

# Job Satisfaction among Nurses Working at Psychiatric and General Hospitals: A Comparative Study

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## Abstract

**Background:** According to psychologists' strategies, overall job satisfaction is the degree to which an employee is content with his or her employment overall and in all respects. A job's overall satisfaction may be gauged by looking at how satisfied people are with various aspects of their jobs, such as their supervision, pay, responsibilities, and colleagues. **Materials and Methods:** A cross-sectional study was carried out through period from December 2022 to March 2023. The purpose of this study is to assess job satisfaction among nurses working at psychiatric and general hospitals and compare nurses working at psychiatric hospitals and nurses working at general hospitals related to job satisfaction. Non-probability (purposive) sample of (110) psychiatric nurses have been chosen from Al-Rashaad psychiatric hospital and (163) general nurses have been chosen from Al-Imam Al-Sadeq hospital. **Results:** The result showed the finding that majority of the psychiatric nurses (80.0%) are unsatisfied with their job and the vast majority of the nurses working in general hospitals are satisfied with their work. **Conclusion:** The research also concludes that the psychiatric nurses reported lower levels of work satisfaction than general nurses. The study found statistically significant relationship between job satisfaction and age, educational level, marital status and years of experiences.

**Keywords:** Comparative study, general hospitals, job satisfaction, nurses, psychiatric hospitals

## INTRODUCTION

Work has been a common human practice since the beginning of civilization. It is the secret behind social progress. Work, as we see, is a virtue and a necessity; the individual must rely on her/his work to ensure her/his well-being.<sup>[1]</sup> Work provides the individual with the ability to be independent, develop, and, most importantly, find meaning in life. Attaining life satisfaction is a worldwide ambition. A factor in our emotions affecting our level of satisfaction in life is our way of working.<sup>[2]</sup>

Individuals feelings about their employment, both positively and negatively, are called "job satisfaction". Satisfaction is a typical metric along a continuum from a positive situation to a negative one, and it is described as the appropriateness of one's employment. According to psychologists' strategies, overall job satisfaction is the degree to which an employee is content with his or her employment overall and in all respects. A job's overall satisfaction may be gauged by looking at how satisfied

people are with various aspects of their jobs, such as their supervision, pay, responsibilities, and colleagues.<sup>[3]</sup>

In all health systems in the world, nurses and doctors are the two largest groups, with more presence and direct contact with the patient in the emergency department as well as other locations in health institutions. Therefore, it is reasonable for nurses and physicians to have a good relationship that reflects on their performance at work during the providing of mature and integrated health care and other services to achieve positive results.<sup>[4]</sup> A group of research studies confirmed that teamwork among health care personnel has a major role in improving job satisfaction for doctors and nurses and also lead to increasing the rate of recovery in patients.<sup>[5]</sup>

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Nurses constitute the biggest group of health care specialists. Nurses attend to patients with various diseases and work with healthy people or those belonging to risk groups. The contribution of nurses to patients, patient groups, or public health is conditioned by nurses' competence, their work conditions, their independence in making practical decisions, their possibilities to initiate changes, and finally their general satisfaction with their work and profession overall.<sup>[6]</sup> Moreover, nurses can help assess and support a family during a period of high stress.<sup>[7]</sup>

Some of the challenges that nurses face include a lack of encouragement and guidance from superiors and colleagues, poor communication with doctors and other healthcare providers, limited opportunities to carry out their duties, inadequate training, and a lack of experience, no clear separation in job description according to the level of education of nurse (graduated, technical, skilled, and nurse). These are among the stress factors that affect nursing work and good performance.<sup>[8]</sup>

It is essential for healthcare managers and policymakers of private and public healthcare organizations to identify the level of job satisfaction among nurses to plan recruitment and staff retention strategies. Positive job satisfaction is vital, especially for nurses, to enhance nursing care, improve daily practice, increase productivity and enable the delivery of high quality healthcare, as well as to maintain a stable nursing work force.

## MATERIALS AND METHODS

### Research design

A descriptive design, a cross sectional study was utilized to assess job satisfaction among nurses working at psychiatric and general hospitals.

### Study sample and setting

A non-probability (purposive) sample of 110 psychiatric nurses have been chosen from Al-Rashaad psychiatric hospital and 163 general nurses have been chosen from Al-Imam Al-Sadeq hospital according to the Thompson equation to calculate the sample size for more representation for the studied hospitals in the studied sample.<sup>[9]</sup>

### Instrument of the study

Part I: Demographic Data: This part of the questionnaire contains information including, age, gender, educational level, marital status, residency years of experience, duty, and income. Part II: Job Satisfaction Questionnaire: This part consists of a specific questionnaire. English version was adapted from an M.Sc. Psychology thesis by Basson (1994) and used by Ramosdi in his study (factors influencing job satisfaction among healthcare professionals at South Rand Hospital, Johannesburg).<sup>[10]</sup>

The scale was translated to Arabic by experts specialized in the English language. Then simple modifications was done according to our community and it was used by the researcher.

This scale includes (28) items that are used after simple modification to assess the job satisfaction level among psychiatric and general nurses.

5-Point Likert rating scale is used (strongly agree, agree, unsure, disagree, and strongly disagree) to assess job satisfaction. The rating and scoring levels are regarded as (5) for strongly agree, (4) for agree, (3) for unsure, (2) for disagree and (1) for strongly disagree. The mean of scale = (3),  $K = (2)$  due to five levels of measurement (strongly agree, agree, unsure, disagree and, strongly disagree) with two levels of job satisfaction unsatisfied (mean 1-2.9) satisfied (mean 3-5).

### Validity

To improve the content validity of the questionnaire, 14 experts were asked for their suggestions. The experts are from different disciplines who are specialized in their respective, related fields (mental and psychiatric health nursing, community health nursing and pediatric health nursing) [Appendix C]. Those experts have many years of experience in their specialty ranging between 11 and 36 years. Minor changes and modifications were performed on a few items according to the advice and suggestions of the experts in order to reach the proper degree of understanding, clearness, and relevance of the questionnaire. The vast majority of experts accepted that the questionnaire was suitably designed and constructed to measure job satisfaction and job stress. The ultimate draft of the questionnaire has been completed to be most suitable for data collection.

### Reliability of the questionnaire

The consistency and dependability of the study tool were both factors in the questionnaire's reliability to measure the internal consistency of the study variables for both scales. Reliability is based on the use of Cronbach  $\alpha$ . The statistical analysis was performed using the reliability test technique to check internal consistency and to find the concordance between the scale items using the correlation coefficient.

Cronbach's  $\alpha$  result for job satisfaction was (0.76) out of (0.70) which is considered within a satisfactory and acceptance level of internal consistency and Cronbach  $\alpha$  result for job stress was (0.92) out of (0.70) which is considered a high level of internal consistency.<sup>[11]</sup>

### Data collection

The data were gathered between September 10, 2022, and February 2, 2023. After obtaining a consent from hospital administrations, the data was collected using self-report

questionnaire. The researcher met some of the participants in their places of work, whereas he met other participants in the nursing room. The research objectives were explained to them and how to fill out the questionnaire and the participants were also informed that the data would be treated strictly confidential for research purposes only. After that answers were filled by the nurses after obtaining their agreement to participate in the study to maintain the ethical consideration and respect autonomy of the participants. During the process of completion of the questionnaire any difficulties in understanding in items of the questionnaire were explained to participants to ensure obtaining proper answer. It took the average respondent, 15-20 min to complete the whole questionnaire.

### Statistical approach

The data were converted into calculated data, that is, converted into numbers, and it was ensured that there were no missing data. The data of current study were analyzed by using SPSS, version 22 (SPSS, IBM Company, Chicago, IL 60606, USA).

In order to analyze and evaluate the study findings the statistical data analysis methodologies were used as follows.

### Descriptive data analysis

1. Percentage (%) and frequencies (*F*).
2. Mean of scores.
3. Graphs: Bar charts.

### Inferential data analysis

In order to agree or refuse the statistical hypothesis, the inferential data analysis were used as follows:

1. Reliability coefficients: (Cronbach  $\alpha$ ).
2. *T*-test to compare between two studied groups related to variables which studied.
3. Pearson correlation coefficient to test interrelated correlation between domains of the study.
4. Chi-square to exam the association among the variables which studied.

### Ethical approval

The study protocol and the subject information and consent form were reviewed and approved by a local ethics committee and that the No. 2581, date August 1, 2022 to get this approval.

## RESULTS

Table 1 shows that 55.5% of the psychiatric nurses sample were from the age group 21-30 years whereas 65.6% of the general nurses sample were from the same age group; 54.5% of the psychiatric nurses sample included men as well. 51.5% of the general nurses sample were included

men; 33.6% of the psychiatric nurses sample have institute graduates also (35.0%) of the general nurses sample have the same level of education; 58.2% of the psychiatric nurses sample were married as well (60.1%) of the general nurses sample were married too; (89.1%) of the psychiatric nurses sample were from urban residency as well the majority of the participants of the general nurses sample were from urban residency too (84.7%), (50.0%) of the psychiatric nurses sample have (1-5) years whereas (55.2%) of the general nurses sample have (1-5) years too, (72.7%) of the psychiatric nurses sample their duty was morning duty as well (68.1%) of the general nurses sample their duty was morning duty too, (48.2%) of the psychiatric nurses sample have insufficient income as well (47.9%) of the general nurses sample nurses have insufficient income too.

Table 2 shows that most of the psychiatric nurses (80%) were unsatisfied at mean and standard deviation ( $2.21 \pm .395$ ), whereas most of the general nurses (90.8%) were satisfied at mean and standard deviation ( $3.15 \pm .518$ ).

This table shows that a highly significant differences among both groups at *P*-value (0.001) which less than (0.01).

From Table 4, it can be inferred that the job satisfaction is statistically significant with age at *P* value (.039) which less than (0.05). The table also indicates that the job satisfaction is statistically significant with educational level at *P* value (.031) which less than (0.05). The table also shows that job satisfaction was significantly related to marital status at *P* value (.049) which less than (0.05), whereas the table shows that there was no significant relationship between job satisfaction and gender, residency, years of experience, duty, and income. Regarding to association between socio-demographic characteristics and job satisfaction for general nurses this table shows that the job satisfaction is statistically significant with age at *P* value (.013) which less than (0.05). The table also indicates that the job satisfaction is statistically highly significant with educational level at *P* value (.003) which less than (0.01). This table indicates that job satisfaction is significantly related to years of experience at *P* value (.024) which less than (0.05), whereas the table shows that there was no significant relationship between job satisfaction and gender, marital status, residency, duty, and income.

## DISCUSSION

A similarity can be seen in many of the socio-demographic variables in both groups as the data were collected in the same region and from the same professionals [Table 1].

Regarding age the study result shows that more than half of the psychiatric and general nurses sample were from the age group (21-30) years. This result is logical due to the wide demand for health professions in general, especially the nursing profession, as well as the large

**Table 1: Socio-demographic characteristics of the study sample**

Demographic characteristics	Rating and intervals	Psychiatric nurses	General nurses	Frequency	%
		Frequency	%		
Age (years)	21-30	61	55.5	107	65.6
	31-40	31	28.2	36	22
	41-50	15	13.6	16	9.9
	51-up	3	2.7	4	2.5
	M ± Std	31.75 ± 8.026	29.81 ± 7.085		
	Total	110	100%	163	100%
Gender	Male	60	54.5	84	51.5
	Female	50	45.5	79	48.5
	Total	110	100%	163	100%
Educational level	Secondary school graduate	34	30.9	47	28.8
	Institute graduate	37	33.6	57	35.0
	Bachelor graduate	35	31.8	54	33.1
	Postgraduate	4	3.6	5	3.1
	Total	110	100%	163	100%
Marital status	Single	37	33.7	55	33.7
	Married	64	58.2	98	60.1
	Divorce	7	6.3	8	5.0
	Widower	2	1.8	2	1.2
	Total	110	100%	163	100%
Residency	Urban	98	89.1	138	84.7
	Rural	12	10.9	25	15.3
	Total	110	100%	163	100%
Years of experience	1-5	58	52.7	90	55.2
	6-10	19	17.3	34	20.9
	11-15	16	14.6	19	11.7
	16-20	10	9.1	8	4.9
	21-25 and up	7	6.3	12	7.4
	M ± Std	8.47 ± 6.963	7.31 ± 6.856		
	Total	110	100%	163	100%
Duty	Morning shift	80	72.7	111	68.1
	Night shift	30	27.3	52	31.9
	Total	110	100%	163	100%
Income	Insufficient income	53	48.2	78	47.9
	Barely income	43	39.1	69	42.3
	Sufficient income	14	12.7	16	9.8
	Total	110	100%	163	100%

M: mean, Std: standard deviation, %: percentage

**Table 2: Overall assessment for job satisfaction**

Groups	Rating	F	%	M.S	SD	Ass
Psychiatric nurses	Unsatisfied	88	80.0	2.21	.395	Unsatisfied
	Satisfied	22	20.0			
	Total	110	100.0			
General nurses	Unsatisfied	15	9.2	3.15	.518	Satisfied
	Satisfied	148	90.8			
	Total	163	100.0			

F: frequency, %: percentage, M: mean, Std: standard deviation, Ass: assessment, mean of scale = (3), K = (2), unsatisfied = (1-2.9), satisfied = (3-5)

number of graduates of nursing colleges and institutes in the past few years. This result is similar to the study

carried out by Ghazi Baker and Dhafer Alshehri.<sup>[12]</sup> 53.5% of the participants in this study were from age group (20-30) years. Regarding gender the research found that more than half of the mental nurses sample and general nurses sample were men. This ratio represents the actual male-female nurse ratio in Iraqi health institutions and is almost balanced, because currently, the demand for the nursing profession is wide for both genders, unlike what it was in the past, when there was a lack of staff, especially female staff, but at the present time, and after the preference in educational institutions for female staff was more than men. This has been resolved the disparity between males and female staff. This result is similar to the study that was carried out by Ameen and Faraj,<sup>[13]</sup> in

**Table 3: Comparison between the mean score of both groups (psychiatric and general nurses) regarding to job satisfaction**

Independent sample T-test								
Groups	No.	Min	Max	M	Std.	Std. E	P-value	Assessment
Psychiatric nurses	110	33	89	59.50	10.747	1.025	0.001	HS
General nurses	163	56	129	88.56	14.529	1.138		

No: number of study sample, Min: minimum, Max: maximum, M: mean, Std: standard deviation, Std. E: standard error, P-value: probability value, HS: highly significant

**Table 4: Association between socio-demographic characteristics and job satisfaction for both groups (psychiatric and general nurses)**

Socio-demographic characteristics	Psychiatric nurses				General nurses			
	$\chi^2$	d.f	P-value	Ass	$\chi^2$	d.f	P-value	Ass
Age	3.379	6	.039	S	16.064	6	.013	S
Gender	.939	1	.333	N.S	2.875	1	.090	N.S
Educational level	10.656	4	.031	S	.678	4	.003	H.S
Marital status	.678	3	.049	S	2.341	3	.505	N.S
Residency	.009	1	.923	N.S	.935	1	.333	N.S
Years of experience	26.696	6	.223	N.S	36.924	6	.024	S
Duty	2.865	1	.091	N.S	.898	1	.343	N.S
Income	.074	2	.964	N.S	2.783	2	.249	N.S

P-value: probability value, d.f.: degree of freedom,  $\chi^2$ : chi-square value, Ass: assessment, s: significant, NS: no significant, HS: highly significant

that the male gender of participants in this study was 52%. Regarding the level of education, approximately one-third of both the psychiatric nurses and the general nurses in the study sample had an institute graduate. This percentage is considered realistic in Iraqi health institutions, unlike in the past, when most nurses were secondary graduates with regard to the educational level, because at the present time there are many institutes in the Ministry of Health and the Ministry of Higher Education, and this provided the opportunity for nurses who secondary graduate to complete the study of institute. Regarding marital status the findings of the study indicate that more than half of the psychiatric nurses sample and general nurses sample were married. This result is similar to the study carried out by Ghazi Baker and Dhafer Alshehri.<sup>[12]</sup> 59.6% of the study sample in this study were married. Regarding residency, most of the surveyed group of psychiatric nurses identified as urban residency as well as majority of the general nurses sample were from urban residency too. This result is expected and logical, because the hospitals in which the study was conducted were in the city center, and most of the employees of those hospitals are residents of the urban locality. This result is similar to the study carried out by Gulavani and Shinde,<sup>[14]</sup> who found that more than 80% of respondents belong to urban areas. Regarding years of experience the research found more than half of the psychiatric nurses and general nurses in the sample had between one and five years of experience. These finding is similar to the study carried out by Gulavani and Shinde<sup>[14]</sup> 51% of the participants in this study were having below 5 years of experience. Regarding duty, the table shows that more than two thirds of the psychiatric

nurses sample their duty was morning duty as well more than two thirds of the general nurses sample their duty was morning duty too. This result is expected because the morning staff in Iraqi health institutions is more than the night staff. This result is similar to the study carried out by Hrefish and AL-Hadrawi,<sup>[15]</sup> 81.7% of respondents in this study mentioned their duty was morning duty. According to the income, the table also shows less than half of the psychiatric nurses sample had insufficient income as well less than half of the general nurses sample had insufficient income too. This is likely due to the economic problems in the country, as well as the low salaries of workers in the Ministry of Health compared to other ministries.

In Table 2, the findings show that majority of the psychiatric nurses (80.0%) were unsatisfied with their job and 20.0% were satisfied with their job. This result agrees with the research performed by Andrioti *et al.*<sup>[16]</sup> They found that the psychiatric nurses seemed generally not satisfied with their work. While the result disagrees with the study carried out by Ameen and Faraj.<sup>[13]</sup> They found that the mental health nurses are moderately satisfied within their workplace.

Table 2 also shows that the vast majority of the nurses working in general hospitals are satisfied with their work and (9.2%) are unsatisfied with their job. This result is similar to result in the study was carried out by AbuRuz.<sup>[17]</sup> The result was that the Jordanian nurses were moderately satisfied. This result agrees with the study carried out by Michael.<sup>[18]</sup> He found the overall job satisfaction level of the nurses was satisfactory. Fourteen percent of the nurses were highly satisfied, 83% were satisfied, and only 3% were dissatisfied.

Table 3 indicates that a highly significant differences among both groups at  $P$  value (0.001) which less than (0.01). Whereas, psychiatric nurses reported lower levels of work satisfaction than general nurses. The reason for this may be the nature of psychiatric nursing work with psychiatric patients and the difficulty of dealing with them, because the psychiatric patient may be easily irritated and may be violent with the nursing staff whereas nurses in general hospitals may not suffer from these things. These results agree with the result of the research performed by Gursoy *et al.*<sup>[19]</sup> They found that the psychiatric nurses have the lowest level of job satisfaction compared to others departments. The result disagrees with the result of the study carried out by Sidra.<sup>[20]</sup> who found in his study the work satisfaction of medical nurses was much lower than that of mental health nurses. This discrepancy in the results may be due to the difference in the environment and services available in the institutions, as well as the difference in the culture of the society that nurses deal with.

Table 4 shows that the job satisfaction is statistically significant with age. Our study findings agree with the findings of the research performed by Assiry *et al.*<sup>[2]</sup> They found a significant association between age and job satisfaction. The table also indicates that the job satisfaction for psychiatric nurses is statistically significant with educational level, and the table also indicates that the job satisfaction for general nurses is statistically highly significant with educational level. This result agrees with the result of the research performed by Andrioti *et al.*<sup>[6]</sup> They found a statistically significant influence between satisfaction and level of education. The table also shows that there was a significant relationship between job satisfaction and marital status of psychiatric nurses, and the table illustrates that job satisfaction is significantly related to years of experience of general nurses. The result is related to association between socio-demographic characteristics and job satisfaction for both groups (psychiatric and general nurses) disagree with the result of the study carried out by Gulavani and Shinde.<sup>[14]</sup> The researchers found that age, sex, professional education, marital status, and years of experience were not significantly related to occupational stress or work satisfaction.

## CONCLUSION

The research concludes that majority of the psychiatric nurses (80.0%) were unsatisfied with their job and the vast majority of the nurses working in general hospitals are satisfied with their work. The research also concludes that the psychiatric nurses reported lower levels of work satisfaction than general nurses. The study found

statistically significant relation between job stress and age, educational level, marital status, and years of experiences.

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## Conflicts of interest

There are no conflicts of interest.

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