



# ASSESSMENT OF JOB SATISFACTION AND WORK-RELATED QUALITY OF LIFE AMONG NURSING OFFICERS, A POST-COVID SURVEY

1. Jessy Abraham\* 2. Dr. Maria Therese

1. Associate Professor, Mercy College of Nursing, Kottayam, India

2. Professor, MTPG&RIHS Pondicherry, India

## ABSTRACT

**Purpose:** The COVID-19 pandemic had a significant impact on the global healthcare system, putting nurses at the center of this emergency and it elevated nurses in particular and healthcare workers as a whole to a position of unprecedented prominence. The purpose of this post-COVID survey was to gauge nursing officers' job satisfaction and quality of life at work. **Methods:** the study was conducted online among nursing officers working in the different states of Kerala, The sample size was 100. A descriptive study with a convenient sampling technique was used to collect the data. A Job Satisfaction Survey Scale and a Work-Related Quality Of Life Scale were used to collect the data. **Results:** showed that among the 100 samples, 56% of them belong to the age group of 26-35. 88% of them were females. Among them, 72% were married. 58 % of them qualified for BSc Nursing. 53% of them have 6-10 years of experience. Most of them (71%) work in private hospitals. Regarding the Job satisfaction of nursing officers. Among the surveyed samples 43% of them indicated job satisfaction as “Bad” only 18% of them experienced a good job 61% of the nursing officers have lower levels and 9 % have higher levels of work-related quality. A positive correlation was found between job satisfaction and work-related quality of life. **Conclusion:** That being said, it is clear that the COVID-19 pandemic hurt healthcare workers, particularly nurses. This is the time to get better. Therefore, appropriate action must be taken to improve their quality of life and care and minimize additional psychological and other problems.

**Key Words: job satisfaction, work-related quality of life, nursing officers, post-covid**

## INTRODUCTION

### BACKGROUND OF THE STUDY

The global COVID-19 pandemic has had a substantial impact on various aspects of healthcare systems, with nurses being particularly affected. Nurses experienced a variety of stressors during the COVID-19 pandemic that could significantly impact their job satisfaction and intentions to stay in their current roles. These stressors could be personal or professional. Higher levels of work-related stress and a stronger desire to quit were displayed by nurses who were experiencing anxiety related to COVID-19<sup>1</sup>. During COVID-19, nurses' job satisfaction had a significant impact on their performance, output, and retention. Low job satisfaction among nurses can lead to burnout, poor work performance, and a higher chance of quitting. Moreover, job dissatisfaction can have a detrimental effect on nurses' physical and mental health by escalating stress, anxiety, and other mental health issues. Workplace stress among nurses may have an impact on their quality of life and, in turn, the care they provide. Since nurses work with people, their quality of life is especially important because they can deliver more effective services when they are happier. Since nurses work closely with patients, several factors, including the place of work of their position, the variety of hospitalized cases they see, a shortage of staff, required overtime, and the ward manager's attitude can put a great deal of stress on them<sup>2</sup>.

Because nurses, as members of the healthcare system, work so hard to increase productivity and effectiveness in their work, the factors affecting their quality of life must be addressed. Psychosocial risk factors must be identified, preventive intervention strategies must be developed, and an assessment of the relationship between job stress and quality of life must be made. It implies that occupational stress degrades nurses' physical and mental health and hinders their ability to act compassionately<sup>2</sup>. Thus, the following goals guided the creation of the current study: Assessing the level of job satisfaction and the work-related quality of life, and evaluating the relationship between job satisfaction and work-related quality of life in nurses.

### NEED FOR THE STUDY

Global healthcare was greatly impacted by the COVID-19 pandemic, with nurses playing a pivotal role in this emergency. Nurses faced a range of stressors from their personal and professional lives during the COVID-19 pandemic. These may have a big influence on how happy they are at work and how likely they are to stick with their current positions. Higher levels of workplace stress and a stronger desire to leave were also displayed by nurses who were experiencing anxiety related to COVID-19. Furthermore, there has been a notable increase in burnout among nurses<sup>3</sup>.

As vital healthcare providers in charge of patient care, nurses deal with never-before-seen difficulties like mounting workloads, scarce resources, infection risks, and psychological discomfort. The increased patient morbidity and mortality brought on by the pandemic, along with the organization's lack of psychological support,

significantly harmed the emotional well-being and job satisfaction of nurses<sup>4</sup>. A nurse's job satisfaction during COVID-19 significantly affected their output, retention, and performance. Nurses who experience low job satisfaction are more likely to experience burnout, produce subpar work, and consider leaving the profession. Furthermore, because job dissatisfaction can worsen stress, anxiety, and other mental health problems, it can negatively impact nurses' physical and mental health. Low job satisfaction among nurses during the COVID-19 pandemic could have had detrimental effects on patient care, healthcare organizations as a whole, and the nurses themselves.

The notion of Work-Related Quality of Life (WRQoL) encompasses an individual's emotions concerning every aspect of their professional life, including monetary incentives and awards, workplace perks, job stability, career progression prospects, authority to make decisions, and connections with colleagues and organizations. An organization's WRQoL and employee satisfaction levels can also directly affect its capacity to deliver high-quality service.

Numerous stressors that nurses face in their work can have an impact on their quality of life at work, either directly or indirectly. Consequently, it is critical to provide preventive measures to nurses. Workplace design, which takes into account psychosocial factors, is crucial<sup>4</sup>. As things stand right now, the only practical thing professionals can do to combat declining quality of life is to put preventive programs in place to help nurses feel less stressed and improve satisfaction<sup>5</sup>.

## REVIEW OF LITERATURE

Numerous studies were carried out both during and after COVID-19 to evaluate the degree of job satisfaction and work-related quality of life. These studies demonstrate how the pandemic-related circumstances raised their stress and anxiety levels, which in turn decreased their job satisfaction and quality of work-life balance.

Galanis P et al surveyed job satisfaction for nurses compared to other healthcare workers after the COVID-19 pandemic. The results indicated that nurses' satisfaction was lower than that of other healthcare workers. In particular, 61.0% of nurses experienced low levels of satisfaction<sup>6</sup>.

Heidari S et al. surveyed Job satisfaction and its relationship with burnout among nurses in COVID-19 wards. The results reveal that the majority of nurses (75.7%) had a low level of job satisfaction<sup>7</sup>.

Maslakçı A, Sürücü L, and Sesen H surveyed Fear of COVID-19 and work related-quality of life among nurses. Nurses were given the survey questionnaire. As data collection instruments for the self-report survey, the nurse information survey, the fear of COVID-19 scale, the work quality of life scale, and the psychological well-being scale were included. A total of 339 nurses provided data. The results demonstrate how fear of COVID-19 lowers nurses' quality of life at work. Nurses with low psychological well-being find their quality of work life to be negatively impacted by their fear of COVID-19<sup>8</sup>

## PROBLEM STATEMENT

A Study to Assess the Level of Job Satisfaction and Work-Related Quality Of Life among Nursing officers working in the hospitals in Kerala a Post-Covid Survey.

## OBJECTIVES

1. Assess the level of Job Satisfaction among nursing officers
2. Assess the level of Work-Related Quality Of Life of nursing officers
3. Find the correlation between Job Satisfaction and Work-Related Quality Of Life

## METHODOLOGY

### Research approach

A quantitative research approach is used in this study

### Study Design

A descriptive design was employed to assess the level of job satisfaction and level of work-related quality of life

### Sample

Nursing officers working in Kerala

### Sampling Technique

Convenient sampling

### Sample size

100 nursing officers from different parts of Kerala participated in this study.

### Sampling criteria

### Inclusion criteria

1. Those who are currently working as staff nurses
2. Those who worked during covid19
3. Those who are willing to participate

### Ethical clearance

The study subjects won't be in danger while the research is being done. So the ethics committee of the nursing faculty approved the proposal. The relevant authorities granted official approval for the study to be carried out. Nurse research participants consented to participate in the study. Confidentiality of the data collected and participant privacy were assured. Research subjects have the right to withdraw from the study at any time, for any reason, and to not answer questions.



## Instruments used

1. A structured demographic proforma
2. Job satisfaction Survey developed by Richard (Rick) Bellingham  
It has 30 items with the option of yes /no. Two points for each statement which is answered positively. So the total score is 60.  
50-60 points: Great Job 40-49 points: Good Job 30-39 points: OK Job 20-29 points: Bad Job 1-19 points: Depressing Job
3. Work-Related Quality Of Life developed by Simon Easton & Darren Van Laar.  
The Work-Related Quality of Life (WRQoL) scale is a 23-item psychometric scale used to gauge the perceived quality of life of employees as measured through six psychosocial sub-factors. Which includes General Well-Being Home-Work Interface Job and Career Satisfaction Control at Work Working Conditions Stress at Work. The total score is 100.  
Lower QoWL: 1-74  
Average QoWL: 75-81  
Higher QoWL: 82-100

## Data Collection Method

The survey was conducted online to collect data regarding the level of job satisfaction and the level of work-related quality of life from nursing officers. The online survey was open to nurses working in hospitals in Kerala. The questionnaire was given to each participant to complete over two weeks. Individuals who were not employed as nurses at the time of the study and/or did not finish the questionnaire were not allowed to participate. Before answering the questions, each participant had to complete an online informed consent form.

## RESULT

### SECTION 1: DISTRIBUTION OF DEMOGRAPHIC CHARACTERS

This section describes the demographic variables of nursing officers. Among the 100 samples 56% of them belong to the age group of 26-35. 88% of them were females. Among them, 72% of them were married. 58% of them qualified for BSc Nursing. 53% of them have 6-10 years of experience. Most of them (71%) work in private hospitals.

### SECTION 2: LEVEL OF JOB SATISFACTION AMONG NURSES

Regarding the Job satisfaction of nursing officers. Among the surveyed samples 43% of them indicated job satisfaction as “Bad” and only 18% of them experienced a good job.

### SECTION 3: LEVEL OF WORK-RELATED QUALITY OF LIFE AMONG SAMPLES

#### Overall Level of Work-Related Quality Of Life among Samples

It shows that, among the surveyed samples 61% of the nursing officers have lower levels and 9 % have higher levels of work-related quality.

### Component-Wise Work-Related Quality among Samples

56% of the one hundred samples have lower levels of overall well-being, sixty-four percent have lower levels of job-career satisfaction, 63% percent have lower levels of control at work, and seventy-seven percent have lower levels of satisfaction with their working conditions 61% of people report feeling stressed out at work.

### SECTION 4: CO-RELATION BETWEEN JOB SATISFACTION AND WORK-RELATED QUALITY OF LIFE

Correlation between Job satisfaction and work-related quality of life among samples. The r-value is 0.7911, indicating a strong positive correlation between job satisfaction and work-related quality of life. That is when job satisfaction increases the work-related quality of life also increases.

### DISCUSSION

An employee's degree of job satisfaction is a crucial factor in determining how successful they are at work. It characterizes the attitude an employee has about his or her work. Job satisfaction is the degree to which a worker likes or enjoys their work, which is an important matter for both the employer and the worker. A happy worker is a satisfied worker, and they increase productivity and lower employee turnover. The present study was conducted to assess the level of job satisfaction and work-related quality of life among nursing officers. And it is found that most of them are not satisfied with their work and have poor work-related quality of life.

A similar study by Galanis Pet al. on job burnout and job satisfaction for nurses compared to other healthcare workers after the COVID-19 pandemic reported that the Nurses' satisfaction was lower than other HCWs. In particular, 61.0% of nurses experienced low levels of satisfaction,

Another study by Al Kahlout MO and Nabhan ES<sup>10</sup> on Job Satisfaction among Nurses at Indonesian hospitals during the COVID-19 pandemic reveals that almost (63.8%) of nurses in Indonesian hospitals had a moderate level of job satisfaction.

Regarding the work-related quality of life Maqsood MB, Islam MA, et al.<sup>11</sup> conducted an assessment of the quality of work life (QWL) among healthcare staff and revealed that 290 healthcare professionals responded to the survey. The QWL among healthcare staff during the COVID-19 pandemic was low. In another survey by Lorber M, Dobnik M<sup>12</sup>. found that the nurses experience a moderate level of work-related quality of life.

The present study complements the current literature on nursing employees' work-life quality and job satisfaction. It is revealed that Covid-19 harmed both the satisfaction and quality of life of nursing officers. There is an urgent demand to assess the current state of these workers' QWL and take the appropriate steps to better support and improve their work-life standards.

### Nursing implications

The study findings will help the health authorities to prioritize workload reduction, gender diversity promotion, support for nurses living with families, improved income opportunities, and other measures to strengthen future crisis responses. By implementing measures that can enhance the quality of work life, nursing managers can help nursing professionals become more resilient and less burned out.

## Conclusion

The coronavirus significantly changed working professionals' QWL globally, especially in the healthcare sector. Human rights require both the personal and professional spheres. The effective exercise of human rights can lead to employee retention. Worldwide, the pandemic has resulted in serious health issues for people, and it is the responsibility of healthcare organizations to make sure that people continue to be healthy. The QWL and mental health of social workers and healthcare professionals were affected by COVID-19. Particularly across the globe, nurses played a crucial role in containing the COVID-19 pandemic's effects. Their conduct has significantly changed as a result of the crisis faced during the pandemic. Psychological empowerment and job satisfaction are closely associated with nursing staff. This empowerment is expressed through four cognitive experiences: meaning, competence, impact, and self-determination. There was a positive relationship evidenced between job satisfaction and work-related quality of life among nursing officers. It is crucial to put policies in place to boost nursing staff members' dedication and caregiving quality during the pandemic, which will lower staff turnover and associated expenses.

## Recommendations

Research can be done to evaluate the impact factors and professional quality of nursing officers. Interventional studies can be carried out to evaluate the impact on nurses' quality of life.

## References

1. Yasin YM, Alomari A, Al-Hamad A, Kehyayan V. The impact of COVID-19 on nurses' job satisfaction: a systematic review and meta-analysis. *Frontiers in Public Health*. 2024 Jan 11; 11:1285101.
2. Babapour, AR., Gahassab-Mozaffari, N. & Fathnezhad-Kazemi, A. Nurses' job stress and its impact on quality of life and caring behaviors: a cross-sectional study. *BMC Nurs* **21**, 75 (2022). <https://doi.org/10.1186/s12912-022-00852-y>
3. Yasin YM, Alomari A, Al-Hamad A, Kehyayan V. The impact of COVID-19 on nurses' job satisfaction: a systematic review and meta-analysis. *Frontiers in Public Health*. 2024 Jan 11;11:1285101.
4. Manchana V. Job demands and job resources for job satisfaction and quality health outcomes among nurses during COVID-19: a cross-sectional study in Indian health settings. *Journal of Education and Health Promotion*. 2022 Jan 1;11(1):347.
5. Jarabíková O, Šupínová M, Jankovičová J, Witczak I, Zemanová M, Cmorej PC, Rypicz Ł. Perception of Work-Related Stress and Quality of Life among Nurses during COVID-19 Pandemic—An

International, Multicenter Prospective Study. International Journal of Environmental Research and Public Health. 2023 Feb 15;20(4):3393.

6. Galanis P, Moisoglou I, Katsiroumpa A, Vraka I, Siskou O, Konstantakopoulou O, Meimeti E, Kaitelidou D. Increased job burnout and reduced job satisfaction for nurses compared to other healthcare workers after the COVID-19 pandemic. Nursing Reports. 2023 Aug 14; 13(3):1090-100.
7. Heidari S, Parizad N, Goli R, Mam-Qaderi M, Hassanpour A. Job satisfaction and its relationship with burnout among nurses working in COVID-19 wards: A descriptive correlational study. Annals of Medicine and Surgery. 2022 Oct 1;82:104591.
8. Maslakçı A, Sürücü L, Sesen H. Fear of COVID-19 and work-quality of life among nurses: The mediating role of psychological well-being. Management Science Letters. 2021;11(7):1985-90.
9. Galanis P, Moisoglou I, Katsiroumpa A, Vraka I, Siskou O, Konstantakopoulou O, Meimeti E, Kaitelidou D. Increased job burnout and reduced job satisfaction for nurses compared to other healthcare workers after the COVID-19 pandemic. Nursing Reports. 2023 Aug 14;13(3):1090-100.
10. Al Kahlout MO, Nabhan ES. Job Satisfaction among Nurses at Indonesian Hospital in Northern Gaza Strip during the Covid-19 Pandemic. Arab Journal for Scientific Publishing (AJSP) ISSN.;2663:5798.
11. Maqsood MB, Islam MA, Naqvi AA, Al Qarni A, Al-Karasneh AF, Iffat W, Ghori SA, Ishaqui AA, Aljaffan AH, Alghamdi S, Albanghali MA. Assessment of quality of work life (QWL) among healthcare staff of intensive care unit (ICU) and emergency unit during COVID-19 outbreak using WHOQoL-BREF. Saudi Pharmaceutical Journal. 2021 Nov 1;29(11):1348-54.
12. Lorber M, Dobnik M. The importance of monitoring the work-life quality during the COVID-19 restrictions for sustainable management in nursing. Sustainability. 2023 Apr 12;15(8):6516.





## Tables

### SECTION 1: DISTRIBUTION OF DEMOGRAPHIC CHARACTERS

**Table 1: Frequency and percentage distribution of samples**

**N=100**

SL NO	BASELINE DATA	f	%
<b>1</b>	<b>Age</b>		
	<25	10	10
	26-35	56	56
	36-45	20	20
	>45	14	14
<b>2</b>	<b>Gender</b>		
	Male	12	12
	Female	88	88
<b>3</b>	<b>Marital status</b>		
	Married	72	72
	Single	28	28
<b>4</b>	<b>Qualification</b>		
	GNM	39	39
	BSc Nursing	58	58
	MSc Nursing	3	3
<b>5</b>	<b>Years of Experience</b>		
	1-5	20	20
	6-10	53	53
	11-15	21	21
	>15	6	6
<b>6</b>	<b>Work Setting</b>		
	Private	71	71
	Government	29	29

Table 1 depicts that among the 100 samples 56% of them belong to the age group of 26-35. 88% of them were females. Among them, 72% of them were married. 58 % of them qualified for BSc Nursing. 53% of them have 6-10 years of experience. Most of them (71%) work in private hospitals.

## SECTION 4: CO-RELATION BETWEEN JOB SATISFACTION AND WORK-RELATED QUALITY OF LIFE

**Table 2: co-relation between job satisfaction and work-related quality of life**

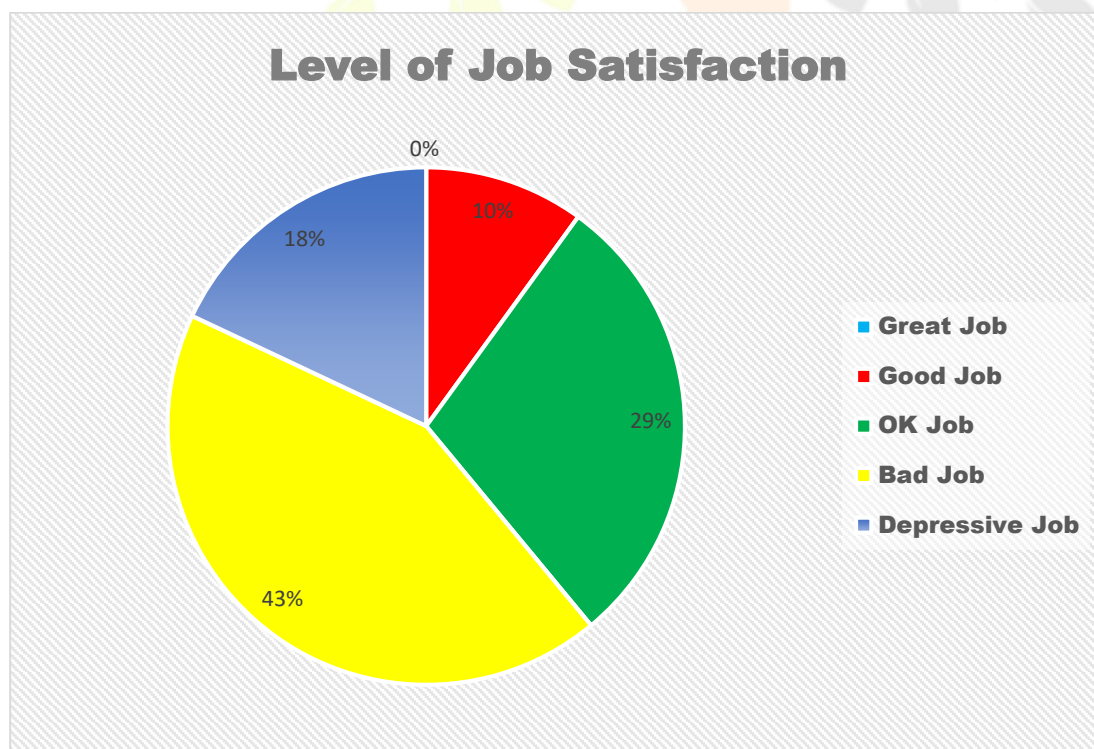
SL NO	Variables	Mean	SD	r-value	p-value
1	Job Satisfaction	52.76	23.136	0.7911	< 0.00001*
2	Work-Related Quality Of Life	26.4	9.748		

\*significant at  $p < .05$

Table 2 depicts the correlation between Job satisfaction and work-related quality of life among samples. The r-value is 0.7911, indicating a strong positive correlation between job satisfaction and work-related quality of life. That is when job satisfaction increases the work-related quality of life also increases.

### Figures

## SECTION 2: LEVEL OF JOB SATISFACTION AMONG NURSES



**Fig1: level of Job satisfaction among Nurses**

Fig 1 shows job satisfaction among nurses working in different hospitals in Kerala. Among the surveyed samples 43% of them indicated job satisfaction as “Bad” and only 18% of them experienced a good job.

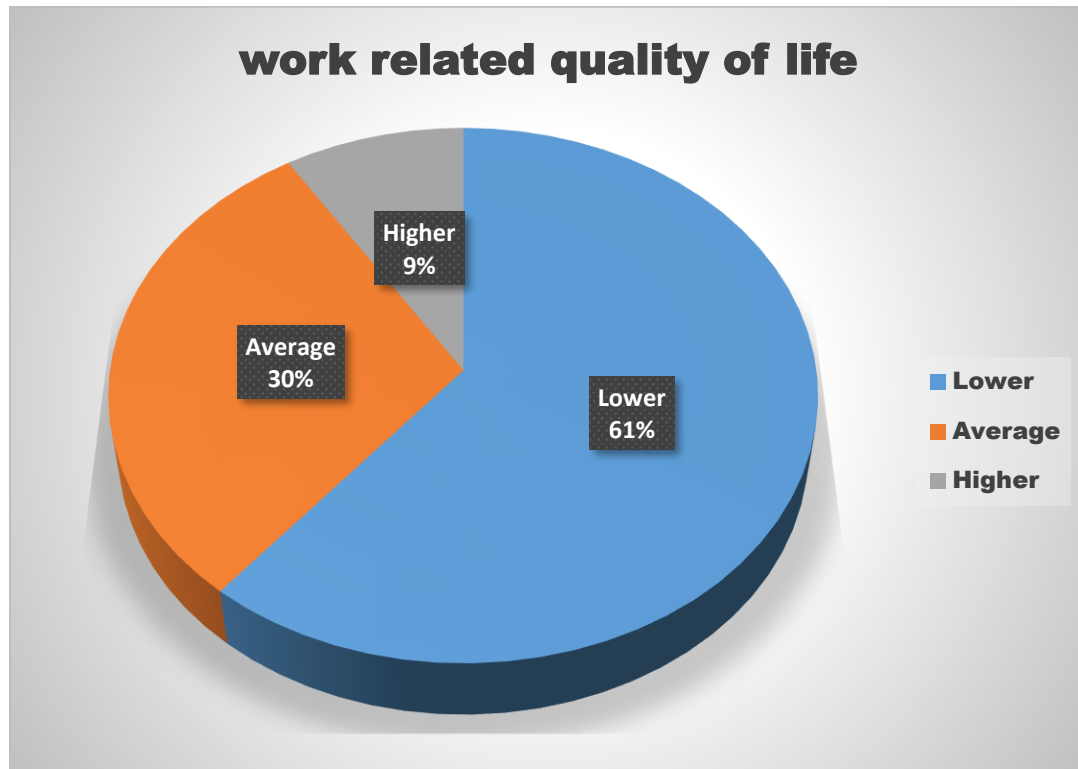
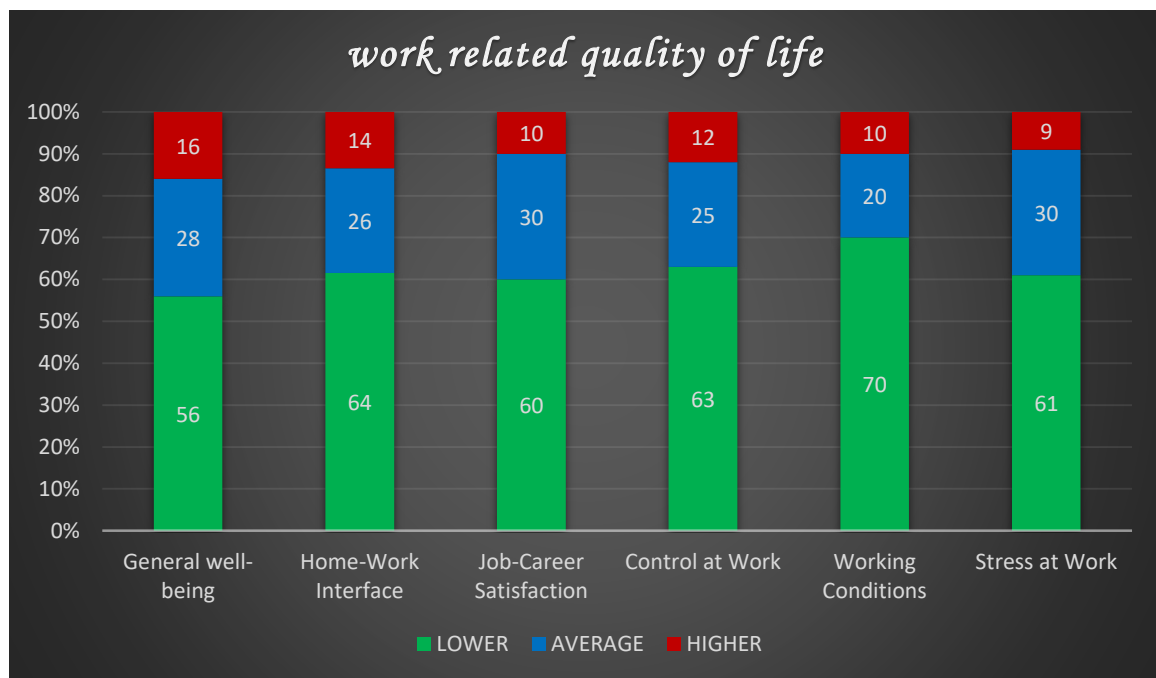
**SECTION 3: LEVEL OF WORK-RELATED QUALITY OF LIFE AMONG SAMPLES****OVERALL LEVEL OF WORK-RELATED QUALITY OF LIFE AMONG SAMPLES****Fig: 2 Overall levels of work-related quality of life among samples**

Fig: 2 depicts the overall level of work-related quality of life among samples. It shows that 61% of the nurses have lower levels and only 9 % have higher levels of work-related quality.

**COMPONENT-WISE WORK-RELATED QUALITY AMONG SAMPLES**



**Fig: 3 Levels of component-wise work-related quality of life among samples**

The component-wise quality of the samples is shown in Fig 3. 56% of the one hundred samples have lower levels of overall well-being, sixty-four percent have lower levels of job-career satisfaction, 63% percent have lower levels of control at work, and seventy-seven percent have lower levels of satisfaction with their working conditions. 61% of people report feeling stressed out at work.