



CHAPTER 01

INTRODUCTION

Job Satisfaction level among Nurses in tertiary Hospital in Lahore

By

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1.0 Introduction

Job satisfaction is important in every profession which brings physical, mental and spiritual satisfaction in life. Nurses are the crucial part of health care setting. They are the heart of hospital. Job satisfaction is very important to perform duty well and provide quality care to the level of patient' satisfaction. Satisfaction is the fundamental concept which includes various patients' past experience with nurses, satisfaction with care, future expectations from nurses and their social, moral and ethical values of individuals according to their society (AsimaFarman, Kousar et al. 2017).

Nurses are responsible for providing quality but due to overburden of patients, increase work load, disrespect by society, unsafe working environment and low salaries are affecting quality care [8]. According to American Nursing Association nursing is a shelter and upsurge in health and capabilities that focus on illness eradication by treatment and through advocacy of individual and community to avail health care facilities and maintain normal health and wellness. (AsimaFarman, Kousar et al. 2017)

1.1 background

In a study by Ning et al was found to be strongly related to work load, lack of professional promotion, work environment and organizational policies. A similar study by Japanese revealed that job satisfaction is related to professional commitment, work environment and confidence in profession.(Sultana, Riaz et al. 2011)

Nursing was done by nuns at first in Malaysia after that nursing is shifted towards trained nurses from England. It consists of 3 years diploma staff nurses and 2 years trained assistant staff nurse.

With the passage of time and according to the need of the with the advancement of technology and health care needs transition occurred from diploma to graduate nurse.(abdul wahab 2015)

A study in done on nurse's job satisfaction level using Index of Work Satisfaction (IWS) a tool to measure job satisfaction level developed Dr. Paula stamps, a professor In the Community Health Studies Department at the University of Massachusetts in Amherst USA first published in 1978. Nursing is no longer profession of choice in Malaysia. (Taunton et al., 2004). Therefore, there is a shortage of nurses in Malaysia and all over the world. This study reveals that job satisfaction is very low in nursing. Mostly newly trained nurses choose to go overseas especially Saudi Arabia where they can earn more and income is not taxable. The main reason of nurses' job dissatisfaction is economic, stress and overburden of work. Intrinsic and Extrinsic both factors have effect on job satisfaction. (abdul wahab 2015)

To provide quality care is the main goal of any association. To meet this, need the employee of the association should be satisfied. As nurses are the back bone in providing quality care so satisfaction in job for nurses is mandatory. Quality level of any organization play vital role in the job satisfaction, more the employees are satisfied with job better will be the quality of care.

A study of Dutch nurses indicated there is a close relation between organizational development and quality of care provided by the organization this study shows that there is a clear link among employees' satisfaction and the organizational achievement. In addition, salary satisfaction and workplace environment were determined as the variables influencing nurses' job satisfaction. (AsimaFarman, Kousar et al. 2017) A study from Korea revealed the higher level of job satisfaction and empowerment in permanent nurses as compared to temporary nurses.

1.2 Significance of the study

The significance of the study is that by doing this research the Health Care Organization easily understand the factors that causes disturbances in the delivery of health care .The workers general satisfaction exert a direct influence on the quality of care that is provided by the health care team members .The response of an individual changes as he \ she is not satisfied at his \her workplace ;some of these are lack of confidence , deficit in critical thinking and clinical knowledge ,drain frustration with the work environment ,lack of communication with others ,and does not interest in organization policies and personal skills .This study investigate the level of work satisfaction of Nurses in public and private sector using the Index of Work Satisfaction (IWS) , that is a tool to measure the nurses job satisfaction .(Taunton et al., 2004).

1.3 Purposes of the study

The purposes of the study is to investigate the job satisfaction of the nursing team that may contribute to identify problems on health services, planning possible solutions that may improve the service quality and resolve the factors that causes job dissatisfaction .To achieve the objectives of the study , various questions are put forward in this study .By understanding the factors that nurses are satisfied or dissatisfied will enable us to perform interventional measures including improving working condition, enhancing salaries and reduce stress. This will improve work performance and Quality of care. (Newman, Maylor, & Chansarkar,2002).

1.4 Research Question

- Is there any link between job satisfaction and quality of care?
- Is there any association between salaries and job satisfaction in nursing profession?

1.5 Objectives of my research are;

- To assess level of job satisfaction and its relation with quality care.
- To assess the effect of income on job satisfaction and then quality care.

1.6 Summary

Level of job satisfaction among Nurses is valuable for the proper Health care delivery in Health care setting. Job satisfaction is important as it is necessary to provide quality care to the patient. Nurses are responsible for providing quality care but due to overburden of patients, increase workload, disrespect by society, unsafe working environment, and low salaries affecting the quality of care provided by the nurses. The only purpose of this study is that by doing this Research the Health care Organization easily understand the factors that causes the disturbance in the delivery of Health care.

DEFINITION OF TERMS

Job satisfaction

It is a multi-faceted concept. It can be defined as feeling of fulfilment or enjoyment that a person drives from their job. It is categorized into five factors individual factors, social, cultural, organizational, and environmental factors.

IWS

Index of Work Satisfaction, tool that measures job satisfaction of nurses developed by Dr. Paula stamps, a professor In the Community Health Studies Department at the University of Massachusetts in Amherst USA first published in 1978.

Intrinsic factors

The Intrinsic factors motivates individual to superior efforts and performances. They can also be described as growth factors. The intrinsic factors that motivates a nurse are task requirement, autonomy, and professional status.

Extrinsic factors

Extrinsic factors are hygiene or maintenance factors which if absent cause dissatisfaction. Extrinsic factors are salary, job security, working condition, level and quality supervision, company policy and administration, and interpersonal relationship. Extrinsic factors that affect nurses' job are interaction, organizational policies and pay.

Chapter 02

Literature Review

2.0 introduction

There is a direct relationship between job satisfaction and quality care. Job satisfaction is mandatory in maintaining the quality of care in public and private sectors. Nurses satisfied with the job will be able to provide better care in contrast to the nurses that are not satisfied with their salaries or work environment. The success of any organization depends upon patients. Better the quality of care provided to the patients, more satisfaction of the client that will lead to the success of the organization. Literature review disclose that there is unavoidable and unsurpassable relation between organization's success and employee's job satisfaction.(AsimaFarman, Kousar et al. 2017)

A study done in Malaysia reported that there is low level of job satisfaction related to economic reasons and workload. Shortage of nurses and dissatisfaction of nurses working in high rank hospital lead to uneven quality care, medical errors and adverse patient outcomes. High nurses job dissatisfaction has been reported I five countries i.e. Canada, USA, England, Scotland, and Germany in a study done in 1998-1999 on 43,329. (Akin et al., 2001) Different job satisfaction has been reported in nurses working in different units. Nurses working in pediatric units are more

satisfied then those who are working in emergency units based on 2004 NDNQI RN Satisfactory Survey (boyle et al..2006)

Another study on the level of job satisfaction working both in government and private hospitals reported that there is a very low level of satisfaction among nurses. The sample size is consisting of 198 nurses out of which only 5 were male nurses. The sample consist of 58.1% of Malaysia, 26.3% Chinese,14.6% Indians, and 1.0% others. Almost one third of the respondents were below 25 years, and about a quarter were between 25-29 years, those with age 35-39 year & over 40 comprises about 12% each. More than 50% respondent have worked between 41 and 50 hours a week and 17.4% worked for more than 5 hours a week. IWS method of study has been used which revealed that with an average IWS of 11.6 out of maximum possible 37.1, dissatisfied with job in private sectors due to over work with low income and task requirements like documentation which is not related to nurses any way. Due to shortage of nurses sometimes they have to perform double duty. However most of the nurses in these hospitals were satisfied. They think this service very important in helping others and take pride in serving humanity while doing this job. They were dissatisfied with their position teamwork and cooperation from organization.(Yew, Yong et al. 2018)

A recent study on a public hospital of Lahore, Pakistan reported that job satisfaction level has a direct positive effect on quality care by nurses. According to 68.5% of participants, job satisfaction has direct impact on quality care. This study consist of 222 participants, 97 between age of 18-25 years, 97 were 25-35 years, 26 fall in category of 35-50 years and 2 participants were above 50 years. These were only female respondents; no male was included in study. Mostly were married & 216 were diploma holders. Most of them has a view that work environment effect their job satisfaction. Other factors that affect job satisfaction are workload and stress. They think that their level of satisfaction can increase by healthy professional work environment and reward and appreciation. The results of this review show that there is a positive relationship between medical caretakers' employment fulfillment and quality care. This review reveals that workload, staffing stress, poor administration, and deficient preparing are the factors that affect quality care. It also reported the stress a determining factor in both nurses' job satisfaction and delivery of care. (AsimaFarman, Kousar et al. 2017)

A study conducted on job satisfaction among nurses working in public and private tertiary care hospitals in Pakistan in 2014 reported dissatisfaction of nurses with their jobs. 41 nurses have

participated in study from both hospitals most of them were BSc nursing. 29 were Muslims and remaining 18 Christians. 3 narrative types have emerged from data i.e. “working in spirit of serving humanity”, “working in all odds”, “working in a functional system and facing pressure of high accountability”. All participants have joined profession by choice but now they were dissatisfied with their jobs. Public sectors nurses were identified in first 2 narrative types but those in private were identified in private sector. Those working for five years in government hospitals are not satisfied with their jobs. Work environment that nurses have to face is different in both public and private sectors. Finding of this study is similar to the results of other studies conducted in Pakistan and Lebanon shows that lack of respect is associated factor with poor job satisfaction.(Hamid, Malik et al. 2013)

Another study on a hospital of South Africa published in 2015. reported that there is a relationship between stress related to workload and job satisfaction. Total 1200 Nurses were invited and 895 nurses participated (response rate 75 %) from private hospital (59%), about 28% were the age of 50, 72% had diploma and 27% had more than 25-year work experience. These all were female respondents. Most of them view that workload and stress effect their job satisfaction [6]. They think that stress related to poor staff management, low salaries, security risks is important in determining burnout and job satisfaction among nurses. Burnout impact on mental health and wellbeing of nurses. Further researches exploring specific strategies for managing stress and improve job satisfaction. Existing literature confirms that these issues causes impact on the level of stress at job place [7]

2.1 Hypothesis:

“if a nurse is satisfied with her job and dedicated towards her profession then quality care of the patient will improve”

2.2 Summary

Nurses who are satisfied with their job will be able to provide better care in contrast to the nurses that are not satisfied with their salaries and work environment. A recent study conducted in South Africa published in 2015, reported that there is a relationship between stress related workload and job satisfaction. Another study in 2014 conducted in Pakistan and Lebanon shows that the lack of respect is associated factor with poor job satisfaction. In 1998-1999 a study done in Malaysia reported that there is low level of job satisfaction related to economic reasons and work load. Literature reviews discloses that there is unavoidable and unsurpassable relation between Organization’s success and employee job satisfaction.

Chapter 03

Methodology

3.0 Research design:

To achieve the research objectives, a cross-sectional descriptive study design is used to study the job satisfaction level among nurses and its variables are: quality care, salaries & job satisfaction level.

3.1 Settings:

The questionnaire was distributed among nurses of one public tertiary care hospital & one private hospital of Lahore, Pakistan (I.e. Jinnah Hospital) as convenient sample.

3.2 Study participants:

Study participants are nurses of private and public hospitals of age group 22years to more than 55 years old having experience in clinical settings. Participants were enlisted by asking all nurses of all departments of relative hospitals to voluntarily complete survey.

3.3 Sample size:

Sample size has been calculated according to following formula

$$N = \frac{Z^2 p(1-p)}{E^2}$$

Where the value of Z=1.96, E=0.05 and p=0.12

$$N = \frac{(1.96)^2 \times 0.12 (1-0.12)}{(0.05)^2}$$

$$N = 162$$

And for convenience we take half of the sample size and generalize the results so n=81

3.4 Selection criteria:

Selection criteria for this cross-sectional study if as following:

3.4.1 Inclusive criteria

- All the staff and head nurses
- Diploma and graduate as well as master's nurses
- Both public and private hospital nurses

3.4.2 Exclusive criteria

- Student nurses
- Instructor nurses

3.5 Sampling techniques:

Sample is selected by quota sampling techniques.

3.6 Sampling tool:

Self-administered survey questionnaire method will be used to collect data.

3.7 Data collection:

A ward supervisor is approached in clinical setting to explain our purpose of visit and ask her permission to conduct a survey among staff nurses. The graduate nurses belong to different age group and clinical experience. Their consent is taken after assuring the confidentiality of their provided information. 20-25 minutes were given to fill the questionnaire.

3.8 Data Analysis

Data is analyzed by using SPSS software version 21 using descriptive analysis technique. To achieve good results researchers must provide clear, updated and valid information in the form of questionnaire. Letter of consent must be attached to questionnaire and it should be concise, valid and easy to understand by every participant.

3.9 Ethical consideration

Permission was taken from higher authorities and enough information about research topic had been given to participant. And this has been achieved through consent form attached with the questionnaire and verbally explained the benefits of this research. Confidentiality was considered. The rights of participants were protected and maintained.

4.0 Summary

A cross sectional Descriptive study design is used to study the job satisfaction level in public and 1 private Tertiary Hospitals of Lahore. Questionnaire was distributed among the Nurses of the age 22 to 55 years (Diploma, Graduate and Master nurses) and also included Student nurses and Instructor nurses, sample size is 81 selected by Quota Sampling Technique. Permission was taken from higher Authorities and enough information about Research topic. Data is Analyzed by using SPSS software version 21 using Descriptive analysis technique.

Chapter 04

Results

4.0 Profile of respondents

Sample of 81 have been taken. The nurses who participated in this study were staff nurses of both public and private hospitals with at least one year of work experience.

4.1 Demographic data

Below tables will represent demographic data of respondents(n=81) on the bases of age gender, education and work setting

4.1.1 Age and gender

Out of 81 respondents 45(55.6%) were between age of 20-30 years, 22(27.2%) between 30-40years, 8(9.9%) between 40-50 years, and 6(7.4%) were between 50-55 years of age.

All 81(100%) participants were female nurses.

4.1.2 Marital and job status

In total respondents of 81 41(50.6%) were unmarried, 34(42.0%) married, 3(3.7%) divorced, 2(2.5%) separated, and 1(1.2%) were others not specified.

Out of 81 respondents 54(66.7%) were doing full time job, 27(33.3%) were doing part time job.

4.1.3 Qualification

Total participants were 81, mostly 51(63.0%) diploma holder, 2(2.5%) Masters in other profession, 1(1.2%) associate degree holder, 22(27.2%) BSc nursing, 3(2.5%) MSN, and 2(2.5%) were others not specified by participants.

4.1.4 Current unit

Out of total 81 participants 59(72.8%) were working in inpatient setting, and 22(27.2%) working in outpatient department.

Descriptive Analysis of Demographic variables (table 1.1)

Demographic Information	Demographic data	Frequency	Percentage
AGE	20-30	45	55.6
	30-40	22	27.2
	40-50	8	9.9
	50-55	6	7.4
GENDER	Female	81	100
MARITAL STATUS	Single	41	50.6
	Married	34	42.0
	Divorced	3	3.7
	Separated	2	2.5
	Others	1	1.2
CURRENT WORK STATUS	Full time	54	66.7
	Part time	27	33.3
HIGHEST LEVEL OF EDUCATION	Diploma	51	63.0
	Master degree in other profession	2	2.5
	Associate degree	1	1.2
	Bachelor's degree	22	27.2
	Master degree	3	3.7
	Others	2	2.5
CURRENT WORK SETTING	Inpatient	59	72.8
	Outpatient	22	27.2

4.2 Work place satisfaction

Eighty-one nurses from public and private hospital have been participated in research. A questionnaire has been distributed among them. Most of them 56.8% agree that their job is very meaningful for them. Out of 100%, 49.4% are satisfied with their job type and very enthusiastic about their job. 48.1% of the view that there pay is enough and satisfactory according to job and 21.0% are neutral in this view. 46.9% are thinks that they have sufficient time to discuss patient's problem but 22.2% are neutral. Average Mean (3.26) cleared the results that most of the mean of total respondents lie between Mean (range 3-4.5) which means that most of the respondents are satisfied with their job, pay, and patient care.

Participant's work place satisfaction (table 1.2)

	Strongly	Agree	Neutral	Disagree	Strongly	Mean	St.	Avg
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		Agree				disagree		deviation	Mean	
My job is very meaningful for me	Frequency	28	46	6	1	0	4.25	.643	3.26	
	%age	34.6	56.8	7.4	1.2	0				
i am enthusiastic about my present work	Frequency	16	40	12	13	0	3.73	.962		
	%age	19.8	49.4	14.8	16.0	0				
my work gives me opportunity to show what i'm worth	Frequency	24	34	15	7	1	3.90	.970		
	%age	29.6	42.0	18.5	8.6	1.2				
It's worthwhile to make efforts in my job	Frequency	16	35	22	8	0	3.73	.895		
	%age	19.8	43.2	27.2	9.9	0				
It is my impression that a lot of nursing personnel at this hospital are dissatisfied with their pay	Frequency	10	29	17	23	2	3.27	1.084		
	%age	12.3	35.8	21.0	28.4	2.5				
Considering what is expected of nursing service personnel at this hospital, the pay we get is reasonable	Frequency	9	35	26	8	3	3.48	.950		
	%age	11.1	43.2	32.2	9.9	3.7				
The present rate of increase in pay for nursing service personnel at this hospital is not satisfactory	Frequency	5	29	20	23	4	3.10	1.044		3.26
	%age	6.2	35.8	24.7	28.4	4.9				
From what I hear about nursing service personnel at other hospitals, we at this hospital are being fairly paid	Frequency	12	36	21	9	3	3.56	1.000		
	%age	14.8	44.4	25.9	11.1	3.7				
There is too much clerical and paperwork required of nursing personnel in this hospital	Frequency	10	38	20	11	2	3.53	.963		
	%age	12.3	46.9	24.7	13.6	2.5				
I have plenty of time and opportunity to discuss patient care problems with other nursing service personnel	Frequency	5	20	18	28	10	2.78	1.140		
	%age	6.2	24.7	22.2	34.6	12.3				
I could deliver much between	Frequency	20	39	14	8	0	3.88	.900		

care if I have more time with each patient	%age	24.7	48.1	17.3	9.9	0		
I think I could do better job if I did not have so much to do all the time	Frequency	18	37	13	11	2	3.72	1.040
	%age	22.2	45.7	16.0	13.6	2.5		
My particular job really doesn't require much skill or 'know-how'	Frequency	10	11	22	25	13	2.75	1.240
	%age	12.3	13.6	27.2	30.9	16.0		
Nursing is not widely recognized as being an important profession	Frequency	11	32	6	19	13	3.11	1.351
	%age	13.6	39.5	7.4	23.5	16.0		
There is no doubt whatever in my mind that what I do on my job is really important	Frequency	14	44	17	5	1	3.80	.843
	%age	17.3	54.3	21.0	6.2	1.2		
What I do on my job does not add up to anything really significant	Frequency	7	20	25	27	2	3.04	1.018
	%age	8.6	24.7	30.9	33.3	2.5		
It makes me proud to talk to other people about what I do on my job	Frequency	14	24	28	6	9	3.35	1.185
	%age	17.3	29.6	34.6	7.4	11.1		

1=strongly disagree, 2=disagree, 3=neutral,4=agree,5=strongly agree

Average mean (1.37) and mean (1.57 My job gives me a lot of satisfaction) reflects that satisfaction level among nurses is very high. Mean (1.80 My present salary is satisfactory) shows that most of the nurses are satisfied with their pay.

Participant's work satisfaction (table 1.3)

<i>Statements</i>	<i>Mean</i>	<i>St. Deviation</i>	<i>Avg mean</i>
<i>My job gives me a lot of satisfaction</i>	1.57	.498	
<i>In the last year, my work has grown more interesting</i>	1.70	.459	
<i>My present salary is satisfactory</i>	1.80	.401	
<i>An upgrading of pay schedules for nursing personnel is needed at this hospital</i>	1.73	.448	1.37

I have sufficient time for direct patient care

1.27 .448

I am satisfied with the types of activities that I do on my job

1.53 .502

Most people appreciate the importance of nursing care to hospital patients

1.49 .503

1=no,2=yes

4.3 Summary

This study shows that in the beginning all were motivated and show interest in their profession but in practical setting different factors like overburden, old traditions and disrespect had an impact on their job satisfaction. The factor that keep them motivated is salary, so that Nurses in both public and private sector provide quality care to the patient. The performance of the Nurses and quality care provided by nurses to the patient is greatly depends on overburden.

Chapter 05

Discussion & conclusion

5.0 Discussion

Job satisfaction level of nurses in their profession is one of the major factors that have a strong impact on quality care provided to patient in hospital setting. And this satisfaction is deeply interrelated to the salary, motivation, and overburden on nurses. The purpose of this chapter is to provide a significant discussion of the results in context of current relevant literature. In addition limitation of studies will be identified. Lastly suggestion will be given to improve performance of nurses in practical settings.

Throughout the course of study, it has been noticed that all of the nurses working in tertiary care hospitals were females(100%). This data is completely supported by a study conducted in Lahore where all participants were female(100%)[2]. Majority of participants were between the age of 20-30 years and mostly have a marital status as single, which is also supported by a study conducted in the tertiary care hospital of Karachi[13]. Most of the nurses were diploma holder.

This study reflects that most of the participants of this study are satisfied with their job, their income and work place and study show positive relationship between nurse's job satisfaction, quality care and income. Factors that affect the nurses job satisfaction are increase workload and stress from society's view about this profession.

Study conducted shows similar results as study conducted in Pakistan and Lebanon [9] that disrespect is associated with this profession as society is not accepting nursing as a noble and respected profession especially in developing countries [10,11]. It is mainly associated with staff's interpersonal relationship as they are not respected by senior doctors, if they respect them then junior doctors, patients and attendants will automatically will respect them [12]. A study conducted in tertiary care hospitals of Pakistan reflects that nurses are more attracted to private hospitals due to better facilities of growth on the basis of performance and pay as compared to public sector where they are not promoted even after years of working and spend their whole life working in the same position and their pay structure is also not affected based on their performance [3].

According to a study conducted in tertiary hospitals of Karachi shows more satisfaction of nurses as 53.9% participants were satisfied with their jobs. They suspect that higher result may be due to different sampling and different setting but the satisfactory level of respondents was very high [13].

Results of a study conducted in Malaysia shows the dissatisfaction of nurses with their jobs working in private hospital. They think that they are underpaid and require hard work to fulfill task requirements during their jobs. As well as they have to perform many non-nursing tasks which affect quality patient care i.e. daily documentation. as Malaysia is facing shortage of nurses sometimes they have to perform double duty for which they are not paid according to their hard work. However most of the nurses were satisfied with their working position and professional status. They find that helping others is a prayer and they feel proud in helping others take it as a sacred profession [5].

5.1 Conclusion

This study reveals that there is a positive connection between nurse's job satisfaction, income and quality care. Personnel of this profession are satisfied with their jobs and earning. Although there are some hurdles from society as it can't be viewed as noble profession for women and there is much stress from work load but overall it is a satisfying job and mandatory part of health care settings.

5.2 Strengths and Limitations

5.2.1 Strengths:

- It includes respondents from both private and public hospital which strengthens the result regarding job satisfaction.

5.2.2 Limitations

- Study is carried out in only one public and one private hospital
- Results may be biased as respondents were not much interested due to heavy work load
- Most respondents were young nurses with only few years in this profession, they may also add to biasness in results.

5.3 Recommendations

Based on the study findings and pre-mentioned discussion, the present study recommends following:

- Salaries should be according to working areas and specialized skills
- Nurse-patient ratio should be improved to decrease the work overload
- Service structure should be improved to increase the motivation for higher studies
- The major impact of nursing profession in society need to be changed
- Government should make policies to increase the interest in profession
- Psychological sessions are mandatory to resolve the internal conflicts of nurses

5.4 Recommendation for future Researcher

- Replication of study on larger sample is required.
- Other factors that influence the job satisfaction should be studied.

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APPENDICES

APPENDIX A INFORMED CONSENT FORM

College of Nursing, Allama Iqbal Medical College, Jinnah Hospital Lahore

Consent form

I, _____, daughter of _____, hereby, fully agree to contribute in the above-mentioned study. I understand that the study is designed to add knowledge to nursing. I have been informed about the nature of participation and possible risk/discomfort involved. I have the opportunity to ask any question about the study and I agree to give my response as requested by the researcher (Hina Bibi, Sama Zaheer, Sana Umar) research publication while maintaining confidentiality.

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Researchers

Participant

APPENDIX B

INSTRUMENTS

Introduction: This instrument is divided into three sections. First section is about Demographic Data, Second Section is about Participants work place satisfaction and third section is about personal satisfaction of participants.

QUESTIONNAIRE

Demographic data

Name: _____

Date: _____

Age

- 20-30 30-40 40-50
 50-55 55+

Gender

- male female

Marital status

- single married divorced
 separated others

Current work status

- full time part time

Highest level of education

- Diploma Master's degree not in your profession
 Associate degree Doctoral degree in your profession
 Bachelor's degree in your profession Doctoral degree not in your profession
 Bachelor's degree not in your profession
 Other (Please Specify: _____)
 Master's degree in your profession

Please indicate the year this degree was received: _____

How many years have you worked in your current profession? _____ (# of years)

Which of the following best describes your current work setting? (Fill in the circle for all that apply)

- Inpatient Outpatient

Nursing Workplace Satisfaction Questionnaire (NWSQ)[14]

Below are a series of statements concerning your thoughts/findings about your job. Please tick (✓) the number that most appeals:

5 = strongly agree, 4 = agree, 3 = neutral, 2 = disagree, 1 = strongly disagree

	Strongly agree 5	Agree 4	Neutral 3	Disagree 2	Strongly disagree 1
● My job is very meaningful for me					
● I am enthusiastic about my present work					
● My work gives me an opportunity to show what I'm worth					
● It's worthwhile to make efforts in my job					
● It is my impression that a lot of nursing personnel at this hospital are dissatisfied with their pay					
● Considering what is expected of nursing service personnel at this hospital, the pay we get is reasonable					
● The present rate of increase in pay for nursing service personnel at this hospital is not satisfactory					
● From what I hear about nursing service personnel at other hospitals, we at this hospital are being fairly paid					
● There is too much clerical and paperwork required of nursing personnel in this hospital					
● I have plenty of time and opportunity to discuss patient care problems with other nursing service personnel					
● I could deliver much between care if I have more time with each patient					
● I think I could do better job if I did not have so much to do all the time					
● Professional status My particular job really doesn't require much skill or 'know-how'					
● Nursing is not widely recognized as being an important profession					
● There is no doubt whatever in my mind that what I do on my job is really important					
● What I do on my job does not add up to anything really significant					
● It makes me proud to talk to other people about what I do on my job					

	yes	No
● My job gives me a lot of satisfaction		
● In the last year, my work has grown more interesting		
● My present salary is satisfactory		
● An upgrading of pay schedules for nursing personnel is needed at this hospital		
● I have sufficient time for direct patient care		
● I am satisfied with the types of activities that I do on my job		

● Most people appreciate the importance of nursing care to hospital patients		
● If I had the decision to make all over again, I would still go into nursing		

Overall:

● which is the best thing about your job? _____

● Which is the worst thing about your job? _____

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APPENDIX C

PERMISSION LETTER



OFFICE OF THE PRINCIPAL

COLLEGE OF NURSING ALLAMA IQBAL MEDICAL COLLEGE, LAHORE.

Maulana Shaukat Ali Road, Lahore. Telephone # 99230340, E-mail: conaimc@hotmail.com

No. _____/CON/AIMC, dated Lahore the _____ 2018.

SUBJECT: - Data Collection –Research Project of B.Sc. Nursing Students

Sir,

I hope this letter will find you in the best of health and spirit.

I would be grateful if you would kindly allow our B.Sc. Nursing students Ms. Hina Bibi, Ms. Sana Umar and Ms. Sama Zaheer to collect data related for approved research project entitled “**Job Satisfaction level among Nurses in tertiary Hospital in Lahore**” in collaboration with registered nurses of Jinnah Hospital Lahore.

With warm regards

Principal,
college of nursing,

Allama Iqbal medical college Lahore.