

UTICAJ USLOVA RADA NA INTRINZIČNO ZADOVOLJSTVO MEDICINSKIH SESTARA

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Sazetak. U savremenim uslovima rada, zadovoljstvo medicinskih sestara predstavlja ključni faktor kvaliteta zdravstvene zaštite. Intrinzični aspekti zadovoljstva, koji se odnose na ličnu ispunjenost, samostalnost u radu i mogućnost profesionalnog razvoja, sve više dolaze u fokus menadžmenta u zdravstvu. Rad medicinske sestre nije samo tehnički zadatak već podrazumeva visok nivo profesionalne autonomije i emocionalne angažovanosti. Značaj zadovoljstva ovih radnika leži i u njihovoj direktnoj povezanosti sa pacijentima, gde subjektivna percepcija rada često reflektuje kvalitet zdravstvenih usluga u celini. Cilj ovog rada bio je da se ispita uticaj uslova rada na intrinzične aspekte zadovoljstva medicinskih sestara. Istraživanje je sprovedeno u tri zdravstvene ustanove u centralnoj Srbiji, na uzorku od 362 ispitanice. Primenjen je standardizovani upitnik, a obrada podataka izvršena je putem SPSS softvera korišćenjem deskriptivne statistike, analize pouzdanosti, korelacione i regresione analize. Rezultati su pokazali da su kontekstualne karakteristike posla najviše ocenjene ($M=4.08$), dok su indikatori intrinzičnog zadovoljstva takođe visoko ocenjeni (npr. zadovoljstvo ličnom ispunjenošću $M=4.09$, iskorišćenost sposobnosti $M=3.99$). Spearmanova korelaciona analiza potvrdila je postojanje pozitivne i statistički značajne veze između uslova rada i intrinzičnog zadovoljstva ($\rho=0.495$, $p<0.01$). Dodatno, regresiona analiza je pokazala da socijalne i motivacione karakteristike imaju poseban značaj za predikciju zadovoljstva, posebno kod mlađih ispitanica. ANOVA test je potvrdio statistički značajne razlike u zadovoljstvu prema godinama radnog staža. Zaključeno je da se unapređenjem motivacionih i kontekstualnih karakteristika posla može direktno uticati na povećanje intrinzičnog zadovoljstva medicinskih sestara, što ima važnu implikaciju za politiku zadržavanja kadra, prevenciju profesionalnog sagorevanja i unapređenje kvaliteta zdravstvenih usluga.

Ključne riječi: intrinzično zadovoljstvo, medicinske sestre, uslovi rada, karakteristike radnog mesta, zdravstvena zaštita

THE IMPACT OF WORKING CONDITIONS ON THE INTRINSIC JOB SATISFACTION OF NURSES

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Abstract. In contemporary healthcare systems, nurse job satisfaction represents a crucial factor in the quality of medical services. Intrinsic aspects of satisfaction—such as personal fulfillment, autonomy at work, and opportunities for professional development—are gaining increasing attention from healthcare management. Nursing is not merely a technical role; it involves a high degree of professional autonomy and emotional engagement. The importance of nurse satisfaction is underscored by their direct interaction with patients, where their subjective experience of work often reflects the overall quality of care. The aim of this study was to examine the impact of working conditions on the intrinsic job satisfaction of nurses. The research was conducted in three healthcare institutions in central Serbia, with a sample of 362 female participants. A standardized questionnaire was used, and data were analyzed using SPSS software through descriptive statistics, reliability analysis, as well as correlation and regression analysis. The results indicated that contextual job characteristics received the highest ratings ($M=4.08$), while indicators of intrinsic satisfaction were also rated highly (e.g., satisfaction with personal fulfillment $M=4.09$, use of abilities $M=3.99$). Spearman's correlation analysis confirmed a positive and statistically significant relationship between working conditions and intrinsic satisfaction ($\rho=0.495$, $p<0.01$). Furthermore, regression analysis showed that social and motivational job characteristics play a significant role in predicting satisfaction, particularly among younger respondents. The ANOVA test revealed statistically significant differences in satisfaction levels based on years of service. It was concluded that improving motivational and contextual job characteristics can directly enhance the intrinsic satisfaction of nurses, which holds important implications for workforce retention, prevention of professional burnout, and overall quality improvement in healthcare services.

Key words: intrinsic satisfaction, nurses, working conditions, job characteristics, healthcare quality