

A Study on Nursing Employees “Job Satisfaction” With The Reference Of Vadamalayan Hospital

¹Dr Pon Ramalingam, ²Dr Antonette Asumptha J, ³Vivek, ⁴ M Collin Joseph Xavier

¹Registrar, Hindustan University Chennai

²Guest Faculty, Department of Entrepreneurship Studies, Madurai kamaraj University

³Student, Madurai kamaraj University

⁴Asst. Manager, Wipro Bangalore Karnataka

Abstract

The current nursing shortage and high turnover is of great concern in many countries because of its impact upon the efficiency and effectiveness of any health-care delivery system. Recruitment and retention of nurses are persistent problems associated with job satisfaction. This paper analyses the growing literature relating to job satisfaction among nurses and concludes that more research is required to understand the relative importance of the many identified factors to job satisfaction. It is argued that the absence of a robust causal model incorporating organizational, professional and personal variables is undermining the development of interventions to improve nurse retention.

Nurses job satisfaction is an important issue because of its impact on the quality of the nursing job. Therefore, it receives a lot of attention in the international nursing literature but insight into the sources of nurses job satisfaction is yet insufficient, in particular for sources related to organizational structure.

Job satisfaction has become a critical issue for healthcare organizations, particularly in nursing, because of the shortage of nursing labor, the effect on patient care, and the associated costs. This study explores the factors that influence the level of job satisfaction of nurses working in one regional hospital

Keywords: Health-Care Delivery System, Recruitment and Retention, International Nursing Literature, Organizational Structure etc.

INTRODUDUCTION

Job satisfaction is defined as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences." Few models have been proposed for studying job satisfaction. The common aspects of job satisfaction are work, pay, promotions, recognition, benefits, working

conditions, supervision, co-workers, company and management. Job satisfaction or employee satisfaction is a measure of workers' contentness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision.

Job satisfaction can be measured in cognitive (evaluative), affective (or emotional), and behavioral components. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction) or cognitions about the job (cognitive job satisfaction).

In hospitals, job dissatisfaction is highly associated with staff's intention to quit, sub optimal healthcare delivery and poor clinical outcomes, for instance due to adverse events and reduced patient adherence, and lower patient satisfaction. For the healthcare workers themselves, lowered job satisfaction is also associated with higher levels of stress and burnout. Research suggests that job satisfaction and job performance are positively correlated. Doctors with higher job satisfaction are more likely to provide more satisfactory services and produce better therapeutic effect than those with lower job satisfaction. Higher job satisfaction of hospital staff results in higher patient satisfaction and lower medical costs, thereby making a hospital more competitive.

Nursing Job Satisfaction

Nurses' job satisfaction is an important issue because of its impact on the quality of the nursing job. Therefore, it receives a lot of attention in the international nursing literature but insight into the sources of nurses' job satisfaction is yet insufficient, in particular for sources related to organizational structure.

Nurses' job satisfaction has been studied thoroughly but the impact on satisfaction of hospitals' organizational structure and in particular of the level of specialization, formalization and centralization is not yet studied. Hospitals with more specialization and formalization have more satisfied nurses and centralized hospitals have less satisfied nurses.

The most relevant dimensions of nurses' job satisfaction and a few instruments to measure these dimensions. These dimensions are influenced by the organizational structure of nurses' work environment, such as the structure of hospitals, but empirical evidence for this relationship is very limited.

Job satisfaction has long been a topic in organizational research. The topic remains important because of its impact on job performance and, in the medical sector, for its impact on patient satisfaction and the quality of medical services. Job satisfaction can be defined from a global approach as the feelings and emotions employees perceive based on their work experiences. Describing job satisfaction from a facet approach emphasizes the attitudes of employees towards various aspects or facets of the job, such as satisfaction with communication, colleagues, recognition, etc. The multifaceted character of job satisfaction becomes obvious when trying to determine the relevant dimensions of job satisfaction.

Industry Profile-Hospital Industry

Hospital is providing 13.5 million jobs and 8 out of the 20 fastest-growing occupations, health care is the country's largest industry. Compared to other industries, the health-care industry as a whole is expected to realize a relative increase in the number of career opportunities across the spectrum of its many specialties. People are living longer and thus demand more and higher quality preventive and longterm care. The demand for health-care workers is expected to grow faster than the average rate

for all occupations between 2000 and 2010. In particular, the demand for home care aides, registered nurses, physician assistants, nurse practitioners, physical therapists, nontraditional health aides, and physicians will continue to increase at a healthy pace. This trend also applies to technical and administrative jobs, as hospitals continue to focus their energies on more efficient management and profitability.

Background of Indian Healthcare Industry Historical

There are the evidences for the existence of healthcare even during the time of Ramayana and Mahabharata, but it has changed substantially with time and has gone through significant changes and upgraded a lot with the up-gradation of Medical Science and technology. There were around 22,400 primary health centers, 11200 hospitals, and 27400 dispensaries were established in India in the year 1991. These services were initiated as a part of the tiered healthcare system with a focus to provide maximum routine facilities to the vast majority of people in town and refer only critical cases to urban hospitals which are having more advanced facilities. These centers would trust on skilled professionals to fulfill their maximum requirements. The healthcare industry of India functions with the help of both the public and private sectors. The services and facilities governed by the government of state as well as of central comes under the public healthcare system in urban areas. Yet there is a long way to go as till now the industry is going through a phase of development. 24* 7 complete medical care facilities begin with diagnoses to surgical treatments or continuous nursing facilities. Several hospitals are there having specialization in treating and handling mentally sick patients or in cancer patients or some are in treating children. These facilities are provided either on an outpatient or inpatient basis.

Company Profile

Vadamalayan hospital is a multispecialty tertiary care hospital having state of the art facility with the modern gadgets along with highly competent consultants, skilled, doctors, technicians, nurses, and paramedical team with 176 beds in operation. The hospital is equipped with some of the words such as Modular OTs with laminar flow, fully digitalized Cath lab, there are regular health checkup camps conducted by the hospitals and various health check packages available for all ages under the preventive health check department. At Vadamalayan Hospital imbibe his values and principles and strive hard to provide compassionate, patient-centered health care service. Our hospital history should start by introducing you to our founder, a great visionary Dr.P.Vadamalayan our founder and a great visionary devoted his life to public service and the healthcare services for the people down south Tamilnadu. He started his selfless and tireless medical services in early 1930. And he started Vadamalayan hospital during the year of 1957.

He practiced “EVIDENCE-BASED MEDICINE” to provide ethical timely and effective treatment for the aligning people from all over south Tamilnadu, A 10 bedded clinic at the palace road, Madurai with modern equipment’s (like 300MA X-ray machine, an unknown entity at that time) was a boon to the people in and around Madurai at the period

Vision

Being a Hospital of Choice in South Tamilnadu for more than 58 years we are marching towards "Everyday Excellence to provide the affordable best quality health care services to all the segments of

the To face global challenges by setting the standard in the delivery of compassionate patient-centered care of 1.. 3. 4.

Achievements

Vadamalayan Hospitals and National Insurance Company Ltd launched a new accident care policy by named "NAVA RAKSHA". The annual premium was Rs.300/-

- Vadamalayan hospitals received accreditation from the National Accreditation Board for Hospitals and Healthcare providers (NABH) which is the topmost body in the country to assess hospitals on various quality and patient care parameters.
- Our Chairman & Managing Director Dr. V. Pugalagiri receiving Lifetime Achievement Award from Tamil Nadu Governor K. Rosaiah in Chennai for his endeavor's under Corporate Social Responsibility.
- 24 hours free emergency medical assistance booth has been opened at the railway junction here for the benefit of passengers and staff. Divisional Railway Manager A.K. Rastogi inaugurated the booth.
- k. kabileshwaran from Srilankan refugee camp at karayur of Sivagangai district has swallowed a society".

Mission

uncompromising quality through "EVIDENCE BASED MEDICINE" in a focused modern world class tertiary health care environment guided by the traditional values of our founder.

Values

- Quality service
- Integrity
- Responsibility
- Conducted various camps both general and specific targeted in and around the rural areas of Madurai.
- Dr. Pugalagiri Vadamalayan donated a generous contribution for the Srilankan Tamils Relief fund to Mr. Jawahar IAS., the then-District collector of Madurai.
- Dr. Pugalagiri Vadamalayan has donated Dr. Vadamalayan Memorial Maternity Block for the Malakal PHC on July 11, 2009, in the memory of his father Dr. Vadamalayan. This block celebrated its first anniversary on July 11, 2010.
- Vadamalayan is the first South Indian hospital to be awarded ISO 9001:2000 for our excellent quality management system.

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- Vadamalayan are the first Indian hospital to be awarded ISO14001:2004 for an environmental management system.
- A 14year old boy VARAGUNA PANDIAN form Kalaiyarkoil of Sivagangai district has been suffering from a rare disease Erytho Melalgia for one and half years was treated and cured with the assistance of Vadamalayan Memorial trust.
- A. Vasanthamaligai from keeripatti near usilampatti who has been suffering from voluntary urinary leakage due to Uretero Vaginal Fistula for the past two years was undergone a corrective surgery with the assistance of Vadamalayan memorial trust.

RESEARCHMETHODOLOGY

Research is a systematic, formal, rigorous and precise process employed to gain solutions to problems or to discover and interpret new facts and relationships. This chapter explains the methods adopted by the researcher, for a study on “Attrition analysis on nurses and admin staffs”. It deals with the research approach, research design, population, sample size, sampling technique, procedure for the data collection and statistical analysis. There search design used in this study is Descriptive Research design.

Aim

A study on Nursing employees job satisfaction with reference of vadamalayan hospital

Objectives of The Study

- To know the Nursing employee job satisfaction level towards the organisation and general working condition.
- To determine the reason for the Nurses job satisfaction and pay perks, promotioms
- To determine the Nursing employees perception towards their job within the organisation and working activities
- To determine the recognition of work accomplishment within the organisation and subordinates and management
- To determine the work relationships between the peer groups,use and development of skills and ability

Population Size

The target population consisted of nursing employees worked from vadamalayan hospital, madurai.

Sample size

It is the true representative sample of the population where the sample size is 70 (due to limited time factors and for convenience).

Sampling Technique

The sampling technique used for the present study is simple random sampling.

Analysis Tools

The analysis used in this study is as follows,

- Simple percentage analysis
- Std. Deviation
- Anova

Limitations

- Limitations to our study are based on our sample, which was a sample of nurses working in hospitals that provide general medical services. The main reason was the pandemic (covid 19), which was the major limitation of my study.
- The study design was cross-sectional and the sample was a convenient sample that was drawn from a single private hospital, which may limit the power and generalization of the study.
- Further research can be conducted by employing more diverse, and larger sized samples from different private hospitals or even public to increase generalizability of the findings.
- Longitudinal prospective study can also be considered to examine the predictors of job satisfaction and/or actual turnover rate of the nurses in the studied hospital.
- Nevertheless, the actual turnover rate of nurses is better examined at least one year after the completion of the questionnaire, which may be more realistic and indicative of the impact of job satisfaction and better understanding of the predictive
- Study may only reflect the behavior or actions of the nurses who were at very high levels of stress and/or very low levels of job satisfaction in the study.

Data Analysis

Descriptives									
		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
A	.00	2	.0000	.00000	.00000	.0000	.0000	.00	.00
	3.00	1	2.0000	2.00	2.00
	30.00	1	20.0000	20.00	20.00
	37.00	1	48.0000	48.00	48.00

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	Total	5	14.0000	20.78461	9.29516	-11.8075	39.8075	.00	48.00
B	.00	2	.5000	.70711	.50000	-5.8531	6.8531	.00	1.00
	3.00	1	13.0000	13.00	13.00
	30.00	1	34.0000	34.00	34.00
	37.00	1	22.0000	22.00	22.00
	Total	5	14.0000	14.40486	6.44205	-3.8860	31.8860	.00	34.00
C	.00	2	.0000	.00000	.00000	.0000	.0000	.00	.00
	3.00	1	6.0000	6.00	6.00
	30.00	1	26.0000	26.00	26.00
	37.00	1	38.0000	38.00	38.00
	Total	5	14.0000	17.14643	7.66812	-7.2901	35.2901	.00	38.00
D	.00	2	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	3.00	1	2.0000	2.00	2.00
	30.00	1	39.0000	39.00	39.00
	37.00	1	28.0000	28.00	28.00
	Total	5	14.2000	18.04716	8.07094	-8.2085	36.6085	1.00	39.00
E	.00	2	.5000	.70711	.50000	-5.8531	6.8531	.00	1.00
	3.00	1	10.0000	10.00	10.00
	30.00	1	37.0000	37.00	37.00
	37.00	1	22.0000	22.00	22.00
	Total	5	14.0000	15.60449	6.97854	-5.3755	33.3755	.00	37.00
F	.00	2	1.0000	1.41421	1.00000	-11.7062	13.7062	.00	2.00
	3.00	1	14.0000	14.00	14.00
	30.00	1	38.0000	38.00	38.00
	37.00	1	16.0000	16.00	16.00
	Total	5	14.0000	15.16575	6.78233	-4.8308	32.8308	.00	38.00
G	.00	2	1.5000	2.12132	1.50000	-17.5593	20.5593	.00	3.00

	3.00	1	12.0000	12.00	12.00
	30.00	1	30.0000	30.00	30.00

	37.00	1	25.0000	25.00	25.00
	Total	5	14.0000	13.20984	5.90762	-2.4022	30.4022	.00	30.00
H	.00	2	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	3.00	1	11.0000	11.00	11.00
	30.00	1	30.0000	30.00	30.00
	37.00	1	27.0000	27.00	27.00
	Total	5	14.0000	13.89244	6.21289	-3.2497	31.2497	1.00	30.00
I	.00	2	.5000	.70711	.50000	-5.8531	6.8531	.00	1.00
	3.00	1	3.0000	3.00	3.00
	30.00	1	26.0000	26.00	26.00
	37.00	1	40.0000	40.00	40.00
	Total	5	14.0000	18.06931	8.08084	-8.4360	36.4360	.00	40.00
J	.00	2	.5000	.70711	.50000	-5.8531	6.8531	.00	1.00
	3.00	1	9.0000	9.00	9.00
	30.00	1	20.0000	20.00	20.00
	37.00	1	40.0000	40.00	40.00
	Total	5	14.0000	16.59819	7.42294	-6.6094	34.6094	.00	40.00
K	.00	2	.0000	.00000	.00000	.0000	.0000	.00	.00
	3.00	1	4.0000	4.00	4.00
	30.00	1	30.0000	30.00	30.00
	37.00	1	36.0000	36.00	36.00
	Total	5	14.0000	17.54993	7.84857	-7.7911	35.7911	.00	36.00
L	.00	2	.0000	.00000	.00000	.0000	.0000	.00	.00
	3.00	1	3.0000	3.00	3.00

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	30.00	1	29.0000	29.00	29.00
	37.00	1	38.0000	38.00	38.00
	Total	5	14.0000	18.12457	8.10555	-8.5046	36.5046	.00	38.00
M	.00	2	.0000	.00000	.00000	.0000	.0000	.00	.00
	3.00	1	2.0000	2.00	2.00
	30.00	1	29.0000	29.00	29.00
	37.00	1	39.0000	39.00	39.00
	Total	5	14.0000	18.61451	8.32466	-9.1130	37.1130	.00	39.00
N	.00	2	.0000	.00000	.00000	.0000	.0000	.00	.00
	3.00	1	1.0000	1.00	1.00
	30.00	1	29.0000	29.00	29.00
	37.00	1	40.0000	40.00	40.00
	Total	5	14.0000	19.11805	8.54985	-9.7382	37.7382	.00	40.00
O	.00	2	.0000	.00000	.00000	.0000	.0000	.00	.00
	3.00	1	3.0000	3.00	3.00
	30.00	1	40.0000	40.00	40.00
	37.00	1	27.0000	27.00	27.00
	Total	5	14.0000	18.42553	8.24015	-8.8783	36.8783	.00	40.00
P	.00	2	.0000	.00000	.00000	.0000	.0000	.00	.00
	3.00	1	2.0000	2.00	2.00
	30.00	1	30.0000	30.00	30.00
	37.00	1	38.0000	38.00	38.00
	Total	5	14.0000	18.49324	8.27043	-8.9624	36.9624	.00	38.00
Q	.00	2	.0000	.00000	.00000	.0000	.0000	.00	.00
	3.00	1	3.0000	3.00	3.00
	30.00	1	32.0000	32.00	32.00
	37.00	1	35.0000	35.00	35.00

	Total	5	14.0000	17.87456	7.99375	-8.1942	36.1942	.00	35.00
R	.00	2	.0000	.00000	.00000	.0000	.0000	.00	.00
	3.00	1	2.0000	2.00	2.00
	30.00	1	32.0000	32.00	32.00
	37.00	1	36.0000	36.00	36.00
	Total	5	14.0000	18.33030	8.19756	-8.7601	36.7601	.00	36.00

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
A	Between Groups	1728.000	3	576.000	.	.
	Within Groups	.000	1	.000		
	Total	1728.000	4			
B	Between Groups	829.500	3	276.500	553.000	.031
	Within Groups	.500	1	.500		
	Total	830.000	4			
C	Between Groups	1176.000	3	392.000	.	.
	Within Groups	.000	1	.000		
	Total	1176.000	4			
D	Between Groups	1302.800	3	434.267	.	.
	Within Groups	.000	1	.000		
	Total	1302.800	4			
E	Between Groups	973.500	3	324.500	649.000	.029
	Within Groups	.500	1	.500		
	Total	974.000	4			
F	Between Groups	918.000	3	306.000	153.000	.059
	Within Groups	2.000	1	2.000		
	Total	920.000	4			

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G	Between Groups	693.500	3	231.167	51.370	.102
	Within Groups	4.500	1	4.500		
	Total	698.000	4			
H	Between Groups	772.000	3	257.333	.	.
	Within Groups	.000	1	.000		
	Total	772.000	4			
I	Between Groups	1305.500	3	435.167	870.333	.025
	Within Groups	.500	1	.500		
	Total	1306.000	4			
J	Between Groups	1101.500	3	367.167	734.333	.027
	Within Groups	.500	1	.500		
	Total	1102.000	4			
K	Between Groups	1232.000	3	410.667	.	.
	Within Groups	.000	1	.000		
	Total	1232.000	4			
L	Between Groups	1314.000	3	438.000	.	.
	Within Groups	.000	1	.000		
	Total	1314.000	4			
M	Between Groups	1386.000	3	462.000	.	.
	Within Groups	.000	1	.000		
	Total	1386.000	4			
N	Between Groups	1462.000	3	487.333	.	.
	Within Groups	.000	1	.000		
	Total	1462.000	4			
O	Between Groups	1358.000	3	452.667	.	.
	Within Groups	.000	1	.000		
	Total	1358.000	4			

P	Between Groups	1368.000	3	456.000	.	.
	Within Groups	.000	1	.000		
	Total	1368.000	4			
Q	Between Groups	1278.000	3	426.000	.	.
	Within Groups	.000	1	.000		
	Total	1278.000	4			
R	Between Groups	1344.000	3	448.000	.	.
	Within Groups	.000	1	.000		
	Total	1344.000	4			

FINDINGS

The table and graph interprets the value of the job satisfaction index in order of importance according to our data. The nurses in our sample considered pay as the most important dimension of job satisfaction, followed by autonomy and interaction. Status and task requirements were considered as some-what less important. In particular, organizational policies were considered less important than the other dimensions

The mean score in the table: indicates the dimensions the mean scores in which nurses were most satisfied. They were most satisfied with their physical environment, followed by supervision and guidance to perform work. They were least satisfied with benefits (health insurance, life insurance), followed by opportunities for promotion. There was a lower level of satisfaction. However, in general, most nurses were rather satisfied with opportunities for personal development in the different dimensions of their job because most average scores were between 45% and 60% with 30% as neutral (neither satisfied nor dissatisfied). With the data provided, the average level of overall job satisfaction was average.

SUGGESTIONS

1. Nursing employees are satisfied with the working environment within the hospital.
2. There is good cordial relation between the nursing employees.
3. The hospitals provide opportunities to nursing employees to utilize their skills and talents and also to learn new skills.
4. The hospitals also conduct training and development programs to update the knowledge of the nursing employees.
5. The nursing employees are provided with guidance to perform their work which motivates them towards their job accomplishment.

CONCLUSION

The study investigated the relationships between nurses' job satisfaction, job stress, intention to quit and their demographic characteristics. Overall, nurses in this private hospital had moderate levels of job stress, intention to quit and job satisfaction. There was a negative relationship between job stress and job satisfaction, and between intention to quit and job satisfaction. Besides, this study concluded that nurses with more working experiences in hospital were more satisfied with their job in terms of salary and autonomy in clinical practices, than nurses with less working experiences. They also reported having more interaction with other nurses and/or physicians and lower level of job related stress. Regarding satisfaction on organization policy, nurses with bachelor or master degree education demonstrated having a lower level of satisfaction than nurses with lower nursing qualification.

Aiming at reducing the cost of recruiting and training new staff in the healthcare system, the administrators of private hospitals are encouraged to develop strategic measures to enhance job satisfaction, and to reduce job stress on the intention to quit. Future research on nurses' job satisfaction in diverse samples in public and private hospitals and/or community settings, as well as predictive factors influencing its level of nurses' retention or turnover is necessary.

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