



RESEARCH ARTICLE

OPEN ACCESS

## NURSE SATISFACTION IN THE FAMILY HEALTH STRATEGY ON THE AMAZONIC ISLANDS OF BELÉM

<sup>1</sup>Tamires de Nazaré Soares, <sup>2</sup>Jhonatan Pereira Souza, <sup>2</sup>Tatiane Saraiva Serrão, <sup>2</sup>Margareth Braun Imbiriba, <sup>\*2</sup>Cleise Ellen Ferreira Pantoja, <sup>3</sup>Rubenilson Caldas Valois, <sup>4</sup>Glenda Roberta Oliveira Naiff Ferreira, <sup>2</sup>Hadsan Taiana Aleixo da Fonseca, <sup>2</sup>Luciene Rodrigues de Oliveira <sup>3</sup>Adriana de Sá Pinheiro, <sup>3</sup>Renata Glaucia Barros da Silva Lopes, <sup>2</sup>Halessa de Fátima da Silva Pimentel, <sup>2</sup>Max Muller Ferreira Tavares, <sup>2</sup>Gilvana de Carvalho Moraes and <sup>4</sup>Márcia Helena Machado Nascimento

<sup>1</sup>Nurse, Specialist in Adult and Neonatal Intensive Care Unit and Professor at the University of Amazonia (UNAMA), Brasil

<sup>2</sup>Department of Nursing Sciences, University of Amazonia (UNAMA), Brasil

<sup>3</sup>Nurse, Master of Nursing and Professor at the University of Amazonia (UNAMA), Brasil

<sup>4</sup>Nurse, Master of Nursing and Professor at the Federal University of Pará (UFPA), Brasil

### ARTICLE INFO

#### Article History:

Received 10<sup>th</sup> July, 2019

Received in revised form

29<sup>th</sup> August, 2019

Accepted 20<sup>th</sup> September, 2019

Published online 16<sup>th</sup> October, 2019

#### Key Words:

Nurses, satisfaction, Family Health Strategy, Public Health.

### ABSTRACT

**Objective:** to know the satisfaction of professional nurses regarding their performance in the Family Health Strategy (FHS) of the Belém Amazonian Islands. **Methodology:** A descriptive reason study with a qualitative approach was made, and as a data, collection instrument the interview was used. Eleven responses were analyzed through content analysis. The research was relevant to help to understand the satisfaction of nurses in the islands and serve as a stimulus for future nurses to work professionally in these islands. **Results:** the research resulted in the recognition of nurse's satisfaction with their work in the FHS, where satisfaction is not full, but it exists for most respondents because of several factors, especially the good relationship between professionals and the community, even though there are some difficulties in accessing resources in the region. **Conclusion:** This paper, available to the scientific literature, brings a brief reflection in which it is possible to find nurses satisfied to work in riverside FHS, despite the numerous negative situations faced by them for the development of work in these places.

Copyright © 2019, Tamires de Nazaré Soares et al. This is an open access article distributed under the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Citation: Tamires de Nazaré Soares, Jhonatan Pereira Souza, Tatiane Saraiva Serrão, et al. 2019. "Nurse satisfaction in the Family Health strategy on the amazonic Islands of Belém", *International Journal of Development Research*, 09, (10), 30338-30340.

### INTRODUCTION

The Family Health Strategy - FHS aims to contribute to the reorientation of the care model from primary care by following the Unified Health System - UHS, presenting a new dynamics of action in the Basic Health Units - BHU. This model was also implemented in remote and difficult to reach places, such as the riparian islands, to respond to the health needs of this population, facilitating access to primary care (ARANTES; SHIMIZU; MERCHÁN-HAMANN, 2016). The Amazonian Islands are part of the peripheral areas of the legal Amazon. It presents diversity in their way of life, which differs from the urban population, being also more distant places for health care, which becomes a challenge for the Brazilian UHS to reduce inequalities and meet the demand for access to health

\*Corresponding author: Cleise Ellen Ferreira Pantoja  
Department of Nursing Sciences, University of Amazonia (UNAMA), Brasil

services providing quality of life for the riparian (BÔAS; OLIVEIRA, 2016). The existence of the FHS in the Amazonian Islands always requires the presence of the nurse, reinforcing the idea of the importance of this professional for the strategy to develop its programs and in this conception. The nurse's work has character focused on Health and Education, requiring continuous search for knowledge and permanent training leading to research and assistance, besides generating a possible growth and professional satisfaction to the nurse (PERUZZO et al., 2018). It is noteworthy that in the FHS the work of nurses is developed in two essential poles: At home and in the community. Support and supervise the work of the community health agent and the nursing technician, as well as assisting people, so that they can be the centrality of care and need nursing care at home (ARANTES; SHIMIZU; MERCHÁN-HAMANN, 2016). Nursing in primary care is different from that provided in hospitals because they deal

with light technologies that facilitate the work of nursing professionals, regardless of whether they are sick or not. When talking about the work process of nursing professionals in the FHS, we can think about issues related to the health and satisfaction of this worker (CAÇADOR *et al.*, 2015). Therefore, the study aims to know the satisfaction of nursing professionals regarding their performance in the FHS of the Belém Amazonian Islands.

## MATERIALS AND METHODS

The methodological procedure is a descriptive reason with qualitative approach. The survey was conducted in eleven units of the FHS of the Belém Amazonian Islands (Mosqueiro and Cotijuba Island, both by the waters of Marajó Bay, Outeiro Island bathed by Guajará Bay and Combú Island, Combú hole in the waters of the Guamá River) located in the municipality of Belém, State of Pará. The collection took place in the period of September 2016 and as a data, collection instrument was used in the interview. The use of interviewers was necessary when there is a series of open-ended questions in the questionnaire and the researcher's answer must be complete of the interview. The research participants were nurses who worked on the FHS of the islands, agreed to participate in the research, and signed the free and informed consent form. Based on the resolution n. 466/12, concerning seeking the consent of the subjects involved, it was clarified to the nurses that their participation would not imply any malfeasance, invasive procedure, nor the explanation of their identities or evaluation of correctness and errors of opinions and given answers.

## RESULTS

To answer the objectives proposed in this paper, the objectives were arranged in three categories: satisfactory performance of nurses in the Belém Amazonian Islands, factors related to dissatisfaction in the work of nurses and components of professional satisfaction.

### Category 1: Satisfactory performance of nurses in the FHS

Regarding this category, when we asked the nurses if they were satisfied to work in the FHS of the Belém Amazonian Islands taking into consideration several aspects (Personnel, Financial, Security, Transport, etc.). "Satisfaction occurs, the place is reformed, the team is very competent, is something that for me as a nurse makes me very satisfied", (ACS - Nurse 1). DTC Nurse 2 reports: "Satisfaction exists, but, not complete due to difficulty in transportation, communication (internet, telephone, etc.)". Complementing, M.C.S.D.C.S. Nurse 3: "I am pleased to receive positive feedback from the community." THSAC Nurse 4 emphasized: "My degree of satisfaction is two-fold, one being personal satisfaction for what I do, pleased as a human being, gaining more and more experience in the FHS, besides identifying with the local population [...]". Nurses are pleased with the work they perform regarding the excellent interpersonal relationship with the community and work team. Satisfaction is understood as a stage of enthusiasm, joy or enjoyment in achieving a desired goal or goal. Linking to the level of expectation of the individual about their achievements can realize this fact when observed different levels of satisfaction even in individuals who claim something in common.

### Category 2: Factors related to job dissatisfaction of nurses

After understanding that there are factors that lead to professional dissatisfaction, we obtained the answer: "Professional appreciation of nurses concerning salary and improvement in the structural aspect of the FHS", stated by R.S.C. Nurse 5. The interviewee P.S.M.G. Nurse 9 was brief and answered "Financial resource". "Offer better working conditions, decent transportation, good salaries, sufficient inputs, ease of reference service", answered H.F.L.F. Nurse 8. Reinforced by L.M.D Nurse 7: "Improved infrastructure conditions for program development". Having a suitable apparatus for the development of work is ideal and beneficial for any worker, but the result of the interview reveals that respondents feel personal satisfaction, but are dissatisfied with other factors. Thus arises interactions between people and the organization known as the reciprocity process: the organization expects people to perform their tasks and offers them incentives and rewards while people offer their activities and work hoping for certain personal satisfaction.

### Category 3: Professional satisfaction components

During the interview, it was noted that nurses were satisfied with the work they do in the community especially when performed in a team, in which we observed the following answers: D.T.C. Nurse 2 says: "I define it as great; I have a good understanding with the team". The interviewees emphasized that the relationship with the work team is "a good relationship, because the team is very collaborative" (L.M.D. Nurse 7) and as "Excellent" (M.C.S.D.C.S. Nurse 11). The satisfaction exist depends on several factors, but it is necessary that the interpersonal relationship is present among the priorities. In this context that the interview gains positivity, because the result of the study shows that on the islands there is professional satisfaction and that one of the main factors is the good relationship between the team members as reported by SC Nurse 6. "Great, very good indeed, I can say that we are a real team." T.H.S.A.C. Nurse 11 emphasizes that it is "Satisfied that we live in harmony, without the influence of structural difficulties."

It is known that nurse satisfaction can contribute to better care for FHS users and satisfied nurses equate to excellence in care to users. About this, the following answers were obtained: "Good Service, More Attention, and Dedication" (A.C.S. Nurse 1). "Good mood, good service, greater attention" (D.T.C. Nurse 2). "Better service, user problem solving, proper program monitoring" (H.F.L.F. Nurse 8). "Good service; a more integral work, with more quality and attention" (L.M.D. Nurse 7). "Good relationship" (M.F.G.O. Nurse 10). The nurses emphasized that although there are factors that interfere with FHS satisfaction; this is not capable of impairing the quality of care provided to users. As stated by R.S.C.X. Nurse 5 "Regardless of scarce resources, we can offer quality service". According to the thinking described above T.H.S.A.C. Nurse 4 reports: "My satisfaction never interfered with my work with the community; The user will also be fully satisfied when the problems are at least partly solved". The interviewees demonstrated that if the factors related to the physical structure of the FHS were improved, this factor would favor the improvement in care. So it is reflected that motivation is an internal factor and an intrinsic need that can be addressed by organizational management, stimulating the needs that motivate and lead people and teams to good relationships.

These actions have great relevance for a positive climate and good results in the company. Thus, the interviewed nurses recognize the value of their work team, seeking to maintain a work environment with a favorable organizational climate. The research resulted in the recognition of the nurses' satisfaction with their work in the Islands FHS, where satisfaction was not complete for 10 of the 11 interviewed, due to some factors as good relationship interpersonal work of the team, and professionals with the community, in addition to the nurse's love for work in primary care.

## DISCUSSION

The results show the relativity of the satisfaction question, as several factors contribute to job satisfaction. Conceptualizing satisfaction is a complex task, as this direct connection to how a person is feeling in the workplace and personal life is related to his or her productivity. According to Marques (2016), jobsatisfaction connects to several factors, not only linked to the remuneration received, ascan satisfaction also comes from an emotional pleasure like a simple acknowledgment, thanks, among others. Agreeing with current thinkers, satisfaction is a feeling directly linked to human needs and their variables. It is important to highlight that the satisfaction demonstrated in the results generates a positive state, which can have better development in labor productivity, finding a positive meaning in their functions (HUNTER, 2006). There must be optimal motivational factors to increase people's satisfaction at work, so agreeing with Chiavenato's (2008) thinking that if these factors do not exist or are precarious, they will harm the existence of satisfaction. Hence the relevance of a good understanding of all parties involved in the process leading to job satisfaction. Therefore, job satisfaction comes from attitudes and emotions that present through verbalized behavior and opinions.

Having a suitable apparatus for the development of work is ideal and beneficial for any worker, but the result of the interview reveals that respondents feel personal satisfaction, but are dissatisfied with other factors. In this sense, Chiavenato (2008) relates the existing expectation of the company about the activities of its employees to their expectation regarding the company. Concluding that both parties have mutual satisfaction interests and that to obtain it, they are willing to make personal investments through their mutual participation. This gives rise to interactions between people and the organization known as the reciprocity process: the organization expects people to perform their tasks and offers them incentives and rewards while people offer their activities and work hoping for certain personal fulfillment (HUNTER, 2006). Given the result of category 3, the leadership of a given organization can contribute to the satisfaction of its employees. The principles of servant leadership can be learned and applied by those who have the desire and intention to change, grow and improve by positively changing the whole context around it, being a factor favorable to satisfaction. For Hunter (2006), we have the means, not just the intellectual knowledge, as they say, to meet the difficult challenges facing today's leaders. Organizations are believed to be more competitive and productive when they value their employees, and in this sense, Knapik (2012) stresses that: "management models that value

their human talents gain a place in companies that wish to compete among the best. Having a strong impact on the environmental context".

## Conclusion

The present paper on nurses' satisfaction in the FHS in the Belém Amazonian Islands increased the knowledge of the history of Public Health, the concept of UHS and the FHS, as well as the apprehension of some concepts of job satisfaction and the relationship between the satisfaction and work. The goal of this research was the interviews conducted to know and understand the existence of nurse satisfaction at work in the FHS of Belém Islands. It was also learned from this paper through the visits and interviews, that the difficulties exist, but that the work in the Belem Islands FHS must happen with seriousness, commitment, goodwill and especially love because people (communities and team of work) need and depend on it. Thus, the objectives proposed in the study were achieved since it was possible to verify the satisfaction of the interviewed nurses. Thus, this study provides future and current nursing professionals with a reflection on the work in the Belém Islands and the recognition of the existence of satisfaction in the workplace by the nursing professionals, using a more welcoming view of the work subject matter.

## REFERENCES

- ARANTES, Luciano José; SHIMIZU, Helena Eri; MERCHÁN-HAMANN, Edgar. 2016. Contribuições e desafios na estratégia saúde da Família na atenção primária à saúde no Brasil: revisão da literatura. *Ciencias e Saúde coletiva*, v.21, n.5, pp1499-1509.
- BÔAS, Luana Michele da Silva Vilas; OLIVEIRA, Denize Cristina. 2016. A Saúde nas Comunidades Ribeirinhas da Região Norte Brasileira: Revisão Sistemática da Literatura. *Investigação qualitativa em saúde*, v.2, n.6, pp 1386-1395.
- CAÇADOR, Beatriz Santana; BRITO, Maria José Menezes; MOREIRA, Danielle de Araújo; REZENDE, Lilian Cristina; VILELA, Gláucia de Sousa. 2015. SER ENFERMEIRO NA ESTRATÉGIA DE SAÚDE DA FAMÍLIA: DESAFIOS E POSSIBILIDADES. *Rev Min Enferm.*, v.19, n.3, pp 620-626.
- CHIAVENATO, I. 2008. Administração Geral e Publica, Vol. II. *Elsevier*, Rio de Janeiro.
- HUNTER, J.C. 2006. Como se tornar um líder servidor. Sextante: Rio de Janeiro.
- KNAPIK, J. 2012. Gestão de Pessoas e Talentos. *Inter Saberes*, Curitiba.
- MARQUES, Antonio Luiz. BORGES, Renata; REIS, Isabella do Couto. 2016. Mudança organizacional e satisfação no trabalho: um estudo com servidores públicos do estado de Minas Gerais. *Rev. Adm. Pública.*, v.50, n.1, pp.41-58.
- PERUZZO, Hellen Emília; BEGA, Aline Gabriela; LOPES, Ana Patrícia Araújo Torquato; HADDAD, Maria do Carmo Fernandez Lourenço; PERES, Aida Maris; MARCON, Sonia Silva Marcon. 2018. Os desafios de se trabalhar em equipe na estratégia saúde da família. *Esc. Anna Nery*, v.22, n.4, pp01-09.