



“A STUDY TO ASSESS THE FACTOR INFLUENCING JOB SATISFACTION AMONG STAFF NURSES WORKING IN SELECTED GOVERNMENT HOSPITAL OF BIHAR”

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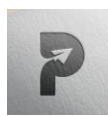
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Abstract— Background: Job satisfaction among nursing professionals is a key determinant of healthcare quality, patient safety, organizational effectiveness, and staff retention. Nurses working in government hospitals frequently encounter challenges such as heavy workload, inadequate staffing, limited professional growth, insufficient resources, and stressful working conditions. These factors may significantly influence their level of job satisfaction and consequently affect the quality of patient care. Aim: To assess the factors influencing job satisfaction among staff nurses working in selected Government Hospitals of Bihar and to determine the association between job satisfaction and selected demographic variables. Methods: A quantitative research approach with a descriptive cross-sectional research design was adopted. Sixty staff nurses working in selected Government Hospitals of Bihar were selected using a non-probability convenience sampling technique. Data were collected using a structured questionnaire consisting of demographic variables and a 30-item Job Satisfaction Scale covering six domains: salary and benefits, working environment, supervision and leadership, professional growth, interpersonal relationships, and workload and staffing. Reliability of the tool was established using Cronbach's Alpha ($r = 0.86$). Data were analyzed using descriptive and inferential statistics including frequency, percentage, mean, standard deviation, and Chi-square test. Results: The findings revealed that 56.7% of staff nurses had moderate job satisfaction, 30% had high job satisfaction, and 13.3% had low job satisfaction. The overall mean job satisfaction score was 98.4 ± 16.2 . Interpersonal relationship (80.4%) and supervision and leadership (77.6%) showed the highest satisfaction scores, whereas workload and staffing (62.4%) showed the lowest. Significant associations were found between job satisfaction and age ($\chi^2 = 9.12$, $p = 0.028$), educational qualification ($\chi^2 = 8.56$, $p = 0.036$), and professional experience ($\chi^2 = 10.42$, $p = 0.015$). No significant association was observed with gender. Conclusion: The majority of staff nurses experienced a moderate level of job satisfaction. Supportive interpersonal relationships, effective leadership, and a favorable work environment positively influenced satisfaction, while inadequate staffing, excessive workload, and limited opportunities for professional growth were major contributors to dissatisfaction. Improving organizational support, staffing patterns, and career development opportunities may enhance job satisfaction and improve the quality of nursing care.

Index Terms: Job Satisfaction, Staff Nurses, Government Hospitals, Nursing Administration, Work Environment, Professional Growth, Leadership, Staffing Pattern, Bihar.



INTRODUCTION

Nurses constitute the largest and one of the most essential groups of healthcare professionals, playing a pivotal role in health promotion, disease prevention, curative services, rehabilitation, and palliative care. The quality of healthcare services delivered in hospitals is largely dependent on the competence, motivation, and job satisfaction of nursing personnel. Job satisfaction is a multidimensional concept that reflects the degree to which employees experience positive feelings about their work, professional responsibilities, work environment, and organizational support. A satisfied nursing workforce contributes to improved patient outcomes, enhanced quality of care, increased productivity, reduced absenteeism, and lower staff turnover.

Healthcare organizations across the world are experiencing increasing challenges related to nursing shortages, excessive workload, workplace stress, inadequate staffing, limited professional advancement, and resource constraints. These issues have a direct influence on nurses' professional satisfaction and may adversely affect patient care. Government hospitals in India, particularly in Bihar, provide healthcare services to a large population under limited infrastructural and human resource conditions. Staff nurses working in these hospitals frequently manage high patient loads, extended working hours, and multiple clinical responsibilities while maintaining quality healthcare services.

Several national and international studies have identified salary, working environment, leadership, professional growth opportunities, interpersonal relationships, workload, staffing adequacy, and organizational support as important determinants of job satisfaction among nurses. Understanding these influencing factors is essential for healthcare administrators to formulate evidence-based policies that improve working conditions, promote staff retention, and strengthen healthcare delivery.

Therefore, the present study was undertaken to assess the factors influencing job satisfaction among staff nurses working in selected Government Hospitals of Bihar and to identify demographic variables associated with job satisfaction.

2. Statement of the Problem

“A Study to Assess the Factors Influencing Job Satisfaction Among Staff Nurses Working in Selected Government Hospitals of Bihar.”

3. Aim of the Study

The present study aimed to assess the factors influencing job satisfaction among staff nurses working in selected Government Hospitals of Bihar and to determine the association between job satisfaction and selected demographic variables.

4. Objectives of the Study

The objectives of the study were:

To assess the level of job satisfaction among staff nurses working in selected Government Hospitals of Bihar.

1. To identify the factors influencing job satisfaction among staff nurses.
2. To determine the association between the level of job satisfaction and selected demographic variables.

5. Materials and Methods

A quantitative research approach with a descriptive cross-sectional research design was adopted for the present study. The study was conducted in selected Government Hospitals of Bihar. The target population comprised staff nurses



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employed in government hospitals, while the accessible population included those available during the period of data collection.

A total of 60 staff nurses were selected using a non-probability convenience sampling technique. Staff nurses with at least six months of professional experience who were willing to participate were included in the study. Nurses on prolonged leave or working exclusively in administrative positions were excluded.

Data were collected using a structured questionnaire developed after an extensive review of literature and expert consultation. The tool consisted of two sections. Section A included demographic variables such as age, gender, marital status, educational qualification, professional experience, monthly income, working department, and working hours. Section B consisted of a 30-item Job Satisfaction Questionnaire covering six domains: salary and benefits, working environment, supervision and leadership, professional growth, interpersonal relationships, and workload and staffing pattern. Responses were recorded using a five-point Likert scale ranging from Strongly Agree (5) to Strongly Disagree (1).

Content validity of the instrument was established by a panel of nursing educators, nursing administrators, research experts, and a biostatistician. Reliability was assessed using Cronbach's Alpha, yielding a reliability coefficient of 0.86, indicating high internal consistency.

Ethical approval was obtained from the Institutional Ethics Committee. Administrative permission was secured from the concerned hospital authorities before data collection. Written informed consent was obtained from each participant, and confidentiality and anonymity were maintained throughout the study.

Collected data were coded, tabulated, and analyzed using descriptive statistics (frequency, percentage, mean, and standard deviation) and inferential statistics (Chi-square test). Statistical significance was considered at $p < 0.05$.

METHODOLOGY

Research Approach

A quantitative research approach was adopted for the present study to assess the factors influencing job satisfaction among staff nurses working in selected Government Hospitals of Bihar. This approach was considered appropriate as it enabled the collection, analysis, and interpretation of numerical data related to job satisfaction.

Research Design

A descriptive cross-sectional research design was used to assess the level of job satisfaction and the factors influencing it among staff nurses at a single point in time.

Study Setting

The study was conducted in selected Government Hospitals of Bihar, where staff nurses provide comprehensive nursing care in various clinical departments. These hospitals were selected because they employ a large number of nursing personnel and provide an appropriate setting for the study.

Population

The target population comprised all staff nurses working in Government Hospitals of Bihar.

The accessible population consisted of staff nurses available during the period of data collection in the selected hospitals.



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Sample and Sample Size

A total of 60 staff nurses who fulfilled the inclusion criteria participated in the study.

Sampling Technique

A non-probability convenience sampling technique was used to select participants. Staff nurses who met the eligibility criteria and were willing to participate were included until the required sample size was achieved.

Inclusion Criteria

The study included staff nurses who:

- * Were employed in selected Government Hospitals of Bihar.
- * Had at least six months of clinical experience.
- * Were willing to participate in the study.
- * Were available during the period of data collection.

Exclusion Criteria

The study excluded staff nurses who:

- * Were on long-term leave during data collection.
- * Were working only in administrative positions.
- * Declined to participate in the study.

Description of the Research Tool

The data collection instrument consisted of two sections.

Section A: Demographic Variables

This section included questions related to:

- * Age
- * Gender
- * Marital status
- * Educational qualification
- * Professional experience
- * Monthly income
- * Working department
- * Working hours per week



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Section B: Job Satisfaction Questionnaire

A structured questionnaire containing 30 statements under six domains was used:

- * Salary and Benefits (5 items)
- * Working Environment (5 items)
- * Supervision and Leadership (5 items)
- * Professional Growth (5 items)
- * Interpersonal Relationship (5 items)
- * Workload and Staffing Pattern (5 items)

Responses were measured on a five-point Likert scale:

- * Strongly Agree – 5
- * Agree – 4
- * Uncertain – 3
- * Disagree – 2
- * Strongly Disagree – 1

The total possible score ranged from 30 to 150. Interpretation of Scores

- * 111–150: High Job Satisfaction
- * 71–110: Moderate Job Satisfaction
- * 30–70: Low Job Satisfaction Validity and Reliability

The tool was reviewed by experts in nursing education, nursing administration, research methodology, and biostatistics to establish content validity.

Reliability of the questionnaire was determined using Cronbach's Alpha, yielding a reliability coefficient of $r = 0.86$, indicating high internal consistency.

Pilot Study

A pilot study was conducted among 6 staff nurses (10% of the sample) in a government hospital not included in the main study. The pilot study confirmed the feasibility of the research design and the clarity of the questionnaire. Data obtained during the pilot study were excluded from the final analysis.

Ethical Considerations

Ethical approval was obtained from the Institutional Ethics Committee before commencement of the study. Administrative permission was obtained from the concerned hospital authorities. Written informed consent was secured



from all participants.

Confidentiality, anonymity, and voluntary participation were maintained throughout the study.

Data Collection Procedure

After obtaining administrative permission, the investigator approached eligible staff nurses, explained the purpose of the study, and obtained written informed consent. The structured questionnaire was distributed to the participants and collected after completion. The average time required to complete the questionnaire was 20–25 minutes. Data collection was completed over a period of four weeks.

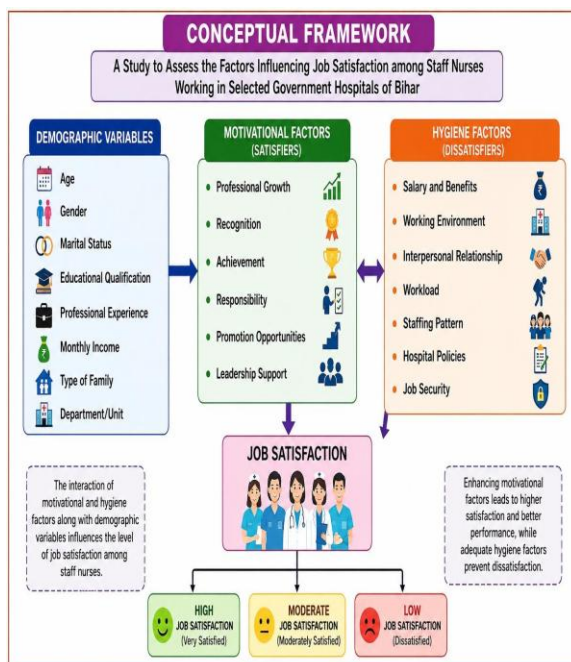
Statistical Analysis

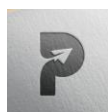
The collected data were coded, tabulated, and analyzed using descriptive and inferential statistics.

* Descriptive statistics: Frequency, percentage, mean, and standard deviation.

* Inferential statistics: Chi-square (χ^2) test to determine the association between job satisfaction and selected demographic variables.

CONCEPTUAL FRAMEWORK OF THE STUDY





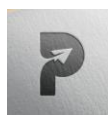
DATA ANALYSIS AND INTERPRETATION

Table 1: Distribution of Staff Nurses According to Demographic Variables (N = 60)

Demographic Variable	Category	Frequency (n)	Percentage (%)
Age (Years)	21–30	24	40.0
	31–40	20	33.3
	41–50	12	20.0
	Above 50	4	6.7
Gender	Male	12	20.0
	Female	48	80.0
Marital Status	Married	38	63.3
	Unmarried	22	36.7
Educational Qualification	GNM	28	46.7
	B.Sc. Nursing	24	40.0
	P.B.B.Sc. Nursing	6	10.0
	M.Sc. Nursing	2	3.3
Professional Experience	<5 Years	18	30.0
	5–10 Years	24	40.0
	11–15 Years	12	20.0
	>15 Years	6	10.0

Interpretation: The majority of participants (40%) belonged to the 21–30 years age group. Female nurses constituted 80% of the sample, while 63.3% were married. Nearly half (46.7%) possessed GNM qualifications, and 40% had 5–10 years of professional experience.

Table 2. Level of Job Satisfaction Among Staff Nurses (N = 60)



Level of Job Satisfaction	Frequency	Percentage (%)
Low Satisfaction	8	13.3
Total	60	100

Interpretation: More than half (56.7%) of the staff nurses demonstrated a moderate level of job satisfaction, while 30% reported high satisfaction. Only 13.3% had low job satisfaction.

Table 3. Mean and Standard Deviation of Job Satisfaction Score

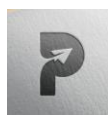
Variable	Mean	Standard Deviation
Job Satisfaction Score	98.4	16.2

Interpretation: The overall mean job satisfaction score was 98.4 ± 16.2 , indicating a moderate level of job satisfaction among staff nurses.

Table 4. Domain-wise Mean Scores of Factors Influencing Job Satisfaction

Level of Job Satisfaction	Frequency	Percentage (%)
High Satisfaction	18	30.0
Moderate Satisfaction	34	56.7

Domain	Maximum Score	Mean Score	Mean Percentage (%)
Salary and Benefits	25	16.8	67.2
Working Environment	25	18.5	74.0
Supervision and Leadership	25	19.4	77.6
Professional Growth	25	17.2	68.8
Interpersonal Relationship	25	20.1	80.4
Workload and Staffing Pattern	25	15.6	62.4



Interpretation: Interpersonal relationship achieved the highest mean percentage score (80.4%), followed by supervision and leadership (77.6%). Workload and staffing pattern received the lowest score (62.4%), indicating it was the major source of dissatisfaction.

Table 5. Ranking of Factors Influencing Job Satisfaction

Rank	Factor
I	Interpersonal Relationship
II	Supervision and Leadership
III	Working Environment
IV	Professional Growth
V	Salary and Benefits
VI	Workload and Staffing Pattern

Interpretation: Interpersonal relationship emerged as the strongest factor contributing to job satisfaction, whereas workload and staffing pattern ranked lowest.

Table 6. Association Between Job Satisfaction and Selected Demographic Variables

Variable	χ^2 Value	df	p- value	Interpretation
Age	9.12	3	0.028	Significant
Gender	1.84	1	0.174	Not Significant
Educational Qualification	8.56	3	0.036	Significant
Professional Experience	10.42	3	0.015	Significant

Interpretation: Significant associations were observed between job satisfaction and age, educational qualification, and professional experience ($p < 0.05$).



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Gender did not show a statistically significant association.

Summary of Results

The findings indicate that the majority of staff nurses experienced a moderate level of job satisfaction. Positive interpersonal relationships, supportive leadership, and a favorable work environment were identified as the strongest contributors to satisfaction. Conversely, excessive workload, inadequate staffing, and limited opportunities for professional advancement emerged as major factors contributing to dissatisfaction. Furthermore, age, educational qualification, and professional experience significantly influenced job satisfaction levels, whereas gender showed no significant relationship.

DISCUSSION

The present study was conducted to assess the factors influencing job satisfaction among staff nurses working in selected Government Hospitals of Bihar. The findings were analyzed in relation to the objectives of the study and compared with findings from previous national and international studies.

Discussion Related to Objective 1

The first objective of the study was to assess the level of job satisfaction among staff nurses. The findings revealed that the majority of respondents (56.7%) had a moderate level of job satisfaction, while 30% demonstrated high job satisfaction and only 13.3% reported low job satisfaction. The mean job satisfaction score was 98.4 ± 16.2 , indicating an overall moderate level of satisfaction among nursing personnel.

These findings suggest that although staff nurses are generally satisfied with their profession, several organizational factors continue to influence their overall level of satisfaction. Government hospitals provide stable employment and opportunities to serve the community; however, increasing patient load, shortage of nursing personnel, and limited professional advancement reduce complete job satisfaction.

The present findings are consistent with the study conducted by Kumar and Sharma (2023), who reported that the majority of nurses experienced a moderate level of job satisfaction. Similar observations were reported by Singh and Verma (2022), where most nurses working in public hospitals demonstrated moderate satisfaction with their jobs. The World Health Organization (2023) also reported that healthcare organizations worldwide continue to experience moderate job satisfaction because of increasing workload, workforce shortages, and expanding professional responsibilities.

Therefore, the present findings emphasize that job satisfaction among nurses remains an important concern requiring continuous organizational support and effective nursing administration.

Discussion Related to Objective 2

The second objective was to identify the factors influencing job satisfaction among staff nurses.

The present study demonstrated that interpersonal relationship (80.4%) was the strongest contributor to job satisfaction, followed by supervision and leadership (77.6%) and working environment (74%). In contrast, workload and staffing pattern (62.4%) showed the lowest satisfaction score, followed by salary and benefits (67.2%) and professional growth opportunities (68.8%).

These findings indicate that supportive colleagues, teamwork, effective communication, and positive leadership significantly improve nurses' morale and professional commitment. Nurses who receive encouragement from supervisors



and work in a cooperative environment are more likely to remain motivated and deliver quality patient care.

However, inadequate staffing, heavy workload, increased patient-to-nurse ratio, and limited promotional opportunities remain important causes of dissatisfaction among government hospital nurses. Such conditions increase occupational stress and may ultimately affect patient safety and quality of healthcare delivery.

The findings are supported by George and Thomas (2023), who identified interpersonal relationships and managerial support as the strongest predictors of job satisfaction among nurses. Similarly, Ahmed et al. (2024) reported that organizational support, salary, work-life balance, and career advancement significantly influence nurses' satisfaction. The present findings also agree with Patel and Shah (2022) and Aiken et al. (2021), who concluded that favorable working environments, adequate staffing, and supportive leadership improve job satisfaction while reducing burnout and turnover intentions.

Discussion Related to Objective 3

The third objective was to determine the association between job satisfaction and selected demographic variables.

The present study revealed statistically significant associations between job satisfaction and age ($\chi^2 = 9.12$, $p = 0.028$), educational qualification ($\chi^2 = 8.56$, $p = 0.036$), and professional experience ($\chi^2 = 10.42$, $p = 0.015$). However, no statistically significant association was observed between gender and job satisfaction.

These findings indicate that experienced nurses and those with higher educational qualifications reported greater satisfaction with their professional roles. Increased clinical competence, better decision-making ability, greater confidence, and improved career opportunities may explain these findings.

The absence of a significant relationship between gender and job satisfaction suggests that organizational factors exert a stronger influence than personal demographic characteristics.

These findings are supported by Mehta et al. (2024), who reported a significant relationship between professional experience and job satisfaction. Likewise, Khan et al. (2023) found educational qualification and age to be important determinants of nurses' satisfaction. Similar findings were reported by Raj and Kumar (2020), who observed that experienced nurses generally reported higher satisfaction because of increased job security, confidence, and professional stability.

Summary of Discussion

The present study demonstrates that most staff nurses working in Government Hospitals of Bihar experience a moderate level of job satisfaction. Positive interpersonal relationships, supportive supervision, and healthy working environments contribute significantly to professional satisfaction. Conversely, inadequate staffing, excessive workload,



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limited career advancement opportunities, and salary-related concerns remain major challenges.

The findings further indicate that age, educational qualification, and professional experience significantly influence nurses' satisfaction levels. The study highlights the need for healthcare administrators and policymakers to strengthen nursing workforce planning, improve staffing adequacy, enhance leadership practices, and provide continuing professional development opportunities to improve job satisfaction and the quality of patient care.

SUMMARY, CONCLUSION, IMPLICATIONS, RECOMMENDATIONS AND LIMITATIONS

SUMMARY: The present study assessed the factors influencing job satisfaction among 60 staff nurses working in selected Government Hospitals of Bihar using a quantitative descriptive design. A structured questionnaire was used for data collection. The findings showed that 56.7% of nurses had moderate job satisfaction. Interpersonal relationships and supportive leadership were the major positive factors, while workload and inadequate staffing were the main causes of dissatisfaction. Significant associations were found between job satisfaction and age, educational qualification, and professional experience.

CONCLUSION: The study concluded that most staff nurses had a moderate level of job satisfaction. Improving staffing, working conditions, leadership support, and professional development opportunities can enhance job satisfaction and improve the quality of patient care.

NURSING IMPLICATIONS

- Improve staffing and workload management.
- Promote supportive leadership and teamwork.
- Organize regular Continuing Nursing Education (CNE) programmes.
- Encourage research on nurse job satisfaction.
- Conduct similar studies with larger samples.
- Compare job satisfaction in government and private hospitals.
- Improve staffing, career advancement, and employee welfare programmes.
- Conduct regular job satisfaction assessments.

Study limited to 60 staff nurses.

- Conducted only in selected Government Hospitals of Bihar.
- Used convenience sampling.
- Data were collected through self-reported questionnaires.

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