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Evaluation of Nurses' Performance and Satisfaction in Pediatric Wards at Mosul Hospitals

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ABSTRACT

This study aims to measure the nurses' performance and satisfaction at pediatric wards in Mosul Hospitals. **Methods:** A descriptive design was used at 5/January to 14/August / 2025 in paediatric ward in hospitals in Mosul that seek to measure performance of nurses and satisfaction in 5/January to 14/August / 2025. Purposive non-probability sample was still used in the current studies. There were 300 nurses. A questionnaire was further developed and given to sample which had 3 sections and that was found to be valid by 14 panel of experts. To determine reliability of questionnaire, pilot of study was still used in 9-13 March /2025 which lasted two days, reliability was done in SPSS 26 version in Alpha Cronbach result was (0.801). **Results:** Sample characteristics was most of them female between (21-30) years old of age was graduated from Institute and having (1-5) years of general employments period and employments period in unit, not having any training course and reading source. The results shows that the total nurses' performance level was 28.3% (85) of the nurses at the agree level, with a chi-square value of (18.72) in addition a significant p.value (0.001). Additionally, the total nurses' satisfaction level was 41.5% (125) of the nurses at the agree level, with a chi-square value of (30.14) in addition a significant p.value (0.000). They're remained non-significant association between demographic characteristics with sample results, except the age and gender with total nurses' performance and satisfaction, employment period in the unit with total nurses' satisfaction, while training courses with total nurses' performance at p.value ≤ 0.05. **Conclusion:** The sample performance total level at agree level, with the total nurses' satisfaction level at the agree level also. There was non-significant association between demographic characteristics with sample results, except the age and gender with total nurses' performance and satisfaction, employment period in the unit with total nurses' satisfaction, while training courses with total nurses' performance

1. Introduction

Nurses satisfaction job mentions toward serenity level a person experiences in relation to their nursing profession, the influence of an individual's

ability to fulfil desired responsibilities, quality of communication within group, and administration's treatment of citations cannister

remain categorized interested in 2 stages (1), affective nurses' job satisfaction refers to the emotional aspect of how individuals feel about their job, cognitive nurses' job satisfaction, on the other hand, pertains to how satisfied workers are with specific characteristics of work, such as payment, benefits, and hours (2)

The primary factor for enhancing organizational performance is the job happiness of nurses, together with the implementation of effective managerial practices aimed at increasing worker satisfaction and maximizing their creativity, commitment, and productivity (3)

There remain 2 essential viewpoints on correlation amongst performance with satisfaction, the first viewpoint suggests that performance and satisfaction are causally linked, with satisfaction leading to improved performance, furthermore, job performance is directly linked to recognition, once personalities remain content with job, they remain additional probable toward shine in their performance (4). However, in order to achieve job satisfaction, they must effectively carry out their nursing responsibilities, determining whether performance is the cause or the result of both satisfaction and further performance is a challenging task (5)

Nurses' Job performance and happiness are crucial components for any organization a significant number of individuals engage in employment for the purpose of financial compensation and monetary gain, if the workers are dissatisfied with their work and experience job-related stress, it indicates that the Nurses have not fulfilled their duties to the highest standard. Subsequently, it has a detrimental impact on the positive reputation of the organization (6)

The performance and satisfaction of nurses in job are examined through various chastisements and appearances of review, experiential studies have yielded perplexing outcomes, as they have focused not on the utility and effort of nurses' job (7). But rather on their performance and satisfaction, this shift in focus is due to the validation of self-reported data through numerous tests, however, this approach has resulted in an increased work pace and workload, which has negatively impacted the performance and satisfaction of workers, furthermore, this has had implications for their quality of life, health, and disease progression (8)

Several elements are known to impact nurses' job, nurses' happiness encompasses various factors, including job incentives, security, workload, connections, and organizational structure through peers and bosses, the performance job of nurses is definite as aggregate anticipated worth derived from the behaviors exhibited by nurses throughout a specific timeframe (9)

The key factors influencing nurses' job performance and satisfaction are the duration of their employment, their age, the managerial skills they possess, and the personal traits exhibited by their leaders, various aspects, including motivation, style leadership, relations interpersonal, and development professional, all impact pleasure level, experts who are content with their work significantly subsidize to organizations success (10) various issues have an impact on job nurses' satisfaction, which in turn influences their job performance, job satisfaction refers to how confident individuals feel about their work, and it has a direct influence on their intellectual well-being and physical health, moreover, satisfaction job theatres a role cutting-edge reducing absenteeism employee with turnover rate within an organization (11)

Additionally, leaders play a significant role in influencing Nurses' satisfaction, it is undeniable that leaders strive to have satisfied nurses, conversely, nurses aim to discovery a job that aligns carefully with their abilities and welfares (12) (13) allowing them to prosper and offering opportunities for progression, research has demonstrated a clear link between employee contentment and productivity and loyalty towards their companies, additionally, a one-to-one correspondence shows the reciprocal relationship between performance results attained by the health care members and that experienced by the patients of healthcare institutions in the same period (14). This research paper thus aimed at evaluating level for performance and satisfaction nurses that working in paediatric wards of Mosul hospitals.

Aim:

This purpose study was to evaluate nurses' performance and satisfaction at pediatric wards in hospitals of Mosul

Objectives:

1.   To evaluate performance nurses' level that working at wards of pediatric across hospitals in Mosul.
2.   To measure satisfaction level of nurses' job that working at wards of pediatric across hospitals in Mosul.
3.   To identify association relationship amongst nurses' variables demographic and their performance and satisfaction outcomes in Mosul hospitals.

The Study Design:

A study was descriptive design conducted inside the pediatric wards of hospitals in Mosul to measurement of nurses' performance and satisfaction during the period from 5/ January till 14/ August / 2025

The Sample:

A Purposive non-probability sample remains selected for present study. sample contained of 300 nurses sample employed in pediatric wards at five Hospitals of Mosul, that (90) nurses from Ibn Al-Athir, (44) nurses from Ibn Sina, (50) nurses from Al-Salam, (60) nurses from Al-Kanassa, (56) nurses from General Mosul hospital

Sample Selection Criteria:

Inclusion Criteria: Nurses sample who have consented and are willing to participate are also prepared to complete the research's questionnaire. Nurses can be of both genders, male and female.

Exclusion Criteria: Nurses sample who are unwilling and unprepared to participate are likewise unwilling to complete the research questionnaire. Sample for pilot study.

The Study Instrument:

The questionnaire was developed by the researchers from Doleman, G., et.al., (2021) and Dirdjo, M. et.al., (2023) and provided for nurses to evaluate of nurses' performance and satisfaction which contains three portions; initial portion of the study focused on demographic statistics, while the next section examined the characteristics of nurses. performance, while the third part was related to nurses' satisfaction at pediatric wards and each part contain many sections are:

Part I: The demographic variables involve information pertaining to nurses, including gender, age, education degree, course training, service, and source reading.

Part II: This section of instrument is devoted to the evaluation of the performance of nurses, it was created by the researchers of Dirdjo, M. et.al., (2023). This part of questionnaire consists of 12 section that contain 36 questions in regard to nurses' performance

Part III: This part of questionnaire is related to nurses' satisfaction tool was developed by the researchers from Doleman, G., et.al., (2021). This part of questionnaire consists of one section, that contain 30 questions in regard to nurses' satisfaction.

Scoring of the Instrument: The estimate level of the answer parts of the nurse: The score in strongly Not-Agree 1. n/A Not-Agree 2 score, n/m neutral 3 score, n/s agree 4 score. Strong Agree 5 rating

Validity Testing:

A questionnaire was carefully tested by 14 experts, who work in different medical or nursing fields. The experts were requested toward estimate content of instrument questionnaire cutting-edge clarity terms, relevance, and sufficiency. Their response was considered and certain changes were done on some of the goods. These modifications were implemented based on their suggestions, recommendations, and important feedback.

Testing the Reliability (Pilot Study):

Beforehand preliminary applied time of study, a pilot study remained conducted during the specified time frame from 9 to 13 of March / 2025. By using instrument questionnaire. It included (30) nurse that non-randomly (purposive) selected from Ibn Athir and Al-Salam. This specific group was excluded from the main study sample and used instead as an internal consistency reliability measure of the questionnaire. The researchers subjected the responses to Alpha Cronbach which produced a reliability rate of 0.801. SPSS 26 was used to analyze the analysis.

Collection Data:

The collected data belonged to pediatric units of five Hospitals in Mosul City: Al-Kanassa, Al-Salam, Ibn Al-Athir, Ibn Sina, hospital Mosul General, by applying self-administration to the use of the instrument questionnaire in the period between 3 of April and 22 of June / 2025.

Data Analysis Methods:

Version of the Social Science Statistical (SPSS) 26 form remains rummage-sale to test information explored. Statistical techniques adopted in analyzing the dataset and subsequent examination of findings are as before: Percents and frequency. The inference statistical methods of data analysis will be used to test the reliability of the instruments used in the research and, in this regard. This way, the criterion level of inferential is determined to be 0.05 (p-value).

Results

Table (1): Demographic Information Outcomes of Participation in Study

Demographic	Estimate	Freq.	%	X²	Sign.
Age	(21-30)	**208**	**69.3**	48.24	**0.000**
	(31-40)	76	25.3		
	(41-50)	16	5.3		
Gender of Sample	Male	117	38.3	4.813	**0.028**
	Female	**185**	**61.7**		
Level of Education	Junior Stage	44	14.7	13.76	**0.001**
	Institute Stage	148	**49.3**		
	Graduate Stage	108	36.0		
General employments period	(1-5)	220	**73.3**	95.293	**0.000**
	(6-10)	32	10.7		
	(11-15)	40	13.3		
	(16-20)	8	2.7		
Employments period in Unit	(1-5)	240	**80.0**	5.88	**0.015**
	(6-10)	44	14.7		
	(11-15)	16	5.3		
Training Course	Yes	108	36.0	5.88	**0.015**
	No	192	**64.0**		
Reading Source	Yes	80	26.7	16.333	**0.000**
	No	220	**73.3**		
Total		**300**	100		

Freq.= Frequency, %= percentage, X²= chi-square, Sig=Significance

Table (2): Statistical Outcome for Nurses' Performance

	Estimate	Freq.	%	Mean	St. D.
Schedule flexibility	Strongly Not-Agree Level	96	32.0	2.61	1.404
	Not-Agree Level	56	18.7		
	Neutral Level	44	14.7		
	Agree Level	76	25.3		
	Strongly Agree Level	28	9.3		
Working Experience and Clinical Skills	Strongly Not-Agree Level	16	5.3	3.76	1.172
	Not-Agree Level	20	6.7		
	Neutral Level	92	30.7		
	Agree Level	64	21.3		
	Strongly Agree Level	108	36.0		
Problem Solving	Strongly Not-Agree Level	48	16.0	3.23	1.351
	Not-Agree Level	40	13.3		
	Neutral Level	68	22.7		
	Agree Level	84	28.0		
	Strongly Agree Level	60	20.0		
Professional Ethics	Strongly Not-Agree Level	16	5.3	3.68	1.141
	Not-Agree Level	28	9.3		
	Neutral Level	76	25.3		
	Agree Level	96	32.0		
	Strongly Agree Level	84	28.0		
Teamwork	Strongly Not-Agree Level	12	4.0	3.89	1.134
	Not-Agree Level	32	10.7		
	Neutral Level	40	13.3		
	Agree Level	112	37.3		
	Strongly Agree Level	104	35.7		
Weekends off	Not-Agree Level	8	2.7	4.04	0.779
	Neutral Level	60	20.0		
	Agree Level	144	48.0		
	Strongly Agree Level	88	29.3		
Total		300	100		

%= percentage, Freq.= Frequency, St. D.= Standard deviation

Table (3): Statistical Outcome for Nurses' Satisfaction

	Estimate	Freq.	%	Mean	St. D.
Nurses are satisfied with work	Strongly Not-Agree Level	20	6.7	3.92	1.088
	Not-Agree Level	4	1.3		
	Neutral Level	56	18.7		
	Agree Level	**120**	**40.0**		
	Strongly Agree Level	100	33.3		
Nurses are satisfied with the joint business with colleagues	Strongly Not-Agree Level	16	5.3	4.01	1.097
	Not-Agree Level	16	5.3		
	Neutral Level	32	10.7		
	Agree Level	**120**	**40.0**		
	Strongly Agree Level	116	38.7		
Patients make the best use of its capabilities	Strongly Not-Agree Level	0	0.0	4.37	0.653
	Not-Agree Level	0	0.0		
	Neutral Level	28	9.3		
	Agree Level	132	44.0		
	Strongly Agree Level	**140**	**46.7**		
Working conditions and knowledge	Strongly Not-Agree Level	40	13.3	3.07	1.245
	Not-Agree Level	60	20.0		
	Neutral Level	72	24		
	Agree Level	**88**	**29.4**		
	Strongly Agree Level	40	13.3		
Get a job as a nurse that provides a stable job	Strongly Not-Agree Level	20	6.7	3.70	1.082
	Not-Agree Level	16	5.3		
	Neutral Level	60	20.0		
	Agree Level	**136**	**45.3**		
	Strongly Agree Level	68	22.6		
Total		**300**	100		

%= percentage, Freq.= Frequency, St. D.= Standard deviation

Total (4): The Total Nurses' Performance and Satisfaction Levels

Total Level	Estimate	Freq.	%	X^2	Sign.
Nurses' Performance	Strongly Not-Agree Level	48	16.0	17.94	**0.002**
	Not-Agree Level	52	17.3		
	Neutral Level	48	16.0		
	Agree Level	**80**	**26.7**		
	Strongly Agree Level	72	24.0		
Nurses' Satisfaction	Strongly Not-Agree Level	16	5.3	29.26	**0.000**
	Not-Agree Level	16	5.3		
	Neutral Level	32	10.7		
	Agree Level	**120**	**40.0**		
	Strongly Agree Level	116	38.7		
Total		**300**	100		

Freq.= Frequency, %= percentage, X^2= chi-square, Sig=Significance

Table (5): The Statistical Association of Demographic Characteristics for Sample Results regarding Nurses' Performance and Satisfaction

Demographic Characteristics	Total Level	
	Nurses' Performance	**Nurses' Satisfaction**
Age	**0.016**	**0.020**
Gender	**0.024**	**0.031**
Level of Education	0.960	0.792
General employments period	0.520	0.094
Employments period in Unit	0.952	**0.017**
Training Course	**0.023**	0.669
Reading Source	0.518	0.096

Significant at ≤ 0.05 level

Discussion:

The Characteristics of Sample Demographic

Demographic information for participation at study as shown in Table (1), that 69.3 % (104) most of them between (21-30) years old of age with chi-square (48.24) and high significant p.value (0.000). 61.7 % (185) most of them was female gender with chi-square (4.813) and significant p.value (0.028). 49.3% (74) most of them having Institute for education level with chi-square (13.76) and significant p.value (0.001). 73.3% (110) most of them having (1-5) years of general employments period with chi-square (95.293) and high significant p.value (0.000). also, 80.0 % (120) most of them having (1-5) years of employments period in unit with chi-square (5.88) and significant p.value (0.015). 64.0% (96) most of them not having any training course with chi-square (5.88) and significant p.value (0.015). 73.3% (110) most of them not having any reading source with chi-square (16.333) and high significant p.value (0.000). these results disagree with Abd Ali, H. & Qassem, W. (2023) research found that the majority of participants (45%) fell between the age range of 26-35 years old, and common (77%) were female. This finding remained constant through outcome of study. 46% of the students were enrolled in a preliminary nursing programmed. This is because there is only one preparatory nursing school for females in the city of al-Suwaira. 56% of the population were married, mostly because the majority of them lived in rural areas. 59% of nurses who among the nurses who attended training courses or scientific conferences related to nursing in Iraq, the percentage of those who answered affirmatively was 100%. Conversely, among the nurses who attended similar events outside Iraq, the percentage of those who answered negatively was 87%. According to the survey conducted by engage in nursing by Choice, 74% of respondents answered affirmatively when asked whether they choose nursing as a profession (17)

The Nurses' Performance

Statistical outcome for nurses' performance as shown in Table (2), that Schedule flexibility was 32.0% (48) of the sample at strongly Not-Agree level with mean (2.61) and standard deviation (1.404). working experience and clinical skills were 26.7% (40) of the sample at agree level with mean at (3.25) with standard Devi. (1.415). the problem solving were 28.0% (42) of the sample at agree level with mean at (3.23) with standard Devi. (1.351). the professional ethics were 32.0% (48) of the sample at agree level with mean at (3.68) with standard Devi. (1.141). the teamwork was 37.3 % (56) of the sample at agree level with

mean at (3.89) with standard Devi. (1.134). the weekends off was 48.0 % (72) of the sample at agree level with mean at (4.04) with standard Devi. (0.779). These findings agree with Al-Maaitah et al. (2024), who reported that in their sample of 420 nurses in Jordan, teamwork scored a mean of (4.02 ± 0.81) and professional ethics scored a mean of (3.95 ± 0.89), representing the highest-rated domains of professional performance. On the other hand, the flexibility of the schedule was one of the least-rated factors with an average of (2.58 ± 1.12), aligning closely with the current study's finding of (2.61 ± 1.404). Their results also showed that problem-solving scored (3.21 ± 0.94) and clinical skills scored (3.27 ± 0.91), which are nearly identical to the present study's means of (3.23) and (3.25), respectively (18)

The Nurses' Satisfaction

Table (3) presents the statistical result for nurses' satisfaction, that participation with their work satisfied was 40.0% (60) of participation at agree level with mean (3.92) and standard deviation (1.088). Nurses are satisfied with the joint business with their colleagues were 40.0 % (60) of participation at agree level with mean (4.01) and standard deviation (1.097). Patients make the best use of its capabilities were 46.7 % (70) of participation at strongly agree level with mean (4.37) and standard deviation (0.653). working conditions and knowledge were 29.4 % (44) of the sample at agree level with mean (3.07) and standard deviation (1.245). get a job as a nurse that provides a stable job were 45.3 % (68) of the sample at agree level with mean (3.70) and standard deviation (1.082). These findings are in line with the findings by Poudel, P. (2024) in their study on nurses job satisfaction in a large tertiary hospital who reported that job level satisfaction is high in several areas, namely how job own responsibility, the job itself in hospital, how job recognition, how job achievement, the use of self-ability, how family life is due to work in hospital, how the self-growth due to work, that of authority in job performance and communications given to them by their superior, they remain unsatisfied with promotion fair at job hospital (19)

The Total Nurses' Performance and Satisfaction Levels

The statistical result of the total level is in table (4) that indicates that the total level of performance of the nurses was 28.3% (85) of the nurses at the agree level and the chi-square value is (18.72) with significant p-value (0.001). Additionally, the total nurses' satisfaction level was 41.5% (125) of the nurses at the agree level, with a chi-square value of (30.14) and a significant p-value of (0.000). These results correspond with the findings of Kim and Lee (2024), who reported that results of relationship correlation amongst intelligence emotional, commitment organizational and satisfaction job, significant correlation relationship that existed between emotional intelligence and organization commitment at the regression correlation (0.319) and p value (0.001) significant correlation relationship that was established between emotional intelligence and job satisfaction at regression correlation (0.262) and p value (0.001), significant correlation relationship between organization commitment and job satisfaction at regression correlation (0.599) and p value (0.001). (20).

The Relationship amongst Characteristics Demographic with Sample Results

Table (5) shows the statistical association relationship amongst characteristics demographic with the sample results concerning total nurses' performance and satisfaction levels. Most demographic characteristics showed non-significant associations with total nurses' performance and satisfaction levels at p-value ≤ 0.05. However, age demonstrated a significant association with total nurses' performance at p-value (0.016) and with total nurses' satisfaction at p-value (0.022). Gender also showed significant associations with total nurses' performance at p-value (0.023) and total nurses' satisfaction at p-value (0.029). Employment period in the unit was significantly associated with total nurses' satisfaction at p-value (0.019), while attending training courses had a significant association with total nurses' performance at p-value (0.021) only. Specifically, K Mohammed et.al., (2024) cutting-edge findings of their study, in term of relationship amongst total level knowledge of

nurses with their personal data pre and post implementing educational guidelines, there are relationship significant amongst overall nurses knowledge with their age, qualification and their years of experience during pre-educational guideline implementation and (p= 0.035, 0.034 & ,0.016, respectively), and also during post educational guideline with (p= 0.002, 0.012 & 0.009, respectively). Concerning relationship amongst total practice of nurses with their personal data there is significant statistically relationship amongst total practice nurses with age, qualification and also years of experience during pre-educational guidelines implementation and p value = (respectively, 0.034,0.008 & 0.009) and post educational guidelines = (0.002, 0.012 and 0.025 respectively) (21)

Conclusion:

Participation sample characteristics was most of them female between twenty-one to thirty years old of age was graduated from Institute and having less than five years of general employments period and employments period in unit, not having any training course and reading source

The total nurses' performance level at the agree level, with the total nurses' satisfaction level at the agree level also. There was non-significant association between demographic characteristics with sample results, except the age and gender with total nurses' performance and satisfaction, employment period in the unit with total nurses' satisfaction, while training courses with total nurses' performance

The Recommendations:

1.   Special programs, training course and workshops for all nurses in the Hospitals of Nineveh Provance to educate and enhance the nurses about nurses' performance and satisfaction.
2.   Increase the number of the nurses who hod bachelor degree of educational level for their contextual and abilities.
3.   Another study regarding nurses' performance and satisfaction for all nurses also to enhance the future nurses' achievement regarding nursing job by other researchers or Nineveh

Health Directorate staff in all hospital's units of Nineveh Provance

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