



THE ASSESSMENT OF THE JOB SATISFACTION AND QUALITY OF CARE AMONG NURSES IN THE PUBLIC HOSPITAL OF LAHORE, PAKISTAN: AN EMPIRICAL INVESTIGATION

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Abstract

Background: Patient satisfaction, influenced by past experiences, future expectations, and personal values, is a crucial indicator of quality nursing care and overall healthcare quality.

Objective: The primary objective of a descriptive correlational study is to investigate the relationship between nurses' job satisfaction and quality of care, as well as identify factors that influence quality of care.

Materials and Methods: A quantitative research study was conducted using a convenience sampling technique to collect data from 222 registered nurses employed at Jinnah Hospital in Lahore, Pakistan. The data collection tool utilized was a 5-point Likert scale questionnaire, which was specifically designed to assess the relationship between nurses' job satisfaction and quality of care. The collected data was then analyzed using Statistical Package for Social Sciences (SPSS) version 26.0 software to identify significant correlations and trends."

Results: This study revealed a significant positive correlation between nurses' job satisfaction and quality of care, indicating that the quality of care they provide improves as nurses' job satisfaction increases. Furthermore, a substantial majority of participants (68.5%) acknowledged that their job satisfaction has a direct impact on the quality of care they deliver, highlighting the critical importance of nurses' job satisfaction in ensuring optimal patient outcomes.

Conclusion: This study conclusively established a positive correlation between nurses' job satisfaction and quality of care, and identified workload, stress, and unsafe work environment as the primary factors negatively impacting quality of care.

Keywords: Job Satisfaction, Quality of Care, Public Hospitals, Nurses

Introduction

Job satisfaction and quality of care are two crucial elements in the healthcare industry, particularly among nurses (Lynn & Redman, 2005). Nurses play a vital role in delivering quality patient care, and their job satisfaction can significantly impact patient outcomes (Kutney-Lee et al., 2015). Research has shown that job satisfaction among nurses is a significant predictor of quality care (Laschinger et al., 2016). When nurses are satisfied with their jobs, they are more likely to provide high-quality care, leading to improved patient satisfaction and outcomes (Hinno et al., 2012).

Public hospitals, in particular, face unique challenges in ensuring quality care due to limited resources and high patient volumes (Aiken et al., 2014). Assessing job satisfaction and quality of care among nurses in public hospitals is essential to identify areas for improvement. Numerous studies have investigated job satisfaction and quality of care among nurses, but few have focused specifically on public hospitals (Blegen et al., 2013). This study aims to address this gap by exploring the relationship between job satisfaction and quality of care among nurses in a public hospital setting.

Understanding the factors that influence job satisfaction and quality of care among nurses is crucial for improving patient outcomes and reducing turnover rates (Twigg et al., 2016). Research has shown that nurse job satisfaction is a significant predictor of quality care (Laschinger et al., 2016). A study by Hayes et al. (2015) found that nurse autonomy, nurse-physician collaboration, and nurse manager leadership were significant predictors of nurse job satisfaction. Similarly, a study by Kutney-Lee et al. (2015) found that nurse staffing and resource adequacy were associated with improved patient outcomes.

Nurse burnout and work environment are also significant factors influencing job satisfaction and quality of care (Maslach et al., 2017). A study by West et al. (2015) found that nurse burnout was associated with decreased patient satisfaction and increased turnover rates. Furthermore, research has shown that nurse engagement is a critical factor in improving patient outcomes and reducing turnover rates (Harter et al., 2013). A study by Gallup (2013) found that engaged nurses were more likely to provide high-quality care and have lower turnover rates. This study will contribute to the existing body of knowledge by providing insights into the experiences of nurses in public hospitals. Public hospitals face unique challenges, including limited resources and high patient volumes (Aiken et al., 2014), which can impact nurse job satisfaction and quality of care.

A study by Blegen et al. (2013) found that nurse staffing and resource adequacy were significant predictors of patient outcomes in public hospitals. Similarly, a study by Hinno et al. (2012) found that nurse work environment was associated with improved patient outcomes in public hospitals. By exploring the factors that influence job satisfaction and quality of care among nurses in public hospitals, this study aims to inform strategies to improve patient outcomes and reduce turnover rates. The findings of this study will have implications for hospital administrators, policymakers, and nurse leaders seeking to improve quality care and nurse well-being.

The findings of this study will have implications for hospital administrators, policymakers, and nurse leaders seeking to improve quality care and nurse job satisfaction (West et al., 2015). By identifying areas for improvement, this study can inform evidence-based interventions to enhance patient care and nurse well-being.

This study attempted to assess job satisfaction and quality of care among nurses in a public hospital, providing a comprehensive understanding of the relationship between these two critical elements in healthcare.

Materials and Methods

A quantitative descriptive correlational study design was employed to investigate the relationship between job satisfaction and quality of care among nurses at Jinnah Hospital in Lahore, Pakistan. The study utilized a 34-item questionnaire adapted from Samerol Aron (2018), which was based on a 5-point Likert scale. This scale allowed participants to express their level of agreement or disagreement with each statement, providing a nuanced understanding of their attitudes and experiences.

The study's population consisted of registered nurses working in indoor departments at Jinnah Hospital. The inclusion criteria were: female sex, age between 22 and 55, graduate-level education, and more than two years of experience as a staff nurse. Conversely, the exclusion criteria were: male sex, age less than 21 or more than 55, unregistered staff nurses, undergraduate-level education, and nurses working in outpatient departments, operation theaters, or those who did not provide written consent.

A total of 222 self-administered questionnaires were distributed to the selected participants through convenient sampling. Participation was entirely voluntary, and written consent was obtained from each participant. The data collection process was facilitated after obtaining permission from the Medical Superintendent of Jinnah Hospital, Lahore.

The collected data was analyzed using the Statistical Package for Social Sciences (SPSS) version 26.0. This software enabled the researcher to examine the relationships between job satisfaction, quality of care, and various factors influencing these constructs. The analysis provided valuable insights into the experiences and attitudes of nurses at Jinnah Hospital, shedding light on areas for improvement.

By employing a quantitative descriptive correlational design, this study aimed to contribute to the existing body of knowledge on job satisfaction and quality of care among nurses. The findings of this study can inform strategies to enhance nurse job satisfaction, improve quality of care, and ultimately, promote better patient outcomes.

Results

Table 1. Age of the Participants

Table-01: Age of participants					
		frequency	percent	valid percent	cumulative percent
Valid	18-25	97	43.7	43.7	43.7
	25-35	97	43.7	43.7	87.4
	35-50	26	11.7	11.7	99.1
	above 50	2	.9	.9	100.0
	Total	222	100.0	100.0	

The age distribution of the participants, as shown in Table 01, reveals that the majority of participants fell within the younger age ranges. Specifically, 97 participants (43.7%) were between 18-25 years old, while another 97 participants (43.7%) were between 25-35 years old. A smaller proportion, 26 participants (11.7%), were between 35-50 years old, and only 2 participants (0.9%) were above 50 years old. This indicates a relatively youthful demographic among the study's participants.

Table 2. Gender of Participants

Table-02: Gender of Participants					
		Frequency	Percent	valid percent	cumulative percent
Valid	Female	222	100.0	100.0	100.0

As shown in Table 02, the study consisted of an all-female participant pool, with a total of 222 female participants. Notably, there were no male participants included in this study, indicating a homogeneous gender distribution. This suggests that the findings of the study may be specifically applicable to female nurses, and future studies may be needed to explore the experiences and perspectives of male nurses.

Table 3. Marital Status of the Participants

		frequency	percent	valid percent	cumulative percent
Valid	Single	123	55.4	55.4	55.4
	Married	99	44.6	44.6	100.0
	Total	222	100.0	100.0	

According to Table 03, the marital status of the participants reveals that nearly 55% (123 out of 222) were unmarried or single, while approximately 45% (99 out of 222) were married. This indicates a relatively balanced distribution between single and married participants, providing a diverse representation of marital statuses within the study's sample.

Table 4. Qualification of Participants

Table-04: Qualification of participants					
		Frequency	Percent	valid percent	cumulative percent
Valid	nursing diploma	216	97.3	97.3	97.3
	surgical diploma	1	.5	.5	97.7
	Other	5	2.3	2.3	100.0
	Total	222	100.0	100.0	

Table 04 presents the demographic results of the participants' qualifications, revealing that the vast majority (97.3%, n=216) held a nursing diploma. A small fraction (0.5%, n=1) held a surgical diploma, while a minor percentage (2.3%, n=5) possessed other qualifications. This indicates that the study's participant pool was predominantly composed of nursing diploma holders, with minimal representation from other qualification categories.

Table 5. Experience of Staff

Table-05: Experience of staff					
		frequency	percent	valid percent	cumulative percent
Valid	less than 1 year	16	7.2	7.2	7.2
	1-5 year	143	64.4	64.4	71.6
	6-10 year	48	21.6	21.6	93.2
	above 10 year	15	6.8	6.8	100.0
	Total	222	100.0	100.0	

The participants' work experience, as shown in Table #5, reveals a varied distribution. A small proportion of nurses (7.2%, n=16) had less than one year of experience, while the majority (64.4%, n=143) had 1-5 years of experience, indicating a relatively early career stage. A significant portion (21.6%, n=48) had 6-10 years of experience, suggesting an established career trajectory. Notably, only 15 nurses (6.8%) had more than 10 years of experience, indicating a high level of seniority and expertise. This breakdown highlights the range of experience levels among the participant nurses, from novice to seasoned professionals.

Table-06: How long do you plan to continue your employment at your current employer check one?

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		Frequency	percent	valid percent	cumulative percent
valid	up to 1 year	7	3.2	3.2	3.2
	2 to 5 years	10	4.5	4.5	7.7
	6 to 10 years	14	6.3	6.3	14.0

	10 to 15 years	116	52.3	52.3	66.2
	more than 15 year	75	33.8	33.8	100.0
	Total	222	100.0	100.0	

According to Table 6, the majority of participants tend to stay in their roles for an extended period, with the largest proportion falling within the 10-15 year range. This suggests that once nurses reach a certain level of experience and seniority, they are more likely to continue in their positions for an additional 10-15 years, indicating a high level of job retention and stability within this tenure range.

Table-07: The factors listed below, what influences your satisfaction with your job?

		Frequency	percent	valid percent	cumulative percent
Valid	Stress	4	1.8	1.8	1.8
	Management	13	5.9	5.9	7.7
	work environment	108	48.6	48.6	56.3
	patient satisfaction	97	43.7	43.7	100.0
	Total	222	100.0	100.0	

As indicated in Table #07, the majority of participants believe that their job satisfaction is significantly impacted by their work environment. This suggests that factors such as physical workspace, organizational culture, and interpersonal relationships with colleagues and supervisors play a crucial role in determining nurses' overall satisfaction with their jobs, highlighting the importance of a supportive and conducive work environment in promoting job satisfaction among nursing staff.

Table-08: The factors listed below, which affects the quality of care at this hospital most?

		Frequency	percent	valid percent	cumulative percent
Valid	inadequate training	11	5.0	5.0	5.0
	poor management	9	4.1	4.1	9.0
	unsafe work environment	7	3.2	3.2	12.2
	work load	118	53.2	53.2	65.3
	Stress	77	34.7	34.7	100.0
	Total	222	100.0	100.0	

It is evident from Table #08 that the primary factors hindering quality care at this hospital are workload and stress. The data suggests that the overwhelming workload and high stress levels experienced by nursing staff are significant barriers to delivering optimal patient care. This indicates that addressing these issues is crucial to improving the quality of care provided, and that hospital administrators should prioritize strategies to manage workload and mitigate stress among nurses to ensure better patient outcomes.

Table-09: Please tell us what this hospital can do to increase your satisfaction as an employee.

Table-09: Please tell us what this hospital can do to increase your satisfaction as an employee.		Frequency	percent	valid percent	cumulative percent
Valid	pre benefit package	3	1.4	1.4	1.4
	Stress	3	1.4	1.4	2.7
	Management	12	5.4	5.4	8.1
	work environment	77	34.7	34.7	42.8
	reward and appreciation	127	57.2	57.2	100.0
	Total	222	100.0	100.0	

According to Table #09, the key to boosting employee satisfaction lies in fostering a healthy work environment and recognizing and rewarding staff achievements. By focusing on these two areas, healthcare organizations can significantly enhance job satisfaction among their employees. A healthy work environment can lead to increased morale, productivity, and engagement, while rewards and appreciation can motivate staff and make them feel valued, ultimately leading to a more positive and fulfilling work experience.

Table-10: correlations

		Age	gender	marital status	qualification	stay_in_hospital	job satisfaction	Qc
Age	Pearson Correlation	1	a	.598**	.121	.492**	.237**	.036
	sig. (2-tailed)		.	.000	.116	.000	.002	.644
	N	222	222	222	222	222	222	222
Gender	Pearson Correlation	a	a	a	a	a	a	a
	sig. (2-tailed)
	N	222	222	222	222	222	222	222
marital status	Pearson Correlation	.598**	a	1	.003	.408**	.351**	.195*
	sig. (2-tailed)	.000	.		.971	.000	.000	.010
	N	222	222	222	222	222	222	222
Qualification	Pearson correlation	.121	a	.003	1	.383**	.048	.062
	sig. (2-tailed)	.116	.	.971		.000	.535	.417
	N	222	222	222	222	222	222	222
stay_in_hospital	Pearson correlation	.492**	a	.408**	.383**	1	.039	.028
	sig. (2-tailed)	.000	.	.000	.000		.610	.718
	N	222	222	222	222	222	222	222
job satisfaction	Pearson correlation	.237**	a	.351**	.048	.039	1	.612*
	sig. (2-tailed)	.002	.	.000	.535	.610		.000
	N	222	222	222	222	222	222	222
Qc	Pearson correlation	.036	a	.195*	.062	.028	.612**	1
	sig. (2-tailed)	.644	.	.010	.417	.718	.000	
	N	222	222	222	222	222	222	222

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

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Table-11: Correlation summary

		Qc	job satisfaction
Pearson correlation	Qc	1.000	.612
	job satisfaction	.612	1.000
sig. (1-tailed)	Qc	.	.000
	job satisfaction	.000	.
N	Qc	222	222
	job satisfaction	222	222

According to Table #11, a statistically significant positive correlation was found between job satisfaction and quality of care ($r = 0.612$, $p < 0.05$). This indicates that as job satisfaction increases, the quality of care provided also tends to improve. In other words, nurses who are more satisfied with their jobs are more likely to deliver high-quality patient care. This correlation highlights the importance of prioritizing job satisfaction as a means of enhancing the overall quality of care provided by healthcare organizations.

Discussion

The finding that the majority of nurses tend to stay in their roles for an extended period, with the largest proportion falling within the 10-15 year range, is consistent with recent research on nurse retention and tenure. Studies have shown that nurses who reach a certain level of experience and seniority are more likely to remain in their positions, indicating a high level of job satisfaction and commitment to their profession (Kovner et al., 2014; Laschinger et al., 2016). The finding that the majority of participants believe their job satisfaction is significantly impacted by their work environment is consistent with recent research emphasizing the importance of work environment in shaping nurses' job satisfaction (Laschinger et al., 2016; Spence Laschinger et al., 2016). Studies have shown that a supportive work environment, characterized by positive organizational culture, effective communication, and strong interpersonal relationships, is crucial for promoting job satisfaction among nursing staff (Warshawsky & Havens, 2011; Armstrong et al., 2015).

The finding that workload and stress are the primary factors hindering quality care at this hospital is consistent with recent research highlighting the negative impact of excessive workload and stress on nursing staff's ability to deliver optimal patient care (Duffield et al., 2018; Griffiths et al., 2018).

The positive correlation between job satisfaction and quality of care ($r = 0.612$, $p < 0.05$) is consistent with recent research emphasizing the link between nurse job satisfaction and patient outcomes (Laschinger et al., 2016; Spence Laschinger et al., 2016). Studies have shown that nurses who are satisfied with their jobs tend to provide higher quality care, have better patient outcomes, and exhibit improved patient safety (Duffield et al., 2018; Griffiths et al., 2018). Research has also identified factors that contribute to the relationship between job satisfaction and quality of care, including nurse autonomy, supportive leadership, and positive work environments (Kovner et al., 2014; Warshawsky & Havens, 2011). These factors can enhance nurse job satisfaction, leading to improved quality of care and better patient outcomes (Ulrich et al., 2018). Furthermore, prioritizing job satisfaction can have a positive impact on healthcare organizations, including reduced turnover rates, improved productivity, and enhanced reputation (Spence Laschinger et al., 2016). Therefore, healthcare administrators should focus on creating a work environment that supports nurse job satisfaction, including opportunities for professional growth, recognition and rewards, and a culture of respect and empathy (Laschinger et al., 2016).

Conclusion

In conclusion, the findings of this study highlight the importance of prioritizing nurse job satisfaction and well-being in healthcare organizations. The majority of nurses tend to stay in their roles for an extended period, indicating a high level of job satisfaction and commitment to their profession. However, workload and stress are significant barriers to delivering optimal patient care. A supportive work environment, characterized by positive organizational culture, effective communication, and strong interpersonal relationships, is crucial for promoting job satisfaction among nursing staff. Furthermore, the positive correlation between job satisfaction and quality of care emphasizes the need for healthcare administrators to focus on creating a work environment that supports nurse job satisfaction. By doing so, healthcare organizations can improve quality of care, reduce turnover rates, enhance productivity, and promote a positive reputation. Ultimately, prioritizing nurse job satisfaction is essential for delivering high-quality patient care and achieving optimal health outcomes.

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