



**Tehran University of Medical Sciences  
School of Nursing and Midwifery  
International Campus**

**THE RELATIONSHIP BETWEEN NURSES' JOB  
SATISFACTION AND PATIENTS' SATISFACTION WITH  
NURSING CARE IN EDUCATIONAL HOSPITALS OF KABUL,  
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**A Thesis as fulfillment of the requirement for Master of Science degree in  
Nursing Management**

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## Abstract

**Background:** The matter of nurses' job satisfaction on patients' care, patient satisfaction, patient outcome and general health-care delivery is over-emphasized, as employee's job satisfaction is essential in the daily life of the workforce. Since nurses play a pivotal role in healthcare systems and patient satisfaction, this research was conducted to determine the relationship between nurses' job satisfaction and patients' satisfaction with nursing care in educational hospitals.

**Objective:** The aim of this study was to determine the relationship between nurses' job satisfaction and patients' satisfaction with nursing care in educational hospitals of Kabul, Afghanistan in 2019.

**Method:** This was a descriptive cross-sectional study design. The total number of samples at the educational hospitals included 100 nurses (response rate 100%), and 200 patients (response rate 100%). The Minnesota Satisfaction Questionnaire (MSQ) was used to collect data on the job satisfaction of nurses, and also the Patient Satisfaction Instrument (PSI) was used to collect data on patient satisfaction with nursing care. Data were analyzed by Statistical Package for Social Sciences (SPSS) software version 16 using descriptive statistics such as means, standard deviations, frequency distributions, and Chi-square test. A significant level of less than 0.05 was considered throughout the study ( $p < 0.05$ ).

**Result:** The majority of nurses had a moderate level of job satisfaction (82%). The patients were more satisfied with the dimension of technical professional care ( $3.97 \pm 0.50$ ) and were less satisfied with the dimensions of patient education ( $3.61 \pm 0.56$ ) and trust ( $3.32 \pm 0.35$ ), respectively. The findings also showed a statistically significant correlation between patients' satisfaction in the dimension of trust and nurses' job satisfaction in the dimension of external factors ( $p = 0.032$ ).

**Conclusion:** Based on the results of present study, it seems that there is a positive correlation between nurses' job satisfaction and patients' satisfaction, so that with increase in nurses' job satisfaction in terms of external factors like (policies, salary, colleagues' behavior, working condition, reward and leadership style), patients' satisfaction increases in the dimension of Trust. It seems that nurses' job satisfaction and patients' perception of the quality of health care services are correlated with each other. Thus, nurse managers should make necessary plans to improve the job satisfaction of nurses as it positively affects patient satisfaction and consequently, increases the quality of care provided in the hospitals.

**Key words:** Nurses' job satisfaction, Patients' satisfaction, Nursing care Afghanistan