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# Public vs. Private Hospitals in Yemen: Job Satisfaction Differences Among Nurses and Pharmacists

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## Public vs. Private Hospitals in Yemen: Job Satisfaction Differences Among Nurses and Pharmacists

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### Abstract

Back ground and objectives: The Nursing and Pharmacy profession complement each other as well as Nursing work requires effort, hardship, dedication and the same pharmacy, so we discussed the job satisfaction of these two professions.

Aim of this Study: To assess the opinion of the Nurses and the Pharmacists about their Satisfaction with the job in (GH), (PH) and compare between them for the purpose of developing institutional work in Hospitals.

Method: This study was conducted on the practitioners of Nursing and Pharmacy in each of the Hospitals in the city of Al-Mukalla such as Ibsina, Universal Hospital, Hospital of Mukalla for Motherhood and Childhood and Private such as hadramout Hospital, al rayan Hospital and Al bourg Hospitals. The method of selection of the study was random as the data were collected by a questionnaire that was filled by the (N, P) and pharmacists themselves. The data were analyzed and the results were extracted.

Result: Of the 315 (N, P), 216 were Nurses and Pharmacists from Governmental Hospitals and 99 from private hospitals. The results showed that the Gene ral Satisfaction of (N, P) was higher in Private Hospitals than in Governmental Hospitals at the value (79.8) of mean score.

The results showed that there were statistically significant differences between (GH) and (PH) In the satisfaction of (N, P) at the value of ( $P=0.00$ ). Conclusion: Nurses and Pharmacists in (PH) were more Satisfied than those who were in (GH). Recommendation: The need to develop a comprehensive study including a large sample in order to improve job Satisfaction in (GH) and (PH).

**Keywords:** job Satisfaction, Nurses, Pharmacists, Private Hospitals, Governmental Hospitals, Yemen.

## Introduction

Job Satisfaction has gained the attention of many business administration researchers and writers. Hoppock is one of the pioneers in the research of job satisfaction field. Hoppock defined job satisfaction as any combination of psychological and environmental circumstances that cause a person truthfully to say I am satisfied with my job. Locke and Porter, on the other hand, defined it as the difference of perception in which an employee has regarding what is expected and obtained from the job, and what is already gained from it. The quality of provided services is affected by the job satisfaction. Thus, many new concepts have come to exist in the world of global health organizations which care about the quality of services provided. Workers in hospitals are considered an organization of its own since they play an important role for individuals, considering how related their quality service to people's lives. So, the job satisfaction of those workers shall be concerned about and taken as a crucial factor in the quality of provided health services. Nurse job satisfaction has been linked to performance and to providing quality nursing care. The nurses have a relation with a pharmacy in dealing with administration of medication and have strong relation with pharmacists so This study will investigate the level of satisfaction among private and governmental hospitals of (N, P) and the aspects with which they are satisfied or dissatisfied. The importance of theoretical research through the examination of books and studies that dealt with job satisfaction and its impact on health service, research and study with the aim of filling out scientific research to assist researchers and interested in this field. The scientific importance of this research is reflected in the role played by job satisfaction in improving the works environment in the light of its findings and recommendations. It is hoped that Yemeni hospitals will benefit in particular as the focus of this research. And the recommendations of the research. This research seeks to clarify the importance of job satisfaction and its effect on the works of hospitals, improvement and development of feelings of workers, and to identify the strengths and weaknesses in the level of job satisfaction, as well as to meet the shortcomings and negligence resulting from the lack of human resources.

## Methodology

Study design: The study design was a cross-sectional analytical study on the practioners Nurses and Pharmacists during the period from (April to

August) 2017 aimed to identify Nurses and Pharmacists satisfactions toward their work in Governmental and Private Hospitals in Al-Mukalla City, Yemen. Study area: The study was conducted at all Governmental and Private Hospitals in AlMukalla city the capital of Hadramout governorate, Yemen. There are six Hospitals; 3 Governmental and 3 Private Hospitals. Study population: The study Population was all Nurses and Pharmacists in Private and Governmental Hospitals in Al-Mukalla city during the period from (April to August) 2017. (Total Number of N. Pwas315). The list of all (N, P) was obtained from Hospitals administrator.

Sample size: The sample size required 303 Nurses and Pharmacists. to increases the sample size we added 5% (15) so, the sample size will be increased to (318) Nurses and Pharmacists. Sampling Method: The sample was selected random sampling method, we determined the Total number of Nurses and Pharmacists working in Governmental and Private Hospitals in Al-Mukalla city. The hospitals are:

- 1- IbnSina General Hospital (ISGH).
- 2- Universal Hospital (UH).
- 3- Hospital of Mukalla For Motherhood and Childhood (HMMC).
- 4- Al-Rayan Specialist Hospital (RSH).
- 5- Al-Bourg Hospital (AH).
- 6- Hadhramout Hospital (H.H) the Total number of Nurses are (442) and Pharmacists are (88) in all Hospitals in Al-Mukalla city. Then the sample size (318) was distributed proportionally among the six Hospitals as shown in Table1.

**Table (1)**

***Distribution of the sample size among the hospitals***

Name of Hospital	Number of (N, P)	Percentage	Sample size
IbnSina General Hospital (ISGH))	166	31 %	99
Hospital of Mukalla For Motherhood and Childhood (HMMC)	96	1 8%	57
Universal Hospital (UH)	75	1 4%	45
Al-Bourg Hospital (AH)	75	1 4%	45
Hadhramout Hospital (H.H)	67	1 3%	41
Al-Rayan Specialist Hospital (RSH)	51	1 0%	31
Total	530	100%	318

Data collection methods & tools: The data have been collected by face-to-face interviews using questionnaire designed by researcher. The questionnaire was divided into three parts as the following:

Section I: Personal data of participants (name not included) like gender, age, material status, Qualification, specialist, current position, experience, type of hospital. Section II: contains the Nurses and Pharmacists Satisfaction Aspects. These Aspects includes in 5 dimensions, which are Relation between supervisor and worker, Job security, Salary, Promotions and Environmental circumstances. The Nurses and Pharmacists' Satisfaction was measured with the construction of the five-point Likert scale which identified the different level of Nurses and Pharmacists' satisfaction. Section III: One Open question about suggestions to improve Nurses and Pharmacists' Satisfaction. Pilot of study (pre-test): The pre - testing questionnaire was conducted among 15 Nurses And Pharmacists who voluntarily and randomly selected from selected Hospitals. The sample of Nurses and Pharmacists used in this pre-test was not included in this study. The questionnaire was pre-tested to determine the length of interview, question sequence, the identification of difficult words and consistency of answers to the "check" questions and the time. During the pre-test a few difficult words in some questions were found. Data Analysis: Data was checked for completeness, coded then entered into a computer by Statistical Package for Social Sciences (SPSS v 20). Obtained data was analyzed using descriptive statistical tools (frequencies, percentages) For personal data. The Student t-test was used to determine the differences (for comparison) between the mean scores of Nurses And Pharmacists satisfaction as overall (total) and also to determine the differences of mean scores of Nurses And Pharmacists' satisfaction for every aspect of Satisfaction in (GH) and (PH). Finally, data collected was organized and analyzed manually and by using computer application (word) for construction of tables. Ethical Considerations:

An approval of this study was obtained from Hadhramout University College of Nursing. Objectives of our study was clarify to participants and verbal consent was obtained from all participants before enrollment in the study. We ensure that those who agreed to participate in our study, their information will be kept in strictest confidence used in the benefit of the community.

## Results

This section will describe the statistical analyses of the survey data completed by the convenience sample of Yemeni Nurses and Pharmacists working in Al-Mukalla Governmental and Private Hospital. (318) questionnaires were distributed within the sex Hospitals and 315 were returned with a response rate of (99%). The demographic and personal characteristics of the Yemeni (N, P) participating in the study and provides the response to the first eight items of the question's demographic section.

*Table (2)*

*Sociodemographic characteristic of study population*

Characteristics	Frequency	Percentage
<b>Sex</b>		
Male	171	54, 3
Female	144	45, 7
<b>Age</b>		
Less than 30 year	167	53
From 31 to 40	124	39.4
From 41 to 50	20	6.3
More than 50	4	1.3
<b>Marital status</b>		
Single	122	83.7
Married	181	57.5
Divorce	9	2.9
Widow	3	1
<b>Qualification</b>		
Diploma	206	65.4
Bachelor	108	34.3
Post graduate	1	0.3
<b>Specialist</b>		
Nurse	272	86
Pharmacist	44	14
<b>Current position</b>		
Staff supervisor	28	8.9
Staff	89	28.3
Contractor	149	47.3
Duty payment	43	13.9

Characteristics	Frequency	Percentage
Other	6	1.9
<b>Experience</b>		
Less than 1 year	39	12.4
From 1 to 5	159	50.5
From 6 to 10	73	23.2
More than 10 year	44	14
<b>Type of Hospital</b>		
Government	216	68.6
Private	99	31.4

A Total of 315 Nurses and Pharmacists in Al- Mukalla Hospitals were enrolled in this study. (54.3%) of the Nurses and Pharmacists were male and (45.7%) were female. (53%) of the Nurses and Pharmacists were (less than 30 years of age), (39.4%) were (31–35 years). (6.3%) were (41–50 years) and (1.3%) were aged (51 years and over). (38.7%) of the Nurses and Pharmacists were single, (57.5%) were married and (2.9%) were divorced and (1%) were widowed. (65.4%) of the Nurses and Pharmacists had a diploma. (34.3%) of them held a bachelor degree and (0.3%) held postgraduate degrees. the type of specialist were (86%) of Nurses and (14%) were Pharmacists. (8.9%) of them were working as staff (supervisor) of Nurses and Pharmacists. (28.3%) were staff. (47.3%) were contractors. (13.7%) were duty payment and (1.9%) were other positions (such as salary from Foundations or traders). (12.4%) of the sample reported that they had less than one year of experience in Nursing and Pharmacy; (50.5%) had between 1 and 5 years of nursing and pharmacy experience, (23.2%) had between 6 and 10 years of nursing and pharmacy experience and (14%) of the participants indicated that they had more than 10 years of nursing experience. The type of hospital for (68.6%) of the Nurses and Pharmacists were from Governmental Hospital and (31.4%) were from Private Hospital.

### Responses Reflecting Level of Job Satisfaction:

To facilitate the interpretation and comparisons of the Nurses and Pharmacists responses to the different items reflecting their level of job satisfaction according to their characteristics, scoring that ranged between 1 and 5 was applied (Likert Scale). A score of 1 indicated „strongly disagree“ and a score of 5 indicated "strongly agree".

The second section of the survey(22items) was related to the level of satisfaction. (Questions1, 2, 3, 4) regarding, dimensionofrelationship, Betweensupervisor. and, worker, jobsecurity (Questions5, 6, 7, 14), salary (Questions8, 9, 10). Promotions (Questions11, 17, 21, 22) and, environmental, circumstances (Questions 12, 13, 15, 16, 18, 19, 20).

**Table (3)**

*(N, P) satisfaction in relationship between supervisors and workers (N= 315):*

No	Items	Governmental N = (216)					Private N = (99)				
		Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)	Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)
1	Provide justice in the distribution of the work tasks among employees	19 (8.8)	71 (32.9)	37 (17.1)	67 (31)	22 (10.2)	21 (21.2)	56 (56.6)	12 (12.1)	7 (7.1)	3 (3)
2	Clear instructions from the administration	9 (4.2)	62 (28.7)	53 (24.5)	69 (31.9)	23 (10.6)	20 (20.2)	64 (64.6)	9 (9.1)	2 (2)	4 (4)
3	The administration'' s keenness to hear the proposals of the workers	10 (4.6)	42 (19.4)	36 (16.7)	72 (33.3)	56 (25.9)	27 (27.3)	42 (42.4)	19 (19.2)	6 (6.1)	5 (5.1)
4	Enough delegation of management to make a decision about the work	9 (4.2)	45 (20.8)	51 (23.6)	71 (32.9)	40 (18.5)	15 (15.2)	60 (60.6)	15 (15.2)	5 (5.1)	4 (4)
	MEAN± S.D	10.8±3.4					15.3±2.8				
	P value	0.00									

*\*Student t test  $p < 0.05$  is considered statistically significant*

As shown in Table 3, the mean satisfaction was significantly higher (15.3±2.8) among (N, P) Of (Relationship between supervisors and workers) in Private Hospitals compared to (N, P) in Governmental Hospital at (10.8±3.4). The p-value = (0.00).



Table (4)

(N, P) satisfaction toward job security (N= 315)

No	Items	Governmental N = (216)					Private N=(99)				
		Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)	Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)
5	praise the supervisors for my work	20 (9.3)	71 (32.9)	37 (17.1)	67 (31)	22 (10.2)	21 (21.2)	56 (56.6)	12 (12.1)	7 (7.1)	3 (3)
6	cooperation among workers	82 (38)	111 (51.4)	11 (5.1)	10 (4.6)	2 (0.9)	48 (48.5)	42 (42.4)	5 (5.1)	2 (2)	2 (2)
7	My relationship with consumer	46 (21.3)	111 (51.4)	38 (17.6)	16 (7.4)	5 (2.3)	23 (23.2)	58 (58.6)	11 (11.1)	3 (3)	4 (4)
4	job security at work	7 (3.2)	67 (31)	41 (19)	58 (26.9)	43 (19.9)	22 (22.2)	44 (44.4)	12 (12.1)	5 (5.1)	16 (16.2)
MEAN ± S.D		13.8±2.7					15.6±2.7				
P .value		0.00									

\*Student t test  $p < 0.05$  is considered statistically significant

Table 4 shows that the mean satisfaction was also significantly higher (15.6 $\pm$ 2.7) among Nurses and Pharmacists toward job security in Private Hospitals compared to Nurses and Pharmacists in Governmental Hospitals. (13.8 $\pm$ 2.7) at (p-value = 0.00).

Table (5)

(N, P) Satisfaction toward salary (N= 315)

No	Items	Governmental N = (216)					Private N=(99)				
		Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)	Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)
8	my salary is commensurate with my work	8 (3.7)	17 (7.9)	26 (12.)	51 (23.6)	114 (52.8)	25 (25.3)	35 (35.4)	17 (17.2)	8 (5.1)	14 (14.1)
9	salary on time	7 (3.2)	14 (6.5)	21 (9.7)	40 (18.5)	134 (62)	39 (39.4)	39 (39.4)	7 (7.1)	6 (6.1)	8 (8.1)
10	The incentives are diverse and meet the needs	3 (1.4)	11 (5.1)	25 (11.6)	52 (24.1)	125 (57.9)	9 (9.1)	37 (37.4)	27 (27.3)	12 (12.1)	14 (14.1)
MEAN ± S.D		5.2±2.5					10.6±2.9				
P .value		0.00									

\*Student t test  $p < 0.05$  is considered statistically significant

Regarding to the Salary Table 5 shows that, the mean satisfaction was significantly higher ( $10.6 \pm 2.9$ ) among (N, P) in (PH) as compared to (N, P) in (GH) ( $5.2 \pm 2.5$ ) at (p-value = 0.000).

**Table (6)**

*(N, P) satisfaction toward promotions (N= 315) Regarding*

No	Items	Governmental N = (216)					Private N=(99)				
		Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)	Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)
11	there is equity in promotions	3 (1.4)	19 (8.8)	45 (20.8)	64 (29.6)	85 (39.4)	10 (10.1)	32 (32.3)	33 (33.3)	12 (12.1)	12 (12.1)
12	Opportunity to do creative work	5 (2.3)	21 (9.7)	42 (19.4)	78 (36.1)	70 (32.4)	11 (11.1)	37 (37.4)	27 (27.3)	13 (13.1)	11 (11.1)
13	Participation in training courses and self development	6 (2.8)	21 (9.7)	33 (15.3)	61 (28.2)	95 (44)	13 (13.1)	28 (28.3)	24 (24.2)	19 (19.2)	15 (15.2)
14	Opportunity to continue education	10 (4.6)	33 (15.3)	36 (16.7)	59 (27.3)	78 (36.1)	21 (21.2)	22 (22.2)	25 (25.3)	19 (19.2)	12 (12.1)
MEAN $\pm$ S.D		8.4 $\pm$ 3.1									
P .value		0.00									

*\*Student t test  $p < 0.05$  is considered statistically significant*

Regarding to the Promotions Table 6 shows that, the mean satisfaction was also significantly higher ( $12.6 \pm 3.9$ ) among (N, P) in (PH) as compared to (N, P) in (GH) ( $8.4 \pm 3.1$ ) at (p-value = 0.000).

**Table (7)**

*(N, P) satisfaction toward environmental circumstances (N=315)*

No	Items	Governmental N = (216)					Private N=(99)				
		Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)	Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)
15	Coordination between different departments	9 (4.2)	43 (8.8)	60 (27.8)	66 (30.6)	38 (17.6)	32 (32.3)	39 (39.4)	15 (15.2)	7 (7.1)	6 (6.1)
16	Working hours are appropriate	13 (6)	77 (35.6)	36 (16.7)	53 (24.5)	37 (17.1)	37 (37.4)	31 (31.3)	18 (18.2)	4 (4)	9 (9.1)

No	Items	Governmental N = (216)					Private N=(99)				
		Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)	Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	strongly disagree (%)
17	Adequate staff at work	5 (2.3)	40 (18.5)	42 (19.4)	64 (29.6)	65 (30.1)	17 (17.2)	38 (38.4)	21 (21.2)	15 (15.2)	8 (8.1)
18	use of technology	4 (1.9)	26 (12)	44 (20.4)	56 (25.9)	86 (39.8)	17 (17.2)	42 (42.4)	20 (20.2)	13 (13.1)	7 (7.1)
19	Hospital compliance with health and safety requirements	9 (4.2)	39 (18.1)	40 (18.5)	64 (29.6)	64 (29.6)	32 (32.3)	34 (34.3)	13 (13.1)	13 (13.1)	7 (7.1)
20	quality and ventilation are available in the working environment	9 (4.2)	62 (28.7)	44 (20.4)	54 (25)	47 (21.8)	40 (40.4)	34 (34.3)	7 (7.1)	14 (14.1)	4 (4)
21	Office supplies are available	9 (4.2)	56 (25.9)	42 (19.4)	52 (24.1)	57 (26.4)	19 (19.2)	37 (37.4)	23 (23.2)	13 (13.1)	7 (7.1)
MEAN ± S.D		17.5±5.2					25.7±5.7				
P .value		0.000									

\*Student t test  $p < 0.05$  is considered statistically significant

As shown in Table 7, the mean satisfaction was significantly higher (25.7 $\pm$ 5.7) among (N, P) toward (Environmental circumstances) in (PH) as compared to (N, P) in (GH) (17.5 $\pm$ 5.2) at  $p$ -value = 0.00.

Table (8)

*Differences (Comparison) between Governmental and Private Hospitals on Nurses and pharmacists' Total Satisfaction.*

Hospital Type	Nurses and pharmacists No	Mean scores	T test value	P value*
Governmental	216	55.7	1.73	0.000
Private	99	79.8		

Table 8 shows that, there are significant differences between the Governmental and Private Hospitals in Nurses and pharmacists' total satisfaction ( $p$ -value = 0.00).

The Total mean scores of the Private Hospital on Nurses and pharmacists' satisfaction was higher as compared to the Total mean scores of the Governmental Hospital on Nurses and Pharmacists' satisfaction.

## Discussions

Health Work in Yemen is divided into two public and Private sectors. Private sector Hospitals are profitable, While the public sector Hospitals are not profitable. So the improvement in public sector Hospitals of working environment is poor. This study was carried out to assess the satisfaction of the (N, P) with the various aspects of job satisfaction in Governmental and Private Hospitals in Mukalla city and compare between them. That this is the first study that was being done in mukalla about this point. In our study we evaluated the satisfaction of (N, P) who are working in (GH) compared to those working in (PH). It was found that, the (N, P) satisfaction was significantly higher among (N, P) in Private Hospital than the Governmental one and this may be due to Yemen war, lateness the salary for workers, increase of living costs and deterioration of economic and social status. This findings are in agreement to the findings reported from Saudi Arabia M.S.Alshmemri (9), Ethiopian Ayele Semachew (10), Athens Panagiotis Ioannou (11), Baliksir Meltem Şirin (12).

In contrast to our findings a study conducted to measure the satisfaction in Australia by Dr Virginia Skinner (13), survey conducted by AMN Healthcare (14). Turkey Abdul Kadar Muhammad Masum (15) Mainland China Hong Lu (16).

Our findings showed that there were differences in the mean scores in each aspects of job satisfaction between the Government and Private Hospitals in (N, P) satisfaction. Generally (N, P) were more satisfied in (PH) than in (GH) towards all aspects. (N, P) satisfaction as regarding relationship between supervisor and worker revealed statistical significant difference between both hospitals ( $p=0.00$ ). The satisfaction was higher among (N, P) in the (PH) at mean ( $15.3\pm2.8$ ). (N, P) satisfaction as regarding job security our results revealed statistical significant difference between both hospitals ( $p=0.00$ ), The satisfaction was higher among (N, P) in the (PH) at mean ( $15.6\pm2.7$ ). (N, P) satisfaction as regarding salary our results revealed statistical significant difference between both hospitals ( $p=0.00$ ), The satisfaction as regarding promotions our results revealed statistical significant difference between both hospitals ( $p=0.00$ ), The satisfaction was higher among (N, P) in the (PH) at mean ( $12.6\pm3.9$ ). (N, P) satisfaction as regarding environmental circumstances our revealed

statistical significant difference between both hospitals ( $p=0.00$ ), The satisfaction was higher satisfaction was higher among (N, P) in the (PH) at mean ( $10.6\pm2.9$ ). (N, P) at mean ( $25.7\pm5.7$ ).

### **Conclusion:**

The result of our study reveals that N, P at the (PH) were more satisfied with all aspects of Job satisfaction than those at the (GH). From the results discussed above also showed that, (PH) hospitals in Al-Mukalla city are providing better services to N, P as compare to (GH). It is clear that (PH) are facilitating the work and developing themselves in order to provide maximum job facilities to their worker. The (GH) is performing good but still it need to focus on certain areas which increases level of job satisfaction of N, P and maintaining good relationship with all health workers at all levels.

### **Recommendations:**

The need to develop a comprehensive study (including a large sample and more private and government hospitals) in order to gain a clear understanding of the quality of service in public and private hospitals. This will provide a more accurate response to their perceptions of the services provided to them. also need to do the following according to orders of nurses and pharmacists in last question in questionnaire

#### **Recommendations for hospital management:**

- 1- Paying salaries on time.
- 2- Give incentives.
- 3- Rehabilitation of nursing staff by constantly engaging in courses and seminars in various nursing skills, as well as pharmacists.
- 4- Provide all the requirements for the sections and all means of protection and safety of the workers.
- 5- Put the right person in right place (either managers and employees).
- 6- Estimating the worker and listening to the proposals and ~ opinions and problems.
- 7- Installation the principle of rewards and punishment for medical staff.

#### **Recommendations to the local council and health office:**

- 1- Assistance in completing higher education.
- 2- Create association to help the employees to obtain their rights.
- 3- organization health conferences and seminars to help promote healthy work.

- 4- Introducing an electronic system for writing prescriptions to facilitate pharmacotherapy knowledge.
- 5- recommended that the image of the nursing profession in the Yemen community be improved through explaining the roles nurses play in society and the effort which they make.

### Recommendations to the general public:

Respect the status of the nurse and pharmacist and appreciate the work they do.

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