

**THE JOB SATISFACTION AMONG NURSES IN PRIVATE HOSPITALS: WITH
SPECIAL REFERENCE TO PALAKKAD DISTRICT OF KERALA**

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ABSTRACT

Health care industry is the fastest growing profession in India. Healthcare has become one of India's largest sectors - both in terms of revenue and employment. Healthcare comprises hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, health insurance and medical equipment. The need for the health care is increasing day by day due to the awareness and consciousness among the public on their health. At the same time nurses play an integral role in the healthcare industry, providing care to the patients and carrying out leadership roles in hospitals, health systems and other organizations. So the present study attempt to study the job satisfaction level of nursing professionals of private hospitals in Palakkad district in Kerala. In the present study using both primary and secondary data, the data was collected through a questionnaire, the researcher adopted systematic random sampling for the selection of respondents. Thus the sample size was considered to 100 nurses. The present study concludes that there is a significant positive impact of work-life balance on the job satisfaction of the nurses working in private hospitals. The study also concludes that the demographic variables, namely age, marital status, educational qualification, job position, area of residence, years of experience, unit working and monthly salary influence the work-life balance of the respondents. The role of management is very crucial in enhancing the work-life balance of the employees as it may affect the quality of the treatment to the patients.

KEYWORDS: PROFESSIONAL, SATISFACTION, HEALTHCARE, HOSPITAL

INTRODUCTION

Health care industry is the fastest growing profession in India. Healthcare has become one of India's largest sectors - both in terms of revenue and employment. Healthcare comprises hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, health insurance and medical equipment. The need for the health care is increasing day by day due to the awareness and consciousness among the public on their health. Indian healthcare delivery system is categorised into two major components - public and private. The Government, i.e. public healthcare system comprises limited secondary and tertiary care institutions in key cities and focuses on providing basic healthcare facilities in the form of Primary Healthcare Centres (PHCs) in rural areas.

Nurses are often the linchpin component across a wide continuum of care. A nurse's professional skills and training contribute significantly to successful patient outcomes in a variety of care settings - from acute and tertiary care to prevention and wellness programs. Their smiling face and compassionate touch and care provide great satisfaction to the patient.

Nursing binds human society with a bond of care and affection. Nursing is a calling to care, which offers an oasis of poignant stories and pool of challenges. The scope of nursing practice has expanded and extended to different settings other than hospital only. Nurses deal with the most precious thing in this wide world - the human life. Nurses are often the linchpin component across a wide continuum of care. A nurse's professional skills and training contribute significantly to successful patient outcomes in a variety of care settings - from acute and tertiary care to prevention and wellness programs. Their smiling face and compassionate touch and care provide great satisfaction to the patient. Nurses play an integral role in the healthcare industry, providing care to the patients and carrying out leadership roles in hospitals, health systems and other organizations. Although nursing profession can be very rewarding, it is equally challenging and it entails a huge level of dedication and commitment. Nurses need to be focused on not only the patient needs but also on the management of system of care. This often creates unfortunate hassles irrespective of how hard the nurses work towards patient care. They are coordinators and custodians of patient care. This entails lot of managerial skills they need to possess apart from technical skills.

However, there are certain challenges which the nurses in the present healthcare system face. These challenges arise due to issues at the organizational, state and national level. It is of utmost importance to first recognize and understand each and every possible challenge faced by the nurses in order to deal with them efficiently. It is not just recognizing and understanding them but also finding solutions to mitigate them

JOB SATISFACTION

The factor of 'Job satisfaction' act as a main contributing factor of strategy that encourages the employees to work even more with extra efforts. As the saying goes, "A HAPPY EMPLOYEE IS A PRODUCTIVE EMPLOYEE", the one who attains whole satisfaction at his/her workplace could be claimed as a happy employee. An individual's satisfaction level at his/her work area is considered to be more vital, as they spend most of their time in their office.

According to the Locke (1976), the term can be defined as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences". It is now recognized that job satisfaction is a global concept that also comprises various facets (Judge et al., 2001) including pay, promotions, co-workers, supervision, the work itself, recognition, working conditions, and company and management.

STATEMENT OF THE PROBLEM

Traditionally the role of women was confined to cooking, cleaning, raising children, etc. They were looked upon as caregivers or as housekeepers and were denied access outside home. But now the story is different. They have an important role to play even outside the home. With the potential education and employment opportunities today, most homes have become dual earners because of increase in expenses and necessities. The expansion of higher education has also enhanced job prospects for women and there is a shift in the role models from stay-at-home mothers to successful professional women. One of the important careers among them is Nursing Professional. Health care industry is fully service-oriented. In the competitive world, the demand for health care industry has also increased because of the huge population and change in the lifestyle of the people. Still the health care sector is in growing phase with certain limitations, which creates a heavy pressure on Nursing Professionals and it may affect their work life. The pressure from extended working hours, compulsory overtime, chances of getting deceased, increased stress level at their job lead to job dissatisfaction which ultimately end up with higher attrition rate and low morale. In this context, it would be more relevant to make an attempt to study the job satisfaction level of nursing professionals in Palakkad district

OBJECTIVES OF THE STUDY

1. To study the socio-economic profile of the respondents
2. To assess the level of job satisfaction of the respondents.
3. To study the influence of socio-economic variables on the level of job satisfaction,.
4. To provide suitable suggestions to enhance the job satisfaction

HYPOTHESES OF THE STUDY

1. There is no significant difference in level of job satisfaction based on socio-economic variables of the respondents.

RESEARCH METHODOLOGY

Research design

A research design is a "plan or blueprint of how one intends to conduct research". Furthermore, "this plan, or blueprint offer the framework in accordance with which data are to be collected to investigate the research hypothesis or question in the most economical manner". Any research is constructed based on the research design. Descriptive research design is adopted for the present study. Descriptive study is a fact-finding investigation with adequate interpretation. It focuses on particular aspects or dimensions of the problem studied. It is designed to get the descriptive information and provided information and formulation of more sophisticated studies.

SAMPLING FRAME

As the population is large, the researcher has adopted the sample frame for her study. The sample frame is the list of NABH accredited private hospitals in Palakkad district. There were a total of 7 hospitals with NABH accreditation in Palakkad district.

SAMPLING

The researcher adopted systematic random sampling for the selection of respondents.. Thus the sample size was considered to 100 nurses. The HR managers of the concerned hospitals were contacted and based on the list provided by them the respondents were random selected thought a systematic process.

TOOLS OF DATA COLLECTION

In the present study, primary data was collected through a questionnaire. Secondary data are already available i.e. they refer to the data which have already been collected and analysed by someone else. Secondary data may either be published or unpublished data. The researcher must be very careful in using secondary data, because the data available may be sometimes unsuitable. In the present study, the secondary data were collected from journals, books, newspapers, etc.

A questionnaire was used for the collection of data from the respondents. The researcher has adopted a standardized Job satisfaction scale. The scale was propounded by Paul Spector in 1997. The scale consists of 36 statements loaded on a five- point scaling which ranges from 1 to 5 with the responses like strongly agree, agree, neutral, disagree, strongly disagree. Higher score depicts higher level of job satisfaction and vice versa. The scale consists of 7 sub-factors, namely pay and promotion; benefits and rewards; supervisor; operation procedures; co-workers; work itself and communication. The total score is classified into very high, high, moderate, low and very low. The study using the tools like simple percentage, factor analysis, correlation coefficient and ANOVA test .

LIMITATIONS OF THE STUDY

1. The present study have include only the Hospitals in the Palakkad District
2. The research had only included female nurses in the present study
3. The research has taken only Private Hospitals in the Present study

REVIEW OF LITERATURE

Hamid Sharif Nia et al. (2021) For the purpose of the exploration, the authors utilized 648 Iranian nurses around the month of March in the year of 2020. The survey was conducted through online means of communication and the designed questionnaire was circulated online which comprised a couple of sections. The outcome of the interpretation showed that there persisted a link between job satisfaction and organizational commitment mediated the relationship of nurses' job assignments, fineness of the direct higher officials, additional time workers and also provide good care and support towards the affected due to COVID-19.

Bella Savitsky et al. (2021) carried out yet another cross-sectional study based on 130 Israeli nursing personnel. For the research, the Minnesota Satisfaction and Degree of Job Satisfaction questionnaire along with 28 other elements were utilized to evaluate the measure of occupational satisfaction. The job happiness was mainly established due to the elements that were established by the inwards components of the job which were linked to the personal achievement. Many nursing staff got to pile up their work assignments and tasks because there prevailed a situation of insufficiency of nursing personnel, but job pressure was not directly associated with the job contentment.

Akinwale, O.E. et al. (2020) paper explored the thought that all the elements in combination with one another result in nurses' job contentment. There existed seven predominant indicators such as socio-political climate; administrative and managerial support, autonomy and responsibility, pay scale, inspection and job atmosphere, rewards and recognitions along with awards and appreciations, up gradation and chances for the higher designated offers, collectively exert positive relationship with nurses' job satisfaction.

Khan. I (2020) The main aspect of target of the author to carry out this research was to assess the grading of the current level of job strain and the job contentment of the specimen observed under the category of both public as well as private-owned health care units. From the interpretation, it can be firmly said that the nurses working in the government-owned health care units displayed a higher measure of stress and strain when compared to the other units. Also, the outcome also denoted that the private sector nursing community attained a lesser degree of job gratification when compared to the public-owned health care units.

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Jaimon Plathottathil Michael (2018) The sole aim of this paper was to evaluate the degree of the overall job contentment of the nursing community who employ in a multi-specialty tertiary care health care unit in Kerala owned by the Government. The paper as such resulted with positive signs indicating a higher degree of job ecstasy among the nursing staff in the tertiary care hospital in Kerala, India. In order to minimize the amount spent in appointment and

training for the new personnel, the admin department has to step up with new innovative ideas to improve the degree of job happiness of the nursing employees so that they could retain them.

Peter Vermeir et al. (2018) explained that there prevailed a constructive association between communication and job satisfaction among nursing employees, which in turn causes to result in lower turnover attitude and whiling away the risk factor. This could be well established with the means of organization-wide multimodal prevention and intervention program, targeted towards improvisation of various other modes of inter-professional communication, job pressure, and job gratification.

Asima Farman et al. (2017) found that the association between the elements, nurses' job satisfaction and quality of care are positively correlated. Out of the total participants taken under the survey, 68.5% of them trusted that the fineness of care and attention given by the nurses totally depended on their level of job contentment. Additionally, the authors also focused on the several other attributes that affect the quality of care by the nurses - work tension, job strain and unfavorable work atmosphere.

Semachew A et al. (2017) good and better understanding and relationship at the job place piled up with goals and professional commitment reported as an important and positive association concerning the job gratification, whereas, while working in the in-patient ward, the work assignments were negatively linked.

Sharma, P. et al. (2014) The nurses who perceived the fact that their work was not stressful and tiring had minimum level of job strain, whereas the ones who registered the fact that their work was super tiring had an increasing level of job strain

Srivastava (2008) exposed the fact that the personnel who felt contented with their environmental surroundings at their workplace resulted in remarkable increase in the level of job contentment, rising level of output and good sign of company profits. The author used regression method for the analysis purpose which exposed the factors that positively contribute to the work atmosphere such as work condition, welfare policies, bond between the colleagues, faith and loyalty piled up with support which effected in raising the level of the personnel as well as the company

Kristin O. Prien et al. (2004) concluded that employee's age is an influence on job satisfaction, in that an employee's age will affect his or her satisfaction with a particular job, in a particular set of circumstances. A generalized view that job satisfaction increases with age leaves out a number of other variables that have an equal or greater effect on job satisfaction, especially individuals' perception of how the job meets their needs and expectations.

Sempane et al. (2002) hold that job satisfaction relates to people's own evaluation of their jobs against those issues that are important to them. Since emotions and feelings are involved in such assessments, employees' levels of job satisfaction may impact significantly on their personal, social and work lives, and as such, also influence their behaviour at work. They also found no significant relationship between age and job satisfaction.

ROLE OF A NURSE IN HEALTHCARE

Generally, in the hospitals, the functioning of the job of nurses commences right after the doctor consultation and diagnosis. They concentrate mainly on aiding the patients to meet out their necessities dealing with emotional, social, physical, cognitive & spiritual. The nurses take attention in full recovery of the patients. The duties and responsibilities of a nurse in the hospitals and other health care units are explained in detail below

They are multi-talented as they function in various parts according to the demand of the needs which do not follow a regular pattern. The role and responsibilities of a nurse are

1. Communicate with patients

Usually in hospitals, numerous counts of visitors visit for consultation and they could be either from village or town. Their level of education also differs from person to person based on their locality. For an instance, the ones who are from city require a meagre time for consultation but whereas, the ones from the villages need a detailed explanation and some additional time to narrate them patiently as it is regarding their health and life. For this to happen, an organized and an efficient communication department is essential to enhance the results in a health care unit. And in order to facilitate this, the nurses must act in building a gap between the physicians and the patients in clearing their doubts and process the healing plans.

2. Take care of Patient Safety

The role played by a nurse is generally crucial and important in nature. Especially, with regard to safety of the patients, the nurses are wholly held charge of it. Once, the physicians visit the patient and find out the disorder, it is the part of the nurses to monitor the medication courses which should be followed in a regular pattern, supervise the treatment plans regarding the therapies that have to be given from time to time, etc. Additionally, she also has to report the side

effects if any concerning the patient and if he/she faces any hurdles or difficulties then they have to report immediately without any delay and recommend a modification as per the situation.

3. Caregiver

The nurses have to play the role of a mother who takes care of her children like a glass. Likewise, the nurses should care for the affected in the hospitals, based on the patient’s essentials and requirements. According to the disease of the patient, the care and attention of the nurses are generally modified such as the ones who are affected with major illness such as cancer are given a step more of attention than the individuals who suffer from a normal fever.

4. Being a Teacher of patient

The nurses take charge of the role as a teacher to the patients in educating them regarding the medicines to be followed from time to time and their health condition. In many situations, the affected patients or their attendees might get many doubts regarding a few procedures, and in that situation the nurses should spend some valuable time in clarifying the doubts. In certain places like the European Union, the facility of nursing is available to the affected at minimal rated who are an Ehic Card holder. The core job is to make the patients feel comfortable within their zone and make themselves feel confident and caring towards themselves which helps in fast recovery of the patients.

5. Act as a Patient Advocate

The other important aspect of goals of a nurse is to question, explore and know the actual requirements of the affected then and there regarding their health and imparting knowledge to the patients to take care of it by showing her attention uniformly. Thus, she plays a role as an advocate of the patient in obtaining the information through queries in a regular pattern and also clarifying and satisfying the patients’ needs.

ANALYSIS AND DISCUSSION

Demographic variables

Source	Factors	No.of Respondents	Percentage
	Below 25 Years	39	39
	26-30 years	28	28
	31-35 Years	17	17
	36-40	11	11
	Above 40 years	5	5
Marital Status	Married	48	48
	Un married	49	49
	Divorced	2	2
	Separated	1	1
Educational Qualification	M.Sc Nursing	22	22
	B.Sc Nursing	59	59
	Diploma	19	19
Monthly Income	Below Rs. 15,000	37	37
	Below Rs. 15,000	36	36
	Rs. 25,001 - 35,000	21	21

	Above Rs.35,001	6	6
Respondents Work units	Critical Care	15	15
	Emergency Room	13	13
	General Ward	24	24
	Child Care	16	16
	Neonatal Care	13	13
	Casualty	19	19
Job Position	Permanent	28	28
	Temporary	58	58
	Contract basis	14	14
Area of Residence	Urban	42	42
	Rural	31	31
	Semi-Urban	27	27

Source : Primary Data

The above table reveals that, out of the total number of respondents, 39 percent of them belong to the age group less than 25 years; 28 percent of them belong to the age group between 26-30 years; 17 percent of them belong to the age group of 31 years to 35 years; 11 percent of them belong to the age group of 36 years to 40 years and 6 percent of them belong to the age group of more than 41 years. Out of the total number of respondents, 48 percent of them are married; 50 percent of them are unmarried; 2 percent of them are divorced and 1 percent of them are separated. There are 60 percent of them have completed B.Sc Nursing; 21 percent of them have completed M.Sc Nursing; and the remaining 19 percent of them are diploma holders in nursing.

Among the 100 respondents 37 percent of them are getting a monthly salary of less than Rs.15,000; 36 percent of them are getting a monthly salary between Rs.15,001 and Rs. 25,000; 21 percent of them are getting a monthly salary between Rs. 25,001 and Rs. 35,000; and the remaining 6 percent of them are getting a monthly salary of more than Rs. 35,000. The table shows that out of the total number of respondents 24 percent of them are working in general wards; 19 percent of them are working in casualty unit; 16 percent of them are working in child care wards; 15 percent of them are working in critical care unit; 13 percent of them are working in neonatal care unit and the remaining 13 percent of them are working in emergency care unit. There are 58 percent of them are temporarily employed; 28 percent of them are permanently employed and 14 percent of them are under some agreement or contract. Out of the total number of respondents, 42 percent of them are residing in urban area; 31 percent of them are residing in rural area and 27 percent of them are residing in semi-urban area.

JOB SATISFACTION SCALE

The researcher has adopted a standardized Job satisfaction scale. The scale was propounded by Paul Spector in 1997. The scale consists of 36 statements loaded on a five- point scaling which ranges from 1 to 5 with the responses like strongly agree, agree, neutral, disagree, strongly disagree. Higher score depicts higher level of job satisfaction and vice versa. The scale consists of 7 sub-factors, namely pay and promotion; benefits and rewards; supervisor; operation procedures; co-workers; work itself and communication.

FACTOR ANALYSIS OF JOB SATISFACTION

Factor analysis was carried out for job satisfaction following Fields (2005) guidelines to factorize the variables by reducing the number of variables. The principal component analysis was used along with Orthogonal Varimax rotation. The result of the principal component analysis is given below.

KMO AND BARTLETT'S TEST

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.739
Bartlett's Test of Sphericity	Approx. Chi-Square	14845.468
	Df	630
	Sig.	.000

The above table depicts the KMO test results of Job satisfaction. The table reveals that the KMO value is found to be 0.739 which indicates that there is 73.9 % of sample adequacy to factorize the items in the construct job satisfaction. The Bartlett’s test of Sphericity is also significant and thus it is concluded that the data is suitable for factor analysis.

Respondent’s Overall Satisfaction towards their Job

S. No.	Overall Job Satisfaction	Overall Job Satisfaction	Percentage
1	Very High	23	23
2	High	32	32
3	Moderate	26	26
4	Low	18	18
5	Very Low	1	1
	Total	100	100

Job satisfaction is the extent to which an employee is content towards his job. Satisfied employees tend to extend a better performance with high level of commitment compared to other employees with low level of job satisfaction. Job satisfaction is an important factor in predicting various job-related contacts like job commitment, job involvement, employee engagement, etc. Job satisfaction of nurses is very important as it significantly influences the quality of the service rendered to the patients by influencing the performance of the nurses.

The above table shows that 32 percent of the nurses had high satisfaction in their job; 26 percent of the nurses had moderate satisfaction in their job; 23 percent of the nurses had very high satisfaction in their job, 18 percent of them had low satisfaction in their job and 1 percent of them had very low satisfaction in their job. Thus, nearly 55 percent of the nurses had high satisfaction towards their job which may be because of the various factors like salary, relationship with supervisor, coworker relationship, policies and practices of organization, caring organization, etc.

RELATIONSHIP BETWEEN JOB SATISFACTION AND ITS DIMENSIONS FOR NURSES WORKING IN HOSPITALS

Null Hypothesis: There is insignificant relationship between general satisfaction and various dimensions of job satisfaction of nurses working in hospitals.

Correlation coefficients between general job satisfaction and its dimensions of job satisfaction of nurses

Working Environment	Mean 3.97	S D 0.723
Relationships with colleagues	0.73	0.00
Work load	0.52	0.001
Salary	0.64	0.00
Promotion	0.85	0.00
Job factors	0.63	0.001
caring organization	0.49	0.00
policies and practices of organization	0.62	0.000

The above table represents the coefficient between general satisfaction and its various dimensions of job satisfaction of nurses working in hospitals. From the above results, it has been seen that the general satisfaction of nurses was correlated with all the above dimensions of job satisfaction of nurses working in hospital were found significant and positively correlated at 0.05% level of significance. Therefore, the alternate hypothesis that there exists significant relationship between general satisfaction and job satisfaction dimensions of nurses working in hospitals was accepted.

SIGNIFICANT TEST FOR JOB SATISFACTION BASED ON AGE

F= 8.411, Sig=0.00 df=4

The F-test value (F=8.411: p<0.01) reveals that significant variation in job satisfaction was found among the different age groups of the respondents. The mean value (147.2) reveals that job satisfaction was found to be high among age group between 41 and above years. The higher the age, the higher is skill and experience which leads to higher salary, recognition, position, rewards, etc. They tend to develop skills in handling the challenging tasks and responsibilities due to their experience. Thus, to some extent their expectations are fulfilled by their job and they are satisfied with their job comparatively to other age groups. The finding is supported by the findings of Agezegegn Asegid, Tefera Belachew, Ebrahim Yimam,(2014) who in their study reveal that age is positively correlated with job satisfaction which means that the higher the age, the higher is the job satisfaction

FINDINGS

- Most (38.5%) of the respondents belong to the age group of less than 25 years.
- Most (48.8%) of the respondents are unmarried.
- The majority (59.8%) of the respondents have completed B.Sc. Nursing.
- Most (24.2%) of the respondents are working in general wards.
- The majority (57.9%) of the respondents are working as temporary employees in the hospitals.
- Most (36.4%) of the respondents have less than 2 years of experience.
- Most (42.5%) of the respondents are residing in urban areas.
- Most (37.2%) of the respondents are getting a monthly salary of less than Rs.15,000
- The findings reveal that pay and promotion opportunities was found to be moderate among 35 percent of the respondents; 30 percent of them had moderate level of benefits and rewards; moderate level of supervisor relationship was found among 33.6 percent of the respondents, moderate level of satisfaction towards procedure was perceived by 35.3 percent of the respondents; 31 percent of the respondents had moderate relationship with coworkers; 32 percent of the respondents had moderate satisfaction on their work itself; 36 percent had moderate opinion towards the communication in their organization and 32 percent of the nurses had high satisfaction in their job.

CONCLUSION

The healthcare sector is a propelling entity setting the tone to many prosperous feats for any society. As it is understood that a wealthy nation thrives on the health of the people building it, the healthcare of any society calls for attention and becomes a catalyst for economic, social and political wellbeing of it. In the light, the onus on the shoulders of the

healthcare care sector is multiple folds. In an era of cut-throat competition, the employees do not hesitate to put in extra yards to stay ahead and earn more. The hectic schedule takes a toll of the employees in almost all the professional fields. The present study concludes that there is a significant positive impact of work-life balance on the job satisfaction and negative impact of job stress on the work-life balance of the nurses working in private hospitals. The study also concludes that the demographic variables, namely age, marital status, educational qualification, job position, area of residence, years of experience, unit working and monthly salary influence the work-life balance of the respondents. The role of management is very crucial in enhancing the work-life balance of the employees as it may affect the quality of the treatment to the patients

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