



## Original Article

## Effect of Work Load of Nurses on Patient Satisfaction with Nursing Care

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## ARTICLE INFO

## Key Words:

Nursing Care, Work Load, Patients, Satisfaction

## How to Cite:

Asghar, S., Kousar, R., Asif, M., & Pervez, S. (2022). Effect of Work Load of Nurses on Patient Satisfaction with Nursing Care: Effect of Work Load of Nurses on Patient Satisfaction. NURSEARCHER (Journal of Nursing & Midwifery Sciences), 2(02). <https://doi.org/10.54393/nrs.v2i02.31>

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Received Date: 9<sup>th</sup> December, 2022Acceptance Date: 26<sup>th</sup> December, 2022Published Date: 31<sup>st</sup> December, 2022

## ABSTRACT

The duty of nurses to provide patients with high-quality care. The most significant factor that continuously affects the patient care by nurses provide to their patients is job satisfaction. Nurses work closely with patients, they have a significant impact on the organization's financial health. If nurses give their patients high-quality treatment, the organization's financial health improves. **Objective:** To find out effect of work load of nurses on patient satisfaction with nursing care. **Methods:** A cross-sectional study was conducted at DHQ Hospital Muzaffargarh. 150 nurses were selected through convenient sampling technique. All the registered nurses 25-60 years with more than 2 years of experience were enrolled in current study. The un-willing participants or retired nurses were excluded from current study. Self-administered questionnaire was used for data collection. The participant's basic demographic history, and patient's satisfaction was collected through the self-administered questionnaire. All the data was entered and analyzed by using SPSS 25.0. descriptive analysis was conducted. **Results:** The nurses with high work load shows low satisfaction score ( $34.76 \pm 13.06$ ) and low load shows high satisfaction score ( $52.16 \pm 12.39$ ). there was statically significant difference among satisfaction score of patients regarding patient care ( $P\text{-value} < 0.05$ ). **Conclusion:** It was concluded from current study the work load significantly affects the patient care. The reasons of poor patient's satisfaction in work load, job related stress, poor administration and financial crisis

## INTRODUCTION

The foundation of the healthcare industry and the basic unit of the nursing profession are nurses. There are about 29 million nurses in the world, according to study of world health statistics, and it is predicted that there will be a further million nursing positions open by the year 2020 [1]. According to the current pandemic crisis, the world health organization has stated that six million additional nurses will be required to meet health care standards in the healthcare setting. Each nation must work sincerely to increase their nurse to patient ratio, which can be accomplished by giving nursing more financial support and attention [2, 3]. The persistent presence of nursing workforce shortages in the healthcare industry is a global problem that affects both patients and nurses [4]. Nursing staff shortages result in high patient to nurse ratios, a rise in patient fatality rates, and a general decline in patient satisfaction with care [5]. The lack of nurses is due to a

number of factors, including job dissatisfaction, low financial growth, delayed promotions, low motivation, and an increase in retirements because the country does not prioritise new hires, which increases the burden on the profession and also contributes to the lack of young workers [6]. Any organization's top priority is to provide high-quality care, and it is the duty of a nurse to raise the organization's standing in the care community [7]. One of the main elements that affects the provision of high-quality care is the workplace environment. According to the author, because these nurses work in a demanding and challenging workplace, they are less able to provide patients with high-quality treatment [8]. Since nurses work closely with patients, they have a significant impact on the organization's financial health. If nurses give their patients high-quality treatment, the organization's financial health improves [9-11]. Furthermore, it was

observed that only satisfied nurses can give patients the greatest nursing care. It is possible to develop satisfied employees by ensuring that they are most satisfied with their occupations. Job satisfaction may be attained by rewarding nurses and ensuring that they receive timely promotions and job security [12]. Therefore, the significance of study was to provide accurate information regarding how job satisfaction and care quality are affected, they support the organization in raising nurse work satisfaction levels, which increases nursing care quality. The findings of this study help the organization in raising employee satisfaction levels and improving the quality of care. The goal of this study was to find out effect of work load of nurses on patient satisfaction with nursing care.

## METHODS

A cross-sectional study was conducted at DHQ Hospital Muzaffargarh. 150 nurses were selected through convenient sampling technique. All the registered nurses 25- 60 years with more than 2 years of experience were enrolled in current study. the un-willing participants or retired nurses were excluded from current study. Self-administered questionnaire was used for data collection. The participant's basic demographic history, and patient's satisfaction was collected through the self-administered questionnaire. All the data was entered and analyzed by using SPSS 25.0. descriptive analysis was conducted.

## RESULTS

The basic demographics of participants were shown in table 1. 91(60.6%) nurses belong to age group of 25-45 years. 66(44.0%) participants 2-5 years of experience, and 96 (64.0%) have 1-3 years of experience in current organization (Table 1).

Variables	N (%)	%
<b>Age in years</b>		
25-45	91(60.6%)	60.6
46-60	59(39.3%)	39.3
<b>Years of Job experience</b>		
Less than 1 years	41(27.3%)	27.3
2-5 Years	66(44%)	44.0
> 5 Years	43(28.6%)	28.6
<b>Years of employment in current organization</b>		
1-3 Years	96 (64%)	64.0
> Than 5 Years	54 (36%)	36.0

**Table 1:** Demographic characteristics of the participants (n=48)

Table 2 shows the comparison of satisfaction score of patients regarding nursing care according to work load. The nurses with high work load shows low satisfaction score ( $34.76 \pm 13.06$ ) and low load shows high satisfaction score ( $52.16 \pm 12.39$ ). there was statically significant difference among satisfaction score of patients regarding

patient care (P-value < 0.05).

Work Load	Satisfaction score	
	Mean + SD	P-value
High	$34.76 \pm 13.06$	0.000
Low	$52.16 \pm 12.39$	

**Table 2:** Comparison of Patient satisfaction according to work load

According to table 3 the reasons of poor patient's satisfaction was job related stress 40.6%, high work load (26.0%), work environment issues (16.6%), managerial issues (8.6%) and financial issues (12%).

Reasons	N (%)
Job related Stress	61 (40.6%)
High work load	39 (26.0%)
Work environment issues	25 (16.6%)
Poor management	13 (8.6%)
Financial issues	12 (8.0%)

**Table 3:** Reasons of poor patient's satisfaction

## DISCUSSION

The duty of nurses to provide patients with high-quality care. The most significant factor that continuously affects the patient care by nurses provide to their patients is job satisfaction [13, 14]. It has been found that job satisfaction which encompasses a number of factors like the workplace atmosphere, stress, salary, and staffing influences the quality of care. The current study reported that 91(60.6%) nurses belong to age group of 25-45 years. 66(44.0%) participants 2-5 years of experience, and 96(64.0%) have 1-3 years of experience in current organization. The economy of the organization is heavily influenced by nurses since they work directly with patients. If the patients receive high-quality treatment, the company's economy will improve [15, 16]. In current study it was demonstrated that the nurses with high work load shows low satisfaction score ( $34.76 \pm 13.06$ ) and low load shows high satisfaction score ( $52.16 \pm 12.39$ ). there was statically significant difference among satisfaction score of patients regarding patient care. These findings also compare with the study found a strong correlation between organizational development and the standard of care delivered by the organization. This study demonstrates the strong relationship between employee satisfaction and organizational success [17]. According to the current study the reasons of poor patient's satisfaction was job related stress 40.6%, high work load (26.0%), work environment issues (16.6%), managerial issues (8.6%) and financial issues (12%). these findings were comparable with other study which reported that The quality level of any organization plays a crucial role in job satisfaction. In addition, factors influencing nurses' job satisfaction in terms of remuneration and work environment were

identified. The dependent variable in this study is the standard of care, and the independent variable is work satisfaction [18]. In another study it was revealed that It is possible to develop satisfied employees by ensuring that they are most satisfied with their occupations. Job satisfaction may be attained by rewarding nurses and ensuring that they receive timely promotions and job security [19]. In another study the reasons of high work load were demonstrated as a lack of nurses tends to add to the workload of the remaining nurses, which results in subpar patient care. When a nation or healthcare facility fails to treat sick patients due to a lack of health care professionals, the mortality rates significantly change, and a higher death ratio places a greater burden on the nation [20].

## CONCLUSIONS

It was concluded from current study the work load significantly affects the patient care. The reasons of poor patient's satisfaction in work load, job related stress, poor administration and financial crisis. The health care sector is directly impacted by two key factors: job satisfaction and quality patient care. If nurses do not provide their patients with excellent treatment, patient turnover will rise.

## Conflicts of Interest

The authors declare no conflict of interest

## Source of Funding

The authors received no financial support for the research, authorship and/or publication of this article

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