

Factors and Demographic Characteristics Related to Nursing Workplace Satisfaction: Perspectives of Nursing Care Providers at Tertiary Care Hospitals of Karachi

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ABSTRACT

Objective: To assess factors related to workplace satisfaction of nursing care providers employed at different tertiary care hospitals of Karachi and to analyze the effect of demographic characteristics on satisfaction factors.

Subjects and Methods: A cross-sectional study was conducted at different tertiary care hospitals of Karachi. Two hundred nursing care providers filled the standardized Nursing Workplace Questionnaire selected through convenient sampling method from February 2010 to May 2011.

Results: The overall satisfaction score was 56.05 ± 6.812 . Pleasure with job, mental relaxation, workplace communication, workplace learning environment, workplace support and workplace dependency were the most important factors describing satisfaction of nursing care providers. Females and unmarried respondents had less workplace support. Those having lower salary enjoyed and were pleased with job more than those who had higher salary. Younger respondents were less satisfied with workplace. Therefore, they had significantly lower scores of enjoyment, job satisfaction and pleasure with job. Participants with higher degree were less satisfied, enjoyed and pleased with job and also had less workplace communications.

Conclusion: It was concluded that workplace support caused highest positive impact on job satisfaction and positive perception with colleagues with healthier workplace learning.

Key words: Care providers, demographic, factor analysis, Karachi, nursing, satisfaction, workplace.

INTRODUCTION

Nursing profession is distinguished as a thankless occupation because care provider renders its qualification, services and skills to serve, care and improve the health status of mankind. This profession faces many challenges worldwide in which workplace job satisfaction (associated with different factors) is the broadly studied parameter.¹

Workplace satisfaction is actually the extent of one's constructive involvement and integrity towards a job or its mechanisms² and it is the level of encouragement or appreciation with which employees scrutinize their work.³ Job satisfaction remains a key factor for assessing

both employer and employee,⁴ employees' job satisfaction and their commitment directly interlinked with the productivity and sustainable performance of organizations and even it is a significant subject for health care organizations today.⁵ Recent studies would suggest that higher occupational satisfaction levels of employees within an organization are interrelated to an organization's ability to transform as a flourishing entity,⁶ because satisfied employees tend to be more industrious, innovative, and devoted to their workplace.⁷ Interestingly there is a direct association between staff satisfaction and patient satisfaction which have been observed in health care organizations.⁸ Despite being solely focused on satisfied or dissatisfied professional environment, it is also critical to probe the expectations that employees have of what their profession should make available.⁹

Hence, satisfaction with nursing profession is subjective to the availability of essentially required facilities in the working environment, as well as the individual's compatibility with the profession.^{2,10-12}

The scarcity of competent and well trained nurses globally and locally has been well documented as primary comprehensive source among the factors linked

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with workplace dissatisfaction,¹³⁻¹⁵ side by side workplace dissatisfaction is often produced as a result of intense workloads, low salary structure, management styles and policies, lack of inspiration, insufficient training programs and lack of respect also.¹⁶ Researchers also identified as elevated level of job oriented stress decreases the employees' organizational loyalty and becomes the major reasons due to which nurses leave their positions.¹⁷ Previous researches significantly contributed to the importance of heavy workloads as it exhausted the nursing care providers with their profession,¹⁸ thus causing dissatisfaction with profession^{2,19-21} and becoming the distinct greatest cause of stress-related occupational diseases.²²⁻²³ Persistent dissatisfaction with occupation not only induces stress but is also characterized as a health hazard of work-related stress that may cause anxiety, alcohol dependency, cardiovascular problems, depression and musculoskeletal problems.²⁴

There is no extensive and significant reporting in literature related to the assessment of nursing workplace satisfaction (NWS) of nursing care providers in Karachi, although the perception of registered nurses in tertiary care hospital of Karachi with lesser sample size was reported previously.²⁵ Similarly, the role of human resource management with nursing job satisfaction having only female nurses perception was published recently.²⁶ A cross-sectional descriptive study to understand the level of job satisfaction at Rawalpindi tertiary care hospitals with small sample size was currently reported in 2011.²⁷ Therefore to fill this gap, the present study is to evaluate the Nursing workplace satisfaction among different tertiary care hospitals of Karachi and in future a countrywide survey will help to assess the overall performance.

OBJECTIVE OF THE STUDY

The objective of this study was to determine factors related to workplace satisfaction of nursing care providers employed at tertiary care hospitals of Karachi and to analyze the effect of demographic characteristics of these professionals on satisfaction factors.

METHODOLOGY

The data were collected from the nursing care providers of different tertiary care hospital of Karachi and the participants were chosen irrespective of their occupational affiliations, age, marital status and gender.

The procedure of sample size calculation was done by taking standard deviation of satisfaction scores equal 0.51⁸, 95% confidence interval and 0.75 unit margin of error, the computed sample size was 178. Adding

20% non-response rate, the approximated sample size was 214 which were rounded off to 225 nursing professionals.

Volunteers from different tertiary care hospitals of Karachi were selected; the investigator¹ himself visited and collected the information from the participants through convenient sampling method. Verbal consent was taken from the study subjects before handing over the questionnaire, with an assurance for confidentiality of information and their professional acquaintance. The entire duration of data collection covered the period from February 2010 to May 2011.

The survey is based on the pre-tested and standardized questionnaire on nursing workplace satisfaction (NWS), available through New South Wales (NSW) Department of Health, Sydney, used as an instrument to collect data. Special permission was taken to use questionnaire for this research study, individually from the author of questionnaire and from the NSW officials also (A copy of questionnaire and permission mails are available on request). Total Eighteen items (18) of NWS questionnaire is categorized into three (03) heads of variables: (1) How much nurses enjoy their job; (2) Involvement in job; (3) The people you work with. Socio- Demographic information of study participants was also included. Responses to all items were scored on 5 points Likert scale (1=fully agree, 2=agree, 3=partly agree/disagree, 4=disagree, 5=definitely disagree) with the statement.

STATISTICAL ANALYSIS:

Data were entered and analyzed using PASW Statistics 18. Mean \pm standard deviation were computed for satisfaction scores. Frequencies and percentages were computed for demographic characteristics.

MEASURES:

Individual scores were added-up to get an overall nursing workplace satisfaction scores. The already described satisfaction sections in the questionnaire were also accumulated separately. Additionally, enjoyment score, workplace satisfaction score and perspective with colleague score were obtained for further analyses.

Principal axis factor analysis using Varimax rotation was run to sort out factors which provided most information of nursing workplace satisfaction data. The criterion of retaining the factors was set if Eigen value was at least 1.0. New satisfaction pertaining variables were then grouped and named with the criterion if variables had loadings more than or equal to 0.30 with related factors. The responses of these

newly constructed variables were then summed-up depending on the coefficients of factor scores.

Normality test was assessed with Shapiro - Wilk Statistic. If P value was more than 0.05 then score was considered to be normally distributed.

The correlation between newly constructed variables scores were found out with the scores of already described satisfaction sectioned using Spearman's Correlation Coefficient as none of the satisfaction scores were normally distributed.

Hierarchical regression model of questionnaire scores were then developed with the new factor scores using stepwise selection method to estimate any effect of satisfaction scores due to change in new factor scores. Probability of Removal was set equal to 0.10 and Probability of Entry was 0.05.

Mann – Whitney U test was performed to determine the effect of demographical variables with two categories on these scores. For determining the effect of demographical variables which had more than two categories on satisfaction scores, Kruskal Wallis test with post – hoc analysis was performed. P value less than 0.05 was considered to stipulate significant difference between the categories.

RESULTS

The return rate of questionnaire was 88.8% as only 200 participated (in which 109 were male and 91 were female nurses), 20 of them had regretted their availability while 05 of them had not reported their response in defined manner hence they were excluded from the study.

A total of 200 nursing care providers were interviewed among them 45% were females. About half of the participants were from 25-50 year age group and 22% were over 50 years. Sixty four percent of them were married. Only 15% of respondents had graduated. Around, one-fourth of the population had income less than 10,000 PKR. (Fig. 1)

The overall nursing workplace satisfaction score was 56.05 ± 6.81 which was partitioned in enjoyment score of 20.39 ± 4.36 , workplace satisfaction score of 24.42 ± 3.83 and colleague perception score of 11.24 ± 2.50 .

Principal axis factor analysis using varimax rotation retained six factors. The newly constructed variables were named as pleasure with job, mental relaxation, workplace communication, workplace learning environment, workplace support and workplace dependency. These variables are considered as most

important satisfaction factors which can describe the data very well. The details of these factors with respective loadings are described in table 1.

The mean scores of the retained factors were 17.04 ± 3.94 , 5.47 ± 1.85 , 12.10 ± 2.46 , 6.34 ± 1.87 , 6.28 ± 1.79 and 5.31 ± 1.73 respectively. Enjoyment score was strongly associated with the factor pleasure with job. Job satisfaction and perception with colleague was moderately associated with mental relaxation. Workplace communication and workplace support also yield moderate correlation with job satisfaction. On the other hand, workplace learning and workplace dependency produced significant correlation with perception with colleague scores. (Table 2)

Stepwise linear regression model was run to estimate the satisfaction score based on extracted factors. The estimated models have been displayed in Table 3. All the factors have more or less same significant effect on nursing workplace satisfaction. Nonetheless, with one score increase in pleasure with job, enjoyment score increased to 1.03 score whereas workplace communication and mental relaxation caused 0.343 and 0.105 increase of enjoyment score respectively. Workplace support caused highest positive effect on job satisfaction. Likewise, positive perception with colleague was highly influenced due to increment in workplace learning. The values of R-Square for these models are 0.984, 0.940, 0.592 and 0.427 respectively which show that the first two models are best fitted for the data whereas other two models are also good fitted for the data explaining significant information of the satisfaction.

The effect of demographical characteristics on the questionnaire based and extracted satisfaction scores is displayed in Table 4. Females and unmarried respondents had less workplace support (P values 0.046 and 0.027 respectively). It was noted that participants with age groups less than 25 stated to enjoy their job less whereas those who are too young or too old were less satisfied with their job. The overall nursing workplace satisfaction of these groups were also lower than the middle aged groups. Interestingly, it was also found that participants with higher degree were less satisfied, enjoyed and pleased with job and also had less workplace communications. They had also least workplace dependency. Customarily, respondents with less education had highest workplace communication. They also reported least workplace dependency in their professional lives. Participants having lower salary enjoyed and pleased with job more than those who had higher salary (P values 0.038 and 0.058 respectively).

Table 1: Factor Loadings for Nursing Satisfaction Questions in Principal Axis Factor Analysis:

Questions Labels	Extracted Satisfaction Factors Loadings					
	Pleasure with Job	Mental Relaxation	Workplace Communication	Workplace Learning Environment	Workplace Support	Workplace Dependency
My job gives me a lot of satisfaction	0.633					
I am enthusiastic about my present work	0.616					
My work gives me an opportunity to show what I'm worth	0.676					
In the last year, my work has grown more interesting	0.434					
Its worthwhile to make an effort in my job	0.408					
I have enough time to deliver good care to patients	0.467					
I would function better if it was less busy on the ward		0.632				
I feel that my colleagues like me		0.580				
I have enough opportunity to discuss patient problems with colleagues			0.513			
My job is very meaningful for me			-0.403			
I feel isolated from my colleagues at work			0.485			
I like my colleagues			-0.590			
I feel able to learn on the job				0.526		
It's possible for me to make good friends among my colleagues				0.457		
I have enough support from colleagues					0.586	
I like the way my ward is run					0.326	
I feel confident as a clinician						-0.577
I feel that I belong to a team						0.459

Fig. 1: Demographic Characteristics of Nursing Care Providers

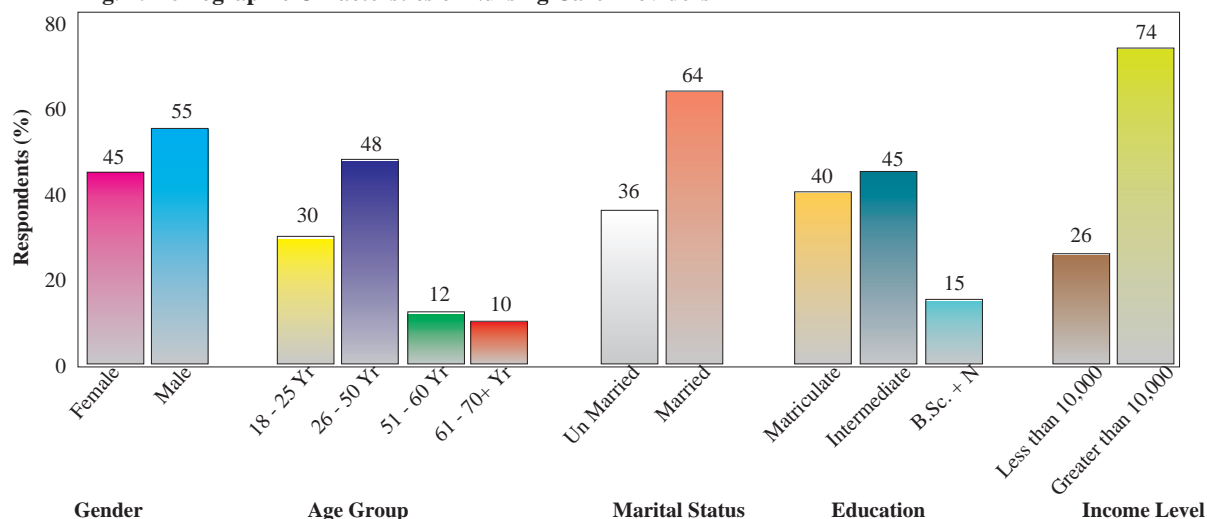


Table 2: Descriptive Statistics and Correlation of Extracted Factors and Sectioned Factors

Satisfaction Scores	Mean	Standard Deviation	Enjoyment Scores	Job Satisfaction	Perception with Colleagues
Pleasure with Job	17.04	3.940	0.947	0.162	-0.006
			<0.0001	0.022	0.931
Mental Relaxation	5.47	1.851	0.063	0.355	0.358
			0.372	0.000	<0.0001
Workplace Communication	12.10	2.459	0.220	0.308	0.237
			0.002	<0.0001	0.001
Workplace Learning Environment	6.34	1.871	-0.007	0.228	0.392
			0.922	0.001	<0.0001
Workplace Support	6.29	1.792	0.010	0.426	-0.054
			0.886	<0.0001	0.446
Workplace Dependency	5.32	1.729	0.103	0.252	0.361
			0.146	<0.0001	<0.0001

Table 3: Regression Models for Effects of Extracted Factors on Different Satisfaction Scores

Regression Models		B	Std. Error	P Values	R Square
Nursing Workplace Satisfaction	Pleasure with Job	1.080	0.022	<0.0001	0.984
	Workplace Communication	1.028	0.036	<0.0001	
	Mental Relaxation	1.056	0.048	<0.0001	
	Workplace Support	1.089	0.049	<0.0001	
	Workplace Learning Environment	1.080	0.047	<0.0001	
	Workplace Dependency	1.040	0.051	<0.0001	
Enjoyment Status	Pleasure with Job	1.031	0.019	<0.0001	0.940
	Workplace Communication	0.343	0.031	<0.0001	
	Mental Relaxation	0.105	0.041	0.012	
Job Satisfaction	Workplace Support	1.120	0.099	<0.0001	0.592
	Mental Relaxation	0.606	0.097	<0.001	
	Workplace Communication	0.449	0.073	<0.001	
	Workplace Learning Environment	0.549	0.096	<0.001	
	Workplace Dependency	0.513	0.104	<0.001	
	Pleasure with Job	0.099	0.045	0.031	
Perception with Colleague	Workplace Learning Environment	0.538	0.073	<0.0001	0.427
	Self Assessment	0.477	0.079	<0.001	
	Workplace Dependency	0.345	0.074	<0.001	
	Workplace Communication	0.235	0.056	<0.0001	

Table 4: Effect of Demographic Variables on Sectioned and Extracted Satisfaction

Demographic Characteristics*		Nursing Workplace Satisfaction	Enjoyment Status	Job Satisfaction	Perception with Colleagues	Pleasure with Job	Mental Relaxation	Workplace Communication	Workplace Learning Environment	Workplace Support	Workplace Dependency
Gender	Female	55.04 ± 7.88	19.99 ± 5.17	23.82 ± 3.91	11.23 ± 2.49	16.47 ± 4.38	5.26 ± 1.85	12.11 ± 2.54	6.59 ± 1.81	6.0 ± 1.72	5.08 ± 1.72
	Male	56.88 ± 5.68	20.72 ± 3.55	24.92 ± 3.25	11.25 ± 2.51	17.52 ± 3.48	5.64 ± 1.84	12.08 ± 2.40	6.13 ± 1.90	6.52 ± 1.82	5.51 ± 1.72
		0.093	0.664	0.106	0.739	0.121	0.137	0.820	0.095	0.046	0.079
Age Groups (Yr)	18-25	53.10 ± 6.70a	18.36 ± 4.15a	23.25 ± 3.63a	11.49 ± 1.99	14.98 ± 3.64a	5.41 ± 1.99	11.64 ± 2.32	6.36 ± 1.80	6.41 ± 1.92	5.19 ± 1.61
	26-50	56.94 ± 7.07b	20.84 ± 4.29ab	24.94 ± 3.79ab	11.16 ± 2.74	17.53 ± 3.78b	5.42 ± 1.76	12.48 ± 2.71	6.36 ± 1.95	6.22 ± 1.75	5.12 ± 1.66
	51-60	59.08 ± 6.26b	22.08 ± 4.42b	25.84 ± 3.44b	11.16 ± 2.72	19.04 ± 3.93b	5.48 ± 1.92	11.68 ± 2.12	6.44 ± 1.85	6.64 ± 1.47	6.16 ± 1.84
	> 60	56.67 ± 5.62ab	22.0 ± 3.24b	23.67 ± 4.26ab	11.0 ± 2.47	18.29 ± 3.21b	5.86 ± 1.85	12.10 ± 1.79	6.10 ± 1.87	5.81 ± 1.96	5.57 ± 2.01
		<0.0001	<0.0001	0.020	0.844	<0.0001	0.694	0.208	0.955	0.295	0.096
Marital Status	Unmarried	55.03 ± 6.53	19.84 ± 4.19	24.08 ± 4.10	11.11 ± 2.39	16.38 ± 3.99	5.27 ± 1.87	12.22 ± 2.17	6.21 ± 1.82	6.62 ± 1.62	5.14 ± 1.60
	Married	56.63 ± 6.93	20.70 ± 4.45	24.61 ± 3.68	11.31 ± 2.56	17.43 ± 3.87	5.58 ± 1.84	12.02 ± 2.62	6.42 ± 1.90	6.09 ± 1.86	5.42 ± 1.80
		0.162	0.138	0.358	0.495	0.081	0.244	0.499	0.409	0.027	0.317
Education Status	Matriculate	58.01 ± 5.60a	21.98 ± 3.26a	24.80 ± 3.70	11.24 ± 2.48	18.59 ± 3.18a	5.59 ± 1.73	12.01 ± 2.30ab	6.19 ± 1.95	6.49 ± 1.74	5.59 ± 1.76a
	Intermediate	57.01 ± 6.24a	21.34 ± 3.27a	24.30 ± 4.17	11.37 ± 2.48	17.67 ± 3.09a	5.54 ± 1.98	12.51 ± 2.51a	6.57 ± 1.80	5.99 ± 1.86	5.28 ± 1.64ab
	B.Sc. N	47.90 ± 5.59b	13.27 ± 2.59b	23.77 ± 3.06	10.87 ± 2.62	11.07 ± 2.23b	4.93 ± 1.70	11.07 ± 2.48b	6.07 ± 1.86	6.63 ± 1.63	4.70 ± 1.80b
		<0.0001	<0.0001	0.585	0.684	<0.0001	0.254	0.031	0.244	0.178	0.068
Income Level (PKR)	=10,000	56.92 ± 5.97	21.63 ± 3.36	24.44 ± 3.72	10.85 ± 2.54	18.08 ± 3.09	5.75 ± 1.78	11.88 ± 2.49	6.27 ± 1.94	6.13 ± 2.096	5.25 ± 1.62
	>10,000	55.74 ± 7.08	19.95 ± 4.60	24.41 ± 3.88	11.38 ± 2.48	16.68 ± 4.15	5.37 ± 1.87	12.17 ± 2.45	6.36 ± 1.85	6.34 ± 1.676	5.34 ± 1.77
		0.336	0.038	0.883	0.184	0.058	0.114	0.57	0.668	0.468	0.973

DISCUSSION

Workplace satisfaction is considered as one of the characteristic features of good quality job in any profession as it directly correlates the employees' job commitment and loyalty with their professions.⁵ The primary objective of this study was to explore and interlink the different job satisfaction variables like pleasure with job, mental relaxation, workplace communication, workplace learning environment, workplace support and workplace dependency on different factors like age groups, gender, educational status and on earning status of nursing care providers at different tertiary care hospitals of Karachi.

Scarcity of qualified nurses is among one of the global issues,¹⁵ Pakistan also faces the same challenge, the findings of this survey (i.e., 15% graduate respondents) directly supports the unavailability or shortage of qualified nurses. Majority of professionals have reported salary structure greater than the baseline common men income (Rs.10,000/-), imperatively some past findings associated low salary structure as a big contributor of workplace dissatisfaction,¹⁶ in contrast the findings of this study reveal that those nursing care providers who have low salary output are more pleased with their professional responsibilities in comparison with those who had higher salary packages, this finding strengthens the concept that workplace satisfaction will not directly be gauged with the financial incentives but workplace satisfaction is something about the opportunities or hope that human resource have of what their profession should make them easily accessible.⁹

The demographic findings also elaborate that female and unmarried respondents had less workplace support as compared with other categories of respondents. Regarding the factorial analysis of extracted satisfaction factors loading, our findings indicate that enjoyment score was strongly associated with pleasure with job, job satisfaction and perception with colleagues was moderately associated with mental relaxation. Workplace communication and workplace support also yield moderate correlation with job satisfaction. Workplace learning and workplace dependency was also significantly related with perception with colleagues. We also found out that workplace support caused highest positive impact on job satisfaction and positive perception with colleagues with healthier workplace learning. Studies also suggested that the more the workplace support the more satisfaction with job an employee has, with improved professional communication environment, ultimately enhances the employees' and organizational productivity.⁷

The values of linear regression model (R values) for extracted factors showed that nursing workplace satisfaction and enjoyment status provides best information of nursing care providers' satisfaction, whereas job satisfaction and perception with colleagues also provide good information, which depicts that participants with higher educational status were less satisfied, enjoyed and pleased with job and also had less workplace communications. Workplace support and satisfaction with job are two important elements of any profession, as the employees of healthcare organizations have a much workload on their shoulder with full attention demanded, therefore gradual assessment of satisfaction level is an important element to improve the healthcare structure and facilities and employees' commitment also.²⁶ Workplace satisfaction in nursing profession can be agitated by variable causes like intense workload, lack of appreciation from management, strict policies and regulation, unavailability of training programs etc,¹⁶ by overcoming these barriers, management can improve level of satisfaction by adopting policies and strategies that favors workload management and time management to reduce work-related stress and maintain the effort reward balance.²⁴

CONCLUSIONS

The study findings concluded that perception of nursing caregivers varied with respect to the different workplace environment, the level of responsibilities and individual job descriptions. Profession especially associated with healthcare services, financial rewards are not the only satisfaction factor that encourage the level of satisfaction in employees and boost the working standard, but continuous appreciation, timely motivation from all concerned stake holders and smooth consistent environment for working will enhance the productive capacity and performance of healthcare professionals.

LIMITATIONS

The current study has few limitations, the major one includes lack of research and survey studies in the concerned field, so difficult to compare the output in Pakistan. Language difference while dealing with the respondents was a major barrier.

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