

Factors Affecting of Nursing Work Performance at Al-Hamdaniya General Hospital in Mosul City

العوامل المؤثرة في أداء العمل التمريضي في مستشفى الحمدانية العام في مدينة الموصل

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الخلاصة:

خلفية البحث: النظام الصحي لا يؤدي الى الناتج المطلوب بسبب عوامل مثل موظفي الصحة الغير ماهرين الذين يفتقرون الى الحافز، قلة المهارات الادارية، بيئة العمل غير مناسبة، وبدون مكافآت.

الاهداف: هدفت الدراسة الى تقييم العوامل المؤثرة في اداء العمل التمريضي، والتعرف على العلاقة بين بعض الخصائص الاجتماعية الديموغرافية للممرضين (العمر، الجنس، الحالة الاجتماعية، المستوى التعليمي، وسنوات الخدمة)، والعوامل التي تؤثر على اداء العمل التمريضي في مستشفى الحمدانية العام في مدينة الموصل.

المنهجية: تم اجراء الدراسة باستخدام تصميم وصفي لجمع عينة من الممرضين في مستشفى الحمدانية العام. بدأت في 1 / تشرين الثاني / 2018 الى 10 / نيسان / 2019، العينة العشوائية المنتظمة تضمنت (75) ممرض وممرضة، صلاحية الاستبانة دقت من خلال لجنة شملت (8) خبراء، والصدق الداخلي كان (0.72=ر).

النتائج: اظهرت نتائج الدراسة ان العوامل المؤثرة في اداء عمل الممرضين تضمنت زيادة جهد العمل كان (49,3%)، قلة التواصل بين الممرض والمريض؛ (65%)، الجهد والتعب العاطفي (54,7%)، وجود ضوضاء في مكان العمل (54,7%)، وازافة الى عدم اعطاء الحوافز والمكافآت (74,7%).

الاستنتاج: وجدت الدراسة ان اغلب العوامل التي تؤثر على عمل الممرضين شملت (جهد العمل والضوضاء في العمل)، ايضاً هناك علاقة معنوية بين العوامل المؤثرة على الاداء الوظيفي للملاك التمريضي والمعلومات الديموغرافية، ماعدا العمر وسنوات الخدمة كانت غير مؤثرة.

التوصيات: تحسين العوامل التي تسبب عدم الراحة للملاك التمريضي اثناء العمل وبفيد المستشفى في تواصل خدمات الممرضين، استخدام استراتيجيات جديدة في ادارة مستشفى الحمدانية العام التي تؤدي الى تحسين ظروف الاداء التمريضي.

الكلمات المفتاحية: العوامل المؤثرة، اداء العمل، التمريض.

ABSTRACT:

Background: The health systems are not producing the desired output due to some factors such as insufficient skilled and experienced health personnel that lack motivation, lack of management skills, poor working and environment, and inadequate remuneration.

Aims of the study: The aim of study is to assess factors affecting of nursing work performance, and identify the relationship between some socio demographic characteristics of nurses (age, gender, marital status, educational level and, tenure years), and the factors affecting of nursing work performance at Al-Hamdaniya general hospital in Mosul City.

Methodology: A study conducted by using a descriptive design to collect sample from nurses in Al-Hamdaniya general hospital. The study started from the 1st of November 2018 to the 10th of April 2019. The systematic random sample was (75) nurses. The validity of the questionnaire was established through a panel of (8) experts. The internal consistency for questionnaire was (r = 0.72).

Results: The study results show factors affecting of nursing work performance which include the increasing of workload were (49.3%), lack of communication between the nurse and the patient was (65.3%), effort and emotional fatigue (54.7%), the noise in the workplace (54.7%), and not give incentives and rewards (74.7%).

Conclusion: The study finding the most factors that affected of nurses' work such as workload and noise in the workplace, also, there relationship association between that the factors affecting of nurses and the socio-demographic characteristics. While shows no significant relationship between the factors affecting the working of nurses with age and tenure years.

Recommendations: The factor which causes the dissatisfaction among nurses with the working which advantage the hospital to helping nurses for continue their services. The manager uses new strategies at Al-Hamdaniya general hospital in Mosul City which leads to improving the nurses' performance circumstances.

Keywords: Factors Affecting, Work Performance, Nursing.

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INTRODUCTION

The shortage of health care professionals in the health care system poses a workload on providers and decreases the efficiency of individuals, which in turn would be an obstacle to achieving local or international development goals ⁽¹⁾. The nursing profession is rapidly evolving in the Arab world, although it still has a long way to go, and is considered one of the recognized and recommended professions in some Arab countries, such as Jordan ⁽²⁾. The nursing staff and management support is vital to improving the quality of care for all patients

(3). With several factors influencing the experience and work satisfaction of nurses, the nursing work environment is complex ⁽⁴⁾.

There are also many factors that influence the work of nurses. Wage structure, nature of employment, opportunities for advancement, work group, potential for growth, physical state of work, successful service education program, relationship with peers and participation in decision-making are the most important among them. The modification of these factors can enhance or decrease the degree of working conditions ⁽⁵⁾. These factors are sorely affecting the performance of the professionals and work output ⁽⁶⁾. Nurses are high levels of work dissatisfaction stemming from current working conditions, which are characterized by heavy workloads, minimal decision-making engagement and lack of opportunities for growth. In response to fiscal challenges, hospitals were subjected to a decade of consolidation and downsizing, that the effect of restructuring on nurses included diminished work satisfaction, increased turnover, and that these changes impacted the ability to provide quality patient care. Patients within hospitals are increasingly more acute and their care more complex with advancements in medical diagnosis, nursing care and treatment, taken together, nurses' work conditions are more stressful and less rewarding ⁽⁷⁾.

AIMS OF THE STUDY

The study aims to determine the factors affecting the nursing work performance among nurses, and to identify the relationship between some socio demographic characteristics of nurses (age, gender, marital status, educational level and, tenure years), and the factors affecting of nursing work performance at Al-Hamdaniya general hospital in Mosul City.

METHODOLOGY

- Design of the Study

A descriptive design used to achieve the aim of the study. The data for the original study were collected from nurses in Al-Hamdaniya general hospital, and started from the 1st of November 2018 to the 10th of April 2019.

- Sample of the Study

Sample for this study selected (75) nurses from (226) of the total nurses taken according to statistic of hospital during year 2019. The systematic random sampling technique included nurses who are working in Al-Hamdaniya general hospital and available at the time of data collection, and nurses acceptable to a participation in the study.

- The Study Instrument

The instrument was constructed using review of literature from published research studies ⁽⁸⁾ it is composed of two parts: Part one included (5) items which focus on the nurse's socio demographic characteristics (age, gender, marital status, educational level and, tenure years). Part two: are related to (5) factors that affecting on nurses working.

- Data Analysis

The items were measured through three scale options were used in the three-rating scale: (1) Never (2) Sometimes and (3) Always. Using Statistical Package for the Social Science (SPSS, Version 23) in descriptive statistics and inferential statistical methods, and significant at p-value ≤ 0.05 .

RESULTS:

Table (1): Distribution Frequency and Percentage for Socio Demographic Characteristics of the Study Sample (n= 75)

Socio Demographic Characteristics		Frequency	Percentage
Age	20-29 years	54	72.0

Mean= 31.2 S.D =7.74	30-39 years	13	17.3
	40-49 years	6	8.0
	50 and above years	2	2.7
Total		75	100
Gender	Male	56	74.7
	Female	19	25.3
Total		75	100
Marital Status	Single	28	37.3
	Married	47	62.7
Total		75	100
Educational level	Nursing School	2	2.7
	Vocational Preparatory Nursing	16	21.3
	Nursing Diploma	30	40.0
	Bachelor of Science Nursing	27	36.0
Total		75	100
Tenure years Mean= 5.2 S.D =5.76	1-5 years	50	66.7
	6-10 years	15	20.0
	11-15 years	8	10.7
	16 - years and above	2	2.7
Total		75	100

Table 1 demonstrates the socio-demographic characteristics. The higher percentage was in the age groups between (20 to 29 years) which constituted (72%). That the most of nurses were male (74.7%), with regard to marital status (62.7%) of them were married. The higher percentage was (40.0%) who were graduated from nursing diploma, while the lower percentages (2.7%) that were graduated from nursing school, the tenure years between (1 to 5 years) which was (66.7%), while (2.7%) have tenure years from 16 years and above.

Table (2): Nurses Responses on Workforce Staffing Factors within Three Levels Scale by Total Frequencies, and Percentages

L.	First: Workforce Staffing Factors	Never		Sometim		Always	
		F	%	F	%	F	%
1	Work schedules are not appropriate.	42	56.0	6	8.0	27	36.0
2	Increased workload.	32	42.7	6	8.0	37	49.3
3	The inadequacy of nursing staff.	41	54.7	5	6.7	29	38.7
4	Work extra hours.	54	72.0	12	16.0	9	12.0
5	Non-compliance schedules rotating among nurses	53	70.7	11	14.7	11	14.7

Table 2 shows the mainly were increased workload were (49.3%), than the inadequacy of existing nursing were (38.7%), work schedules in the hospital is not appropriate was (36.0%), non-compliance schedules rotating between nurses was (14.7%) and the factor less than affect which was work extra hours was (12.0%).

Table (3): Nurses Responses on Work Design Factors within Three Levels Scale by Total Frequencies, and Percentages

L.	Second: Work Design Factors	Never		Sometim		Always	
		F	%	F	%	F	%
1	Cruise and flexibility available through work.	18	24.0	13	17.3	44	58.7
2	Cooperation between nurses.	6	8.0	12	16.0	57	76.0

3	The interaction and communication between the nursing staff.	14	18.7	9	12.0	52	69.3
4	Lack of communication between the nurse and the patient.	49	65.3	12	16.0	14	18.7
5	Provide good opportunities for training and development.	32	42.7	13	17.3	30	40.0

Table 3 shows the following high percentage of the good opportunities for training and development courses was (42.7%), cruise and flexibility available through work was (24.0%), the interaction and communication between the nursing staff working in the hospital, and lack of communication between the nurse and the patients were (18.7%), in addition the cooperation between nurses when performing work was (8.0%).

Table (4): Nurses Responses on Personal and Social Factors within Three Levels Scale by Total Frequencies, and Percentages

L.	Third: Personal/ Social Factors	Never		Sometim		Always	
		F	%	F	%	F	%
1	The presence of a tension and stress.	29	38.7	15	20.0	31	41.3
2	Lack of work satisfaction at work.	40	53.3	13	17.3	22	29.3
3	Dissatisfaction with salaries and incentives	22	29.3	13	17.3	40	53.3
4	Effort and emotional fatigue.	23	30.7	11	14.7	41	54.7
5	Uncomfortable because of problems in the community.	17	22.7	19	25.3	39	52.0

Table (4) shows the high percentage about the presence of a tension and stress was (41.3%), lack of job satisfaction at work was (29.3%) dissatisfaction with salaries and incentives were (53.3%) effort and emotional fatigue (54.7%) uncomfortable because of other problems in the community (52.0%).

Table (5): Nurses Responses on Factors Surrounding Environment within Three Levels Scale by Total Frequencies, and Percentages

L.	Fourth: Factors Surrounding Environment	Never		Sometim		Always	
		F	%	F	%	F	%
1	Workplace appropriate and convenient area.	30	40.0	7	9.3	38	50.7
2	In good lighting.	2	2.7	8	10.7	65	86.7
3	The presence of noise in the workplace.	27	36.0	7	9.3	41	54.7
4	Provide medical devices, tools and techniques.	32	42.7	15	20.0	28	37.3
5	The working environment is safe and risk-free.	38	50.7	16	21.3	21	28.0
6	Provides strategies for infection control.	27	36.0	18	24.0	30	40.0

Table 5 indicates the factors surrounding environment which was the workplace appropriate and convenient area (40.0%) in good lighting (2.7%) the presence of noise in the workplace (54.7%) provide medical devices, tools and techniques (42.7%) the working environment is safe and risk-free (50.7%). provides strategies for infection control (36.0%).

Table (6): Nurses Responses on Administrative Regulatory Factors within Three Levels Scale by Total Frequencies, and Percentages

L.	Fifth: Administrative Regulatory Factors	Never		Sometim		Always	
		F	%	F	%	F	%
1	Follow the organizational work	18	24.0	18	24.0	39	52.0
2	Policies and appropriate organization for workers	21	28.0	21	28.0	33	44.0
3	Give incentives and rewards by responsibilities	56	74.7	8	10.7	11	14.7
4	Respect for the nursing staff by administration	35	46.7	16	21.3	24	32.0
5	Administrative orders applicable legal	26	34.7	26	34.7	23	30.7
6	The division of labour in an orderly and balanced	40	53.3	8	10.7	27	36.0

Table 6 shows the follow the organizational work within the hospital (24.0%), policies and appropriate organization for workers (28.0%), give incentives and rewards by responsibilities (74.7%), respect for the nursing staff by administration (46.7%), administrative orders applicable legal within the hospital (34.7%), the division of labor in an orderly and balanced between (53.3%) cadres.

Table (7): Comparison of the Difference between the Five Factors of the Nurses and their Socio Demographic Characteristics

Socio Demographic Characteristics	Test	F1	F2	F3	F4	F5
Age	F.	0.118	0.71	0.225	2.009	1.244
	P.	0.949	0.549	0.878	0.120	0.300
	Sig.	N. S	N. S	N. S	N. S	N. S
Gender	T.	5.332	1.548	0.573	0.003	0.944
	P.	0.000	0.126	0.568	0.998	0.348
	Sig.	H. S	N. S	N. S	N. S	N. S
Marital Status	F.	0.302	1.942	2.355	1.419	3.206
	P.	0.764	0.050	0.021	0.160	0.002
	Sig.	N. S	S	S	N. S	H. S
Educational level	F.	0.922	1.297	5.804	2.926	7.942
	P.	0.435	0.282	0.001	0.040	0.000
	Sig.	N. S	N. S	H. S	S	H. S
Tenure years	F.	1.231	2.250	0.863	0.321	0.873
	P.	0.305	0.090	0.464	0.810	0.459
	Sig.	N. S	N. S	N. S	N. S	N. S

F1: Workforce Staffing Factors, F2: Work Design Factors, F3: Personal / Social Factors, F4: Factors Surrounding Environment, F5: Administrative Regulatory Factors

Table (7) shows that there are no significant statistical factors affecting nursing staff performance and their age, and there is a significant relationship between the workforce staffing factors and their gender. Data shows that there is a significant relationship between the work design, personal and social factors, and administrative regulatory factors with their marital status. Also, demonstrates that there is a significant difference between the personal and social factors, factors surrounding environment, and administrative regulatory factors of nursing staff and their educational level. As the data analysis shows that there is no significant statistical relationship between the factors affecting nursing staff performance and their tenure years.

DISCUSSION

The present study demonstrates the socio-demographic characteristics. According to age (Mean= 31.2, and S.D =7.74), the higher percentage was in the age groups between (20-29 years) which constituted (72%), and the lower percentage of age groups (50 and above years) which constituted (2.7%). That the most of nurses were (74.7%) from males, with regard to marital status, the table shows that highest percentage was (62.7%) of them were married while lowest percentage (37.3%) of them were single. the education level of nurses the higher percentage was (40%) who were graduate from nursing diploma, while the lower percentages (2.7%) who were graduate from nursing school. Finally, most of the nurses have tenure years between (1-5 years) which was (66.7%), while (2.7%) have tenure years from 16 years and above, also Mean= 5.2, and S.D =5.76 for nurses' tenure years in the table (1). A similar study constructed by Negussie (2010) mentions the age distribution that almost half percentage (53.5%) of nurses' age group (20-29). The majority (70%) of nurses' highest qualification is a Diploma in nursing while (30%) of nurses' have Bachelor of Science Nursing (BScN) ⁽⁹⁾. Another study performed by Safei (2011) listed can be seen as much as (54.9 %) from the majority of their ages between (26 to 30) years, where the smallest over > 40 years is as much as (2.4 %), the largest tenure of nurses is (1-5 years) as much as (64.6 percent), while the smallest is more than 20 years of service as much as (1.2 %). But disagree with the present study in the highest percentage of nurses is female (90,2 %), while the male (9,8%) ⁽¹⁰⁾. Disagree results study by Katamba (2011) founded (13.6%) male and (86.4%) female. While was agreeableness about data which was (83.4%) of respondents were aged between (21-35) years. More than half, (55.7%) were married, while (40%) were single ⁽¹¹⁾.

1. Factors Affecting of Nursing Work Performance

Workforce staffing factors from the table (2) shows that the mainly increased workload were (49.3%), then the inadequacy of nursing was (38.7%), work schedules in the hospital is not appropriate was (36.0%), non-compliance schedules rotating was (14.7%) and the factor less than an effect which was work extra hours was(12.0%). Work design factors represented the following percentage the good opportunities for training and development was (42.7%), cruise and flexibility available through work was (24.0%), the interaction and communication between the nurses and lack of communication between the nurse and the patients were (18.7%), in addition, the cooperation between nurses when performing work was (8.0%) in the table (3). Personal/social factors in the table (4) show the high percentage of the effort and emotional fatigue were (54.7%), dissatisfaction with salaries and incentives was (53.3%), uncomfortable because of other problems in the community (52.0%). presence of attention and stress was (41.3%), lack of work satisfaction at work was (29.3%). Data from the table (5) indicates the factors which was the presence of noise in the workplace (54.7%), the working environment is safe and risk-free (50.7%), provide medical devices, tools, and techniques(42.7%), then the workplace appropriate and convenient area (40.0%), provides strategies for infection control (36.0%), in good lighting (2.7%). The administrative regulatory factors from the data presented in the table (6) show about giving incentives and rewards by responsibilities were (74.7%), the division of labor in an orderly and balanced(53.3%), respect forth nurses by administration (46.7%), administrative orders applicable legal (34.7%), policies and appropriate organization for workers (28.0%), organizational work within the hospital (24.0%). The data analysis in table (7) shows that there are no significant statistical factors affecting nurses' performance and their age. Also, indicates that there is a significant relationship between the workforce staffing factors and their gender, and no significant with work design, personal/ social factors, factors surrounding environment, and administrative regulatory factors. Data from the table shows that there is a significant relationship between the work designs, personal and social factors, and administrative regulatory factors with their marital status, while no significant with the factors

surrounding environment, and workforce staffing factors, in the current study. Additionally, demonstrates that there is a significant difference between the personal/ social, surrounding environment, and administrative regulatory factors of nurses and their educational level, but there is no significant difference between the workforce staffing and work design. As the data analysis from the table shows that there is no significant statistical relationship between the factors affecting nurses and their tenure years. The study by Hirevenkanagoudar (2010) founded reutilization and heavy workload lead to emotional exhaustion among the nurses. The work design following factors affect the majority of nurses (87%) opportunities to use training, (86%) flexibility during work, (64%) communication gap, (21%) interaction among the workers were the factors affecting the working conditions. about Personal/ social factors that affect the working condition which include the following more than (92%) thought a tension and stress, and (69%) work dissatisfaction at work, (81%) emotional fatigue, and comfortable. While factors surrounding environment that affect the working for (2%) workplace appropriate and convenient area, lighting, and noise (65%) medical devices and tools and techniques. These factors affect (18%) the organizational work, (16%) policies and appropriate organization, (71%) incentives and rewards, (89%) respect for the nurses, (6%) administrative orders applicable legal, and (7%) division of work, and findings were also observed among the nurses as there was no significant association found between factors affecting working conditions with age, gender, marital status, and length services. But there was little association between gender and marital status ⁽¹²⁾. A study by Al-Ahmadi (2009) shows that work success correlates favorably with organizational engagement, job satisfaction, and personal and professional variables. Good predictors of nurses' success are both job satisfaction and organizational engagement. Some personal variables, including years of experience, gender, and marital status, are positively linked to working success. Education levels are negatively linked to performance ⁽¹³⁾.

CONCLUSIONS

The study concluded main factors affecting nursing work include workload increase (49.3%), no opportunities for training and development (42.7%). Then the factors of dissatisfaction with salaries and incentives, the effort and emotional fatigue, and uncomfortable because of problems in the community were (53.3%, 54.7%, and 52.0%) respectively. The factors of environment surrounding represent (54.7%) the presence of noise in the workplace, lack of providing medical devices tools and techniques (42.7%), while (50.7%) the working environment is not safe and risk-free. Administrative regulatory factors were (74.7%) don't give incentives and rewards by responsibilities.

The current study measures the relationship association between that the factors affecting nurses and the socio-demographic characteristics. The study finds a significant relationship between the workforce staffing factors (0.000) with gender by using a T-test. Whereas, a significant relationship between the work design factors (0.050), the personal/ social factors (0.021), and administrative regulatory (0.002) with marital status was through the usage of the T-test. But the educational level is a significant relationship with the personal/social (0.001), surrounding environment (0.040), and administrative regulatory factors (0.000). While shows no significant relationship between the factors affecting the working of nurses with age and tenure years.

RECOMMENDATIONS:

1. The managers communicating directly and respectfully with nurses and using new strategies in Al-Hamdaniya general hospital which lead to improving the nurses' performance circumstances.

2. Overcoming the factors that affect nurses' work and the managers allow nurses an opportunity for training and development to perform several tasks.
3. Giving incentives and rewards, improving the quality of working to diminishing nurses' work dissatisfaction in hospital settings.
4. Supply of the appropriate work environment, which involved reducing noise in the workplace, the new medical devices, tools, and techniques, and maintaining the environment is safer and free of hazards.
5. Sufficiency of the nurses, in addition to the proper distribution of work to, reduces the high workload, stress, fatigue, and uncomfortable.

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