

EXECUTIVE SUMMARY

Staff-perceived quality of care is influenced by staff job satisfaction. Employee perceptions of the working environment have a positive impact on customer-perceived service quality in health care service. Such impact is particularly important in government hospitals, where patients have a long-term relationship with staff and could be vulnerable to poor quality of care. In any type of hospital, nursing personnel constitute the largest proportion of the hospital staff. For this reason alone, priority for the study of nurses could be justified. It is important to find out whether the environment of an organization (Central Ministry and Provincial Ministry hospitals) plays an important role in determining the job satisfaction of Nursing Officers. Likewise, socio-demographic factors such as age, gender, marital status, seniority etc, too, play an important role in determining the job satisfaction of a Nursing Officers.

This is a hospital-based descriptive, cross-sectional study carried out in selected hospitals in the Western Province. All four Central Ministry Hospitals with medical wards were selected for the study. Four hospitals under the Provincial Ministry of Health were selected randomly. The main study unit was a female Nursing Officer working in a medical ward of a selected hospital in the Western Province. Accordingly, a sample of 170 Nursing Officers selected from Central Ministry and Provincial Ministry hospitals. . To study the influence of gender on job satisfaction of Nursing Officers, male Nursing Officers were selected as an additional sample for the study. The data was collected using a self-administered questionnaire that was adopted from an instrument developed by Traynor & Wade to measure Job Satisfaction of Nursing Officers in the United Kingdom.

The study illustrates that there is a significant difference in the job satisfaction of Nursing Officers between Central Ministry hospitals and Provincial Ministry hospitals. Job satisfaction of Nursing Officers working in Central Ministry Hospitals has higher mean score (3.53 ± 0.59) than those who are working in Provincial Ministry Hospitals (3.31 ± 0.64). Out of seven socio-demographic factors studied, the service period in the

hospital where the Nursing Officers are presently attached, had influence on their job satisfaction.

This study identified that workload, professional support, training received, and working condition are the main factors that influence job satisfaction of Nursing Officers. Out of these, professional support influenced the job satisfaction most. Whereas, it revealed that opportunities for career development had no influence on their job satisfaction in this study.

It is evident from the study that the independent variables considered in this study explained approximately forty percent of job satisfaction. Therefore, it is necessary to further research on those other factors influence job satisfaction. Recommendations are made according to the findings of the study in order to enhance the job satisfaction level of Nursing Officers in government hospitals.