병원간호사의 간호실무환경, 업무-가족 갈등과 직무만족도와의 관계*

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주요어
직무만족도, 간호실무환경, 업무-가족 갈등

Key words
Job satisfaction, Nurse practice environment, Work-family conflict

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INTRODUCTION

The concept of the Magnet hospital was initially developed by the American Academy of Nursing in the 1980s; thereafter, medical institutions that provide excellent nursing services were issued a Magnet certification, developed by the American Nurses Credentialing Center in 1994 (Sullivan & Decker, 2009). At this time of decreasing number of nurses in the workforce, the Magnet hospital concept draws great attention and political interest and inspires investigation of the characteristics of employers in hospitals that are successful in the medical personnel market. Medical institutions that have been certified as Magnet hospitals have no problems in hiring and retaining nurses, despite a lack of nurses seeking...
In recent times, there has been fierce competition among hospitals with regard to securing nurses, as the number of large-scale general hospitals in Korea has increased. The number of nurses who change jobs from small- and medium-sized hospitals in the provinces to larger hospitals located in Seoul or other metropolitan areas, seeking better wages and employee welfare conditions, is also increasing. According to research conducted with 184 Korean hospitals by the Hospital Nurses Association (2011), the average turnover rate of Korean nurses is 18.5%, and smaller hospitals have an even higher turnover rate. In hospitals with fewer than 200 beds, the turnover rate is as high as 37.3%. Due to the high turnover rate of nurses, the number of entrants to university nursing science departments across the entire country increases every year.

However, the policy of employing and retaining nursing staff by merely increasing the number of entrants to nursing science departments is excessively simple and shortsighted. This strategy alone will have no effect on the unacceptably high turnover rate of nurses working in hospitals. When nursing science students, who have completed their three or four years of training begin work in a hospital, they are exposed to a nurse-work environment that is greatly inferior to what they expect. Magnet hospitals are considered to possess healthy work environments. Gilmore (2007) suggested that such environments increase the job satisfaction of nurses and fulfill the pre-requisites for initially attracting, and subsequently retaining their services. In contrast, unhealthy work environments cause higher turnover rates and lead to a lower standard of nursing care. It will not be easy to retain currently-employed nurses, or to reduce the turnover rate, if the work environment of nurses in Korea does not change, regardless of whether the number of entrants to nursing science departments is increased. Miracle (2008) concluded that both nurse job satisfaction and excellent nursing care are the results of a healthy work environment.

Job satisfaction of nurses is an important concept. The literature reveals that the sources of job satisfaction are relatively similar, e.g., physical working conditions, relationships with fellow workers and managers, staffing and scheduling, pay promotion, job security, responsibility, recognition from managers and hours of work (Lu, Barriball, Zhang, & While, 2012). In addition to the effects of the work environment such as organizational factors influencing job satisfaction, job satisfaction is also affected by conflict that work causes in family life, a personal factor. According to the theory of role stress, work-family conflict is defined as the inconsistency between the demands of work and the demands of the family (Greenhaus & Beutell, 1985). Traditionally, scholars have studied only one aspect of the conflict, that is, the interference of the work burden in the workplace with the role within the family (Greenhaus & Beutell, 1985). However, recently, the concept of work-family conflict has been more broadly investigated, so studies are now conducted in a two-dimensional manner (Yang, Chen, Choi, & Zou, 2000). In the present study work-family conflict as a potential influence on job satisfaction will be investigated, as it may be that nurses cannot fulfill their roles in the family because of their jobs, and therefore the inevitable consequence would be work-family conflict.

The conflict generated in the area of work and family not only causes severe physical and mental stress leading to deterioration in quality of life in general, but also leads to work stress, thereby specifically having a negative effect on life in the workplace (Green, Parasuraman, & Collins, 2001; Karatepe & Baddar, 2006). This conflict also leads to deterioration in work quality and output, lowers job satisfaction, and induces intention to change jobs (Boyar, Maertz, Pearson, & Keough, 2003; Netemeyer, Brashear-Alejandro, & Boles, 2004). In particular, nurses may experience numerous conflicts between their work and their families due to working three rotating shifts, losing weekends due to shifts, excessive workload, relatively low wages compared with the labor intensity of the work they do, and lack of autonomy. Notwithstanding the fact that nurses face conflict between work and family, the number of Korean studies that have examined the association between these types of conflict within the medical industry remains insufficient. In particular, most studies on the nursing practice environment have been performed outside of South Korea. Furthermore, Korean studies that have examined nurses’ work-family conflict and job satisfaction together are unusual.

The present study was the first to investigate the effects of