency, ICU, Neonatal, Pediatric Internal Medicine, Pediatric Surgery, Interdisciplinary, Anesthesia and Resuscitation Surgery) and the outpatient department of the hospital (quantitative study). A purposeful study using in-depth interviews (qualitative study) was conducted on 8 Head Nurses of the pediatric departments and the Outpatient Department at An Giang Obstetrics and Pediatric Hospital. The inclusion criterion was working time of more than one year, the exclusion criteria were nurses on maternity leave, on long-term study leave, or not agreeing to participate in the study. Study period: from May 2024 to the end of September 2024.

Theoretical Framework: The theoretical framework was built based on health management theory, the satisfaction of healthcare staff was assessed according to the scale of the Vietnamese Ministry of Health [13]. Based on an overview of previous studies, the factors that may affect nurses' job satisfaction analyzed in this study include personal characteristics, professional characteristics, working environment conditions, and organizational and management factors.

Data Collection: Using the Ministry of Health's healthcare staff satisfaction survey form to collect quantitative research data. General information included questions related to personal and professional factors. The survey information assessing nurses' job satisfaction included 5 criteria: Working environment at the hospital; Internal regulations, salary, and benefits; Work, learning opportunities, and promotion; Direct leadership, colleagues, and general satisfaction with the hospital; Satisfaction scores from 4 points or higher for each criterion. Overall satisfaction scores from 4 points or higher based on the average score of 5 criteria. The qualitative study included in-depth interviews with 8 head nurses [13-26]. The content of the in-depth interviews was about working environment conditions and organizational and management factors at the workplace. The variables of the study, including quantitative and qualitative variables, are presented specifically in the result tables in the results section.

Data Analysis Methods: Data were analyzed using SPSS 22.0 software. Qualitative variables are presented as numbers and percentages. Comparison of 2 qualitative variables (or proportions) using the χ^2 test. Differences were considered statistically significant with $p < 0.05$. The results of the data analysis are presented in the form of tables and figures.

Ethics in Research: The research was conducted after approval and permission from the Ethics Council of the University of Public Health (Official Letter No. 111/2024/YTCC-HD3 dated April 23, 2024, regarding the approval of ethical issues in biomedical research). The research was approved by the Science and Technology Council of An Giang Obstetrics and Pediatric Hospital. Nurses participating in the study were clearly explained about the research, and only those who agreed to participate completed the survey. The collected data is guaranteed to be confidential and used only for research purposes.

3. RESEARCH RESULTS

3.1. Job Satisfaction of Nurses

General Characteristics of Nurses Participating in the Study

Table 1. General Characteristics of Nurses Participating in the Study

Characteristic	Sub-Characteristic	Number	Percentage (%)
Personal Characteristics (Age, Gender, Marital Status)			
Age	≤35	65	52.4
	>35	59	47.6
Gender	Male	45	36.3
	Female	79	63.7
Marital Status	Single, Widowed, Divorced	43	34.7
	Married	81	65.3
Professional Characteristics			
Professional Qualification	Intermediate, College	81	65.3
	University, Postgraduate	43	34.7
Working Department	Emergency, Resuscitation	59	47.6
	Regular Treatment Department	65	52.4
Position	Head Nurse	8	6.5
	Staff Nurse	116	93.5
Night Shifts	Yes	100	80.6
	No	24	19.4
Concurrent Jobs Average Monthly Income	Yes	24	19.4
	No	100	80.6
	< 10 million Vietnamese copper	82	66.1
	≥ 10 million Vietnamese copper	42	33.9
Contract Type	Permanent	85	68.5
	Contract	39	31.5
Years of Service in the Profession	< 10 years	59	47.6
	≥ 10 years	65	52.4
Years of Service in the Hospital	< 5 years	30	24.2
	≥ 5 years	94	75.8
Total		124	100%

Nurse Satisfaction Across 5 Factor Groups

Table 2. Satisfaction with the Working Environment

Number	Content	Satisfied		Not Satisfied		Mean ± SD
		N	%	N	%	
1	Clean, airy, and spacious working rooms.	95	76.6	29	23.4	4 ± 0.8
2	Adequate office equipment, desks, chairs... old and outdated equipment is replaced promptly.	83	66.9	41	33.1	3.8 ± 0.8
3	Provision of on-call rooms for medical staff.	101	81.5	23	18.5	4.1 ± 0.8

4	Reasonable scheduling of on-call and overtime hours.	86	69.4	38	30.6	3.9 ± 0.8
5	Adequate personal protective equipment for medical staff (uniforms, masks, gloves, etc.), not old, torn, or with limited use.	78	62.9	46	37.1	3.7 ± 0.8
6	A learning environment that allows medical staff to update their knowledge and improve their qualifications: library, reading room, information retrieval, internet access...	91	73.4	33	26.6	3.9 ± 0.7
7	A safe working environment for medical staff.	88	71.0	36	29.0	3.8 ± 0.8
8	The hospital ensures security and order for medical staff at work.	81	65.3	43	34.7	3.8 ± 0.8
9	Patients and their families show respect and cooperation with medical staff during treatment.	83	66.9	41	33.1	3.8 ± 0.7
	Satisfaction with the Working Environment (Overall)	60	48.4	64	51.6	3.8 ± 0.7
Total		124				

Table 3. Satisfaction with Direct Leadership and Colleagues

Number	Content	Satisfied		Not Satisfied		Mean ± SD
		N	%	N	%	
1	Leaders have the capacity to handle, manage, and resolve work effectively.	95	76.6	29	23.4	3.9 ± 0.8
2	Leaders assign work appropriate to the staff's training and expertise.	95	76.6	29	23.4	4 ± 0.8
3	Leaders are concerned, respectful, and treat medical staff equally.	92	74.2	32	25.8	3.9 ± 0.8
4	Leaders listen to and take on board feedback from medical staff.	91	73.4	33	26.6	3.9 ± 0.8
5	Leaders encourage and motivate staff when they complete tasks well and make progress in their work.	93	75.0	31	25.0	3.9 ± 0.8
6	Colleagues are cooperative in completing shared tasks.	97	78.2	27	21.8	3.9 ± 0.8
7	The working environment is friendly and united.	94	75.8	30	24.2	3.9 ± 0.8
8	Colleagues share experiences and help each other in their work.	98	79.0	26	21.0	4 ± 0.8
9	Colleagues are concerned about and help each other in life.	94	75.8	30	24.2	3.9 ± 0.8
	Satisfaction with Direct Leadership and Colleagues (Overall)	81	65.3	43	34.7	3.9 ± 0.7
Total		124				

Table 4. Satisfaction with Internal Regulations, Salary, and Benefits

Number	Content	Satisfied		Not Satisfied		Mean $\pm$ SD
		N	%	N	%	
1	The hospital's internal working regulations and procedures are clear, practical, and public.	82	66.1	42	33.9	3.7 $\pm$ 0.9
2	The working environment in the department and the hospital is democratic.	90	72.6	34	27.4	3.9 $\pm$ 0.8
3	Internal spending regulations are fair, reasonable, and public.	86	69.4	38	30.6	3.8 $\pm$ 0.8
4	The distribution of welfare funds is fair and public.	81	65.3	43	34.7	3.8 $\pm$ 0.8
5	Salary is commensurate with ability and contribution.	79	63.7	45	36.3	3.7 $\pm$ 0.8
6	Occupational and hazardous allowances are commensurate with contributions.	78	62.9	46	37.1	3.7 $\pm$ 0.8
7	Bonuses and additional income (ABC) are commensurate with contributions.	64	51.6	60	48.4	3.5 $\pm$ 0.8
8	The distribution of additional income is fair and encourages employees to work actively.	70	56.5	54	43.5	3.6 $\pm$ 0.8
9	Guaranteed social insurance, health insurance, regular health check-ups, and full forms of sickness and maternity support.	102	82.3	22	17.7	4 $\pm$ 0.7
10	Adequate organization of sightseeing and vacations.	100	80.6	24	19.4	4 $\pm$ 0.7
11	Active sports and cultural activities.	94	75.8	30	24.2	3.9 $\pm$ 0.7
12	The hospital's trade union is active.	93	75.0	31	25.0	3.9 $\pm$ 0.7
	Satisfaction with Internal Regulations, Salary, and Benefits (Overall)	64	51.6	60	48.4	3.8 $\pm$ 0.7
Total		124				

Table 5. Satisfaction with Work, Learning Opportunities, and Promotion

Number	Content	Satisfied		Not Satisfied		Mean $\pm$ SD
		N	%	N	%	
1	The assigned workload is appropriate.	91	73.4	33	26.6	3.8 $\pm$ 0.8
2	The professional work meets personal aspirations.	95	76.6	29	23.4	3.9 $\pm$ 0.8
3	The hospital provides conditions for medical staff to improve their professional qualifications.	96	77.4	28	22.6	3.9 $\pm$ 0.8
4	The hospital provides conditions for medical staff to pursue higher education.	89	71.8	35	28.2	3.9 $\pm$ 0.8

5	Public announcement of criteria for leadership positions.	95	76.6	29	23.4	4 ± 0.7
6	Democratic and fair appointment of leadership positions.	94	75.8	30	24.2	3.9 ± 0.7
7	There are opportunities for promotion when working hard.	90	72.6	34	27.4	3.8 ± 0.8
	Satisfaction with Work, Learning Opportunities, and Promotion (Overall)	80	64.5	44	35.5	3.9 ± 0.7
Total		124				

Table 6. Overall Satisfaction with the Hospital

Number	Content	Satisfied		Not Satisfied		Mean ± SD
		N	(%)	N	(%)	
1	Feeling proud to work at the hospital.	93	75.0	31	25.0	3.9 ± 0.7
2	Achieving personal successes while working at the hospital.	83	66.9	41	33.1	3.8 ± 0.8
3	Believing in the future development of the hospital.	98	79.0	26	21.0	4 ± 0.8
4	Intending to continue working in the current department for a long time.	98	79.0	26	21.0	4 ± 0.8
5	Intending to continue working at the hospital for a long time.	90	72.6	34	20.2	4.1 ± 0.7
6	Overall satisfaction with the hospital and its leadership.	93	75.0	31	25.0	3.9 ± 0.8
7	Self-assessment of work completion at the hospital.	100	80.6	24	19.4	4 ± 0.7
	Overall Satisfaction with the Hospital	81	65.3	43	34.7	4 ± 0.6
Total		124				

Table 7. Satisfaction with Nurses' Work (by Factor)

Factor (Criterion)		Satisfied (N)	Percentage (%)
A.	Working Environment Factors	60	48.4
B.	Leadership and Colleagues Factors	81	65.3
C.	Internal Regulations, Salary, and Benefits Factors	64	51.6
D.	Work, Learning Opportunities, and Promotion Factors	80	64.5
E.	E. General Hospital Factors	81	65.3
	Nurses' Job Satisfaction (Average score of 5 factors)	65	52.4
Total		124	

Table 8. Correlation Between Professional Characteristics and Nurses' Satisfaction

Correlation Between Personal Characteristics and Nurses' Satisfaction		N=65	Percentage (%)	p-value
Age Group	< 35 years old	69	69.2	0.000
	> 35 years old	59	100	
Gender	Male	26	57.6	0.45
	Female	79	63.7	
Marital Status	Single, Widowed, Divorced	9	26.5	0.001
	Married	56	73.5	
Correlation Between Professional Characteristics and Nurses' Satisfaction		N=62	Percentage (%)	p-value
Professional Qualification	Intermediate, College	34	42	0.002
	University, Postgraduate	31	72.1	
Working Department	Emergency, Resuscitation	28	47.5	0.36
	Regular Treatment	37	56.9	
Job Position	Staff Nurse	57	49.1	0.007
	Head Nurse	8	100	
Night Shifts	Yes	65	65	0.000
	No	0	0	
Concurrent Jobs	Yes	13	54.2	1
	No	52	52	
Monthly Income	< 10 million Vietnamese copper	36	46.2	0.000
	≥ 10 million Vietnamese copper	29	59.4	
Contract Type	Contract	6	15.4	0.000
	Permanent	59	89.4	
Years of Service	< 5 years	0	0	0.000
	≥ 5 years	65	69.1	

4. DISCUSSION

4.1. Nurse Satisfaction

Overall Job Satisfaction of Nurses: The overall job satisfaction rate of nurses in our study is 52.4%. This result is not yet high compared to many previous studies [12]. This difference may be due to the specific work characteristics at different times of different hospitals; This requires hospitals not only to develop to a high level but also to develop synchronously in all areas (The target is from 4/5 points or more). On the other hand, our evaluation method (according to a 5-point scale) only requires one unsatisfied criterion for the overall evaluation result to be unsatisfied. Perhaps this is why the satisfaction result in our study is not high.

Satisfaction with the Working Environment: The satisfaction rate of nurses with the working environment is 48.4%, the lowest among the 5 evaluation criteria. The sub-items in this group of criteria include: Working rooms; On-call rooms; Office equipment; Protective equipment for medical staff; Reasonable allocation of on-call time and overtime work; A safe and secure working environment for medical staff; Patients and their families respect and cooperate with medical staff. The relatively low results regarding satisfaction with the working environment may be because the hospital still has limitations in investing in working equipment for staff. Many studies in Vietnam and abroad have shown that the job satisfaction of healthcare workers is influenced by many factors such as income, working environment, promotion opportunities, work productivity, colleague relationships, physical and mental health [5-11]. With this result, the hospital needs to improve working environment conditions, focusing on prioritizing issues such as renovating deteriorating

facilities, providing new and replacing old office equipment, promptly repairing equipment when it is damaged; attention should be paid to the professional development opportunities of nurses, along with standardizing training to the College level for nurses, attention should be paid to advanced training at the university and postgraduate levels, creating opportunities for nurses to develop their careers; strengthening solutions to better control patient caregivers to ensure security and order in the hospital.

Satisfaction with Direct Leadership and Colleagues: Satisfaction with direct leadership and colleagues accounts for the highest rate at 65.3% (The satisfaction rate of each sub-item in this criterion all reached over 73%). The sub-items in this group of criteria include: Leaders' ability to handle, manage, and resolve work; Appropriate work assignment; Concern, listening, and respect for staff opinions; Encouraging staff to complete tasks well; Colleagues are united, cooperative, and help each other in work and life. However, this result is lower than the results of some other studies [12]. Even so, this is the criterion with the highest satisfaction rate, showing that the relationship between leaders and staff and the relationship between nurses at the hospital is quite good. It is possible that every year the hospital focuses on training to improve professional knowledge, communication skills, and behavior for medical staff. In work, it is necessary to build good relationships between colleagues, a harmonious, equal, and cooperative collective will create a strong and developing unit. Studies in Vietnam show that 3 groups of factors affecting the satisfaction of healthcare workers are salary and income (1); Working conditions (2); And learning and promotion opportunities (3) [12].

Satisfaction with Internal Regulations, Salary, and Benefits: The satisfaction rate with internal regulations, salary, and benefits is low (51.6%) [12]. The sub-items in this group include: Hospital internal regulations and procedures; Democratic regulations; Internal spending regulations; Distribution of welfare funds; Salary, bonuses, and allowances; Additional income; Organization of sightseeing and vacations; Organization of cultural, artistic, and sports activities; Active trade union activities. Among these, the percentage of nurses satisfied with the criterion "Bonuses and additional income are commensurate with contributions" is the lowest (51.6%), followed by the criterion "The distribution of additional income is fair and encourages employees to work actively" (56.5%). Studies in Vietnam show that salary and income are one of the three groups of factors affecting the satisfaction of healthcare workers [1]. For workers in general and healthcare workers in particular, receiving salary, benefits, and bonus policies commensurate with contributions can be said to be the most important motivation for working. This can be explained by the fact that the income of healthcare workers at our hospital is not uniform, with quite a large difference between the pediatric and obstetric departments due to the service payment mechanism for the directly performing departments. Staff working in pediatric departments, especially nurses, receive very low service payments due to the specialized nature of pediatrics, which does not have as many types of services as the obstetric department. In addition, the mechanism for distributing service payments to the directly performing departments is quite high, so the hospital's additional salary is much lower than that of neighboring hospitals in the same area [13-18].

Satisfaction with Work, Learning Opportunities, and Promotion: Our study found that the satisfaction rate of nurses with work, learning opportunities, and promotion is 64.5%, lower than some other studies [12]. The specific characteristic of our specialized obstetric and pediatric hospital is that the target group is women and children, especially women giving birth, so the pressure from the need for care and service for patients is quite high. In addition, the current shortage of medicines, medical supplies, and test chemicals in healthcare facilities and hospitals not only causes inconvenience for patients but also causes difficulties and inconveniences for nurses in their care and service work. Studies in Vietnam show that (2) working conditions; (3) learning and promotion opportunities [12] all affect the satisfaction of healthcare workers. Professional training is a necessary activity to help healthcare workers have opportunities for career advancement, refresh old knowledge, grasp new knowledge, improve capacity, and meet the needs of care and health protection for people in the area [19-26]. On November 20, 2015, Joint Circular 26/2015/TTLT-BYT-BNV Regulating the codes and professional title standards of nurses, midwives, and medical technicians came into effect, the hospital focused on training to standardize the professional level for nurses,

midwives, and intermediate-level medical technicians to achieve college-level before January 1, 2025 [27]. Therefore, the hospital focuses on standardizing college-level training for nurses; bachelor's and postgraduate training, if approved, requires learners to self-finance and arrange their own time. This may have reduced the satisfaction of nurses regarding work, learning opportunities, and promotion in our study.

Overall Hospital Satisfaction: Overall hospital satisfaction was the highest among the criteria (65.3%). The sub-items within this criterion all achieved satisfaction rates of 75% or higher, except for the sub-item "Achieving personal successes while working at the hospital," which had only 66.9% satisfaction among nurses. Notably, two sub-items had high rates: E5 - "Intending to continue working at the hospital for a long time" had 79.8% agreement, and E7 - "Self-assessment of work completion at the hospital" had 80.6% rating level 4 or higher. The Vietnamese Ministry of Health emphasizes the importance of surveying healthcare worker satisfaction and recommends regular implementation every quarter (every 3 months) to assess hospital quality [13]. Some opinions expressing dissatisfaction with factors related to working conditions and environment stated: Deteriorating infrastructure, lack of synchronization between the obstetric and pediatric blocks, not meeting patient needs; Small restrooms unsuitable for pregnant women, old and faded toilets, cracked and damaged ceiling tiles, which negatively affect the hospital's image, unattractive to customers, and reduced hospital revenue will affect nurses' income; Regarding equipment and facilities, the hospital still has many limitations such as insufficient equipment due to the hospital's procurement process, which affects patient care; Equipment serving patients is old and easily damaged, requiring frequent repairs. Repair and maintenance work is slow, not responding promptly, affecting nursing work, causing difficulties and hardships in nursing work; Office equipment is too old and frequently breaks down. Slow internet speed slows down work, affecting morale and easily leading to stress; It is necessary to upgrade the appropriate computer system. Pressure from excessive workload is one of the main factors causing nurses to reduce job satisfaction, for example, as patient needs increase, nurses have to work in a stressful environment and do work that is not their own; In addition, the shortage of medicines, medical supplies, and test chemicals for a considerable period of nearly 1 year due to the bidding mechanism and legal regulations has led to the situation where family members have to buy basic medicines and medical supplies (syringes, bandages, needles, IV lines...) at the hospital pharmacy, causing frustration for caregivers and nurses have to wait and be passive in implementing medical orders; The situation of letting caregivers buy some common medical supplies such as syringes, IV lines, bandages... makes nurses passive in their work, affecting morale due to the reactions of caregivers. The issue of security and order recorded through in-depth interviews shows that nurses are not satisfied because the security and order situation is not good, the management of caregivers is still loose. Theft often occurs; Security guards have not performed their duties well; 1 sick child has 2-3 people coming to take care of them. This information is consistent with the quantitative results, the satisfaction rate regarding the content "The hospital ensures security and order for healthcare workers at work" is only 65.3%. The results of in-depth interviews show that nurses are not very satisfied with the working conditions and environment at the hospital, similar to the quantitative results, the satisfaction rate regarding the working environment factor is the lowest among the 5 factors, only 48.4%.

Some other opinions expressing dissatisfaction with organizational and management factors noted that the nursing staff does not meet the demands of the work. Staff shortages occur in some departments, leading to overload; The distribution of staff is not appropriate between departments, leading to overload in some departments, making nurses work very hard; At certain times of the year, such as during disease outbreaks, the patient load is overloaded, there are not enough staff, the workload is overloaded, leading to mental stress and more professional errors; Increasing income and more appropriate staff allocation are needed; The training to improve the qualifications of head nurses is highly appreciated; Head nurses are given opportunities for postgraduate studies, creating motivation and promoting morale in work. Conversely, the training to improve undergraduate qualifications for nurses does not have high consensus; The hospital also creates conditions for nurses to have the opportunity to attend conferences and seminars to update knowledge, but going for bachelor's degrees (university) is limited, depending on the job position, the needs of the department, while the nurses themselves want to improve their professional qualifications to better serve patients.

Regarding salary policies, the hospital has two specialized departments: obstetrics and pediatrics. The specific nature of obstetrics is that there are many types of services such as postpartum care services, painless delivery services, family delivery rooms... so the income of staff in the obstetrics block is higher than that of the pediatrics block. Therefore, staff in the pediatrics block, especially nurses, are mostly dissatisfied with the increased salary spending of the leaders. "We hope the Board of Directors will review the sharing ratio, the beneficiaries of service payments are not reasonable; We hope the hospital leaders will consider balancing the service payment spending on the obstetric block to increase additional salaries for hospital staff, especially pediatric nurses, to promote morale because pediatric doctors also work in private clinics, while pediatric nurses only live on income at the hospital; It is necessary to further increase income for staff, narrowing the income gap between obstetric and pediatric staff." These recorded opinions are consistent with the quantitative results; the satisfaction rate with internal regulations, salary, and benefits is only 51.6%.

The medical profession is a special profession because it plays an important role in caring for people's health, requiring healthcare workers to have extensive knowledge, a compassionate heart, experience, and expertise. Therefore, job satisfaction, with the mechanisms and policies of the hospital, will partly help healthcare workers feel secure in their work, thereby bringing effective quality of care and service to patients. In addition, if the overall satisfaction with the hospital is high, staff will be attached to the hospital for a long time, helping the Board of Directors solve the problem of nursing staff, which is a hot issue in the healthcare industry today.

4.2. Some Factors Influencing Nurse Satisfaction

In reality, many factors can influence the satisfaction of healthcare workers, including personal factors, external influences, or factors related to the current work that make healthcare workers feel dissatisfied. The quantitative results of our study show that some personal and professional characteristics influence nurse satisfaction, including: Age, marital status, professional qualifications, shift work, permanent employment status, and years of service. Our study did not find a statistically significant correlation between gender, concurrent jobs, department of work, and nurse job satisfaction ($p > 0.05$).

Personal Characteristics: Age and marital status are positively correlated with nurse satisfaction. This result is consistent with some other studies [12]. Lorber (2009) in Slovenia, a study showed that job satisfaction of nurses is related to age ($\beta = 0.191$; $P = 0.033$) [5]. Ayamolowo (2013) studied the satisfaction of doctors and nurses working in two main public hospitals in Calabar, South Nigeria, younger age is associated with higher job dissatisfaction ($p < 0.05$) [10]. Another study in Ethiopia also showed a similar relationship between age and job satisfaction of doctors and nurses [28]. Older nurses often have more experience and therefore tend to be more comfortable or familiar with current working conditions, which may lead to higher satisfaction rates. Nowadays, the needs of patients when coming to hospitals are not only simply examination and treatment, but they need an environment to be cared for and served like their own home. Comprehensive patient care is not only for seriously ill patients, level 1 care, but must be implemented for all patients, which creates great pressure for nurses, especially young nurses who do not have much experience. Regarding marital status, our study noted that married nurses are more satisfied with their work than those who are single, widowed, or divorced. Marital status is rarely mentioned in studies on the satisfaction of healthcare workers in the country. A few studies in other countries reported similar results [29], [30], [31]. We believe that perhaps in married life, spouses care for, love, share, and help each other, socially and psychologically, so it is easier to find joy and satisfaction with work.

Professional Characteristics: Regarding professional characteristics, this study found factors influencing job satisfaction among nurses, including: professional qualifications, participation in night shifts, leadership position, employment status (permanent vs. contract), and years of service (5 years or more showing statistically significant higher satisfaction with $p < 0.05$). Nurses with university and postgraduate degrees are more satisfied than nurses with intermediate or college degrees. Nurses in leadership positions (Head

Nurses) are more satisfied than staff nurses. Nurses who work night shifts are more satisfied than administrative nurses (those who don't work shifts). Nurses with permanent employment are more satisfied than contract nurses. Nurses with 5 or more years of service at the hospital are more satisfied than nurses with less than 5 years of service. These results are consistent with some other authors. Lorber noted that job satisfaction among nurses is related to the number of years they have worked at the current hospital, nurse leaders have higher job satisfaction than nurses, and job satisfaction increases with education level [5]. Orhungul reported that working time of less than 10 years and suboptimal salary are related to job dissatisfaction among doctors and nurses ($p < 0.05$) [26].

In professional activities, nurses with high professional qualifications (university, postgraduate), solid skills, are usually in higher positions. When working in leadership positions, they are usually proactive in their work, have plans in their work, and at the same time have more power than nurses working in other positions, receive higher salaries, leadership allowances, and more opportunities for promotion in work and study. Therefore, head nurses are more satisfied with their work than other groups of nurses, although the work is more stressful due to the responsibility in management work. Similarly, long-term nurses, with permanent employment and high salaries, will feel more satisfied with their work, even if it is hard, but the effort is commensurate with the income, which always encourages morale.

The nursing profession in particular and healthcare workers in general is a profession that is always associated with night shifts. Some people feel dissatisfied with this nature of work; conversely, many people like night shifts because they have time off for the next day and can conveniently handle family work when they have to work all week. Our study results show that the group of nurses who work night shifts are more satisfied with their work.

CONCLUSION

Nurse Job Satisfaction Level: The overall job satisfaction level of nurses at An Giang Obstetrics and Pediatric Hospital in 2024, based on 5 groups of criteria, reached an average level with a rate of 52.4% (Average score is 3.9 ± 0.6). Among these, the satisfaction level according to 5 groups of criteria: The highest proportion is the satisfaction with leadership factors, colleagues, and general hospital factors, all at 65.3%. The lowest is in the working environment factor with a satisfaction rate of 48.4%. The internal regulations, salary, and benefits factor has a satisfaction rate of 51.6%, and the work, learning opportunities, and promotion factor has a satisfaction rate of 64.5%.

Factors Affecting Nurse Job Satisfaction:

Factors affecting nurse satisfaction with statistically significant meaning include age, marital status, professional qualifications, participation in night shifts, leadership position, type of labor contract, and years of service. Age: Nurses in the age group over 35 are more satisfied than nurses under 35 ($p < 0.001$); Marital status: Married nurses are more satisfied than single, widowed/widower, or divorced nurses ($p = 0.001$); Professional qualifications: Nurses with university degrees are more satisfied than nurses with intermediate or college degrees ($p = 0.002$); Participation in night shifts: Nurses who work night shifts are more satisfied than administrative nurses ($p < 0.001$); Leadership position: Head nurses are more satisfied than staff nurses ($p = 0.007$); Type of labor contract: Permanent nurses are more satisfied than contract nurses ($p < 0.001$); Years of service: Nurses working at the hospital for 5 years or more are more satisfied than nurses working for less than 5 years ($p < 0.001$). The study did not find a correlation between gender, concurrent jobs, department of work, and nurse job satisfaction ($p > 0.05$).

Some factors negatively affecting nurse job satisfaction include deteriorating facilities, old and frequently broken office equipment requiring slow repairs. Poor control of patient caregivers leads to poor security and order. Patient overload during disease outbreaks. Insufficient staffing to meet service and care needs.

Imbalanced salary regimes between departments. Lack of financial support for nurses' undergraduate and postgraduate training.

RECOMMENDATIONS

The hospital needs to pay more attention to the motivating factors to improve nurse satisfaction.

In implementing solutions to enhance nurse satisfaction, priority should be given to the following factors in order: Improving the working environment by renovating facilities, providing new office equipment to replace old ones, promptly repairing them when damaged, better controlling patient caregivers in the hospital, and stabilizing security and order. Improving the quality of internal regulations, salary, and benefits: it is necessary to change the service payment policy for clinical departments, increase the overall salary for all hospital staff, shorten the salary gap between the Obstetrics and Pediatrics blocks. Work, learning opportunities, and promotion: The hospital needs to have a policy to support funding for nurses studying for undergraduate and postgraduate degrees. The Human Resources Department and the Nursing Department need to promptly deploy additional nursing staff during disease outbreaks to ensure manpower for work, meet care and service needs, and prevent work overload. Hospital leaders need to intervene early to increase job satisfaction for pediatric nurses, paying more attention to those under 35 years old; with short seniority, unmarried, nurses with college and intermediate degrees, and administrative nurses.

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