

ASSESS THE RELATIONSHIP BETWEEN JOB SATISFACTION AMONG STAFF NURSES AND CLIENTS SATISFACTION OF NURSING CARE IN ADESH HOSPITAL, BATHINDA, PUNJAB

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ABSTRACT

Background of the study- A Nurse is a person trained and educated to provide care for the sick or disabled, especially one who is licensed and works in a Hospital¹, while a Client on the other hand is a person, sick or well that depends on the Protection, Support and Care of another². When Nurses enjoy their Jobs and intend to stay in their position long term, it can translate to improve Client Outcome/Satisfaction.

Objective- To assess the relationship between Job satisfaction among Staff Nurses and Clients satisfaction of nursing care in Adesh Hospital, Bathinda, Punjab

Methodology- A descriptive design was used to assess the relationship between job satisfaction among Staff nurses and Clients satisfaction of nursing care in Adesh Hospital, Bathinda, Punjab with convenience sampling technique among 60 staff nurses and 60 clients. Standardized Misener Nurse Practitioner Job Satisfaction Scale was used to measure the level of job satisfaction among the staff nurses and Newcastle Scale of Satisfaction with nursing care was used to measure the level of client's satisfaction. Analysis was done by using descriptive and inferential statistics.

Results- The study results revealed that, 33 (55.0%) of the staff nurses were satisfied with their job where as 15 (25.0%) of the clients were very satisfied with the nursing care. There was no significant association between job satisfaction among staff nurses and clients satisfaction of nursing care, ($p=0.020$).

Keywords- Job Satisfaction, Staff Nurses and Clients satisfaction of nursing care.

INTRODUCTION

“You can’t expect your employee’s to exceed the expectations of your clients if you don’t exceed the employee’s expectation of management.”

Howard Schultz.

A Nurse is a person trained and educated to provide care for the sick or disabled, especially one who is licensed and works in a Hospital¹, while a Client on the other hand is a person, sick or well that depends on the Protection, Support and Care of another². When Nurses enjoy their Jobs and intend to stay in their position long term, it can translate to improve Client Outcome/Satisfaction. American Nurses Association conducted a Registered nurse survey regarding a quality improvement program of American Nurses, revealed that a 25% increase in Job Satisfaction and a 29% increase in intent to stay, was associated to overall quality of care increase of 5-20%” and hence Client Satisfaction³.

The staffing management firm American Nurses healthcare conducted a mail survey in 2012 on 88,288 nurses and received feedback from 2,931. Of those who responded, 91% said they were satisfied with their career; however 44% said they might hesitate before pursuing a career in nursing again. In addition 40% said they either would not recommend nursing as a career for their children or other young people. 17% of nurses planned to seek new nursing job, 31% of nurses said they planned to leave nursing entirely by retiring or pursuing a job not related to nursing or they plan to reduce their clinical hours by working part-time and 50% of nurses thought that the job is negatively affecting their health⁴.

Nurses Job Satisfaction and Client’s Satisfaction of Nursing care are important parameters that needs to be studied repeatedly for a smooth functioning of the Healthcare system because they are multi-dimensional and represent a vital key for quality healthcare delivery, hence an important issue for Healthcare Managers. The dimensions of Clients Satisfaction have been identified ranging from admission to discharge services, as well as from nursing care to interpersonal communications, responsiveness, attitude, clinical skills, comforting skills, amenities, food services, etc. While the dimensions of job satisfaction among nurses have been conceptualized into Intrinsic factors which include personality, personal achievements, sense of accomplishment, prestige and Extrinsic factors which include work conditions, workload, relationships with colleagues, remuneration, promotion, recognition, benefits, social relationship, nurse autonomy, feedback, task significances, task relevance, and training opportunities⁵.

The issue of Global Nurse shortage and the concept of safe staffing have attracted prominent attention of World Health Organization, International and Regional Organizations such as International Council of Nursing and Indian Nursing Council for decades. Nursing shortage is a Healthcare system problem which results in adverse effect on the Health and wellbeing of the population, the challenges to policy makers and planners in high and low income countries have never been experienced this way⁶.

NEED OF THE STUDY

In a resource limited and high burden disease setting, satisfied human resources are an asset in terms of high productivity, efficiency and quality care. By enhancing job satisfaction, hospital administrators can improve not only on the Mental, Psychological, or Social wellbeing of the workers but also the Clients and the financial Health of the organization. The Healthcare system has undergone a dramatic change over the years due to razor edge competition, technological advancement, escalating cost and increase in demand for better clients care services. The phenomenon of job satisfaction has been inversely associated with absenteeism, stress and exhaustion. Dissatisfaction affects client rated quality of care and it is strongly related to early retirement and cut back of working hours. Studies on nurse job satisfaction and client satisfaction remains scanty in Indian setting⁷.

Many studies have been conducted on job satisfaction among various Health professionals, but given the critical role nurses play in determining the efficiency, effectiveness and quality of care rendered to clients in different settings of the Healthcare system, it is therefore imperative to understand what motivates nurses to do what they do? And to what extent they are satisfied with what they do? Hence the investigator is trying to find out the possible relationship that exist between nurses job satisfaction and the client satisfaction of nursing care rendered in India and Punjab in particular.

Research problem

A descriptive study to assess the relationship between Job Satisfaction among Staff Nurses and Client Satisfaction of Nursing Care in Adesh Hospital Bathinda Punjab

Objectives:

1. To assess the level of Job Satisfaction among Staff nurses and Client's Satisfaction of nursing care in Adesh Hospital.

2. To compare the level of Job Satisfaction among Staff nurses and Client's Satisfaction of nursing care in Adesh Hospital.
3. To find out the association between Job Satisfaction among Staff nurses with their selected Socio-demographic variables.
4. To find out the association between Clients' Satisfaction of nursing care with their selected Socio-demographic variables

Hypothesis:

H_{0.1}: There will be no significant association between job satisfaction among staff nurses and clients' satisfaction of nursing care

H_{1.1}: There will be a significant association between job satisfaction among staff nurses and clients' satisfaction of nursing care

H_{0.2}: There will be no significant association between Job Satisfaction among staff Nurses with their selected Socio-demographic variables.

H_{1.2}: There will be a significant association between Job Satisfaction among staff Nurses with their selected Socio-demographic variables.

H_{0.3}: There will be no significant association between Clients' satisfaction of nursing care with their selected Socio-demographic variables

H_{1.3}: There will be a significant association between Clients' satisfaction of nursing care with their selected Socio-demographic variables

Delimitation

The study will be delimited to:

Staff Nurses and Client Satisfaction of Nursing Care in Adesh Hospital Bathinda Punjab

REVIEW OF LITERATURE

The literature review of the present study is organized and presented in the following heading:

Reviews related to job satisfaction among staff nurses

A study was conducted to find out the association between Practice Environment and Job Satisfaction in Patient-Centered Medical Homes among 20 randomly selected Primary Care Practitioner in Rhodes Island and

Colorado. Data was collected using structure interview. Results showed that between baseline and 30 months, job satisfaction improved in Rhodes island ($p=0.03$) but not in Colorado. Both pilot projects reported difficulties in providing safe, high quality care (p less than 0.001), but emphasis on quality and the level of office chaos did not change significantly. The study concluded that medical home transformation should emphasize on quality and open communication while minimizing office chaos may offer the best chance of improving job satisfaction⁸.

Reviews related to clients satisfaction of nursing care

A descriptive cross-sectional survey was carried out to determine in-client satisfaction with nursing care at Kwame Nkurmah University of Science and Technology Hospital, Ghana. Data was collected using structured questionnaires administered to 100 in-clients selected through convenience sampling. Results revealed that 38% of male participants were very satisfied with nursing care compared to 30% of female participants. Inadvertently, clients with high formal education were no less satisfied with nursing care than their counterparts with low or no formal education, age was also an important predictor of client satisfaction of nursing care as 37% of client below 40years were less satisfied compared to 46% of those below 40years. The study concluded that there is a great need to improve interpersonal relationship of nurses with their clients⁹.

Reviews related to the relationship between job satisfaction among nurses and clients satisfaction of nursing care

A descriptive correlation study was conducted to assess the relationship between Employee and Customer Satisfaction in a Premier Heart Institute in Ludhiana among 100 randomly selected Employee and Customers. Data was collected through a survey conducted among the employees and customers. Results revealed a perfect and positive correlation between Employee Satisfaction and Customers Satisfaction ($r=0.99$). In conclusion employee perceives Incentive plan, Work environment, Behavior of superior, and Management style to be a strong motivator to be satisfied in the organization. Customers on the other hand are highly satisfied with the Service standards, Treatments and Behavior of Nurses¹⁰.

MATERIAL AND METHODS

Research approach

A Quantitative Exploratory Research Approach was used for the present study which aim to determining the level of Staff nurse's job satisfaction and Client's satisfaction of nursing care

Research design

A Non Experimental Descriptive Correlation Research Design was used for this study.

Research setting: The setting chosen for this study was Adesh Hospital, Bucho Khurd, Bathinda, Punjab.

Target population:

In this study, the target population was the Staff nurses and Clients.

Sample:

The sample for the study was Staff nurses and Clients on admission for more than 5 days at Adesh Hospital, Bathinda, Punjab.

Sampling technique and sample size

Non-probability convenience sampling technique was used for the present study to select the sample. The sample size consisted of 60 Staff nurses working in the various units of Adesh Hospital, Bathinda, Punjab and 60 Clients on admission at the same Hospital.

Inclusion criteria

1. Staff Nurses working in Adesh Hospital Bathinda.
2. Clients on admission in the various units of Adesh Hospital Bathinda.
3. Clients admitted for more than 5 days.
4. Clients minimum age was ≥ 19 years

Exclusion criteria:

1. The Staff nurses who were not present on the day of data collection.
2. The Clients who were not willing to participate in the study.
3. Unconscious Clients, Clients in ICU, Post Operative Clients.

Description of the tools for data collection

The tools for data collection consist of two parts;

Part 1(a): Staff nurse's Socio-demographic Information

It includes baseline information of the Staff nurses such as age, sex, religion, area of residence, educational qualification, language proficiency, work experience, work hours, marital status, units/wards and annual income.

Part 1(b): Standardized Misener Nurse Practitioner Job Satisfaction Scale (MNPJSS)

It was developed by Misener TR; Cox DL in the year 2001 used for the assessment of job satisfaction among primary care Nurse Practitioners. It consists of 44 items each measured using a 6 point likert scale. Response option: 6= very satisfied, 5=satisfied, 4=minimally satisfied, 3=minimally dissatisfied, 2=dissatisfied and 1=very dissatisfied. The administration time is 15-20 minutes, the scoring ranges from 44 and the internal validity using Cronbach alpha was 0.96

Part 2(a): Client's Socio-demographic Information

It includes baseline information of the Clients such as age, sex, marital status, religion, area of residence, language proficiency, Number of visits, educational qualification, occupation and family income.

Part 2(b): Standardized Newcastle Scale of Satisfaction with Nursing Care (NSSN)

It was developed in the year 1996, used as an instrument for assessing quality nursing care. The tool looks at the satisfaction with nursing care consisting of 19 statements utilizing 5 point likert scale for acute care clients. Response options: 5=completely satisfied, 4=very satisfied, 3=Quite satisfied, 2=Barely satisfied, 1=Not at all satisfied. The administration time is 10-15 minutes. The scoring range from 19, internal validity using Cronbach alpha was 0.96

Content validity

The valuable suggestion of experts was incorporated in the final preparation of the Socio-demographic tools. The standardized Misener Nurse Practitioner Job Satisfaction Scale and standardized Newcastle scale of satisfaction with nursing care versions were only available in English; hence the tools were translated by a language expert from English to Punjabi.

Reliability

The tools were tested for reliability during the pilot study which was obtained by split half technique using Karl Pearson correlation coefficient formula giving a reliability scores for both the Misener Nurse Practitioner Job Satisfaction Scale and Newcastle Scale of satisfaction with Nursing Care to be 0.7 and 0.8 respectively, hence the tool was considered to be highly reliable to proceed for the study

Pilot study

The pilot study was conducted at Adesh University Hospital in the month of February 2018, to assess the feasibility of the study. 6 Staff nurses and 6 Clients out of the total population were selected using Non probability convenience sampling technique. The subjects for the pilot study possess the same characteristics as that of the samples for the final study but were not included in the main study. The collected data were analyzed using descriptive and inferential statistics. After conducting the pilot study it was found that the study was feasible, the concerned authorities and subjects were cooperative, the scales were relevant, the time and cost of the study was within the limits.

Ethical consideration

The proposal for the study was approved by the Institutional Ethics Committee of Adesh University Bathinda, Punjab. Written permission from the Medical Superintendent and Nursing Superintendent was obtained. Anonymity and confidentiality of the data was assured, both the Clients and the nurses were informed that participation in the study was voluntary and they could withdraw from it at any point time.

Procedure for data collection

Data collection was done in the month of March 2018, samples of 60 Staff nurses working in Adesh Hospital, Bathinda and 60 Clients admitted for more than 5 day at the same Hospital were selected by using Non-probability convenience sampling technique. Data was collected by using a standardized self administered questionnaires related to Staff nurses job satisfaction and Clients satisfaction of nursing care

Methods of data analysis and presentation

It was decided to analyze the data using descriptive and inferential statistics on the bases of the study objectives and hypothesis; hence the collected data was carefully recorded, analyzed, summarized, and tabulated using SPSS-16.0.

ANALYSIS AND INTERPRETATION OF DATA

Organization and presentation of the data

The data collected were edited, tabulated, analyzed, under the following sections:

SECTION-I: Findings related to Level of Satisfaction among Staff nurses and Clients

SECTION-II: Findings related to comparison of Levels of Satisfaction among Staff nurses and Clients

SECTION-III: Association between the level of Satisfaction among Staff nurses and Clients with their selected Socio-demographic variables

SECTION I: Finding related to Level of Satisfaction among Staff nurses and Clients

Table 1: Frequency and percentage distribution of the Level of Job Satisfaction among Staff nurses
N=60

Level of satisfaction	Staff nurses	
	f	percentage (%)
Very Dissatisfied	0	0.0
Dissatisfied	0	0.0
Minimally Dissatisfied	6	10.0
Minimally Satisfied	20	33.3
Satisfied	33	55.0
Very Satisfied	1	1.7

Table 2: Frequency and percentage distribution of the Level of Satisfaction of Nursing care among Clients
N=60

Levels of satisfaction	Clients	
	f	percentage (%)
Not at all satisfied	1	1.7
Barely satisfied	16	26.7
Quite satisfied	17	28.3
Very satisfied	15	25.0
Completely satisfied	11	18.3

SECTION II: Findings related to comparison of Level of Satisfaction among Staff Nurses and Clients

Table 3: Comparison between the level of Job satisfaction among Staff Nurses and Clients satisfaction of nursing care

(N=60)

Level of satisfaction	Staff nurses	
	f	percentage (%)
Very Dissatisfied	0	0.0
Dissatisfied	0	0.0
Minimally Dissatisfied	6	10.0
Minimally Satisfied	20	33.3
Satisfied	33	55.0
Very Satisfied	1	1.7
Level of satisfaction	Clients	
	f	percentage (%)
Not at all satisfied	1	1.7
Barely satisfied	16	26.7
Quite satisfied	17	28.3
Very satisfied	15	25.0
Completely satisfied	11	18.3

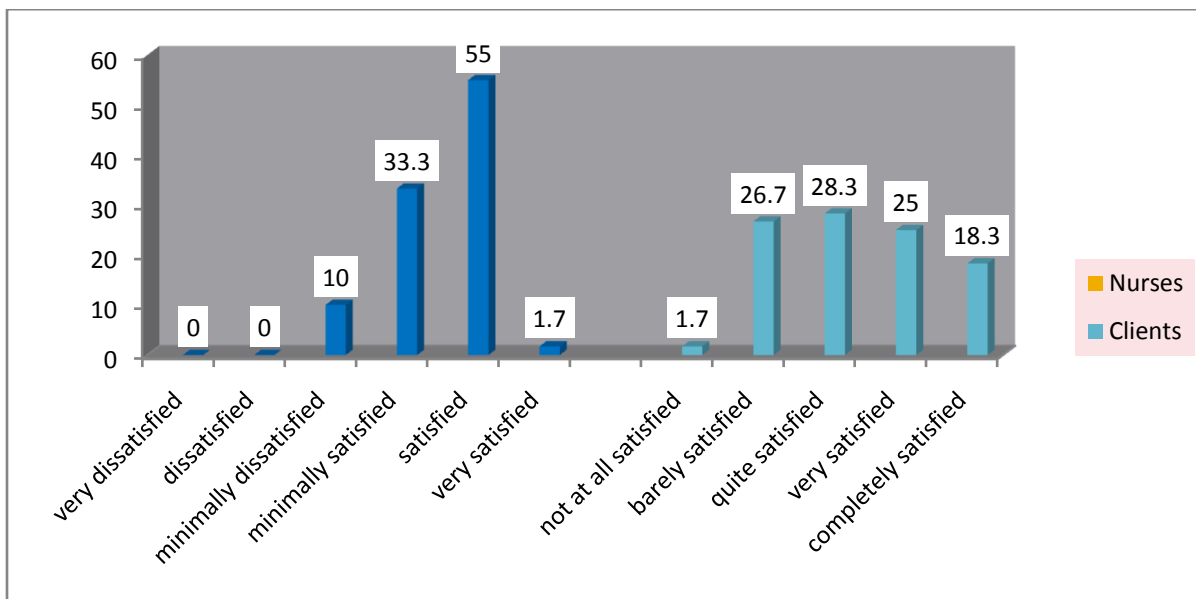


Figure-1: The cluster column diagram shows frequency and percentage distribution of Staff nurse and Clients according to the level of satisfaction

Table 4: Comparison of the Mean, S.D and Levels of Satisfaction among Staff Nurses and Clients

Criteria	Staff nurses		Clients		P Value
	Mean	S.D	Mean	S.D	
Level of satisfaction	4.4833	0.70089	3.3167	1.11221	0.020

SECTION III: Association between the level of Satisfaction among Staff nurses and Clients with their selected Socio-demographic variables

Table 5: Association between the Level of Job Satisfaction among Staff nurses with their selected Socio-demographic variables

N=60

Variables	f	Mean	SD	df	P Value
Age					
24-29years	42	4.4048	0.66478	59	0.033 ^{NS}
30-35years	13	4.5385	0.77625		
36-42years	5	5.0000	0.70711		
Sex					
Male	8	4.7500	0.88641	59	0.048 ^{NS}
Female	52	4.4423	0.66902		
Marital status					
Unmarried	21	4.0000	0.70711	59	0.003 ^S
Married	35	4.7429	0.56061		
Divorce	4	4.7500	0.50000		
Widow	0	0.0000	0.0000		
Religion					
Hindu	8	4.3750	0.91613	59	0.281 ^{NS}
Muslim	0	0.00000	0.00000		
Christian	3	5.0000	0.00000		
Sikh	49	4.4694	0.68014		
Others	0	0.0000	0.00000		
Area of residence					
Urban	33	4.4545	0.75378	59	0.742 ^{NS}
Rural	27	4.5185	0.64273		
Employment type					

Permanent	34	4.5294	0.66220	59	0.479 ^{NS}
Temporary	25	4.4000	0.76376		
Contract	1	5.0000	0.00000		
Others	0	0.0000	0.00000		
Language proficiency					
Punjabi	23	4.6957	0.55880	59	0.137 ^{NS}
English	37	4.3514	0.75337		
Work experience					
6 month- 1year	17	4.0000	0.70711	59	0.002 ^S
Above 1- 3years	18	4.5000	0.61835		
Above 3years	25	4.8000	0.57735		
Working hours					
8 hours	60	4.4833	0.70089	59	0.000 ^{NS}
12hours	0	0.0000	0.00000		
16hours	0	0.0000	0.00000		
Others	0	0.0000	0.00000		
Educational qualification				59	0.810 ^{NS}
GNM	31	4.5484	0.67521		
BSc. (Nursing)	13	4.2308	0.83205		
P.B.BSc (Nursing)	15	4.5333	0.63994		
MSc. (Nursing)	1	5.0000	0.00000		
Unit/ ward					
Male med/surg. ward	8	4.7500	0.88641	59	0.412 ^{NS}
Female med/surg. ward	8	4.3750	0.51755		
Psychiatric ward	5	4.6000	0.54772		
ENT ward	4	4.7500	0.50000		
Chest and T.B ward	3	4.0000	1.00000		
Chest and T.B ward	4	4.2500	0.95743		
Paediatric ward	4	4.2500	0.95743		
Paediatric ward	5	4.8000	0.44721		
OBG ward	5	4.8000	0.44721		
Special ward	5	4.4000	0.89443		
ICU	5	4.4000	0.89443		
ICU	4	4.5000	0.57735		
Cardiac care unit	4	4.5000	0.57735		
Cardiac care unit	4	4.2500	0.50000		
Orthopedic ward	4	4.2500	0.50000		
Orthopedic ward	5	4.0000	1.00000		
Emergency unit	5	4.0000	1.00000		
Annual income					
Rs. 50,000-100,000	15	4.2000	0.67612	59	0.001 ^S
Rs. 101,000-150,000	13	4.0000	0.70711		
Rs. 151,000-200,000	20	4.7500	0.63867		
Above RS. 2 Lakh	12	4.9167	0.28868		

Table-6: Association of the Level of Satisfaction of nursing care among Clients with their selected Socio-demographic variables

N=60

Variables	f	Mean	S.D	df	p Value
Age					
≥19years	12	3.1667	1.11464	59	0.283 ^{NS}
21-30years	22	3.5000	1.18523		
31-40years	13	2.7692	0.72501		
Above 41years	13	3.6923	1.18213		
Sex					
Male	36	3.2778	1.05860	59	0.518 ^{NS}
Female	24	3.3750	1.20911		
Marital status					
Unmarried	15	3.6000	1.05560	59	0.899 ^{NS}
Married	40	3.2500	1.14914		
Divorce	3	2.6667	1.15470		
Widow	2	3.5000	0.70711		
Religion					
Hindu	5	3.4000	1.51658	59	0.707 ^{NS}
Muslim	5	3.8000	1.09545		
Christian	2	2.5000	0.70711		
Sikh	48	3.2917	1.09074		
Area of residence					
Urban	39	2.8974	0.99459	59	0.001 ^S
Rural	21	4.0952	0.8890		
Language proficiency					
Punjabi	8	3.3750	1.06066	59	0.926 ^{NS}
English	52	3.3077	1.12961		
Number of visits by Nurses/day					
1-2	23	2.9565	1.14726	59	0.179 ^{NS}
3- 5	12	3.5833	1.08362		
6 or more	25	3.5200	1.04563		
Educational qualification					
10 th standard	5	3.8000	0.83666	59	0.002 ^S
10 th +2	14	4.0714	0.91687		
Diploma	20	3.2500	1.11803		

Graduate	11	3.0909	1.13618		
Postgraduate	10	2.4000	0.69921		
Others	0	0.0000	0.00000		
Occupation					
Farmer	7	4.2857	0.75593	59	0.778 ^{NS}
Civil servant	34	2.9706	1.08670		
Armed force	3	2.6667	1.15470		
Un-employed	4	3.5000	0.57735		
Full-time house wife	9	4.2222	0.83333		
Auto mechanic	3	2.6667	0.57735		
Family income					
Rs. 50,000-100,000	11	2.8182	0.40452	59	0.001 ^S
Rs. 101,000-150,000	12	2.9167	1.08362		
Rs. 151,000-200,000	11	3.8182	0.98165		
Above Rs. 2 Lakh	26	3.5000	1.27279		

DISCUSSION

The findings of the present study revealed that, among the staff nurses majority 33 (55.0%) were satisfied with their job where as among the clients only 15 (25.0%) were very satisfied with the nursing care. Among the staff nurses only 1 (1.7%) was very satisfied with their job where as among the clients only 11 (18.3%) was completely satisfied with the nursing care. Among the staff nurses 20 (33.3%) were minimally satisfied with their job where as among the clients 17 (28.3%) were quite satisfied with the nursing care. Among the staff nurses 6 (10.0%) were minimally dissatisfied with their job where as among the clients 16 (26.7%) were barely satisfied with the nursing care. Among the staff nurses none was dissatisfied and probably very dissatisfied with their job where as among the clients 1 (1.7%) was not all satisfied with the nursing care. ($p=0.02$). Hence the null hypothesis (**H_{0.1}**) was accepted and the research hypothesis (**H_{1.1}**) was rejected. The findings of the present study were consistent with the findings of a cross sectional study which was done to assess the levels of how healthcare worker satisfaction affects patient satisfaction, from 18,642 healthcare workers and 9,283 patients randomly selected across 50 secondary Healthcare institutions in Serbia. The results show that the co-relational factor between these two is relatively low ($r=0.351$; $p=0.012$). Thus the obtained value of correlation cannot be neglected, even though there was no significant association between health workers and patient's satisfaction.

The findings of the present study revealed that there was a significant association between the level of job satisfaction with the marital status ($P=0.003$), work experience ($P=0.002$) and annual income ($P=0.001$) at the level of 0.05. Hence the null hypothesis (**H_{0.2}**) was rejected and the research hypothesis (**H_{1.2}**) was accepted. There was

no significant association between the level of job satisfaction with the selected socio-demographic variables such as age, sex, area of residence, religion, employment type, language proficiency, working hours, educational qualification and unit/ward.

The study findings also revealed that there was a significant association between the level of satisfaction of nursing care among Clients with area of residence ($P=0.001$), educational qualification ($P=0.002$) and family income ($P=0.001$) at the level of 0.05. Hence the null hypothesis ($H_0.3$) was rejected and the research hypothesis ($H_1.3$) was accepted. However, there was no significant association between the level of satisfaction of nursing care among clients and selected socio-demographic variables such as age, sex, marital status, religion, and language proficiency, number of visit by a nurse and occupation of the clients.

CONCLUSION AND RECOMMENDATION

Conclusion

The findings concluded that: among the staff nurses none was dissatisfied or very dissatisfied with their job, where as among the clients 1 (1.7%) was not all satisfied with the nursing care. Among the staff nurses 6 (10.0%) were minimally dissatisfied with their job where as among the clients 16 (26.7%) were barely satisfied with the nursing care. Among the staff nurses 20 (33.3%) were minimally satisfied with their job where as among the clients 17 (28.3%) were quite satisfied with the nursing care. Among the staff nurses 33 (55.0%) were satisfied with their job where as among the clients 15 (25.0%) were very satisfied with the nursing care. Among the staff nurses only 1 (1.7%) was very satisfied with their job where as among the clients only 11 (18.3%) was completely satisfied with the nursing care. Hence the staff nurses were more satisfied with their jobs while the client's were less satisfied with the nursing care and the client's satisfaction was not significantly associated with the staff nurse job satisfaction with a P value of 0.020, at 0.05 level of significance.

Implication of the study:

The findings of the study have implication for Nursing Practice, Nursing Education, Nursing Administration and Nursing Research.

Nursing practice

1. The nurse should view the client as a person and not the disease by providing a holistic care that would lead to clients satisfaction

2. The study findings revealed that the clients were less satisfied with the nursing care, hence nurse need to improve in their service to clients.

Nursing education

1. The study revealed that clients educational status play a significant role in the level of satisfaction of nursing care, hence Health education is vital in improving clients satisfaction
2. The nurse need to be fully equipped with updated knowledge on management of various illness because clients are very much informed about their health condition

Nursing administration

1. Administrators should develop policies and strategies with the objective of improving staff nurse job satisfaction, resulting in improved performance which would in turn lead to quality care and client's satisfaction.
2. Administrators should implement the recommendation of this study in other to promote their market value and increase financial returns for the Hospital.

Nursing research

1. The nurse researcher's needs to explore creative ways in ensuring those clients' perspectives of quality nursing care are given equal weight/consideration.
2. This study serves as a baseline for future studies to build upon in other to gain a more comprehensive understanding of Staff nurse's satisfaction and Client's satisfaction of nursing care

Recommendations:

The researcher recommends the following:

1. Hospital Administrators should work towards improving clients Satisfaction as much as it does with staff nurses satisfaction by enhancing quality client care .
2. A similar study can be conducted using larger samples and covering more than one health facility in other to be able to effectively generalize the findings

Limitations:

1. One major limitation to the study was the limited sample size (N=120) available for the study.
2. The inclusion criteria were limited to only clients on admission for more than 5day for the study.

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