

Job satisfaction of Nurses in Mauritius

Hanish Dev Bhurtun

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Abstract <p>The aim of this study was to find out the determinants of job satisfaction of nurses in Mauritius. The purpose was also to find out about the experiences of nurses in their hospital environment in Mauritius and to accumulate knowledge on the role of nurses.</p> <p>The qualitative method style was used in this work. Qualitative data analysis was used to find the factors that influence job satisfaction among nurses. The research was conducted in three different places at Dr. Jeetoo hospital in Mauritius. They were the accident and emergency, the cancer unit and the burns units. The participation period started in April 2009 and the use of questionnaire was made.</p> <p>A high percentage of nurses were satisfied with their present job. Very less was not satisfied at all, while even lesser was very satisfied. Nurses felt that the biggest factor that influences their job satisfaction was the wish to help the sick patients. They felt that by helping them they felt and inner peace.</p> <p>At the moment the results from this study provides an updated information about job satisfaction of nurses in Mauritius and how nurses in Mauritius feel about their work place, work atmosphere and employer. New questions raised up for example the relationship between nurses and the management</p>		
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1. INTRODUCTION

Nursing is a demanding profession. Nurses are bombarded daily with many tasks and responsibilities. Nursing today is practiced in various settings and is a vital part of the health care system. Nurses are present in hospitals, schools, rehabilitation centers, nursing homes, out-patient centers, clinics, and homes. A consumer perceives these professionals as trained individuals that work to contribute to a patient's maintenance and health issues. The school of nursing in Mauritius perceives the health care sector to have growing challenges. (Nursing council group 2009 section 30.177)

Job satisfaction is generally regarded as an employee's attitude toward the job and job situation. Spector (1997, p. 1) defines job satisfaction simply as "the degree to which people like their jobs." Some people therefore enjoy work and consider it a central part of their lives while others do so only because they have to. At the same time one has to consider that the degree towards which different persons are satisfied concerning varies from country to country because different countries have got different types of work condition. Moreover people expectations have a myriad of differences in different countries. (Spector 1997, 23)

This study has been carried out in Mauritius in the capital city called Port Louis at the Dr Jeetoo hospital. The aim of this study was to find out the determinants of job satisfaction of nurses in Mauritius. The purpose was also to find out about the experiences of nurses in their hospital environment in Mauritius and to accumulate knowledge on the role of nurses in Mauritius. Also the criteria were that the nurses should have been educated in Mauritius and at the same time have a minimum of 2 years of experience in nursing field. According to nurses at Dr Jeetoo hospital where this study was carried out, no previous researches have been done investigating about job satisfaction among nurses in that hospital. (D.Bhutoo Chief Nursing Officer Dr Jeetoo hospital. Phone conversation of 30.09.2009)

2. NURSING PROFESSION AND HISTORY

One of the names that should not be forgotten in nursing is of Florence Nightingale. Florence Nightingale was also known as the Lady with the Lamp. Two of Florence's greatest achievements were pioneering of nursing and the reformation of hospitals (Audain, 1999). She used her skills in statistical analysis to argue for reform of the British Army medical system. Nursing, according to Henderson, comprises of both autonomous and inter-reliant aspects that must be taken into consideration in the development of the nurse and of nursing as a profession (Evers, 2003). Virginia Henderson beliefs were that patient care was, and is, the main objective of nurses (Tourville and Ingalls, 2003) Nursing has a code of ethics thus forming a code of practice according to what nurses work. (Potter & Perry 1995 p.15 – 18) The nurse spends the most time with the patient and family which makes him/her accountable to the interdisciplinary health care team to share information acquired that may be pertinent to their care. The nurse is also accountable to self for his/her own actions and the actions of co-workers. (Hood and Leddy, 2003 p.23 -48)

3. NURSING PROFESSION AND EDUCATION IN MAURITIUS

Nurses in Mauritius assess, provide preventative, curative and rehabilitative care for the sick and disabled in a wide variety of settings including public hospitals and private clinics, the community services, and in industry. In Mauritius the regulating body for nurses is called Nursing Council of Mauritius (NCM). Although nursing has a long history of an ethic of care, the context in which nurses now practice has changed and expanded. Consequently, this has led to the establishment of the Code of Practice as nursing started orientating itself toward professionalism. (NCM Act 43)

The Nursing Council of Mauritius code of practice explains what standards of care, patients and the public can expect from the workforce in the hospital, private clinics, and homes and in the community. It is not a collection of bulky rules, but instead briefly

outlines a set of principles which nurses and midwives should use to inform and underpin their practice. (NCM Act 2003).

The nursing group in Mauritius comprises of different parts. The main parts are Midwife, Nursing officer, Community nurse officer and nurse educators. (Nursing council group 2009 section 30.131) Nurses in Mauritius have basically two types of shift morning shift from 7.30 to 6.00 pm night from 6.00 pm to the next day 7.30. (Nursing council group 2009 section 30.140) People who study nursing in Mauritius are called student nurse and they study at the school of nursing for three years. At the end of their study they get a General certificate in Nursing. (Nursing council group 2009 section 30.160) There are at the moment two school of Nursing in Mauritius, which provide the nurses with the necessary education to meet the needs in the expanding health sector. (Nursing council group 2009 section 30.177)

4. WORK AND CULTURE

Different types of culture mean that different people have a different meaning of work. Things like art, music and literature are understood to be as culture in daily life as described by (Chapman 1992). As adults there is nothing that more preoccupies our lives than work. From the ages of approximately eighteen to seventy we will spend our lives working. We will not spend as much time sleeping, enjoying our families, eating, or recreating and resting as much as we will be working. Whether we love our work or hate it, succeed in it or fail, achieve fame or infamy through it, like Sisyphus (Camus 1991) we are all condemned to push and chase that thing we call our job, our career, our work all of our days. "Even those of us who desperately don't want to work," wrote famous poet Ogden Nash, "*must work in order to earn enough money so that they won't have to work anymore.*" In some culture people don't seem to see the differences between work and leisure time, on the flip side of the coin some do realize the margined between work and leisure. In this feature, any action done people in a country which he or she considers work of leisure is related to that country's cultural conditions. (Grint 1998, 6)

5. JOB SATISFACTION, MAURITIAN CULTURE AND WORK

Job satisfaction is generally regarded as an employee's way of manner towards his job and his job situation. Spector (1997, p. 1) defines job satisfaction simply as "*the degree to which people like their jobs.*" Some people therefore like to work and understands that it plays a central part on their lives while others do so only because they have to. There have been several theories in conjunction with job satisfaction and dissatisfaction proposed by experts, but this work restricts its discussion to two main theories from two outstanding scholars, Maslow (1943) and Herzberg, F, Mausner, B. & Snyderman, .B. (1959)

According to his theory, employees were push to satisfy the employer when their five basic types of needs are fulfilled; they are physiological needs, safety needs, social needs, self-esteem and self-actualization. This theory suggests that there is a hierarchy of needs in which one employee needs to find satisfaction in his or her lower need adequately and then stepping to a higher order need. As a result, once the employee has been able to fulfill the need, it is more probable that this particular need will no longer motivate the employee's behavior at his workplace, Stone (1998 p.1).

Herzberg, et al (1959) proposed a theory known with the so-called "*two-factor theory*" or in other words known as "*a two-hierarchy of needs,*" namely first is motivators or satisfiers are higher needs for achievement or the individual's need for self-actualization in his work. They are the job itself, recognition, achievement, responsibility, and advancement. These then play role to determine either the job satisfaction or job performance. Afterwards comes hygiene or maintenance factors are believed to be lower order needs they are: supervision, interpersonal relations, working conditions, status, salary, and advancement. If these factors are well administered by any organization, they can prevent employees' negative attitudes or employees' dissatisfaction. According to Cranny smith & Stone (1992, 46) different portions can be formed when job satisfaction is broken down. There are two main categories that can be actually formed. They are individual factors and job environment factors. It has also been noted that the condition and satisfaction a person has from his own life affects

job satisfaction of that person, meaning that they are inclined towards whatever events that are occurring in their life, which is outside their work environment. (Spector 1997, 3, 45 – 53)

Mauritius has got a mix of culture locally called “the salad of culture”. This is so, because of the history of Mauritius. Different people from different parts of the world were brought into Mauritius as slaves, and this nowadays has resulted in different religions and cultures forming out. According to Central intelligence agency census, there is at present a population of more than one million of which Hindu religions is 48%, Roman Catholic 23.6%, Muslim 16.6%, other Christian 8.6%, other 2.5%, and unspecified 0.3%, none 0.4% according to the 2000 census. The ethnic group in Mauritius is as follows: Indo-Mauritian 68%, Creole 27%, Sino-Mauritian 3%, and Franco-Mauritian 2%. It is worth noting that Mauritius has 14 days of public holidays because of such difference in culture and religion thus respecting them all. According to the Central intelligence agency survey languages spoken by locals are as follows: Creole 80.5%, Bhojpuri 12.1%, French 3.4%, English; spoken by less than 1% of the population), other 3.7%, and unspecified 0.3%. In Mauritius, some people work for the satisfaction that comes from it while some strictly for money. The work force is about half of the total population and unemployment rate at 7.6% (Central intelligence agency 2008 estimate.)

6. FACTORS INFLUENCING JOB SATISFACTION AND NURSING JOB SATISFACTION

Job satisfaction is a complex variable and is influenced by factors of the job environment as well as dispositional characteristics of an individual. These factors have been arranged according to two dimensions, namely, extrinsic and intrinsic factors (Buitendach & De Witte, 2005 p. 126).

The extrinsic factors include things like salary, promotion opportunities, co-workers, supervision and recognition. Intrinsic factors include personality, education, intelligence and abilities, age and marital status (Mullins, 2002 p. 6). According to Spector (1997 p.4) these categories of factors often work together to influence job satisfaction too.

As in the field of nursing a lot of researches have been done on nurses' job satisfaction. Supervising and leadership factors were found to be playing important parts in nurses job satisfaction, according to Irvine & Evans (1995, 249). At the same time he mentions about how the job content and environmental factors play an important role in influencing job satisfaction among nurses. According to Spector (1997), some research has attempted to investigate the interaction between job and personal factors to see if certain types of people behave differently towards different types of jobs. This approach states that "*there will be job satisfaction when characteristics of the job are matched to the characteristics of the person*" (Spector, 1997 p.3)

7. AIMS AND OBJECTIVE OF THIS STUDY

This study has been carried out in Mauritius in the capital city called Port Louis at the Dr Jeetoo hospital. The aim of this study was to find out the determinants of job satisfaction of nurses in Mauritius. The purpose was also to find out about the experiences of nurses in their hospital environment in Mauritius and to accumulate knowledge on the role of nurses in Mauritius. Also the criteria were that the nurses should have been educated in Mauritius and at the same time have a minimum of 2 years of experience in nursing field. According to nurses at Dr Jeetoo hospital where this study was carried out, no previous researches have been done investigating about job satisfaction among nurses in that hospital. (D. Bhutoo Nursing Officer Dr Jeetoo hospital. Phone conversation of 30.09.2009)

Some research questions that came out for the aims and objectives of the study are as follows:

1. *What are the determinants of job satisfaction in Mauritius?*
2. *How do nurses feel working in Mauritius?*

In this study, all information has been obtained and processed anonymously, and without using any participants' names. The data was put into groups and participants were clearly instructed not to sign or write their name in any part of the paper. The box

that was in the staff room was sealed, and was checked if it has been tampered with before opening. Also the criteria were that the nurses should have been educated in Mauritius and at the same time have a minimum of 2 years of experience in nursing field. According to nurses at Dr Jeetoo hospital where this study was carried out, no previous researches have been done investigating about job satisfaction among nurses in that hospital.

8. RESEARCH METHODS

8.1.1 Qualitative method

The qualitative method style has been used in this work because the study concentrates more at looking out for the determinants that influence job satisfaction. (Dey 1993) mentioned that the qualitative data refer to the “*number depend on meaning*”, but in some cases, the level of the clearness of our concept and subject would have great influence on the usefulness of data that collected. Saunders, M., Lewis, P. and Thornhill, A. (2003) argued that because of the interrelationship between qualitative data and its related collection process and research topic, the nature of qualitative data would have much implication on the collection process and analyzing phase. (Saunders et al. 2003)

8.1.2 Participant sample

The research was conducted in three different places at Dr. Jeetoo hospital in Mauritius. They were the accident and emergency, the cancer unit and the burns units. This hospital is the main hospital and most advanced and biggest hospital in Mauritius. (Radio plus. Mauritius local radio. Aired on 02.04.09). It has around 200 beds, and provides its services for about 25% of Mauritius population. It has both inpatient and outpatient services. The Chief Officer of the hospital was contacted by phone and verbal permission was obtained and through letter later (See appendices). The participation period started in April 2009. The researcher emailed the participating letter and questionnaire to a candid contact person in Mauritius; they were printed and were meant to be handed over to the participating nurses in the hospital. Afterwards nurses in the above mentioned wards were contacted and those willing to participate in the study came forward. Along with a letter (see appendices) explaining a summary of the study being conducted a questionnaire was given to the participating nurses. (See Appendix 1 and 2). Out of all the nurses that were contacted 15 of them agreed to participate in the study. A total of 15 questionnaires were given out and after five days the box meant for

the filled questionnaire was fetched from the hospital staff rooms. The content was then posted to Finland. All the questionnaires were returned, but on closer inspection only 8 questionnaires were correctly filled. The others were half answered only and therefore not taken into account in the study. At the same time, the other 8 questionnaires open ended questions did not have much information on them too. Most of them, but not all had short phrases and words only.

8.1.3 Data collection and analysis

Qualitative data analysis was used to find the determinants that influence job satisfaction among nurses. The questionnaire design played an important role in the data collection. It had to be in such a way so as to optimize the collection of qualitative data, so a semi-structure questionnaire was used, and questions were both open and close ended. Dillman (2000) suggest that there are basically three types of data that can be collected through a well-designed questionnaire. They are opinion, behavior and attribute. Therefore, each question on researcher's questionnaire is ensuing that these essential data can be effectively collected. The questionnaire consisted of two pages (See appendices), so at the end of the day, 30 papers were generated, and 8 questionnaires meaning 16 pages were taken into consideration.

There exist two distinct models for data collection and analysis. The first normally affirm that the data is collected and then analyzed and the second model states that data collection and analysis can happen at the same time (Robson, 1993). The first type is as a positivist quantitative approach and the second as a phenomenologist, qualitative approach. Qualitative data are considered to be the "*rough materials researchers collect from the world they are studying; they are the particulars that form the basis of analysis*" (Bogdan & Biklen, 1992, p. 106)

Content analysis method was used to process the information obtained through the questionnaire. First the data is identified, coded and then categorized. (Patton 1990, 281) So, all the questionnaires were read and then words, phrases and ideas which happened to used frequently was put down and the unit of analysis was formed by

breaking those responses into words. They were done by underlining words or phrases that had the same meaning with different colored pencils. The two main categories *personal factors* and *job related factors* were formed in advanced with the help of knowledge from previous studies, and the words were put under them. Only those words and group of words having the same meaning, or brings to the same idea was used. Those words were carefully chosen in different parts of the answers in the questionnaire, and then placed under the main categories. Words that could not be put under the main categories were reexamined whether new categories or sub categories should be formed especially for them, when this occurred new sub categories were formed. Once the questionnaires were no longer of use they were destroyed.

9. RESULTS

The response rate was 54%. Some questionnaires were not filled partially or at all, while others were not included in the results as it was considered misleading. For example a person who is between the ages of 20 to 29 and has a work experience of more than 10 years, is considered fallacious. Little information could be obtained from the questionnaire, so not all the open ended questions could be analyzed properly. Questions that had been filled properly have been process in a more approachable style. Most of the nurses had a permanent job. Moreover most of them had 4 years or over of working experience, also, it can be deducted through that a high percentage of nurses were satisfied with their present job. Very less was not satisfied at all, while even lesser was very satisfied.

9.1.1 Research Question 1:

What is the meaning of work in your life?

Most of the participants wrote only few words or phrases in this part of the questionnaire. Some described that work is a way for them to succeed in life, by the means of having work they showed to the society that they are laborious worth of living. Some described that work has a self esteem role that, when they work they feel proud of themselves. Below are some of the ideas and words that had been repeated in this particular section of the questionnaire:

“...Success in life...”

“...Work is something that makes me proud...”

“...Work is important...”

9.1.2 Research Question 2:

Explain the personal factors that influence your job satisfaction?

Personal factors

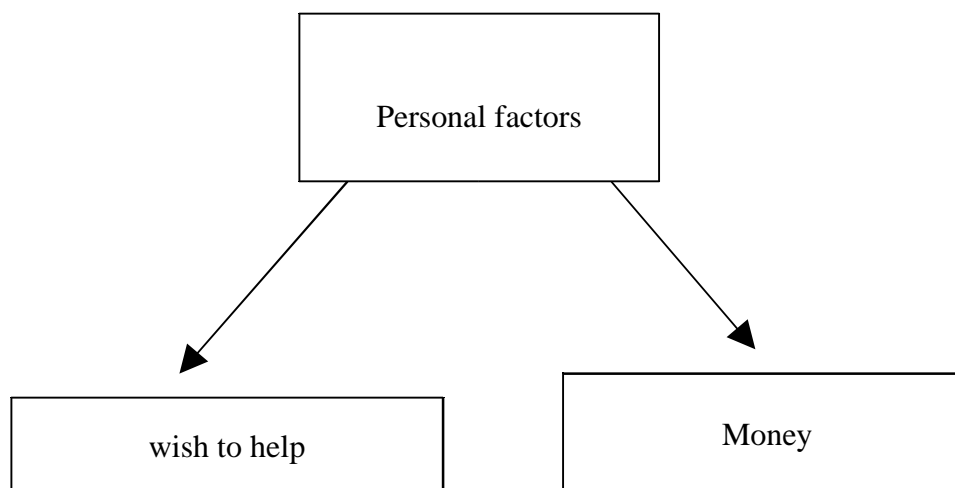


Figure 1: personal factors influencing job satisfaction

The **personal factors** influencing job satisfaction was further divided into two parts as shown in figure 7.

Wish to help

From this study, the nurses felt that the biggest factor that influences their job satisfaction was the wish to help the sick patients. They felt that by helping them they felt an inner peace and thus the frequency that the term “*wish to help*” was found in the answer to the question *Explain the personal factors that influence your job satisfaction* was relatively high.

“...It helps me emotionally when I can help a patient....”

“...people say big thank you to me when they get better..”

Money

Also, quite surprisingly money was one of the personal factors that influence their job satisfaction. The female nurses, some of them explained that nursing felt like a women job often, and they were adding to the overall house income, and they felt quite satisfied with their salary. At the same time, some of those nurses who were not married felt that the factors that influence their job satisfaction was money because they felt they are underpaid, and too much responsibilities. Some nurses who had comparatively more working experiences than their working mates felt that the salary is not worth it, as there is not much gap between new comers and old nurses when the question about number of years in service were looked into the questionnaire.

“...salary is like peanuts...”

“The pay scale is just enough”

9.1.3 Research Question 3:

Explain the job related factors that influence your job satisfaction?

Job related factors

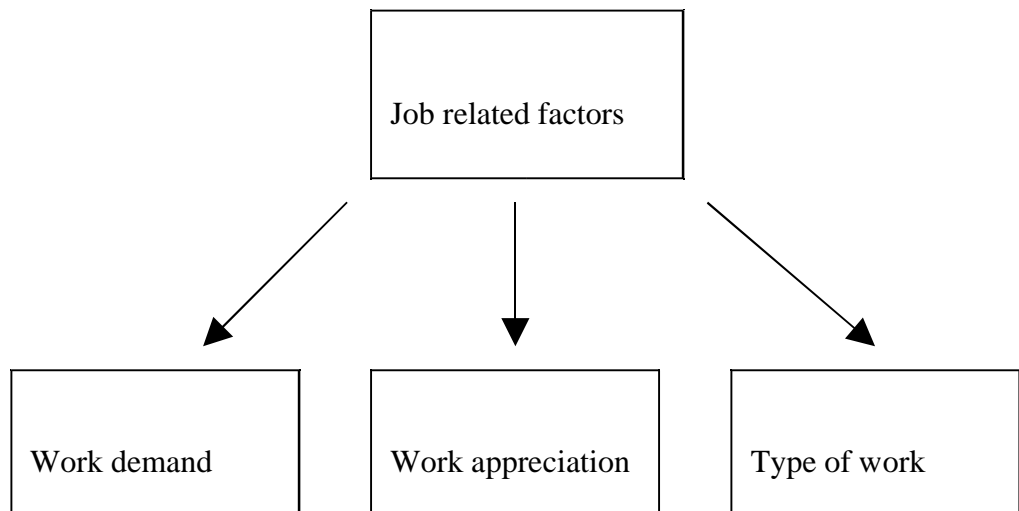


Figure 2: Job related factors influencing job satisfaction

The **job related factors** were divided into three sub-categories as shown in figure 8.

Work demand

The amount of work seemed among the main factors that affect the nurses and this lead to job dissatisfaction. Nurses felt that they had a lot of work to do in one shift and the amount of time they had to do paper work and clinical work could not be in harmony. They felt that more staff should be employed and that because the hospital cuts cost all the times, the amount of work power and resources were not enough. This resulted mainly in work stress and sometimes burnout.

Work appreciation and type of work

Most nurses felt that their job is however appreciation by patients and the society. This helped boost their morale and thus they felt respected. At the same time, the type of work that they do sometimes brought feelings that they are doing a dirty work. They had to clean diapers and take care of the hygienic needs of patients, which sometimes felt too much.

“...this place is full of dirt and infections...”

“It’s dirty in here”

9.1.4 Research Questions 4:

Explain your feelings towards this job?

Some of the participants felt that they feel happy doing this work, while some find it **stressful**. Most of them replied that having a permanent job means that they have work all the time and they are **financially safe**. In some answers, it was often noted that they mentioned about their shifts. They were not satisfied with their **shifts** as they did not had much power to be able not to work on some days for example on public holidays and weekends. The **choice of the shifts** was not giving them a lot of options to choose from. Few phrases that had been underlined several times and having the same idea are presented below:

“...more flexible shifts...”

“....easier to get permanent in this job...”

9.1.5 Research Question 5:

Please write about your experiences as a nurse in this work place

Most of the nurses experienced that they **fulfill the desire to help the patients**. They know that they do make a difference in the lives of the people and while treating them. Most of them also said they have realized how **demanding but rewarding** this work can be. Because the job involves lives of people at risk, they thus found it demanding because situations at the hospital could change at any time for a patient. Because new technology has been coming they found that also to be demanding at times. Few phrases that had been underlined several times and having the same idea are presented below:

“...its challenging everyday is a new situation...”

“...too much paper work to do everyday, it is stupid...”

“...now computer is taking more of our time, instead of caring for patients...”

10.ETHICAL CONSIDERATIONS

In this study, all information has been obtained and processed anonymously, and without using any participants' names. The data was put into groups and participants were clearly instructed not to sign or write their name in any part of the paper. The box that was in the staff room was sealed, and was checked if it has been tampered with before opening. The questionnaires that were given were viewed only by the researcher and once their purposes were over they were destroyed. Participation was solely voluntary.

11.DISCUSSION

Reliability and integrity of this study

This response rate in this study was 54% and the responses obtained seemed quite good too. The questionnaire was just good enough to answer this study answers. By using content analysis for this qualitative research, those categories chosen by one researcher can be different from another one, and raises eyebrows on the quality of coding too according to Wilson (1985, 411 – 412). The data obtained has been carefully analyzed and divided into different sub-categories to make sure that this research comes to be as reliable as possible in Mauritius and the reader gets a clear picture concerning this study. The two main categories which were obtained through the help of knowledge from previous studies were chosen before the study results are out, thus helping towards putting the sub-categories under the main ones. At the same time, some categories were affecting others; meaning that all the factors that influence job satisfaction, influence each other too at the same time, under the same condition. The sample that was taken initially (n=15) was quite big sample and may be criticize for a qualitative study but it was done on precautionary measures because the response rate was thought to be lesser than what was expected. The response rate in this study was 54%, meaning that over half the amount of participant nurses had a wish to return the questionnaire and help in this study. The integrity of these results in my point of view will definitely differ over some years to come, as reforms and changes are under way by the government of Mauritius and the Nurse Council, so as to increase labor resources and revise nurses' pay scale. This would then mean that more nurses would be satisfied with their work, and thus factors that now are affecting job satisfaction might change maybe in a decade time. As for what the results are, it shows that money was one of the personal factors that influence job satisfaction in Mauritius. This can be because Mauritius is a developing country. The general style of the answers were not that good, as some of the questions were not filled correctly while others were not filled at all. This lead to a problem for the researcher as deep information and the understanding of job satisfaction

among nurses in Mauritius could not be gain as properly as anticipated beforehand. The questionnaire had been designed using knowledge from previous studies and questions on the questionnaires were designed to be as accurate as possible though they were open ended style. In this way it would assure the credibility of this study. Unfortunately some of the answers were not relevant to the study at all. Moreover, at times it was difficult to classify ideas under sub categories or bring a group of ideas together to form a phrase that could be put down in this study. The factor that can affect the integrity and credibility of this study is that even English is the official language in Mauritius, at times French also is used as official language. On the flip side of the coin, a French questionnaire was put into proposal, but because the majority of the nurses voted for English questionnaire, thus the latter was chosen.

12. CONCLUSION

This study has been able to answer the questions that this research sited earlier. At the same time, this study showed that in general nurses in Mauritius were quite satisfied with their work. The factors which influenced their job satisfaction seemed to be more politically and managerial oriented for example not all the nurses were happy with the work place, some found it dirty place to work while others found it reasonably good. Salary was often mentioned the open ended question concerning the job related factors that affected them. Some of them were satisfied with their salary whereas others with more experience as a nurse saw that they were not that satisfied, thus as a nurse they could not help to influence those factors. Culturally it also showed that money is an important factor in job satisfaction and job dissatisfaction in Mauritius and it depended if the work as a nurse was a primary or secondary job in a family. In general most of the nurses seem to be satisfied or quite satisfied with their work, which shows that only a minority were not happy with this field and are still working. The quality of care is not same as in Europe but still the quality of care is at an acceptable level in the Mauritian point of view. At the moment the results from this study provides an updated information about job satisfaction of nurses in Mauritius and how nurses in Mauritius feel about their work place, work atmosphere and employer. The management of the hospital will be given the results part of this study and they could in return understand and evaluate the suggestions of the nurses trough this study. At the same time through this study, new questions raised up for example the relationship between nurses and the management. Culture and job satisfaction showed to influence each other also, but other research methods could be used to verify this study too. Moreover it has been shown in this work that factors that influence job satisfaction can indeed be broken into different parts as mentioned by Cranny, Smith and stone (1992, 46).

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13.1. APPENDICES

Appendix 1 – participation request letter

Dear participant,

I am a student of Jyväskylä University of applied sciences based at Jyväskylä in Finland. As part of my nursing studies I am doing a thesis whose title is Job satisfaction of Nurses in Mauritius. The aim of this study is to find out the determinants of job satisfaction of nurses in Mauritius. The results obtained will not be generalized to all the working nurses in Mauritius. The purpose is solely to find out about the experiences of nurses in their hospital environment in Mauritius and to accumulate knowledge on the role of nurses in Mauritius. It should be noted that this study does not however find suggestive or practical ways to develop, enhance or modify the factors that affects their job satisfaction.

In this aspect please find attached a questionnaire. I request you to please fill it and return it in the box found at your local staff room within 5 days. All the information will be analyzed confidentially and namelessly. Therefore you will not mention or disclose your identity while answering the questionnaire.

Thank you in anticipation for finding time to participate in this study.

Kind regards,

Hanish Dev Bhurtun
Nursing student
Jyväskylä
Finland.
hanishdevbhurtun@gmail.com

Appendix 2 - questionnaire

Please put a cross on the appropriate box and answer on the dotted lines.

Male

Female

Age: 20-29 30-39 40-49 Above 50 years:

Marital status: ried ngle iced wed

Educational background:.....

I have a permanent place of work: I have a temporary place of work:

I work fulltime I work part time I work only when the hospital calls me:

I have worked here for less than 2 years 2 to 5 years

5 to 10 years more than 10 years

At present, concerning my workplace I am: Very satisfied satisfied

Quite satisfied not satisfied

1. What is the meaning of work in your life?

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2. Explain the personal factors that influence your job satisfaction.

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3. Explain the job related factors that influence your job satisfaction.

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4. Explain your feelings towards this job.

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5. Please write about your experiences as a nurse in this work place.

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