

Mental Health, Job Performance and Satisfaction Among Nurses in the Uniformed Service

DOI: 10.5281/zenodo.15212460

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Abstract:

The study aimed to determine the mental health, job performance and satisfaction of nurses in uniformed service. Moreover, it sought to assess the significant difference in the mental health, job performance and satisfaction of nurses according to their profile. In addition, the relationship of these variables was also analyzed. The study utilized a descriptive quantitative approach and total enumeration sampling technique to identify the level of mental health, job performance and satisfaction of 50 uniformed health personnel assigned in the different military offices in the City of Bacolod. Descriptive and inferential statistics were employed in analyzing the collected data. The study found out that there was no significant difference between nurses in uniformed service' age, sex, length of service and marital status as correlated with mental health, job satisfaction and job performance when grouped according to their profile. Conversely, the study implied that as employee's performance increases, job satisfaction also increases.

Keywords: *Nurses, job performance, mental health status, job satisfaction, uniformed service*

Introduction

Mental health can have a significant impact on the job satisfaction and performance of nurses. Only a satisfied person can satisfy others, job satisfaction has direct relation to mental health of individual. Satisfaction results when needs expectations or wishes are only met. Job satisfaction is the feelings as well as the behavioral expression for a job. The feeling is influenced by some job-related factors such as pay, different types of benefits, recognition, working condition, relation with co-worker and supervisors, and others (Chenier, 2022). Improving the mental health of nurses and investigating the factors affecting it leads to the improvement of job performance and the quality of nursing care. Since nursing is one of the sensitive professions and nurses spend an important part of their lives with people and patients, their mental health leads to optimal job performance and guarantees the health and improvement of many patients and people (Oshagbemi, 2012). Having job and life satisfaction and mental health leads to an improvement in the quality of patient care and increasing productivity and improving nursing services, therefore, conducting relevant studies and using their results in various aspects of the nursing profession can have useful results in care, education, management, therapy and the personal life of a nurse. Nurses are directly related to all social strata and touch people's problems closely. This close relationship doubles their serious responsibility toward people's health. Nurses are directly related to all social strata and touch people's problems closely and that mental health problems induce some negative consequences for both organizations and individuals. Understanding the link between mental health and job performance recognize the signs of stress and mental health issues, which increases turnover and absenteeism. Therefore, the present study aimed to determine the level of mental health, job performance and job satisfaction of nurses in uniformed service.

Literature Review

A significant amount of research has been focused on job satisfaction, recruitment, and retention of clinical health care workers such as nurses and physicians, but very little has been focused on frontline staff in health care. Frontline staff have the highest burnout rate in medical practices. The work that these staff do is tiring, repetitious, complex, demanding, and stressful as they may spend all day answering continually ringing telephones and sometimes encounter difficult or irate callers. Frontline staff are responsible for data entry, insurance verification, appointment scheduling, telephone triage, patient flow management, or directing patient traffic throughout the workday, public relations, and complaint resolution. They must be able to learn new technology as phone and computer systems are updated frequently. (Bureau of Labor Statistics 2012).

A number of earlier studies suggest that the length of service in a job could be used to estimate the levels of job satisfaction of workers. The assumption is that the less satisfied workers tend to resign while the more satisfied ones tend to remain in a job. Consistent with this thinking, a negative relationship between job satisfaction and turnover

has been reported by several researchers (Mobley et al., 2019). This situation should result in a higher average level of satisfaction being reported by employees whose length of service in an organisation is longer, *ceteris paribus*. Other researchers have also reported the same negative relationship between job satisfaction and absenteeism. These findings suggest that organizations need to understand the factors affecting employee job satisfaction in order to manage turnover and absenteeism among other correlates of job dissatisfaction.

With the growth of managed care, frontline staff must deal with more forms, more calls for authorizations, and more patients seeking referrals. Largely due to these difficult aspects of the job, many health care practices report that they have high turnover rates for these positions (Patel et al. 2014).

Frontline staff have a turnover rate of 22% a year as reported by the Health Care Group (Unknown 2005). High turnover is costly affecting practice operations, patient satisfaction and patients' perceptions of the practice, and staff satisfaction. It can also be expected to spend 1.5 times an employee's salary to refill a position, taking into consideration training time, errors, and recruiting costs. Specifically, turnover in the front office can hurt relations with patients who prefer consistency and like to see familiar faces (Walpert 2008).

Methodology

This research is a descriptive quantitative study designed to assess the mental health, job performance and job satisfaction among nurses in the uniformed service in terms of age, gender, length of service and marital status. The respondents were selected based on purposive A researcher made instrument was utilized to gather profile of the respondent's age, gender, length of service and marital status and the said instrument contained thirty (30) statements related to the mental health, job performance and satisfaction of nurses answerable by strongly disagree to strongly agree. Validity and reliability were conducted before the actual conduct of the online survey using Google forms. Descriptive and inferential statistics were employed to present the results of the study. Through the survey and interview conducted with the respondents/participants, the researcher will draw out the best recommendation and conclusion for the study that would be beneficial to the participants. The researcher ensured that the result of the study would be very valuable to both the organization and uniformed personnel. The researcher will ask for the authorized personnel/head for the approval to formally start the data gathering. The researcher explained to respondents/participants that they would voluntarily participate and have the right to withdraw from the interview

Results and Discussion

Profile of Participants

On age, majority of the respondents were on the age range of 30-39 as represented by 68% of the total respondents, 40-49 years old is 8% while above 50 is 2%. Female respondents dominated the male respondents and in terms of length of services, most of them were in service from 5 years to 10 years. There were more married respondents than those of the single ones.

Table 1. Profile of Participants

	Variable	f	%
Age	20-29	11	22
	30-39	34	68
	40-49	4	8
	above 50	1	2
Sex	Male	16	32
	Female	34	68
Length of Service	0-5 yrs	17	34
	6-10 yrs	17	34
	11-15 yrs	15	30
	Above 15 years	1	2
Marital Status	Single	20	40
	Married	29	58
	Widowed	1	2

Mental Health Status of Nurses in the Uniformed Service according to Age, Gender, Length of Service and Marital Status

The analysis of mental health status among nurses in the uniformed service revealed varying levels of well-being across different demographic groups, including age, gender, length of service, and marital status. Regarding age, all groups exhibited a generally good mental health status, with mean scores ranging from (M = 3.45 to 3.90) across different components. Notably, nurses aged 40-49 and those above 50 years old reported lower workplace culture ratings (M = 3.25) and (M = 3.40), respectively, suggesting that older nurses might experience challenges adapting to or engaging with workplace dynamics. This discrepancy highlights the potential need for workplace interventions that cater to the specific challenges faced by older nurses, such as workload management and social integration initiatives.

Gender-wise, both male and female nurses demonstrated good mental health status, with males reporting a mean mental health score of (M = 3.65) and females slightly higher at (M = 3.66). Interestingly, female nurses rated workplace culture slightly higher than their male counterparts (M = 3.71) vs. (M = 3.64), indicating a relatively positive perception of organizational support and inclusivity. The results suggest that while overall mental health is good, there might be nuanced differences in how male and female nurses perceive workplace culture, which could inform tailored well-being programs.

When considering length of service, nurses with less than five years of experience reported a fair overall mental health rating (M = 3.39), while those with longer tenure consistently reported good ratings. This trend indicates that newer nurses may experience greater stress or difficulties adapting to the demands of their roles. Finally, marital status played a significant role in mental health ratings, with widowed nurses reporting an exceptionally high score of (M = 5.00) in mental health and illness but a fair score (M = 3.30) in overall mental health. This suggests that while these individuals might perceive themselves as mentally strong, they may still experience stressors affecting their holistic well-being. Table 2 has the data;

Table 2
Mental health status of the nurses in the uniformed services

Variable		Mental Health and Workplace Culture				Mental Health as a whole	
		Mean	VI	Mean	VI	Mean	VI.
Age	20-29	3.45	Good	4.0	Good	3.71	Good
	30-39	3.57	Good	3.7	Good	3.55	Good
	40-49	3.45	Good	3.3	Fair	3.9	Good
	above 50	3.8	Good	3.4	Fair	3.5	Good
Sex	Male	3.65	Good	3.6	Good	3.53	Good
	Female	3.49	Good	3.7	Good	3.66	Good
Length of Service	0-5 yrs	3.39	Fair	3.7	Good	3.7	Good
	6-10 yrs	3.53	Good	3.6	Good	3.56	Good
	11-15 yrs	3.78	Good	3.9	Good	3.49	Good
	Above 15 years	3.56	Good	3.8	Good	3.76	Good
Marital Status	Single	3.38	Fair	3.7	Good	3.68	Good
	Married	3.6	Good	3.7	Good	3.58	Good
	Widowed	5	Very Good	4.2	Good	3.3	Fair

Level of job performance of nurses in the uniformed service

The results on job performance indicate that nurses across all demographic groups generally performed well, with task performance ratings ranging from good to very good. In terms of age, younger nurses (20-29 years) reported the highest task performance scores (M = 4.31), very good, while older age groups had slightly lower scores, particularly those aged 40-49 (M = 4.00), good. The contextual performance scores remained relatively stable across age groups, suggesting that while younger nurses may excel in task-related duties, their overall performance does not significantly differ from their older counterparts. This finding underscores the importance of continuous skill development and mentorship programs for younger nurses to maintain high performance levels.

Regarding gender, female nurses demonstrated slightly higher performance ratings than male nurses, particularly in task performance (M = 4.21) vs. (M = 4.04). This suggests that female nurses may exhibit higher efficiency in fulfilling job-related duties, though contextual performance ratings between the two genders remained similar. The results imply that gender-based performance gaps may be minor but still warrant attention in workforce development programs.

Examining job performance by length of service, nurses with 0-5 years of experience had the highest task performance score (M = 4.27), very good, while those with 6-10 years of experience had the lowest (M = 3.99), good. This could be attributed to the enthusiasm and motivation of newly hired nurses, which may decline as tenure increases. Lastly, marital status did not significantly influence job performance, as both single and married nurses reported similar ratings. However, widowed nurses had a slightly higher overall job performance score (M = 4.20), suggesting resilience and dedication despite potential personal challenges.

Table 3
Job Performance of the nurses in the uniformed service

Variable		Task Performance		Contextual Performance		Job Performance as a whole	
		Mean	VI	Mean	VI	Mean	VI
Age	20-29	4.31	Very Good	3.96	Good	4.02	Good
	30-39	4.13	Good	3.86	Good	4.04	Good
	40-49	4.00	Good	3.90	Good	3.95	Good
	above 50	4.00	Good	4.20	Good	3.8	Good
Sex	Male	4.04	Good	3.88	Good	3.97	Good
	Female	4.21	Very Good	3.91	Good	4.05	Good
Length of Service	0-5 yrs	4.27	Very Good	3.89	Good	4.04	Good
	6-10 yrs	3.99	Good	3.89	Good	4.06	Good
	11-15 yrs	4.27	Very Good	4.05	Good	3.85	Good
	Above 15 years	4.08	Good	3.56	Good	4.26	Very Good
Marital Status	Single	4.25	Very Good	3.84	Good	3.98	Good
	Married	4.1	Good	3.94	Good	4.05	Good
	Widowed	4.00	Good	3.80	Good	4.20	Good

Job Satisfaction of Nurses in the Uniformed Service

Job satisfaction results revealed variations across demographic groups, particularly in perceptions of work and workplace, as well as supervisor and management. Age-wise, nurses aged 20-29 reported the highest satisfaction in their work and workplace (M = 3.85), very good, whereas those above 50 reported lower ratings (M = 3.60), good. Interestingly, older nurses had lower satisfaction scores regarding supervision and management (M = 2.80), fair, indicating potential dissatisfaction with leadership structures or workplace policies. These findings suggest a need for targeted management strategies that support older nurses and enhance job satisfaction through better leadership communication and involvement.

In terms of gender, male and female nurses reported similar overall job satisfaction levels, with mean scores of (M = 3.55) and (M = 3.86), respectively. However, males rated their supervisor and management slightly higher (M = 3.94) vs. (M = 3.80). This suggests that while both genders find their job roles fulfilling, male nurses may have a more favorable perception of leadership practices, which could be explored further through qualitative assessments. Regarding length of service, nurses with over 15 years of experience reported the highest job satisfaction (M = 4.06), whereas those with less than 5 years had slightly lower ratings (M = 3.87). This trend indicates that as nurses gain more experience, they develop a stronger sense of job fulfillment, likely due to increased competence and familiarity with workplace dynamics. Lastly, marital status played a role in job satisfaction, with widowed nurses reporting the lowest overall satisfaction (M = 3.30), fair. This suggests that personal life circumstances may impact job fulfillment and should be addressed through workplace support systems and counseling programs.

Table 4
Job Satisfaction of the nurses in the uniformed service

Variable		Work and Workplace		Supervisor Management		and Job Satisfaction as a whole	
		Mean	VI	Mean	VI	Mean	VI
Age	20-29	3.85	Very Good	3.93	Good	3.95	Good
	30-39	3.66	Good	3.84	Good	3.69	Good
	40-49	3.4	Fair	3.9	Good	3.93	Good
	above 50	3.6	Good	2.8	Fair	3.5	Good
Sex	Male	3.73	Good	3.94	Good	3.55	Good
	Female	3.66	Good	3.8	Good	3.86	Good

Length of Service	0-5 yrs	3.66	Good	3.79	Good	3.87	Good
	6-10 yrs	3.65	Good	3.73	Good	3.65	Good
	11-15 yrs	3.91	Good	4.05	Good	3.64	Good
	Above 15 years	3.36	Good	3.96	Good	4.06	Good
Marital Status	Single	3.69	Good	3.79	Good	3.84	Good
	Married	3.68	Good	3.86	Good	3.72	Good
	Widowed	3.4	Fair	4.6	Very Good	3.3	Fair

Significance of Differences in Mental Health of Nurses in the Uniformed Service

The results of significance testing indicate that there were no statistically significant differences in mental health, job performance, and job satisfaction across age, gender, length of service, and marital status. For mental health, the ANOVA and t-test results showed p-values above the 0.05 threshold, indicating no significant variations across demographics. This suggests that while mean scores differ slightly among groups, these differences are not substantial enough to indicate demographic disparities in mental health.

Table 5

Significant difference in the mental health status of the nurses in the uniformed service

Variables	Test statistic	P-value	Decision
Age	0.712	0.550	Failed to reject H ₀
Sex	-0.843	0.403	Failed to reject H ₀
Length of Service	0.548	0.652	Failed to reject H ₀
Marital Status	0.413	0.664	Failed to reject H ₀

Significance of Differences in Job Performance of Nurses in the Uniformed Service

Job performance showed no significant differences across demographic factors, with ANOVA and t-test results yielding p-values well above (0.05). This finding implies that nurses, regardless of age, gender, or experience, perform at comparable levels, emphasizing the consistency and reliability of their contributions to patient care.

Table 6

Significant difference in the level of job performance of the nurses in the uniformed service

Variables	Test statistic	P-value	Decision
Age	0.193	0.901	Failed to reject H ₀
Sex	-0.654	0.516	Failed to reject H ₀
Length of Service	1.610	0.200	Failed to reject H ₀
Marital Status	0.315	0.731	Failed to reject H ₀

Significance of Differences in Job Satisfaction of Nurses in the Uniformed Service

Job satisfaction results also failed to reach statistical significance, with p-values above 0.05 across all variables. Although minor differences exist in satisfaction levels among groups, they are not statistically meaningful. These findings indicate that demographic factors do not considerably influence nurses' job satisfaction, highlighting the stability of their work engagement and fulfillment across different backgrounds. Future studies could explore qualitative insights to uncover underlying reasons for minor variations observed in satisfaction scores.

Table 7

Significant difference in the level of job satisfaction of the nurses in the uniformed service

Variables	Test statistic	P-value	Decision
Age	1.178	0.329	Failed to reject H ₀
Sex	-2.023	0.057	Failed to reject H ₀
Length of Service	1.833	0.154	Failed to reject H ₀
Marital Status	0.957	0.392	Failed to reject H ₀

CONCLUSION

The findings of the present study highlighted the factors of mental health status as correlated with job performance and satisfaction of nurses. The factors explored in the present research were the mental health and illness in the workplace and workplace culture (mental health); task performance scale and contextual performance scale (job performance); and work and workplace and supervisor and management satisfaction (job satisfaction) as correlated with their profile. The findings of the study revealed nurses with good mental health status better job performance and satisfaction. By considering mean differences, there were no significant results for the profile of the nurses differences in mental health, job performance and satisfaction.

Since the results of the study considered limited areas of predictors, a future research can explore the similar factors and conditions of mental health on job performance and job satisfaction on a broader or comprehensive scale considering other factors to maintain higher job performance and job satisfaction as correlated to the mental health of the nurses.

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