

A Study to Compare the Satisfaction Regarding Nursing Duties among Staff Nurses Working in Selected NABH Accredited and Non-NABH Accredited Hospitals of Indore City

Keshkali Singh¹, Maharaj Singh¹, Amarjeet Singh Chhabra²

ABSTRACT

Aims: The aims of this study are to compare job satisfaction of nurses working in NABH accredited and non-NABH accredited hospitals of Indore. **Objectives:** The objective of this study were as follows: (1) To assess job satisfaction of nurses working in NABH accredited hospital and non-NABH accredited hospital. (2) To compare job satisfaction of nurses working in NABH accredited hospital and non-NABH accredited hospital. (3) To find out association of job satisfaction of nurses with selected demographic variables. **Background of the Study:** NABH is a hospital accreditation added values I health care delivery systems, but process is not an easy task. Accredited means that it has full filled all the parameters set by quality council based on its standards. This process needs constant team work and full determination of nurses and other health care workers. In recent years, providing high-quality health care delivery system is a fundamental challenge (Al-Enezi *et al.*, 2009). To reach that quality level, reasonable level of nurses' job satisfaction should be attained (Olatunji and Mokuolu, 2014). Work satisfaction of nurses is important here which motivates them to work hard. **Research Approach:** A quantitative research approach is used. **Research Design:** Descriptive research design is used. **Settings of the Study:** This was NABH accredited and non-NABH accredited hospital. **Source of Data:** Nurses working in NABH accredited and non-NABH accredited hospitals of Indore city. Data is collected through self-reporting check list which has cover seven parameters about job satisfaction among nurses. **Results:** Statistical analysis of the independent t-test, there was highly significant difference between job satisfaction scores of nurses working in NABH accredited and non-NABH accredited hospitals of Indore city. **Conclusion:** There is consistent evidence which shows that accreditation programs improve quality of work and job satisfaction of nurses. Work in systematic way increases knowledge and strength for better outcome satisfaction of work is essential as it boost ups the moral and energy to work more effectively.

Keywords: NABH, Accreditation, Nurses, Hospital

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INTRODUCTION

It is noted that the health-care professionals have position themselves in a situation, where they feel overload due to improper nurse patient ratio, periodic assessment is necessary to overcome the distressing situation if this feeling exists for long time then maintenance of quality becomes a challenge. Job satisfaction is an important aspect which determines the extent to which employees like their jobs (Ahmed *et al.*, 2013). It is also defined as the attitude and feelings people have about their work (Kumar *et al.*, 2013 b). Thus, job satisfaction is one of the most vital factors that define efficiency and productivity of human resources (Dignani and Toccaceli, 2013). Nurses constitute major professional group among health care workers (Kamal, 2011). In recent years, providing high-quality health care delivery system is a fundamental challenge (Al-Enezi *et al.*, 2009). To reach that quality level, reasonable level of nurses' job satisfaction should be attained (Olatunji and Mokuolu, 2014). Workforce is the most important and the most valuable asset of any organization and success or failure of every organization strongly depends on the performance of manpower. Hospitals, as organizations that play an important role in health of people in society, are not only excluded from this issue, but they also rely more on manpower than other organizations, because they are labor intensive in nature. Having various medical personnel including nurses, different technicians, and administrative and logistics personnel, every hospital provides services for patients; among the personnel mentioned above, nurses are of great importance as the biggest hospital employees. Workforce is the

¹Department of Nursing, NIMS University, Jaipur, Rajasthan, India.

²Department of Nursing, MGM Medical College, Indore, Madhya Pradesh, India.

Corresponding Author: Keshkali Singh, Department of Nursing, NIMS University, Jaipur, Rajasthan, India. E-mail: keshkali@rediffmail.com

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most important and the most valuable asset of any organization and success or failure of every organization strongly depends on the performance of workforce. Hospitals, as organizations that play an important role in health of people in society, are not only excluded from this issue, but they also rely more on workforce than other organizations, because they are labor intensive in nature. That is, a nurse is in charge of taking care of and supporting patients.^[1-3]

If nurses as a great work force are accepting nature their daily work; definitely, it will be the assurance of quality, which will come after satisfaction of work, because it gives positive reinforcement to them, this study is based on evidences to assess satisfaction of nurses with nature of work that they carried out every day in both NABH and non-NABH accredited hospitals.

LITERATURE REVIEW

Shweta Sahu (2013) conducted a descriptive study on "To study the knowledge and Attitude of Nursing Paramedical Staff Regarding NABH Accreditation and gap analysis." This study was conducted in the Alam Fortis hospital, Ranchi. The purpose of this study is to identify the knowledge and attitude of all nursing and paramedical staff regarding NABH accreditation and all NABH parameter related with patient care and also to identify the major gaps in patient related parameter using self-assessment toolkit. This study is a descriptive and observational study. To know about the attitude and Knowledge level of the staff, a questionnaire has been prepared and filled by the nursing and paramedical staff. Self-assessment checklist was filled by investigator based on the close observation. Based on the result, appropriate suggestion has been given to improve the knowledge and change the attitude of the staff.

Kapurkar *et al.* (2016) Conducted a study to "assess knowledge and knowledge of practice regarding standard operating protocol for implementing bedside handover in nursing among staff nurses at Krishna Hospital, Karad." The study was conducted on 67 staff nurses at Krishna Hospital, Karad. An evaluatory survey approach was considered. Study design was used descriptive, purposive sampling technique was used. The instrument used for data collection was a questionnaire on knowledge and knowledge of practice. The study concludes majority of 44 (66.67%) staff nurses having average knowledge and 42 (62.68%) average knowledge of practice of standard protocol in nursing handover and there was no significant association found between knowledge and knowledge of practice among staff nurses with sociodemographic variables.

Alkhenizan and Shawb (2016) has conducted a systemic review on "Impact of Accreditation on the Quality of Healthcare Services" that a Systematic Review of the Literature was conducted by King Faisal Specialist Hospital and Research Center, Riyadh, Saudi Arabia. Accreditation is usually a voluntary program, in which trained external peer reviewers evaluate a healthcare organization's compliance and compare it with pre-established performance standards. The aim of this study was to evaluate the impact of accreditation programs on the quality of healthcare services. Several databases were systematically searched, including Medline, Embase, Health star, and Cinahl. The result shown that 26 studies evaluating the impact of accreditation were identified. The majority of the studies showed general accreditation for acute myocardial infarction, trauma, ambulatory surgical care, infection control and pain management, and subspecialty accreditation programs to significantly improve the process of care provided by healthcare services by improving the structure and organization of health-care facilities.^[4,5]

MATERIALS AND METHODS

Study Design

Quantitative comparative research design is used.

Study Area

Indore city.

Study Period

Time duration will be 6 months–1 year.

Sampling Technique

A sample size of 300 nurses will be selected using non-provability covenant sampling technique.

Statistical Analysis

The collected data will be analyzed using suitable statistical test such as *t*-test, Chi-square, Enova test, and other non-parametric tests to find the statistical significance to the related data.

METHODOLOGY

Research Approach

A quantitative research approach is used.

Research Design

Descriptive research design is used.

Variables

Research variable is measured in their natural settings and their association with sociodemographic variables was measured.

Settings of the Study

This was NABH accredited and non-NABH accredited hospitals of Indore city.

Source of Data

Nurses working in NABH accredited and non-NABH accredited hospitals of Indore city.

Duration of the Study

The study duration was 1 year.

Method of Data Collection

The data are collected through self-reporting check list.

Sample

The sample will be the nurses working in NABH and non-NABH accredited hospitals of Indore city.

Sample Size

A sample size will comprise 300 nurses who fulfill the required inclusion and exclusion criteria.

Sampling Technique

A sample size of 300 nurses is selected using simple convenient sampling technique.

Table 1: Assessment of job satisfaction scores of nurses working in NABH accredited hospital and non-NABH accredited hospital

Variables	Very dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied	
	NABH	Non-NABH	NABH	Non-NABH	NABH	Non-NABH	NABH	Non-NABH	NABH	Non-NABH
Age										
20–25	0	0	0	16	8	15	38	14	1	2
26–30	0	1	3	19	13	19	27	10	5	3
31–35	0	0	2	7	6	14	16	6	0	2
36–40	0	0	2	1	5	5	5	2	0	0
41–45	0	0	1	1	4	4	6	4	1	1
>45	0	0	2	0	2	3	2	1	1	0
Gender										
Male	1	1	4	11	18	22	29	18	1	2
Female	1	0	6	33	20	38	65	19	7	6
Marital status										
Single	0	0	0	20	14	20	44	14	3	1
Married	0	1	8	22	22	35	49	23	4	6
Divorced	0	0	2	1	2	5	1	0	1	1
Widowed	0	0	0	1	0	0	0	0	0	0
Service years										
1–5 years	0	1	4	20	18	28	56	25	3	4
6–10 years	0	0	3	12	13	23	22	8	2	1
11–15 years	0	0	1	12	3	8	9	3	2	2
>15	0	0	2	0	4	1	7	1	1	1
Department										
Ward	0	0	4	23	19	31	46	14	4	2
Critical care unit	0	0	4	12	10	15	32	12	3	3
Surgical operating room	0	0	1	5	1	5	7	4	1	0
Emergency	0	1	1	4	7	8	7	7	0	3
Other specify type	0	0	0	0	1	1	2	0	0	0
Educational status										
G.N.M.	0	1	6	26	21	29	52	21	4	3
B.Sc.	0	0	4	14	14	27	39	15	3	5
M.Sc.	0	0	0	4	3	4	3	1	1	0
Employment type										
Temporary	0	1	4	26	26	29	47	15	2	4
Permanent	0	0	6	18	12	31	47	22	6	4
Experience										
<5	0	0	4	22	19	31	62	21	3	5
5–10	0	1	4	18	14	23	22	9	3	1
10–15	0	0	1	2	2	3	4	4	1	2
15–20	0	0	1	1	1	0	2	2	0	0
>20	0	0	0	1	2	3	4	1	1	0
Position										
Staff nurse	0	1	7	40	26	45	74	28	5	5
Head nurse	0	0	1	3	6	11	9	3	3	1
Assistant Head Nurse	0	0	1	1	5	4	5	6	0	2
Supervisor	0	0	1	0	1	0	6	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Shift										
Long	0	0	0	14	8	11	20	5	1	1
Day	1	1	4	10	8	19	25	10	2	2
Afternoon	0	0	2	6	4	8	16	9	1	1
Night shift	0	0	4	14	18	22	33	13	4	4
Night duties/month										
0	1	0	2	1	8	12	14	5	1	2
1–3	0	0	1	8	3	4	9	4	0	1
4–6	0	0	2	12	5	15	6	8	2	2
7–9	0	1	4	20	17	22	48	17	3	1
10–12	0	0	1	3	4	7	16	1	2	2
>13	0	0	0	0	1	0	1	2	0	0

Tool

Five-point rating scale is used.

I. Demographic data.

II. Rating scale in which nurses of both settings had assess under seven parameters.

Description of Tool

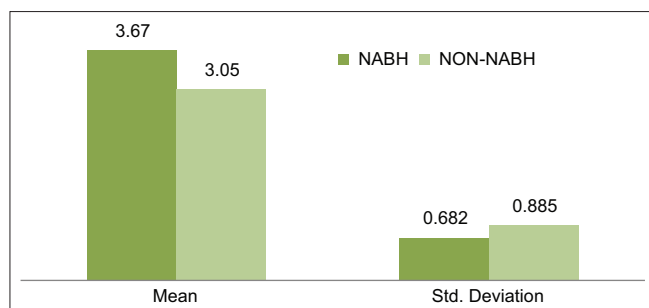
The objective 5-point rating scale is use to assess the satisfaction of work that they are doing every day among nurses working in NABH accredited and non-NABH accredited hospitals, tool consists of two parts.

Data Collection Process

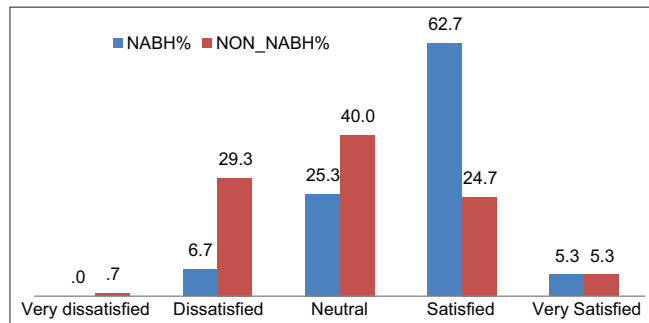
Before data collection ethical clearance from the institution has been done. Permission from the higher authority of hospital and subjects was obtained. The researcher has selected the subjects who meet the inclusion criteria.

Table 2: Descriptive statistics of all demographic variables of nurses working in NABH accredited hospital and non- NABH accredited hospital

Demographic parameters	N	Descriptive statistics							
		Minimum		Maximum		Mean		Standard deviation	
		NABH	Non-NABH	NABH	Non-NABH	NABH	Non-NABH	NABH	Non-NABH
Age	150	1	1	6	6	2.43	2.29	1.444	1.293
Marital status	150	1	1	4	4	1.63	1.69	0.561	0.590
Service years	150	1	1	4	4	1.75	1.69	0.978	0.820
Department	150	1	1	5	5	1.84	1.95	1.056	1.113
Educational status	150	1	1	3	4	1.49	1.53	0.588	0.610
Kind of employment	150	1	1	2	4	1.47	1.50	0.501	0.502
Working experience	150	1	0	30	30	5.42	5.49	5.227	4.531
Position	150	1	1	3	3	1.43	1.29	0.847	0.619
Shift	150	1	1	4	-	2.75	2.66	1.171	1.163
Night duties/month	150	1	1	6	6	3.41	3.24	1.347	1.213
Gender	150	1	1	2	2	1.64	1.64	0.482	0.482



Graph 1: Distribution of comparison of average job satisfaction scores and standard deviation of all factors scores among of nurses working in NABH accredited and non-NABH accredited hospitals of Indore city



Graph 2: Comparison of average rating scores of job satisfaction scores in NABH accredited and non-NABH accredited hospitals of Indore city

Data Analysis

The collected data are analyzed using suitable statistical test such as t-test by Chi-square, Enova test, and other non-parametric tests to find the statistical significance.

RESULTS

The data presented in above Table 1 that depicts that the job satisfaction scores according to rating were very dissatisfied, dissatisfied, neutral, satisfied, and very satisfied among all demographic variables of nurses working in NABH accredited hospital and non-NABH accredited hospital. Among 300 nurses, most of the nurses rating scores were belonging to neutral and satisfied scores categories in NABH and non-NABH group [Graphs 1 and 2].

Table 3: Comparison of job satisfaction scores of nurses working in NABH accredited and non-NABH accredited hospitals of Indore city

Demographic parameters	Group	N	Group statistics		
			Mean	Standard deviation	Standard error mean
Job satisfaction scores	NABH	150	3.67	0.682	0.056
	Non-NABH	150	3.05	0.885	0.072

The descriptive Table 2 displays the mean, sample size, standard deviation, and maximum and minimum of all demographic variables of nurses working in NABH accredited hospital and non-NABH accredited hospital. Maximum age group of nurses above 46 years, minimum age group 20–25, and mean age group of nurses is belonging to 26–35years age group representing in above Table 2 of NABH group and non-NABH group. Among 300 nurses of both groups, most of the nurses were female and married.

The descriptive Table 3 displays the mean, sample size, and standard deviation of job satisfaction scores of nurses working in NABH accredited and non-NABH accredited hospitals of Indore city. Subjects clearly lay in the Neutral and Satisfied range on average scores, mean, and standard deviation of the all factors (qualitative) scores (3.67 ± 0.682) of NABH and (3.05 ± 0.885) non-NABH group over the course of the study. Standard deviation was more variable on all the variables of non-NABH group.

The independent sample statistics produces two tests of the difference between the NABH and non-NABH groups. This test assumes that the variances of the two groups are equal. The Levene’s statistics tests shows this assumption that the significance value of the statistic is 0.035 this values is less than 0.05, we can assume that the groups have not equal variances. A value less than .05 means that the variability of both groups is not same. The independent sample t –test displays a probability from the t distribution with 298 degree of freedom.

There is significant difference according to job satisfaction scores of nurses working in NABH (Mean = 3.67, SD = 0.682) and non-NABH (M = 3.05, SD = 0.885) group conditions; t (298) = 6.796, P = 0.002. These results suggest that the job satisfaction of NABH group is more effective rather than non-NABH [Table 4].

No association found in others variables such as gender marital status, department experience, position, and shifts of nurses in non-NABH hospitals except age and marital status in NABH group, that is, both variable are associated with job satisfaction of nurses in NABH accredited hospital [Table 5].

Table 4: Independent t- Samples test statistics of job satisfaction scores of nurses working in NABH accredited and NON-NABH accredited hospitals of Indore city

Job satisfaction	Independent Samples Test								
	Levene's Test for Equality of Variances		t-test for Equality of Means			Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
	F	Sig.	t	df	Sig. (2-tailed)			Lower	Upper
JOB SATISFACTION SCORE									
Equal variances assumed	4.504	0.035	6.796	298	0.002	0.620	0.091	0.440	0.800
Equal variances not assumed			6.796	279.872	0.002	0.620	0.091	0.440	0.800

Table 5: Comparison of rating scores of job satisfaction scores of nurses working in NABH and NON-NABH accredited hospitals of Indore city

Rating Score	NABH	NABH%	NON-NABH	NON_NABH%
Very dissatisfied	0	0.0	1	0.7
Dissatisfied	10	6.7	44	29.3
Neutral	38	25.3	60	40.0
Satisfied	94	62.7	37	24.7
Very Satisfied	8	5.3	8	5.3
Total	150	100.0	150	100.0

CONCLUSION

Statistical analysis of the independent t-test, there was highly significant difference between job satisfaction scores of nurses working in NABH accredited and non-NABH accredited hospitals of Indore city. Scores show that there is significant difference between both groups. The study confirmed that the effect of the score of nurses' satisfaction in group NABH is more effective or more satisfied rather than non-NABH group. Moreover, Chi-square test tells us that there is statistically significant association between age and marital status in NABH accredited hospital. We conclude that there is no association found in all variables of non-NABH

hospitals or there is not enough evidence to suggest an association between the demographic variables with job satisfaction in both groups except age and marital status associated in NABH hospital. There is consistent evidence which shows that accreditation programs improve quality of work and job satisfaction of nurses. Work in systematic way increases knowledge and strength for better outcome satisfaction of work is essential as it boost ups the moral and energy to work more effectively.

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