

## THE MENTORSHIP SATISFACTION AMONG NURSING INTERNS; A CROSS-SECTIONAL STUDY IN A PUBLIC SECTOR TERTIARY CARE HOSPITAL SWAT

Hazrat Bilal<sup>1</sup>, Muhammad Usama Khan<sup>2</sup>, Muhammad Anees<sup>3</sup>, Umar Farooq<sup>4</sup>, Sikandar Sher<sup>5</sup>, Masaud Ahmad Khan<sup>4</sup>, Rida Naz<sup>6</sup>, Talha Rahman<sup>7</sup>, Najeeb Ullah<sup>8</sup>, Yaseen Khan<sup>9</sup>, Hassan Khan<sup>10</sup>

<sup>1</sup>RAI International Hospital, Rawalpindi, Pakistan

<sup>2</sup>Shifa Hospital, Saidu Sharif swat, Pakistan

<sup>3</sup>Zubair College of Nursing and Allied Health Sciences, Swat, Pakistan

<sup>4</sup>Shalamar Hospital, Lahore, Pakistan

<sup>5</sup>Saidu Group of Teaching Hospital, Swat, Pakistan

<sup>6</sup>Riphah Institute of Pharmaceutical Sciences, Riphah International University, Gulberg Campus, Lahore, Pakistan

<sup>7,8,9,10</sup>Pakistan Atomic Energy Commission General Hospital, Islamabad, Pakistan

\*<sup>1</sup>hb824948@gmail.com , <sup>2</sup>usamakhandasstan@gmail.com

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### Keywords

Nursing Interns; Mentorship; Satisfaction; Clinical Training.

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Corresponding Author: \*

Hazrat Bilal

hb824948@gmail.com

### Abstract

**Background:** Supportive mentorship is a critical factor in the professional development, job satisfaction, and successful transition of nursing interns into clinical practice. Despite its recognized importance, there is a need to evaluate the specific satisfaction levels of interns with mentorship programs, particularly in specific institutional contexts.

**Aim:** This study aimed to assess the level of satisfaction among nursing interns with their mentorship experience at public sector tertiary care hospital swat.

**Methodology:** A descriptive cross-sectional study design was employed. A sample of 109 nursing interns was selected using Rao soft sample size calculator. Data were collected through a structured, adapted 17-item Likert scale questionnaire, measuring satisfaction across three levels: low (17-39), medium (40-62), and high (63-85). Data analysis was performed using IBM SPSS Statistics version 27.0 to generate descriptive statistics, including frequencies, percentages, mean, and standard deviation.

**Results:** The demographic profile showed a predominance of younger interns aged 20-24 years (86.2%), males (72.5%), and an even distribution between general (49.5%) and pediatric (50.5%) wards. The mean satisfaction score was 62.16 (SD=12.579), ranging from 42 to 103. When categorized, the majority of participants (61.1%, n=66) reported a high level of satisfaction with their mentorship experience, while 38.9% (n=43) reported a medium level of satisfaction.

**Conclusion:** The findings indicate that the mentorship framework at the study site is perceived positively, with a majority of nursing interns reporting high satisfaction. This suggests the program is effectively supporting a substantial

portion of the intern population. However, the variability in scores and the significant proportion reporting medium satisfaction highlight opportunities for targeted improvements to enhance the mentorship experience for all interns.

## Introduction

### 1.1 Background of the study:

Supportive mentorship in nursing is gaining recognition as a core aspect influencing the professional growth and job satisfaction of newly graduated nursing interns. In fact, an increasing body of literature has emphasized the importance of good mentorship as the enabler of the transitional process of newly graduated nurses in clinical practice (1). The impacts of the structured mentorship not only enhance clinical competencies but also minimize the psychosocial stresses and anxiety of newly hired nursing interns by facilitating an easier transition into their new jobs (2).

Mentorship programs are associated with greater retention and work life among newly employed nurses (3). Therefore, a very critical transition that is very important to the nursing interns and mentorship plays a very great role in making sure that the transition is smooth and effective. Mentorship in nursing is structured professional relation that involves guiding interns through the clinical challenges. Mentorship in nursing enhances professional growth, develops better clinical skills, and allows subjects to achieve higher job satisfaction. A well-established mentoring relationship is essential in the professional development of nursing interns and greatly contributes to their emotional well-being and long-term career retention in the nursing profession (4). It is important to note that different research studies pointed out that satisfaction with mentorship indirectly boosts the confidence, competence, and integration of nursing interns into health teams.

There is a correlation between positive experiences arising from mentorship and a decrease in stress and improved critical thinking ability that ultimately leads to good patient care outcomes (5,6). In addition, a good mentorship experience eliminates chances of over emotionality through the complexity of the clinical environment,

therefore reducing the burnout levels among the interns (7).

Mentorship programs have recently received much concern as there is an increase in the need to prepare adequate, well-equipped nurses to undertake global health challenges. Interestingly, studies indicate that nursing interns are likely to be more satisfied and seek advanced positions in the profession if their mentors would offer constructive comments and emotional support during their mentorship. In addition, the structured mentorship programs are growingly recognized in the role played by them in the shaping of leadership qualities in nursing professionals. Despite these differences in benefits realized, disparities exist in levels of satisfaction experienced among the various groups, mostly because of mismatched mentor-mentee expectations, less time allocated for mentorship, and unequal levels of expertise among mentors (8). Other studies have also noted that similar cases of disparity occur regarding mentoring satisfaction across various settings of health care interns in more resource-constrained environments experience lower satisfaction since they do not have adequate access to experienced mentors and support systems (9,10). It is, therefore, with regard to these concerns that evaluating the satisfaction of nursing interns about the mentorship experience is important in addressing gaps and improving the design of the framework of mentorship in clinical settings. Therefore, this research will establish the level of satisfaction among nursing interns with the mentorship experience as well as factors affecting their perception regarding the same and base on recent findings in various health care settings (11-15).

By reflecting on the findings shown above, this study will evaluate satisfaction levels of nursing interns with mentorship programs. The potential causes of successful mentoring will greatly connect with how healthcare organizations seek to improve intern satisfaction and ultimately their better overall outcomes in patient care.

### 1.2 Problem statement:

The nursing profession is currently facing significant challenges related to the retention and satisfaction of newly graduated nurses, particularly in the context of mentorship. Many nursing interns report feeling unprepared for the demands of their roles, which can lead to increased stress and a higher likelihood of leaving the profession (16,17). Despite the recognized benefits of mentorship in enhancing self-efficacy and career satisfaction, there remains a gap in understanding the specific experiences and satisfaction levels of nursing interns with their mentorship relationships. This lack of clarity contributes to a cycle of dissatisfaction that not only affects the interns but also impacts patient care quality and organizational stability in healthcare settings.

### 1.3 Rationale of the study:

Internationally many of the studies were found on nurse interns' level of satisfaction with mentorship experience. But we did not find any significant work which highlight the subject particular to nursing interns' level of satisfaction with mentorship experience at public sector tertiary care hospital swat and this study will be helpful to find out the satisfaction of nursing interns with mentorship experience at public sector tertiary care hospital swat.

### 1.4 Significance of the study:

The significance of this study lies in its potential to address critical gaps in nursing mentorship, particularly concerning nursing interns' satisfaction with their mentorship experiences. As the nursing profession faces a shortage of qualified faculty and increasing turnover rates, effective mentorship becomes essential for retaining new nurses and enhancing their professional development. This study aims to evaluate the satisfaction levels of nursing interns with their mentorship relationships, which can provide valuable insights into how mentorship impacts their transition into practice.

Research has shown that effective mentorship positively influences various dimensions of nursing practice, including self-confidence,

problem-solving skills, and professional communication (18). By understanding the factors that contribute to or hinder satisfaction among nursing interns, healthcare organizations can implement targeted mentorship programs that foster a supportive environment. Improved mentorship can lead to higher job satisfaction, lower turnover rates, and ultimately better patient care outcomes (19)

### 1.5 Research question:

What is the level of satisfaction among nursing interns regarding their mentorship experiences?

### 1.6 Objective of the study:

To assess the level of satisfaction among nursing interns with their mentorship experience at public sector tertiary care hospital swat.

### 1.7 Purpose of the study:

The purpose of this study is to evaluate nursing interns' levels of satisfaction with their mentorship experiences. By exploring the factors that contribute to or hinder effective mentorship, this research aims to identify specific educational and professional development needs among nursing interns. The findings will provide valuable insights for healthcare organizations to enhance mentorship programs, ultimately improving nurse retention, job satisfaction, and patient care outcomes. This study seeks to contribute to the existing literature on nursing mentorship by focusing specifically on the intern experience, thereby informing strategies for better support and development within the profession.

### 1.8 Operational Definitions:

#### Nursing:

Nursing involves autonomous and collaborative care of individuals of all ages, families, groups and communities, sick or well and in all settings.

#### Internship:

After the successful completion of the academic level in the nursing program, the student must spend 52 weeks or 1 year of hospital-based internship period in a PNC recognized hospital that can offer a PNC specified clinical experiences to meets the objectives of the internship program.

**Mentorship:**

Mentorship is a guidance and support relationship between an experienced individual (mentor) and a less experienced person (mentee) aimed at promoting personal and professional growth, skill development, and career advancement.

**Satisfaction:**

Satisfaction of interns refers to their perceived cheerfulness, due to the attitude, communication, and support of their senior staffs whose shares knowledge about different skills during their internship experience.

**Literature Review**

An extensive literature search was conducted to retrieve studies on satisfaction with mentoring encounters among nursing interns. Literature search was conducted through electronic databases, such as PubMed, MEDLINE CINAHL Scopus, Web of Science and Google Scholar for peer-reviewed articles. The search was conducted using a combination of keywords and Boolean operators such as: “nursing interns”, “student nurses”, “new graduate nurses”, “mentorship”, preceptorship, clinical supervision, mentoring program, satisfaction, perceptions” and clinical learning environment”. Medical Subject Headings (MESH) including “Mentors,” “Internship and Residency,” “Nursing Education,” and “Job Satisfaction” were also used respectively where appropriate.

According to different studies established that mentorship increases professional development and enhances job satisfaction among nursing interns (20). established that effective mentorship relationships significantly influence the development of new nurses, hence better integration into the healthcare environment. The author concluded that a supportive mentorship will promote increased confidence and competence in nursing interns, hence improving outcomes in patient care (20).

A cross-sectional study reported high levels of satisfaction with their mentors, indicating that the latter will have much better emotional well-being, reduced stress levels, and accordingly that positive experiences of mentorship can pay off such challenges faced by the students in their transition

to professional practice, underlying the development of good mentor-experience relationships (21).

Another study conducted a qualitative study to explore nursing interns' perceptions of their mentorship. According to the results, good communication, accessibility, and quality feedback were factors critical for intern's satisfaction. This is truly those elements that can sustain learning at a professional level, as argued by the authors (22).

A systematic review assesses various mentorship programs in nursing education. The review concluded that structured mentorship programs significantly improve the satisfaction levels of nursing interns. The authors thus recommend an equally standardized mentorship training Program for nursing professionals to ensure uniformity and effectiveness of their mentoring practice (23).

In addition, a study noted that the characteristics of a mentor are very important factors in satisfying interns' needs. According to this study, the authors reported that a higher level of empathy, an approachable nature, and demonstrated expertise differentiated those mentors most likely to create positive experience for their experience. This underlines that one must not simply rely on choosing mentors who possess clinical awareness but also appropriate interpersonal skills (24).

Furthermore, another study conducted which revealed that nursing interns who underwent peer mentoring reported increased satisfaction levels than students who received one-to-one traditional mentoring. This therefore indicates that interventions which improve peer support can enhance the overall experience of the nursing interns (25)

Another cross-sectional explored the effect of mentorship on career intentions in nursing interns. It was indicated that more nursing interns intended to commit themselves for long-term careers in nursing provided that they were satisfied with their mentorship experiences, directly demonstrating the satisfaction level regarding mentorship experiences and career commitment (26).

However, another study investigated the barriers to effective mentorship in nursing education. The

major challenges include time constraint, lack of training for mentors, and lack of support from institutions stated among the barriers posing a challenge to the satisfaction of interns with the mentorship. Overcoming these obstacles is critical in optimizing these mentorship programs and maximizing intern experience (27).

Besides, there is a longitudinal study conducted which show monitoring the development of nursing interns for their first year of service. A study showed that high significant job satisfaction and lower turn-over rates were reported among people with positive mentoring experiences in contrast with those who did not experience it (28). Furthermore, another study conducted which argued to emphasize the role of feedback mechanisms in the mentorship relationship. The study found out that for nursing interns, there was regular feedback coming from their mentors, which enhanced their self-efficacy as well as professionalism in their occupation, and thereby, it increased nurse satisfaction with the mentoring process (29).

## Methodology

### 3.1 Study setting:

This study was conducted at public sector tertiary care hospital swat.

### 3.2 Research design:

A descriptive cross-sectional design was used.

### 3.3 Sample size:

The sample size was calculated by using Rao soft (Sample Size Calculator), considering 5% as the margin of error and 95% as the confidence level, with a 50% response rate; the sample size was 109.

### 3.4 Study population:

All interns of public sector tertiary care hospital swat.

### 3.5 Study duration:

Duration of the study was 04 months period from the date of approval in July to November 2025.

### 3.6 Eligibility criteria:

Minimum possible score = 17  
× 1 = 17

Maximum possible score = 17  
× 5 = 85

Range = 85 – 17 = 68

Level of Satisfaction	Score Range
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## Inclusion Criteria

1. Nursing interns currently working at public sector tertiary care hospital swat.
2. Minimum 6 months of experience in the hospital.
3. Completion of at least one mentorship experience during their internship.
4. Willingness to participate in the study and provide informed consent.

## Exclusion Criteria

1. Nursing interns with less than 6 months of experience in the public sector tertiary care hospital swat.
2. Interns who have not completed a mentorship experience during their internship.
3. Interns who decline to participate or do not provide informed consent.

## 3.7 Data Collection Procedure:

Initially, the study was conducted after approval of proposal from hospital committee of after that we seek formal permission from the institute to conduct the study. Once the necessary approvals are secured, we reach out to the students to invite their participation in the research. Interested students who agree to participate, their data was collected through structured questionnaires. This systematic approach ensure that the data collection process is thorough, ethical, and efficient, ultimately providing valuable insights into the evaluating nursing interns' level of satisfaction with mentorship experience.

## Data collection tools:

A five points Likert scale satisfaction with mentorship experience adapted questionnaire from the article was utilized (33). The questionnaire consists of 17 questions and each question has 5 points ranging from 0-5, the maximum score is 85. Score was formulated into three distinct categories as follow,

Low Satisfaction	17 - 39
Moderate Satisfaction	40 - 62
High Satisfaction	63 - 85

### 3.8 Statistical Analysis:

Data will be analyzed by IBM SPSS Statistics version 27.0. For descriptive analysis, mean (S.D) will be used for parametric data and for non-parametric data median IQR will be observed. Frequency and percentages will be calculated for demographic variables (categorical variable).

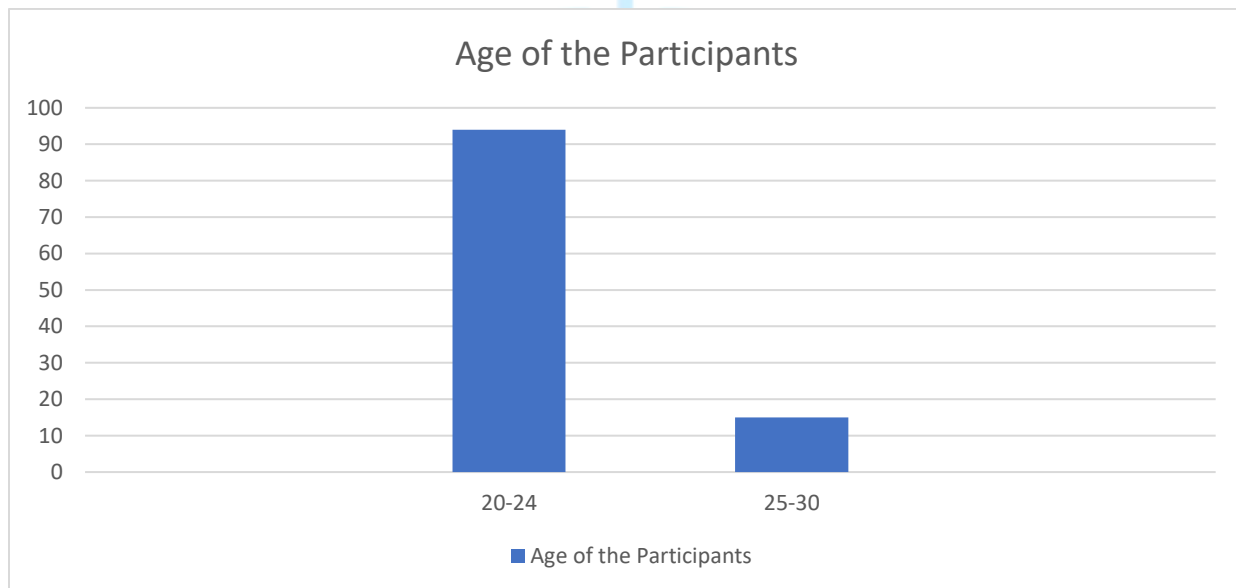
### Results

#### *Sociodemographic Characteristics*

In the current study, 94 (86.2%) participants were aged 20-24 years; which was predominating. A lesser number in the sample were of age 25-30 years, that is a count of 15 (13.8%). This distribution suggests that the study population was largely comprised by younger subjects. As shown in the table below,

**Table 1: Age of the Participants**

Age of participants					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-24	94	86.2	86.2	86.2
	25-30	15	13.8	13.8	100.0
	<b>Total</b>	<b>109</b>	<b>100.0</b>	<b>100.0</b>	

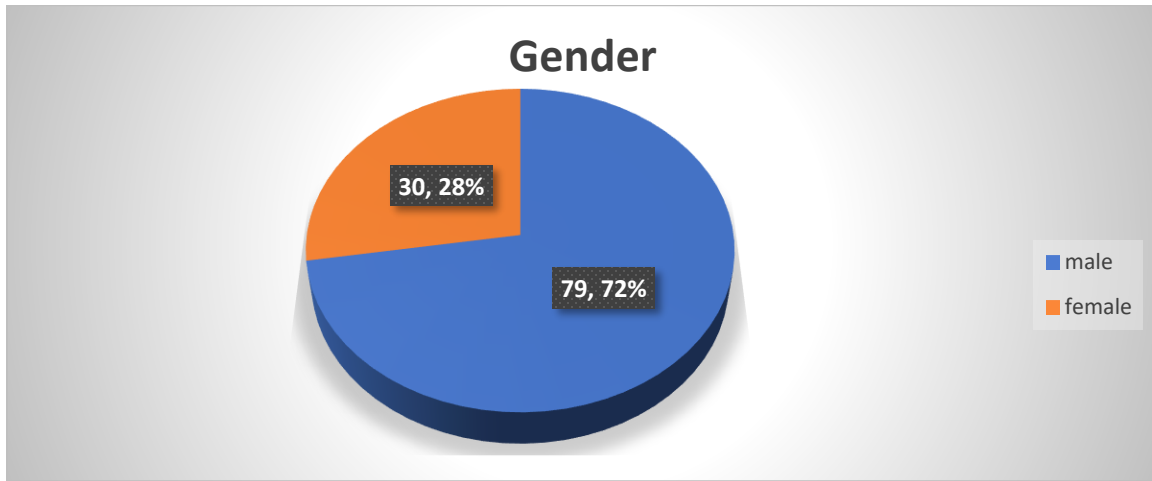


A total of 109 participants were included in the study, among whom the majority were male, comprising 79 participants (72.5%), while 30 participants (27.5%) were female, as shown in Table 2 and Figure 2.

**Table 2: Gender of the Participants**

GENDER OF PARTICIPANT					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	79	72.5	72.5	72.5
	Female	30	27.5	27.5	100.0

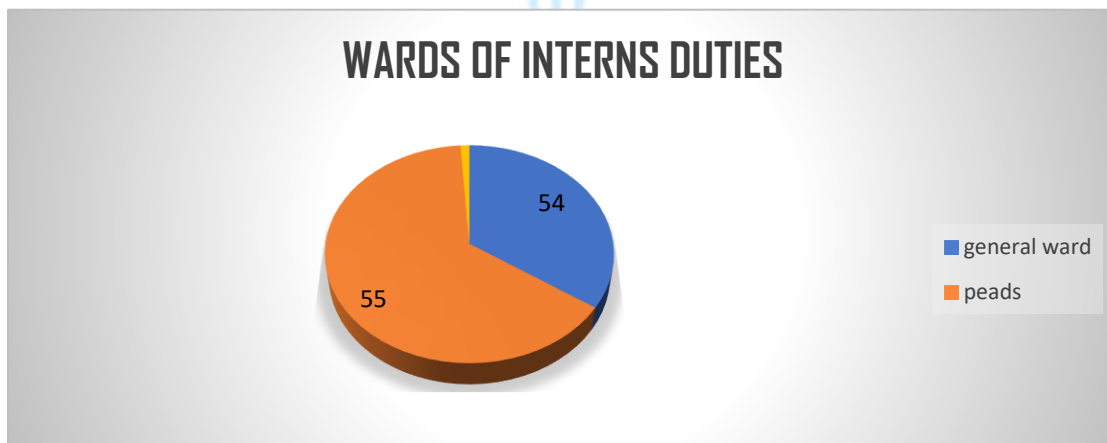
Total	109	100.0	100.0
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Out of the total 109 participants, 54 nursing interns (49.5%) were performing their duties in general wards, while 55 nursing interns (50.5%) were posted in the pediatric wards, as presented in Table 3 and Figure 3.

**Table 3: Ward of Intern's Duty**

WARDS OF INTERN'S DUTIES				
	Frequency	Percent	Valid Percent	Percent
general wards	54	34.9	34.9	34.9
peads ward	55	65.1	65.1	100.0
Total	109	100.0	100.0	

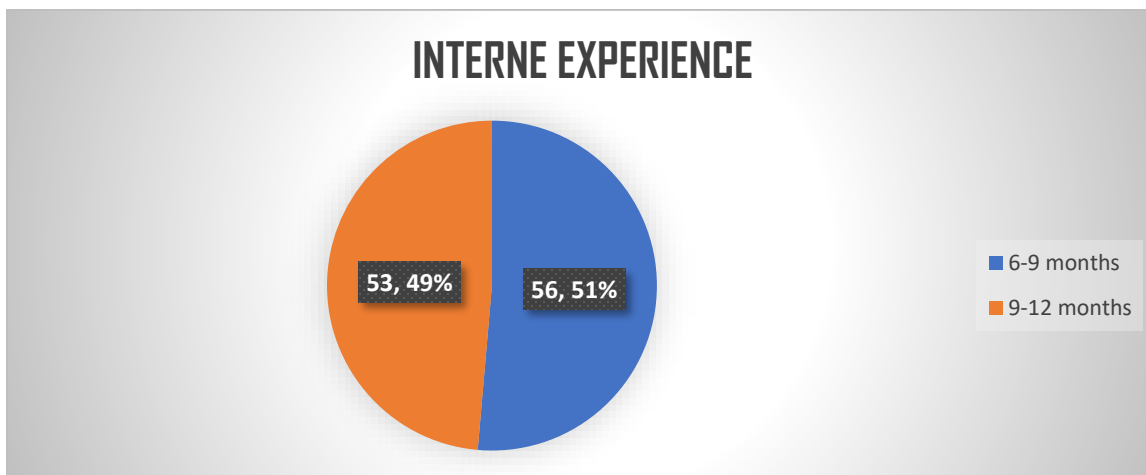


Statistical Analysis of the experience of the nursing interne revealed that, out of the total 109 nursing interns, 56 participants (51.4%) had 6-9 months

of clinical experience, while 53 participants (48.6%) had 9-12 months of experience, as shown in Table 4 and Figure 4.

Table 4: Interne Experience

INTERNS EXPERIENCE					
		Frequency	Percent	Valid Percent	Percent
Valid	6-9 months	56	51.4	51.4	51.4
	9-12 months	53	48.6	48.6	100.0



**Descriptive statistics of Satisfaction Score**

The descriptive analysis of satisfaction scores among the 109 nursing interns revealed a minimum score of 42 and a maximum score of 103, indicating a wide range of responses. The mean satisfaction score was 62.16. The standard deviation of 12.579 reflects a moderate variability

in satisfaction scores, indicating that while many interns reported similar levels of satisfaction, noticeable differences still existed across the group. The valid N (listwise) of 109 confirms that complete data were available for all participants included in this analysis as shown in the table 5 below,

Table 5: Total Satisfaction score of the Participants

Satisfaction score of the Participants					
	N	Minimum	Maximum	Mean	Std. Deviation
Satisfaction Score	109	42	103	62.16	12.579
Valid N (listwise)	109				

**Level of Satisfaction towards Mentorship**

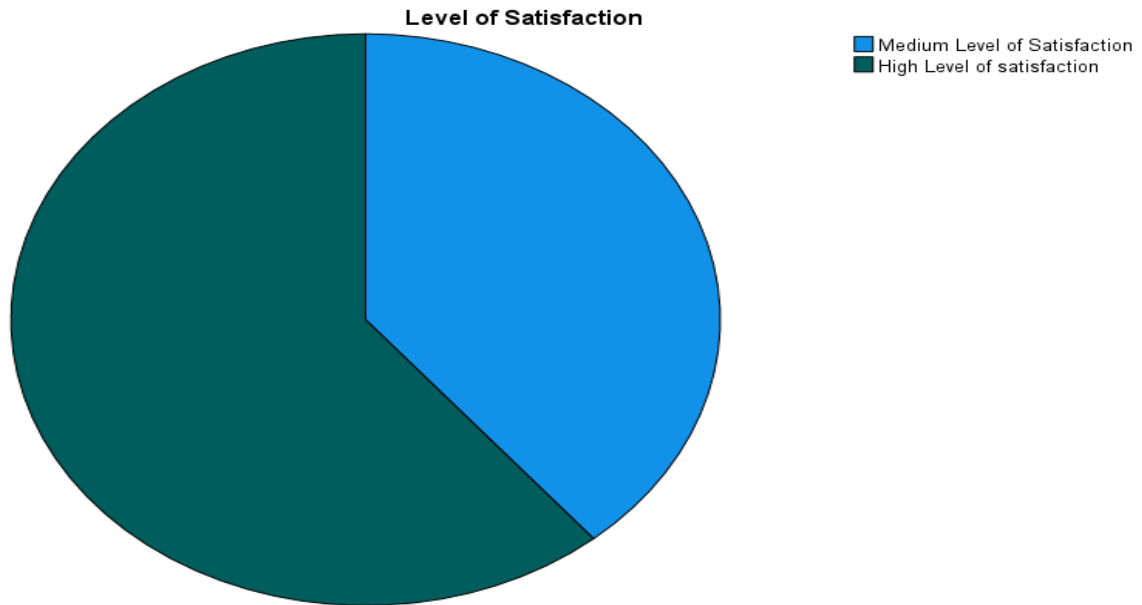
The final analysis of level of satisfaction was based on 109 nursing interns. Among them, 43 participants (38.9%) reported a medium level of satisfaction, while the majority, 66 participants (61.1%), reported a high level of satisfaction. This

indicates that more than half of the nursing interns experienced a high level of satisfaction with their mentorship experience, reflecting an overall positive trend in satisfaction among the participants.

Table 6: Level of Satisfaction

Level of Satisfaction	Frequency	Percent	Cumulative Percent
Medium	43	38.9%	38.9%

High	66	61.1%	100.0%
<b>Total</b>	<b>109</b>	<b>100%</b>	



**Discussion**

According to our data analysis nurse’s interns are satisfied with mentorship public sector tertiary care hospital swat Satisfied nursing interns with score 52 to 68 and some others nurses who neutral with mentorship programs at public sector tertiary care hospital swat with score of 35 to 51 We were use Likert scale for assessment of nursing interns as multiple options like very dissatisfied, dissatisfied, satisfied and very satisfied as for each category specific scores was given. So, we are already discussing in result section about the major section that were selected is satisfied and neutral.

Mentorship plays a pivotal role in nursing education, significantly influencing interns' professional development, satisfaction, and transition to practice. Research consistently highlights the benefits of effective mentorship, including enhanced clinical confidence, competence, and job satisfaction. Successful mentorship programs foster a supportive learning environment, promoting interns' autonomy, decision-making, and critical thinking skills (29).

Effective mentorship relationships are characterized by mutual respect, trust, open communication, and empathy. Mentors who demonstrate expertise, effective feedback, and emotional intelligence have a profound impact on interns' professional growth and well-being. Conversely, inadequate mentor support, limited feedback, and conflicting expectations can hinder interns' progress and satisfaction (30).

Regular mentor training, clear communication, and ongoing program evaluation are crucial strategies for ensuring effective mentorship. Healthcare organizations and educational institutions must prioritize mentorship, providing resources and support to foster a culture of excellence in nursing practice (31).

Studies have employed various methods to evaluate mentorship experiences, including surveys, focus groups, and qualitative interviews. The use of standardized assessment tools, such as the Mentorship Effectiveness Scale, can facilitate comparative analysis and inform evidence-based practice (32).

the literature underscores the vital role of mentorship in shaping nursing interns'

experiences and future careers. By understanding the key factors influencing mentorship effectiveness, healthcare professionals can develop and implement supportive mentorship programs, ultimately enhancing the quality of patient care (31).

### Conclusion

Based on the findings of this study, the participating nursing interns were predominantly young adults aged 20–24 years and were majority male. The sample was almost evenly split between those performing duties in general wards and pediatric wards, and between those with 6–9 months and 9–12 months of clinical experience. Analysis of satisfaction scores revealed a considerable range from 42 to 103, with a mean score of 62.16 and moderate variability around this average. Most significantly, when these scores were categorized, a strong positive trend emerged: the majority of nursing interns reported a high level of satisfaction with their mentorship experience. This indicates that, despite the observed variability in individual satisfaction scores, the mentorship provided was perceived positively by over half of the interns, suggesting that the existing mentorship framework is effectively meeting the needs of a substantial portion of the nursing intern population.

### Recommendations:

Based on the findings, the following recommendation can be proposed,

- Provide regular training and evaluation for all mentors.
- Implement formal intern feedback mechanisms and develop actionable plans based on their input.
- Establish a systematic and thoughtful mentor-mentee matching process.
- Continue investing in and supporting the existing mentorship program to build on its success.

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