

FACTORS AFFECTING THE PERFORMANCE OF NURSING STAFF IN PUBLIC SECTOR HOSPITAL (DHQ) OF SAHIWAL

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ABSTRACT

Introduction: Nursing care is a vital component of patient care and is a key determinant of quality of healthcare services. Nursing helps individuals, families and groups to determine and achieve their physical, mental and social potential, and to do so within the challenging context of the environment in which they live and work. **Objective:** The main objectives of this study were to identify the factors affecting the nurse's performance and level of nurse's performance in public sector hospital. **Study Design:** Descriptive comparative research design was used in this research. **Setting:** This research was conducted in DHQ Sahiwal. **Method:** A questionnaire was designed to be filled by the nurses working in the hospital. The gathered data was processed and analyzed by SPSS and presented in the shape of tables. **Result:** The sample size of this research was 121 nurses working in hospitals. The results showed that there are different factors affecting the nurses job satisfaction and job performance like duty shifting, lack of cooperation, etc.

Keywords: Nurses performance, Public Sector hospital, Factors effecting performance

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INTRODUCTION

Nursing care is a vital component of patient care and is a key determinant of quality of healthcare services. Nursing helps individuals, families and groups to determine and achieve their physical, mental and social potential, and to do so within the challenging context of the environment in which they live and work. The nurse requires competence to develop and perform functions that promote and maintain health and comfort as well as prevent ill-health. Nursing also includes the assessment, planning and giving of care during illness and rehabilitation, and encompasses the physical, mental, spiritual and social aspects of life as they affect health, illness, disability and dying.¹

Shortage of medical equipment, either due to unavailability or non-functioning, is a barrier to the ability of the health system to deliver quality health services. The World Health Organization estimates that between 50 to 80 percent of medical equipment in developing countries is not functioning and those countries lack technology

assessment systems and regulatory controls to prevent importation of inferior medical equipment. These make the countries exposed to dishonest market practices that put patient's lives at risk. Managing drug shortages has become a daily requirement for health care providers in the critical care environment.

Drug shortages impact the practice of different disciplines in various ways, and the perceptions of the underlying causes and appropriate management of drug shortages vary among physicians, nurses, and pharmacists as well. Many nursing executives ponder the repeated problems at the unit level and occasionally surmise that effective supervision at that level holds the key to quality patient care. These pragmatic concerns, while commonplace, have yet to be explored empirically. The relationship of head nurse direction and support on subordinate job satisfaction and performance is not clearly understood. Work discipline is a form of obedience of one's behavior in complying with certain provisions or regulations relating to work



and enforced within an organization. It is affected the arrangement of a conducive working environment needs to be created for nurses to work effectively and efficiently. Create a work environment that can encourage nurses to do their best. The leader must have the ability to understand that a person has different motivations. The head of the nursing room at the hospital is one of the leaders who oversees several nurses or subordinates in charge. Many behavioral factors like people per person in the organization, such as productivity levels, the level of absenteeism and so forth. Some employees show low work discipline in terms of absenteeism, late arrivals, observations and information obtained from heads of staff are still found to have low enthusiasm for activity, and indicate the low performance of some employees of the organization.

Enhancing the performance of health workers to guarantee that health mediations are proficiently conveyed keeps on being a noteworthy test for African nations. HR for health, comprising of clinical and non-clinical staff, are the most imperative resources of health frameworks. The performance of a health association relies upon the learning, abilities, and inspiration of people. It is along these lines essential for managers to give reasonable working conditions to guarantee that the performances of representatives meet the ideal models.

Mc Court and Awases,² directed an overview on creative methodologies and promising practices for enhancing the administration of the health workforce in Namibia. An extensive variety of health workers, including nursing supervisors and nurses sent in health offices at territorial and region level, were met. There is no performance examination framework set up on the grounds that the past framework was surrendered in 1998. It is critical for businesses to guarantee that the performance of workers is of an exclusive expectation; if this isn't the situation, measures ought to be set up to recognize and amend the

circumstance. It is vital to enhance the dimension of the performance of first-line health workers or individuals who are constantly in contact with the customers, network, and patients at all dimensions of health care.

The latest data on nursing posts in the nation is that nurses make up the biggest number of health workers in the general population part and are evaluated at 2848 enlisted proficient nurses and 2043 selected nurses contrasted with 666 medicinal doctors and 288 drug specialists.³ This implies the nation depends intensely on nurses for administration conveyance; their performance, along these lines, is basic for the effective arrangement of health care.

Objectives of the study

- To identify the factors affecting the nurses' performance in public sector hospital

LITERATURE REVIEW

MacDonald and Moralejo (2007) conducted a research on Correct arrangement and organization of oral Veillard et al, 2003 dissected that a framework must be said to perform on the off chance that it conveys great intercessions, care or administrations. Be that as it may, performance and quality are not really indistinguishable and exchangeable ideas. A generally acknowledged meaning of value proposed by the Institute of Medicine conceptualizes quality as how much health administrations for people and populaces are predictable with current expert information and improve the probability of wanted health results.

Katz and Green,⁴ characterize performance the board as a framework made out of a methodical arrangement of projects intended to characterize, measure, and enhance hierarchical performance". As indicated by him performance the executives as helping individuals to work all the more viably by enhancing individual and group performance, expanding the general profitability of an office" with regards to staff the

executives. Performance the executives as a technique which identifies with each movement of the association set with regards to its HR arrangements, culture, style and communications frameworks. The idea of methodology relies upon the authoritative setting and can shift from association to association". Performance the board is a mutual procedure between directors, the individual and the groups they are regulating; it is intended to enhance the performance of an association and the general population working inside it.

Wanjala and Kimutai,⁵ examined that the Performance the board depends on concurred destinations, capabilities required to embrace the work and advancement gets ready for accomplishing the goals. Performance the executives Performance estimation could be characterized as "the normal estimation of the outcomes (results) and proficiency of administrations or projects." This involves the customary estimation of advancement towards exact result (it is a basic segment of any exertion at overseeing for results), a client situated system that centers around expanding benefits and limiting negative expense for clients of administration and projects. At the point when performance isn't estimated or is estimated erroneously, those utilizing the data will be deluded and terrible decisions will be likely pursued. In this manner, the familiar adage "rubbish in refuse out" gives more trustworthiness.

Hatry,⁶ Performance estimation offers general data that can be misused for basic leadership purposes both for the board and for all dimensions of workers. In this fitness, the performance estimation framework can turn into the instrument board. This instrument board is utilized for key moving, every day running of the association and arranging, actualizing upgrades and changes.

Hines et al,⁷ Conventional proportions of

authoritative performance were money related and bookkeeping based. As of now it has advanced into modern frameworks which have a few capacities. Right off the bat, the money related measures as devices were utilized to control the budgetary re-wellsprings of organizations so as to help hierarchical goals. Furthermore, monetary performance measures went about as gauges to show accomplishments against major authoritative destinations. Thirdly, they likewise fill in as inspirations for future accomplishments. Moreover, by giving a window of the past they were believed to be the affecting variables for future victories. Despite the benefits of the monetary and bookkeeping measures in surveying performance, the way that they were cost-based and in reverse looking gave little inspiration.

Manzoni and Islam,⁸ investigated the inadequacies of customary fund-based proportion of performance provoked the scan for upgraded measurements to quantify performance. Monetary pros received estimates, for example, action-based cost, financial esteem included, the equalization scorecard that has been joyfully invited and has drawn such a great amount of enthusiasm for the universe of business as the most referred to work in 1998, 2000 and 2002 at the performance measure affiliation gathering. Monetary benefit, regularly alluded to as financial esteem included or EVA can be portrayed as the after-assess working benefit staying subsequent to deducting a charge for the capital utilized in the business.

Dieleman et al,⁹ relationship between motivation and performance management of health sector workers in Mali on 370 health workers to find out the factors affecting the nursing performance. the results showed that the factors including incorporate inclination: capable, pay increase, getting preparing, holding obligation, thankfulness and accepting acknowledgment, getting advancement, getting motivating forces, working inside a camaraderie, accepting money

related advantages from clients' expenses, and having your accomplice living close to the working environment, and having great partners. As indicated by elements engaged with this investigation de-persuading health workers include: absence of materials, absence of acknowledgment, troublesome living conditions, absence of set of working responsibilities, abstract performance evaluation, poor administration, and accomplice living far away poor working of the health panel, living far away, from a urban focus and living far from spots where choices are being made.

Peters et al,¹⁰ studied on occupation satisfaction and inspiration of health workers in broad daylight and private divisions from two Indian states uncovered that in opposition to regular discernments, a lot more representatives evaluated rousing variables like great working associations with partners (96%), preparing openings (92%), and natural elements, for example, having instruments to utilize aptitudes (92%), and 'great physical conditions (93%) as more imperative than salary (76%).

Odom,¹¹ directed an examination in which 112 nursing understudy's information was utilized in India to uncover that members felt fulfilled about making an imperative commitment to their association and working performance in healing centers. The outcomes demonstrated that an arranged arrangement of propelling components played a critical effect on the nurse's performance working in, doctor's facilities. It was seen that statistic factors like sex, race, training, among others were found to have effect on the positioning of the elements.

DATA AND METHODOLOGY

Present research study was descriptive and quantitative in nature, so descriptive. This research was conducted in the DHQ hospital Sahiwal. For this purpose, a questionnaire was developed by using the five likert scale. Data was collected randomly from 125 nurses working in

the hospital. Briefly interview survey method was used for the collection of data. Each item has five response options like strongly disagree, disagree, agree, neutral and strongly agree against their perceptions and experiences.

RESULTS AND DISCUSSION

Table 4.1 Cronbach's Alpha Reliability Statistics

Cronbach's Alpha Reliability Statistics	No; of Items
.754	23

Table 1. Demographic Information

Demographic Information	Results		
	Frequency	%	
Age	21-30 years	41	33.9
	31-40 years	59	48.8
	Above 40	21	17.4
Marital Status	Single	29	24.0
	Married	81	66.9
	Widow	10	8.3
	Divorced	1	.8
Experience	1-5 years	34	28.1
	6-10 years	60	49.6
	Above 10 years	27	22.3

Above table shows the results of reliability statistics of Cronbach's Alpha test. The reliability of is .754 which is greater than .7 which showed the reliability.

The survey results shwed that 41 respondent's age is between 21-30 years, 59 respondents age is between 31 to 40 years and the 21 respondents age is above 40 years. In this survey 29 nurses were found single, 81 nurses were married, 10 were widow and 1 nurse was divorced. The respondent's whose experience is 1 to 5 years are 34. The respondents whose experience is 6-10 years are 60 and the respondents whose experience was more than 10 years are 27.

The results indicated that no respondent strongly disagreed with the given statement that if the nurses are treated with respect then they like to work happily. no respondents disagreed with the given statement; no respondents marked the neutral response. 41 respondents agreed with



Nurses perceptions about working Environment					
Statements	Strongly disagree	disagree	Neutral	Agree	Strongly agree
	Freq %	Freq %	Freq %	Freq %	Freq %
If I am treated with respect at my workplace, I will work happily.	0 0	0 0	0 0	41 33.9	80 66.1
Each time I get a salary increment, I felt more devotion to my profession	0 0	0 0	1 .8	56 46.3	64 52.9
An environment of cooperation among colleagues always encouraged me during my job.	0 0	0 0	2 1.7	68 56.2	51 42.1
Shortage of resources e.g. medical equipment, cleaning materials, stationery and medication can adversely affect the nurses' performance	0 0	0 0	1 .8	61 50.4	59 48.8
Workplace environment and organizational behavior has a direct impact on job performance	0 0	0 0	5 4.1	78 64.5	38 31.4
Dissatisfaction on 24hours service rendered by same staff	1 .8	3 2.5	64 52.9	37 30.6	16 13.2
Lack of communication system in the facility	1 .8	1 .8	12 9.9	97 80.2	10 8.3
Lack of accommodation for nursing staff discourages them and has impact of degraded performance	0 0	2 1.7	11 9.1	90 74.4	18 14.9
Workshops and study leave not fairly offered by the hospital	1 .8	18 14.9	39 32.2	45 37.2	18 14.9
Duty shifting (day and Night duty) affect your performance downward	0 0	3 2.4	47 38.8	56 46.3	14 11.6
Supervisor not available to discuss immediate nature job problems	1 .8	5 4.1	53 43.8	48 39.7	14 11.6
Supervisors' discriminating staff affects the performance	1 .8	3 2.5	50 41.3	61 50.4	6 5
Your job involves a lot of repetitive work which causes stress	1 .8	6 5	65 53.7	48 39.7	1 .8
Constructive feedback on performance appraisal results are shared on a regular basis.	1 .8	3 2.5	50 41.3	61 50.4	6 5
Feedback of how staff is performing is provided throughout the year	0 0	12 9.9	67 55.4	25 20.7	17 14
Prompt action is taken when performance falls below acceptable standards	0 0	3 2.5	76 62.8	23 19	18 14.9
Staff are given an opportunity to make comments on the results of their performance	0 0	0 0	20 16.5	91 75.2	10 8.3
Self-assessment by employees to review their own performance is done	0 0	5 4.1	74 61.2	35 28.9	7 5.8
I am constantly seeking out new challenges at work.	0 0	4 3.3	76 62.8	32 26.4	9 7.4
My work environment is safe and free from hazards.	0 0	0 0	13 10.7	77 63.6	31 25.6
There is a clear channel of communication at my workplace	0 0	7 5.8	40 33.1	59 48.8	15 12.4
My manager is concerned about my well being	0 0	3 2.5	51 42.1	57 47.1	10 8.3
I am happy with the management style in my hospital	0 0	1 .8	23 19	84 69.4	13 10.7

statement and only 80 respondents agreed with the given statement.

suitable salary packages played key role for the working of nurses in hospitals. no respondents

disagreed with the given statement; 1 respondents marked the neutral response. 56 respondents agreed with statement and only 64 respondents agreed with the given statement. no respondent strongly disagreed with the given



statement that co-operation among nurses and colleagues encouraged you which affects job performance. no respondents disagreed with the given statement; 2 respondents marked the neutral response. 68 respondents agreed with statement and only 51 respondents agreed with the given statement. no respondent strongly disagreed with the given statement that medical resources shortage also affect their performance. no respondents disagreed with the given statement; 1 respondents marked the neutral response. 61 respondents agreed with statement and only 59 respondents agreed with the given statement.

No respondent strongly disagreed with the given statement that organizational and workplace environment directly affects the nurses performance. no respondents disagreed with the given statement; 5 respondents marked the neutral response. 78 respondents agreed with statement and only 38 respondents agreed with the given statement. 1 respondent strongly disagreed with the given statement that dissatisfaction rendered the services of nurses. 3 respondents disagreed with the given statement; 64 respondents marked the neutral response. 37 respondents agreed with statement and only 16 respondents agreed with the given statement.

1 respondents disagreed with the given statement; 12 respondents marked the neutral response. 97 respondents agreed with statement and only 10 respondents agreed with the given statement.

1 respondent strongly disagreed with the given statement that lack of accommodations and discourage the nursing staff badly affects the nurses performance. 2 respondents disagreed with the given statement; 11 respondents marked the neutral response. 90 respondents agreed with statement and only 18 respondents agreed with the given statement. 18 respondents disagreed with the given

statement; 39 respondents marked the neutral response. 45 respondents agreed with statement and only 18 respondents agreed with the given statement.

3 respondents disagreed with the given statement; 47 respondents marked the neutral response. 56 respondents agreed with statement and only 14 respondents agreed with the given statement.

53 respondents marked the neutral response. 48 respondents agreed with statement and only 14 respondents agreed with the given statement. 3 respondents disagreed with the given statement; 50 respondents marked the neutral response. 61 respondents agreed with statement and only 6 respondents agreed with the given statement. 12 respondents disagreed with the given statement;

67 respondents marked the neutral response. 25 respondents agreed with statement and only 17 respondents agreed with the given statement.

no respondent strongly disagreed with the given statement that nursing performance related feedback affects the nurses performance. 3 respondents disagreed with the given statement; 76 respondents marked the neutral response. 23 respondents agreed with statement and only 18 respondents agreed with the given statement. 20 respondents marked the neutral response. 91 respondents agreed with statement and only 10 respondents agreed with the given statement. 5 respondents disagreed with the given statement; 74 respondents marked the neutral response. 35 respondents agreed with statement and only 7 respondents agreed with the given statement.

76 respondents marked the neutral response. 32 respondents agreed with statement and only 9 respondents agreed with the given statement. 13 respondents marked the neutral response. 77 respondents agreed with statement and only 31 respondents agreed with the given statement.

7 respondents disagreed with the given statement; 40 respondents marked the neutral response. 59 respondents agreed with statement and only 15 respondents agreed with the given statement. 3 respondents disagreed with the given statement; 51 respondents marked the neutral response. 57 respondents agreed with statement and only 10 respondents agreed with the given statement. 1 respondents disagreed with the given statement; 23 respondents marked the neutral response. 84 respondents agreed with statement and only 13 respondents agreed with the given statement. 17 respondents marked the neutral response. 86 respondents agreed with statement and only 18 respondents agreed with the given statement.

CONCLUSION

The results indicated that the nurses Performance assessment is a consistent procedure with minimal mental risk to the representative. It is that consistent criticism starting with one person then onto the next, which acknowledge the issue and attempts to understand them. Performance appraisal is a fundamental prerequisite for the assessment of existing health administrations, and consequently is vital for development in health care by concentrating on what the health specialists really do.

Shortage of medical gear, either because of inaccessibility or nonfunctioning, is a barrier to the capacity of the health framework to convey quality health administrations. The World Health Organization evaluates that between 50 to 80 percent of medical gear in creating nations isn't working and those nations need innovation appraisal frameworks and administrative controls to forestall importation of sub-par medical hardware. These make the nations presented to exploitative market rehearses that put patient's lives at risk. Overseeing drug shortages has turned into a day by day necessity for health care suppliers in the basic care condition. Performance issues are reflected in a

wide variety, similar with the impact of authoritative factors that contrarily influence the patient's fulfillments. 100% of nurses agreed that their performance increases if they get respect at workplace and if they get salary increments.

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