THE INSTRUMENTS MEASURING NURSES WORK QUALITY SATISFACTION: A SCOPING REVIEW

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ABSTRACT

Introduction: Nurses' satisfaction with work quality is a key indicator of professional well-being, service quality, and organizational performance in healthcare. Accurate measurement is essential for identifying factors influencing nurse retention, clinical outcomes, and evidence-based management strategies. However, the diversity of instruments and their varying applicability challenge consistent assessment across different settings. **Methods:** This scoping review systematically identified and analyzed instruments measuring nurses' satisfaction with work quality. Following PRISMA-ScR guidelines, literature searches were conducted across PubMed, ProQuest, ScienceDirect, and Google Scholar, targeting peer-reviewed articles published from 2020–2024. Eligible studies included those reporting instrument development, validation, or application in clinical or educational nursing contexts. Data were synthesized using thematic analysis. **Results:** Seven instruments were identified: Nurses' Quality of Work Life Scale (NQWL), Practice Environment Scale of the Nursing Work Index (PES-NWI), Work-Related Quality of Life Scale–Thailand version (WRQLS-2), Nursing Workplace Satisfaction Questionnaire (NWSQ), Work Quality Index (WQI), Index of Work Satisfaction (IWS), and Nurses' Work Values Scale (WVS). These instruments vary in conceptual frameworks, dimensions, psychometric properties, and contexts. Most demonstrated high reliability ($\alpha \geq 0.90$) and validity, yet challenges remain in conceptual consistency, cross-cultural validation, and generalizability across diverse healthcare settings. **Conclusion:** No universal instrument currently exists to measure nurses' work quality satisfaction across all contexts. Findings highlight the need for culturally adapted, context-sensitive, and multidimensional instruments. This review offers an evidence-based reference for selecting measurement tools and guides future development of comprehensive instruments supporting nursing workforce sustainability and quality improvement.

Keywords: Measurement Instruments, Nursing Management, Nurses' Work Quality Satisfaction, Psychometric Properties, Scoping Review.

Introduction

Nurses' satisfaction with the quality of their work (nurses' work quality satisfaction) serves as a critical indicator in evaluating the quality of professional nursing practice, healthcare service quality,

and the psychological well-being of nursing personnel across various care settings (Zhang et al., 2020). Unlike general job satisfaction, satisfaction with work quality emphasizes nurses' subjective perceptions of how well they meet professional standards, deliver high-quality care, and effectively contribute to patient care outcomes (Halter et al., 2021). This concept not only reflects an individual evaluation of professional achievements but also represents the overall effectiveness of the healthcare system through team performance and interprofessional collaboration (Kowitlawakul et al., 2022). Higher satisfaction with work quality is associated with improved care quality, reduced emotional exhaustion, enhanced professional identity, and increased nursing workforce retention (Lin et al., 2021).

Measuring nurses' satisfaction with work quality is essential for designing performance improvement interventions, formulating nursing human resource management policies, and evaluating the effectiveness of professional training programs (Lee et al., 2023). Measurement instruments must capture the cognitive, affective, and behavioral dimensions shaping nurses' perceptions of their professional roles, including clinical, ethical, communication, and collaboration aspects (Koushki et al., 2023). However, to date, no consensus has been established regarding the most appropriate, valid, and reliable instrument for measuring nurses' satisfaction with work quality, considering the diversity of conceptual approaches, dimensional coverage, and healthcare contexts worldwide(Zhou et al., 2022). Most existing instruments remain focused on general job satisfaction or perceptions of service quality, raising concerns about conceptual overlap and limitations in interpreting measurement outcomes (Alilyyani et al., 2022).

The literature highlights limitations in cross-cultural validity, psychometric robustness, and contextual relevance of available instruments, including underrepresentation of critical nursing aspects such as clinical responsibilities, interprofessional relationships, and ethical competence (Van Bogaert et al., 2021). Furthermore, most studies are descriptive, limited to local validation, and lack comparative analysis of psychometric performance and dimensional coverage across instruments (Lee et al., 2023). This underscores the urgent need for a systematic mapping study through a scoping review approach, capable of exploring the literature broadly, encompassing heterogeneous study designs, and identifying trends, gaps, and priority areas for future instrument development (Tricco et al., 2018). Therefore, this review aims to identify and analyze the instruments used to measure nurses' satisfaction with work quality, including their contexts of use, dimensional coverage, and psychometric properties such as validity and reliability. The results are expected to provide a comprehensive overview of the measurement landscape and serve as a foundation for developing more comprehensive and contextually appropriate instruments in the future.

Research Question: What instruments have been used to measure nurses' satisfaction with the quality of their work,

and what are the characteristics and psychometric properties of these instruments across different nursing practice contexts?

Methods

This review was conducted using the scoping review methodology developed by the Joanna Briggs Institute (JBI), as outlined in the *JBI Manual for Evidence Synthesis* (Peters et al., 2020). A scoping review is an appropriate approach when the aim of a study is to assess the breadth, characteristics, and extent of the available literature on a particular topic while also identifying key concepts emerging from diverse empirical findings. This methodology allows for broader exploration of the instruments used to measure satisfaction with the quality of nursing work without restricting the study designs included, thus providing a comprehensive understanding of the construction of measurement tools across various nursing practice contexts (Munn et al., 2018; Tricco et al., 2018).

The protocol for this scoping review was developed following the official guidelines provided by JBI methodology, encompassing systematic steps: identifying the review questions, conducting a comprehensive literature search, screening studies based on inclusion criteria, extracting and mapping data, and analyzing and presenting the findings. All articles retrieved from the selected databases will undergo a two-stage screening process: initial title/abstract screening and full-text review, conducted independently by two reviewers. Articles meeting the inclusion criteria will then be extracted and analyzed using a matrix format, capturing information such as the instrument name, domains measured, methods of validation and reliability testing, and the context of instrument application.

The final findings will be presented both narratively and in tabular form to map the trends, gaps, and theoretical contributions of each identified instrument. The outcomes of this scoping review are expected to not only provide an academic synthesis of the instruments used to measure nurses' satisfaction with the quality of their work but also to serve as a foundation for the development of new measurement tools, clinical training interventions, and policy recommendations in nursing education and practice based on professional competence and service quality.

Inclusion Criteria

The article search method applies the Population, Concept, Context (PCC) framework as follows:

Table 1. PCC Framework

Component	Description
Population	The population in this study comprises nurses working across various levels of healthcare services, including inpatient facilities such as hospitals, as well as primary and community healthcare services. It also includes nurse educators and senior nursing students engaged in clinical practice who are subjects of measurement related to their

Component	Description
	perceptions of nursing work quality outcomes.
Concept	The primary concept reviewed in this study is the instruments used to measure satisfaction with the quality of nursing work. These instruments may include psychometric scales, questionnaires, or other standardized measurement tools explicitly developed or utilized to assess nurses' perceptions of their professional performance quality. Studies that present instrument development processes, validation studies, cultural adaptation efforts, as well as evaluations of reliability and validity, were also included.
Context	Included studies encompass the context of nursing services across diverse healthcare systems and geographical settings, both in developed and developing countries. The nursing practice environments considered include inpatient care, outpatient services, community health services, and nursing educational institutions. No geographical or cultural restrictions were applied to the inclusion of studies in order to capture the diversity of methods used to evaluate work quality worldwide.

Types of Sources Used

This scoping review will encompass a wide range of literature sources to achieve a comprehensive understanding of the instruments used to measure nurses' satisfaction with the quality of their work. Studies to be considered will include experimental and quasi-experimental research designs (such as randomized controlled trials and pre–post designs), observational studies (including cross-sectional, cohort, and case-control studies), as well as qualitative studies employing phenomenological, grounded theory, or qualitative descriptive approaches relevant to the development or application of instruments measuring satisfaction with work quality. This inclusive approach is consistent with the scoping review methodology, which allows for the exploration of various study designs without stringent restrictions, with the aim of mapping available instruments, evaluating their application within nursing contexts, and identifying research gaps (Peters et al., 2020; Taylor et al., 2021; Green, 2019).

Eligibility Criteria

The eligibility criteria for this scoping review were meticulously designed to ensure that the included articles are highly relevant and possess strong academic

quality in addressing the focus of the research questions. Studies that meet the inclusion criteria comprise articles reporting empirical findings related to the development, validation, or cultural adaptation of instruments used to measure satisfaction with the quality of nursing work, whether within clinical practice settings or nursing education contexts. Accepted articles may employ quantitative, qualitative, or mixed-methods approaches, provided they explicitly document the processes and results of the instrument evaluation conducted in their studies.

The target populations considered in the eligible studies must include professional nurses, senior nursing students, or nurse educators who are directly involved in measuring perceptions of their work quality. Moreover, articles must be available in full-text format to allow comprehensive evaluation of the methodology, validation procedures, and context of instrument application. To ensure relevance and currency of the information, only articles published between January 2014 and December 2024 will be included in this review. Publications must be available in either English or Indonesian.

As part of quality control measures, strict exclusion criteria were also established. Articles categorized as literature reviews, systematic reviews, or scoping reviews will not be included, as the primary focus of this review is on primary empirical data demonstrating the direct application of the evaluated instruments. Duplicate publications across two or more journals will be eliminated to preserve the integrity and uniqueness of the synthesis results. Furthermore, articles that do not present empirical data or lack direct relevance to the measurement of satisfaction with the quality of nursing work will be excluded from this review.

The article selection approach was developed with reference to the official guidelines from the Joanna Briggs Institute for scoping review methodology, which emphasize the importance of clarity, consistency, and systematic procedures in the identification and selection of studies. These principles are intended to ensure the validity of the literature mapping process and support the attainment of the primary objective of this review producing a comprehensive, evidence-based synthesis that will inform and advance the development of measurement instruments for work quality satisfaction in the field of nursing on a global scale (Peters et al., 2020).

Databases

The literature search for this scoping review was conducted across four major databases: ProQuest, ScienceDirect, PubMed, and Google Scholar, accessed on April 15, 2024. PubMed and ScienceDirect were selected for their extensive collections of peer-reviewed articles from international journals in the fields of nursing and health sciences. ProQuest was utilized to access institutional scholarly works such as theses and dissertations, while Google Scholar was employed as a supplementary source for grey literature that may not be formally indexed (Haddaway et al., 2022; Lu et al., 2022a).

Search Strategy

The literature search strategy for this study was conducted systematically by combining relevant keywords using Boolean operators (AND, OR) to achieve targeted results aligned with the study's focus. The keywords utilized included: ("nurses" OR "nursing staff") AND ("work quality satisfaction" OR "quality of work life") AND ("instrument development" OR "measurement instrument" OR "psychometric scale" OR "validated questionnaire" OR "survey validation" OR "measurement tool validation") AND ("psychometric properties" OR "reliability testing" OR "construct validity" OR "content validity" OR "cross-cultural validation"). Terminological variations were adjusted according to the indexing systems and controlled vocabularies of each database, including MeSH terms in PubMed and relevant thesauri in ProQuest and Scopus.

The literature search was conducted across four databases: Google Scholar, ProQuest, PubMed, and ScienceDirect, yielding a total of 1,365 articles that initially met the broad search criteria: 872 articles from Google Scholar, 488 from ProQuest, 2 from PubMed, and 3 from ScienceDirect. The search was performed on April 15, 2024, and all retrieved articles were imported into an internal reference management system to facilitate the screening process. Screening was conducted in three stages: title review, abstract review, and full-text evaluation, applying the predefined inclusion and exclusion criteria to determine the final set of eligible studies.

Article Screening

The article screening process for this scoping review followed the flow of the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) guidelines, consisting of four stages: identification, screening, eligibility assessment, and final inclusion (Tricco et al., 2018). The initial stage involved the removal of duplicate records, both within and across databases. Screening then proceeded with a title and abstract review to ensure alignment with the study focus, specifically the measurement of satisfaction with the quality of nursing work. Articles employing a review design (i.e., literature review, systematic review, or scoping review) were excluded. Articles that passed the initial screening were subjected to full-text review to confirm compliance with the inclusion criteria and to assess content quality.

Two independent reviewers participated in the screening and selection process, with any disagreements resolved through discussion or, if necessary, consultation with a third reviewer. The results of the screening process will be presented in a PRISMA flow diagram to document the selection process transparently and systematically.

Data Extraction

The data extraction process in this study was conducted using a standardized template that had been pre-designed to capture essential and relevant information from each article meeting the inclusion criteria. The elements extracted included: the research design; characteristics of the study population (including the type of nurses and service settings); the primary

concept measured, namely satisfaction with work quality; the type and name of the instruments used; the context of instrument application (clinical, community, or educational settings); and the main findings related to the development, adaptation, or validation of the instruments.

Data extraction was performed independently by two reviewers to ensure consistency and to minimize the risk of subjective bias. Any discrepancies or differences in interpretation during the extraction process were resolved through discussion, and when necessary, a third reviewer was involved to achieve consensus. The extraction template was designed to accommodate both qualitative and quantitative data relevant to the focus of the review.

The collected data were subsequently analyzed descriptively and organized into a structured tabular format. Presentation in table form was intended to facilitate the mapping of instruments, identify gaps in the literature, and clarify the characteristics and quality of each instrument identified in the study. The results of this extraction process will form the foundation for developing the final synthesis and recommendations for future research and nursing practice.

Results

In this study, the literature search was conducted across four major databases: ProQuest, ScienceDirect, PubMed, and Google Scholar. During the initial identification stage, a total of 1365 articles were retrieved from all databases. These articles were then screened based on the inclusion criteria: publications issued between 2020 and 2024, available in full-text format, and written in either English or Indonesian.

The second stage of screening involved reviewing the titles and abstracts of the identified articles to assess their relevance to the study topic, specifically instruments used to measure satisfaction with the quality of nursing work. Articles deemed irrelevant including those employing literature review, systematic review, or scoping review designs and duplicate articles across databases were excluded. Following this process, 34 articles were considered potentially eligible and advanced to the full-text review stage.

During the full-text assessment, articles were evaluated based on their alignment with the eligibility criteria, methodological quality, contextual relevance, and the clarity of reporting regarding the characteristics and psychometric properties of the instruments employed. This comprehensive evaluation resulted in 7 articles that fully met the inclusion standards and were incorporated into the final synthesis phase.

These seven articles represent diverse approaches to the development, validation, cross-cultural adaptation, and application of instruments designed to measure nurses' perceptions of their work quality outcomes. The included studies originated from various countries and healthcare service contexts, reflecting the complexity and variation inherent in measuring nursing work quality globally. The entire article screening and selection process was systematically documented and is presented through a PRISMA (Preferred Reporting Items for Systematic

Reviews and Meta Analyses) flow diagram, providing a quantitative and transparent depiction of the number of articles at each stage of selection, as well as the reasons for exclusion at each stage.

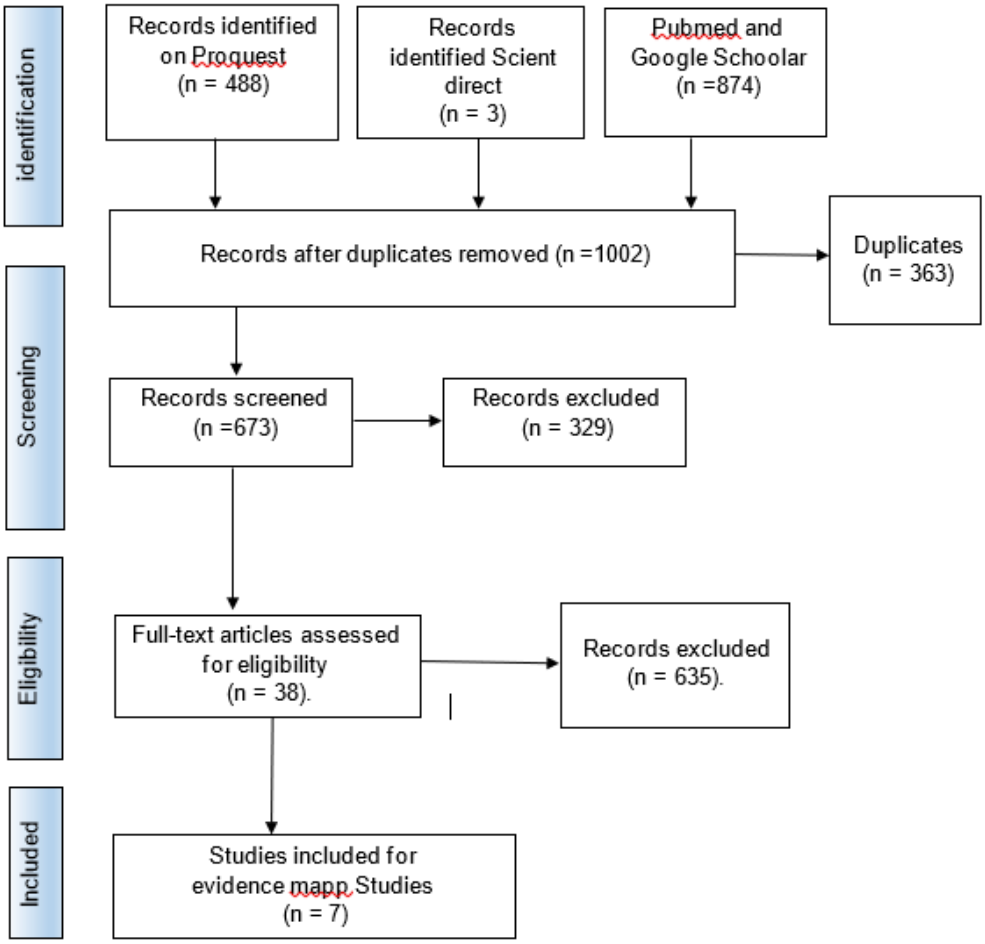

Table 4. Analysis of Literature Results

ID Number	Author and Journal Identity	Journal Title	Objective	Population and Sample	Method	Summary of Results
WS1	Author: Lu et al. Journal: BMC Nursing, 2022 (Lu et al., 2022)	Psychometric properties of the Chinese version of the Work Quality Index	To evaluate the psychometric properties (validity and reliability) of the Chinese version of the Work Quality Index among hospital nurses.	1,056 registered nurses from three hospitals in China.	Cross-sectional survey; Confirmatory Factor Analysis (CFA), internal consistency (Cronbach's alpha), test-retest reliability, and	Valid and reliable (α = 0.95); 5 dimensions: pay, professional status, interaction, autonomy, task requirements; 44 items.

ID Number	Author and Journal Identity	Journal Title	Objective	Population and Sample	Method	Summary of Results
					convergent validity analyses.	
WS2	Author: Bailey et al. Journal: International Journal of Nursing Studies, 2017 (Bailey et al., 2017)	Development of a new measure of nurse work satisfaction: The Nursing Workplace Satisfaction Questionnaire (NWSQ)	To develop and validate a new instrument for measuring nursing workplace satisfaction, covering contemporary nursing work environment dimensions.	374 nurses from various acute care hospitals in Australia.	Instrument development study; Exploratory Factor Analysis (EFA), Confirmatory Factor Analysis (CFA), reliability testing, convergent validity.	Valid and reliable (α = 0.92); 6 dimensions: interpersonal relationships, professional development, autonomy, resources, support, workload; 29 items.
WS3	Author: Nanjundeswaraswamy T.S. Journal: Journal of Economic and Administrative Sciences, 2021 (Nanjundeswaraswamy, 2021)	Nurses' quality of work life: scale development and validation	To develop and validate an instrument to measure nurses' Quality of Work Life (QWL), identifying key components influencing QWL.	474 nurses in India across multiple hospitals.	Instrument development study; Pareto analysis, Exploratory Factor Analysis (EFA), Confirmatory Factor Analysis (CFA), Structural Equation Modelling (SEM), reliability and validity testing.	Valid and reliable (α = 0.902); 9 dimensions: participation, supervision, work environment, pay, professional development, resources, recognition, workload, interpersonal relationships; 47 items.
WS4	Author: Ahmad et al. Journal: Nursing Open, 2017 (Ahmad et al., 2017)	Rasch analysis of Stamps's Index of Work Satisfaction in nursing population	To examine the adequacy, validity, and reliability of Stamps's Index of Work Satisfaction using Rasch analysis across cultures.	Secondary data from 556 registered nurses in two countries (Canada and the USA).	Secondary analysis; Rasch analysis using RUMM 2030 software.	Valid and reliable (α = 0.91); 6 dimensions: pay, autonomy, task requirements, organizational policies, interaction, professional status; 44 items.
WS5	Author: Hegney et al. Journal: International Journal of Nursing Practice, 2010 (Hegney et al., 2010)	Construct validity and reliability of the Practice Environment Scale of the Nursing Work Index for Queensland nurses	To evaluate the construct validity and reliability of the Practice Environment Scale (PES-NWI) among nurses in Queensland, Australia.	2,936 nurses across multiple healthcare facilities in Queensland.	Cross-sectional survey; Confirmatory Factor Analysis (CFA), internal consistency (Cronbach's alpha), test-retest reliability.	Valid and reliable (α = 0.91); 5 dimensions: nurse participation, nursing foundations for quality care, manager support, staffing and resource adequacy, collegial nurse-physician relations; 31 items.
WS6	Author: Sirisawasd et al. Journal: Safety and Health at Work, 2014 (Sirisawasd et al., 2014)	Validation of the Thai Version of a Work-related Quality of Life Scale in the Nursing Profession	To translate, adapt, and validate the Work-related Quality of Life Scale-2 (WRQLS-2) for use among Thai nurses.	374 registered nurses from Srinagarind Hospital, Thailand.	Instrument validation; forward-backward translation, Content Validity Index (CVI), Principal Component Analysis (PCA), internal consistency (Cronbach's alpha), test-retest reliability.	Valid and reliable (α = 0.925); 7 dimensions: general well-being, home-work interface, job-career satisfaction, control at work, working conditions, stress at work, employee engagement; 34 items.
WS7	Author: Hara et al. Journal: Nursing	Development and psychometric	To develop and psychometrically	697 nurses in Japan across	Instrument development study;	Valid and reliable (α = 0.90); 4 dimensions:

ID Number	Author and Journal Identity	Journal Title	Objective	Population and Sample	Method	Summary of Results
	Open, 2023 (Hara et al., 2023)	evaluation of the Nurses' Work Values Scale	validate the Nurses' Work Values Scale (WVS) to measure the values nurses prioritize in their work.	two study phases (sample 1 = 378; sample 2 = 319).	Item generation, Exploratory Factor Analysis (EFA), Confirmatory Factor Analysis (CFA), content validity, convergent validity, reliability testing.	intrinsic values, extrinsic values, social values, altruistic values; 30 items.

The results of the literature analysis are as follows:

The results of the literature analysis indicate that instruments for measuring nurses' satisfaction with work quality exhibit diversity in their conceptual approaches, application contexts, and target populations. Based on the seven reviewed studies, the instruments can be classified into five main groups according to their functional orientation and measurement frameworks.

Instruments Focusing on General Job Satisfaction and Nurses' Quality of Work Life. This category includes instruments such as the *Nurses' Quality of Work Life Scale* (NQWL) developed by Nanjundeswaraswamy, (2021). This scale comprises 47 items across nine dimensions, including participation, supervision, work environment, compensation, professional development, resources, recognition, workload, and interpersonal relationships. The instrument demonstrated high validity and reliability ($\alpha = 0.902$) and was deemed suitable for institutional-level evaluations in the context of private hospitals in India(Nanjundeswaraswamy, 2021).

In addition, the Thai version of the *Work-Related Quality of Life Scale* (WRQLS-2), validated by Sirisawasd et al. (2014), contains 34 items across seven dimensions: general well-being, home–work interface, job–career satisfaction, control at work, working conditions, stress at work, and employee engagement. This instrument showed excellent content validity (CVI = 0.97), adequate structural validity (PCA explained 59% of the variance), and high reliability ($\alpha = 0.925$), making it applicable for measuring nurses' quality of work life in the Thai cultural context (Sirisawasd et al., 2014).

Instruments Emphasizing the Evaluation of the Nursing Work Environment. The *Practice Environment Scale of the Nursing Work Index* (PES-NWI) studied by Hegney et al. (2010) belongs to this category. This scale consists of 31 items across five dimensions: nurses' participation in hospital affairs, foundations for quality of care, managerial support, staffing and resource adequacy, and nurse–physician collegial relationships. Validation results showed good construct validity (adequate CFA model fit) and strong reliability ($\alpha = 0.91$) (Hegney et al., 2010). This instrument is recommended for comprehensively measuring nurses' perceptions of their work environment in healthcare facilities.

Instruments Designed for Job Satisfaction and Nurses' Workplace Experience. This category is represented by the *Nursing Workplace Satisfaction Questionnaire* (NWSQ) developed by (Bailey et al. (2017). The instrument

comprises 29 items across six dimensions: interpersonal relationships, professional development, autonomy, resources, support, and workload. The scale demonstrated good construct validity through CFA and high reliability (α = 0.92), making it suitable for assessing nurses' job satisfaction in acute care hospitals (Bailey et al., 2017).

Another instrument in this group is the Chinese version of the *Work Quality Index* (WQI) validated by Lu et al. (2022), which consists of 44 items across five dimensions: compensation, professional status, interaction, autonomy, and task requirements. This instrument demonstrated adequate construct validity (CFA fit) and high internal reliability (α = 0.95), and is recommended for measuring nurses' work quality in hospital settings in China (Lu et al., 2022a).

Instruments Utilizing Rasch Analytical Approaches. The *Index of Work Satisfaction* (IWS) analyzed using Rasch methods by Ahmad et al. (2017) falls into this category. The IWS comprises 44 items across six dimensions: pay, autonomy, task requirements, organizational policies, interaction, and professional status. The analysis revealed adequate item–person alignment, although several items were identified as needing revision to enhance cross-cultural applicability. Overall, the instrument was found to be valid and reliable (α = 0.91) for measuring nurses' job satisfaction across countries (Ahmad et al., 2017).

Instruments Focusing on Nurses' Work Values. The final category is represented by the *Nurses' Work Values Scale* (WVS) developed and validated by Hara et al. (2023). This instrument contains 30 items across four dimensions: intrinsic values, extrinsic values, social values, and altruistic values. Validation results demonstrated good construct validity (CFA fit), convergent validity, and high reliability (α = 0.90), making it an effective instrument for exploring the values that nurses consider important in their work (Hara et al., 2023).

Table 5. Key issues emerging.

Key Issue	Specific Aspect	Source	Citation
Variation in Measurement Focus and Dimensional Scope	The instruments cover diverse dimensions, ranging from perceptions of service quality to comprehensive evaluations of the work environment.	Lu et al. (2022); Nanjundeswaraswamy (2021)	"The WQI measures five dimensions: pay, professional status, interaction, autonomy, and task requirements." (Lu et al., 2022, p. 4); "The NQWL encompasses nine dimensions including work environment, participation, and recognition." (Nanjundeswaraswamy, 2021, p. 399)
Fragmentation of Target Work Contexts	The instruments were developed for specific work contexts such as general hospitals, acute care hospitals, or culturally specific settings.	Bailey et al. (2017); Sirisawasd et al. (2014)	"The NWSQ was developed for nurses working in acute care hospitals." (Bailey et al., 2017, p. 125); "The WRQLS-2 was validated for use among Thai nurses with strong cultural adaptation." (Sirisawasd et al., 2014, p. 82)
Emphasis on Work Environment and Organizational Support	The instruments assess organizational structure, work relationships, and managerial support.	Hegney et al. (2010)	"The PES-NWI captures essential elements of the nursing practice environment, including managerial support and nurse-physician collaboration." (Hegney et al., 2010, p. 247)
Adaptation to Specific Clinical Settings	The instruments are tailored for specific clinical settings such as shift work or local cultural contexts.	Hara et al. (2023); Sirisawasd et al. (2014)	"The WVS was developed to reflect intrinsic, extrinsic, social, and altruistic work values unique to Japanese nursing culture." (Hara et al., 2023, p. 6961); "The WRQLS-2 integrated

Key Issue	Specific Aspect	Source	Citation
			cultural and contextual factors in its validation process." (Sirisawasd et al., 2014, p. 82)
Integration of Psychosocial and Work Value Aspects	The instruments integrate work values, psychological well-being, and social aspects within the framework of job satisfaction measurement.	Hara et al. (2023)	"The integration of altruistic and intrinsic values in WVS provides a more holistic perspective of nurses' work values." (Hara et al., 2023, p. 6965)

Discussion

Findings from this literature review provide important insights into the use of instruments designed to measure nurses' satisfaction with the quality of their work. A total of seven instruments were identified, each with distinct strengths and limitations depending on their scope, design, and intended purpose.

Instruments such as the Nurses' Quality of Work Life Scale (NQWL) Nanjundeswaraswamy (2021) and the Practice Environment Scale of the Nursing Work Index (PES-NWI) Hegney et al. (2010) demonstrate broad dimensional coverage and are highly beneficial for systemic evaluations in large hospital settings. The NQWL measures nine key dimensions, including work environment, compensation, recognition, participation, professional development, interpersonal relationships, resources, workload, and supervision, with very high internal reliability ($\alpha = 0.902$) (Nanjundeswaraswamy, 2021). Meanwhile, the PES-NWI maps structural factors of the work environment, such as nurses' participation in hospital policy, managerial support, staffing and resource adequacy, and nurse–physician collaboration, making it an effective tool for organizational benchmarking and diagnostic evaluation of the nursing work environment (Hegney et al., 2010).

Conversely, the Thai version of the Work-Related Quality of Life Scale (WRQLS-2) (Sirisawasd et al., 2014) offers an in-depth evaluation of nurses' quality of work life in primary care and community-based healthcare contexts. With high reliability ($\alpha = 0.925$), the WRQLS-2 assesses dimensions of general well-being, work–home balance, career satisfaction, control at work, working conditions, work-related stress, and employee engagement. Although its application is context-specific and more suited to Thailand's healthcare system, its targeted focus makes it relevant for evaluating nurses' well-being in primary healthcare and public health programs.

Instruments designed for specific work settings, such as the Nursing Workplace Satisfaction Questionnaire (NWSQ) Bailey et al. (2017), the Chinese version of the Work Quality Index (WQI) Lu et al. (2022), and the Nurses' Work Values Scale (WVS) Hara et al. (2023), exhibit high contextual relevance for evaluating nurses' work quality in acute hospital or culturally specific settings. The NWSQ covers six dimensions: interpersonal relationships, professional development, autonomy, resources, support, and workload, with strong reliability ($\alpha = 0.92$) Bailey et al. (2017). The WQI measures five primary dimensions: compensation, professional status, interaction, autonomy, and task requirements, with very high internal reliability ($\alpha = 0.95$) Lu et al. (2022). Meanwhile, the WVS explores intrinsic, extrinsic, social, and altruistic work values, with adequate reliability ($\alpha = 0.90$) (Hara et

al., 2023). These instruments support the measurement of nurses' perceptions and individual values regarding job satisfaction, making them relevant for managing nursing human resources with value-based and culturally sensitive approaches.

Meanwhile, the Index of Work Satisfaction (IWS) Ahmad et al. (2017) employs a Rasch analytical approach to test construct validity and reliability in multicultural populations. Measuring six traditional dimensions, the IWS is effective for cross-cultural or international comparative studies on nurses' job satisfaction.

Practical and Strategic Implications

These findings indicate that no single instrument can be universally applied across all nursing service contexts. Instruments such as the NQWL and PES-NWI are ideal for institutional and strategic evaluations, while the WRQLS-2, WVS, and NWSQ are more suitable for in-depth assessments within community settings, culturally specific environments, or medium-sized hospitals. Therefore, instrument selection must consider contextual fit, target population, and evaluation objectives.

From a strategic management perspective, selecting an instrument aligned with the service setting will facilitate evidence-based intervention design, enhance staff satisfaction and retention, improve service quality, and foster the development of a healthier and more resilient nursing work environment (Labrague et al., 2020; Polit & Beck, 2021).

A comprehensive approach that combines multiple instruments may also enhance accuracy and contextual sensitivity in understanding nurses' job satisfaction. Instrument triangulation enables a broader evaluation covering organizational, psychosocial, environmental, and individual value aspects, which are crucial for supporting the sustainability of the nursing workforce (Halter et al., 2021; Polit & Beck, 2021).

Implications for Future Research. These findings underscore the need for future development of nursing job satisfaction instruments that account for contextual specificity, cultural adaptability, and integration of holistic health perspectives. Such an approach is essential to produce instruments that are not only psychometrically valid but also relevant in supporting nursing policies and practices across diverse healthcare settings.

CONCLUSION

This scoping review identified seven validated instruments used to measure nurses' satisfaction with the quality of their work across diverse healthcare settings. These instruments vary in conceptual frameworks, dimensional structures, psychometric strength, and contextual relevance, reflecting the complexity of nursing work experiences.

No single instrument was found to be universally applicable. Tools such as the NQWL and PES-NWI are suitable for institutional evaluations, while WRQLS-2 and WVS are better aligned with culturally specific or community-based contexts. Therefore, instrument selection must be guided by the evaluation objectives, target population, and healthcare setting.

Rather than focusing on descriptive repetition, this review highlights the importance of strategic alignment between instrument use and context. Integrating multiple instruments may enhance measurement accuracy and contextual sensitivity. Future research should emphasize cross-cultural validation,

adaptability to dynamic healthcare systems, and longitudinal designs to track changes over time.

This review serves as a reference for selecting appropriate instruments and encourages international collaboration in developing standardized yet flexible measurement frameworks that support nursing workforce sustainability and global practice advancement.

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