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Employer-provided support services in relation to job dissatisfaction in Canada's registered nurses

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Job dissatisfaction: Why it's important

Previous research shows strong links to

- **job performance**
- **working conditions**
- **turnover**

Research questions

Is job dissatisfaction among registered nurses related to employer-provided support for childcare, and fitness / recreation?

If there is a relationship, does it persist when controlling for personal characteristics, and factors related to the work environment and job organization?

Data source

2005 National Survey of the Work and Health of Nurses

Response rate: 80%

Sample size: 18,676

Sample for analysis

4,328 RNs

- **full-time, hospital or long-term care**
- **direct care**

Weighted to represent 142,000

Characteristics of study population

Mean age (years)	43.1
Average years in job	9.2
Lives alone (%)	16
Mental health: excellent / very good / good (%)	94
Children under 18 in household (%)	42
Usually works 12-hour shifts (%)	48
Would prefer part-time job (%)	23
Usually works unpaid overtime (%)	52

Autonomy

	% agreeing
The supervisory staff is supportive of nurses.	70
Nursing controls its own practice.	73
I have the freedom to make important patient care & work decisions.	85
I am not placed in a position of having to do things that are against my nursing judgment.	80
I have a nurse manager or supervisor who backs up nursing staff in decision-making, even if the conflict is with a physician.	70

Nurse-physician working relations; Co-worker respect

	% agreeing
There is a lot of teamwork between nurses and physicians.	83
There is collaboration between nurses and physicians.	89
Physicians and nurses have good working relations.	87
I do not receive the respect I deserve from co-workers.	5

Staffing / Resource adequacy

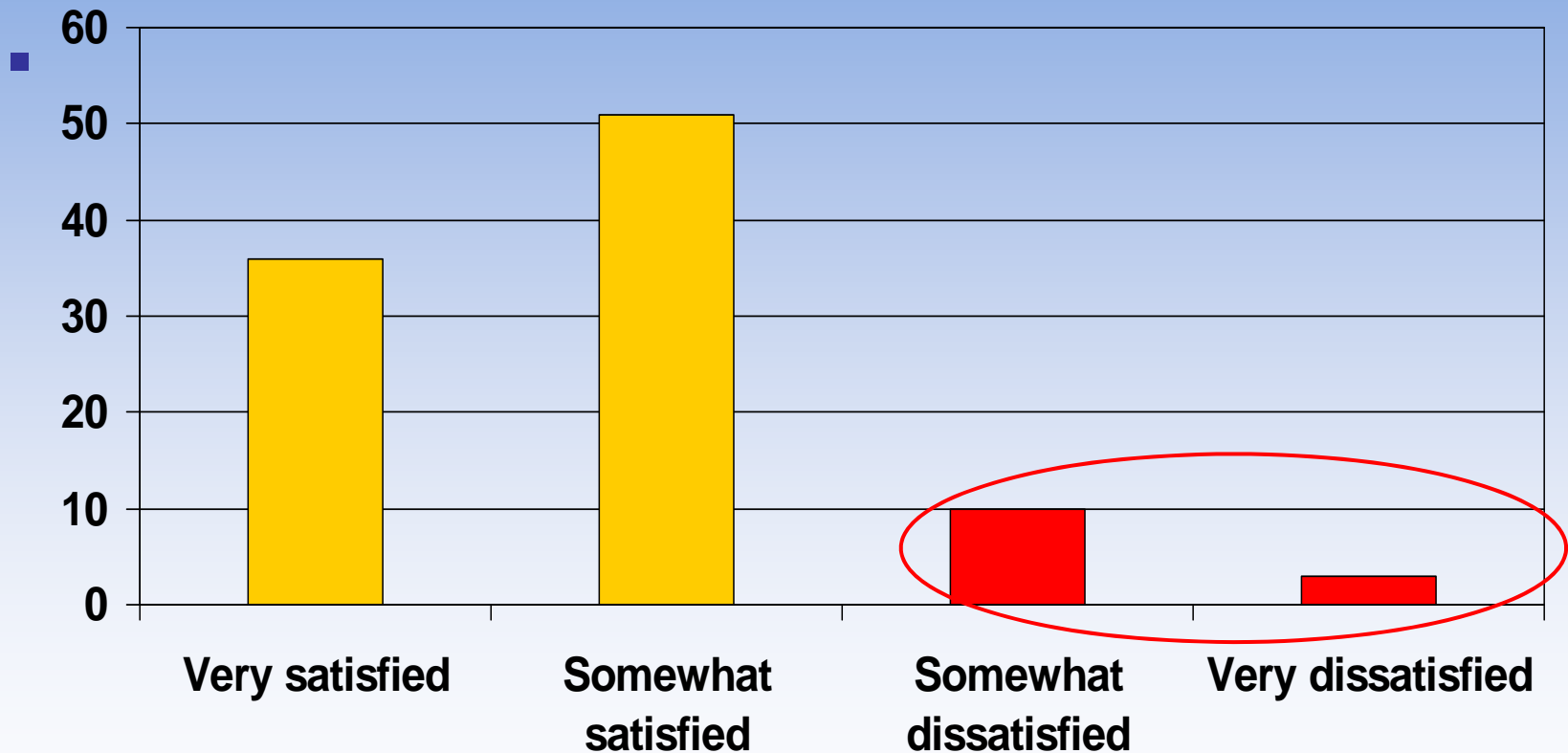
	% disagreeing
Adequate support services allow me to spend time with my patients.	45
There is enough time and opportunity to discuss patient care.	43
There are enough nurses on staff to provide quality patient care.	57
There is enough staff to get the work done.	53

Role overload

	% reporting
I often have to arrive early or stay late to get my work done.	58
I often have to work through my breaks to complete my assigned workload.	67
It often seems like I have too much work for one person to do.	72
I am given enough time to do what is expected of me in my job. (% disagreeing)	52
I have too much to do, to do everything well.	63

Key variables

Dependent variable: Job dissatisfaction
"On the whole, how satisfied are you with your job?"



Independent variable: Childcare

“Does your employer offer help for childcare either through an on-site centre or assistance with external suppliers or informal arrangements?”

Yes: 16%

Independent variable: Fitness / Recreation

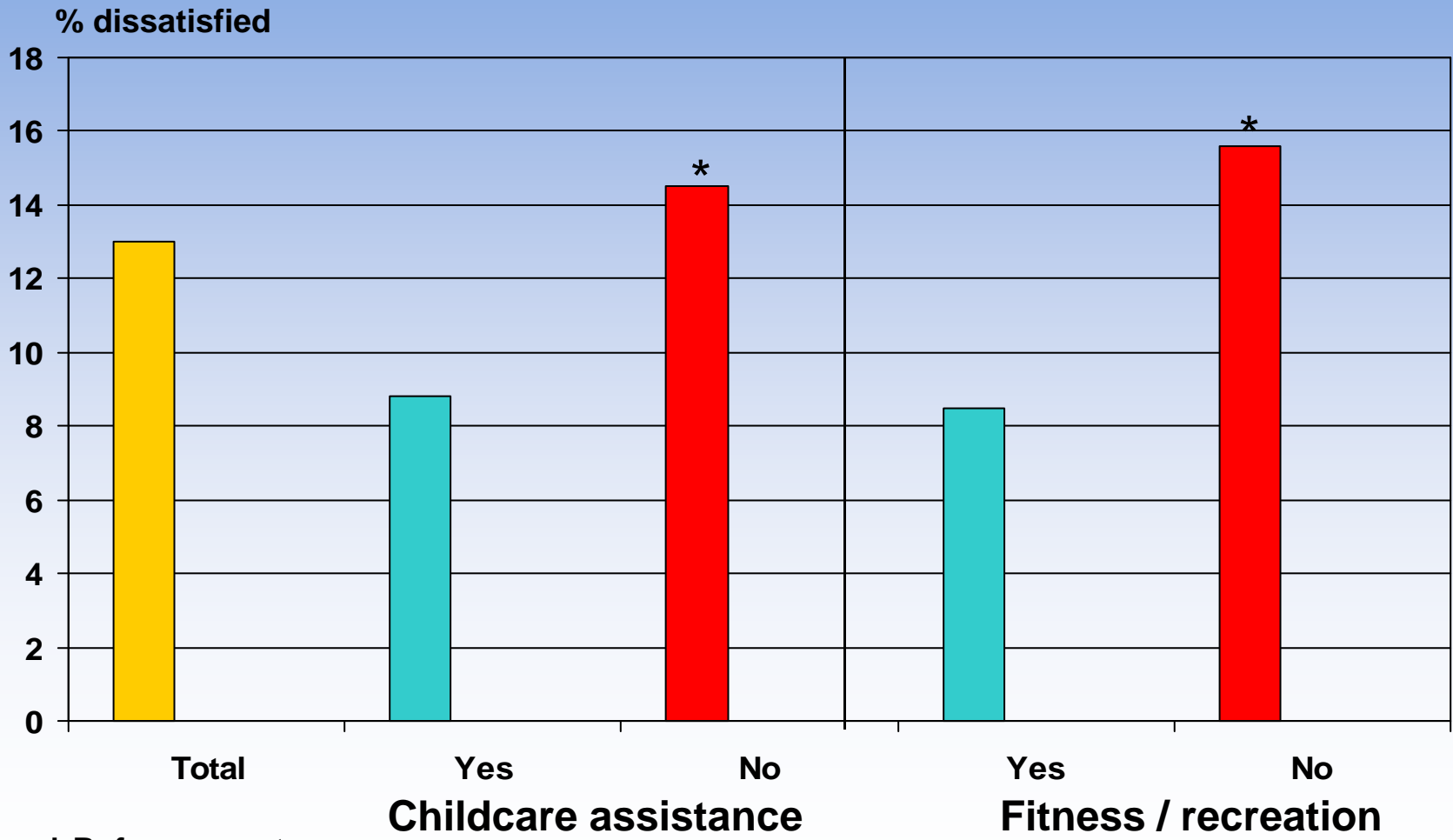
“Does your employer offer fitness and recreation services on-site or off-site?”

Yes: 38%

Results

Associations with job dissatisfaction

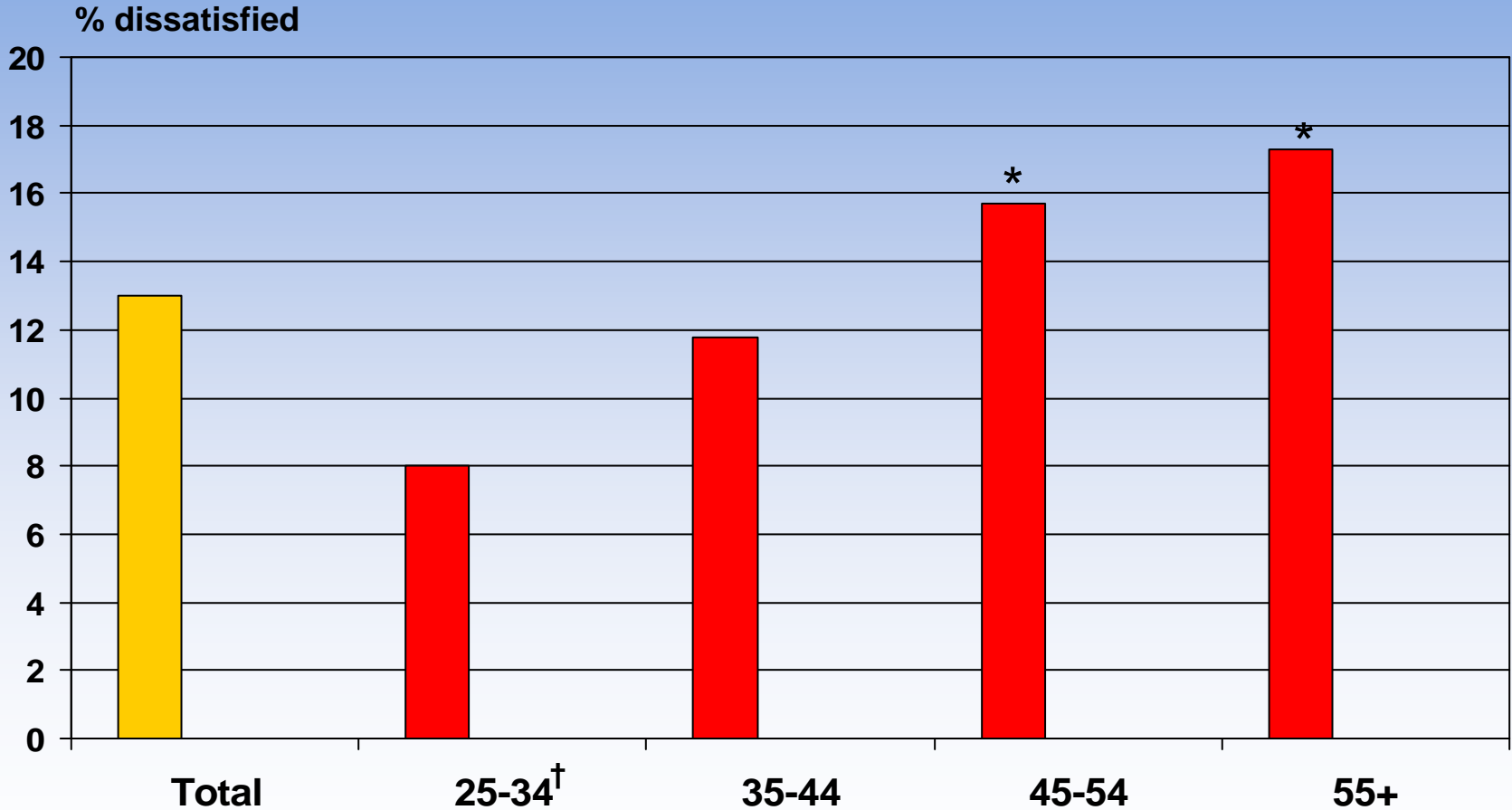
Job dissatisfaction higher when support services are not offered



† Reference category

* Significantly different from estimate for reference category (p < 0.05)

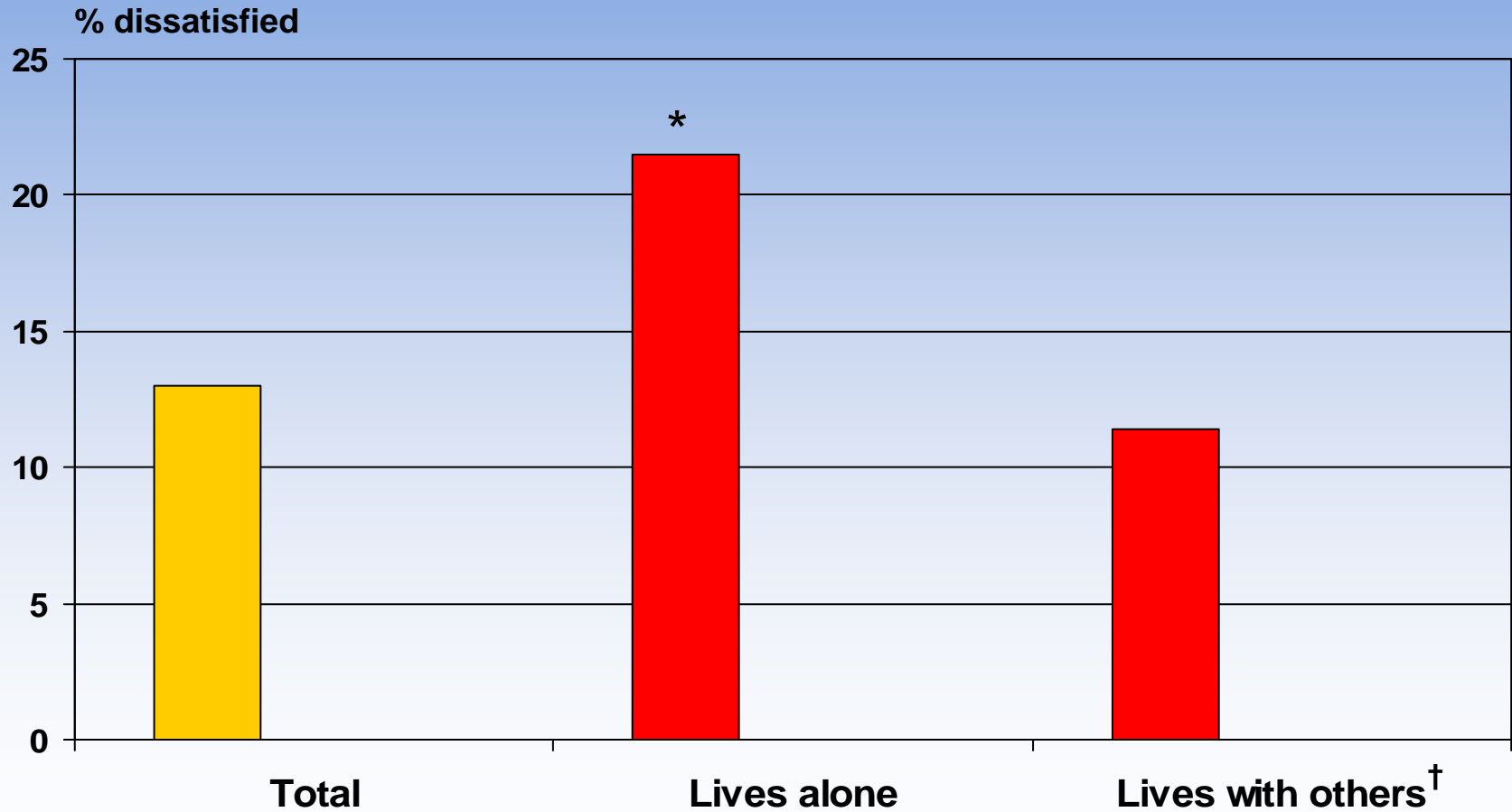
Job dissatisfaction higher in older nurses



[†] Reference category

* Significantly different from estimate for reference category (p<0.05)

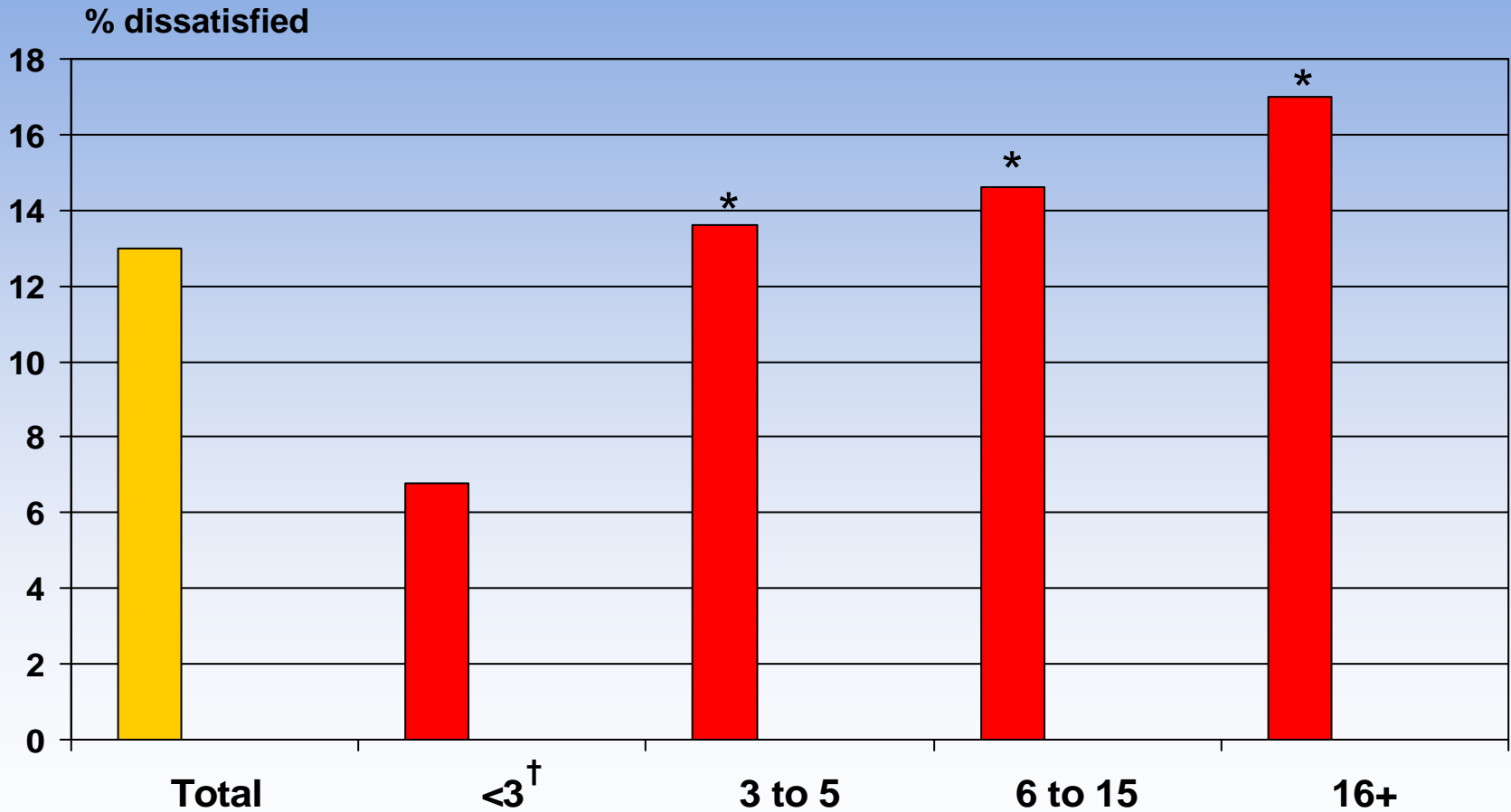
- - - higher in those who live alone



† Reference category

* Significantly different from estimate for reference category (p<0.05)

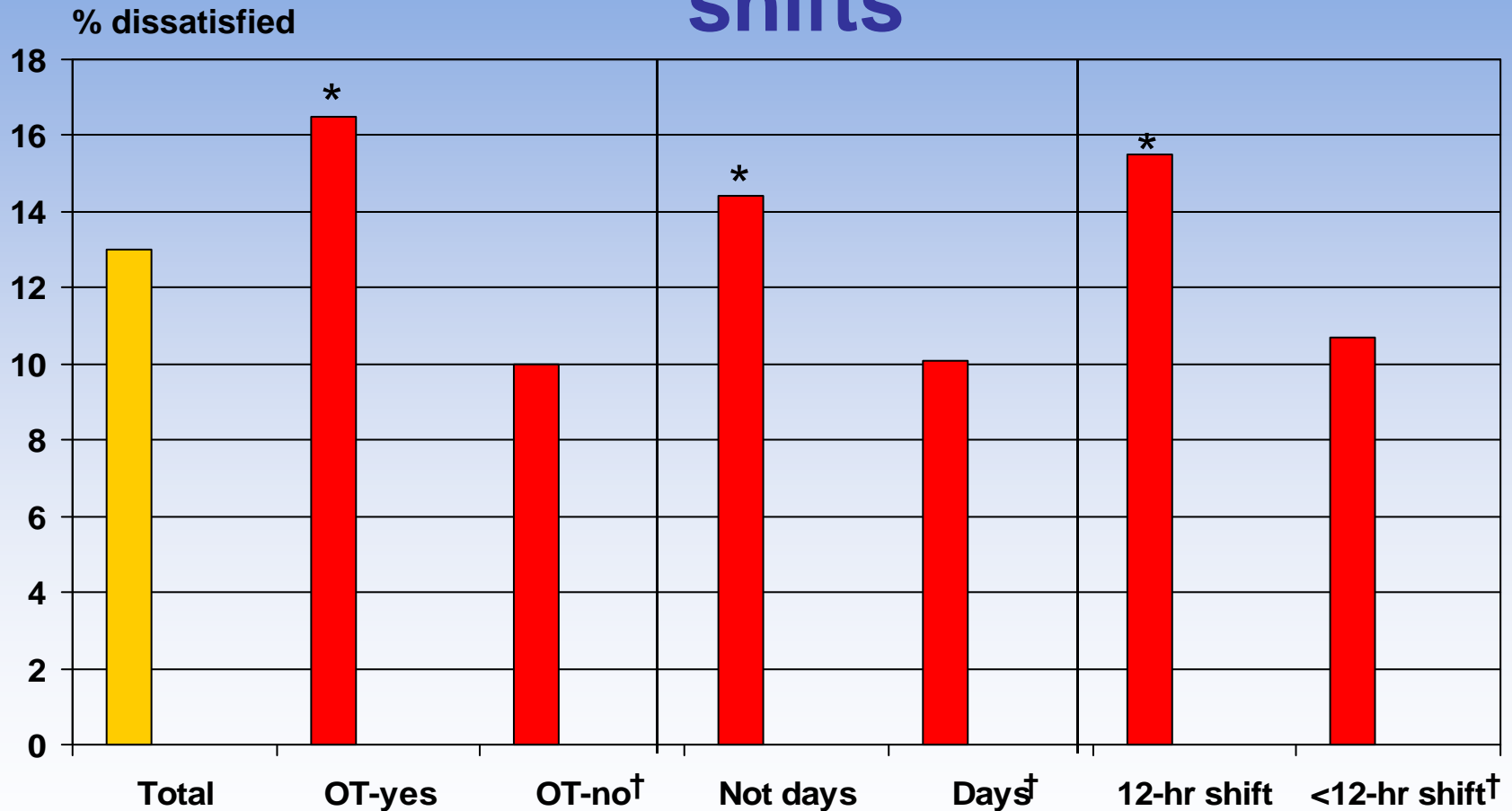
- - - higher in those in the job for 3 or more years



† Reference category

* Significantly different from estimate for reference category ($p < 0.05$)

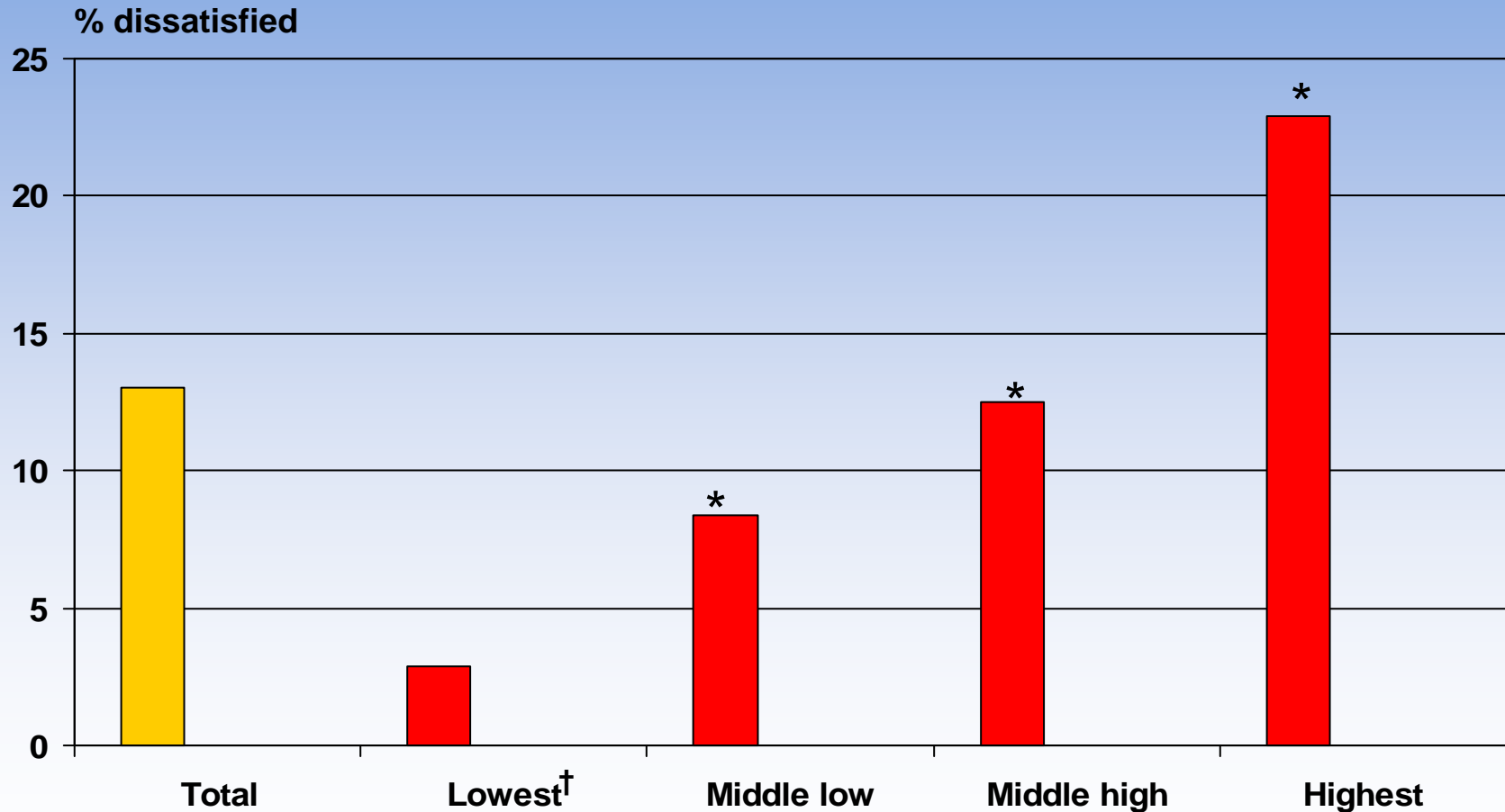
- - - higher in those who usually work overtime, shifts other than days, 12-hr shifts



† Reference category

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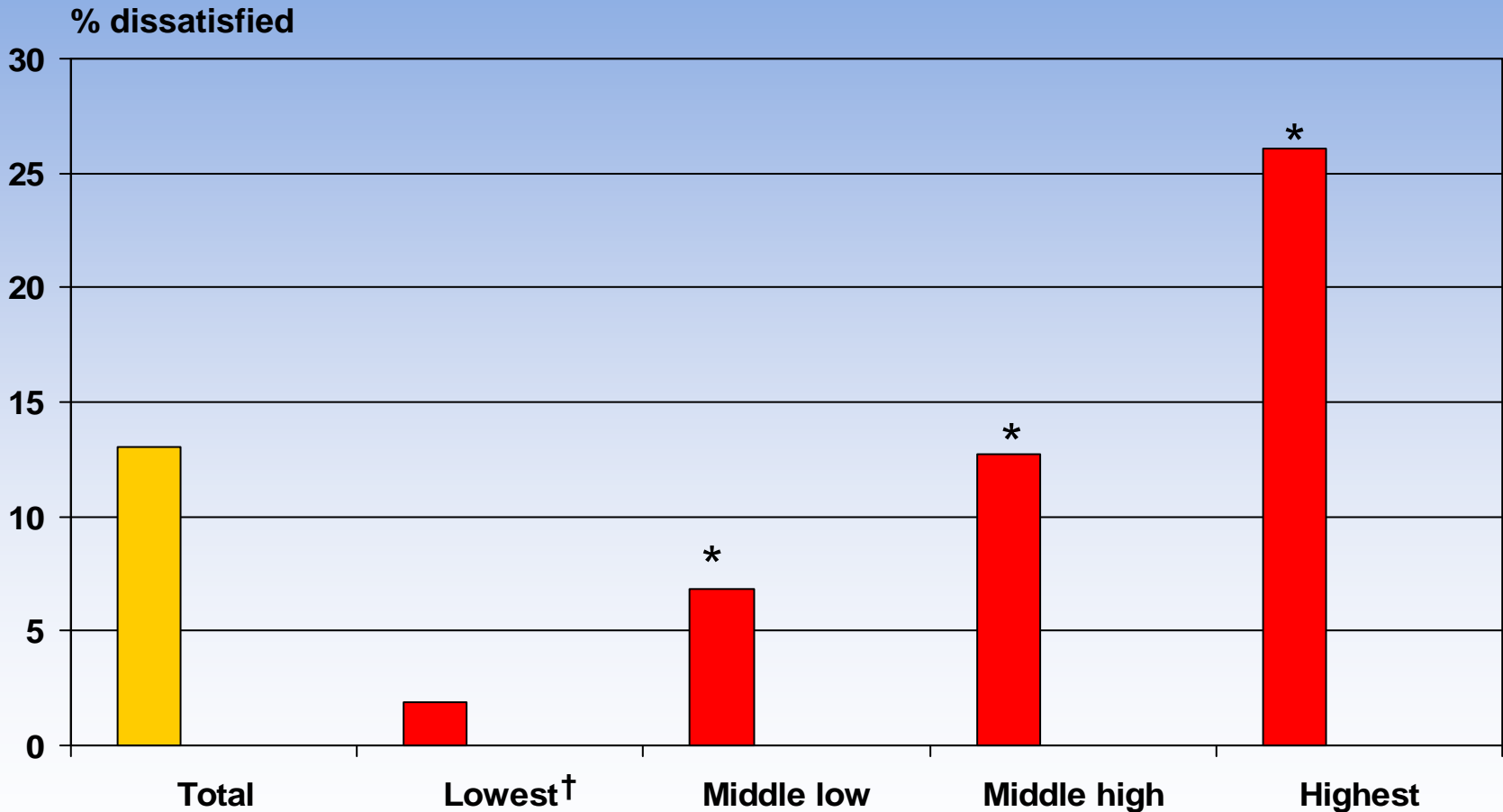
- - - higher in those with higher sense of role overload



† Reference category

* Significantly different from estimate for reference category ($p < 0.05$)

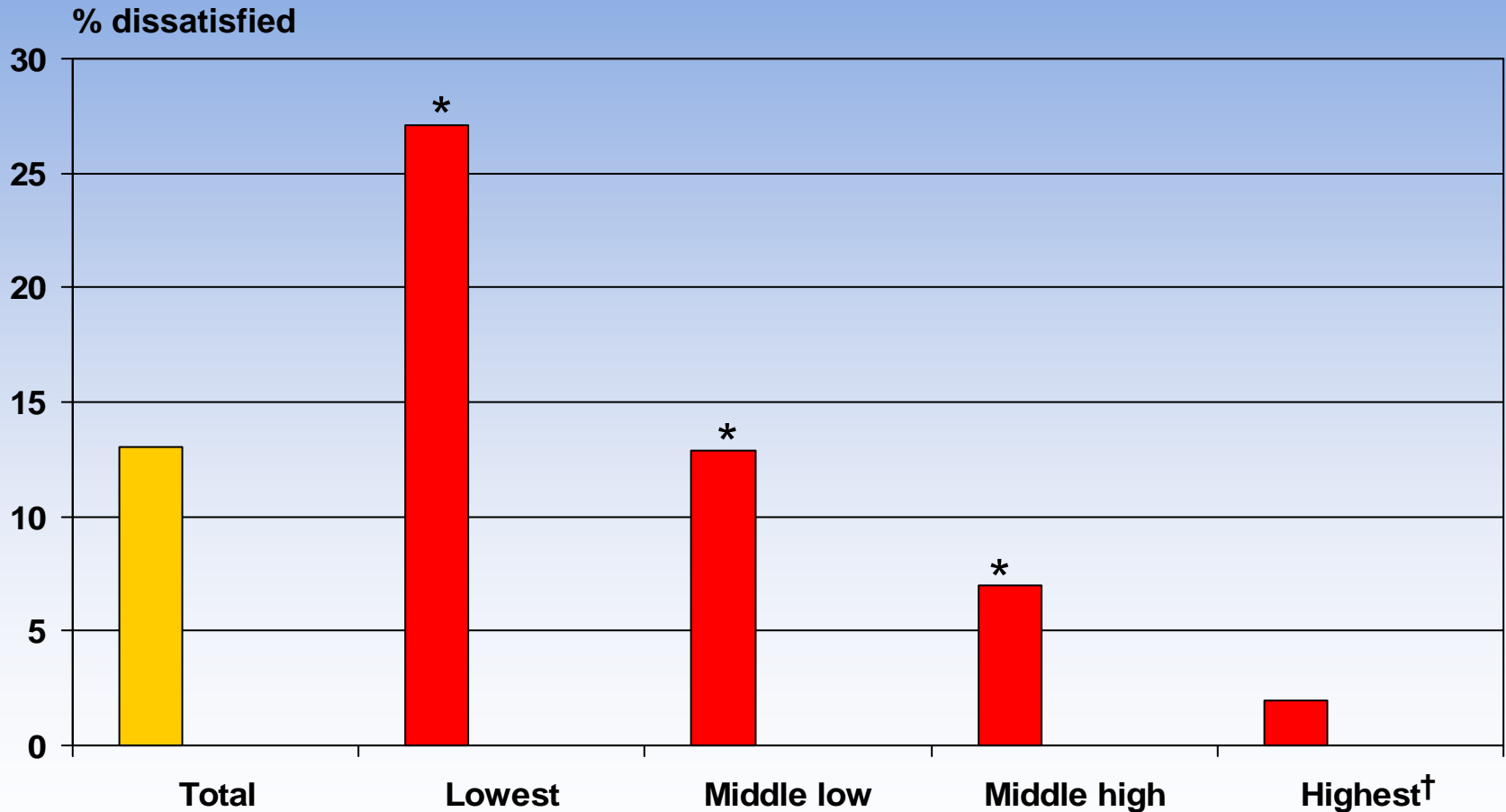
- - - higher in those who feel staffing & resources are inadequate



† Reference category

* Significantly different from estimate for reference category ($p < 0.05$)

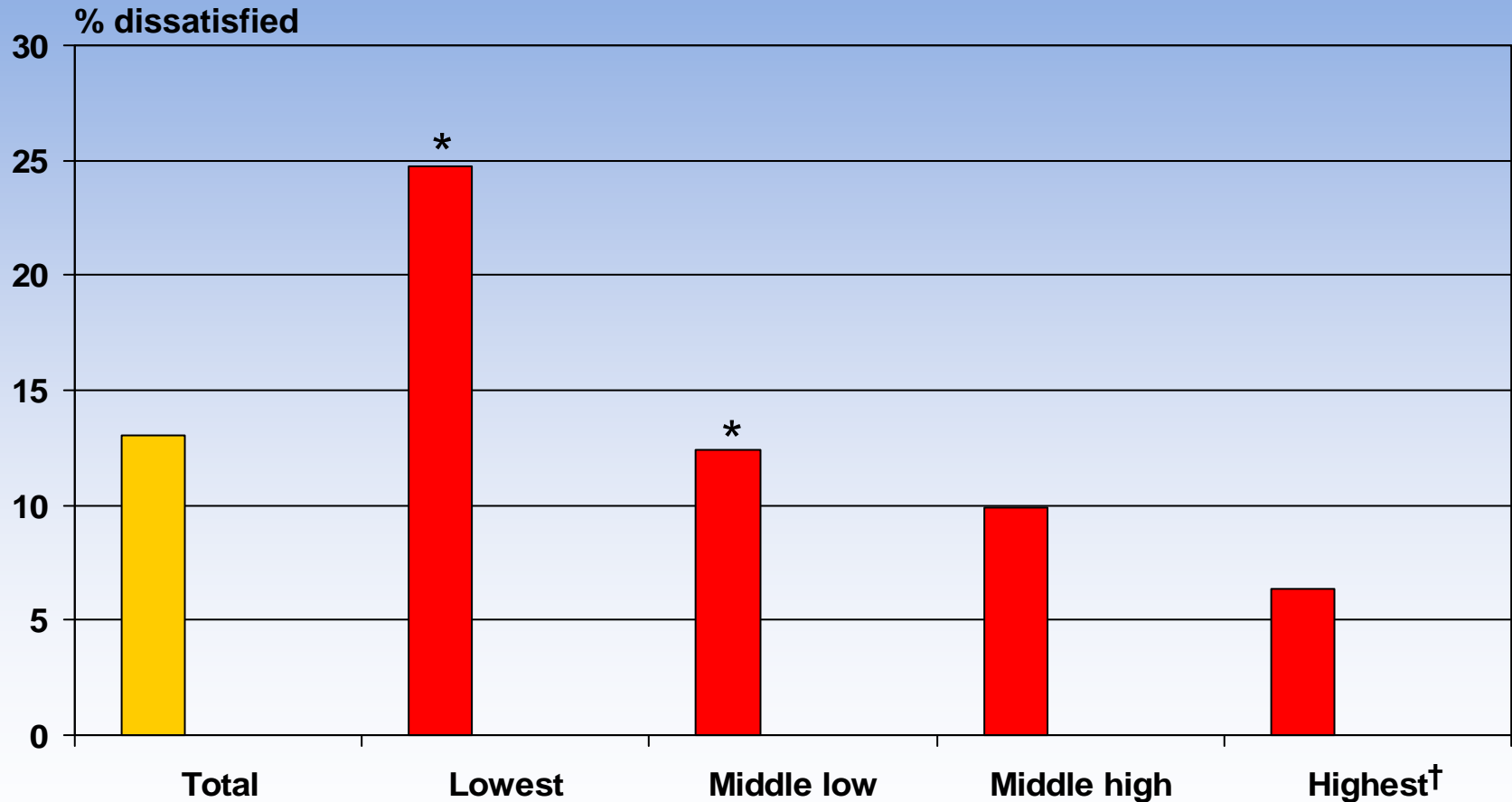
- - - lower in those with high sense of autonomy



† Reference category

* Significantly different from estimate for reference category (p < 0.05)

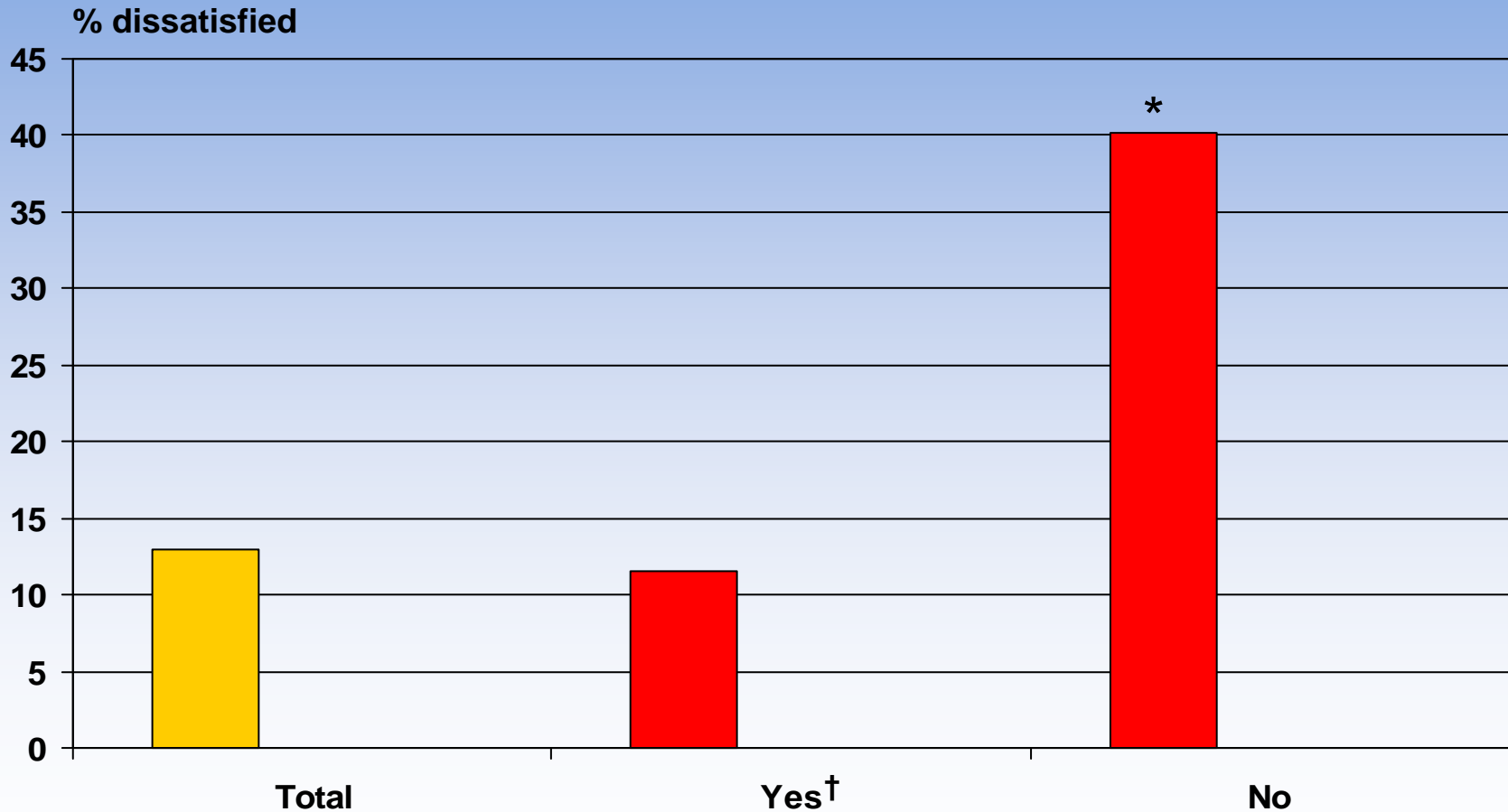
- - - less likely with more favourable nurse-physician working relations



† Reference category

* Significantly different from estimate for reference category (p < 0.05)

- - - much less likely when respect received from colleagues



† Reference category

* Significantly different from estimate for reference category ($p < 0.05$)

When taking into account the influence of personal characteristics, work organization, and workplace environment variables, does the association between job dissatisfaction and employer-provided services persist?

Control variables

Personal: Living arrangement, mental health, years in job, content with full-time job

Work organization: Usually works unpaid overtime, non-day shift, 12-hr shift, >40 hours/wk

Workplace environment: Overload, Autonomy, RN-MD working relations, respect from colleagues

Lower odds of dissatisfaction in nurses with support for childcare or fitness / recreation, even when accounting for personal and job characteristics

	<u>OR</u>	<u>95% CI</u>
■ Childcare assistance	0.49*	0.27-0.88
■ Fitness / Recreation	0.65*	0.42-0.99

*Differs significantly from estimate for reference category (p<0.05)

Note: Model controlled for personal, work organization, workplace environment characteristics and presence of children aged 0-5 years in household.

Limitations

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- **Data are cross-sectional**
- **Self-reported data; no external validation**
- **Information unavailable on some factors that affect satisfaction (e.g., personality, motivation, work content, commitment, proportion of staff who are RNs, hospital size, administration system).**

Conclusions

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- **Findings suggest that employer-provided childcare and fitness programs are protective against job dissatisfaction in nurses.**
- **In view of the link between job dissatisfaction and intention to quit, understanding measures that protect against job dissatisfaction is important.**

Access

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Report:

<http://www.statcan.ca/bsolc/english/bsolc?catno=83-003-X>

