

ABSTRACT

The profession of a general nurse is a specific job with high demands. At present, recruiting and retaining general nurses is an urgent and fundamental problem not only in the Czech Republic but also worldwide. The extent of the shortage of general nurses is not clear. The Czech Nursing Association (ČAS) reports figures ranging from 2000 to 3300 for the years 2017 and 2018. The lack of trained and qualified general nurses results in a series of negative effects, impacting not only the quality but also availability of the care provided. Some foreign studies even indicate that the shortage of nurses increases the likelihood of complications and patient deaths (Aiken et al., 2014). By recognizing the motivational and demotivational factors impacting the satisfaction of nurses we can help to retain general nurses in their jobs and increase their work performance.

The research survey implemented at one specific intensive care unit of the highest level was conducted using the qualitative research method. The data collection took place in the form of semi-structured interviews and was completed by achieving data saturation. The qualitative data were audio recorded to maintain authenticity. The interviews were subsequently transcribed. An open coding technique was used to analyze the data of ten survey participants in total. The participants were selected in a way ensuring maximum variability from the viewpoint of achieving the research objective.

The research survey identified nine main factors impacting the job satisfaction of the nurses. They include: 1) the relationship to the profession, 2) interpersonal relations, 3) autonomy, 4) managerial staff, 5) interdisciplinary communication, 6) quality of care, 7) participation in hospital affairs, 8) workload, 9) remuneration. The nurses claim to be substantially motivated by the performance of their job itself, which they consider meaningful. Some nurses appreciate being listened to by doctors, being considered as equal partners and having corresponding autonomy and responsibility for the patients. Others are motivated by the mutual cooperation of nurses or the support provided by the managers, satisfactory staffing or a sufficient quantity of basic patient care equipment. What they find demotivating is lack of interdisciplinary cooperation and conflicting views of quality care provision. The nurses feel that their workload has an adverse effect on their mental and physical health. Some nurses report being negatively affected by the death and suffering of patients. The participating nurses believe that the amount of remuneration does not correspond to the character of the work performed and consider the benefits offered by the employer as insufficient.

By understanding and preferring motivational factors to demotivational ones, we can aid the personal stabilization of nurses and keep highly experienced nurses in their jobs. The results of the research can have practical uses for individual workplaces and help to make work performance more effective. In addition, they can provide vital information for the management of healthcare facilities.

keywords: intensive care, critical care, the profession of nurse, emergency nursing, assessment of nurses, nurses work motivation, nurses work demotivation, effective management of nurses, job satisfaction, quality of work environment, nursing work environment