NURSING COMPETENCIES AND JOB SATISFACTION OF STAFF NURSES IN THE MILLENNIAL GENERATION

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ABSTRACT

In a rapidly advancing nursing profession, nurses should be equipped with competency skills in giving a safe and quality care. Competency encompasses knowledge, skills, and attitude that nurses should possess in order to provide a safe and quality care. The study showed the competencies that millennial nurses have, what satisfies them in their work, and their competency level. Researchers used descriptive-comparative method that described and compared the millennial nurses' competency and job satisfaction. Researcher-structured survey questionnaire was used to survey 48 millennial nurses of a hospital in Sto. Tomas, Batangas. The respondents' strength is the capability to promote safe and quality care. Millennial nurses perceived that they are competent in terms of utilizing the nursing process. Furthermore, they perceived that the existence of such given job characteristics will satisfy them in their work. The researchers recommend that millennial nurses should rely more on implementing strategies related to informed consent as it applies in multiple contexts, in adhering to protocols and principles of confidentiality, in safekeeping and releasing of the records and information, and in demonstrating continuous competence and professional growth.

Key words: *Nursing competency, job satisfaction, millennial generation, nurses*

INTRODUCTION

Modern nursing began in the 19th century with the help of Florence Nightingale. Nursing became more important than ever as nurses were needed to aid the wounded soldiers during the Crimean War to Civil War. During this war, deaths from injuries were very common; this resulted to an infection outbreak. Nightingale became an advocate of sanitary living conditions for patients who were being treated in the hospitals. There were also nurses who joined the ranks that brought larger focus on the profession as nurses were also a great help in the military hospitals; these nurses are also recognized officially as military nurses. It spread throughout the entire nursing profession throughout the years, until now. These nurses were satisfied by the achievement, recognition, and respect that they received (Sayles, 2017).

In a rapidly advancing nursing profession, nurses are expected to use their competency skills in giving a safe and quality care. Competency encompasses knowledge, skills and attitude that nurses should possess in order to provide a safe and quality care. Compared to the previous generations, the millennial generations are more competent in terms of giving care with the use of advance technology (van Graan, Williams, & Koen, 2016).

According to the 2012 National Nursing Core Competency Standards, there are 5 competencies being used to evaluate a nurse, these are (1) Practices with Legal Principles and Code of Ethics in making professional judgment, (2) Promotes safe quality care, (3) Complete and accurate recording and reporting system, (4) Collaboration relationship with other colleagues, and (5) Professional and personal growth development (Labour Organization, 2014).

In order to be competent, job satisfaction must be achieved. Job satisfaction is the level of contentment a person has about his or her job. It has been said that job satisfaction affects the competency of

a person. If a person is not satisfied with his or her work, he or she will not perform well (Sayles, 2017).

Since each generation differs in characteristics, job satisfaction, and competency level, the purpose of this study is to know the competencies that millennial nurses have and what satisfies them in their work. In addition, the researchers studied the different types of problems that millennial nurses face and how competency relates with their job satisfaction. Competency and job satisfaction of millennial nurses may continue over time. By having this research study, future nurses will gain knowledge and insight about balancing and managing competency in their professional practice and, at the same time, feel considerable satisfaction on the job experience that they have.

Objectives of the study

The purpose of this study was to determine the competencies and job satisfaction of the millennial nurses. Specifically, this study sought to:

1. Determine the profile of millennial nurses in terms of:

    1.1 gender;

    1.2 length of service; and

    1.3 clinical area assigned;

2. Determine the nursing competencies of staff nurses in terms of:

    2.1 practicing in accordance with legal principles and the code of ethics in making personal and professional judgment,

2.2 utilizing the nursing process in the interdisciplinary care of clients that empowers the client and promotes safe quality care,

2.3 maintaining complete, accurate and up to date recording and reporting system,

2.4 establishing collaborative relationship with other colleagues and other member of the team to enhance nursing and other health services, and

2.5 promoting professional and personal growth development.

3. Determine the level of job satisfaction of staff nurses in terms of:

3.1 physiologic aspect;

3.2 safety aspect;

3.3 social aspect;

3.4 self-esteem aspect; and

3.5 self-actualization aspect.

4. Determine if there is a significant relationship between the competencies and job satisfaction of the millenial nurses.

5. Determine if there is significant difference between the competencies and job satisfaction of millenial nurses when grouped according to their profile.

METHODOLOGY

Research Design

The study used the descriptive-comparative method that describes and compares the competency and job satisfaction of millennial nurses.

The descriptive method of research involves as a certain data gathering process on prevailing conditions and practice or description of objects, process, or persons as they exist for about a certain educational phenomenon, predicting for identifying relationship among and between the available described.

The comparative method of research involves comparing and contrasting two or more samples of study subjects on one or more variables, often at a single point of time.

Research Locale

The research study was conducted in a 220-bed capacity private secondary level medical center, recognized as a center of excellence – the highest level of quality accreditation – by the Philippine Health insurance corporation (Phil Health) located at Sto. Thomas Batangas, Philippines. The researchers chose this tertiary level medical center since it is internationally known for its nursing care services, committed to meet the healthcare needs of patients through a diverse group of competent and compassionate professionals. The Nursing Service department prides itself in its organizational culture where excellence in the practice of the profession is valued as essential for quality healthcare through leadership, research, evidenced-based practice, continuous professional development, and patient-safety as its roots to a larger and comprehensive delivery of patient-centered services.

Respondents of the Study

The respondents of the study were 48 staff nurses chosen through purposive sampling technique. The age of the respondents ranges from twenty-one (21) to thirty-six (36) years old, currently employed in the institution regardless of gender, length of service, and clinical area assigned. The sample size was calculated using G-Power Software. The effect size was at 0.35, alpha error probability of 0.10, and power of 0.90.

Research Instrument

The data gathering was aided by a researcher-structured questionnaire items adopted from 2012 NNCCS and Maslow's Hierarchy of Needs for Nurses. The tool was composed of three parts. The first part contained the demographic profile of the correspondents in terms of gender, length of service, and assigned department. The second part comprised the items on nursing competencies, grouped according to legal and ethical principles (5 items), safe and quality care (7 items) , recording and reporting system (5 items), collaboration with other health team members (5 items), and personal and professional growth (5 items). The third part included the items on the job satisfaction of staff nurses which were grouped according to physiologic aspect (items 1-5), safety aspect (item 6), social aspect (items 7-12), self-esteem aspect (items 13-21), and self-actualization aspect (item 22). Maslow's heiarchy of needs was the basis of the items in this portion. Before data gathering, the researchers have done pilot testing to know if the questionnaire were reliable. The result was computed by the statistician. The results were Cronbach alpha r = .955 for part 1, r = .936 for part 2, and r = .937 overall. These result showed that the researcher-structured questionnaire was reliable for data gathering.

Data Gathering Procedure

The researchers provided a request permission letter to the Dean of the College of Allied Medicine to approve the survey, and to the Chief Nurse of the chosen hospital to ask for the permission of the staff nurses who would like participate to the research study. Survey questionnaire was the main instrument for data gathering in the study. Researchers got 48 millennial nurses aged between 21-36 years old at a 220-bed capacity tertiary level medical center located at Batangas, Philippines. They pointed out their socio-demographic profiles, competencies, and job satisfaction. The researchers allocated one month to gather data from the chosen hospitals. The researchers had the actual distribution of the questionnaires to the chosen group of respondents.

Ethical consideration

Ethical aspect is considered important to protect the respondents. Informed consent and appropriate permission from the respondents were provided. Confidentiality of the respondents was strictly maintained to ensure privacy of the data. Anonymity was maintained to secure the respondent's identity. Respondents may withdraw at any point of data gathering since the participation was voluntary. All the data gathered were used for this study. The data collected were stored in a private storage.

Statistical Treatment

Frequency tables were used to determine the profile of staff nurses in terms of length of service and department assigned. Weighted mean was applied to determine the competencies and job satisfaction of staff nurses. Pearson's r was used to determine the level of job satisfaction of staff nurses. T-test was utilized to determine if there is significant relationship between the competencies and job satisfaction of millennial nurses. ANOVA was utilized to determine if

there is significant difference between the competencies and job satisfaction of millennial nurses when grouped according to their profile.

RESULTS AND DISCUSSION

Socio-Demographic Profile

Table 1. Profile of millennial nurses in terms of gender

Gender	Frequency	Percent
Male	18	37.5
Female	25	52.1
LGB	5	10.4
Total	**48**	**100.0**

Table 1 shows the profile of millennial nurses in terms of gender. The majority in this frequency table were female (52.1% of the total population). The findings revealed that nursing at present is still considered a profession dominated by the female group. This result shows that there were more female nurses than male and LGBT.

Table 2. Profile of millennial nurses in terms of length in service

Length of Service	Frequency	Percent
0 to less than 1 year	21	43.8
1 to less than 2 years	14	29.2
2 years	3	6.3
3 to 5 years	8	16.7
More than 5 years	2	4.2
Total	**48**	**100.0**

Table 2 shows the profile of millennial nurses in terms of length in service. 43.8% of the total population were 0 to less than 1 year in service. 4.2% of the total population were more than 5 years in service. The findings indicated that there were more novice nurses than advanced beginners, competent, and even expert nurses. The absence of nurses with longer years in service can be attributed to the increased rate of experienced staff nurses who decided to leave their post in exchange of a better work condition abroad, or a shift to other work which offer higher salary. This result shows that many of the respondents were novice in the profession.

Table 3. Profile of millennial nurses in terms of clinical area assigned

Clinical Area Assigned	Frequency	Percent
General Ward	26	54.2
Emergency Department	8	16.7
Special Unit(ICU, OR, DR, Dialysis, Chemotherapy)	14	29.2
Total	**48**	**100.0**

Table 3 shows the profile of millennial nurses in terms of department that they were assigned. The majority of the millennial nurses who were assigned in general ward (54.2% of the population). General wards are commonly the initial areas of assignment given to the new staff nurses. These areas do not require special skills like the

special areas where competent and proficient nurses work. Wards also has more patient and do not need close watching like the patients in the ICU, or dialysis unit which need one on one interaction. These results show that many of the respondents were from the general ward.

Nursing Competency

Table 4. Nursing competencies of staff nurses in terms of practice in accordance with legal principles and the code of ethics in making personal and professional judgement.

Items	Mean	Interpretation
Adheres to ethico-legal considerations when providing safe, quality and professional nursing care.	4.23	Moderately Competent
Protects clients rights based on "Patient's Bill of Rights and Obligations.	4.21	Moderately Competent
Applies ethical reasoning and decision-making process to address situations of ethical distress and moral dilemma.	4.19	Moderately Competent
Adheres to established norms of conduct based on the Philippine Nursing Law and other legal, regulatory and institutional requirements relevant to safe nursing practice.	4.13	Moderately Competent
Implements strategies/policies related to informed consent as it applies in multiple contexts.	4.10	Moderately Competent
Composite mean	**4.172**	**Moderately Competent**

Legend: 4.5-5.00- Highly Competent, 3.5-4.49- Moderately Competent, 2.5-3.49- Competent, 1.5-2.49- Slightly Competent, 1.0-1.49- Not Competent

Table 4 shows the nursing competencies of staff nurses in terms of practice in accordance with legal principles and the code of ethics in making personal and professional judgement. The result in this table shows that the respondents were moderately competent with a composite mean of 4.172. Adheres to ethico-legal considerations when

providing safe, quality, and professional nursing care had the highest mean of 4.23, and the lowest mean of 4.10 for Implements strategies/policies related to informed consent as it applies in multiple contexts. Nurses always practice ethico-legal considerations along with other healthcare providers in providing safe and quality care for the client. Implementation of informed consents to clients are applied under rules and policies.

Professional code of ethics must be used by the nurses to utilize clinical judgement inherent in the process of assessment, diagnosis, implementation and evaluation. Professional nurses were expected by the health care institutions in joining the workforce to be highly competent and prepared to function in health care arena. The continuous increase of the changes in the demands of practice was characterized by uncertainity. Despite of that, nurses should still have to make clinical decisions and judgements, and it should be based on the legal and ethical principles of nurses (van Graan et al., 2016).

One of the vital skills that nurses should have is clinical judegement that enables them to determine the appropriate nursing interventions when planning patient care at all times, especially when treating patient who needs emergency judgement (Lindsey & Jenkins 2013).

Table 5. Nursing competency of staff nurse in terms of utilizing the nursing process in the interdisciplinary care of clients that empowers the client and promotes safe quality care.

Items	Mean	Interpretation
Documents client's responses, nursing care services rendered, processes and outcomes of the nurse-client working relationship	4.29	Moderately Competent
Implements safe and quality interventions with the client to address the health needs, problems and issues.	4.25	Moderately Competent
Assesses with the client one's health status.	4.19	Moderately Competent
Ensures a working relationship with the client and/or support system based on trust respect and shared decision making.	4.17	Moderately Competent
Provide health teaching using selected planning models.	4.15	Moderately Competent
Evaluates with the client the health status and/or expected outcomes of nurse-client working relationship.	4.15	Moderately Competent
Formulates with the client a plan of care to address the health conditions, needs, problems and issues based on priorities.	4.04	Moderately Competent
Composite Mean	**4.177**	**Moderately Competent**

Legend: 4.5-5.00- Highly Competent, 3.5-4.49- Moderately Competent, 2.5-3.49- Competent, 1.5-2.49- Slightly Competent, 1.0-1.49- Not Competent

Table 5 shows that all items were assessed as moderately competent in terms of utilizing the nursing process in the interdisciplinary care of clients that empowers the client and promotes safe quality care had a composite mean of 4.177. Documents, client's responses, nursing care services rendered, processes, and outcomes of the nurse-client working relationship had the highest mean of 4.29,

and the lowest mean of 4.04 for formulates with the client a plan of care to address the health conditions, needs, problems, and issues based on priorities. Documentation of care rendered to the client and it's outcomes during nurse-client interaction were mostly performed. Nurses and clients should have an intact communication to address health conditions. The formulation of plan of care for clients should be prioritized.

Researchers in Czech Republic studied about the competencies of members of nursing teams in inpatient facilities. The result showed that all members of nursing team did not fulfil or overstep beyond their "internal" and "external" competencies. Practice nurses perform all nursing activities which are supposed to be performed by less qualified members of the nursing team. The reason behind this was lack of time to perform the activities and practice nurses perform activities which were in the competence of the doctors. Practice nurses were forced to perform activities beyond the scope of their professional activities such as performing hygiene care, serve food and feed patients, do bed making or bedside care, dilute disinfectants, and accompany patients to examination laboratories. They perform all of these tasks despite of having nursing assistants, nurse aids, and medical assistants (OváMikš, Šamaj, Machálková, & Ivanová, 2014).

Table 6. Nursing competency of staff nurse in terms of maintaining complete, accurate and up-to-date recording and reporting system.

Items	Mean	Interpretation
Ensures completeness, integrity, safety, accessibility and security of information.	4.23	Moderately Competent
Utilizes acceptable, up to date, and available system of informatics.	4.19	Moderately Competent

Table 6 continued…

Implements system of informatics to support the delivery of health care	4.13	Moderately Competent
Adheres to protocols and principles of confidentiality in safekeeping and releasing of the records and information.	4.06	Moderately Competent
Documents data on client care clearly, concisely, accurately, and in a timely manner.	4.04	Moderately Competent
Composite Mean	**4.132**	**Moderately Competent**

Legend: 4.5-5.00- Highly Competent, 3.5-4.49- Moderately Competent, 2.5-3.49- Competent, 1.5-2.49- Slightly Competent, 1.0-1.49- Not Competent

Table 6 shows that all items were assessed as moderately competent in terms of maintaining complete, accurate, and up-to-date recording and reporting had a composite mean of 4.177. Ensures completeness, integrity, safety, accessibility and security of information had the highest mean of 4.23, and the lowest mean of 4.04 for the documents data on client care clearly, concisely, accurately, and in a timely manner**.** Recording and reporting system in hospital were highly performed. Nurses ensured complete and accessible information, especially security of client's information as a legal document. Documentation of client's data secondary to Implementation of nursing care was done accurately for every client.

In a study conducted among Korean nurses, clinical error is a problem that they always encounter. Identifying the nature of clinical errors in clinical area is necessary for the reduction of errors effectively. Error-reporting systems had been implemented by many healthcare institutions. In helping to detect incidents behind patients safety and providing opportunities that improves systems performance and

prevention of patients safety risks in the future, data and information were analyzed through clinical error reporting. To create a safer healthcare system, clinical error reporting is essential. On the other hand, underreporting of clinical errors is a major challenge in improving patients safety (Hwang & Ahn, 2015).

Table 7. Nursing competency of staff nurse in terms of Establishing Collaborative Relationship with Other Colleagues and Other member of the Team to Enhance Nursing and Other Health Care Services.

Items	Mean	Interpretation
Implements strategies or approaches to enhance and support the capability of the client and care providers to participate in decision making.	4.23	Moderately Competent
Respect the role of the other members of the health team.	4.17	Moderately Competent
Ensures effective collaboration in the delivery of health care.	4.06	Moderately Competent
Supports the views of clients/families and /or care providers.	4.04	Moderately Competent
Acts as liaison/advocate of the client during decision making by the inter-professional team.	4.00	Moderately Competent
Composite Mean	**4.098**	**Moderately Competent**

Legend: 4.5-5.00- Highly Competent, 3.5-4.49- Moderately Competent, 2.5-3.49- Competent, 1.5-2.49- Slightly Competent, 1.0-1.49- Not Competent

Table 7 shows that all items were assessed as moderately competent in terms of establishing collaborative relationship with other colleagues and other member of the team to enhance nursing and other health care services had a composite mean of 4.098. Implements strategies or approaches to enhance and support the capability of the client and care providers to participate in decision making item had the highest mean of 4.23, and the lowest mean of 4.00 for Acts as liaison/advocate of the client during decision making by the inter-professional team. Nurses revealed highest score in implementing strategy or approaches to enhance and support the capability of the client and care providers to participate in decision-making. One of the responsibilities of nurses is to make sure that patients have the responsibility for their own self. Patients with their family must have the free will to decide what is best for them.

Improving a good teamwork is essential in enhancing health care service. Otherwise, ineffective teamwork is a major factor of decreased patients safety. There are studies that investigate about the levels of teamwork of healthcare providers depending on their workplace. They found out that nurses that is working in intensive care units have higher teamwork than nurses working in medical-surgical units. Nurses in the United States showed that team leadership had the highest priority for improvement. This levels of team work may vary according to health settings and systems. With that result, identifying the current state of teamwork of nurses is important in order to improve their teamwork in the clinical area. They proposed that teamwork influences staff nurses' performance. A study in emergency department found out that enhanced teamwork leads to reduction of clinical error rates. Clinical error can be prevented adverse event. Identifying the nature of clinical errors in clinical area is necessary for the reduction of errors effectively. For better teamwork, leadership development strategies and continuous education for team leaders are needed. In this study it shows that nurses had different perceptions about teamwork according to their characteristics. Older nurses, aged forty years old and above and those nurses in magerial positions, have more

positive perceptions of teamwork than the others beacause they may be have a better understanding complicated work processes that involves various departments and professional co-workers. They also have worked in teams for a very long time. In this result, they are competent in teamwork and collaboration with other healthcare providers (Hwang & Ahn, 2015).

Table 8. Nursing competency of staff nurse in terms of Promoting Professional and Personal Growth Development.

Items	Mean	Interpretation
Models professional behavior.	4.19	Moderately Competent
Interprets data to show the urgency of change.	4.13	Moderately Competent
Assumes responsibility for lifelong learning, own personal development and maintenance of competence.	4.13	Moderately Competent
Engages on advocacy activities to influence health and social care service policies and access to services.	4.02	Moderately Competent
Demonstrates continued competence and professional growth.	3.96	Moderately Competent
Composite Mean	**4.086**	**Moderately Competent**

Legend: 4.5-5.00- Highly Competent, 3.5-4.49- Moderately Competent, 2.53.49- Competent, 1.5-2.49- Slightly Competent, 1.0-1.49- Not Competent

Table 8 shows that all items were assessed as moderately competent in terms of promoting professional and personal growth development with a composite mean of 4.086. Models professional behavior item had the highest mean of 4.19, and the lowest mean of 3.96 for the item demonstrates continued competence and professional growth. Nurses in their initial years of work usually focus more on how they are going to fit into the organization they belong. They become more engaged on how to develop their clinical skills and enjoy their time working.

Professional development of registered nurses includes the acquisition of new knowledge, skills, and attitudes to enable the occupational health nurse (OHN) to be competent. Professional development is the process of obtaining all the skills, qualifications and experience that nurses learned when they are still students. These should be able to enhance their career in occupational health nursing (de Jager, Nolte, & Temane, 2016).

Career growth measures the employee career development speed. It is used to assess how fast the employees progress in their current organization. Career growth has been proven to have a good effect on the career outcome and intention of remaining in their job. However, career growth also plays a role on the intent of turnover and individual attitude. In that case, it is essential to improve the career growth to stabilize nurse's job in the organization. Healthcare organizations should conduct an evaluation about nurses career growth within the organization to decrease job turnover (Liu, Yang, Liu, Yang, & Zhang, 2015).

Job Satisfaction

Table 9. Determine the level of job satisfaction of staff nurses in terms of physiologic aspect.

Physiologic Aspect	Mean	Interpretation
Staffing scheme	3.44	Satisfied
Salary	3.38	Satisfied
Over time pay	3.31	Satisfied
Flexibility of schedule	3.29	Satisfied

Table 9 continued…

Shifts and hours of work	3.02	Satisfied
Composite Mean	**3.288**	**Satisfied**

Legend: 4.5-5.00- Highly Satisfied, 3.5-4.49- Moderately Satisfied, 2.5-3.49- Satisfied, 1.5-2.49- Slightly Satisfied, 1.0-1.49- Not Satisfied

Table 9 shows that the respondents were satisfied with their job garnering a weighted mean of 3.288 in terms of physiologic aspect. Staffing scheme item had the highest mean of 3.44, and the lowest mean of 3.02 for the shifts and hours of work because they are not that satisfied. Nursing service uses different staffing schemes. Sometimes their choice of scheme depend on the organizational setup. Nurses usually prefer the scheme that will give them enough period of rest and time to attend to their other personal needs. Working hours often affect one's capability to work. Result of the study revealed that staff nurses were satisfied with their work shifts and hours. In the Philippines, the most common work shift is the 8 hours shift. Nurses work five days in a week, with two days off. The two days off provide enough time to attend for their personal needs.

From a study conducted to nurses in Korea, pay, job security, work content, physical work environment, and working hours were the physiologic factors highlighted. Among those characteristics, work content, physical work environment and working hours are needed to improve their job satisfaction, thus this may be improved by organizational support. Reducing overtime and regulating shifts based on appropriate workloads and reasonable staffing levels may be necessary for improving nurses' satisfaction with the working hour. Also, patient assignment, with consideration of newly graduated nurses skill level, would be helpful for controlling their workloads and overtime beacause unskilled nursing practice throughout their first year may be a reason for overtime (Park et al., 2012).

In a study conducted in China, nurses will be satisfied in their job if they did not feel physically and psychologically pressured from work. Those excessive workload demand large amount of paperwork, the responsibility for the total care of patients requiring very complex healthcare, the continuous understaffing, the physical work environment, and the frequent inspections from numerous government agencies. All of these workload demands have a great impact to their level of job satisfaction. According to those nurses, they feel that they were treated unfairly. and also they were concerned for their own health and well-being because they usually get sick due to excessive workload demands and lack of time off for rest and recovery (Tao et al., 2015).

Table 10. Determine the level of job satisfaction of staff nurses in terms of safety aspect.

Safety Aspect	Mean	Interpretation
Job security	3.50	Moderately Satisfied
Composite Mean	**3.50**	**Moderately Satisfied**

Legend: 4.5-5.00- Highly Satisfied, 3.5-4.49- Moderately Satisfied, 2.5-3.49- Satisfied, 1.5-2.49- Slightly Satisfied, 1.0-1.49- Not Satisfied

Table 10 shows that the respondents were moderately satisfied on their job with a weighted mean of 3.50 in terms of safety aspect because they knew that they were secured inside the hospital.

In a study conducted in Europe, there are difference between registered nurses and specialized nurses. In employment security, registered nurses had less intention to leave the profession, while in the correlation was opposite in nurses with more training. On the other hand, registered nurses with specialized training were worried about

becoming unable to work and they had thought of starting a different job and give up their nursing profession. In comparison with nurses that has concerns about employment security or being unable to work in the institution, nurses were more anxious about being transferred inside the organization or facing changes in their work schedules. Job insecurity experienced by nurses cause them to have an intention of leaving the job. The important predictor of intention of leaving is being transferred inside the organization or work schedule changes. When conducting the results, job insecurity that nurses experience appeared to be the most reason of intention of leaving the job in all countries except for Poland and Slovakia (Laine et al., 2009).

Needle stick injuries are one of the serious occupational hazards in the transmission of any kind of bloodborne pathogens such as hepatitis B virus, hapetitis C virus, and huma immunodeficiency virus (AIDS) among nurses and other healthcare providers. Researchers in Iran studied about needle stick injuries (NSIs) among nurses (Jahangiri, Rostamabadi, Hoboubi, Tadayon, & Soleimani, 2016).

Table 11. Determine the level of job satisfaction of staff nurses in terms of social aspect.

Social Aspect	Mean	Interpretation
Support from nursing management in resolving physician-nurse conflict	3.88	Moderately Satisfied
Professional relationship with:		
Peers	3.88	Moderately Satisfied
Supervisors	3.88	Moderately Satisfied
Other members of the health team	3.83	Moderately Satisfied

Table 11 continued…		
Peer conflict resolution	3.79	Moderately Satisfied
Collaborating with members of the health team	3.73	Moderately Satisfied
Respect from my client	3.56	Moderately Satisfied
Respect from significant others	3.67	Moderately Satisfied
Composite mean	**3.777**	**Moderately Satisfied**

*Legend: 4.5-5.00- Highly Satisfied, 3.5-4.49- Moderately Satisfied, 2.5-3.49- Satisfied, 1.5-2.49-
Slightly Satisfied, 1.0-1.49- Not Satisfied*

Table 11 shows that the respondents were moderately satisfied in the social aspect of their job with a weighted mean of 3.777. Support from nursing management in resolving physician-nurse conflict item had the highest mean of 3.88, while the item respect from the client and significant others had the the lowest mean of 3.67. This maybe because they are irritatated because of the pain that the patients feel, and the hight cost of hospital bill for the significant others.

In a study conducted in Korea, support systems such as orientation programs (e.g., preceptor programs, internships, or residency programs), or mentorship programs were helpful in korean nurses. Environmental factors were a critical satisfier for the job. A good physical work environment was more attractive factor for job satisfaction for newly graduate nurses. Furthermore, improving physical work environment helped nursing practice in efficient ways; for example, lean management in nursing can be one example of an effort to improve the physical work environment (Park et al., 2012).

According to Chang & Cho (2016), nurses in South Korea experienced violence in the clinical area. Nurses communicate and coordinate care with their colleagues and other health care provider from different backgrounds and diciplines. Also, they faced interpersonal conflicts in their everyday practice in the area and eventually lead to violence. In particular, newly licensed nurses were at high risk of exposure to violence. Experiencing everyday violence may result to decreasing productivity in job performance, and may lead to depression and other health problems in nurses. With this experience

in their everyday practice, this may lead to their main job disatisfaction and eventually turnover will happen.

Table 12. Determine the level of job satisfaction of staff nurses in terms of self-esteem aspect.

Self-Esteem	Mean	Interpretation
Opportunity to learn new skills	3.94	Moderately Satisfied
Work challenges that allow professional growth and development	3.85	Moderately Satisfied
Opportunities for educational advancement (masters, doctorate)	3.81	Moderately Satisfied
Open lines of communication with the management	3.79	Moderately Satisfied
Reward system for job well done	3.73	Moderately Satisfied
Opportunities to innovate and be creative	3.71	Moderately Satisfied
Composite mean	**3.805**	**Moderately Satisfied**

Legend: 4.5-5.00- Highly Satisfied, 3.5-4.49- Moderately Satisfied, 2.5-3.49- Satisfied, 1.5-2.49- Slightly Satisfied, 1.0-1.49- Not Satisfied

Table 12 shows that the respondents were moderately satisfied in their job in terms of self-esteem with a weighted mean of 3.805. Opportunities to learn new skills item had the highest mean of 3.94 and Opportunities to innovate and be creative item had the lowest mean of 3.71. Nurses know that they have the opportunity to learn new skills in the hospital area and to innovate by the advance technology in the hospital.

Job satisfaction with work content was related to the feeling that one was making difference or feedback, providing high quality patient care, assuming a mentoring role, making an organizational

commitment, or controlling workload. A positive feedback to these will explain their self-confidence from their efficient nursing performance due to a good application of nursing skills and knowledge to real situations. Support systems such as orientation programs (e.g., preceptor programs, internships, or residency programs), or mentorship programs were helpful in newly graduated korean nurses (Park et al., 2012).

A research study conducted in 2012 revealed that the nurses and midwives, who are currently working in the system, need to be appropriately rewarded and praised by their senior management for their good work for them to be able to enhance morale and camaraderie so that they feel are being recognized and valued for the work they enjoy doing and for which they suited. It also identifies that despite of highly stressful work, there are positive levels of enjoyment and satisfaction that make them continue to work in their profession as described by the nurses and midwives (Skinner, Madison, & Humphries, 2012).

Table 13. Determine the level of job satisfaction of staff nurses in terms of self-actualization.

Self-Actualization	Mean	Interpretation
Opportunities to attend staff meetings, patient-care conferences, and staff-development programs	3.88	Moderately Satisfied
Sharpening old skills	3.81	Moderately Satisfied
Opportunities for coaching and mentoring	3.79	Moderately Satisfied
Opportunities to be a leader	3.77	Moderately Satisfied
Composite Mean	**3.812**	**Moderately Satisfied**

Legend: 4.5-5.00- Highly Satisfied, 3.5-4.49- Moderately Satisfied, 2.5-3.49- Satisfied, 1.5-2.49- Slightly Satisfied, 1.0-1.49- Not Satisfied

Table 13 shows that the respondents were satisfied, with a weighted mean of 3.812, in terms of self actualization aspect. Opportunities to attend staff meetings, patient-care conferences, and staff-development programs item had the highest mean of 3.88 and Opportunities to be leader item had the lowest mean of 3.77 because even though they are competent to be a leader, the backer factor in Filipino culture is more pronounced.

Researchers in Italy used Hackman and Oldham model to identify the existence of job characteristics on nurses that will satisfy their job satisfaction such as the need for job significance and autonomy which causes employees to feel competent and self-worthy, thereby decreasing their stress (Charkhabi et al., 2014).

A competent nurse should possess professional autonomy as their important feature, and it is also essential for them to provide safe and high-quality of care. Independent nurses make their own decisions and judgments on what they do with the least pressure. Autonomy is one of the predictive factors of job satisfaction to them because they can work independently and freely. In their study, they found out that professional autonomy amongst nurses, working in pediatric units and pediatric intensive care units, was low but, on the other hand, moral distress in terms of both intensity and frequency was average. In order to increase the professional autonomy of nurses, it is essential to understand the aspects of professional autonomy benefit and its negative impact to patients, nurses, and other health care professionals. Solutions to such problems can be applied once it is identified. However, moral distress among nurses should be given attention by the nurse's managers in this field (Sarkoohijabalbarezi, Ghodousi, & Davaridolatabadi, 2017).

Table 14. Significant relationship between the nursing competencies and job satisfaction of the millenial nurses.

Nursing Competency and Job Satisfaction	Correlation Analysis	p-value sig(2-tailed)	Verbal Interpretation
Practices in accordance with Legal principles and the Code of Ethics in making Personal and Professional Judgment.	.333*	.021	Significant
Utilizes the Nursing Process in the Interdisciplinary care of Clients that Empowers the Client and Promotes safe Quality Care.	.332*	.021	Significant
Maintains Complete, Accurate and Up-To-Date Recording and Reporting System.	.270	.064	Not Significant
Establishes Collaborative Relationship with Other Colleagues and Other member of the Team to Enhance Nursing and Other Health Care Services.	.390*	.032	Significant
Promotes Professional and Personal Growth Development.	.295*	.042	Significant

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Table 14 shows that the relationship between the competencies and job satisfaction of millennial nurses. Correlation was significant at the 0.05 level .There was significant relationship between job satisfaction and practices in accordance to legal principles and the code of ethics in making personal and professional judgment and utilizes the nursing process in the interdisciplinary care of clients that empowers the client and promotes safe quality care both with a p-value of 0.021. Establishing collaborative relationship with other colleagues and other member of the team to enhance nursing and other health care services was significantly related to job satisfaction with a p-value of .032. Promoting Professional and Personal Growth Development

was significantly related to job satisfaction with 0.042. Practicing while considering legal principles and ethics were connected in utilizing the nursing process to promote safe and quality care for every patient. Collaboration within co-nurses to enhance nursing and health care services were always performed in the area.

Professional code of ethics must be used by the nurses to utilize clinical judgement inherent in the process of assessment, diagnosis, implementation and evaluation. Professional nurses were expected by the health care institutions in joining the workforce to be highly competent and prepared to function in health care arena. The continuous increase of the changes in the demands of practice are characterized by uncertainity. Despite of that, nurses should still have to make clinical decisions and judgements, and it should be based on the legal and ethical principles of nurses. A good communication, interpersonal relationships, and support between the nurses and other health care provider are essential to create a good environment which is conducive in learning in the clinical environment. This promotes a reduction in workers anxiety, positive socialization, confidence and self-esteem, thus promoting learning which promotes satisfaction of nurses in their job. On the other hand, Indian nurses were frustrated in their work due to unfriendly staff, and other nurses were isolated and ignored which made them unsatisfied to their job (van Graan, Williams, & Koen, 2016).

Career growth measured the employee career development speed. It was used to assess how fast the employees progress in their current organization. Career growth has been proven to have a good effect on career outcome and intention of remaining in their job. However, career growth also played a role on intent of turnover and individual attitude. In that case, it was essential to improve the career growth to stabilize nurse's job in the organization. Healthcare organizations should conduct an evaluation about nurses career growth within the organization to decrease job turnover (Liu et al., 2015).

Competency is the ability of a person to be successful and efficient according to a particular specifications and classification standards, while job satisfaction is the level of contentment a nurse perceive regarding on their job. There are different nursing posts, illnesses, and treatment that require professional quality nurses. Nurses have different talents and abilities. Nursing management should classify them and provide proper work distribution according to their abilities. Researchers in China found out that competency-based management allows organization to establish a good direction for career planning to their clinical nursing staff. Furthermore, it allows them to improve the effectiveness and safety of the work performed by their nursing staff by using a systematic, evidence-based approach to measure, and cultivate the talents and abilities of nursing staffs. Evaluation of nurse's duties and responsibilities and their perceptions contribute to the establishment of tailored management and allocation of nursing staff. This management helps the institution to gain and improve the administration's recognition and affirmation of their nurses. This approach gives a positive feedback that nurses were more satisfied to their job and it also added to patient satisfaction and hospital satisfaction (Chang, Yang, & Yuan, 2014)

Table 15. Difference of nursing competency and job satisfaction when grouped according to gender.

Gender and Job Satisfaction	F	sig(2-tailed)	Verbal Interpretation
Practices in accordance with Legal Principles and the Code of Ethics in making Personal and Professional Judgment	.332	.719	Not Significant
Utilizes the Nursing Process in the Interdisciplinary care of Clients that Empowers the Client and Promotes safe Quality Care	2.218	.131	Not Significant
Maintains Complete, Accurate and Up-To-Date Recording and Reporting System.	1.153	.325	Not Significant
Establishes Collaborative Relationship with Other Colleagues and Other member of the Team to Enhance Nursing and Other Health Care Services	.898	.414	Not Significant
Promotes Professional and Personal Growth Development	2.046	.191	Not Significant
Job Satisfaction	.544	.584	Not Significant

**. Correlation is significant at the 0.01 level (2-tailed)

*. Correlation is significant at the 0.05 level (2-tailed)

Table 15 shows that there were no siginificant difference between nursing competency and job satisfaction in accordance to gender.

Female sex remained as one of the strongest predictive factors of health- quality of life compared to male, and this may be explained by the roles of each sex adapts. According to a study made by Greek nurses, female nurses and those who are wishing to stay in the same job had a higher scores in physical and mental health which make them do their job more competently than the other gender. This study showed that the relationship of job satisfaction and health made the nurses work

in a positive work environment and feel better in terms of mental and physical health (Ioannou et al., 2015).

Table 16. Difference of nursing competency and job satisfaction when grouped according to length of service.

Length of service And Job Satisfaction	F	sig(2-tailed)	Verbal Interpretation
Practices in accordance with Legal Principles and the Code of Ethics in making Personal and Professional Judgment	1.317	.279	Not Significant
Utilizes the Nursing Process in the Interdisciplinary care of Clients that Empowers the Client and Promotes safe Quality Care	2.811	.037	Significant
Maintains Complete, Accurate and Up-To-Date Recording and Reporting System.	1.126	.357	Not Significant
Establishes Collaborative Relationship with Other Colleagues and Other member of the Team to Enhance Nursing and Other Health Care Services	1.1257	.301	Not Significant
Promotes Professional and Personal Growth Development	.805	.529	Not Significant
Job Satisfaction	1.033	.401	Not Significant

**. Correlation is significant at the 0.01 level (2-tailed)

*. Correlation is significant at the 0.05 level (2-tailed).

Table 16 shows that across nursing competency and job satisfaction by length of service, utilizes the nursing process in the interdisciplinary care of Ccients that empowers the client and promotes safe and quality care was the only item significantly related in this table with a p-value of 0.037. It was significant because within the length of service one has, he or she gains experience to be more competent in rendering safe and quality care to the client.

Nurses who work in the institution for a very long time and those who are in the managerial position already masterized what they do to their job. In a study about length of service as a nurse , nurses with the shortest length of service were least active in coping with problems that they spontaneously encounter in the clinical area. Since seniors have increased competence, novice nurses should have more practice and it takes time to master what they do (Barreto & Batista, 2017).

Researchers in Czech Republic studied about the competencies of members of nursing teams in inpatient facilities. The result showed that all members of nursing team did not fulfil or overstep beyond their "internal" and "external" competencies. Practice nurses perform all nursing activities which were supposed to be performed by less qualified members of the nursing team. The reason behind this was lack of time to perform the activities and practice nurses perform activities which were in the competence of the doctors. Practice nurses were forced to perform activities beyond the scope of their professional activities such as performing hygiene care, serve food and feed patients, do bed making or bedside care, dilute disinfectants, accompany patients to examination laboratories, they perform all of theses tasks despite of having nursing assistants, nurse aids, and medical assistants (OváMikš, Šamaj, Machálková, & Ivanová, 2014).

Table 17. Difference of nursing competency and job satisfaction when grouped according to clinical area assigned.

Clinical Area Assigned and Job Satisfaction	F	Sig(2-tailed)	Verbal Interpretation
Practices in accordance with Legal Principles and the Code of Ethics in making Personal and Professional Judgment.	5.531	.007	Significant
Utilizes the Nursing Process in the Interdisciplinary care of Clients that Empowers the Client and Promotes safe Quality Care.	4.934	.012	Significant

Table 17 continued…

Maintains Complete, Accurate and Up-To-Date Recording and Reporting System.	1.787	.179	Not Significant
Establishes Collaborative Relationship with Other Colleagues and Other member of the Team to Enhance Nursing and Other Health Care Services.	1.952	.154	Not Significant
Promotes Professional and Personal Growth Development.	2.736	.076	Not Significant
Job Satisfaction	3.805	.030	Significant

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Table 17 shows that in nursing competency and job satisfaction by clinical area assigned, there was a significant difference in the job satisfaction and practices in accordance with legal principles and the code of ethics in making personal and professional judgment item with a p-value of 0.007, and utilizes the nursing process in the interdisciplinary care of clients that empowers the client and promotes safe and quality care item with a p-value of 0.012. Respondents in the ward area had significantly higher job satisfaction than the other areas in terms of practices in accordance with legal principles and the code of ethics in making personal and professional judgment and utilizes the nursing process in the interdisciplinary care of client that empowers the client and promotes safe quality care.

Many of the nurses in intensive care unit in China were dissatisfied to their job that led to the turnover. One of the major problems of nurses within the intensive care unit was the continuous understaffing that gave more overwhelmingly burdensome paperworks to the remaining nurses. In addition to that, nurses also feel dissatisfied due to working with sick and dying patients, continuous understaffing, and unecessary inspections. They work more than other nurses but

paid the same. They were satisfied when it comes to teamwork with nurses and other heathcare providers while they learn and save lives with each other. These opportunities projects to hospital administrators that intensive care unit nurses were different because they were more knowledgable and skillful than the other hospital area. In that case, intensive care unit nurses possess competency to their job (Tao, Ellenbecker, Wang, & Li, 2015)

CONCLUSION

Most of the respondents were female, with 0 to less than 1 year of service. Majority of them were assigned in the general ward. In terms of the nursing core competency, the respondents' strength was in promoting safe and quality care. In that matter, millenial nurses perceived that they were competent in terms of utilizing the nursing process. On the other hand, the item promoting professional and personal growth development had the lowest mean assessment. In terms of the different aspects of their job satisfaction, self-actualization had the highest mean. On that matter, millenial nurses perceived that existence of such given job characteristics will satisfy their job satisfaction. On the other hand, physiologic aspect had the lowest mean, which means that they were not that satisfied in their job physiologically. There was a significant relationship between the competencies and job satisfaction of the millennial nurses in terms of practices in legal principles and the code of ethics, utilizing the nursing process in the interdiciplinary care of clients, establishing relationship with colleagues to enhance health care service, and propoting professional and peronal growth development. Among the three profiles, clinical area assigned had the greatest difference in practicing in accordance with legal principles and the code of ethics in making personal and professional judgment and utilizing the nursing process in the interdisciplinary care of clients that empowers the client and promotes safe quality care.

RECOMMENDATION

Based on the findings and conclusions made, the researchers recommend that millenial nurses should rely more in implementing strategies related to informed consent as it applies in multiple contexts, in adhering to protocols and principles of confidentiality in safekeeping and releasing of the records and information, and in demonstrating continued competence and professional growth. As these variables had the lowest result of competency. Communication and collaboration with co-nurses in work place should be enhance for maintaining satisfaction and good teamwork on clinical areas. Future research studies may still be done to determine other factors that contribute to millenial nurse job satisfaction in the clinical area.

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