

Job satisfaction of nursing technicians in pre-hospital care: an analytical observational study

Satisfação no trabalho de técnicos de enfermagem do atendimento pré-hospitalar: um estudo observacional analítico

Satisfacción laboral de los técnicos de enfermería en la atención prehospitalaria: un estudio analítico observacional

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ABSTRACT

Objective: to assess job satisfaction among nursing technicians working in a Mobile Emergency Care Service and its relationship with professional and demographic variables. **Method:** in this analytical observational study of 155 nursing technicians from the Mobile Emergency Care Service, the Job Satisfaction Survey and non-parametric statistical tests were used to examine correlations and associations between the dimensions of the instrument and sociodemographic and professional variables, to a $p < 0.05$ level of significance. **Results:** the technicians were neither dissatisfied nor satisfied with their work. Weak correlations were identified between some domains of the instrument, age and time in the unit. Job satisfaction was associated with sex, graduation, scale of service and type of employment relationship. **Conclusion:** job satisfaction among nursing technicians working in pre-hospital care was found to be associated with sex, graduation, scale of service and type of employment relationship.

Descriptors: Nursing; Emergencies; Personnel Management; Emergency Medical Services; Job Satisfaction.

RESUMO

Objetivo: avaliar a satisfação no trabalho dos técnicos de enfermagem atuantes no Serviço de Atendimento Móvel de Urgência e sua relação com variáveis relacionadas aos aspectos profissionais e demográficos. **Método:** estudo observacional analítico, com 155 técnicos de enfermagem do Serviço de Atendimento Móvel de Urgência. Empregaram-se o *Job Satisfaction Survey* e testes estatísticos não paramétricos para analisar a correlação e a associação entre as dimensões do instrumento com as variáveis sociodemográficas e profissionais, com nível de significância de $p < 0,05$. **Resultados:** os profissionais estão nem insatisfeitos nem satisfeitos em relação ao seu trabalho. Identificaram-se correlações fracas entre alguns domínios do instrumento com as variáveis idade e tempo na unidade. Houve associações entre a satisfação no trabalho com as variáveis: sexo, graduação, escala e tipo de vínculo. **Conclusão:** evidenciou-se que a satisfação no trabalho dos técnicos de enfermagem atuantes no atendimento pré-hospitalar está associada às variáveis sexo, graduação, escala de serviço e tipo de vínculo.

Descritores: Enfermagem; Emergências; Administração de Recursos Humanos; Serviços Médicos de Emergência; Satisfação no Trabalho.

RESUMEN

Objetivo: evaluar la satisfacción no trabajo de los técnicos de enfermería que trabajan en el Servicio de Atención Móvil de Urgencias y su relación con variables relacionadas con los aspectos profesionales y demográficos. **Método:** estudio analítico observacional junto a 155 técnicos de enfermería del Servicio de Atención Móvil de Urgencias. Se utilizaron la Encuesta de Satisfacción Laboral y pruebas estadísticas no paramétricas para analizar la correlación y la asociación entre las dimensiones del instrumento y las variables sociodemográficas y profesionales, con el nivel de significancia de $p < 0.05$. **Resultados:** los profesionales no están insatisfechos ni satisfechos con respecto a su trabajo. Se identificaron correlaciones débiles entre algunos dominios del instrumento con las variables edad y tiempo en la unidad. Hubo asociaciones entre la satisfacción laboral con las variables: sexo, gradación, escala y tipo de vínculo laboral. **Conclusión:** se evidenció que la satisfacción laboral de los técnicos de enfermería que laboran en la atención prehospitalaria se asocia con las variables sexo, grado, escala de servicio y tipo de vínculo.

Descriptorios: Enfermería; Urgencias Medicas; Administración de Personal; Servicios Médicos de Urgencia; Satisfacción em el Trabajo.

INTRODUCTION

Job satisfaction makes up a widely studied component of organizational behavior, and it's considered an important well-being predictor in the work environment¹. In nursing, this variable is related to aspects such as performance, life quality, and/or professionals' health condition^{1,2}, impacting the care quality and patient satisfaction^{2,3}.

Thus, implementing programs and health policies to improve and develop job satisfaction contributes to these professionals' health and, consequently, to patients who receive nursing care⁴.

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It's important to point out that there is no consensus regarding job satisfaction since different theories approach it from different perspectives⁵. The most widespread concept used in this study defines it as a positive or pleasant emotional state resulting from the work evaluation or job experiences. According to this concept, professionals form their attitudes toward their jobs, considering both their feelings and their beliefs⁶.

Considering this reference, it's noticed that job satisfaction is a complex, multifaceted and non-linear issue³. Thus, the study on job satisfaction among nursing staff can contribute to identifying problems in health services, planning possible solutions and, producing advances in the work environment and the service quality.

As for professional nurses, it is important to note the nursing technicians' role, whose training occurs through courses pertaining to technical professional education at the tertiary level. Such technical professional qualification enables this worker category to perform low and medium complexity nursing procedures and care. These professionals comprise a significant portion of the health and nursing workforce in Brazil. A recent survey showed that 77% of the nursing professionals in the country are technicians or nursing assistants^{7,8}.

Given the significant amount of this occupational class and considering the many scenarios in which they operate, nursing technicians play a fundamental role in the Mobile Emergency Care Service (SAMU). SAMU comprises the mobile emergency component normatively instituted in Brazil and is a pre-hospital assistance service, in which the user requests assistance by free telephone access, with a regulatory component (Medical Regulation Center) and an assistance component (ambulance staff). The technicians that comprise the service team provide care in the basic life support centers, activities that are complex - and sometimes stressful - to the extent that it directly interferes with their job satisfaction^{9,10}.

Studies indicate that when considering the complex scenario in which nursing professionals work, in this case, specifically in mobile emergency care, several factors influence job satisfaction^{9,11,12}, such as the leadership exercised by nurses^{9,11}. Therefore, new investigations about job satisfaction among nursing technicians, like this study, are relevant to mitigate complications such as stress and physical and emotional stress among the team^{9,11-14}. However, the number of studies analyzing the professionals' job satisfaction in this context, especially nursing technicians, is still incipient^{9,11-14}.

Hence, identifying nursing technicians' satisfaction within the work context of the mentioned service is very important. For this reason, the present study sought to evaluate the nursing technicians' job satisfaction in the Mobile Emergency Care Service, as well as to investigate its possible association with professional and demographic aspects.

METHOD

This is an observational, analytical, cross-sectional study conducted with nursing technicians in 11 out of 12 centers of the Mobile Emergency Care Service (SAMU) Regulation Centers in the Goiás State, Brazil. This is a convenience sample consisting of 210 nursing technicians.

Inclusion criteria included: nursing technicians who had been working in the centers for at least six months, considering this minimum period for professional adaptation. Professionals on vacation, on bonus leave or on leave for health reasons during the data collection period were excluded.

The Job Satisfaction Survey (JSS)¹⁵, in its version adapted for Brazil⁵, was used to obtain data regarding job satisfaction. Such instrument is composed of 36 items, distributed in nine domains: Payment (items 1, 10, 19 and 28); Promotion (items 2, 11, 20 and 33); Supervision (items 3, 12, 21 and 30); Benefits (items 4, 13, 22 and 29); Rewards (items 5, 14, 23 and 32); Operating Procedures (items 6, 15, 24 and 31); Employees (items 7, 16, 25 and 34); Service Type (items 8, 17, 27 and 35) and; Communication (items 9, 18, 26, 36). Each domain has four items assessed by a *Likert-type* six points scale that can vary according to the gradation: strongly disagree (1); moderately disagree (2); slightly disagree (3); somewhat agree (4); moderately agree (5); and strongly agree (6). The evaluation is done by summing each item; therefore, it is possible to obtain a score for each domain that varies between 4 and 24 points. Thus, the scale's total score can range from 36 to 216 points, so that values between 36 and 108 indicate dissatisfaction; 144 to 216 denote satisfaction; 109 and 143 indicate neither satisfaction nor dissatisfaction^{5,16}.

Demographic characterization data and functional aspects were also collected, namely: age (result, in years, from the subtraction between the interview date and the birth date); training time (result, in years, from the difference between the interview date and the graduation date); time in the unit (result, in years, from the subtraction between the interview date and the admission date in the SAMU unit); gender (male and female); contract type (civil servant, statutory, contract, and others); types of work schedule (12 hours working and 60 hours resting; 24 hours working with 72 hours rest and; 12 hours working and 36 hours rest); if they have done complementary education (yes and no) and; if they have completed undergraduate studies (yes and no).

Data collection took place between April and August 2017 by one of the researchers, responsible for delivering the instruments during shift changes and filled out by the nursing technicians themselves at the SAMU centers. Subsequently, the instruments were collected by the same researcher on previously scheduled dates and times. It was ensured that the participants filled out all the items in the questionnaires. The collected data were double entered into separate spreadsheets and, afterwards, the database validation was performed. Then, the data were transported to the IBM-SPSS program, version 22.0 for Windows, responsible for conducting the data analysis (SPSS, Inc., Chicago, IL, USA).

For the variables' descriptive evaluation, simple frequency analysis was carried out for nominal or categorical variables, central tendency analysis (mean and median) and dispersion analysis (standard deviation) for continuous variables. Spearman's Correlation test was used to evaluate the total score correlation and the nine JSS domains scores with age, training time, and time in the unit. Also, for the correlations between the variables present in the study, it was adopted a power correlation ranging from very high (0.9 to 1.0 or -0.9) to weak (0.0 to 0.3 or 0.0 to -0.3)¹⁷.

Additionally, the Mann-Whitney test was used to investigate the total score associations and the nine JSS domains scores with gender, further education, and degree. Finally, the Kruskal-Wallis test was used to evaluate the instrument's scores with the work schedule type and employment type. The significance level was 5%.

This research was reviewed and approved by the Research Ethics Committee of Nursing School from Ribeirão Preto/USP, under number 046/2017 and all participants signed the Informed Consent Form.

RESULTS

From 210 professionals, 155 consented to participate in this study, representing a 73.80% percentage. The remaining professionals, in other words, 36.20% of nursing technicians from the researched centers, corresponded to participants who did not meet the research criteria (n=48) or did not agree to participate in the research (n=7). The research participants' mean age was 39.26 years, with standard deviation (SD)= 8.14; the mean in relation to training time 12.65 years (SD=6.17); and the mean of service time in the unit was 6.16 years (SD=3.69).

Most technicians (n=95; 61.29%) were female, had a statutory employment contract (n=94; 60.65%) and worked a 12-hour shift with a 60-hour break (n=114; 73.54%). Moreover, it is important to note that 87 (56.13%) technicians had complementary courses (such as surgical instrumentation, occupational safety nursing technician, among others) and 95 professionals (61.29%) had degrees in the most diverse areas of higher education.

Considering the JSS questionnaire applied and based on job satisfaction level classification, it was found that these professionals feel neither dissatisfied nor satisfied at work since the mean of the scale total score was 124.24, with an SD of 21.5 and a 124 mean.

According to the same instrument, the two dimensions that presented the highest job satisfaction' percentages in descending order were "Service Type" with 150 (96.77%) and "Supervision" 128 (82.58%). Regarding dissatisfaction, the dimensions present in the instrument that presented the highest percentages of dissatisfaction were "Payment" with 140 (90.32%) and "Benefits" 132 (85.16%). Table 1 presents the correlations (Spearman and p-value) between the domains of job satisfaction and the quantitative variables: age, time of training, and time in the institution.

From the results in Table 1, there was a weak negative correlation between the "Reward" domain of satisfaction instrument and the "time in the unit" variable. An equally weak correlation was also evidenced between the "Employees" domain of JSS with the "Age" variable. Tables 2 and 3 present the associations between the job satisfaction dimensions with the other variables under analysis in the research.

TABLE 1: Spearman's correlation between the job satisfaction's dimensions and the variables age, training time, and time in the SAMU nursing technicians' unit (n=155). Goiás, GO, Brazil, 2017.

Dimension	Age		Training Time		Time in the center	
	Spearman	p-value	Spearman	p-value	Spearman	p-value
Payment	0,058	0,474	-0,011	0,89	-0,054	0,501
Promotion	0,053	0,51	-0,054	0,505	-0,157	0,052
Supervision	0,088	0,277	-0,072	0,376	0,069	0,393
Benefits	0,049	0,542	-0,126	0,12	-0,063	0,436
Reward	-0,107	0,184	-0,142	0,078	-0,233	0,003
Operational Protocols	0,084	0,299	-0,031	0,703	-0,081	0,315
Collaborators	0,187	0,02	0,026	0,747	0,007	0,934
Service Type	0,034	0,676	0,053	0,509	-0,011	0,889
Communication	0,062	0,441	-0,094	0,247	-0,122	0,13
Total scale score	0,087	0,284	-0,1	0,214	-0,137	0,09

TABLE 2: Association between the variables gender, complementary education and education degree with the job satisfaction domains (n=155), Goiás, Brazil, 2017.

	Gender		p-value*	Complementary education		p-value*	Undergraduate degree		p-value*
	Masc. (n=60)	Fem. (n=95)		Yes (n=68)	No (n=87)		Yes (n=60)	No (n=95)	
Payment									
Maximum	18,0	22,0		22,0	18,0		18,0	22,0	
Minimum	7,0	4,0	0,026	4,0	4,0	0,257	4,0	4,0	0,103
Median	7,0	5,0		5,0	7,0		5,0	6,5	
Promotion									
Maximum	23,0	18,0		23,0	23,0		15,0	23,0	
Minimum	4,0	4,0	0,901	4,0	4,0	0,150	4,0	4,0	0,000
Median	9,0	8,0		9,0	8,0		5,0	10,0	
Supervision									
Maximum	24,0	24,0		24,0	24,0		24,0	24,0	
Minimum	11,0	6,0	0,800	6,0	11,0	0,597	6,0	8,0	0,167
Median	22,0	22,0		22,0	22,0		21,0	22,0	
Benefits									
Maximum	19,0	21,0		21,0	19,0		19,0	21,0	
Minimum	4,0	4,0	0,140	4,0	4,0	0,726	4,0	4,0	0,241
Median	9,0	7,0		7,0	8,0		7,0	8,0	
Reward									
Maximum	22,0	24,0		24,0	22,0		24,0	24,0	
Minimum	4,0	4,0	0,155	4,0	4,0	0,820	4,0	4,0	0,131
Median	12,0	11,0		11,5	12,0		10,5	12,0	
Operational Protocols									
Maximum	22,0	24,0		24,0	22,0		22,0	24,0	
Minimum	6,0	4,0	0,092	5,0	6,0	0,704	5,0	5,0	0,837
Median	13,0	14,0		13,0	13,0		13,5	13,0	
Collaborators									
Maximum	24,0	24,0		24,0	24,0		24,0	24,0	
Minimum	10,0	8,0	0,263	6,0	10,0	0,551	8,0	10,0	0,096
Median	17,5	18,0		18,5	18,0		17,0	18,0	
Service Type									
Maximum	24,0	24,0		24,0	24,0		24,0	24,0	
Minimum	15,0	11,0	0,141	15,0	11,0	0,606	11,0	15,0	0,351
Median	24,0	23,0		23,5	23,0		23,0	23,0	
Communication									
Maximum	24,0	24,0		24,0	24,0		24,0	24,0	
Minimum	4,0	4,0	0,483	4,0	4,0	0,553	6,0	4,0	0,102
Median	15,0	15,0		15,5	15,0		14,5	16,0	
Total Scale Score									
Maximum	193	195		195	168		154,0	197,0	
Minimum	88	74	0,314	74	82	0,855	74,0	80,0	0,100
Median	126,5	124,0		123,0	125,0		121,0	127,5	

* p-value referring to the Mann-Whitney U-test.

As for the gender category, there was a statistically significant difference only in the “Payment” dimension since males showed more satisfaction compared to females. There was no association between job satisfaction (dimensions and total scale score) and the variable having a complementary course. The variable having an undergraduate degree showed a statistically significant association with the “Promotion” dimension of JSS instrument.

TABLE 3. Association between the variables work schedule type, employment type and the job satisfaction domains (n=155), Goiás, Brazil, 2017.

	Work Schedule Type				Employment Type				p-valor*
	12/60 (n=114)	24/72 (n=35)	12/36 (n=6)	p-valor*	Celet. (n=3)	Estat. (n=94)	Contr. (n=50)	Outr. (n=8)	
Payment									
Maximum	22,0	18,0	12,0		18,0	22,0	14,0	12,0	
Minimum	4,0	4,0	4,0	0,100	14,0	4,0	4,0	4,0	0,020
Median	5,0	8,0	5,5		15,0	6,0	5,0	10,0	
Promotion									
Maximum	23,0	23,0	18,0		23,0	23,0	22,0	18,0	
Minimum	4,0	4,0	4,0	<0,001	14,0	4,0	4,0	5,0	0,010
Median	6,5	13,0	11,5		15,0	6,0	9,0	12,5	
Supervision									
Maximum	24,0	24,0	24,0		21,0	24,0	24,0	24,0	
Minimum	6,0	6,0	14,0	<0,001	21,0	8,0	6,0	12,0	0,193
Median	20,0	24,0	21,5		21,0	21,0	23,0	23,5	
Benefits									
Maximum	21,0	17,0	14,0		16,0	21,0	17,0	16,0	
Minimum	4,0	4,0	4,0	0,119	7,0	4,0	4,0	6,0	0,015
Median	7,0	9,0	10,0		12,0	8,0	5,5	10,0	
Reward									
Maximum	24,0	22,0	19,0		14,0	11,0	24,0	18,0	
Minimum	4,0	4,0	8,0	0,021	11,0	4,0	4,0	6,0	0,292
Median	11,0	13,0	16,0		12,0	11,0	12,0	15,0	
Operational Protocols									
Maximum	22,0	24,0	22,0		17,0	23,0	24,0	19,0	
Minimum	5,0	8,0	6,0	0,024	11,0	5,0	6,0	11,0	0,073
Median	13,0	15,0	9,5		13,0	13,0	14,0	15,0	
Collaborators									
Maximum	24,0	24,0	21,0		18,0	24,0	24,0	20,0	
Minimum	11,0	10,0	8,0	0,198	13,0	8,0	10,0	12,0	0,032
Median	18,0	19,0	15,0		13,0	17,5	19,0	18,5	
Service Type									
Maximum	24,0	24,0	24,0		24,0	24,0	24,0	24,0	
Minimum	11,0	16,0	22,0	0,035	21,0	11,0	15,0	21,0	0,268
Median	23,0	24,0	23,5		24,0	23,0	24,0	24,0	
Communication									
Maximum	24,0	24,0	21,0		15,0	24,0	24,0	24,0	
Minimum	4,0	9,0	12,0	0,028	9,0	4,0	7,0	16,0	<0,001
Median	15,0	19,0	14,5		13,0	14,0	18,5	19,0	
Total Scale Score									
Maximum	195,0	168,0	139,0		156,0	195,0	166,0	168,0	
Minimum	74,0	95,0	100,0	0,000	132,0	74,0	80,0	113,0	0,002
Median	122,0	142,0	135,5		137,0	120,0	127,0	148,0	

* p-value referring to the Kruskal-Wallis test.

Table 3 demonstrates that there was an association between service scales with virtually all JSS dimensions on job satisfaction, especially when analyzing the 12-hour work with 60-hour rest schedule and the 24-hour work with 72-hour rest schedule, as described in the p-values: Total Scale Score (<0.001); Promotion (<0.001); Supervision (<0.001); Reward (0.019); Operational Protocols (0.044); Service Type (0.039) and; Communication (0.022).

These values indicate that professionals who work on a 24-hour with 72-hour rest schedule are more satisfied than professionals who develop a 12/60 schedule in the domains: Promotion; Supervision; Reward; Service Type and Communication, in addition to the Total Scale Score. Regarding Operational Protocols, the nursing technicians who perform the 12-hour work for 60-hour rest schedule feel more satisfied when compared to those who perform the 24/72 schedule.

As for employment relationship type, a statistically significant difference was also evidenced between the JSS dimensions and the four relationships types. In this analysis, in particular, it is worth mentioning the associations evidenced by the statutory employment relationship (concurrent) with the others, especially when compared to the "other" relationship (commissioned). A statistically significant value was found in the areas Promotion ($p=0.034$), Communication ($p=0.014$) and Total Scale Score ($p=0.024$), thus denoting that the professionals with permanent positions were more dissatisfied than the professionals with commissioned positions in relation to the same areas mentioned.

DISCUSSION

It is possible to verify through the general domains results on job satisfaction that the nursing professionals analyzed is neither dissatisfied nor satisfied in relation to work. International studies that used the same questionnaire to analyze nurses and/or nursing teams' job satisfaction showed similar satisfaction levels and ambivalence among these professionals regarding job satisfaction¹⁸⁻²⁰. Thus, as a way to promote job satisfaction, recent studies have found that leadership models, such as authentic, resonant and coaching leaderships, have a positive correlation with satisfaction among the nursing team in general²¹⁻²³, as well as among the SAMU nursing technicians²⁴. Therefore, supervisors and nursing coordinators should potentially develop such competence to impact nursing and healthcare teams' job satisfaction.

Further, analyzing the descriptive data, it was noticed that, in the SAMU's nursing technicians perception, Service Type and Supervision were the domains that presented the highest satisfaction in the work environment, thus corroborating studies that used the same instrument^{19,25}. Given these data and considering urgency and emergency context, it is worth pointing out the qualitative research developed with nursing technicians highlighted that the pleasure these professionals feel in their work is linked to the activities they perform in their daily routine¹³.

Following the same logic, a study developed in the Natal's city SAMU, Rio Grande do Norte, Brazil, with nursing professionals, among whom 90.2% said they were satisfied with the types of activities they develop in their daily work⁹. Similarly, a study developed in an equivalent SAMU service in Chile revealed that interviewed nursing professionals highlighted the service type as the main component for higher satisfaction²⁶. Still, considering the mobile emergency service context, in addition to the factors evidenced in this study, the following factors were identified as promoting satisfaction among the SAMU nursing team: dynamism, the service's resoluteness, and the visibility in the emergency care system¹².

Regarding supervision, it's highlighted that the nurse is responsible for supervising the nursing team since this individual is responsible for managing the nursing service with the occupational supervisory body, articulating professional, institutional, and social dimensions, to the country and the world²⁷. It is worth mentioning that, according to the present study results, the technical professionals feel satisfied with the supervision performed by their coordinators.

Dissatisfaction can be linked to one or more dimensions, as well as vary according to the social and temporal contexts. In this study, the Payment dimension was responsible for the highest dissatisfaction frequency: 140 (90.32%), which corroborates the research conducted with Italian nurses that showed the same association, although with even lower satisfaction values in the JSS²⁵ instrument.

The data in Table 1 showed that the quantitative variables (age, training time, and time in the unit) did not show a significative correlation with job satisfaction. On the other hand, two integrative reviews about the factors that interfere in nursing satisfaction indicated a relationship between these variables. In both, they listed several articles showing that the training time has a positive correlation with job satisfaction, i.e., the longer the training time and the time in the job, the greater the job satisfaction^{28,29}. In turn, regarding the age analysis, the review about nursing professionals in primary care described that younger individuals feel less satisfaction in their jobs compared to older ones²⁸, which can be associated with the professionals' maturity in recognizing the intervening factors in job satisfaction.

Considering the data in Table 2, an association between the variable gender and the dimension Payment was identified, since male professionals were more satisfied when compared to females, such as the article from research in hospitals in southern Brazil³⁰.

Still, regarding the data in Table 2, there was no association between the technicians' complementary course and the job satisfaction dimensions. Not having an undergraduate degree for technicians was associated with these professionals' satisfaction regarding the promotion domain. In opposition to what was exposed in the present study, a Chinese study pointed out that the education level is a variable that can be associated with job satisfaction since the data indicate that the higher the education level and training (such as complementary courses), the higher the nursing professionals' job satisfaction².

In Table 3, when the work schedules and the JSS dimensions were analyzed, there was a statistically significant difference regarding the 12/60 schedules and the 24/72 schedules, unlike the systematic review, which did not find that the work scale correlates with job satisfaction among nursing professionals²⁹. Contrary to the present study's findings, Brazilian research pointed out that workers who are permanent employees, i.e., those who have job stability, have a job and salary plan, a fact that can positively influence the workers' satisfaction³⁰.

Therefore, it was noticed that job satisfaction plays a fundamental role in good nursing practices by enabling a favorable environment for them. Thus, evaluate the factors that may (dis)favor nursing technicians' job satisfaction is essential. Finally, it is necessary to highlight that the present study is limited to the SAMU centers' choice located in the regulatory centers of the Goiás State; thus, results cannot be extended to decentralized bases.

CONCLUSION

The SAMU centers' nursing technicians analyzed showed that they are neither dissatisfied nor satisfied with their work. In addition, the aspects that presented the highest satisfaction for the professionals were Service Type and Supervision, whereas the dimension Payment was identified as the greatest dissatisfaction generator.

When investigating its possible relationship with professional and demographic aspects, there was a weak negative correlation between the Reward domain with the variable time in the unit, as well as between the Employees domain with the variable age. On the other hand, a positive association was found between service scales with practically all JSS job satisfaction dimensions, especially when analyzing the 12/60 schedule and the 24/72 schedule. The four types of employment relationship also showed statistically significant differences among the JSS dimensions.

Therefore, job satisfaction is considered an workers' health indicator, especially for nursing technicians working in pre-hospital care. Therefore, based on the study results, nursing managers and coordinators, not only in the centers studied, but also in other SAMU centers, can guide their actions in order to promote/develop job satisfaction factors with the nursing technicians' team.

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