

Levels of Satisfaction, Efficiency, Sociability, Mental Health and Interpersonal Relations Among Female Nurses

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ABSTRACT

Nurses are the largest occupational group in the healthcare system across the world. They are around 29.8 million as of 2023 according to the 'State of the World's Nursing 2025 Report' by World Health Organization. Nursing is a demanding profession that requires not only clinical competence but also psychological resilience and effective social functioning. Several factors contribute to the overall professional effectiveness and Psychological well-being of nurses, among which satisfaction, efficiency, sociability, mental health, and interpersonal relations are particularly important. These factors are interrelated and significantly influence nurses' performance, quality of patient care, and organizational outcomes. The present study aimed at assessing the levels of mental health, efficiency, sociability, interpersonal relations and satisfaction among female nurses. Data were collected from 300 female nurses who are working in different private hospitals in Kerala, India. The Psychological wellbeing scale was used to collect the data. Descriptive statistics was used. The result indicated that only 30 -40% of nurses are having satisfaction, efficiency, sociability, mental health and interpersonal relationships, The findings indicate that one third of the nursing samples are in need of intervention.

Keywords: Nurses, satisfaction, efficiency, sociability, mental health and interpersonal relations.

Introduction

The mental health of healthcare professionals, especially nurses, is a critical determinant of quality patient care, workforce productivity, and organizational effectiveness. Nurses are frequently exposed to heavy workloads, emotional strain, demanding work environments and occupational stressors that may adversely affect their wellbeing. According

to the World Health Organization and International Labour Organization (2022), promoting mental health in the workplace is important for improving employee wellbeing, reducing job burnout, enhancing job performance, and ensuring effective healthcare services. Therefore, protecting and promoting nurses' mental health is fundamental not only for their personal wellbeing but also for the overall functioning of healthcare systems. WHO estimates that approximately 12 billion working days are lost every year globally due to depression and anxiety, resulting in significant economic and social costs. The organization emphasizes that creating healthy and supportive work environments is essential for protecting workers' mental health and wellbeing (World Health Organization, 2022). Nursing is a demanding profession that requires not only clinical competence but also psychological resilience and effective social functioning. Several factors contribute to the overall professional effectiveness and Psychological well-being of nurses, among which satisfaction, efficiency, sociability, mental health, and interpersonal relations are particularly important. These factors are interrelated and significantly influence nurses' performance, quality of patient care, and organizational outcomes. So the present study is aimed at conducting a survey among nurses to know their levels of satisfaction, efficiency, sociability, mental health and interpersonal relations.

Satisfaction among nurses ranges from low to moderate levels across different countries as indicated by different studies like Sharma et al. (2023) who reported that 58.8% of Indian nurses experienced moderate job satisfaction. Similarly, Kagan et al. (2021) found that nearly two-thirds of nurses reported moderate to high job satisfaction, while Medeni et al. (2025) observed moderate levels of satisfaction among Turkish nurses. Research consistently demonstrates that excessive workload, burnout, staffing shortages, and long working hours are associated with lower levels of satisfaction; whereas supportive work environments, effective leadership, emotional intelligence, social support, and professional recognition contribute positively to nurses' satisfaction.

Efficiency among nurses is a critical component of healthcare quality, reflecting the ability to utilize available resources, time, knowledge, and skills effectively to deliver safe and patient-centered care. Recent studies suggest that nurses who work in supportive and empowering environments demonstrate higher levels of efficiency and better patient outcomes. For example, Havaei, MacPhee, and Dahinten (2016) found that favorable nursing care delivery models and positive work environments were associated with improved quality and

safety outcomes, indicating greater nursing effectiveness and efficiency. Similarly, Aiken et al. (2018) reported that adequate nurse staffing and supportive practice environments contributed to better patient outcomes and enhanced nursing performance. Studies have also highlighted the role of professional competence and self-efficacy in improving nurses' efficiency, as nurses who possess greater confidence in their clinical abilities tend to perform their responsibilities more effectively and make better clinical decisions (Hermansson et al., 2024). Leadership support, professional autonomy, and opportunities for continuing education have been identified as important determinants of efficient nursing practice (Kim et al., 2024). Conversely, excessive workload, burnout, occupational stress, and inadequate staffing have been shown to impair nurses' efficiency by reducing concentration, increasing fatigue, and compromising the quality of care delivered (Khamisa et al., 2015; Dall'Ora et al., 2015). The literature indicates that nursing efficiency is a multifaceted construct influenced by individual, professional, and organizational factors. Enhancing nurses' efficiency requires supportive work environments, adequate resources, professional development opportunities, and interventions aimed at promoting psychological wellbeing and reducing occupational stress. Improved nursing efficiency ultimately contributes to higher quality patient care, greater healthcare effectiveness, and improved organizational outcomes.

Sociability among nurses refers to their ability to establish and maintain positive interpersonal relationships, communicate effectively, collaborate with colleagues, and develop supportive social networks within healthcare settings. It plays a vital role in enhancing teamwork, professional wellbeing, patient care quality, and organizational effectiveness. Studies indicate that nurses who experience greater social support, workplace social capital, and positive interpersonal relationships demonstrate higher levels of job satisfaction, wellbeing, engagement, and professional commitment. Xu and Stark (2021) highlighted that workplace social capital, characterized by trust, reciprocity, collaboration, and supportive professional relationships, is a significant resource for improving nurses' outcomes, patient outcomes, and organizational effectiveness. Yun et al. (2024) found that social support was a significant predictor of job embeddedness among clinical nurses, suggesting that supportive workplace relationships enhance nurses' commitment to their organizations. Zheng et al. (2024) reported that organizational support and positive professional relationships contribute significantly to nurses' professional wellbeing and quality of work life. Ma et al. (2024)

demonstrated that perceived social support positively influences nurses' psychological resources and work performance, highlighting the protective role of social connectedness in demanding healthcare environments. Amrita and Chaudhary (2024) found that nurses generally maintained positive interpersonal relationships with colleagues, supervisors, subordinates, patients, and attendants, and that trust, communication, and mutual support were important features of effective workplace interactions. Collectively, these studies suggest that sociability is a critical component of nursing practice that promotes psychological wellbeing, job satisfaction, organizational commitment, and effective patient care.

Mental health is a fundamental component of nurses' overall wellbeing and professional functioning. Recent studies indicate that mental health problems such as anxiety, depression, stress, psychological distress, and burnout are highly prevalent among nurses worldwide. Chen et al. (2022) found that occupational stress was significantly associated with poorer mental health among psychiatric nurses, while psychological resilience served as an important protective factor. Similarly, Marthoenis et al. (2021) reported high levels of mental distress among nurses working in a COVID-19 referral hospital, highlighting the psychological burden experienced by frontline healthcare professionals. Ohue et al. (2023) observed that psychosocial factors, including workplace stress and social support, significantly influenced the mental health status of nurses caring for COVID-19 patients in Japan. Maharaj et al. (2019) demonstrated that a substantial proportion of nurses experienced symptoms of depression, anxiety, and stress, emphasizing the widespread nature of psychological distress within the profession. Yuan et al. (2024) reported that nurses with poorer professional quality of life experienced lower life satisfaction and higher turnover intentions, underscoring the importance of mental health for both individual wellbeing and workforce stability. These studies indicate that mental health problems are common among nurses and can adversely affect job performance, patient safety, job satisfaction, and retention.

Interpersonal Relations are a significant determinant of nurses' professional effectiveness and wellbeing. Positive interpersonal relationships characterized by trust, communication, cooperation, and mutual respect have been associated with improved teamwork, job satisfaction, and patient care outcomes (Amrita & Chaudhary, 2024; George & Joseph, 2022). Effective interpersonal communication is particularly important in culturally diverse healthcare settings, where nurses must establish therapeutic relationships with patients

from varied backgrounds (Larsen et al., 2021). supportive workplace relationships have been shown to enhance nurses' psychological wellbeing and professional satisfaction (Nair & Thomas, 2023).

These five domains of psychological wellbeing are closely interconnected. Nurses who experience good mental health are more likely to be satisfied with their jobs, maintain positive interpersonal relationships, exhibit greater sociability, and perform their duties efficiently. Similarly, positive workplace relationships and job satisfaction can contribute to improved mental health and professional effectiveness.

In the current healthcare environment, characterized by increasing patient demands, technological advancements, workforce shortages, and evolving healthcare challenges, it is essential to assess the present status of these factors among nurses. Conducting a survey will provide valuable empirical data regarding nurses' levels of satisfaction, efficiency, sociability, mental health, and interpersonal relations. Such information will help identify strengths and areas requiring intervention, facilitate the development of evidence-based support programs, and guide administrators and policymakers in creating healthier and more productive work environments. Ultimately, understanding the current status of these variables is essential for promoting nurses' well-being, enhancing professional performance, and ensuring high-quality patient care. Therefore, a comprehensive survey among nurses is conducted to evaluate these important domains of psychological wellbeing and generate baseline data for future interventions, policy formulation, and professional development initiatives.

MATERIALS AND METHODS

The aim of the study was to know the levels of five domains of psychological wellbeing namely- satisfaction, efficiency, sociability, mental health and interpersonal relations among female nurses who are working in private hospitals. Institutional ethics committee clearance was taken from Lincoln University College, Malaysia for conducting this study. Permission was also sought from the private hospitals. Individual consent was obtained from the nurses. 300 hundred female nurses from five different hospitals were selected for the study. Their age range was between 21-40. Random sampling was used. Nurses with psychiatric treatment history was excluded. Psychological wellbeing scale was administered. It was

developed by Sisodhia and Chaudhary in 2012 and its test-retest reliability is 0.87 and the validity of the scale is 0.94. In the present study, the scores of five sub domains of psychological wellbeing are assessed.

RESULTS AND DISCUSSION

1 Satisfaction

The following table 1 shows the result obtained for the subdomain- Satisfaction. Among the sample 3.7 % scored extremely high satisfaction, 14% scored high level of satisfaction and 17% scored above average level of satisfaction. Average or moderate level of satisfaction is obtained for 22.7% of the sample. Rest of the sample scored below average level of satisfaction viz., 19.3% scored below average, 16.7% scored low level and 6.7% scored extremely low levels of satisfaction

Table 1: Levels of satisfaction among nurses

Grade	Frequency	Percent	Overall Percentage
Extremely High	11	3.7	
High	42	14.0	35
Above Average	51	17.0	
Average/Moderate	68	22.7	23
Below Average	58	19.3	
Low	50	16.7	42
Extremely Low	20	6.7	
Total	300	100.0	100

Among the sample 35% scored above average level of satisfaction, while 23% of the sample scored average level of satisfaction and 42% of the sample scored below average level of satisfaction. Although the largest proportion of nurses experienced high satisfaction, the substantial percentage with low satisfaction suggests that many nurses continue to face challenges related to workload, working conditions, professional recognition, and

organizational support. These findings are consistent with previous studies that identified varying levels of job satisfaction among nurses and emphasized its importance for retention, motivation, and quality patient care. The coexistence of high and low satisfaction levels indicates disparities in workplace experiences among nurses.

2. Efficiency

The second subdomain of psychological wellbeing is efficiency. The following table 2 shows the result obtained for the subdomain- Efficiency. Among the sample 3.3 % scored extremely high efficiency, 14.7% scored high level of efficiency and 15% scored above average level of efficiency. Average or moderate level of efficiency is obtained for 28.7% of the sample. Rest of the sample scored below average level of efficiency viz., 14.3% scored below average, 16% scored low level and 8% scored extremely low levels of efficiency.

Table 2: Levels of efficiency among nurses.

Grade	Frequency	Percent	Overall Percentage
Extremely High	10	3.3	
High	44	14.7	33
Above Average	45	15.0	
Average/Moderate	86	28.7	29
Below Average	43	14.3	
Low	48	16.0	38
Extremely Low	24	8.0	
Total	300	100.0	100

Among the sample 33% scored above average levels of efficiency, while 29% of the sample scored average level of efficiency and 42% of the sample scored below average levels of efficiency. This finding suggests that while many nurses are capable of performing their duties effectively, a considerable proportion may be affected by factors such as work pressure,

inadequate resources, fatigue, and psychological stress. The literature reviewed highlighted that efficiency in nursing is closely associated with professional competence, workplace support, and psychological well-being. Therefore, the presence of a sizeable low-efficiency group warrants attention from healthcare administrators.

3. Sociability

The third subdomain of psychological wellbeing is sociability. The following table 3 shows the result obtained for the subdomain- sociability. Among the sample 4.3 % scored extremely high sociability, 13% scored high level of sociability and 16.7% scored above average level of sociability. Average or moderate level of sociability is obtained for 28.7% of the sample. Rest of the sample scored below average level of sociability viz., 17% scored below average, 14% scored low level and 6.3% scored extremely low levels of sociability.

Table 3: Levels of sociability among nurses

Grade	Frequency	Percent	Overall Percentage
Extremely High	13	4.3	
High	39	13.0	34
Above Average	50	16.7	
Average/Moderate	86	28.7	29
Below Average	51	17.0	
Low	42	14.0	37
Extremely Low	19	6.3	
Total	300	100.0	100

Among the sample 34% scored above average levels of sociability, while 29% of the sample scored average level of sociability and 37% of the sample scored below average levels of sociability. Recent studies reviewed in the literature emphasized the importance of sociability, social support, and workplace social capital in promoting nurses' well-being, job satisfaction, and professional effectiveness. Studies by Amrita and Chaudhary (2024), Xu and Stark (2021), Yun et al. (2024), Zheng et al. (2024), and Ma et al. (2024) highlighted the positive influence of social connectedness and supportive professional relationships on nursing outcomes. The present findings indicate that although many nurses possess good social interaction skills, a

substantial proportion may experience difficulties in establishing supportive social networks within the workplace.

4. Mental Health

The fourth subdomain of psychological wellbeing is mental health. The following table 4 shows the result obtained for the subdomain- mental health. Among the sample 4 % scored extremely high mental health, 14% scored high level of mental health and 17% scored above average level of mental health. Average or moderate level of mental health is obtained for 27.7% of the sample. Rest of the sample scored below average level of mental health viz., 14% scored below average, 15.7% scored low level and 7.7% scored extremely low levels of mental health.

Table 4: Levels of mental health among nurses

Grade	Frequency	Percent	Overall Percentage
Extremely High	12	4.0	
High	42	14.0	35
Above Average	51	17.0	
Average/Moderate	83	27.7	28
Below Average	42	14.0	
Low	47	15.7	37
Extremely Low	23	7.7	
Total	300	100.0	100

Among the sample 35% scored above average levels of mental health, while 28% of the sample scored average level of mental health and 37% of the sample scored below average levels of mental health. This finding aligns with recent literature demonstrating the high prevalence of psychological distress, anxiety, depression, stress, and burnout among nurses. Studies reviewed by Chen et al. (2022), Marthoenis et al. (2021), Ohue et al. (2023), and Yuan et al. (2024) reported that nurses frequently experience mental health challenges due to demanding work environments and occupational stressors. The nearly equal distribution

between good and poor mental health observed in the present study suggests that mental health remains a critical concern requiring systematic interventions and support services.

5 Interpersonal Relations

The fourth subdomain of psychological wellbeing is Interpersonal relation. The following table 5 shows the result obtained for the subdomain- interpersonal relations. Among the sample 5.3% scored extremely high interpersonal relations, 12.3% scored high level of interpersonal relations and 20.3% scored above average level of interpersonal relations. Average or moderate level of interpersonal relation is obtained for 24.7% of the sample. Rest of the sample scored below average level of interpersonal relations viz., 13.7% scored below average, 16% scored low level and 7.7% scored extremely low levels of interpersonal relations.

Table 5: Levels of interpersonal relation among nurses

Grade	Frequency	Percent	Overall Percentage
Extremely High	16	5.3	
High	37	12.3	38
Above Average	61	20.3	
Average/Moderate	74	24.7	25
Below Average	41	13.7	
Low	48	16.0	37
Extremely Low	23	7.7	
Total	300	100.0	100

Among the sample 38% scored above average levels of interpersonal relations, while 25% of the sample scored average level of interpersonal relations and 37% of the sample scored below average levels of interpersonal relations. This indicates considerable variability in nurses' ability to establish and maintain effective relationships with colleagues, patients, and other healthcare professionals. The literature consistently emphasizes that positive interpersonal relationships enhance teamwork, communication, job satisfaction, and patient

outcomes. Therefore, the relatively high proportion of nurses with poor interpersonal relations may adversely affect collaborative practice and healthcare delivery.

CONCLUSION

The findings in the present study suggest that nurses exhibit both strengths and vulnerabilities across the five domains. Although the highest percentages were observed in the positive categories of satisfaction, efficiency, sociability, and mental health, the differences between positive and negative categories were relatively small. This pattern supports the literature indicating that contemporary nursing professionals function within increasingly demanding environments that can both foster professional growth and contribute to psychosocial difficulties. The findings underscore the need for interventions aimed at enhancing mental health, strengthening interpersonal and social skills, improving workplace support systems, and promoting overall professional well-being among nurses. Such measures may contribute to higher satisfaction, greater efficiency, improved interpersonal functioning, and ultimately better patient care outcomes.

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