

ORIGINAL

Evaluation of job satisfaction in nursing staff of the Dr. Gustavo Domínguez General Hospital, Ecuador

Evaluación de la satisfacción laboral en personal de enfermería del hospital General Dr. Gustavo Domínguez, Ecuador

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ABSTRACT

Introduction: personal satisfaction is related to how people see their work, as well as their attitudes towards it. This entity depends on internal and external factors to the worker. Nursing staff, due to the characteristics of the profession, find themselves in many situations. sometimes subjected to situations that cause dissatisfaction with their work environment. This study was conducted with the aim of evaluating job satisfaction in nursing workers.

Method: a descriptive, observational, cross-sectional study was conducted on 73 nurses from the Dr. Gustavo Dominguez Hospital, Ecuador. A survey was applied using a *Google Forms form*, consisting of 23 questions structured into the following factors: supervision exercised by their superiors; the physical work environment; material benefits; intrinsic to the work; remuneration, basic benefits, and interpersonal relationships.

Results: males predominated (46,7 %), 39,7 % were “very dissatisfied” with personal relationships with supervisors, 42,5 % were “quite dissatisfied with the physical environment”, only 4,1 % were “very satisfied” with salary and career advancement opportunities, and 28,8 % rated intrinsic job satisfaction as “quite dissatisfied”.

Conclusions: the presence of job dissatisfaction was identified in more than half of the nursing staff surveyed, with a higher negative assessment of the physical environment and intrinsic satisfaction. The above findings could be interpreted as an indicator of poor functioning and management of services in the institution.

Keywords: Job Satisfaction; Nurses; Nursing Team; Hospital Care.

RESUMEN

Introducción: la satisfacción personal se relaciona con cómo las personas ven su trabajo, así como sus actitudes frente al mismo. Esta entidad depende de factores internos y externos al trabajador. El personal de enfermería, por las propias características de la profesión se ve en muchas ocasiones sometido a situaciones que determina descontento frente a su entorno de trabajo. Se realizó el presente estudio con el objetivo de evaluar la satisfacción laboral en trabajadores de enfermería.

Método: se realizó un estudio descriptivo, observacional, de corte transversal, en 73 enfermeros del hospital Dr. Gustavo Domínguez, Ecuador. Se aplicó una encuesta mediante un formulario de *google forms*, compuesta por 23 preguntas estructuradas en los factores: supervisión ejercida por sus superiores; el ambiente físico de trabajo; las prestaciones materiales; intrínseca del trabajo; la remuneración, prestaciones básicas, y relaciones interpersonales.

Resultados: predominó el sexo masculino (46,7 %), 39,7 % se manifestó “muy insatisfecho” con las relaciones personales con los supervisores, 42,5 % resultó estar “bastante insatisfecho con el entorno físico”, solo el 4,1 % estuvo “muy satisfecho” con el salario y con las oportunidades de promoción laboral, un 28,8 % calificó como “bastante insatisfecho”, a la satisfacción intrínseca con el trabajo.

Conclusiones: se identificó la presencia de insatisfacción laboral en más de la mitad del personal de enfermería encuestado con mayor valoración negativa en el ambiente físico y en la satisfacción intrínseca. Lo anteriormente encontrado pudiera interpretarse como un indicador de mal funcionamiento y gestión de los servicios en la institución.

Palabras Clave: Satisfacción Laboral; Enfermeras; Equipo de Enfermería; Cuidados Hospitalarios.

INTRODUCTION

Job satisfaction (LS) according to the traditional model, job satisfaction (LS) has to do with how people perceive their job, the functions they perform, the recognition they receive, the attitudes they have towards it, and the opinions they may have of the job and its functioning.⁽¹⁾ However, what produces job satisfaction or dissatisfaction is independent of the nature of the job but of the expectations that the job is believed to provide.^(2,3,4)

The study of this entity dates back to the 1930s, with Hoppock publishing the first study on the subject.⁽⁵⁾

There are many theories available on the subject; however, in recent years, following further research into cognitive processes, it has been accepted that it depends on intrinsic or motivational factors (achievement, recognition, work itself, and responsibility) and extrinsic or dissatisfying factors (institutional policies, administration, supervision, salary, interpersonal relationships, and working conditions).⁽²⁾ It is currently recognized that SL is an attitude resulting from the cognitive and affective evaluation of work experiences.⁽⁶⁾

Due to the profession's characteristics, nursing personnel often face authoritarian work environments and are inflexible with human resources, generating dissatisfaction and work demotivation.⁽⁷⁾ Nursing is characterized by a tendency to work overload, inadequate environments, staff shortages, and lack of resources and means of protection, all of which contribute to low performance and dissatisfaction.

LS in the nursing discipline is an indicator affected by turnover, absenteeism, intent to quit, and burnout. It is considered a global concern because of its impact on patient safety and caregivers' quality of work life; it is a complex phenomenon with various factors related to the work environment, supervision, and management.⁽⁸⁾

A multicenter study covering different countries shows that the highest dissatisfaction among nursing professionals was in the United States (41 %), followed by Scotland (38 %), England (36 %), Canada (33 %) and Germany (17 %).⁽²⁾

Healthcare institutions need to place more emphasis on climate and LS issues. Consequently, those responsible for leading and managing healthcare organizations do not execute an effective way to keep workers satisfied to achieve better performance and desirable results.⁽⁷⁾ SL is a complex phenomenon; identifying the related factors and examining their effects can help develop the necessary management interventions to improve the quality of care.⁽²⁾

Given the above, the present investigation evaluated job satisfaction in nursing staff at the Hospital General Dr. Gustavo Domínguez Z.

METHOD

An observational, descriptive, cross-sectional, descriptive study was conducted on workers of the General Hospital Dr. Gustavo Domínguez Z, belonging to the zonal coordination 4 of the Ministry of Public Health, located in the city of Santo Domingo de los Tsáchilas, during October and November 2021.

All the institution's workers constituted the universe, while a sample of 73 nursing specialty workers was selected through purposive sampling. Members of the institution's nursing staff who agreed to participate in the research were included, and staff members who were on internships or other types of training outside the institution, on vacation, on leave, or any other cause of absence during the period in which the study was carried out were not considered for the study. Administrative personnel were also excluded.

The questionnaire developed by Espinoza and Paredes, nine of which has an acceptable reliability (alpha coefficient of 0,92), was used to evaluate satisfaction in 6 sections: with the supervision exercised by their superiors, with the physical work environment, with material benefits, and complementary rewards; intrinsic job satisfaction; with remuneration and essential benefits, and with interpersonal relationships (annex 1). The survey also uses the Likert-type scale as a method of evaluation.⁽¹⁰⁾ The instrument consists of 23 questions in direct formulation, and a questionnaire was designed in Google Forms with the same structure to facilitate accurate data collection and use the advantages of information technology.

The questionnaire was applied to the authors, for which brief instruction was given to each participant on the subject, the reasons for the research, its main objectives, and how to complete the instrument. The survey was administered individually and anonymously and lasted approximately 15 minutes.

Informed consent was requested before applying the survey (annex 2). The data collected by the survey

did not allow the identification of the participants; all were treated with due respect. Before conducting the research, a summary of the project and a request for authorization to carry it out were submitted to the hospital administration and the ethics committee.

RESULTS

Table 1 shows that 46,7 % of the participants were male; 12,3 % did not specify their sex. The most frequent age group was 31 to 45 years (47,9 %).

Table 1. Distribution of participants according to sex and age								
Age	Sex						Total	
	Female		Male		Not specified			
	No.	%	No.	%	No.	%	No.	%
18-30	15	20,5	8	10,7	1	1,4	24	32,9
31-45	10	13,7	19	25,3	6	8,2	35	47,9
46-60	4	5,5	8	10,7	2	2,7	14	19,2
Total	29	39,7	35	46,7	9	12,3	73	100

There was a predominance of married people (57,5 %) with one or two children (39,7 %). Only 8,2 % of the population indicated having 3 or more children.

Table 2. Distribution of the sample according to number of children and marital status								
Marital status	Number of children						Total	
	0		1 or 2		3 or more			
	No.	%	No.	%	No.	%	No.	%
Single	19	26	11	15,1	1	1,4	31	42,5
Married	8	11	29	39,7	5	6,8	42	57,5
Total	27	37,0	40	54,8	6	8,2	73	100

Table 3 shows that 39,7 % were “very dissatisfied” with personal relationships with supervisors, 32,9 % were “somewhat dissatisfied” with the frequency of supervisions, 27,4 % were “indifferent” to supervisors’ support, and 4,1 % were “very satisfied” with equality and fairness of treatment and support from supervisors.

Table 3. Distribution of participants according to satisfaction with job supervision												
Rating	Satisfaction with supervision											
	Personal relationships		Supervision exercised		Frequency		Judging of tasks		Equality and fairness of treatment		Support from superiors	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Very Dissatisfied	29	39,7	3	4,1	5	6,8	0	0	0	0	1	1,4
Quite Dissatisfied	12	16,4	33	45,2	8	11	16	21,9	11	15,1	9	12,3
Somewhat Dissatisfied	8	11	9	12,3	24	32,9	21	28,8	27	37	15	20,5
Indifferent	5	6,8	7	9,6	12	16,4	12	16,4	12	16,4	20	27,4
Somewhat Satisfied	7	9,6	7	9,6	13	17,8	9	12,3	10	13,7	14	19,2
Quite Satisfied	8	11	10	13,7	9	12,3	10	13,7	10	13,7	11	15,1
Very Satisfied	4	5,5	4	5,5	2	2,7	5	6,8	3	4,1	3	4,1
Total	73	100	73	100	73	100	73	100	73	100	73	100

45,2 % of the respondents indicated that they were “somewhat dissatisfied” with the lighting, 42,5 % were “quite dissatisfied with the physical environment” and 23,3 % were “very dissatisfied” with the cleanliness and hygiene. On the other hand, 26 % indicated that they were “indifferent” to the ventilation conditions, 13,7 % were “somewhat satisfied” with the temperature (table 4).

Table 4. Distribution of the sample according to satisfaction with the physical work environment

Rating	Satisfaction with the physical environment									
	Cleanliness and hygiene		Physical environment		Lighting		Ventilation		Temperature	
	No.	%	No.	%	No.	%	No.	%	No.	%
Very Dissatisfied	17	23,3	5	6,8	6	8,2	4	5,5	7	9,6
Fairly Dissatisfied	16	21,9	31	42,5	5	6,8	14	19,2	14	19,2
Somewhat Dissatisfied	14	19,2	8	11	33	45,2	19	26	19	26
Indifferent	12	16,4	10	13,7	10	13,7	19	26	14	19,2
Somewhat Satisfied	8	11	11	15,1	11	15,1	8	11	10	13,7
Quite Satisfied	0	0	5	6,8	2	2,7	4	5,5	3	4,1
Very Satisfied	6	8,2	3	4,1	6	8,2	5	6,8	6	8,2
Total	73	100	73	100	73	100	73	100	73	100

Table 5 shows that 31,5 % of the participants were “very dissatisfied” with the salary, 34,2 % were “somewhat dissatisfied” with the negotiation of the organizational aspects. Twenty-six percent were “indifferent” to compliance with regulations, while only 4,1 % were “very satisfied” with salary and opportunities for promotion.

Table 5. Distribution of the sample according to satisfaction with benefits at work

Rating	Satisfaction with the physical environment									
	Salary		Training opportunities		Promotional opportunities		Regulatory compliance		Negotiation of organizational aspects	
	No.	%	No.	%	No.	%	No.	%	No.	%
Very Dissatisfied	23	31,5	1	1,4	2	2,7	3	4,1	2	2,7
Fairly Dissatisfied	8	11	27	37	11	15,1	12	16,4	9	12,3
Somewhat Dissatisfied	11	15,1	19	26	26	35,6	21	28,8	25	34,2
Indifferent	13	17,8	9	12,3	12	16,4	19	26	16	21,9
Somewhat Satisfied	5	6,8	6	8,2	13	17,8	7	9,6	11	15,1
Quite Satisfied	10	13,7	8	11	6	8,2	7	9,6	7	9,6
Very Satisfied	3	4,1	3	4,1	3	4,1	4	5,5	3	4,1
Total	73	100	73	100	73	100	73	100	73	100

Table 6 shows that 32,9 % indicated that they were “quite dissatisfied” with the opportunities to do things they like, together with 28,8 % who expressed the same opinion regarding their personal satisfaction with their work. 27,4 % were “indifferent” to opportunities to do something they excel at. 4,1 % said they were “very satisfied” with the job and with the objectives and goals they want to achieve.

Table 6. Distribution of respondents according to intrinsic job satisfaction

Rating	Intrinsic satisfaction							
	Job		Opportunities to do things you enjoy		Objectives and goals to be achieved		Opportunities to do something at which you excel	
	No.	%	No.	%	No.	%	No.	%
Very Dissatisfied	19	26	9	12,3	4	5,5	1	1,4
Fairly Dissatisfied	21	28,8	24	32,9	14	19,2	9	12,3
Somewhat Dissatisfied	9	12,3	16	21,9	22	30,1	15	20,5
Indifferent	9	12,3	10	13,7	16	21,9	20	27,4
Somewhat Satisfied	8	11	3	4,1	10	13,7	14	19,2
Quite Satisfied	4	5,5	9	12,3	4	5,5	11	15,1
Very Satisfied	3	4,1	2	2,7	3	4,1	3	4,1
Total	73	100	73	100	73	100	73	100

16,4 % were “quite satisfied” with participation in institutional decisions, 20,5 % were “indifferent” to

autonomous decisions; on the other hand, 32,9 % were “quite dissatisfied” with participation in institutional decisions and 11 % were “very dissatisfied” with participation in group decisions (table 7).

Table 7. Distribution of respondents according to satisfaction with work participation						
Rating	Satisfaction with participation					
	Autonomous decisions		Institutional decisions		Group decisions	
	No.	%	No.	%	No.	%
Very Dissatisfied	4	5,5	2	2,7	8	11
Quite Dissatisfied	14	19,2	24	32,9	9	12,3
Somewhat Dissatisfied	23	31,5	16	21,9	17	23,3
Indifferent	15	20,5	10	13,7	13	17,8
Somewhat Satisfied	9	12,3	4	5,5	12	16,4
Quite Satisfied	5	6,8	12	16,4	10	13,7
Very Satisfied	3	4,1	5	6,8	4	5,5
Total	73	100	73	100	73	100

In general, it can be observed that there was a predominance of dissatisfaction with all spheres of the work environment explored in more than half of the participants, with 85,1 % expressing dissatisfaction with the physical work environment. Some 18,8 % expressed indifference to intrinsic satisfaction, while 31,7 % indicated some type of satisfaction with work supervision (table 8).

Table 8. Distribution of participants according to overall satisfaction			
Variable evaluated	Dissatisfied	Indifferent	
		%	
Supervision	52,7	15,5	31,7
Physical environment	58,1	17,8	24,1
Performance	54,8	18,9	26,3
Intrinsic satisfaction	55,8	18,8	25,3
Participation	53,4	17,4	29,2

DISCUSSION

Dealing with job dissatisfaction is a current challenge in the area of management of people working in healthcare organizations who seek to establish human resource planning mechanisms so that they can effectively meet the demands of healthcare and, at the same time, provide job stability to workers in order to meet the demands of health care.^(7,11,12)

In healthcare, nursing professionals represent 70 % of the largest occupational group in the care workforce. Professionals face several challenges in their environment that can significantly impact their FS daily. Therefore, it is vital to talk about nursing professional satisfaction since the performance of their duties will reflect not only patient care but also the effectiveness, efficiency, and quality of healthcare systems.⁽¹³⁾

Oblitas Guerrero,⁽⁷⁾ in her study to identify the relationship between work climate and satisfaction in a hospital in Peru, found a predominance of the female sex. Plascencia Campos, five, and Venegas Mera,⁽¹⁴⁾ agree with the previous result, reporting that 80 % of the nursing staff surveyed were women. The results in the literature differ from those in the present study.

Regarding age groups, the mean age was 44 for Plascencia Campos, with a plus-minus ten years range.⁽⁵⁾ Venegas Mera obtained 31 to 40 years as the most frequent.⁽¹⁴⁾ For Bautista Perera, the average age of the participants was 38,9 years.⁽¹⁵⁾ The differences present concerning age could be justified by the age groups established by the authors and the characteristics of the samples analyzed, among others.

Albán Sabando,⁽¹⁶⁾ reports that in professional competence, there is a high percentage of satisfaction, while in work pressure, there is an average level of satisfaction corresponding to 68 %. Oblitas Guerrero,⁽⁷⁾ found that 66,7 % perceived the work climate as average, 21,4 % as healthy, and the remaining 11,9 % as unfavorable. The aspects most highly valued in Carillo García's study were assigned responsibility, job stability, and various tasks.⁽¹⁷⁾ The above data differ partly from those reported in the present study, where negative evaluations predominate.

Carrillo García⁽¹⁷⁾ shows negative evaluations, the relationships between hospital management and workers, and the forms of hospital management, which coincides with what was found in the present study. However,

Bautista Perera reports work pressure, interpersonal relations with superiors, and job satisfaction as factors with the highest ratings.^(15,18)

Hernández Zavala,⁽¹⁹⁾ found that the variables most closely related to job satisfaction in his study are those included in the interpersonal relationships of both bosses and coworkers, confirming that the degree of job satisfaction is also linked to the work environment, motivation, and companionship.

Regarding job suitability, García Salazar⁽²⁰⁾ states that 5 % (11) of those surveyed indicate that they have little freedom and independence to organize their work; 53 % (121) agree that they are convinced that the job they occupy corresponds to them because of their ability to prepare for it.

The same author,⁽²⁰⁾ concerning recognition, reported that 51 % (118) of the personnel surveyed agreed that they felt delighted in their work, only 8 % (19) indicated having few opportunities to learn to do new things; 14 % (33) reported feeling that the recognition they obtain at work is very comforting.

Regarding professional promotion, Albán Sabando⁽¹⁶⁾ shows that in many cases, there is a medium level of satisfaction corresponding to 56 %. At the same time, there is a high level of personal satisfaction with 100 % about interpersonal relationships and extrinsic status characteristics.

Regarding the working conditions dimension, most nurses feel dissatisfied, 58 %. There is also a high percentage of dissatisfaction in the personal and social recognition dimension 52 %, as reported by Campos Truyenque.⁽²¹⁾ These data are similar to those presented here; the causes of these negatives are to be found in the fact that the infrastructure and components of the physical environment of a health institution directly affect both the quality of care and the motivation and feelings of the workers towards their center.

Campos Truyenque,⁽²¹⁾ in the dimension of Economic benefits, observed an average level of satisfaction of 56 %. Eighty-three percent indicated that their salary was too low for their work and that they felt terrible about what they earned 64 %. In a reality in which health systems face daily increasing numbers of staff shortages, economic motivation is one of the fundamental pillars to reverse this situation, so economic demotivation should be interpreted as a warning of poor management of services.

Albán Sabando,⁽¹⁶⁾ in his study on work stress and job satisfaction in nursing personnel, reported an average level of satisfaction corresponding to 60 %. Plascencia Campos⁽⁵⁾ reported a medium level of satisfaction in 86 % of those surveyed. Oblitas Guerrero,⁽⁷⁾ presented moderate satisfaction with 66,7 %, 28,6 % with a high degree, and the remaining 4,8 % with a low degree. Other authors, such as Bautista Perera,⁽¹⁵⁾ indicate in their studies that 84,8 % of nursing personnel are job satisfied, 14,1 % are dissatisfied, and only 1,1 % are moderately satisfied.

The present study generally found an average dissatisfaction rate of more than 50 % of the sample in all the factors explored. This constitutes an alert for the administration of the health center in order to improve the work environment and thus favor better results in patient care and professional development of its workers.

A study reflects the diagnosis of labor satisfaction in a hospital care entity in Cuba, with a quasi-experimental methodology consisting of five stages oriented to diagnosis, strategic conception for the organization, systemic for human resources management, and continuous improvement. The following variables were evaluated as unsatisfactory: recognition and bonding; unsatisfactory: sufficiency, equity, perception, safety, esthetics, hygiene, insurance, ergonomics, management, work and rest regime, participation, and attention to life. The following variables were obtained as satisfactory: autonomy, communication, variety of skills, identification with the task, significance of the task, services, feedback, interpersonal relations, job security, professional and personal development, cohesion, and attractiveness.⁽²²⁾

Cifuentes Rodríguez,⁽²³⁾ investigated nursing job satisfaction in a fourth-level healthcare institution in Bogotá, Colombia. The lowest job satisfaction was found in aspects related to interpersonal relationships with colleagues, followed by professional competence, job monotony, work pressure, and job satisfaction.

A study on nursing volunteerism and student satisfaction in a teaching hospital during the pandemic pointed to general satisfaction. Compared with the “support of the assigned nursing staff during volunteering,” 50,2 % of the students were delighted. Compared with the “support of the teaching staff during volunteering,” 43,1 % of the students were delighted. These are particularly positive results precisely because of the conditions in which the research was carried out, where the pandemic fatigue suffered by health personnel in a globalized way during the periods of quarantine by COVID-19 is known. In addition, it is striking that almost no negative opinions are expressed about the environment and working conditions among undergraduate students in a profession whose learning requires precise professional practice.⁽²⁴⁾

Improved job satisfaction increases the efficiency of the health system and organizational commitment; it will also enhance nurses' ability to continuously ensure the quality of care provided and improve their health-related quality of life. Therefore, high job satisfaction will significantly impact both nurses and patients. Among the factors cited as causes of dissatisfaction are health status, seniority, poor personal relationships with colleagues, interprofessional competencies, work overload, lack of opportunity for professional development, work policies, and operating conditions.⁽¹³⁾

The main limitations of the present study are that the sample was not randomly selected, that no association between variables was analyzed, that the possible causes affecting satisfaction levels were not analyzed, and

the observational nature of the research.

CONCLUSIONS

Job dissatisfaction was identified in more than half of the nursing staff surveyed. This was manifested in all the spheres explored, with a higher negative evaluation in the physical environment and working conditions and in intrinsic satisfaction, i.e., fulfillment and opportunities to stand out. The above findings indicate poor performance and management of services in the institution.

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CONFLICT OF INTEREST

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ANNEXES

Annex 1. Survey

Objective: to determine the degree of job satisfaction among nurses working at the General Hospital Dr. Gustavo Domínguez Z, in order to provide strategies to help improve their work performance.

Instructions: the following questionnaire is completely ANONYMOUS and CONFIDENTIAL; remember that, for a better result it is necessary that your answer is with total SINCERITY. This survey consists of two sections, complete according to your working conditions and environment. Mark with an X the answer that you think is most appropriate. You can indicate only one answer for each question.

Service in which you work: _____.

First section

Sex:

- ☐ Male
☐ Female.
☐ Prefer not to specify.

Age:

- ☐ 18 -28 years
☐ 29 - 39 years
☐ 40 - 60 years
☐ 61 years or older

Marital Status:

- ☐ Single.
☐ Married.

Do you have children?

- ☐ None.
☐ 1 - 2
☐ 3 or more.

Second section

Instructions: in this section mark an X according to the satisfaction / dissatisfaction in each of the situations presented according to your reality, you must answer honestly, rate following the scale where 1 is very dissatisfied, 2 is quite dissatisfied, 3 is somewhat dissatisfied, 4 is indifferent, 5 is somewhat satisfied, 6 is quite satisfied and 7 is very satisfied.

Factor I. Satisfaction with supervision								
Personal relationships with your supervisors.	Very (1)	Dissatisfied		Indifferent		Satisfied		
		Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)	
Their supervision of you.	Very (1)	Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)	
The proximity and frequency with which it is monitored.	Very (1)	Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)	
The way your supervisors judge your tasks.	Very (1)	Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)	

The equality and fairness of treatment you receive from your health care institution.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)
The support he receives from his superiors.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)

Factor II. Satisfaction with the physical environment								
The cleanliness, hygiene and salubrity of the workplace.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)
The physical environment and space available to you in your workplace.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)
The lighting of your workplace.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)
Ventilation of your workplace.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)
The temperature in your workplace.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)

Factor III. Satisfaction with benefits								
The salary you receive.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)
The training opportunities offered by this health care institution.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)
The promotional opportunities you have.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)
The extent to which your health care facility complies with regulations and other labor laws.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)
The way in which negotiation takes place in your health care institution on organizational issues organizational aspects.	Very (1)	Dissatisfied Quite (2)	Something (3)	4	Indifferent	Very (5)	Satisfied Quite (6)	Something (7)

Factor IV. Intrinsic satisfaction							
		Dissatisfied		Indifferent		Satisfied	
		Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)
The satisfaction he derives from his work for himself	Very (1)	Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)
The opportunities your job offers you to do the things you love. you enjoy.	Very (1)	Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)
The objectives, goals to be achieved.	Very (1)	Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)
The opportunities your job offers you to do the things you excel at.	Very (1)	Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)

Factor V. Satisfaction with participation							
		Dissatisfied		Indifferent		Satisfied	
		Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)
The ability to decide autonomously on aspects related to their work.	Very (1)	Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)
The opportunities your job offers you to do the things you love you enjoy.	Very (1)	Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)
Your participation in the decisions of your health care institution.	Very (1)	Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)
Your participation in the decisions of your work group related to the health institution.	Very (1)	Quite (2)	Something (3)	4	Very (5)	Quite (6)	Something (7)

Annex 2. Informed consent

ITSAE

INSTITUTO SUPERIOR
TECNOLÓGICO AVANCEADO
DEL ECUADOR

Carrera Técnico Superior en
ENFERMERÍA

Consentimiento informado

Ecuador, junio de 2022

Yo, _____, Voluntariamente he decidido colaborar en el estudio realizado por las estudiantes de enfermería del ITSAE cuya finalidad es "aplicar una evaluación a los enfermeros/a del Hospital Gustavo Domínguez en tal sentido doy mi consentimiento para ser entrevistado/a y así dar mi aprobación en el estudio de esta indagación.

Estoy informado sobre el carácter estrictamente confidencial de la entrevista de modo que mi identidad como entrevistado/a no será revelada. Al mismo tiempo mi participación es absoluta y voluntaria.

Firma del entrevistado

Firma del estudiante

Firma de la estudiante