

## **Impact of Workload and Toxic Work Environment on Perceived Quality of Care of Nurses in ABC Hospital: Work Satisfaction as a Mediator**

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In the ever-evolving landscape of healthcare, the wellbeing of the nurses plays a critical role in ensuring quality of patient care. Nurses' shortage is in a serious discussion among most of the countries and it has a significant affect to the national health care industry and the overall society. Currently, as could see there are less research studies in this area in Sri Lankan Context. Identifying the impact of organizational factors on perceived quality of care may enhance the ability to implement preventive actions for serious issues. The current study assess the workload and toxic work environment on perceived quality of care with the mediating effect of work satisfaction. The current study was carried out for a sample of 181 nurses who are working in ABC Hospital (Pvt) Ltd. The sample was selected randomly and primary data was collected through two standard questionnaires as google forms via online mode through a google survey. The collected data were analyzed using correlation, regression and descriptive statistics. The study revealed that there is a significant negative impact of workload, toxic work environment and perceived quality of care and work satisfaction mediates the relationship between two each variables. The current study may develop an inspiration to further researches and may lead to concentrate on the better results in Hospital contexts.

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