

**“FACTORS AFFECTING JOB SATISFACTION AMONG
NURSES WORKING AT LUMBINI PROVINCIAL HOSPITAL.”**

By

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Submitted in Partial Fulfillment of the Requirements for the

Degree of

MSc in Rehabilitation Science

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DECLARATION

- This work has not previously been accepted in substance for any degree and is not concurrently submitted in candidature for any degree.
- This dissertation is being submitted in partial fulfillment of the requirements for the degree of MSc in Rehabilitation Science.
- This dissertation is the result of my own independent work/investigation, except where otherwise stated. Other sources are acknowledged by giving explicit references. A Bibliography is appended.
- I confirm that if anything identified in my work that I have done plagiarism or any form of cheating that will directly awarded me fail and I am subject to disciplinary actions of authority.
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List of Abbreviations

ANM: Auxiliary Nurse Midwife

BHPI: Bangladesh Health Professions Institute

Fig: Figure

LPH: Lumbini Provincial Hospital

MRS: Masters in Rehabilitation Science

No: Number

PCL: Proficiency Certificate Level

RNs: Registered Nurses.

SPSS: Statistical Package for Social Sciences

S.N: Serial Number

ABSTRACT

Background: Nursing one of the most sensitive as well as demanding profession where nurses needs to be physically and mentally sound. The profession of nursing and the quality care directly depends upon the satisfaction level of the nurses working upon it. If the nurses has full satisfaction which will give the good in quality of care for the patients, however if the nurses are dissatisfied with the facilities they are getting then the quality of care provided by them goes down. **Methods:** A descriptive, cross-sectional research design was used and a total 106 nurses who were working for at least 6 months in the Lumbini Provincial Hospital, were taken as study sample. Simple random sampling technique was used to select the desired sample. Pre-tested structured self-administered questionnaire with job satisfaction scale consisting twenty-four domains was used to collect the data. Obtained data were entered into SPSS version 16.0 for window and analyzed using descriptive statistics and inferential statistics (chi-square test). **Results:** Out of 106 samples, majority of the nurses were Just Satisfied with their job (63.2%), however 28.8% of them were not satisfied with their job whereas 12.3% of them were satisfied and 3.8% of them were fully satisfied with their job measured in Likert scale. Close association were found between selected demographic data and the job satisfaction level, these were Age (P-Value is 0.029) and Education level (P-Value is 0.058) of the respondents which is less than 0.05 which is highly significant. Out of the 24 different factors ,specific factors which has impact upon the job satisfaction are working hours, working environment, Interpersonal relationship in the institute, supervision system of the institute, Opportunity for progress and promotion, Training conference and workshop and policies regarding leave. **Conclusion:** To conclude with the help of above findings, this study helps us to provide us the evidence that there are numerous underlying factors which can affect the job satisfaction level among nurses which in turn affects the quality of patient care and health organizations too. Thus, priority should be given to the working hours and environment, interpersonal relationship and supervision system of the institute. On the other hand, Opportunity for progress and promotion and training should be emphasized for better nursing future and quality care of the patients.

Keywords: Satisfaction, Nurses, Job

1.1. Background

Nursing one of the most sensitive as well as demanding profession where nurses needs to be physically and mentally sound. On the other hand they needs to be satisfied in their work which may result in quality of health care provided by them and also the continuation to work in the same hospital will be there. The profession of nursing and the quality care directly depends upon the satisfaction level of the nurses working upon it. If the nurses has full satisfaction which will give the good result in quality of care for the patients, however if the nurses are dissatisfied with the facilities they are getting then the quality of care provided by them goes down(Yan, et al 2010)

Job satisfaction, the terminology which generally depicts the employes perception to the job and their working environment. Spector in 1997 says that simply job satisfaction is the thing which employee like their jobs. Therefore, in most cases persons feel good while doing their duty and suppose it as a main aspect of their work and consider it as a main part of their lifetime while some people perform it by their compulsion. At that situation generally people need to consider that the level of satisfaction nation to nation because diverse places comprises of different types of working environment (Coetzee, 2018).

Professional consummation is considered as an vital constituent of nurses lives which can directly or indirectly influence upon the patients safety, staff morale, performance and its productivity, retention and turnover in jobs, commitment towards organization and the profession with much cost and attempt to hire and orient new staffs. Here, it is discussed that nurses satisfaction is directly proportional to the patients, satisfaction in receiving good treatment. If by any of the factors, they are not satisfied to job them there will be increased anxiety among the staffs and the turnover rate will also leads to increase. Unsatisfied workers mainly wants to leave the job repeatedly which the organization which cannot leads to success (Murrells. et al., 2008).

Job satisfaction is considered as one of the multidimensional very important and much studied concept in the organizational sector. It is mostly generated in human relation with the studies of Hawthorne level in late 1920s. Still, in this century people are lacking about the knowledge of job satisfaction and how it can be assessed. A scientist named Buss in 1988 described the term job satisfaction as the perception of the employees about job in relation to the fulfillment of important values and needs.

In this context, Sigdel and Lane in 1982 states that, motivational theories such as equity theory and Maslow's hierarchy theory and Herzberg two factor theory, they all possess fruitful implications for getting understood about job satisfaction. Herzberg theory specially regarded as most important as it has clearly differentiated between types of motivators which is intrinsic and extrinsic. These two groups of motivators intrinsic and extrinsic motivators are especially associated with job satisfaction and dissatisfaction respectively. Locke in 1976 has focused the aspects of job satisfaction which are salary scale, promotions, recognition, benefits working situations, guidance, sub workers, organisations and its management. Various research studies reported that different aspects can be categorized in relation to Herzberg's dimensions that is intrinsic and extrinsic where intrinsic satisfaction refers to job and task refers to other aspects such as salary, sub workers and working situations. Herzberg's has also made a clear classification between satisfiers and dissatisfiers. In this condition where working environment is good and supervisors are good, then they are classified as satisfiers, but they are taken as motivators and vice versa. Motivators will make use of the opportunities for the advancement and promotion, and also aids greater responsibility and chance for development and the work which is highly interesting (Khanna, 2017)

1.2. Justification of the study

A study was done in National Medical College and Teaching Hospital of Nepal which was descriptive cross-sectional study and was carried out among 50 nursing staff. Random sampling technique was used among the staff nurses working in medical college. Result revealed that 76% of health care professionals were satisfied with their job in preference to overall job satisfaction (Singh.,2019).

A cross sectional study done at Tilganga eye center Kathmandu Nepal with 75 participants using self-administered questionnaire. As a result,76% of health care professionals were satisfied with their jobs which was associated with socio-demographic characteristics. But the influencing factors in job satisfaction were responsibility, opportunity to develop, relation between staff and care of patients which were variable also. In health sector benefits from financial aspects is not the major aspect for job satisfaction, rather patient care makes the major (Tauheed.,2018).

Likewise, another descriptive cross-sectional study was done among the nurses regarding job satisfaction at Sadar Hospital Nagoun, Bangladesh among the 50 nurses which related to job satisfaction and others like relationship among nursing staffs, attitude and practice with respect. Result showed moderate satisfaction of nurses in their jobs. (Afroze.,2017).

As I am a nurse, I worked in a hospital with my colleagues as a nursing staff. Overall in Nepal I have seen frequent turnover of nursing staffs in various hospitals and especially there is trend of moving toward European countries to establish a good carrier. As they explained that there is no job satisfaction in the field of nursing due to various factors in Nepal. Therefore, I am highly interested to do my research in the field of nursing and factors affecting their satisfaction level. Since, going through the numerous literatures, there were no any study conducted in Lumbini Zonal hospital regarding the job satisfaction of nurses.

1.3. Research Question

What are the factors affecting the job satisfaction among nurses?

1.4 Operational definitions

Job Satisfaction:- Satisfaction of the nurses with regard to the job related issues such as experience, salary, job security, organizational policies, further studies etc.

Staff nurses- A person who has completed Proficiency Certificate Level and working as registered nurse in selected ward (Medical, Surgical, Ortho, OT, Gynae, Emergency, Paediatric ICU) of Lumbini Provincial Hospital.

ANM nurses:- A person who has completed 18 months training and has been working in Lumbini Provincial Hospital.

A cross sectional study was conducted on university of Punjab Lahore, Pakistan which has aim to identify the level of satisfaction of job which includes payment working hours working environment among the staff nurses who were working in the public hospitals. Result reveals that 51.5 % of nurses were satisfied with their job. This study also shows that Age do not have any impact upon satisfaction level of nurses. If the nurses are of various age groups, also they explained the same thing about feeling depressed due to overload of work, irritation of job and emotional exhaustion and professional associations which are positively correlated. Study shows that the 51.5 % of nurses feels complete with their duties and reported that they receive praise and reward for their hard work from their peer group and supervisors as well as doctors, however they do not express any good thing about working hour and salary respectively. Job satisfaction among nursing staff can be uplifted by praise, reward, professional assurance and making them encouraged by administrative members and supervisors and parallelly decreasing the work stress and providing reasonable salary so that it will have direct impact upon the health of the patients (Sajjad & Muhammad, 2015)

A Cross sectional study from self-administered questionnaire were conducted among 75 participants in Tinging eye center, KTM Nepal. The study shows that 76% of the health care professionals were satisfied with their current jobs in overall job satisfaction of that institute. Results revealed no association between independent variables of my study and professional satisfaction. Many of the variables such as responsibility chance to develop staff relations and patients care were most significantly affecting care were the most significantly affecting factors for the satisfaction of job. In medical profession health care professionals not only get satisfied with their supervisory relation and relation with the patient (Chau again & Khadka, 2015)

A study was performed by University of Limpopo were generally satisfied(N=109) in terms of job satisfaction, financial strength and promotion in the hospital. Many factors are influenced in negativity like intrinsic and extrinsic (like support from hospital administration and staffs and interaction with supervisors). Managerial departments must look for these factors for staff consultation, forward improvement and action. The study highly recommends for further periodic evaluation of nursing staffs. (Pietersen, 2005).

A study (cross sectional) was carried out in Mainland China in 512 nurses and 81% of them shows well response upon it in terms of life experience of nurses. There results reveled independency between the professional satisfaction and interest to leave the working hospital. On the other hand level of job satisfaction is highly dependent upon the organizational commitment and the degree of education and showed positive correlation with the level of education, stress in occupation, conflict in role, commitment towards profession, ambiguous role, age and working duration. This study also represents that satisfaction in work can be increased by giving support to professional and organizational commitment and along with that stress level can be somehow reduced by decreasing the level of ambiguous role of conflict (Lu, While, & Louise Barriball, 2007).

Another quantitative descriptive cross-sectional study was carried out identify issues distressing the actual performances of qualified nurses in Namibia. In that study Random sampling technique was used among 180 professional nurses and they were selected from six different hospitals among three regions in Namibia. The negative output given by nursing staffs depends upon various factors like choosing a good working staffs with qualitative performance, absence of praising system to workers and not least the working surroundings. Talking about Namibia, lots of factors affect positive and negative results. Plans were implemented so as to overcome negative points resulting to positive within the nurses of Namibia. The research is done to highlight the importance of making plans into order to increase the working capacity, gaining knowledge and being expert in the field, in order to expand leadership action and managerial expertise (Awases, Bezuidenhout, & Ross., 2013).

A quantitative descriptive study was conducted on south Africa Dr. Aminnar was conducted on a nurse working in a specific public hospital, and the data were

collected by using Minnesota satisfaction questionnaire. Generally, all the nurses experienced low satisfaction that is 42% with the motivational aspects of their job such as creativity innovation, opportunity, responsibility, recognition and independence. There are also few nurses who experienced very low levels of satisfaction, that is 22% with the hygiene aspects of their job, its policies, and securities. So, these findings indicate some of the areas which needs to be considered in human resource planning strategy for nurses. (Selebi, & Minnaar , 2007).

A quantitative study was conducted in united states in Walden university online using a representative sample of registered nurses (RNs) nationwide. Approximately 127,000 RNs from across the nation received an invitation, and 272 RNs participated. Factorial ANOVAs were performed to answer the research questions of whether aspects of job satisfaction differ across the demographic factors of a diverse RN workforce. No differences exist in personal satisfaction or satisfaction with workload as a function of generational cohort (Baby Boomers, Generation X, and Generation Y), gender (female and male), or origin of training (United States or international). With Herzberg's motivation-hygiene theory as the theoretical framework, multiple linear regression analyses were conducted to examine the relative importance of job factors. Satisfaction with workload was a stronger predictor of global job satisfaction than personal satisfaction; this contradicts the motivation-hygiene theory. Work environment is a crucial factor in understanding global job satisfaction. This research has implications for social change by raising the nurse executives' understanding of factors that affect the job satisfaction of nurses and by doing so, may support patient advocacy, promote human gratification, and endorse economic gain (Nakakis, Ouzouni.,2015).

An extensive type of study was done in Greece, among 269 female nurses in a psychiatric ward which aims to identify the factors which influences job satisfaction level of staff nurses who were working in mental health settings. There were variety of factors which has direct impact on the satisfaction level of nurses. Among the variables, leadership quality within the clinical side and interprofessional collaboration among nurses and doctors. Also, the job satisfaction level is found to be influenced by psychological stress during work and the leadership.

A quantitative study was conducted on the Islamia University of Bahawalpur (Pakistan) to rule out the job satisfaction level, factors affecting, it will be easy for the efficient and effective management system for developing countries like Pakistan. A questionnaire was developed along with the various factors which has impact on job satisfaction level. 148 samples were taken, and data were collected by using convenient sampling method. Data were collected from various public and private organizations. Statistics proves that reward, workplace environment and recognition were most influencing factor for job satisfaction, whereas democratic decision making, and job satisfaction are independent to each other. Moreover, job satisfaction and job loyalty are dependent to each other (Babaeinesami et.al,2015).

A quantitative study was carried out in 2009 on hospitals among 26 hospitals in Slovenia to determine the level and the factors affecting job satisfaction among the staff nurses working over there. Total 509 employees were participated in the study. A structured survey questionnaire was administered to all the employee. They have examined the co-relation between all the variables. Results depicts that only 64%of nurses were satisfied and age working experience were dependent to the level of job satisfaction. And also, this literature tries to disseminate a strong message that satisfaction level of employees plays a crucial role in organizational success. Moreover, it is highly recommended to monitor the satisfaction level of employees in annual basis (Mateja, & Brigita ,2012).

A cross sectional research study was conducted to assess the job satisfaction among all the nurses in public hospital in Vlora, Albania and the contributing factors behind this. Data were collected by using questionnaire which measures the level of job satisfaction on the basis of Muller and McCloskey Satisfaction scale(MMSS).Here the results illustrates that the most essential factor that directly affects the intensity of satisfaction in the nursing profession is monthly payment while one of the most essential factor seen is carrier escalation. Study also concluded that the level of professional satisfaction among the nurses who are involved in this study was below the average level. It shows that less satisfied groups were young people and highly educated nurses. Also, one of the bitter facts is that over 70% of all the nurses in the study would like to practice another profession (Zahaj et al., 2016).

A cross sectional study was conducted in Sidama Zone public health facilities in Southern Ethiopia among 278 nurses. Researcher here used both qualitative and quantitative data collection methods from May 12 to June 5,2010. Here result shows that only 242 nurses were participated and gave the response, that is 87% among total respondents. There almost two third of participants were females and the mean age was 28 years for both the sexes. All the demographic characteristics except benefits and salary were the significant predictors of overall job satisfaction. This study also concluded that every manager should focus on the modifications of the unsatisfied factors and the facilities provided by the hospital rather than only concerning about the retention of the staffs (Asegid et al., 2014).

An institution-based survey was carried out among 316 nurses working in Jimma Zone public hospitals starting from march up to April in 2014, which aims to identify the contributing factors of job satisfaction among the hospitals in the southern Ethiopia. Data was analyzed using SPSS Version 16. In this study mean satisfaction scores were compared to the socio-demographic variables using independent sample test and ANOVA. Also, the bivariate and multivariate linear regressions were done. Among the 316 nurse's response rate on the participants was 92.67%. Almost 33.5% of the respondents had a low level of job satisfaction. Thereby, mutual understandings at work commitment among the professional's revels positive relationship with overall job satisfaction while working at an impatient unit and load during work were negatively associated (Sumaches et al., 2017).

3.1: Conceptual framework



Fig 1: Conceptual Frame work

3.2. STUDY OBJECTIVES

3.1.1. General Objectives

To identify the factors affecting job satisfaction among nurses in Lumbini Provincial Hospital.

3.1.2. Specific Objectives

- To determine the socio-demographic factors of staff nurses at Lumbini Provincial Hospital;
- To determine the level of job satisfaction among nurses at Lumbini Provincial Hospital;
- To determine the association between selected demographic variable and level of job satisfaction;
- To determine the association between pay and level of job satisfaction.

3.3. Study design

The cross-sectional descriptive study with quantitative method was used to find out the factors affecting the satisfaction level of the nurses working in Lumbini provincial hospital. It was an effective design to collect quantitative information about the factors affecting the level of job satisfaction.

3.4. Study population

The study was conducted for Staff nurses and ANM working in Lumbini Provincial Hospital.

3.5. Study Area/ Site

The study was undertaken in the staff nurses of Lumbini Provincial Hospital, Rupandehi Butwal, Nepal.

3.6. Study Period

Sample was taken from nurses (ANM and PCL) working at Lumbini Provincial Hospital in from 18th September 2019 to 1st October 2019.

3.7. Sampling technique /Sample size

$$n = \frac{Z^2 P (1-P)}{d^2}$$

where, P = 80% or 0.80

$$Z = 1.96, d = 5\% = 0.05$$

By calculating this formula, sample size will be 245. But have collect the data with all respondents present over there during the period of data collection which was 106.

Where, n=sample size

Z=Z statistics for a level of confidence P=expected prevalence or proportion

d= precision

3.8. Inclusion and exclusion criteria

Inclusion criteria

- Nurses who were selected from purposive convenient sampling.
- Nurses who has given consent for the study.
- Nurses who has experience above six month as a working staff.

Exclusion Criteria

- Nursing staff of OPD.
- Nurses who were not willing to participate.

3.9. Sampling technique

- Purposive convenient sampling Technique was used.

3.10. Data collection tools materials

- Data was collected by face to face interview technique using questionnaires. The data was collected from 9-5pm every day except Saturday. Data was collected within 2 weeks period started from 18th September 2019 to 1st October 2019.
- Structured questionnaire including Likert Scale was used to collect the data in a simple understandable language with self-interview schedule was developed on the basis of the study. Questions was prepared in English language. Questionnaire consists of two parts,i.e. Part 1 and part 2.
- **Part 1:** Demographic information

Part 2: Five-point likert scale to assess the factors affecting job satisfaction in which 5 denotes fully satisfied, 4 satisfied, 3 just satisfied, 2 dissatisfied and 1 not satisfied at all.

3.12. Data analysis and Management

- Data was processed using SPSS V21. All the data was checked accurately and editing and coding will be done. Data was analyzed by the use of descriptive statistics (frequency, percentage). Cross tabulation was done for basic analysis of the data. Data categorization was done on the basis of objectives. Data arrangement entering and tabulating was done in computer to present the finding of the study. Simple descriptive statistics and inferential statistics (chi-square) was used to find out the association between socio-demographic characteristics and perceived satisfaction.

3.13. Quality control and quality assurance

- **Validity:** Validity of instrument was established by consulting literature review, subject expert and research advisor.
- **Reliability:** It was established by pretesting 10% of the anticipated sample size. On the basis of feedback needed modification was made in the instrument to make the language simple to understand.

3.14. Ethical Considerations:

Written and verbal permission was taken from Institutional Review committee of Lumbini Provincial Hospital by submitting the permission letter from **Bangladesh Health Professions Institute**. Informed consent was taken prior to the interview with staffs. Confidentiality of information was maintained. Participation will be voluntary and respondents was able to withdraw from the study anytime. Attitude of admiration for human self-respect and fairness was maintained. Privacy and confidentiality was maintained. Information obtained was used only for the research purpose.

4.1. Socio-demographic variables

4.1.1: Distribution of respondents according to Designation

The given table illustrates that more than 90% of the respondents were in the designation of staff nurses, whereas only 4.7% of them are supervisors, and 3.8% were sub in-charge.

Table 1: Distribution of respondents according to Designation

	Frequency(n)	Percentage (%)
Sub-In charge	5	4.7
Supervisor	4	3.8
Staff	97	91.5
Total	106	100

4.1.2: Distribution of respondents according to Education

The below table represents that almost 75 % of the respondents were PCL nurses, whereas almost 20% of the respondents were ANM and only 5.7% of the total respondents were B.sc. Nurses.

Table 2: Distribution of respondents according to Education

	Frequency(n)	Percentage (%)
ANM	21	19.8
PCL	79	74.5
B.sc. Nurse	6	5.7
Total	106	100

4.1.3: Distribution of respondents according to Age

The below table represents that among 106 respondents 64 persons are between 20-30 years and 32 of them are in between 31-40 years whereas only 10 of them falls in between the age 41-50 years.

Table 3: Distribution of respondents according to Age

	Frequency(n)	Percentage (%)
20-30 years	64	60.4
31-40 years	32	30.2
41-50 years	10	9.4
Total	106	100

4.1.4: Distribution of respondents according to Marital Status

The below table illustrates the information about the marital status of the respondents where more than 50% are married, and 40.6% are single, additionally only 2% of the population are divorced and separated.

Table 4: Distribution of respondents according to Marital status

	Frequency(n)	Percentage (%)
Single	43	40.6
Married	60	56.6
Divorced	2	1.9
Separated	1	0.9
Total	106	100

4.1.5: Distribution of respondents according to Experience

The above table represents the working experience of the nurses working on the hospital which represents that more than 50 percent of the respondents have 1-5 years of experience and almost 22.6 percentage of them have 6-10 years of experience, however only 12.3 percentage of them have 11-15 years of experience and only 8.5 percentage of them has 10-20 years.

Table 5: Distribution of respondents according to Experience

	Frequency(n)	Percentage (%)
1-5 years	60	56.6
6-10 years	24	22.6
11-15 years	13	12.3
16-20 years	9	8.5
Total	106	100

4.2.Independent variables

4.2.1:Distribution of respondents and their Satisfaction level in payment and salaries

The given table represents the frequency and percentage of the payment and advanced salaries. Regarding payment majority of them are satisfied (41.5%) however minority of them are fully satisfied (3.8%).On the other hand regarding the provision of advanced salary more number of respondents are just satisfied (32.1%) however only the least number of respondents are fully satisfied(3.8%).

Table 6: Distribution of respondents and their Satisfaction level in payment and salaries

	Frequency(n)	Percentage (%)
Not satisfied at all	13	12.3
Dissatisfied	13	12.3
Just satisfied	32	30.2
Satisfied	44	41.5
Fully satisfied	4	3.8
Total	106	100
Provision for advanced salary		
Not satisfied at all	25	23.6
Dissatisfied	27	25.5
Just satisfied	34	32.1
Satisfied	16	15.1
Fully satisfied	4	3.8
Total	106	100

4.2.2: Distribution of respondents and their Satisfaction level in Safety and Security inside institute

The given record clarifies the information about the safety and security of the staff nurses working in a provincial hospital. Among 106 respondents 42 of them are just satisfied, 26 of them are satisfied, 19 of them not satisfied at all, 17 of them are dissatisfied, whereas only 1.9% of them are fully satisfied.

Table 7: Distribution of respondents and their Satisfaction level in Safety and security inside institute

	Frequency (n)	Percentage (%)
Not satisfied at all	19	17.9
Dissatisfied	17	16.0
Just satisfied	42	39.6
Satisfied	26	24.5
Fully satisfied	2	1.9
Total	106	100

4.2.3: Distribution of respondents and their Satisfaction level in Working hours of the institute

The given charts depicts satisfaction level of the workers related to total working hours of the institute whereas 59 of them are satisfied, 37 of them are just satisfied, 5 of them were fully satisfied.

Table 8: Distribution of respondents and their Satisfaction level in Working hours of the institute

	Frequency(n)	Percentage (%)
Not satisfied at all	2	1.9
Dissatisfied	3	2.8
Just satisfied	37	34.9
Satisfied	59	55.7
Fully satisfied	5	4.7
Total	106	100

4.2.4: Distribution of respondents and their Satisfaction level in Job Recognition

The given chart represents the level of satisfaction of the staffs related to job recognition and value where result reveals that majority of them (46.2%) of them are just satisfied and (39.6%) are satisfied but 2.8% of them are fully satisfied. However in contrast to the satisfaction level, almost 10% of the respondents are dissatisfied.

Table 9: Distribution of respondents and their Satisfaction level in Job recognition

	Frequency(n)	Percentage (%)
Not satisfied at all	2	1.9
Dissatisfied	10	9.4
Just satisfied	49	46.2
Satisfied	42	39.6
Fully satisfied	3	2.8
Total	106	100

4.2.5: Distribution of respondents and their Satisfaction level in Responsibility and authority of job

The given chart demonstrates the satisfaction level of the staffs working in a hospital towards their responsibility and authority. Here result explains that almost 85% of the respondents were satisfied towards it, whereas 15% of the respondents were not satisfied.

Table 10: Respondents Satisfaction level in Responsibility and authority

	Frequency(n)	Percentage (%)
Not satisfied at all	3	2.8
Dissatisfied	13	12.3
Just satisfied	40	37.7
Satisfied	46	43.4
Fully satisfied	4	3.8
Total	106	100

4.2.6: Distribution of respondents and their Satisfaction level in Workplace environment and infrastructure

The given data represents the satisfaction level of the respondents towards their workplace environment and infrastructure in which they are working. Findings explains that majority of the respondents were just satisfied (37.7%) and satisfied (30.2%) however only 6% of them are fully satisfied. In contrast to the satisfaction only 28% of the total respondents are dissatisfied.

Table 11: Distribution of respondents and their Satisfaction level in Workplace environment and infrastructure

	Frequency(n)	Percentage (%)
Not satisfied at all	12	11.3
Dissatisfied	16	15.1
Just satisfied	40	37.7
Satisfied	32	30.2
Fully satisfied	6	5.7
Total	106	100

4.2.7: Distribution of respondents and their Satisfaction level in Interpersonal relationship in the institute

The given chart illustrates the satisfaction level on the interpersonal relationship in the institute where the results explain that 42 of them are just satisfied and 41 of them were satisfied and 7 of them were fully satisfied. In contrast to the satisfaction level 16 of them are dissatisfied.

Table 12: Distribution of respondents and their Satisfaction level in Interpersonal relationship in the institute

	Frequency(n)	Percentage (%)
Not satisfied at all	3	2.8
Dissatisfied	13	12.3
Just satisfied	41	38.7
Satisfied	42	39.6
Fully satisfied	7	6.6
Total	106	100

4.2.8: Distribution of respondents and their Satisfaction level in Supervision system of the institute

The given chart the satisfaction level of the staff members towards the supervision system of the institute where more than 70% of them are satisfied and only 35% of them are dissatisfied.

Table 13: Distribution of respondents and their Satisfaction level in Supervision system of the institute

	Frequency (n)	Percentage (%)
Not satisfied at all	13	12.3
Dissatisfied	22	20.8
Just satisfied	35	33.0
Satisfied	31	29.2
Fully satisfied	5	4.7
Total	106	100

4.2.9: Distribution of respondents and their Satisfaction level in Opportunities given by institute

The given chart clarifies the overall satisfaction level of the staffs towards opportunities like practical skills, that almost 60% of the respondents are satisfied whereas only 40% of them are dissatisfied. Talking about progress and promotion and advancement in the specialty of job, nearly 60% of the respondents are satisfied whereas same as in opportunities for practical skills 40 % of them falls under dissatisfaction group.

Table 14: Distribution of respondents and their Satisfaction level in Opportunities given by institute

	Frequency(n)	Percentage (%)
Not satisfied at all	10	9.4
Dissatisfied	27	25.5
Just satisfied	34	32.1
Satisfied	23	21.7
Fully satisfied	12	11.3
Total	106	100
Progress and promotion		
Not satisfied at all	23	21.7
Dissatisfied	21	19.8
Just satisfied	31	29.2
Fully satisfied	29	27.4
Total	106	100
Advancement in specialty of job		
Not satisfied at all	24	22.6
Dissatisfied	19	17.9
Just satisfied	43	40.6
Satisfied	19	17.9
Fully satisfied	1	0.9
Total	106	100

4.2.10: Distribution of respondents and their Satisfaction level in Provision training conference and workshop

The given chart depicts the satisfaction level of staffs towards the provision of training conference and workshop which shows that more than 50 % of them are dissatisfied whereas almost 40 % of them are satisfied towards it.

Table 15: Distribution of respondents and their Satisfaction level in Provision training conference and workshop

	Frequency(n)	Percentage (%)
Not satisfied at all	35	33.0
Dissatisfied	26	24.5
Just satisfied	25	23.6
Satisfied	20	18.9
Total	106	100

4.2.11: Distribution of respondents and their Satisfaction level in Institutional policies on number of leave

The given chart represents the satisfaction level of the of the staffs related to the institutional policies to leave, where results represents that almost 65% of the respondents are satisfied whereas only 10% of the respondents are fully satisfied. Despite of it 25% of the respondents are dissatisfied.

Table 16: Distribution of respondents and their Satisfaction level in Institutional policies on number of leave

	Frequency(n)	Percentage (%)
Not satisfied at all	10	9.4
Dissatisfied	15	14.2
Just satisfied	34	32.1
Satisfied	36	34.0
Fully satisfied	11	10.4
Total	106	100

4.2.12: Distribution of respondents and their Satisfaction level in Institutional facilities for health welfare

The given table clarifies the satisfaction level of staff nurses in relating to institutional facilities for health welfare. Here, results represents that more than 80% of the respondents are satisfied whereas less than 20% of them are dissatisfied.

Table 17: Distribution of respondents and their Satisfaction level in Institutional facilities for health welfare

	Frequency(n)	Percentage (%)
Not satisfied at all	10	9.4
Dissatisfied	15	14.2
Just satisfied	34	32.1
Satisfied	36	34.0
Fully satisfied	11	10.4
Total	106	100

4.2.13: Distribution of respondents and their Satisfaction level in Acknowledgement of sincerity hard work and skills

The above given table represents the satisfaction level of staff towards the acknowledgement of sincerity, hard work and skills where result reveals that approximately 65% of the total respondents are satisfied towards it whereas only 35 % tells that they are dissatisfied.

Table 18: Distribution of respondents and their Satisfaction level in Acknowledgement of sincerity hard work and skills

	Frequency(n)	Percentage (%)
Not satisfied at all	10	9.4
Dissatisfied	15	14.2
Just satisfied	34	32.1
Satisfied	36	34.0
Fully satisfied	11	10.4
Total	106	100

4.2.14: Distribution of respondents and their Satisfaction level in Overall satisfaction score

Above mentioned table represents the frequency distribution of the overall satisfaction of the staff members where results represents that more than 50 % of the respondents were just satisfied with their job whereas almost 20 % of the staffs were satisfied with their job whereas more than 20% of them were dissatisfied with their job.

Table 19: Distribution of respondents and their Satisfaction level in Overall satisfaction score

	Frequency(n)	Percentage (%)
Not satisfied at all	1	9
Dissatisfied	21	19.8
Just satisfied	67	63.2
Satisfied	13	12.3
Fully satisfied	4	3.8
Total	106	100

Part-III:4.3: Analysis between overall job satisfaction and socio-demographic variables.

4.3.1: Analysis between Age in years and education with overall job satisfaction score

The given table represents the co-relation between overall satisfaction and socio-demographic variables (Age, Education) by using chi-square test where results clarifies that both the factors are highly significant to the overall satisfaction level of nurses (Age, P-value, 0.029) (Education, P-value, 0.058) form which we can identify that respondents who are younger are more satisfied as compared to the older age group respondents. However, respondents who have higher level of education (Bachelor degree) are highly satisfied as compared to the respondents who have passed diploma level.

Table 20: Analysis between Age and Education and overall satisfaction.

		Satisfaction score		Total	df	X ²	P-value
		Below mean	Above mean				
Age in Years	20-30	23	41	64	2	7.062	0.029
	31-40	15	17	32			
	41-50	8	2	10			
Education	ANM	13	8	21	2	5.690	0.058
	PCL	29	50	79			
	BSc.	4	2	6			
	Nurse						

Part IV: 4.4: Analysis of the association between Overall job satisfaction and independent variables.

4.4.1: Analysis between payment, safety and security, in the job and overall satisfaction.

The following table is a statistical data presenting the overall satisfaction level with the payment and safety and security in a particular job using a Chi-square test, where the P-value of Payment of Job 0.003 and that of Safety & Security is 0.004. According to the findings, the payment of job and safety and security is highly dependent to each other. Higher the payment higher will be the satisfaction level. And talking about the safety and security it is also highly dependent to each other as the p value is less than 0.05.

Table 21: Analysis between payment, safety and security, in the job and overall satisfaction.

	Overall satisfaction (%)					X ²	df	P-value
	Not satisfied at all	dissatisfied	Just satisfied	Satisfied	Fully satisfied			
Payment of the job	12.3	12.3	30.2	41.5	3.8	2.265	1	0.003
Safety & security	17.9	16	39.6	24.5	1.9	2.246	1	0.004

4.4.2: Statistical Analysis between working hours, Job recognition, responsibility and authority in job and overall satisfaction.

This is a comparable data among the three factors of Job in an office like the working hours (P-value 0.031), recognition (P-value 0.139) and responsibility & authority (P-value 0.216) versus their level of satisfaction. Here more than 50% are satisfied with their working hours and also more in other two factors but less than 44% in Responsibility and Authority and less than 40% in Job recognition. As the P-value in the working hours is less than 0.05 which signifies that it is highly dependent to each other however job recognition, responsibility and authority towards job is not significant to overall job satisfaction.

Table 22: Statistical Analysis between working hours, Job recognition, responsibility and authority in job and overall satisfaction.

	Overall satisfaction (%)					X ²	df	pvalue
	Not satisfied at all	dissatisfied	Just satisfied	Satisfied	Fully satisfied			
Working hours	1.9	2.8	34.9	55.7	4.7	2.082	1	0.031
Job recognition	1.9	9.4	46.2	39.6	2.8	1.922	1	0.139
Responsibility and authority	2.8	12.3	37.7	43.4	3.8	1.863	1	0.216

4.4.3: Statistical analysis between Workplace interpersonal relationship and supervision system

Data showed in the table given below compares the satisfaction level with the workplace, IPR in the institute and supervision system. By using the chi square test we got the p-value 0.001 which is highly significant to overall job satisfaction. IPR and supervision system of the institute are not significant to the overall job satisfaction because the p-value is greater than 0.05.

Table 23: Statistical analysis between Workplace interpersonal relationship and supervision system

	Overall satisfaction (%)					X ²	df	pvalue
	Not satisfied at all	Dissatisfied	Just satisfied	Satisfied	Fully satisfied			
Workplace (environment and infrastructure)	11.3	15.1	37.7	43.4	3.8	2.365	1	0.001
IPR in institute	2.8	12.3	38.7	39.6	6.6	1.656	1	0.016
Supervision system of the institute	12.3	20.8	33.0	29.2	4.7	2.444	1	0.049

Table 4.4.4: Statistical analysis between opportunity for progress and promotion, training conference and workshop and policies related to number of leave and overall satisfaction.

The analytical data of the Opportunity for progress and promotion, Training, conference and workshop and Policies related to number of leave are compared in this below table with their satisfaction. According to data no people are satisfied with opportunity for progress and fully satisfied with training, conference and workshop is nil. Comparatively almost equal number of people are at the different level of satisfaction in opportunity, whereas most people about one third are dissatisfied at all with training, conference and workshop. According to the result all the three parameters are highly significant to overall job satisfaction.

Table 24: Statistical analysis between opportunity for progress and promotion, training conference and workshop and policies related to number of leave and overall satisfaction.

	Overall satisfaction (%)					X ²	df	pvalue
	Not satisfied at all	dissatisfied	Just satisfied	Satisfied	Fully satisfied			
Opportunity for progress and promotion	21.7	19.8	29.2	-	27.4	2.288	1	0.002
Training conference and workshop	33.0	24.5	23.6	18.9	-	1.672	1	0.013
Institutional policies on number of leave	9.4	14.2	32.1	34.0	10.4	2.27	1	0.003

A descriptive cross-sectional study entitled “**FACTORS AFFECTING JOB SATISFACTION AMONG NURSES WORKING AT LUMBINI PROVINCIAL HOSPITAL**”. This study included the staff nurse and ANM working in Lumbini Provincial hospital. The total respondents were 106. The study was conducted with the objective to determine the level of job satisfaction and to determine the factors affecting job satisfaction.

Demographic findings of this study reveal majority of the respondents i.e. 60.4% were of age 20-30 years and 30.2% are from age group 31-40 years whereas only 9.4% of people falls under 41-50 years of age. Analysis between age group of respondents and overall satisfaction implies that nurses who belongs to younger age group are more satisfied than the nurses who are above 40 years of age. The result of the study was supported by a study conducted on university of Punjab which shows that nurses belonging to different age group have different opinion towards their job.

Among total respondents majority of the respondents were PCL nurses (74.5%) where ANM were 19.8% and 5.7% respondents were Bsc.nurses which was also similar to the study conducted among nurses working in teaching hospital, Chitwan Nepal where majority of the respondents were PCL nurses. The reason behind the majority of certificate level nurses might be their numerous production in this phase and they can be easily adjusted with low salaries as compared to the bachelor level nurses.

In this study, coming towards the job experience of the respondents more than half of the respondents have less experience, that is from 1-5 years (56.6%) and almost 20% of them have 6-10 years of experience whereas minority of them have more experience upto 20 years however statistically it is proved that working experience do not have any impact upon the level of job satisfaction .Possible reason might be nurses with less working experienced groups tend to be little impatient and have more expectations from the job, and when the expectations are not fulfilled, that leads to dissatisfaction from the job and think of leaving the present job, which is supported by the study conducted among nurses working in Chitwan Medical College, Bharatupr, Nepal by Sashi Poudel and Kalpana Sharma which depicts that majority of the participants have less than 5 years of experience whereas minority of the participants were highly experienced (Poudel & Sharma, 2019).

Now talking towards the other factors such as payment of the job, result reveals that majority of them are satisfied with their payment in the job (75.4%) whereas one fourth of them were not satisfied with their payment in job(24.6%) and statistically it is highly significant where P-value(0.003) which clearly explains that payment and salaries has direct impact upon the satisfaction level of the employee which seems to be similar to the descriptive cross-sectional study which was carried out among 50 nursing staffs working in National Medical college and Teaching Hospital (NMCTH) ,regarding the financial incentives likewise in my study more than half of the staffs were not satisfied (Singh et al., 2015).

Regarding the safety and security of the institute and overall satisfaction level 66.1% of them seems to be satisfied whereas almost 40% of them were not satisfied with

their job and statistically analyzing through chi-square test ,result is highly significant that is (P-value 0.004) which depicts that safety and security inside the institute is highly dependent with the satisfaction level of the job likewise in my study a study was carried out in among 50 nursing staffs working in National Medical college and Teaching Hospital (NMCTH), Birgunj Nepal and only 42% of the nurses were dissatisfied with their job(Singh et al., 2015).

Among the various factors affecting job satisfaction working hours of the institution also plays a vital role in the satisfaction level of the employees. Result reveals that more than half of the respondents were satisfied with their duty but statistically by applying chi square test ,(P-value 0.031) which makes us clear that working hours has direct impact upon the job satisfaction level of the employee which is consistent to the study done in developing country like ours, that is in a tertiary level hospital in Pakistan where study was conducted upon the various factors which affects the satisfaction level of job among the staff nurses working in a hospital. Here also result indicates that nurses working on the hospital were not satisfied with their working hours and proves that it is one of the remarkable factors for the satisfaction of the staff (Hamid et al., 2014).

Concerning about the job recognition, responsibility and authority in the workplace more than 80% of the job respondents were satisfied and minority of them were dissatisfied with their job, that is almost 20% but statistically the result is not significant and P-value is more than 0.05 which explains that job recognition, responsibility and authority in the workplace do not have any effect on the satisfaction level of the working staffs, which is consistent to the study done in a Tertiary level hospital in Pakistan which also proves that job recognition, responsibility and authority do not plays a vital role in the satisfaction level of staffs (Hamid et al., 2014).

Inter-personal relationship of the institute also plays a crucial role in the satisfaction level of the working staff in the institutions specially in the health care institutions. Regarding the inter personal relationship in between the staffs of Lumbini Provincial Hospital minority of them were dissatisfied(15.1%) where majority of them (84.9%) of them are satisfied whereas statistically chi-square test proves that these two variables, Interpersonal relationship and job satisfaction level are highly dependent to each other where P-value is 0.016, similarly Mathew in his study found that 60% of the nurses were satisfied and 25 % of them were highly satisfied and 15 %of them were neither satisfied nor dissatisfied (Mathew. B)

Talking about the supervision system of the institute, it is also one of the important factor which effect the result of job satisfaction among working staffs where result explains that only 33% of them were just satisfied, almost 30% of them were satisfied and approximately only 5 % of the respondents were fully satisfied and almost 31% of them were dissatisfied with their job. Statistically by using the parametric tests, Chi-value is 2.444, P-value is 0.049 which explains that supervision system of the institute is highly dependent to the satisfaction of the staffs in their job which is consistent to the study done in Teaching Institution of Khyber Pakhtunkhwa by Abdullah, RN Officer, Health Department, KPK, Pakistan, on Job Satisfaction among the Staff Nurses where supervision system seems to be highly dependent to the Job Satisfaction of Staff Nurses (Jan & Ali, 2019).

Correspondingly, progress and promotion inside the organization also plays a significant role in the satisfaction of the staff members inside the job. Approximately 27.4 % of them were fully satisfied, almost 30% of them were just satisfied whereas 41.5% of the respondents were not satisfied with their job and statistically by using chi-square test, the P-value is 0.004 which is highly significant and proves that progress and promotion in the job has direct impact upon the satisfaction level of the employees which is slightly comparable to the result of the study which was conducted to explore the level of job satisfaction and factors associated with it among graduate nursing faculties in Nepal on Nepal Medical College where professional developmental opportunities shows the significant relationship with the level of job satisfaction (P-value=0.072) (Sapkota et al., 2019).

Similarly, regarding the various trainings conference and workshop in the working institution, more than half of the respondents (57.5%) of them were not satisfied whereas only (42.5 %) were dissatisfied with their job but analyzing statistically we came to the point that both the variables are highly dependent to each other which is proved by the P-value-0.013 by applying the chi square test which seems to be consistent with the study conducted on Sidama Zone Public Health Facilities in South Ethiopia regarding the factors influencing job satisfaction and anticipated turnover among nurses which is based on the various domains, among them like training opportunities available in their institutions the majority 53.7% of the nurses were not satisfied while only 25.6% of nurses reported the satisfaction and rest of them, and 20.7% of the nurses reported neither satisfied nor dissatisfied (Asegid et al., 2014).

Now, institutional policies regarding leave is also one of the crucial factors which effects the satisfaction level of job where more than one third (76.5%) of the respondents were satisfied whereas minority of them, that is 23.6 % of them were not satisfied with their institutional policies of an institute but statistically it is seen that they are highly interdependent to each other which is proven by the P-value which is 0.003 which is comparable to the study conducted among nurses working in Chitwan Medical College, Bharatapur, Nepal by Sashi Poudel and Kalpana Sharma which depicts that provision regarding leave has significant relationship with the level of job satisfaction. among the nurses (Poudel & Sharma, 2019).

5.1: Limitations of the study

The sample was collected only from the Lumbini Provincial Hospital and the sample size was too small, so the result of the study could not be generalized to the whole population of nurses.

The chapter described the conclusion, strength and limitation of the study and recommendation.

The analytical study entitled **“FACTORS AFFECTING JOB SATISFACTION AMONG NURSES WORKING AT LUMBINI ZONAL HOSPITAL.”** was conducted. The objectives of the study was to identify the level of job satisfaction and contributing factors upon it. Simple random sampling method was used as a sampling method. Total 106 staff nurses were participated in the study. Data collection was done among eligible respondents by using self-structured questionnaire in various wards and Out-Patient departments of Lumbini Provincial hospital.

Result reveals that almost one third of the participants has low level of satisfaction with their job. The level of job satisfaction was positively associated with the age and education level of the respondents. Nurses plays a crucial role as a main backbone of any hospital. Their level of satisfaction is directly related to treatment outcome and patient satisfaction. Increment in the satisfaction of a Nurses is a only solution in a hands of hospital management to improve the image of their own hospital. The study reveals that various factors are commonly related with dissatisfaction. Working in some of the sensitive areas of hospitals such as emergency, ICU, which leads to dissatisfaction among them. Hospital management should take in consideration to these factors which leads to the increment in the satisfaction level of the nurses as well as the efficacy of the hospital. On the other hand hospital management should also focus on the dissatisfying factors among the staffs and take appropriate steps to address them. In conclusion, hospital management needs to take Holistic approach to increase hospital efficiency, treatment outcomes and patient satisfaction through nursing personal management.

For the professional development among the nurses, their expectation should be considered which give proper health care facility and knowledge and there also plays more role in job satisfaction which is usually an individual feeling. The study results that there are many factors which directly and indirectly relates to job satisfaction and which ultimately affects in the professional outcome, helping both individually and in

an organizational level. Attention to the non-addressed things like safety measures, salaries (financial aspects), Management support, supervision, education, training and recreational activities will improve the working capacity of nurses. This study was conducted among the staff where results represents that more than 50 % of the respondents were just satisfied with their job whereas almost 20 % of the staffs were satisfied with their job whereas more than 20% of them were dissatisfied with their job.

Recommendations

Based on the findings following things are recommended.

It is recommended to conduct similar study in larger group so that the results could be generalized.

Purposive sampling can be done in another study to assess the factors affecting satisfaction level of nurses.

The study can be concluded among all the staffs working in the other organizations.

A comparative study can be done between different hospitals on the factors affecting the level of job satisfaction among nurses.

APPENDICES

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ANNEX-I

INFORMED CONSENT

Namaste! I am Upama Marahatta, a student of Masters in Rehabilitation Science 2nd year, studying Bangladesh Health Professions Institute, Chapain, Savar.

I am here to carry out a study on “Factors affecting job satisfaction among nurses working at Lumbini Provincial Hospital”.

The precious information which you will give on this project to assess the level of job satisfaction among nurses working at Lumbini Provincial Hospital.

If you are a nurse above 6 month working at Lumbini Provincial Hospital, you are humbly invited for the participation in the study.

One thing is sure that all your information will be confidential and the research paper will published only in the form that will not allow any individual or respondents to be recognized. All the data will be coded inside the computer in different form. You can voluntarily participate in this research You have right to quit this at any time you need. The structured and semi-structured questionnaire will be used to collect the information and it takes about 30 mins for the completion. So do you want to participate?

- a) Yes
- b) No

I hope you will cooperate with correct responses and help me to do and complete this study in organized manner.

ANNEX-II RESEARCH QUESTIONNAIRE

BANGALDESH HEALTH PROFESSIONS INSTITUTE

CHAPAIN, SAVAR DHAKA

AFFILATED TO DHAKA UNIVERSITY

TOPIC: Factors affecting job satisfaction among nurses of Lumbini Provincial Hospital, Rupandehi, Nepal.

NOTE:- Information obtained will be used for study purpose only; the obtained information will be kept confidential and destroyed soon after the finalization of the study report.

PART-I: Demographic data

This structured questionnaire is designed for collecting relevant information from the respondents regarding demographic information of respondents.

Participants are requested to put (✓) in the correct answer.

1. Current post/designation:

- a. Sub-incharge
- b. Supervisor
- c. Staff

2. Age in years:

- a. 20-30 years
- b. 31-40 years
- c. 41-50 years
- d. Above 50 years

3. Level of education:

- a. ANM
- b. PCL

4. Marital status:

- a. Single
- b. Married
- c. Divorced
- d. Separated

5. Total duration of experience in Lumbini Zonal Hospital (in years):

PART II- FACTORS AFFECTING JOB SATISFACTION

This part has some areas of job satisfaction with five point rating scale (1,2,3,4,5) that can be answered by ticking within the box that represent your feeling. Please provide the most appropriate rate for your job satisfaction level.

- 1. Fully satisfied
- 2. Satisfied
- 3. Just satisfied
- 4. Dissatisfied
- 5. Not satisfied at all

S.N	STATEMENTS	FULLY SATISFIED	SATISFIED	JUST SATISFIED	DISSATISFIED	NOT SATISFIED AT ALL
1.	Pay of my job					
2.	Job security of the institute					
3.	Working hours of the institute					
4.	Recognition of my job					
5.	Responsibility and authority of my job					
6.	Workplace environment (eg. Infrastructure,					

	telephone etc)					
7.	Safety and security arrangement inside the institute					
8.	Cooperation from supervisor, colleagues, administrative staff and students.					
9.	Interpersonal relationship in the institute.					
10.	Inter and intra departmental relationship in the institute.					
11.	Supervision system of the institute.					
12.	Communication system of the institute					
13.	Opportunity to learn practical skills.					
14.	Provision for existing training and in-service higher study					
15.	Provision for existing conference,					

	workshop and short term training					
16.	Received training, conference, workshop etc					
17.	The opportunity for progress and promotion					
18.	Institutional policies related to no. of leave					
19.	Institutional policies related to loan					
20.	Provision for advance salary					
21.	Institutional facilities of health welfare system of staffs					
22.	Medical benefit provided by the institute					
23.	Opportunity of advancement in specialty of job					
24.	Acknowledgement of sincerity, hard work and skill.					

26. Please specify your overall satisfaction

- a. Fully satisfied
- b. Satisfied
- c. Just satisfied
- d. Dissatisfied
- e. Not satisfied at all.

ANNEX-III APPROVAL OF THESIS PROPOSAL



বাংলাদেশ হেল্থ প্রফেশন্স ইনস্টিটিউট (বিএইচপিআই)
Bangladesh Health Professions Institute (BHPI)
(The Academic Institute of CRP)

Ref.

Date:.....

CRP-BHPI/09/19/0308

To,
The Administrative Chief
Lumbini Provincial Hospital (Lumbini Pradeshik Aspatal)
Butwal, Rupandehi, Nepal

Sub: **Recommendation Letter for Data Collection**

Dear Sir/Madam,
This is to inform you that Ms. Upama Marahatta, a student of M.Sc.in Rehabilitation science at Bangladesh Health Professions Institute (BHPI), needs to complete a thesis titled **“Factors affecting Job Satisfaction among Staff nurses working at Lumbini Pradeshik Aspatal”** as per the curriculum of her study. Consequently, she requires conducting data and research related activities.

She is supposed to carry out data collection among staff nurses. The data collection is going to start from **September 16, 2019 and the duration will be of 2 weeks.**

Therefore, this is our request to help her through necessary procedures to complete data collection.

With best regards,

Prof. Md. Obaidul Haque
Thesis Supervisor &
Vice Principal, BHPI

সিআরপি-চাপাইন, সাভার, ঢাকা-১৩৪৩, বাংলাদেশ, ফোন : ৭৭৪৫৪৬৪-৫, ৭৭৪১৪০৪ ফ্যাক্স : ৭৭৪৫০৬৯

CRP-Chapain, Savar, Dhaka-1343, Tel : 7745464-5, 7741404, Fax : 7745069, E-mail : contact@crp-bangladesh.org, www.crp-bangladesh.org

ANNEX-IV COMPLETION LETTER



प्रदेश सरकार
प्रदेश न्याय मन्त्रालय
सामाजिक विकास मन्त्रालय
स्वास्थ्य निर्देशनालय
लुम्बिनी प्रदेशिक अस्पताल
बुटवल, नेपाल



०७१-५४०२१
०७१-५४०२१
०७१-५४२२१
०७१-५४१२८

फ्याक्स ०७१-५४१२८२
email :- lzhospital@gmail.com

प.सं. २०७६/०७७

ब.नं. ६८५

मिति : २०७६/०८/०४

श्री Bangladesh Health Professions Institute (BHPI)
बंगलादेश।

विषय : तथ्याङ्क संकलन सम्बन्धमा।

उपरोक्त सम्बन्धमा त्यस Institute मा Master in Rehabilitation Science दोस्रो वर्षमा अध्ययनरत विद्यार्थी श्री उपमा मरहडाले तोकिएको पाठ्यक्रम अनुसार यस अस्पतालमा मिति २०७६/०६/०१ देखी मिति २०७६/०६/१४ गते सम्म " Factors affecting job satisfaction among staff nurse working at Lumbini Pradeshih Aspatal " विषयमा तथ्याङ्क संकलन सम्पन्न गरेको व्यहोरा जानकारी गराइन्छ।

बोधार्थ :
श्री उपमा मरहडा

डा. राजेन्द्र प्रसाद खनाल
प्रमुख मेडिकल सुपरिटेण्डेण्ट

प्रमुख मेडिकल सुपरिटेण्डेण्ट