

FACTORS INFLUENCING JOB SATISFACTION AMONG NURSES WORKING AT BMC HOSPITAL, QUETTA

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DOI: <https://doi.org/10.5281/zenodo.15331758>

Keywords

Job Satisfaction, Nurses

Article History

Received on 25 March 2025

Accepted on 25 April 2025

Published on 03 May 2025

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Abstract

Background: Nursing is a highly sensitive and demanding profession that requires nurses to be in both good physical and mental health. Best nursing care can be directly influenced by satisfaction level of nurses working within their roles. When nurses are highly satisfied, the quality of patient care tends to be excellent. Conversely, if nurses are dissatisfied with the facilities and conditions in which they work, the quality of care they provide can suffer.

Methods: This study employed a descriptive, cross-sectional research design and included a total of 100 nurses with a minimum of 6 months of experience at BMC Hospital. The participant's selection was done using simple random sampling technique. Data collection was carried out by using a questionnaire that has been already tested using self-administered method that included a job satisfaction scale with 24 domains. The collected data was entered into SPSS version 16.0 for analysis, utilizing both statistical measure like inferential and descriptive methods including chi-square test too.

Results: Among the 100 participants, the majority of nurses (63.2%) reported being moderately satisfied with their jobs, while 28.8% expressed dissatisfaction, and 12.3% reported being somewhat satisfied. A smaller percentage (3.8%) were fully satisfied with their jobs according to the Likert scale. The study revealed significant associations between job satisfaction levels and certain demographic factors, including age (P-Value: 0.029) and educational level (P-Value: 0.058), both of which were found to be highly significant ($P < 0.05$). Among the 24 different factors assessed, specific factors impacting job satisfaction included working hours, the work environment, interpersonal relationships within the institution, supervision systems, opportunities for advancement, training, conferences, workshops, and leave policies.

Conclusion: In summary, this study highlights the numerous factors that can influence the job satisfaction levels of nurses, subsequently impacting the quality of patient care and healthcare organizations. To enhance job satisfaction and improve patient care, priority should be given to addressing

working hours, the work environment, interpersonal relationships, and supervision systems within healthcare institutions. Additionally, emphasis should be placed on providing opportunities for career growth, promotion, and training to ensure a brighter future for nursing and the delivery of quality patient care.

INTRODUCTION

Nursing is undeniably one of the most sensitive and demanding professions, requiring nurses to be not only physically but also mentally resilient. However, it's equally crucial for nurses to find satisfaction in their work, as it profoundly impacts the quality of healthcare they provide and their commitment to the profession and the hospital where they work. The quality of nursing care and the profession itself are intricately linked to the satisfaction levels of the nurses. When nurses are highly satisfied in their roles, it translates into superior patient care. Conversely, if nurses are discontented with the resources and support they receive, the quality of care they deliver can suffer (Gallo-Estrada, 2020).

Job satisfaction is a term that encapsulates employees' perceptions of their jobs and the work environment. As described by Spector in 1997, it essentially reflects whether employees like their jobs. In many cases, individuals take pride in their duties, viewing them as central to their lives and a significant part of their identity. However, there are instances where people feel compelled to perform their job. It's important to note that job satisfaction can vary widely from one place to another due to the diversity of working environments (Gu Zhenjing, 2020).

Professional fulfillment holds great importance in the lives of nurses, as it has a direct or indirect impact on patient safety, staff morale, performance, productivity, staff retention and turnover, commitment to both the organization and the profession, and the significant costs and efforts involved in recruiting and orienting new staff. It's crucial to understand that nurses' satisfaction is closely linked to patient satisfaction with the care they receive. When nurses are dissatisfied for any reason, it can lead to increased anxiety among the staff and higher turnover rates. Unsatisfied employees often seek to leave their jobs, which can be detrimental to the organization's success (Walid Abdullah Al-Suraihi, 2021).

Job satisfaction stands out as a multidimensional and highly significant concept extensively examined in the realm of organizations. Its roots can be traced back to the late 1920s with the Hawthorne studies, which explored human relations in the workplace. Surprisingly, even in this modern century, there remains a lack of comprehensive understanding about job satisfaction and how to effectively assess it. In 1988, the scientist Buss provided a definition of job satisfaction as employees' perceptions of their jobs in terms of meeting essential values and needs. Several studies conducted in healthcare settings have explored job satisfaction among healthcare professionals, including nurses. In a descriptive cross-sectional study conducted at the National Medical College and Teaching Hospital in Nepal, 76% of healthcare professionals expressed satisfaction with their jobs (Rakesh Singh, 2018). This study utilized a random sampling technique and involved 50 nursing staff members.

Similarly, a cross-sectional study carried out at the Tilganga Eye Center in Kathmandu, Nepal, with 75 participants using self-administered questionnaires also reported a 76% job satisfaction rate among healthcare professionals. This study found that socio-demographic characteristics played a role in job satisfaction, and factors such as responsibility, development opportunities, staff relationships, and patient care influenced satisfaction levels (Deepak Khadka, 2018).

A cross-sectional study among all psychiatric nursing staff in Slovenia. This study explored the relationship between job satisfaction and various factors, including relationships among nursing staff, attitudes, U78 and practices. The results indicated that nurses exhibited moderate satisfaction in their jobs (Branko Bregar, 2018).

Given the observed turnover of nursing staff in various hospitals in Pakistan, including a trend of seeking opportunities in European countries, there appears to be a prevailing issue of job dissatisfaction

among nurses in Pakistan. This has led to a keen interest in conducting research in the field of nursing to understand the factors influencing job satisfaction. Despite an extensive review of the

literature, it has been noted that there is a gap in research specifically focused on job satisfaction among nurses at BMC Hospital, highlighting the need for further investigation.

3.1 Conceptual framework

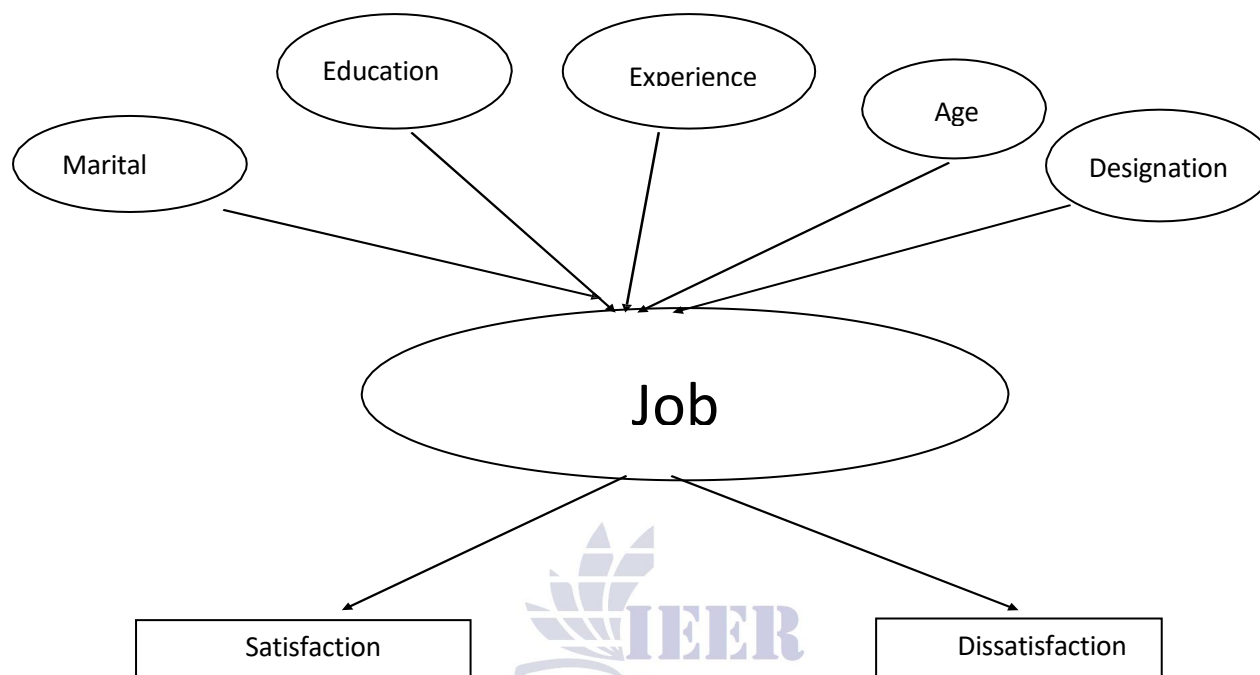


Figure 1: Conceptual Framework

Study Objective

The study objectives was to Identify the factors influencing job satisfaction among nurses in BMC Hospital, Quetta. A cross-sectional descriptive study utilizing a quantitative approach was employed to identify the factors influencing the job satisfaction of nurses employed at BMC Hospital. This research design was deemed effective for gathering quantitative data pertaining to the determinants of job satisfaction levels. The research was carried out among staff nurses and NM (Nurse Midwives) employed at BMC Hospital. The study was undertaken in the BMC Hospital, Quetta. The study sample was obtained from nurses (NM and EN) working at BMC Hospital in from 18th September 2022 to 1st October 2022. The sample size $n = Z P (1-P) / d^2$ Where, $P = 80\%$, $Z = 1.96$, $d = 5\% = 0.05$ By using this formula, the calculated sample size is 245. The Inclusion criteria was Nurses were chosen using purposive convenient sampling, Who provided consent to participate in the study, Having at least six

months of work experience as staff members and the Exclusion Criteria was Nursing who were working in OPD, Who were not willing to participate in the given study. Sampling technique used is Purposive convenient sampling. Data was gathered through face-to-face interviews using questionnaires between the hours of 9 AM and 5 PM every day, during working hours. The data collection spanned a two-week period, commencing on September 18, 2022, and concluding on October 1, 2022. A structured questionnaire, incorporating a Likert Scale, was employed to collect data in plain and comprehensible language via self-interview schedules developed specifically for this study. The questions were formulated in the English language, and the designed and self-administered questionnaire was further represented in 2 parts.

- **Part 1:** Demographic oriented
- **Part 2:** A five-point Likert scale was utilized to evaluate the factors influencing job satisfaction, with a rating:

Indicating 5 as (complete satisfaction), 4 for (satisfaction), 3 for (moderate satisfaction), 2 for (dissatisfaction), and 1 for (complete dissatisfaction). The collected data was processed utilizing SPSS Version 22. Thorough scrutiny was conducted to ensure data accuracy, including rigorous editing and coding procedures. Part of statistics that is descriptive oriented, including frequencies and percentages, were utilized to offer a comprehensive summary of the data set. For initial data analysis, cross-tabulations were performed to extract fundamental insights. To align with the research objectives, the data was categorized. Subsequently, data arrangement, entry, and tabulation were accomplished through computerized methods to facilitate the presentation of study findings. Analysis

part concerning basic descriptive and inferential statistics, particularly the part using chi-square test, were used to analyze the data comprehensively, were applied to ascertain potential associations between socio-demographic characteristics and perceived satisfaction.

Results

Variables (Socio-demographic)

Distribution of respondents by Designation

The tabulated data reveals that over 90% of the participants held the designation of staff nurses, while supervisors constituted a mere 4% and sub in-charges accounted for 6% of the total respondents.

Table 1: Distribution by Designation

	Frequency(n)	Percentage (%)
Sub-In charge	6	6
Supervisor	4	4
Staff	90	90
Total	100	100

Distribution by Education

The table below indicates that approximately 75% of the participants were EN nurses, while nearly 20%

were NM, and only 5% of the total respondents held B.Sc. degrees in nursing.

Table 2: Distribution by Education

	Frequency(n)	Percentage (%)
NM	19	19
EN	75	75
B.Sc. Nurse	5	5
Total	100	100

Distribution by Age

The table below shows that out of 100 respondents, 60 individuals are aged between 20-30 years, 30 fall

within the 31-40 age group, and only 10 respondents are in the 41-50 age range.

Table 3: Distribution by Age

	Frequency(n)	Percentage (%)
20-30 years	60	60
31-40 years	30	30
41-50 years	10	10
Total	100	100

Distribution according to Marital Status

The table below provides information about the marital status of the respondents, with more than

50% being married, 40% being single, and only 4% being divorced or separated.

Table 4: Distribution according to Marital status

	Frequency(n)	Percentage (%)
Single	40	40
Married	56	56
Divorced	3	3
Separated	1	1
Total	100	100

Distribution by Job Experience

The table above displays the working experience of the nurses at the hospital. It shows that over 50 percent of the participants were having 1-5 years of

experience, while approximately 22 percent have 6-10 years of experience. In contrast, only 12 percent have 11-15 years of experience, and a mere 10 percent have 16-20 years of experience.

Table 5: Distribution by Job Experience

	Frequency(n)	Percentage (%)
1-5 years	56	56
6-10 years	22	22
11-15 years	12	12
16-20 years	10	10
Total	100	100

Independent variables

Distribution of respondents by Socio-economic Status

The table provided displays the frequency and percentage of payment and advanced salary satisfaction among the respondents. In terms of

payment, the majority of them are satisfied (42%), while a minority of them are fully satisfied (4%). Regarding the provision of advanced salary, a larger number of respondents are just satisfied (30%), with only a minimal number of respondents being fully satisfied (4%).

Table 6: Distribution by Socio-economic Status

	Frequency(n)	Percentage (%)
Not satisfied at all	12	12.3
Dissatisfied	12	12.3
Just satisfied	30	30.2
Satisfied	42	41.5
Fully satisfied	4	4
Total	100	100
Provision for advanced salary		
Not satisfied at all	24	23.6
Dissatisfied	25	25.5
Just satisfied	32	32.1
Satisfied	15	15.1
Fully satisfied	4	3.8
Total	100	100

Distribution by Satisfaction level in Safety and Security

The provided data presents details regarding the safety and security satisfaction of the staff nurses at a

provincial hospital. Among the 100 respondents, 39 of them are just satisfied, 25 are satisfied, 18 are not satisfied at all, 16 are dissatisfied, while only 2% of them are fully satisfied.

Table 7: Distribution by Satisfaction level in Safety and security

	Frequency (n)	Percentage (%)
Not satisfied at all	18	18
Dissatisfied	16	16
Just satisfied	39	39
Satisfied	25	25
Fully satisfied	2	2
Total	100	100

Distribution by Satisfaction level in Working hours

The provided charts illustrate the satisfaction levels of the workers in relation to the total working hours

of the institute. Among them, 55 are satisfied, 33 are just satisfied, and 5 are fully satisfied.

Table 8: Distribution by Satisfaction level in Working hours

	Frequency(n)	Percentage (%)
Not satisfied at all	2	2
Dissatisfied	3	3
Just satisfied	35	35
Satisfied	55	55
Fully satisfied	5	5
Total	100	100

Distribution by Satisfaction level in Job Recognition

The provided chart illustrates the level of satisfaction among the staff members regarding job recognition and value. The results show that the majority of

them (46%) are just satisfied, while (40%) are satisfied, and 3% are fully satisfied. However, in contrast to the satisfaction level, nearly 9% of the respondents are dissatisfied.

Table 9: Distribution by Satisfaction level in Job recognition

	Frequency(n)	Percentage (%)
Not satisfied at all	2	2
Dissatisfied	9	9
Just satisfied	46	46
Satisfied	40	40
Fully satisfied	3	3
Total	100	100

Distribution by Satisfaction level in Responsibility and authority

The given chart demonstrates the satisfaction level of the staffs working in a hospital. The provided chart illustrates the satisfaction level of hospital staff regarding their responsibility and authority. The results indicate that almost 85% of the respondents were satisfied with it, while 15% of the respondents were not satisfied.

Table 10: Satisfaction level in Responsibility and authority

	Frequency(n)	Percentage (%)
Not satisfied at all	3	3
Dissatisfied	12	12
Just satisfied	38	38
Satisfied	43	43
Fully satisfied	4	4
Total	100	100

Distribution by Satisfaction level in Workplace

Distribution by Satisfaction Level in Workplace Environment and Infrastructure

- Just Satisfied: 38%
- Satisfied: 30%
- Fully Satisfied: 6%
- Dissatisfied: 26%

Table 11: Distribution by Satisfaction level in Workplace

	Frequency(n)	Percentage (%)
Not satisfied at all	11	11
Dissatisfied	15	15
Just satisfied	38	38
Satisfied	30	30
Fully satisfied	6	6
Total	100	100

Distribution by Satisfaction level in Interpersonal relationship

Distribution by Satisfaction Level in Interpersonal Relationship in the Institute

- Just Satisfied: 42
- Satisfied: 41
- Fully Satisfied: 7
- Dissatisfied: 16

Table 12: Distribution by Satisfaction level in Interpersonal relationship

	Frequency(n)	Percentage (%)
Not satisfied at all	3	3
Dissatisfied	13	13
Just satisfied	38	38
Satisfied	39	39
Fully satisfied	7	7
Total	100	100

Distribution by Satisfaction level in Supervision system

Distribution by Satisfaction Level in Supervision System of the Institute

- Satisfied: More than 66%
- Dissatisfied: 33%

Table 13: Distribution by Satisfaction level in Supervision system

	Frequency (n)	Percentage (%)
Not satisfied at all	12	12
Dissatisfied	21	21
Just satisfied	33	33
Satisfied	29	29
Fully satisfied	5	5
Total	100	100

Distribution by Satisfaction level in Opportunities given

Distribution by Satisfaction Level in Opportunities for Progress and Promotion:

- Satisfied: Nearly 65%
- Dissatisfied: 35%

Distribution by Satisfaction Level in Opportunities for Practical Skills:

- Satisfied: Almost 58%
- Dissatisfied: 42%

Table 14: Distribution by Satisfaction level in Opportunities

	Frequency(n)	Percentage (%)
Not satisfied at all	9	9
Dissatisfied	26	26
Just satisfied	32	32
Satisfied	22	22
Fully satisfied	11	11
Total	100	100
Progress and Promotion		
Not satisfied at all	22	21.7
Dissatisfied	20	19.8
Just satisfied	30	29.2
Fully satisfied	28	27.4
Total	100	100
Progression in jobspecialty		
Not satisfied at all	22	22.6
Dissatisfied	18	17.9
Just satisfied	40	40.6
Satisfied	18	17.9
Fully satisfied	1	0.9
Total	100	100

Distribution by Satisfaction level in workplace training and workshops

Distribution by Satisfaction Level in Training Conferences and Workshops:

- Satisfied: Approximately 40%
- Dissatisfied: More than 50%

Table 15: Distribution by Satisfaction level in workplace training and workshops

	Frequency(n)	Percentage (%)
Not satisfied at all	33	33
Dissatisfied	25	24
Just satisfied	23	23
Satisfied	19	19
Total	100	100

Distribution by Satisfaction level in Institutional policies on absents

Distribution by Satisfaction Level in Institutional Policies Regarding Leave:

- Satisfied: Nearly 66%
- Dissatisfied: About 24%

- Fully Satisfied: Approximately 10%

Table 16: Distribution by Satisfaction level in Institutional policies and absents

	Frequency(n)	Percentage (%)
Not satisfied at all	10	10
Dissatisfied	14	14
Just satisfied	32	32
Satisfied	34	34
Fully satisfied	10	10
Total	100	100

Distribution by Satisfaction level in workplace facilities for health related welfare

Distribution by Satisfaction Level in Institutional Facilities for Health Welfare:

- Satisfied: Almost 80%
- Dissatisfied: More than 20%

Table 17: Distribution by Satisfaction level in workplace facilities for health related welfare

	Frequency(n)	Percentage (%)
Not satisfied at all	10	9.4
Dissatisfied	14	14.2
Just satisfied	32	32.1
Satisfied	34	34.0
Fully satisfied	10	10.4
Total	100	100

Distribution by Satisfaction level in Acknowledgement of dedication and job skills

Distribution by Satisfaction Level in Acknowledgment of Sincerity, Hard Work, and Skills:

- Satisfied: Approximately 75%
- Dissatisfied: 25%

Table 18: Distribution by Satisfaction level in Acknowledgement of dedication and job skills

	Frequency(n)	Percentage (%)
Not satisfied at all	10	10
Dissatisfied	15	15
Just satisfied	32	32
Satisfied	33	33
Fully satisfied	10	10
Total	100	100

Distribution by Satisfaction level in Overall satisfaction score

Distribution of Overall Satisfaction Level:

- Just Satisfied: More than 50%
- Satisfied: Almost 20%
- Dissatisfied: Less than 30%

Table 19: Distribution by Satisfaction level in Overall satisfaction score

	Frequency(n)	Percentage (%)
Not satisfied at all	9	9

Dissatisfied	20	20
Just satisfied	55	55
Satisfied	12	12
Fully satisfied	4	4
Total	100	100

Part-III:**Analysis of Overall Job Satisfaction and Socio-Demographic Variables****: Analysis of Age, education with job satisfaction**

The table illustrates the correlation between overall job satisfaction and socio-demographic variables (Age and Education) using the chi-square test. The results indicate that both factors significantly influence the

overall satisfaction level of nurses (Age, P-value = 0.029; Education, P-value = 0.058). This suggests that younger respondents tend to be more satisfied compared to older age groups. Additionally, respondents with higher education levels (Bachelor's degree) exhibit higher satisfaction levels compared to those with only a diploma

Part IV: 4.4: Analysis of job satisfaction and independent variables.**Analysis of payment, safety and security by overall satisfaction.**

The table displays statistical data indicating the overall satisfaction levels regarding payment and safety and security in a specific job, analyzed using a Chi-square test. The results reveal that the P-value

for Payment of Job is 0.003, and for Safety & Security, it is 0.004. These findings suggest a significant dependency between payment and job satisfaction, where higher payment corresponds to higher satisfaction levels. Similarly, safety and security in the job also exhibit a significant relationship with job satisfaction, as indicated by the P-value being less than 0.05.

Table 21: Analysis of payment, safety and security by overall satisfaction.

Overall satisfaction (%)					X ²	df	P-value
Not satisfied at all	dissatisfied	Just satisfied	Satisfied	Fully satisfied			
Payment of the job	12	13	30	41	4	2.265	1 0.003
Safety & security	18	16	40	24	2	2.246	10.004

Analysis of working hours, Job recognition, responsibility and authority by overall satisfaction.

This data compares three job-related factors in an office: working hours (P-value 0.031), recognition (P-value 0.139), and responsibility & authority (P-value 0.216) with the level of satisfaction.

The findings indicate that more than 50% of the respondents are satisfied with their working hours, and similarly, more than 50% are satisfied with the

other two factors. However, less than 44% are satisfied with Responsibility and Authority, and less than 40% with Job recognition.

The statistical analysis reveals that the P-value for working hours is less than 0.05, indicating a significant relationship between working hours and overall job satisfaction. In contrast, job recognition and responsibility and authority do not show a significant association with overall job satisfaction.

Table 22: Analysis of working hours, Job recognition, responsibility and authority by overall satisfaction.

Overall satisfaction (%)						X ²	df	p-value
Not satisfied	dissatisfied	Just satisfied	Satisfied	Fully satisfied				
at all								
Working hours	1.9	2.8	34.9	55.7	4.7	2.082	1	0.031
Job recognition	1.9	9.4	46.2	39.6	2.8	1.922	1	0.139
Responsibility and authority	2.8	12.3	37.7	43.4	3.8	1.863	1	0.216

Analysis of Workplace relationship and supervision

The data in the table below compares the satisfaction levels with the workplace, interpersonal relationships (IPR) in the institute, and the

supervision system. The p-value of 0.001 is highly significant in relation to overall job satisfaction.

However, IPR and the supervision system of the institute are not found to be significant factors influencing overall job satisfaction, as their p-values are greater than 0.05.

Table 23: Analysis of Workplace relationship and supervision

Workplace environment	11	15	38	43	4	2.365	1	0.001
Relationship	3	12	39	39	7	1.656	1	0.016
Supervision	12	21	33	29	5	2.444	1	0.049

Table 4.4.4: Analysis of opportunity for Progression, training and workshops and other policies of absents and satisfaction.

The table below presents analytical data comparing the satisfaction levels with Opportunity for progress and promotion, Training, conferences and

workshops, and Policies related to the number of leaves.

The data indicates that no individuals are satisfied with the opportunity for progress, and there are no individuals who are fully satisfied with training, conferences, and workshops. Conversely, almost an equal number of people fall into different levels of satisfaction regarding opportunity, while the

majority, approximately one-third, are completely dissatisfied with training, conferences, and workshops.

Based on these results, all three parameters—Opportunity for progress and promotion, Training, conferences and workshops, and Policies related to the number of leaves—are highly significant factors influencing overall job satisfaction.

Table 24: Analysis of opportunity for Progression, training and workshops and other policies of absents and satisfaction

at all								
Progression	22	20	29	-	29	2.288	1	0.002
Promotion								
Training								
And workshops	33	25	24	18	-	1.672	1	0.013
Institutional policies on	9							
		14	32	34	11	2.27	1	0.003

DISCUSSION:

A cross-sectional descriptive study titled "FACTORS INFLUENCING JOB SATISFACTION AMONG NURSES WORKING IN BMC Hospital" was conducted, involving both staff nurses and nurse managers (NMs) working at BMC Hospital. The study encompassed a total of 100 respondents. The main goals of this research were to evaluate the degree of job satisfaction and to pinpoint the factors that affect job satisfaction among this specific group of healthcare professionals.

The demographic data from this study shows that the majority of respondents, accounting for 60.4%, fall within the age range of 20-30 years. Additionally, 30.2% of respondents are aged 31-40 years, while only 9.4% are in the 41-50 years' age group. An analysis of the relationship between age groups and overall job satisfaction reveals that younger nurses tend to be more satisfied compared to those who are above 40 years old. These findings align with a study conducted at the University of Punjab, which also indicated that nurses from different age groups may hold varying perspectives about their jobs.

Among the total respondents, a significant majority were EN (Enrolled Nurses), constituting 74.5% of the sample. NM (Nursing Midwives) accounted for 19.8%, while B.Sc. nurses represented 5.7% of the respondents. This distribution is consistent with a study conducted among nurses working in a BMC hospital in Quetta, where the majority were also EN nurses. One possible explanation for the predominance of certificate-level nurses is the higher production of nurses at this level, and their willingness to work for lower salaries compared to bachelor-level nurses.

In this study, the job experience of the respondents was examined. More than half of the respondents, specifically 57%, had less experience, falling into the category of 1-5 years. About 20% of the respondents had 6-10 years of experience, while a minority had more extensive experience, up to 20 years. Interestingly, the statistical analysis demonstrated that work experience did not significantly impact the level of job satisfaction among the respondents. One possible explanation for this finding could be that nurses with less experience tend to have higher expectations from their jobs, and when these expectations aren't met, it can lead to job dissatisfaction and thoughts of

leaving their current positions. This notion is supported by a study conducted among nurses at Chitwan Medical College in Bharatpur, Nepal, which found that the majority of participants had less than 5 years of experience, while only a minority were highly experienced (Sashi Poudel, 2019).

Regarding the payment of the job, the study found that the majority of respondents (75%) were satisfied with their job's payment, while about a quarter of them (25%) were not satisfied. This finding is statistically significant, with a P-value of 0.003, indicating that payment and salaries have a direct impact on the satisfaction level of employees. This result aligns with a descriptive cross-sectional study conducted among 50 nursing staff members at the hospital regarding financial incentives. This study have more than half of the staff members were also not satisfied with their financial incentives (Rakesh Singh M. R., Nov, 2015).

In terms of safety and security within the institute and its relationship with overall job satisfaction, the study found that 66.1% of respondents were satisfied with safety and security, while approximately 40% were not satisfied with their job. A chi-square test was conducted, and the result was highly significant (P-value 0.004), indicating a strong association between safety and security within the institute and job satisfaction. Following study results coincide with the study conducted among 50 nursing staff members at the hospital in Birgunj city, Nepal, where 42% of the nurses were dissatisfied with their job, suggesting a similar link between safety and security and job satisfaction (Rakesh Singh M. R., Nov, 2015).

The study also identified working hours as a significant factor influencing job satisfaction. More than half of the respondents expressed satisfaction with their working hours. However, the results of a chi-square test (P-value 0.031) indicated that working hours have a direct impact on employee job satisfaction. This finding aligns with a study conducted in a developing country, Pakistan, specifically in a tertiary-level military hospital. In this study, various factors affecting job satisfaction among staff nurses were investigated. The results showed that nurses in the hospital were dissatisfied with their working hours, emphasizing the

importance of this factor in staff satisfaction (Muhammad Ashraf Chaudhry, 2022).

Regarding job recognition, responsibility, and authority in the workplace, more than 80% of the respondents expressed satisfaction with their job, while a minority, around 20%, were dissatisfied. However, statistically, the results were not significant, with a P-value exceeding 0.05. This indicates that job recognition, responsibility, and authority in the workplace do not significantly impact the satisfaction level of the staff. Following study findings were similar to the study conducted in a tertiary-level military hospital in Pakistan, which also concluded that job recognition, responsibility, and authority do not play a significant role in staff satisfaction (Muhammad Ashraf Chaudhry, 2022).

Inter-personal relationship of the institute also plays a crucial role in the satisfaction level of the working staff in the institutions specially in the health care institutions. Regarding the inter personal relationship in between the staffs of BMC Hospital minority of them were dissatisfied (15%) where majority of them (85%) of them are satisfied whereas statistically chi-square test proves that these two variables, Interpersonal relationship and job satisfaction level are highly dependent to each other where P-value is 0.016, similarly Abdullah in his study found that 72.43% majority of the nurses were satisfied and MTI nurses were more satisfied (Abdullah, 2020).

The supervision system within the institute is another crucial factor that affects job satisfaction among the staff. The results indicate that only 33% of the respondents were just satisfied, while nearly 30% were satisfied, and approximately only 5% of the respondents were fully satisfied. On the contrary, almost 31% of them expressed dissatisfaction with their job in relation to the supervision system.

Statistically, using parametric tests, the Chi-value is 2.444, and the P-value is 0.049. This implies that the supervision system within the institute is significantly associated with the satisfaction level of the staff in their job. This finding aligns with a study conducted in the Teaching Institutions of Khyber Pakhtunkhwa, Pakistan, by Abdullah, RN Officer, Health Department, KPK, which also

found a significant association between the supervision system and the job satisfaction of staff nurses (S. Ali Khan, 2012).

Similarly, the opportunities for progress and promotion within the organization also have a substantial influence on the job satisfaction of staff members. Approximately 27.4% of them were fully satisfied, almost 30% were just satisfied, whereas 41.5% of the respondents were not satisfied with their job in relation to progress and promotion opportunities. Statistically, using a p-value numbering 0.004 is highly significant. This indicates that progress and promotion within the job have a direct impact on the satisfaction level of employees. This finding is somewhat comparable to the results of a study carried out to investigate the degree of job satisfaction and its associated factors relating to graduating nursing students of college in Nepal. In that study, professional developmental opportunities were found to have a significant relationship with the level of job satisfaction (P-value = 0.072) (Abja Sapkota^{1*}, 2019).

In a similar vein, when it comes to various training sessions, conferences, and workshops provided by the institution, a significant portion of the respondents (57.5%) expressed dissatisfaction, while only 42.5% were content with their job in this regard. However, upon statistical analysis, it was determined that these two variables are highly dependent on each other, as indicated by a P-value of 0.013 from the chi-square test.

This finding aligns with a study conducted on Western Region Health Facilities in Nepal, which investigated the elements impacting job satisfaction and the expected turnover rate among nurses were examined. Within the various domains examined in the study, training opportunities available in their institutions played a role. In that study, the majority (53.7%) of nurses were dissatisfied with the training opportunities, while only 25.6% reported satisfaction, and the rest (20.7%) were neutral (Jharana Shah^{1*}, 2019).

The institutional policies related to leave are also significant factors impacting job satisfaction. In this study, a substantial portion of the respondents (76.5%) expressed satisfaction with their institution's leave policies, while a minority (23.6%) were dissatisfied. However, statistical analysis

reveals a high level of interdependence between these variables, as indicated by a P-value of 0.003.

This finding aligns with a study conducted among nurses working at Chitwan Medical College in Bharatpur, Nepal, by Sashi Poudel and Kalpana Sharma. Their study showed that the provision of leave had a significant relationship with the level of job satisfaction among nurses (Sashi Poudel, 2019).

CONCLUSION AND RECOMMENDATIONS

The study's findings reveal that approximately one-third of the participants had a low level of job satisfaction in their nursing roles. There was an observed positive correlation between job satisfaction and age and education level of the respondents. Nurses are a vital component of any hospital, serving as its backbone. Their satisfaction directly influences patient treatment outcomes and overall patient satisfaction. Enhancing nurse satisfaction is a key strategy available to hospital management to improve their institution's reputation.

The study identified several common factors associated with job dissatisfaction, particularly in sensitive areas such as emergency and ICU nursing. The hospital management should pay attention to these factors to boost nurse satisfaction levels and, in turn, enhance hospital efficiency.

Additionally, it is crucial for the hospital management to address any dissatisfying factors among their staff. In conclusion, a holistic approach to nurse personnel management is necessary for increasing hospital efficiency, improving treatment outcomes, and enhancing overall patient satisfaction.

To foster professional development among nurses, it's essential to consider their expectations, which encompass quality healthcare facilities and opportunities for knowledge growth. Job satisfaction, a predominantly individual sentiment, plays a pivotal role in this process. The study underscores that numerous factors, whether direct or indirect, have a bearing on job satisfaction, thereby impacting both individual and organizational outcomes.

Addressing previously overlooked aspects such as safety measures, financial considerations like salaries, management support, supervision,

education, training, and even recreational activities can significantly enhance nurses' work capacity. In the study conducted among the staff, results reveal a mixed picture of job satisfaction: in which participants greater than 50% were just satisfied with their jobs, while around 20% expressed satisfaction, and slightly over 20% were dissatisfied with their positions.

5.1: Limitations of the study

The study sample was taken from the BMC Hospital, Quetta and the sample size was relatively small, that is the reason why the result of the study could not be generalized towards the whole population of nurses as general.

Recommendations

Based on the study's findings, several recommendations are proposed:

1. Conducting a similar study on a larger and more diverse sample group would provide more robust data that can be generalized to a broader population of nurses.
2. Consider employing purposive sampling in future studies to delve deeper into the factors influencing the job satisfaction of nurses, allowing for a more targeted analysis.
3. Expanding the scope of the study to include all staff members, not just nurses, in various organizations could provide valuable insights into job satisfaction across different roles and settings.
4. Exploring a comparative study between different hospitals to investigate the variations in factors affecting job satisfaction among nurses in distinct healthcare environments would offer a more comprehensive understanding of this issue.

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