

## LEVEL OF SATISFACTION WITH THE PROFESSION OF A FAMILY MEDICINE AMBULATORY NURSE

Yu. Ya. Kotsaba

*I. Horbachevskiy Ternopil National Medical University*

---

The profession of a family medicine nurse plays a key role in preserving the health of each individual citizen and society as a whole. Therefore, studying the level of satisfaction with one's work as a family nurse is necessary for improving the work of family medicine. The article presents the results of a study during which the level of professional self-realization among nurses of a family medicine outpatient clinic was studied.

---

## РІВЕНЬ ЗАДОВОЛЕНОСТІ ПРОФЕСІЄЮ МЕДИЧНОЇ СЕСТРИ АМБУЛАТОРІЇ СІМЕЙНОЇ МЕДИЦИНИ

Ю. Я. Коцаба

*Тернопільський національний медичний університет  
імені І. Я. Горбачевського МОЗ України*

---

Професія медичної сестри сімейної медицини відіграє ключову роль у збереженні здоров'я як кожного громадянина зокрема, так і суспільства в цілому. Тому вивчення рівня задоволеності сімейної медичної сестри своєю працею є необхідним для вдосконалення роботи сімейної медицини. У статті наведено результати дослідження, в ході якого вивчали рівень професійної самореалізації серед медичних сестер амбулаторії сімейної медицини.

---

**Introduction.** Family medicine is one of the most effective strategies for increasing the effectiveness of the health care system as a whole, as well as fair distribution and rational use of budget in the health care system.

It is aimed at solving the problems of preserving and strengthening the health of the entire population. This approach was supported by the World Health Organization (WHO), which in the main strategic document «Health for All in the 21st Century» defined the development of primary health care based on the principles of family medicine as one of the main tasks for European countries. The systems of primary health care in European countries are quite different, which corresponds to the historical conditions of their development, but most of them are based on the principles of general practice-family medicine [1].

**The main part.** High quality of family medicine is about achieving optimal physical, mental, and behavioral health outcomes through accessible, safe,

cost-effective, equitable care that is based on the best evidence, meets the needs and preferences of patients and populations, and respects families patients, personal values and beliefs (WHO, 2000).

Primary health care meets most of a person's health needs throughout life. Health encompasses physical, mental and social well-being and is person-centred rather than disease-centred. Primary health care is a whole-of-society approach that includes health promotion, disease prevention, treatment, rehabilitation, and palliative care [1].

The role of the nurse in the primary health care system is extremely important. She is an equal participant in the treatment and prevention process, first of all, in the activities of the family clinic. Understanding that their patients are unique individuals, the nurse helps the doctor in preventing diseases, identify in time problems in their health, and coordinating the provision of medical care.

Coordinated work of a tandem: a doctor and a nurse in general practice is the key to prevention and reduction of morbidity. Therefore, the general practice

healthcare team must establish compliance with their patients.

An important factor in the effective performance of one's professional duties is job satisfaction.

It was determined that job satisfaction as an indicator of attitude to work makes it possible to consider work as one of the main needs of a modern person, under the influence of which both value orientations and motives are formed. In turn, this ensures high individual and collective results of labor activity.

Job satisfaction can be considered on two levels:

Level 1 – affective satisfaction with work;

Level 2 – cognitive satisfaction with work.

Affective job satisfaction is an emotional feeling about work as a whole. And cognitive - it is considered as cognitive satisfaction with work - how satisfied employees are, their feelings about some aspects of work, such as: wages, other material and non-material benefits.

Job satisfaction is formed under the influence of a number of factors, among which the following play the greatest role:

- 1) payment of labor;
- 2) actual work;
- 3) personal interest in work as such;
- 4) opportunities for promotion;
- 5) management style, leadership;
- 6) colleagues, social relations in the team;
- 7) working conditions.

Scientists prove that most workers do not feel fully satisfied with their work, just as they do not feel strong dissatisfaction [2, 3].

Therefore, it is relevant to study the level of job satisfaction among family medicine outpatient nurses.

Research materials and methods. The survey was conducted using the «Professional Self-Realization Questionnaire».

The first part of the questionnaire is intended to find out the general level of the specialist's professional realization, as well as to determine the degree of expression of its individual components.

In the second part of the questionnaire, the subject is asked to freely describe how professional activity creates opportunities for professional realization.

The questionnaire contains 30 questions, each of which offers 5 answer options: the choice of the left answer is valued at 0 points, the second - 1 point, the third - 2 points, the fourth - 3 points, the fifth - 4 points).

A higher number of points corresponds to a higher level of professional self-realization.

Research results:

In the course of the research, we conducted a survey of 19 nurses of family medicine clinics in Ternopil and Ternopil region.

The average age of the interviewees was  $48.05 \pm 1.99$  years, the average duration of work in the specialty was  $20.16 \pm 1.84$  years, all of the interviewees were women.

The table shows the results of the analysis of the survey results of the research group.

**Table. Indicators of standardization of the professional self-actualization questionnaire**

№	Indicator	M	$\sigma$
	The general level of professional self-fulfillment of a specialist:	76.42	1.02
1.	The level of intraprofessional self-realization:	37.16	0.85
a)	The need for professional improvement;	8.05	0.49
b)	Availability of a personal professional development project;	5.84	0.60
c)	Predominant satisfaction with own professional achievements;	7.84	0.45
d)	Constant setting of new professional goals;	8.79	0.58
e)	Formation of own «life and professional space».	6.63	0.60
2.	The level of foreign professional self-realization:	39.26	1.09
a)	Achieving set professional goals;	8.63	0.36
b)	Recognition of the specialist's achievements by the professional community;	7.95	0.61
c)	Use of professional experience and achievements by other specialists;	8.26	0.51
d)	Disclosure of personal potential and abilities in the profession;	8.63	0.52
e)	Manifestation of a high level of creativity in professional activity.	5.79	0.39

Based on the results of the analysis, it was established that the level of internal and external professional self-realization was at the same level.

Among the factors of intraprofessional self-realization, the level of «Need for professional improvement» and «Constant setting of new

professional goals» was the most pronounced. And among the external professional factors of self-realization - «Use of professional experience and achievements by other specialists» and «Disclosure of personal potential and abilities in the profession.»

And the indicators «Availability of a personal professional development project» and «Manifestation

of a high level of creativity in professional activity» were at the lowest level.

**Conclusions.** Based on the results of the conducted survey of family medicine outpatient nurses, it can be assumed that their professional self-realization is at an above average level.

#### **LIST OF LITERATURE**

1. Phillips W. R. The domain of family practice: scope, role, and function / W. R. Phillips, D. G. Haynes // *Fam. Med.* – 2001. – Vol. 33 (4). – P. 273–277.

2. Kokun O. M. Questionnaire of professional self-realization / O.M. Kokun // *Practical psychology and social work.* – 2014. – No. 7. – P. 35–39.

3. Kokun O. M. Life and professional self-realization as a subject of research in modern psychology / O.M. Kokun // *Practical psychology and social work.* – 2013. – No. 9. – P. 1–5.

Received 07.12.22