

Job Satisfaction among the Nurses Working in Government and Private Hospital in Eastern Part of Nepal

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Abstract

Nursing is a profession which directly deals with the health of the human being. It requires competence, compassion and genuine commitment. So, job satisfaction among the nurses remains the matter of concern because it directly impacts the quality of patient care. The objective of the Study is to assess the level of satisfaction among the nurses.

A descriptive Cross-Sectional study was conducted by using self-administered questionnaire among 200 nurses working in different Governmental and Private Hospital in Eastern Part of Nepal. Data was collected from 2080/1/1/ to 2080/6 30. Job Satisfaction was measured by using five-point Likert scale type questionnaire. Descriptive statistics; Mean, Standard Deviation, Percentage and inferential statistics co-relation analysis were utilized to examine data and draw meaningful insight. The findings of the study revealed that 54.5% (109) respondents were satisfied with their job and 45.5% (91) respondents were unsatisfied with their job. Based on the weighted mean score satisfaction level was assessed where the weighted mean was 3.105. finding showed that there is significant relationship of job satisfaction with salary and type of hospital and there is no any relationship of job satisfaction with designation, age, qualification, marital status and work experience. Level of job satisfaction is more in government hospital than the private hospital. There is significant relationship between level of job satisfaction with its different components and there is significant differences in level of job satisfaction among nurses between government and private hospital.

the study was aimed to find out the job satisfaction among nurses. Based on the findings more than half of the nurses were satisfied with their job and it is also showed that there is significant relationship of job satisfaction with salary and type of hospital. There are various factors where nurses are not satisfied such as; job security, self-growth and development, salary, working condition and hospital environment. If there are dissatisfier, they may stimulate the nurses to intend to leave their job/centers. For the quality care to the patient in hospital nurses' source of job dissatisfaction must be addressed and managed.

Key Words: Job satisfaction, Nursing professional, Government, orivate hospital, Demographic variables

Introduction

Nursing is a profession which directly deals with health of human being. It requires competence, compassion and genuine commitment. So, job satisfaction among the nurses remains the matter of concern because it directly impacts the quality of patient care. Job satisfaction defines as “an emotional reaction or pleasure or resentment with an employee derives from fulfilling given task function and roles” (Banka, 2005, Locke, 1976, Spector 1997). Job satisfaction was “defined as short term emotional reactions resulting from satisfying needs and reducing tension or constant feelings of a person at work and towards work” (Schwartz & Cummings). Job satisfaction refers to the attitude and feelings people have about their work. It is indicated by positive and favorable attitudes towards the job where as job dissatisfaction indicates negative and unfavorable attitude towards the job [Armstrong, 2006]. It is largely accepted hard fact that if individual is dissatisfied in their job, there may be a chance to underperform and higher chances to turnover the employee, so job satisfaction is a critical and significant component holding its relevance to both the employee as well as employer.

Nursing profession is one where an individual is threatening by heavy work load, multiple role expectation and insufficient pay which lead to decrease the job performance, increase the negative attitude toward work, decrease motivation and eventually detachment from the job [Baral R & Batta 2018]. In our country nurses are facing many problems such as proper assignment of job, utilization of expertise etc., still nurse patient ratio also not uniform, required nursing post are few in numbers and many post are vacant which directly affect the quality patient care. Nurse patient ration is also significantly less, further the problems with job dissatisfaction are low pay, insecurity in job, exploitation, lack of policies and monitoring, insufficient in-service education and brain drain leading to frustration and burnout syndrome. Therefore, it is need to assess the job satisfaction and factors related to the job satisfaction.

Objectives of the study

- To assess the level of job satisfaction among the nurses.
- To analyze the relationship between job satisfaction and related demographic factors.
- To compare the level of job satisfaction among the nurses between government and private hospital.
- To analyze the relationship of level of job satisfaction among nurses between government and private hospital.

Significance of the study

Nurses are mostly responsible of non nursing activities, administrative activities which are the most common cause of over and extra burden in their work. Non nursing activities does not provide decision making capacity in nursing profession and does not change the patient’s situation or condition. Now a days senior nurses are mostly involve in these types of non nursing activity and they are not getting the opportunity to spend time in the patient care. So they are not satisfied with their job and unable to use their knowledge and skill for patient care which actually they are trained for (Rheajane A. Rosales*, 2013).

Satisfied workers are highly motivated, creative, productive and committed in their job. if they are motivated and committed they can provide effective and quality patient care and patient

satisfaction can be achieved (Suhaimi1, 2023). To achieve the organization goal customer satisfaction and their long term retention is very essential. So organization should develop strategies that strengthen the work environment and increase the employee morale and their satisfaction (N.Silpa, 2016). This systematic review revealed that more than half of health care professionals had poor job satisfaction as compared to most of the previous studies conducted elsewhere in the world (Abate HK, 2021).

Ultimate goal of quality patient care or nursing care is satisfaction of patient and improve the recovery rate. It can be achieved by continuous monitoring and evaluation of the patient. If they are doing continuous evaluation and monitoring they will be able to learn deficiencies in health delivery system and will be able to take timely appropriate alternative step.

Finding of this study will be helpful to find out the dissatisfaction among nurses and they can be able to take a step to remove these dissatisfier and institute programs and strategies to promote job satisfaction and patient can get quality care and can be satisfied.

This study will help the hospital to realize the important of job satisfaction. It will also be helpful to them to identify the area in which there is scope to improve satisfaction of nurses with implementation of specific measures.

Review of literature

Job satisfaction as the pleasurable emotional state resulting from the appraisal of one's job as achieving or facilitating the achievement of one's job value (P.E., 1997) and the extent to which people like or dislike their job (Locke 1976).

Study showed that nearly half of the nurses were satisfied with their job. The most satisfying factor is the work itself whereas the least satisfying factor is the recognition and reward given them followed by participation in decision making (Ajanta Singh1, 2021). A study found that 60.8% of nurses were satisfied with their job (Firew Ayalew, 2019).

Nurses job satisfaction should be improved to decrease the nurse's intention to leave their workplace and maintain their optimum performance in patient care this can be achieved by addressing the source of dissatisfaction and pressure at work [Abdul K. 2023].

Though the job satisfaction is an individualized and subjective feeling, the result may not be static but the factors hindering the job satisfaction among nursing faculties should be given attention and further opportunities for the professional growth and employee expectation need to be addressed so that they can actively involve in the development of health care service and education (Baral R, 2018).

Job satisfaction is affected by the various factors among nurses, which will in turn affect the quality of patient care and health organization too. Thus, importance should be given towards the safety issue to their job with alleviation of safety hazards. A periodical revision of pay and benefits will also increase the satisfaction level. Working relationships, support of management and supervision should be also considered and emphasized for better nursing future [Ms. Shova Jogadale 2016].

A study found that majority of nurses were moderately satisfied and professional qualification of the nurses had significant relationship with level of job satisfaction (Kabita Paudel, 2022). The overall magnitude of job satisfaction was 55.2% (95% CI: 51.0, 59.4%) (Amare Geta,

2021). Overall Job satisfaction among Health care provider is low, Job satisfaction and the quality of the provided care are strongly associated with each other (Halawani & Halawani, 2021).

Job satisfaction plays important role for the quality patient care. If there is higher work pressure there is higher risk of job dissatisfaction and job performance decreases. a study was found that 58% of Nurses were satisfied with their job and 42% were dissatisfied. And it was also concluded that job satisfaction among the nurses is very important, if they are satisfied with their job there is less chances to leave their work place along with this there is the chances of improve and maintain performance in patient care. For this achievement it is needed to decrease the source of dissatisfaction and pressure at work (Razaz Wali, 2023)

A qualitative study conducted in Pakistan found that nurses working in private and public sectors are not satisfied with their jobs. It is concluded that unnecessary effort and workforce should be decreases which increases unnecessary work pressure. Nurses who are experienced at work they are satisfying and enjoyable, for the long term retention of the nurses hospital should invest in Nurses through staff development, orientation program and an improved work environment as such measure are more cost effective in the long term (Hamid S, 2014)

Nursing job is a challenging and stressful job. current situation is not static so level of satisfaction also a dynamic process. In this study it was found that majority of nurses were satisfied with their present condition of work, however long working hour, lack of opportunity for further education and training and lack of supervision increase sense of dissatisfaction. Hence working environment and employees expectations should receive attention (Shrestha GK, 2010).

A study found that salary was the most fundamental and essential predictor of job satisfaction among nurses. Socio-economic factor, administrative and managerial support, autonomy and responsibility, salary, supervision, working condition, recognition and achievement, advancement and promotion shows positive relationship with nurses job satisfaction (Olusegun Emmanuel Akinwale, 2020).

A study found that only 20% of employee were satisfied in overall factors of job satisfaction and it is associated with young age, work experience and job security. Employee were satisfied with the type and nature of work and relationship with co-workers while more dissatisfied with salary, promotional opportunities and interpersonal communication (Namita Deshmukh, 2023). It was found that high levels of job dissatisfaction (38.1%), low perceived preparedness (62.2%), stress (70.5%), and burnout (69.4%) among providers (Patience A. Afulani, 2021). Job satisfaction is very low among healthcare workers in a teaching hospital (Ram Prasad Sharma G1, 2023). The overall job satisfaction of Health care providers was low, especially among General Practitioner's and nurses: the scores for intrinsic job satisfaction with respect to sociodemographic characteristics were low, whereas they were medium for extrinsic job satisfaction (Hicham El Mouaddib a, 2023).

In health care organization job satisfaction among the nurses has become critical because of shortage of nursing professional, effect on patient and associated costs. It is suggested that there are main two important factors which affect the job satisfaction among the nurses are professional opportunity and extrinsic reward. For the achievement of quality nursing care these two factors professional opportunity and extrinsic reward should be addressed (Al Maqbali, 2015).

Methods

A descriptive cross-sectional design was adopted to find out the job satisfaction among nurses in eastern part of Nepal. Study population consisted of all nursing staff working in selected Government and private hospitals. Purposive sampling technique was used for the selection of Hospitals and the samples. Total 200 sample were taken 100 in Government Hospital and 100 in Private Hospital. Permission was taken Hospital administration, related department, Nursing In charge and respondents themselves. Structured self administer questionnaire were used. Job satisfaction were measured by using five point likert scale type questions. Collected information's were coded, tabulated and entered into Spss and analyzed on the basis of research objectives by using descriptive statistics in terms of percentage, mean and standard deviation and inferential statistics correlation were utilized to examine data and draw meaningful insights.

Results

Table 1 shows the demographic factors of the respondents.

It shows that most of the respondents were Staff Nurse i.e.186(93%), among them 186(99%) were female. Regarding qualification 108(54%) have passed PCL nursing and 122(61%) were single. when talking with the age 100(50%) were below the age of 25 years, regarding the salary 106(53%) have got between Rs. 15000- Rs.30000 and 108(54%) 1-5 yrs. of work experience. And 50 of them are form government and 50 are from private hospital.

Table 1: Demographic Characteristics of Respondents *N=200*

Characteristics	Number	Percentage
Designation		
ANM	13	6.5
Staff Nurse	186	93
Nursing Officer	1	.5
Gender		
Male	2	1
Female	198	99
Qualification		
ANM	5	2.5
PCL	108	54
Bachelor	83	46.5
Master	4	2

Marital Status		
Single	122	61
Married	78	39
Age (in Years)		
Below 25	100	50
26-35	95	47.5
36-45	4	2
Above 45	1	.5
Salary (in Rupees)		
Below 15000	19	9.5
15000-30000	106	53
Above 30000	75	37.5
Work experience (in Years)		
Less than 1	44	22
1-5	108	54
5-10	30	15
Above 10	18	9
Type of Hospital		
Government	100	50
Private	100	50

Table 2 shows the level of job satisfaction among the respondents where 109 (54%) were satisfied and 94(45.5%) were unsatisfied with their job.

Table 2: *Level of Job Satisfaction*

Level of Job Satisfaction	Number	Percentage
Satisfied	109	54.5
Unsatisfied	94	45.5

Weighted Mean=3.105 (Cut off Point is Weighted mean i.e.3.105) Score above the 3.105 is Satisfied and below the 3.105 is unsatisfied

Table 3 shows the level of job satisfaction among the respondents in different stream of job satisfaction where they are satisfied with own responsibility, work itself in hospital, recognition in work, achievement in job, use of own ability, family life because of work in hospital, own growth because of work, authority in job performance and communication received from superior. And they are dissatisfied with fair promotion in hospital, job security provided by hospital, working condition of hospital, salary provided by hospital, hospital itself and autonomy in job performance.

Table 3: Level of job satisfaction among the nurses in different stream of Job satisfaction N=200

Items	Strongly Dissatisfied	Dissatisfied	Undecided	Satisfied	Strongly Satisfied	Mean	SD	Variance	Decision
	Number & Percentage	Number & Percentage	Number & Percentage	Number & Percentage	Number & Percentage				
JS1	6 (3%)	16 (8%)	59 (29.5%)	84(42%)	35 (17.5%)	3.6300	.96319	.928	Satisfied
JS2	18 (9%)	9(4.5%)	88(44%)	60(30%)	25 (12.5%)	3.3250	1.05114	1.105	Satisfied
JS3	23(11.5%)	15(7.5%)	76(38%)	57(28.5%)	29(14.5)	3.2700	1.15489	1.334	Satisfied
JS4	17(8.5%)	16(8%)	79(39.5%)	74(37%)	14(7%)	3.2600	1.00371	1.007	Satisfied
JS5	44(22%)	45(22.5%)	61(30.5%)	38(18%)	36(18%)	2.6550	1.20550	1.453	Unsatisfied
JS6	17(8.5%)	14(7%)	60(30%)	82(41%)	27(13.5%)	3.4400	1.08271	1.172	Satisfied
JS7	20(10%)	36(18%)	51(25.5%)	80(40%)	13(6.5%)	3.1500	1.10617	1.224	Satisfied
JS8	33(16.5%)	47(23.5%)	72(36%)	39(19.5%)	9(4.5%)	2.7200	1.09434	1.198	Unsatisfied
JS9	17(8.5%)	23(11.5%)	91(45.5%)	55(27.5%)	14(7%)	3.1300	.99904	.998	Satisfied
JS10	20(10%)	47(23.5%)	69(34.5%)	53(26.5%)	11(5.5%)	2.9400	1.05925	1.122	Unsatisfied
JS11	51(25.5%)	52(26%)	41(20.5%)	49(24.5%)	7(3.5%)	2.5450	1.21050	1.465	Unsatisfied
JS12	26(13%)	34(17%)	64(32%)	61(30.5%)	15(7.5%)	3.0250	1.14056	1.301	Unsatisfied
JS13	16(8%)	20(10%)	84(42%)	72(36%)	8(4%)	3.1800	.95507	.912	Satisfied
JS14	14(7%)	32(16%)	95(47.5%)	47(23.5%)	12(6%)	3.0550	.95737	.917	Unsatisfied
JS15	14(7%)	24(12%)	71(35.5%)	80(40%)	11(6.5%)	3.2500	.98097	.962	Satisfied

Weighted Mean=3.105

Table 4 shows the relationship between job satisfaction and related factors, it has been showing that only two factors salary and types of hospital have significant relationship with job satisfaction.

Table 4: Relationship Between Job satisfaction and related factors

Job Satisfaction	Designation	Qualification	Marital Status	Age	Salary	Work Experience	Type of Hospital
Pearson Correlation	.120	-.012	-.062	.046	.176*	-.013	-.259**

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

Table 5: Association Between Job Satisfaction & Related Factors

Variable	Level of Satisfaction		Chi Square	P value
	Satisfied	Unsatisfied		
Salary (in rs.)				
Below 15000	9	10	8.828	0.012*
15000-30000	49	57		
Above 30000	51	24		
Designation				
ANM	7	6	.840	.657
Staff Nurse	101	85		
Nursing Officer	1	0		
Qualification				
ANM	1	4	4.712	.194
PCL	65	43		
Bachelor	41	42		
Master	2	2		
Marital Status				
Married	45	33	.525	.469
Single	64	58		
Age (in Years)				
Below 25	54	46	2.313	.510
26-35	53	42		
36-45	1	3		
Work Experience (in Years)				
Less than 1	26	18	4.896	.180
1-5	54	54		
5-10	21	9		
Above 10	8	10		
Hospital Types				
Private	40	60	16.957	.000**
Government	69	31		

*. Association is significant at the 0.05 level.

** . Association is significant at the 0.01 level.

Table 6 shows the level of satisfaction among the respondents in government and private hospital. Nurses who are working in the government hospital are more satisfied than the private hospital; where in the government hospital 69% of the nurses were satisfied and in private hospital only 40% of the nurses were satisfied.

Table 6: Comparison of Level of Satisfaction Between Government and Private Hospital

Type Of Hospital	Level Of Job Satisfaction	Number	Percentage
Government Hospital	Satisfied	69	69
	Unsatisfied	31	31
Private Hospital	Satisfied	40	40
	Unsatisfied	60	60

Weighted Mean=3.105 (Cut off Point is Weighted mean i.e.3.105) Score above the 3.105 is Satisfied and below the 3.105 is unsatisfied

Pearson correlation test is conducted to analyze the significance of the influence of the Job satisfaction components on the actual Job satisfaction of the employees, for a 5% level of significance. The results are presented in table 7.

Table 7: Correlation between job satisfaction of employees and components of job satisfaction

Component of Job satisfaction	Correlation coefficient (r)	P Value	Result
Responsibility in Hospital	0.612	0.000	Significance
Happy in Work Itself	0.725	0.000	Significance
Recognition in Work	0.789	0.000	Significance
Achievement in Job	0.749	0.000	Significance
Fair promotion in Hospital	0.736	0.000	Significance
Satisfaction with the use of own ability	0.730	0.000	Significance
Satisfied with own family life because of own work in Hospital	0.670	0.000	Significance
Job Security	0.759	0.000	Significance
Own Growth	0.692	0.000	Significance
Working condition in Hospital	0.787	0.000	Significance
Salary	0.511	0.000	Significance
Hospital itself	0.735	0.000	Significance
Authority in own job performance	0.605	0.000	Significance
Autonomy in own Job performance	0.636	0.000	Significance
Communication received from superior in Hospital	0.608	0.000	Significance

From the results, it can be noticed that there is a high correlation between Job satisfaction of employees and the Recognition in work. And the least correlation exists between Job satisfaction of employees and the Salary provided by the hospital. This signifies that the component Recognition in work has a very high impact on Job satisfaction of employees.

Table 8: Comparison of the level of job satisfaction among nurses between Government and private hospital

Group	N	Mean	SD	t value	F	C.I.	Significant
Government Hospital	100	49.4200	10.61938	3.766	.395	2.710864 to 8.669136	.000
Private Hospital	100	43.7300	10.74484				

An independent sample t test was conducted to test the hypothesis that whether the level of job satisfaction between government and private hospital differ significantly or not. The group statistics shows the slight difference mean value for government is (mean=49.4200, SD 10.61938) while for private, (Mean=43.7300 and SD=10.74484).

The Levene's test of equality indicates that the F-significant value is greater than 0.05 hence it has taken the values of "equal variance assumed". As it is evident from the table that the two tailed significant value is 0.000, which is lesser than 0.05, with t (3.766), (c.I.= 2.710864 & 8.669136), hence we can conclude that there is significantly differ the level of job satisfaction between government and private hospital.

Discussion

Job satisfaction among the nurses is very essential for quality patient care, effective patient care and safe patient care. The study shows that more than 50% of the nurses were satisfied with their current job and nurses working in government hospital are more satisfied than the nurses working in private hospital. It also shows that there is significant association between job satisfaction with salary and type of hospital and significant difference between the nurses working in government and private hospital. A study was conducted in Pakistan (Rozina Jalaluddin, 2015) to measure the level of job satisfaction among the nurses was found that around 54% of nurses were satisfied with their job. This study supported the current study where 54.5% of nurses were satisfied.

A study conducted in UK (Billie Coomber, 2007) to find out the impact of job satisfaction components on intent to leave and turnover for hospital based nurse, it was found that stress and leadership issues continue to exert influence on dissatisfaction and turnover for nurses and level of pay were found to be associated with job satisfaction, this finding supports the current study that there is significant association between job satisfaction and salary.

A study was conducted to find out the job satisfaction among the nurses of private hospital of Kerala, it was found that nurses were moderately satisfied in their job and there was significant relationship of job satisfaction with age and work experience. But in current study there is no any

significant relationship of job satisfaction with age and work experience, so finding of this study is not supporting the current study (Sathyajith S, 2013).

A study conducted among the nurses in a tertiary level of Government hospital found that less than 50% of respondents were satisfied with their job and there was a statistical association between level of job satisfaction and marital status, professional qualification, and work experience. Where as the current study shows that more than 50% nurses were satisfied with their current job and there is no any statistical association between job satisfaction and marital status, professional qualification and work experience so this study does not support the current study(Ajanta Singh1, 2021).

A study showed that there is high correlation between job satisfaction with it's components recognition and reward, this study supported the current study heaare is also shows that there is higher correlation between job saatisfaction and recognition in work than other components (T S Nanjundeswaraswamy, 2020)

Study conducted in Ernakulam (Jesty Sunny, 2018) found that The mean value of job satisfaction among private nurses is 51.53 and that of government nurses is 66.03. The standard deviation obtained for private nurses is 14.22 and that of government nurses is 10.46. This indicates that the job satisfaction is more in the case of government nurses. The t value obtained is -5.665 which indicates that the difference is significant at 0.001 level. There is difference in job satisfaction among nurses form private sector and government sector, this study supports the current study that there is significant difference in job satisfaction among nurses between government and private hospital.

Conclusion and Recommendation

The current study revealed that more than 50% nurses were satisfied with their job and it is also confirmed that there is significant relationship of job satisfaction with salary and type of hospital. It is also shows that nurses who are working in government hospital are more satisfied than the nurses who are working in private hospital and there is significant difference in level of job satisfaction among the nurses working in government and private hospital. Results shows that there are various factors where nurses are not satisfied those are fair promotion in hospital, job security provided by hospital, working condition, hospital environment and autonomy in job performance. These factors plays major role on job satisfaction among nurses which is needed to be improve further so that experienced nurse can be retained with high morale and they do not leave hospital and country. Hence the major recommendation from this study is to develop the human resource policies and retention policy to keep hold of qualified and experience staff. The management should focus on job security of staff and hospital environment. They should make effort to improve career structure, capacity building and also need to ensure the dignity of the staff and should treat them equally in terms of salary, fringe benefits and career opportunities. The management needs to put extra effort for maintaining a safe and secure climate because it is essential for job satisfaction. Co-worker behaviour also should be more supportive and motivated. For professional growth and development, ongoing educational secession should be organized. Indepth analysis and further research also can be conducted.

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