

## CHAPTER V

### INSTRUMENT AND DATA COLLECTION

A questionnaire is the primary means of collecting data when it is not possible or desirable to observe directly. A questionnaire is the effective method for obtaining information about attitude, opinions, perception, beliefs, feeling, motivation, private behaviour, past behaviour and anticipated behaviour ( Seaman, H. C. 1967 ). In this study questionnaire was used.

#### 5.1 INSTRUMENT

This study investigated the possibilities of examining the level of satisfaction of the staff nurses, so that data can be used as information in the managerial and supervisory process. Several factors are repeatedly and consistently used in studies related to job satisfaction inside and outside the health field. The factors related to job satisfaction were extracted from previously related literatures, existing research, books, previous experiences of the writer and colleagues' experiences. Six of these aspects seemed relevant to the type of

nursing occupation within the health care setting in Nepalese context. Those aspects of job satisfaction included advancement opportunity, recognition, supervision, working condition, salary and interpersonal relation.

The questionnaires were developed to examine the level of job satisfaction of the staff nurses in a hospital setting. This instrument incorporated the current levels of satisfaction with measurement of the perception of the ideal situation. The questionnaires have been divided into three parts.

Part I of the questionnaire included demographic information. Part II consisted of measurement of current level of job satisfaction as described for each of the six components of job satisfaction. Likert - Type Attitude Scale was adopted to assess the level of satisfaction. The response mode was on a Five Point Scale with a neutral midpoint. Each component was treated as a separate dimension of the attitude towards the current level of satisfaction and therefore yields a separate scores. Part III of the questionnaire contained open ended question and prioritization of the component of job satisfaction.

## 5.2 VALIDITY AND RELIABILITY

Two essential concepts that every measuring instrument should possess validity and reliability. Validity refers to the extent to which various research elements measure what each is intended to measure. Measurement, scales, and instruments must be valid in order to be good. Reliability refers to the consistency, stability, accuracy, and dependability of an instrument or measurement.. ( Seaman, H. C., 1987 ). If a test is to be of any value, the person being tested should yield the same score.

Content Validity shows how well the content of the test question relates to the subject matter being measured. A careful consideration and judgement need together to evaluate the content. In order to obtain this view, the investigator should ask for experts to examine in the content area of the questionnaire thoroughly and evaluate its relevancy to the specific area. Therefore, six experts ( 4 international and 2 national ) were requested to examine the questionnaires and to offer suggestions to improve it further.

A pilot study was done among the staff nurses in Bir Hospital, Kathmandu, Nepal which had a similar pattern of hospital facilities as T. U. Teaching Hospital. The number of subjects included was twenty four. After the pretest the questionnaire was modified. The reliability of the questionnaire was determined by using Cronbach's Alpha Coefficient.

The formula (Hull, C. H., 1981) is as follows:

$$R = \frac{n}{n - 1} \left[ 1 - \frac{\sum Si^2}{St^2} \right]$$

- R = Coefficient of reliability of questionnaire  
 N = The number of question in questionnaire  
 Si = Variance of each item in questionnaire  
 St = Variance of all items in questionnaire

The result of the reliability was .69 for the aspects of job satisfaction.

### 5.3 DATA COLLECTION

A prior permission for data collection was requested through Dean's Office, Institute of Medicine to the Director General, T.U. Teaching Hospital. In a short meeting, the research study was discussed and

explained the objectives of the study were to the Director General and Matron.

Data collection forms had been prepared in advance. The helper was given clear instruction about the data collection process. The investigator explained the responsibility of the helper for collecting complete data on time and the guarantee for maintaining the confidentiality of the obtained information. The investigator was responsible for managing the overall study program. The time schedule was arranged with the helper. The data was collected from the responses of the staff nurses working in T.U. Teaching Hospital, Nepal. The objectives of the study were explained to the respondents before the questionnaire were distributed to them. They were requested to return the forms the following day. The respondents were assured maintaining the confidentiality of the information collected would maintained.

One hundred and six questionnaires were distributed to the subjects, 73 of them were returned. Three persons neglected to complete the entire important scale on the aspects of job satisfaction. The analysis of data therefore, was based upon

responses from seventy (70) staff nurses - 66% of those contacted.