

## FACTORS INFLUENCING JOB SATISFACTION AMONG NURSES WORKING AT KANTICHILDREN HOSPITAL: A CROSS SECTIONAL STUDY

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### ABSTRACT

**Introduction:** This study aims to explore the factors influencing job satisfaction among nurses working at Kanti children hospital. Identifying these factors is essential for improving nurse retention, reducing turnover, and ensuring the delivery of high-quality care. By addressing issues such as work environment, support, and professional growth, the hospital can enhance job satisfaction, leading to better patient care and overall hospital performance. **Objective:** to identify the job satisfaction level among working nurses in tertiary level of pediatric hospital. **Methodology:** A descriptive, cross-sectional research design was employed to study job satisfaction among 108 nurses working at Kanti children hospital, for at least six months. Convenient sampling was used to select participants. A total of 120 nurses were eligible to participate in the study, but only 108 completed the questionnaires, resulting in a response rate of 90%. Data were collected through a pre-tested, structured, self-administered questionnaire with a job satisfaction scale comprising 26 items across four domains. The result shows varying job satisfaction across domains: "Patient-related variables" (3.95), "Interpersonal relationships" (4.31), and "Work-related variables" (3.32) reflect moderate satisfaction, while "Career-related variables" (2.73) indicate a higher degree of dissatisfaction. The Chi-square analysis reveals significant associations between satisfaction and age ( $p = 0.013$ ) and experience ( $p = 0.049$ ), with younger individuals and those with less experience being more satisfied. Other factors showed no significant impact. The obtained data were entered into SPSS version 25.0 for analysis. The Chi-square test was performed, and assumptions, including the verification of expected cell counts, were checked prior to analysis. Descriptive statistics were used to summarize the data, while inferential statistics, including the chi-square test, were applied to determine associations between categorical variables and job satisfaction levels among the nurses. **Conclusion:** The study reveals moderate job satisfaction among nurses at Kanti Children's Hospital, with the lowest satisfaction in career-related aspects. Younger and less experienced nurses reported higher satisfaction. Addressing career growth opportunities and improving work-related conditions can enhance overall job satisfaction, leading to better nurse retention and quality patient care in the hospital.

**KEYWORDS:** Job satisfaction, nurses, career development.

### INTRODUCTION

Among healthcare professionals, nurses are central to the delivery of care, especially in pediatric settings such as the Kanti children Hospital of Nepal. Kanti Children's Hospital, as a leading pediatric care center in Nepal, plays a crucial role in the country's healthcare system. The hospital's commitment to providing quality healthcare for children makes it essential to ensure high nurse satisfaction. Job satisfaction in nursing is influenced by a variety of factors, including work environment, compensation, workload, managerial support, and opportunities for career development. As

nurses are vital to the functioning of healthcare systems worldwide, understanding and improving their job satisfaction is essential for enhancing both the healthcare environment and patient outcomes.<sup>[1]</sup>

Globally, research has shown that job satisfaction among nurses is significantly correlated with better quality of care, reduced turnover, and improved retention rates.<sup>[1]</sup> In high-income countries, factors such as adequate staffing, work-life balance, and opportunities for professional growth have been identified as key contributors to nurse job satisfaction.<sup>[2]</sup> However, in low- and middle-income

countries (LMICs) like Nepal, these factors are often compromised due to resource constraints, heavy workloads, and underdeveloped healthcare infrastructure.<sup>[3]</sup> Consequently, job dissatisfaction among nurses in such contexts can result in increased burnout, absenteeism, and even migration to better-paying countries, which exacerbates the shortage of healthcare workers in Nepal.

In Nepal, the healthcare sector has undergone significant challenges, including an overburdened health system, inadequate staffing, and low compensation, all of which impact nurse job satisfaction.<sup>[4]</sup> Studies conducted in various hospitals in Nepal have highlighted that nurses often experience dissatisfaction due to long working hours, inadequate pay, lack of professional recognition, and limited career development opportunities.<sup>[5]</sup> The situation in pediatric hospitals like Kanti Children Hospital is especially critical, as nurses are required to manage high-stress situations involving children, which demands not only clinical expertise but also emotional resilience.

In the context of Kanti Children Hospital, which serves a large pediatric population, the importance of understanding nurse job satisfaction becomes even more evident. The hospital is a major healthcare institution in Nepal, specializing in the care of children with various medical conditions. The nursing staff plays a crucial role in managing complex medical conditions in pediatric patients, many of whom require long-term care. Given the demands of the job and the unique challenges in the pediatric healthcare environment, understanding the factors contributing to job satisfaction among nurses at Kanti Children Hospital can provide valuable insights into improving their work conditions and, by extension, the quality of care provided to young patients.

In conclusion, despite extensive global research on nurse job satisfaction, there is a notable gap in studies focusing on pediatric nurse satisfaction in Nepal. Specifically, limited attention has been given to Kanti Children's Hospital, making this study essential to address the unique challenges faced by pediatric nurses in Nepal's healthcare system.

Recent studies from Nepal have underscored the importance of addressing job satisfaction to improve retention rates and enhance healthcare delivery. For example, a study conducted in 2024 found that nurses working in hospitals across the Kathmandu Valley reported high levels of dissatisfaction with work conditions and compensation, but also highlighted that a supportive work environment and adequate training opportunities could improve job satisfaction.<sup>[6]</sup> These findings are particularly relevant to the current study at Kanti Children Hospital, where similar challenges may be observed.

Moreover, the global healthcare community has increasingly recognized the importance of addressing nurse job satisfaction in the context of broader healthcare system reforms. The World Health Organization emphasizes the need for investing in the well-being of healthcare workers as part of strengthening health systems globally.<sup>[7]</sup> In this context, improving nurse job satisfaction is not just a local issue for hospitals like Kanti Children, but also a key element of the global health agenda, particularly in countries with high rates of nurse migration, such as Nepal.

## OBJECTIVE

The objective of the study was to assess the job satisfaction levels of nurses working at Kanti Children's Hospital, focusing on various domains such as career growth, work-related variables, and interpersonal relationships.

## MATERIALS AND METHODS

### Research Design

A descriptive, cross-sectional research design was employed to study job satisfaction among 108 nurses working at Kanti Children Hospital, for at least six months.

### Research Site, Population, and Sampling and sample size of the Study

The study was conducted at Kanti Children's Hospital, a tertiary-level pediatric hospital, focusing on child healthcare. As a specialized center, it plays a crucial role in pediatric treatment, research, and healthcare services. Simple random sampling was used to select participants. A total of 120 nurses were eligible to participate in the study, but only 108 completed the questionnaires, resulting in a response rate of 90%. Data were collected through a pre-tested, structured, self-administered questionnaire with a job satisfaction scale comprising 26 items across four domains

### Data Analysis Procedure

The purpose of analyzing the data was to transform it into a comprehensible format. Descriptive statistics, including frequencies and percentages, were used to summarize job satisfaction across different domains. The results indicated moderate satisfaction in patient-related variables (3.95), interpersonal relationships (4.31), and work-related variables (3.32), whereas career-related variables (2.73) showed higher dissatisfaction. The Chi-square test was performed to determine associations between job satisfaction and demographic factors. Significant associations were found with age ( $p = 0.013$ ) and experience ( $p = 0.049$ ), indicating that younger and less experienced nurses reported higher satisfaction. Other factors showed no significant impact. The obtained data were entered into SPSS version 25.0 for analysis. The Chi-square test was conducted, and assumptions, including the verification of expected cell counts, were checked before analysis. Descriptive statistics were used

for summarization, while inferential statistics determined associations among categorical variables.

### Validity and Reliability

To ensure validity, an extensive literature review was conducted, and consultations with nurse experts, health professionals, and peers were sought. Additionally, for questionnaire and analysis validity, three experts—including senior nurses, a research expert, and a pediatric specialist—were consulted. They completed the questionnaire as if they were actual respondents, and their feedback was incorporated into the final version.

Reliability refers to the consistency of the measuring instrument in producing stable results upon repetition. To ensure reliability, a pretest was conducted among 10% of the participants at Kanti Children's Hospital. The Cronbach's alpha was calculated to assess internal consistency. Based on the pretest results and participant

feedback, necessary modifications were made to enhance the accuracy and clarity of the instrument. This rigorous validation and reliability assessment ensured the study's credibility in evaluating pediatric healthcare factor.

### Ethical Consideration

The ethical principles of the study were strictly adhered to. A written proposal was submitted, and approval was obtained from the institutional research committee of Kanti Children's Hospital. Written informed consent was taken from participants who met the eligibility criteria and willingly participated. Anonymity, confidentiality, and privacy of the information provided were strictly maintained. Participants had the right to withdraw from the study at any time without any consequences. To ensure privacy and data protection, a coding system was used instead of personal identifiers. These measures upheld ethical research standards and ensured the rights and well-being of all participants.

## RESULT

**Table 1: Socio-demographic Characteristics of Respondents.**

Variables	Categories	Frequency	Percentage
	20-30 years	47	43.5
	31-40 years	28	25.9
	41-50 years	18	16.7
	51- 60 years	15	13.9
Ethnicity	Brahmin/Chhetri	74	68.5
	Dalit	2	1.9
	Janjati	28	25.9
	Madeshhi	4	3.7
Religion	Hindu	96	88.9
	Buddhist	12	11.1
Education	PCL	29	26.9
	Bachler	65	60.2
	Master & above	14	12.9
Years of experiences	6month to under year	5	4.6
	1 to 5	36	33.3
	6 to 10	18	16.7
	11 to 15	10	9.3
	6 to 20	13	12
	21 to 25	7	6.5
	26-30	14	13
	Above 3o	5	4.6
Working unit	Medical ward	27	25
	Surgical ward	15	13.9
	Oncology	3	2.8
	ER/OBS	15	13.9
	ICUs	23	21.3
	OT	6	5.6
	Others (OPD, immunization etc.)	19	17.6

The demographic characteristics of the study participants are summarized in table 1. The participants' age distribution reveals that the majority (43.5%) fall within the 20-30 years age group, followed by 25.9% in the 31-40 years range, 16.7% in the 41-50 years range, and 13.9% in the 51-60 years range, indicating a relatively younger workforce. Regarding ethnicity, the largest

proportion of participants (68.5%) belong to the Brahmin/Chhetri group, while Janjati participants make up 25.9%, followed by Madeshhi (3.7%) and Dalit (1.9%) ethnicities. The majority of participants (88.9%) practice Hinduism, with a smaller proportion (11.1%) identifying as Buddhist. In terms of educational background, most participants (60.2%) hold a Bachelor's degree, 26.9%

have completed PCL (Proficiency Certificate Level), and 12.9% possess a Master’s degree or higher. The years of experience of participants range widely, with the highest percentage (33.3%) having 1-5 years of work experience, followed by 16.7% with 6-10 years and 13% with 26-30 years. A smaller percentage of participants have less than one year (4.6%) or over 30 years (4.6%) of experience. As for the working unit, the majority of participants work in the medical ward (25%) and ICUs (21.3%), while smaller groups are employed in surgical wards

(13.9%), emergency/obstetrics (13.9%), and other units such as OPD and immunization (17.6%). The oncology unit represents the smallest proportion, with only 2.8% of participants working there.

Overall, the data indicates a diverse group of participants in terms of age, ethnicity, education, experience, and work settings, providing a comprehensive representation of the healthcare workforce.

**4.2: Table 2: Job satisfaction of respondents across various domains. (N=108)**

Domains	Maximum	Minimum	Mean	SD
1. Work related variable	4.71	1.0	3.32	.55
2. Patient related variable	5.0	1.80	3.95	.73
3. Interpersonal relationship related variable	4.67	2.67	4.31	.85
4. Career related variables	4.88	1.0	2.73	.96

Table 2 presents job satisfaction across various domains, revealing varying levels of satisfaction. The "Patient-related variables" have mean score of 3.95, "Interpersonal relationships" have mean score of 4.31, and "Work-related variables" mean score of 3.32 all

reflect moderate satisfaction, though with some variability in responses. In contrast, "Career-related variables" exhibit the lowest mean score of 2.73, suggesting lower levels of satisfaction.

**Table 3: Association Between job Satisfaction of Nurses with Selected Socio Demographic Variables.**

Variables	Categories	Not satisfied	Satisfied	total	Chi-square	P value
Age	<= 40 years	12(15.8%)	64 (84.2%)	76(100%)	6.141	0.013
	>40 years	12 (37.5%)	20 (62.5%)	32(100%)		
Religion	Hindu	21(21.9%)	75(78.1%)	96 (100%)	0.06	0.806
	Buddhist	3(25%)	9 (75%)	12 (100%)		
Ethnicity	Brahman/Chetri	19 (25.7%)	55 (74.3%)	74(100%)	1.62	0.203
	Others	5(14.7%)	29 (85.3%)	34(100%)		
Education	PCL	4 (13.3%)	2 (86.7%)	30 (100%)	2.840	0.241
	BN/BSC	18 (27.7%)	47 (72.3%)	65 (100%)		
	Master & above	2(15.4%)	12 (84.6%)	13 (100%)		
Experiences	<=5 years	5 (12.2%)	36 (87.8%)	41 (100%)	3.850	0.049
	>5 years	19 (28.4%)	48 (71.6%)	67 (100%)		
Working unit	MW/SW	9 (20%)	36 (80%)	45 (100%)	3.270	0.350
	ER/OBS	2 (13.3%)	13 (86.7%)	15 (100%)		
	ICU/OT	10 (33.3%)	20 (66.7%)	30 (100%)		
	Others	3 (16.7%)	15 (83.3%)	18 (100%)		

This table 3 presents the results of a Chi-square analysis examining the relationship between various demographic and work-related variables (age, religion, ethnicity, education, experience, and working unit) and satisfaction levels. Significant associations were found between age ( $p = 0.013$ ) and experience ( $p = 0.049$ ) with satisfaction, indicating younger individuals and those with less experience tend to be more satisfied. No significant associations were observed for religion ( $p = 0.806$ ), ethnicity ( $p = 0.203$ ), education ( $p = 0.241$ ), and working unit ( $p = 0.350$ ), suggesting these factors do not impact satisfaction levels significantly.

**DISCUSSION**

The demographic characteristics of the respondents in this study provide valuable insights into factors that may influence job satisfaction among nurses. The majority of

respondents (43.5%) were aged between 20-30 years, with a mean age of 35.4 years. This suggests a relatively young workforce, which is consistent with trends observed in healthcare settings globally. Younger nurses may experience higher levels of burnout and stress that could lower job satisfaction.<sup>[8]</sup> Moreover, younger nurses may also prioritize career development and professional growth, which is crucial for fostering job satisfaction in this demographic.<sup>[9]</sup> In terms of ethnicity, the majority of respondents (68.5%) identified as Brahmin/Chhetri, with a smaller proportion from other ethnic backgrounds. Cultural factors can significantly influence job satisfaction, as cultural norms around work-life balance, communication, and leadership may vary. Nurses from different cultural backgrounds may have unique expectations and experiences in the workplace, which can affect their overall satisfaction and retention. The

educational profile of respondents shows that most nurses (60.2%) had completed a Bachelor's degree. Research suggests that higher educational levels are associated with greater job satisfaction.<sup>[10]</sup> Additionally, professional experience also plays a critical role. A large proportion of respondents (33.3%) had between 1 to 5 years of experience.

Findings of this study show that younger employees are more satisfied with their jobs than older employees (significant at  $p = 0.013$ ). A recent study conducted in Nepal by found a similar pattern, with younger employees reporting higher job satisfaction. This is often attributed to younger individuals' aspirations for career growth and higher levels of enthusiasm about their roles. However, it was also noted that job satisfaction for older employees tends to increase over time as they reach more senior positions and achieve career goals. This finding aligns with results of this studies. findings of this study align with a more recent meta-analysis.<sup>[4]</sup> Highlighted that younger workers are generally more optimistic and adaptive, which can lead to higher initial job satisfaction.<sup>[9]</sup>

Finding of this study reveals that less experienced workers are more satisfied with their jobs (significant at  $p = 0.049$ ). In a study done in Nepal's found that employees with less work experience reported higher job satisfaction. This trend was explained by the novelty and enthusiasm of new employees, which often diminishes as employees accumulate experience and face organizational challenges.<sup>[10]</sup>

## CONCLUSION

The study reveals that age and experience significantly influence job satisfaction, with younger and less experienced individuals reporting higher satisfaction levels. Conversely, religion, ethnicity, education, and working unit do not show significant relationships with job satisfaction. These findings align with global and Nepalese research, suggesting that job satisfaction is more influenced by personal attributes such as age and experience rather than demographic factors like religion and ethnicity. The results highlight the importance of considering individual characteristics when analyzing job satisfaction, especially in diverse organizational settings. Further research could explore other potential influencing factors. Similarly, in this study, nurses reported lower levels of satisfaction regarding career growth compared to other domains. This dissatisfaction may stem from limited opportunities for professional development, lack of advancement, or insufficient support for career progression within the healthcare sector.

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