



Research Article

Factors Affecting the Performance of Clinical Nurses

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Abstract

The purpose of the research was to explore the factors that affect the performance of nurses in Nawaz Sharif Social Security Hospital Lahore. The Research Design was quantitative descriptive. The population consisted of all categories of nurses working Nawaz Sharif Social Security Hospital Lahore works seven days in a week. The Stratified Random sampling technique was used to obtain the sample. Data were collected by means of designed performance instrument questionnaires. The study revealed that nurses were dissatisfied with their work, something that had a tremendous influence on their performance.

Keywords: Clinical Nurses; Hospital; performance of nurses

Introduction

All human being spends their life in different fields for fulfillment of their physiological and psychological needs of life and their survival. Professions an essential part of almost everyone's life. Profession performs an important role in individual's social lives. In any professional life performance is the essential component of the organization's development and growth. All professionals life is stressful due to especially the work place is more stressful. Indifferent profession the performance factors are different. But some factors are common in all professions like knowledge and skill, work environment, organization structure. These factors are seriously affecting the performance of the professionals and work out put.

Knowledge is a familiarity, awareness or understanding of someone or something, such as facts, information, descriptions, or skills, which is acquired through experience or education by perceiving, discovering, or learning. Knowledge can refer to a theoretical or practical understanding of a subject. It can be implicit (as with practical skill or expertise) or explicit (as with the theoretical understanding of a subject); it can be more or less formal or systematic (Vigo, 2011).

Skill is the ability to perform a task, or a group of tasks, which often requires the use of motor functions, but also require specific knowledge and skills. In work environment Location is a place where a task is completed. When pertaining to a place of employment, the work environment

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involves the physical geographical location as well as the immediate surroundings of the workplace, such as a construction site or office building. Typically involves other factors relating to the place of employment, such as the quality of the air, noise level, and comfort. (<http://www.businessdictionary.com/>).

The performance of nurses is measured according to achievements of various priority indicators rendered in different health facilities, and the workload that is measured according to nurse patient ratio, i.e., 1:38 patients (District Health Plan, 2008/2009). Enhance the output and improving the performance of clinical nurse in order to improve competence in health intervention, is a main challenge for developing countries like Pakistan. Individual resources for wellbeing (medical and non-medical) team are dominant as employees are the most significant talent of health systems. Performance of health care organizations depends on the awareness, skills and inspiration of person workforce. Employers should supply effective setting which maintain the performance of employees. Clinical nurse are not producing the desired performance in terms of health interventions, which is a concern for the World Health Organization. (WHO) and policy- and decision-makers (High Level Forum 2004:1; World Bank 2000:5). Inadequate health employees, in terms of statistics and output level, are regarded as a major restriction in achieving the Millennium Development Goals (MDGs) for reducing poverty and diseases in many countries. Planned curative procedures contain improving motivation, retention, productivity and the performance of health care workers, and mobilizing unemployed trained staff, or those working in other areas, to return to the health sector.(High Level Forum 2004:7)

Performance means 'to carry out, accomplish or fulfill an action or task'. It also means 'work, function, or to do something to a specific standard'. Performance is 'an action or process of performing a task or function' (Oxford Concise Dictionary 1999:1060).The care giving capacity will be count and measured is the performance. Performance is the actual conducting of activities to meet responsibilities according to standards. It is an indication of what is done and how well it is carried out (Winch, Bhattacharya, Debay, Sariat, Bertoli & Morrow 2003:2). Although every profession is effected by some Factors but the health profession is more susceptible to these factors especially in nursing profession. It has effects on people's performances, communications and productivity. Factors are agents which affect the output of nurse. A person registered with the nurse regulatory and registering authority of their country. Professional nurses are trained at higher education level with the training period between 3-4 years. Professional nurses are also called registered nurses working in clinical, nursing services and educational

institutions. A clinical nurse means any person who gives bed side care in hospital. And having nursing licenses.

This study goes onto explore activities that nurses are engaged in and the kind of challenges they face in their day-to-day work. All professions of life have some factors which affect the performance of their worker. These factors will be identified in this project.

Literature Review

The performance of nurses is always under inquiry. This is because nurses perform delicate work that is related to the well-being of human beings. Nurses are care givers and giving care, be it at home or anywhere, is a job that has to be done thoroughly and properly because, if not, it may cost someone's life. Therefore, the performance of nurses is an important aspect of making sure that people receive quality service and receive it promptly when this service is required. The performance of nurses differs from one area to another depending on the kind of resources and professional advancement facilities available. As this performance differs from area to area, it also differs from country to country, and equally from developed countries to developing countries.

Factors Affecting the Performance of Nurses

According to Fort & Voltero (2004), a study conducted in Armenia, revealed that factors such as: training in the use of clinic tools and receiving recognition from the employer or the client/community are factors strongly associated with performance, followed by receiving performance feedback. According to the research that was conducted by Hong, Alison, While and Barriball in 2006 in mainland China, it was found that nurses' educational level is an influencing factor on nurses' views and experiences of their working lives, with the findings suggesting the need to develop a clinical care ladder for nursing staff in the country. In other words, the level of education nurses have will affect how they perform their duties. A nurse whose level of education is high has more alternatives, for example, in performing her duties. A study conducted by Carayon & Gurses (2008) among intensive-care nurses in the US highlighted factors such as physical environment and family relations to be obstacles of performance, although they also indicated that every element of the work system can have performance obstacles. When nurses live in areas that are uninviting or crime infested, this will certainly affect their work as they will be working under pressure, their minds divided between what they are doing and thinking about what might happen to them or their family members at home. Nurses, and this is true for everyone, need a quiet home atmosphere for them to perform maximally at work.

A study conducted by Chin (2008) indicates that the poor performance of nurses occurs because of, scope of their work, frustrated by a lack of opportunities for education or career progression, or feels underappreciated or insecure in

their work, all of which hinder performance and affect behaviour at work. In Taiwan, it was found that job performance by employees is affected by attitudes, job satisfaction, organizational commitment that has an influence on organizational outcomes. It is, therefore, the responsibility of managers to ensure that nurses have a work environment that is linked to job satisfaction and good outcomes for the organization (Hueng-Ming Tzeng, 2002:1).

In Malawi, chronic shortage of human and materials resources has the biggest impact on the working environment. Staff shortages in that country have led to exaggerated working hours, heavy workloads lack of “off duties” and more frequent night shifts. Lack of material resources adds to workloads by causing time-consuming struggles to improvise and affect patient outcomes or increase length of stay.

The study further shows that the staff is working under difficult conditions but committed to serving the population, identifying the main factors contributing to performance as follows: limited opportunities for career development and further education, inadequate or non-existent human resources management systems (Bradley & McAuliffe, 2009).

Objective

The objectives of this study are following:

Specific objective:

To identify the specific factors affecting the performance of clinical nurse.

General objective:

To know that why the performance was low why the caring was not good.

Purpose of the Study: The purpose of the study will be to know the influence of describe variables/factors affecting the performance of professional nurses in Nawaz Sharif Social security Hospital Lahore.

Significance of Research: This study will be beneficial for the Nurse Manager to identify the Factors affects the performance of nurses. By knowing about the factors nurse manger will enhance the performance of nurses. This study will also be beneficial for organization to know about factors affecting the professing and setting strategies to improve outcome by managing these sources.

Methodology

Descriptive cross sectional study design was selected to conduct the research. The population for this study consisted of all professional nurses age 21-50 year in Nawaz Sharif Social Security Hospital Lahore. The population consisted of 300 professional nurses, from which 100 (33%) were randomly selected. Questioners were delivered to randomly selected 100 nurses of Nawaz Sharif Social Security Hospital Lahore 70 questioner were filled. Sample collection

Age limitation: age less than 21 year. Experience: less than 2 year. Education: Certificate Age limitation: 21 year to 50 year of age. Experience: 2 year or more than 2 year.

Education: diplomatic nursing and graduation. Permission to do the study was acquired from the Principal of Lahore School of Nursing, as well as the medical superintendents of the participating hospitals. Respondents were informed about the objective of the study, their voluntary participation and their right to withdraw from the study at any time. Secrecy and confidentiality were ensured by providing self-addressed envelopes with all questionnaires, respondents were authorized to write their names or not write their name on the questionnaires.

Before obtaining research data the permission was taken from all selected nurses for participation in gathering data. Inform to participants that all collected information and record will be remaining as confidential. In this research the tool was Questioner (was prepared with the help of supervisor and literature) calculator, plain paper, pens and pencil.

Data Analysis Results

In this research 100 questioner were delivered to the nurses of Nawaz Sharif Social Security Hospital Lahore in which 58 questioners were backed filled while 42 were not filled. in 58 clinical nurse 48 were female nurse and 10 were male nurse. Data were collected and put on SPSS for analysis. Applied frequency test on different variables calculated and graphically portrayed in table and graphs.

Gender

According to Fig. 1 gender male and female enrolled, 10 or 17.24% were male and 48 or 82.76% were female. The frequency of female is higher than male in this study.

Age

The nurse with age ranges from 20 – 50 years. 8.62% nurses aged between 20 – 25 years. 67% were 26-30 years. 20.69% were aged from 31-35 years. 3.45% were above 36 years (Fig. 2).

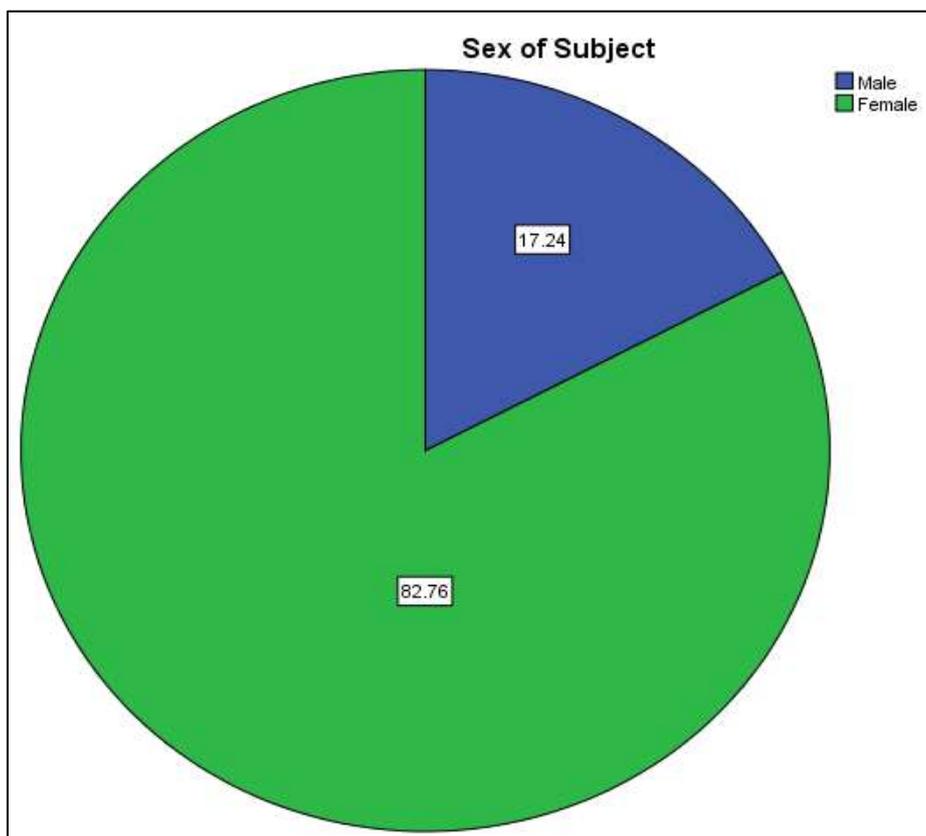


Fig. 1: Sex of subject

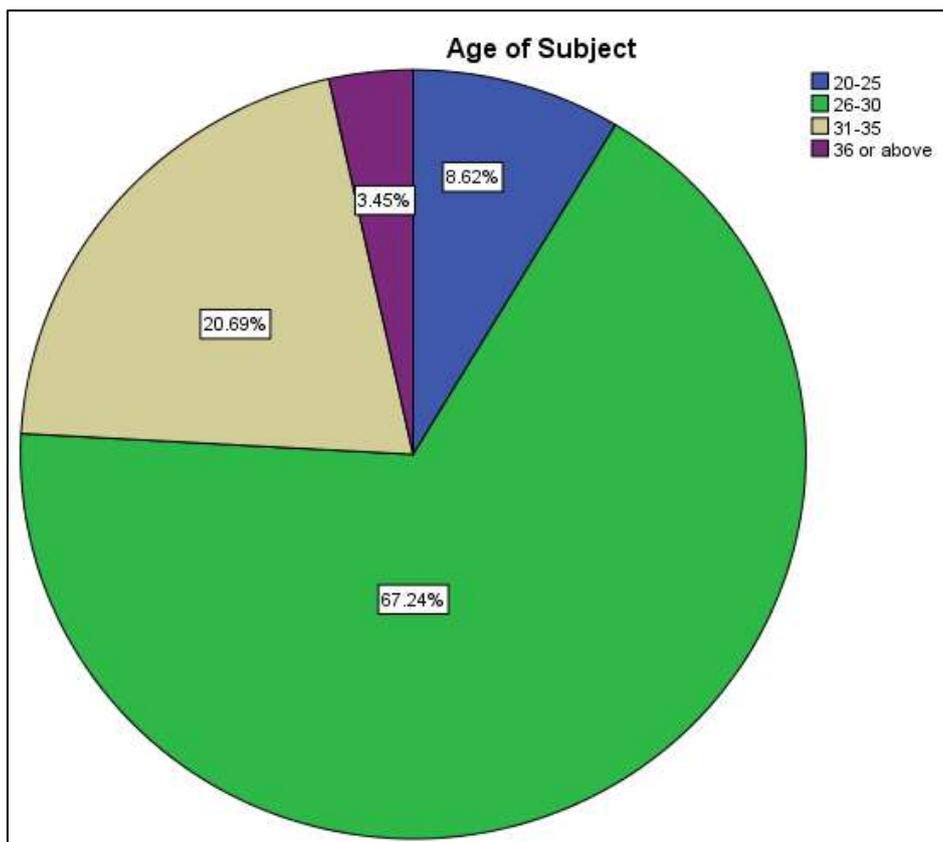


Fig. 2: Age ranges of subject

Professional Qualification

Fig. 3 shows that 71% of nurses in Nawaz Sharif Social Security Hospital have Diploma in Nursing and 29% have diploma in nursing as well as diploma in midwifery.

Education

1-8 year experienced nurse were 56% and 25 % nurses have experience 9-14 years and 17 % nurses of Nawaz Sharif Social Security having experience of 15-20 years (Fig. 4).

62 % of nurses agree that their knowledge and skill effect their Performance 27 % nurses were strongly agree 5% nurses were undecided and 5 % were disagree (Fig. 5).

In the answer of the question, that completion of task on time 55% agree 6% disagree 20% uncertain 12% disagree 3 % answered strongly disagree (Fig. 6).

Your supervisor appreciate you 12 % nurse were Strongly Agree 48 % were agree 20% un-certain 12 % were disagree and 6 % were strongly disagree (Fig. 7).

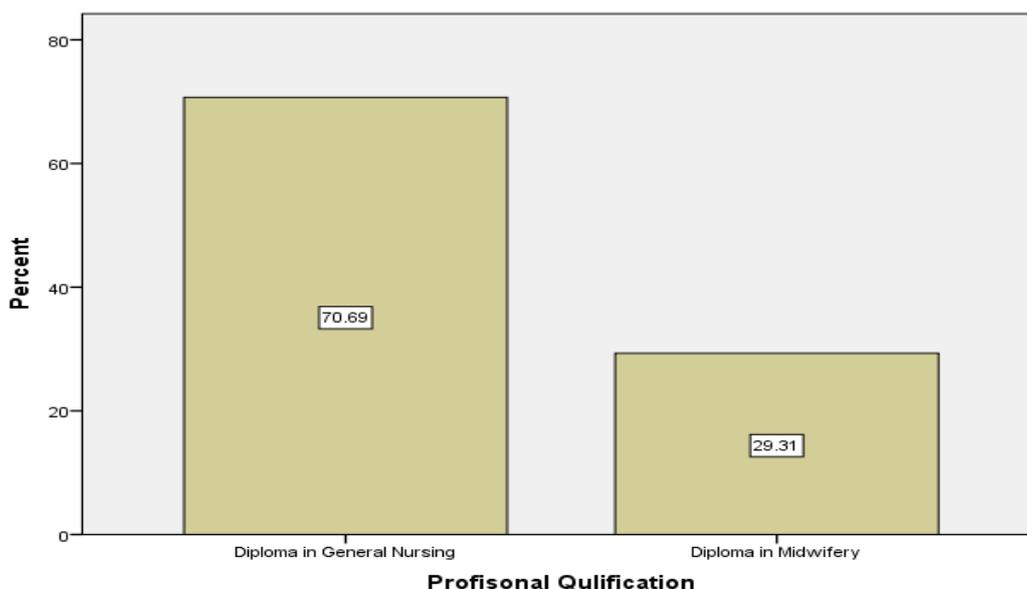


Fig. 3: Professional qualification of subject

Table: Description given in frequencies and percentages:

Description		Frequency	Percentage
Gender	Male	10	17.24%
	Female	48	82.76%
Age	21-25	5	8.6%
	26 – 30	39	67.2%
	31 – 35	12	20.7%
	Above 36	2	3.4%
Education	Diploma	38	65.6%
	Bsn	3	6.4%
	Post RN	17	28%
Experience:	1-8 years	33	56.9%
	9-14 years	15	25.9%
	15-20 Years	10	17.2%
Total		58	100.0

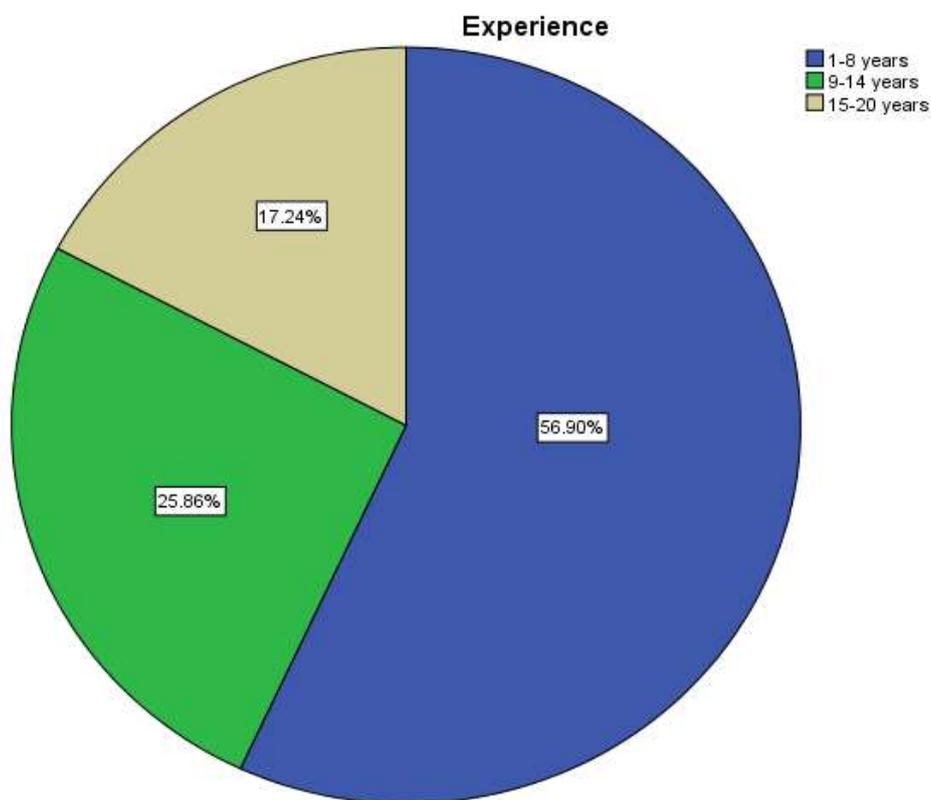


Fig. 4: Experience of subject.

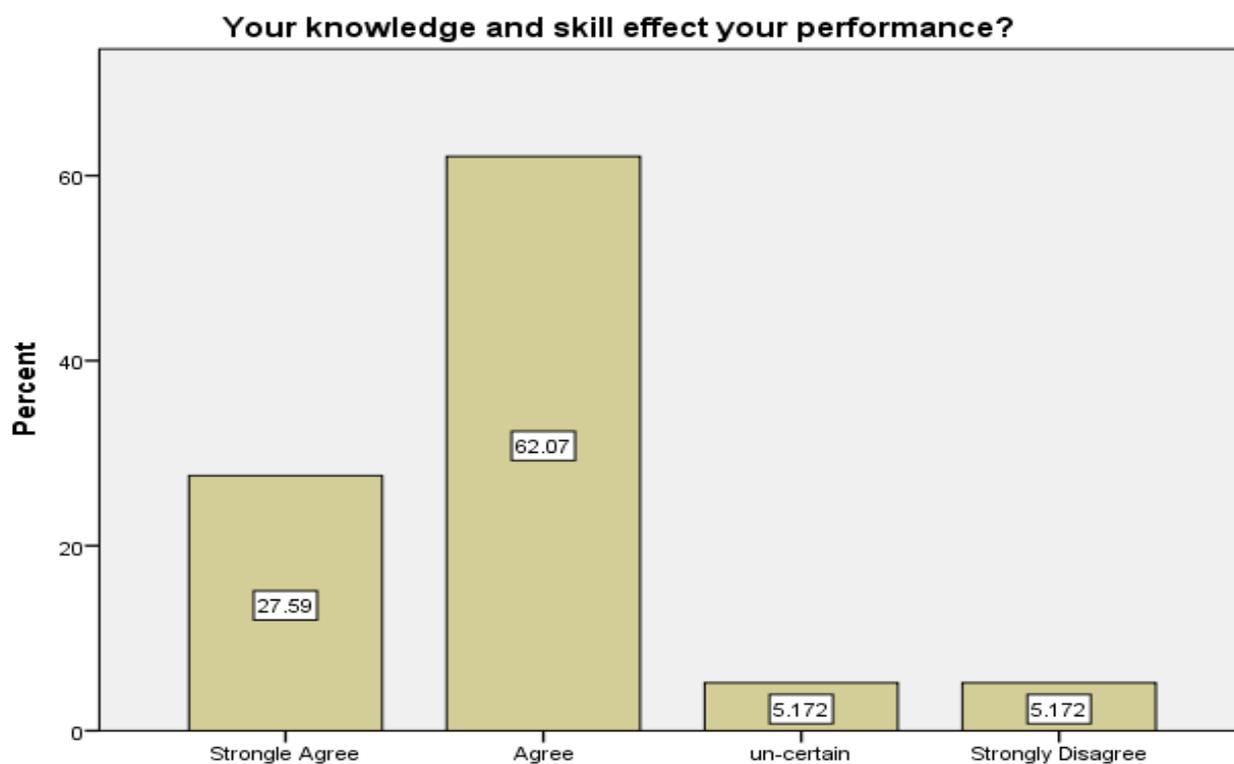


Fig. 5: Knowledge and skill effect your Performance

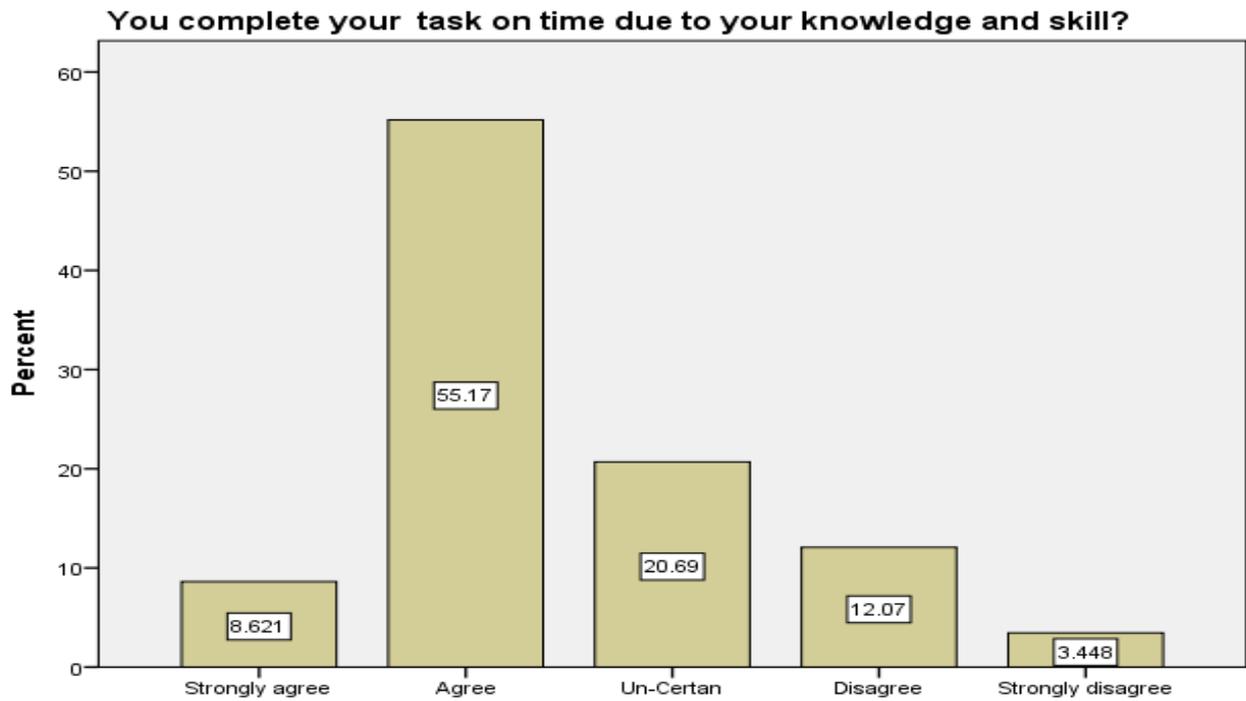


Fig. 6: Do you complete your task on time due to your knowledge and skill?

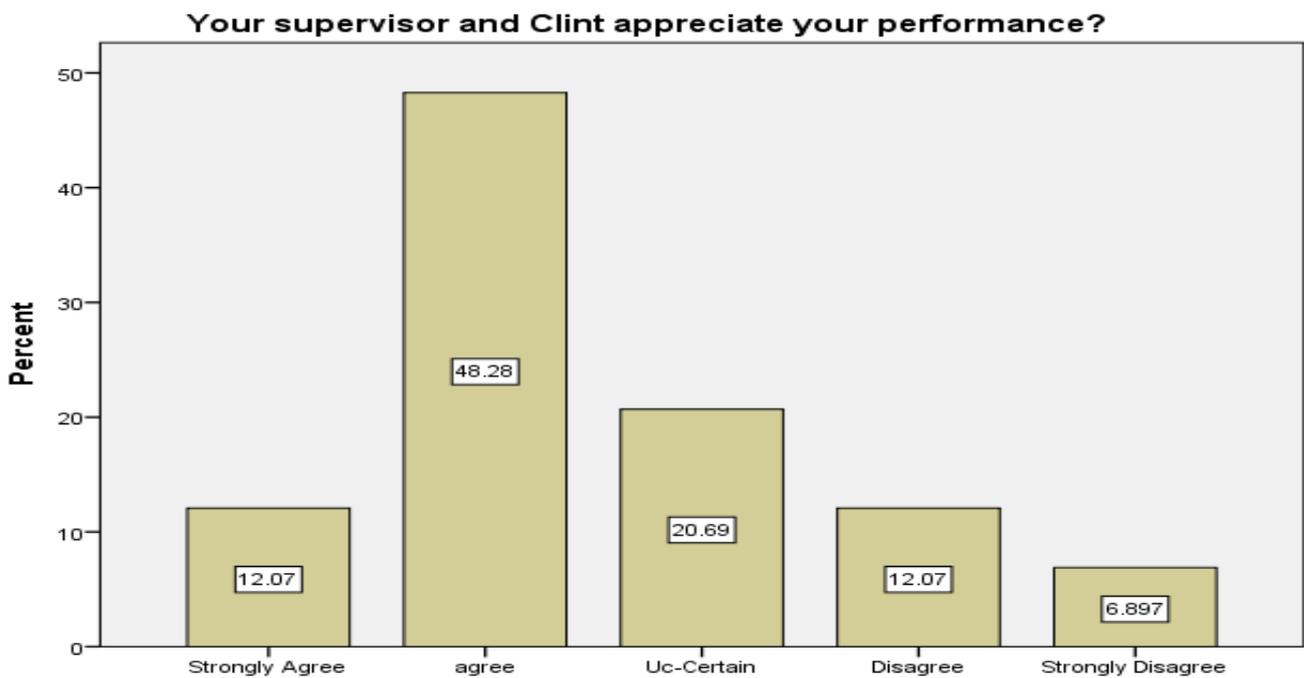


Fig. 7: Do your supervisor and client appreciate your performance?

In the answer of the question- Do you implement nursing care plan? Fig. 8 shows that 10 % of nurses were strongly agree 39 % agree 18 % uncertain 17% disagree 13 % answered strongly disagree

Only 3.4% strongly agree with the question-, Do you implement nursing performance standards? (Fig. 9), whereas 39.6% disagree with this question.

36.2% respondents agree with the question: Are you getting benefits according to your expectation? (Fig. 10)

Fig. 11 describes the answer of the question; do you give health education to your client and family? 5 % nurse were Strongly Agree, 39 % were agree, 22% un-certain, 20 % were disagree and 12 % were strongly disagree

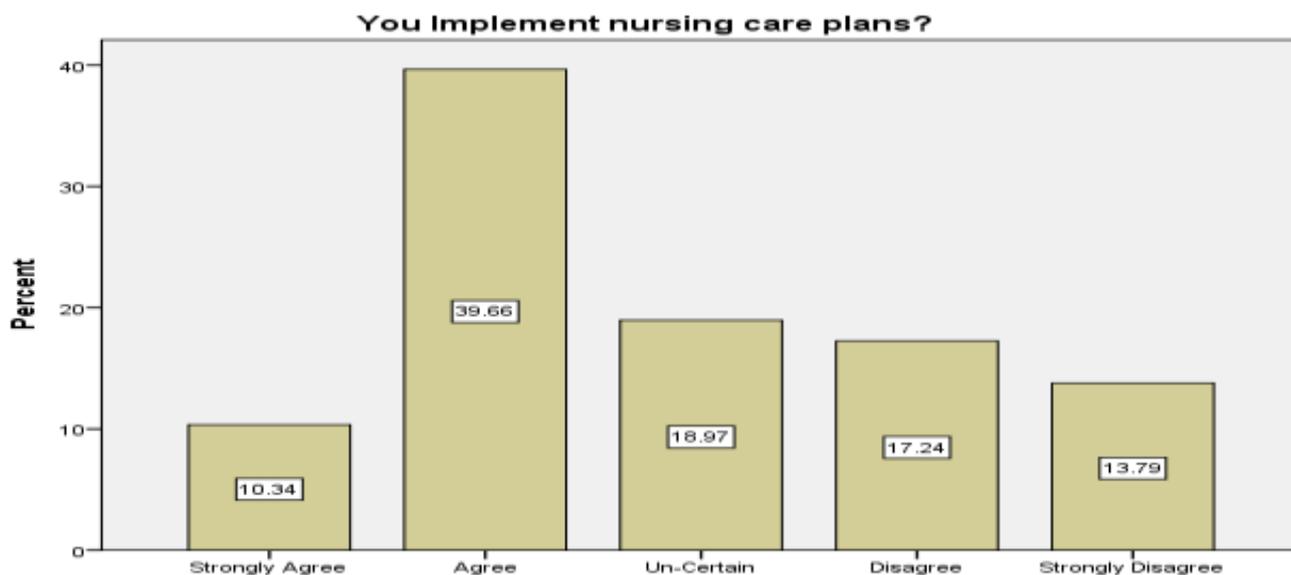


Fig. 8: Do you implement nursing care plan?

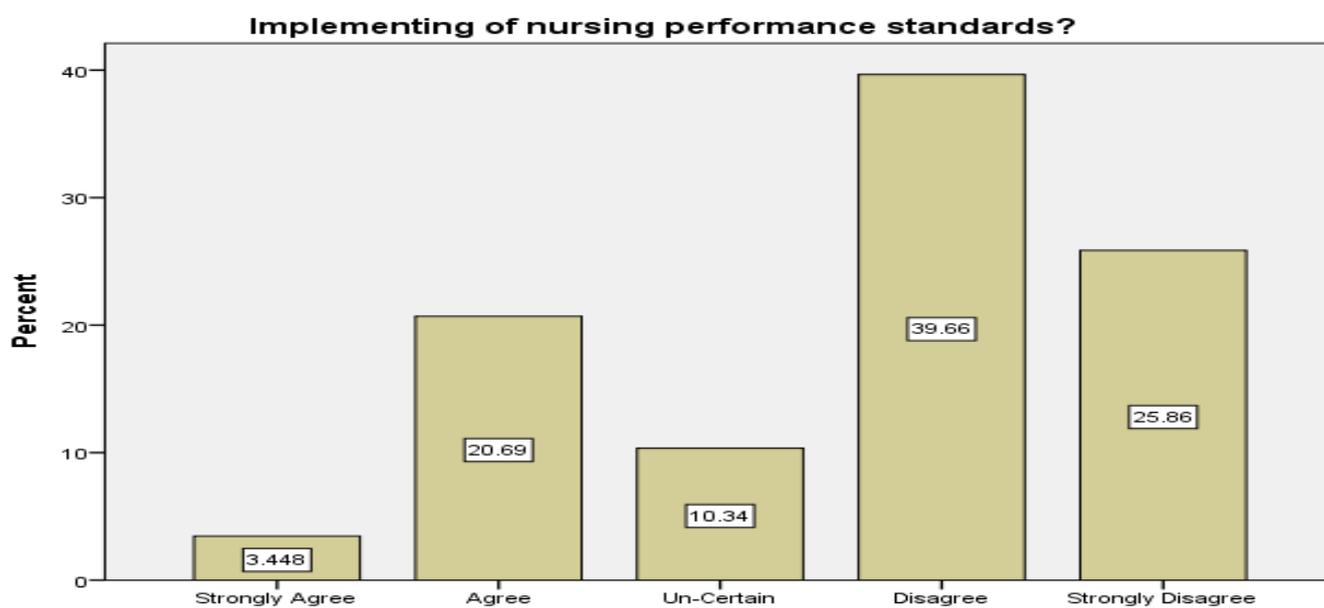


Fig. 9: Do you implement nursing performance standards?

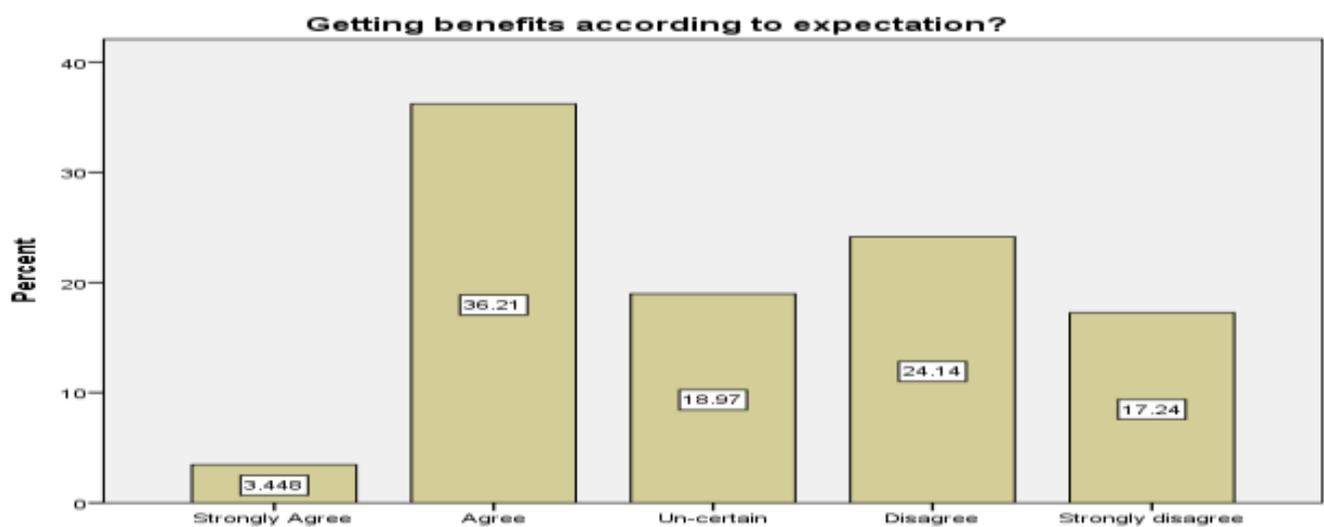


Fig. 10: Are you getting benefits according to your expectation?

Only 8.6% strongly agree with the question- your patient counselling skills improved with time due to which affect your performance (Fig. 12).

Supervising nursing students your knowledge and skill help 12 % nurse were Strongly Agree ,43 %were agree,20% un-certain ,10 % were disagree and 13 % were strongly disagree (Fig. 13).

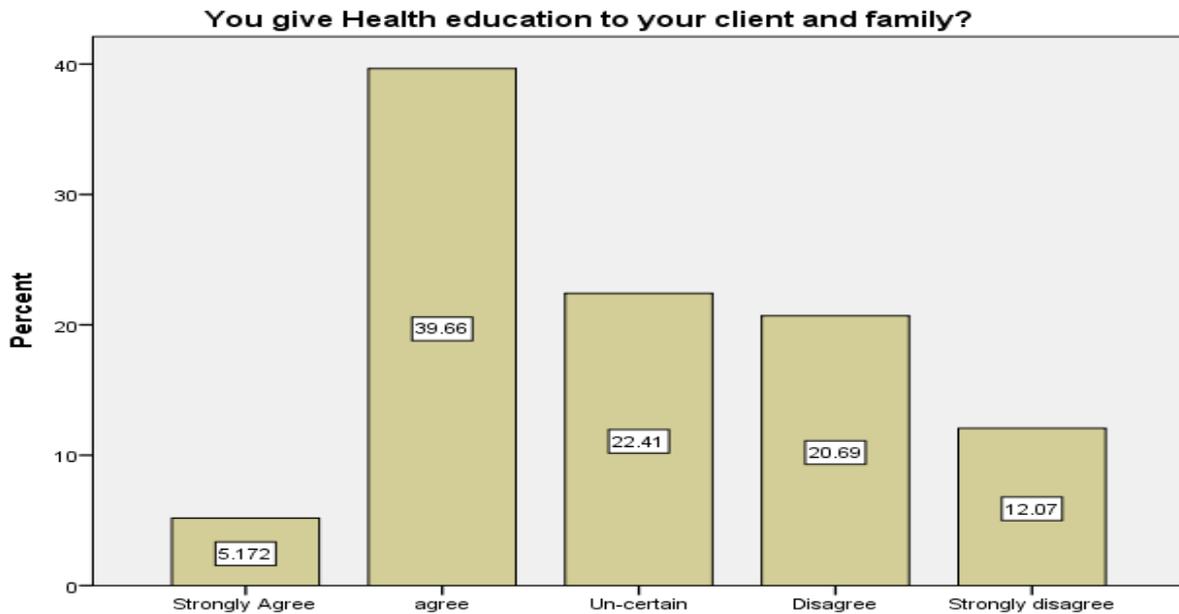


Fig. 11: Do you give health education to your client and family?

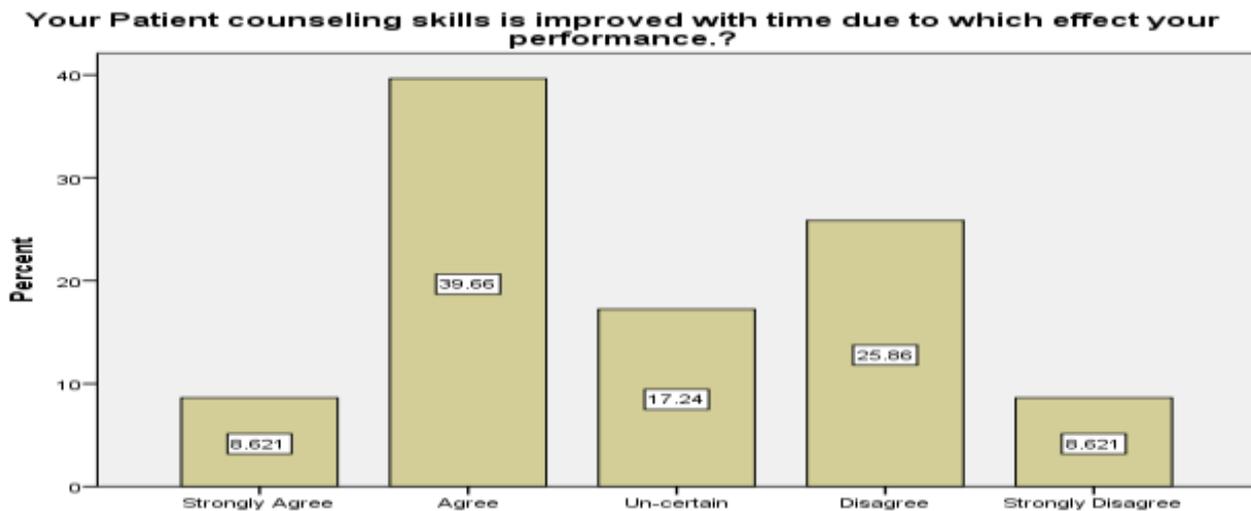


Fig. 12: your patient counselling skills improved with time due to which affect your performance

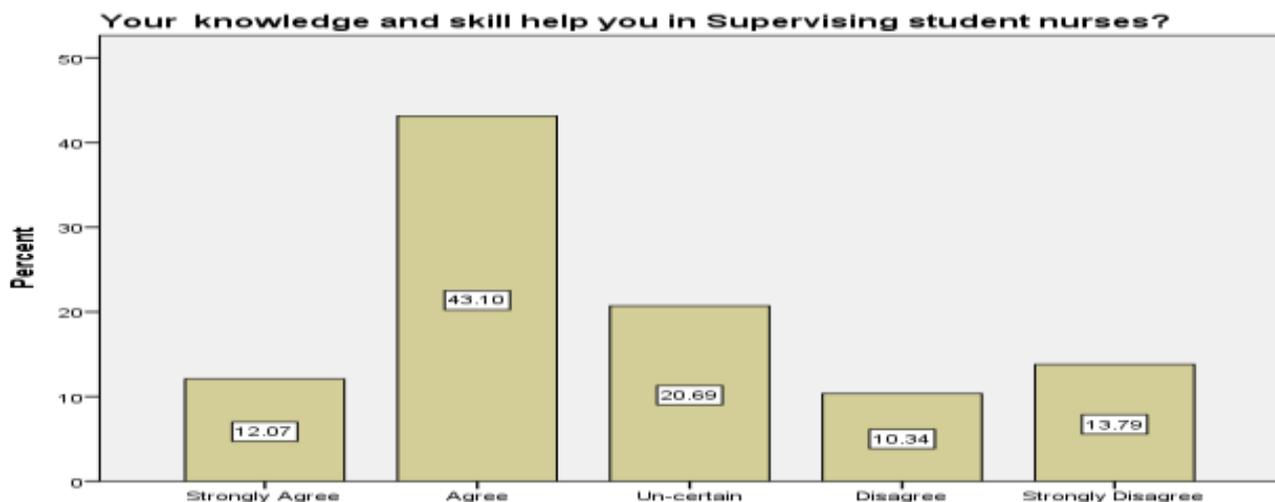


Fig. 13: Do your knowledge and skill help you in supervising nursing students?

Fig. 14 shows the question- do the chance of error is minimum due to your knowledge and skill?

In conflict management improve your performance 13 % nurse were Strongly Agree ,31 %were agree, 20% uncertain ,22 % were disagree and 12 % were strongly disagree (Fig. 15).

On work doing nurse feel of professional achievement 8 % nurse were Strongly Agree ,44 %were agree, 17 % uncertain ,25 % were disagree and 3 % were strongly disagree (Fig. 16).

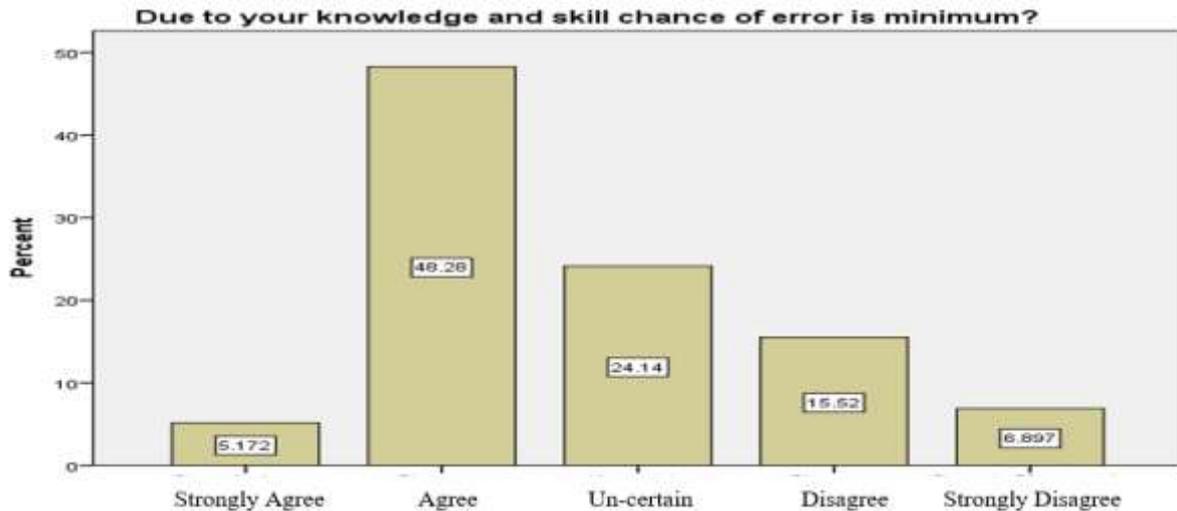


Fig. 14: Do the chance of error is minimum due to your knowledge and skill?

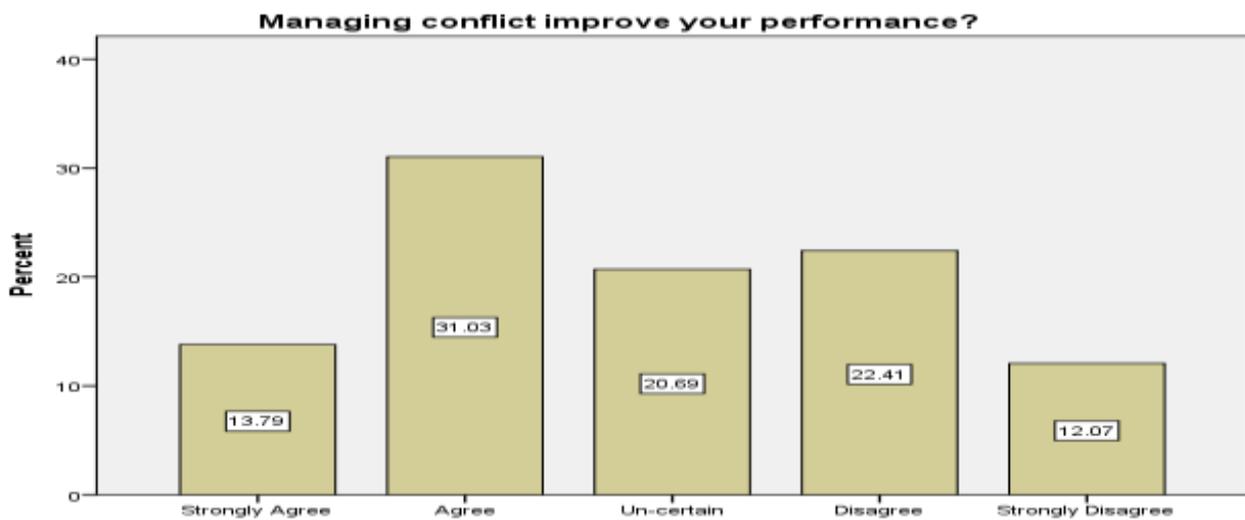


Fig. 15: Do conflict management improve your performance?

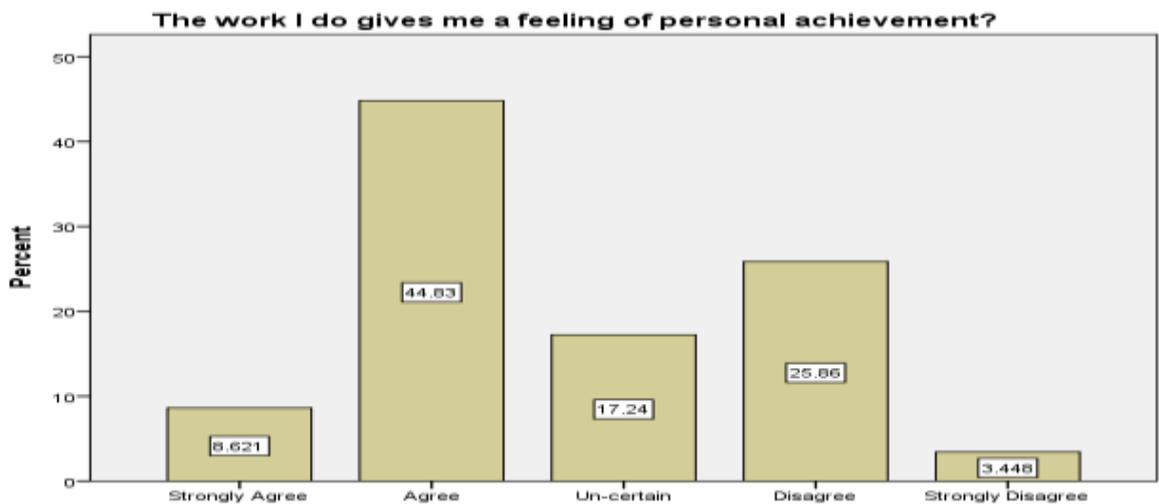


Fig. 16: Does the work you do give you a feeling of professional achievement?

Fig. 17 is the answer of the question that mMy work environment is safe and free from hazards. Here we can see that 15.5% strongly agree, 34.4% agree, 24.1% un-certain, 15.5% disagree and 10.3% strongly disagree.

39.6% of respondents agree that necessary instruments are available, but 3.4% strongly disagree (Fig. 18).

10.3% of respondents strongly agree that necessary instruments in working conditions, but 6.8% strongly disagree (Fig. 19).

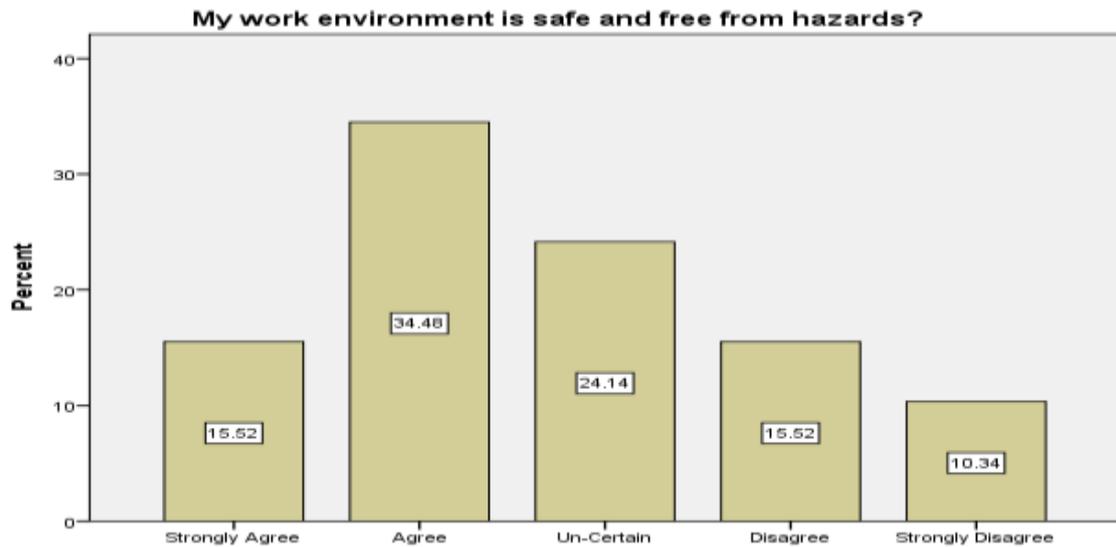


Fig. 17: My work environment is safe and free from hazards.

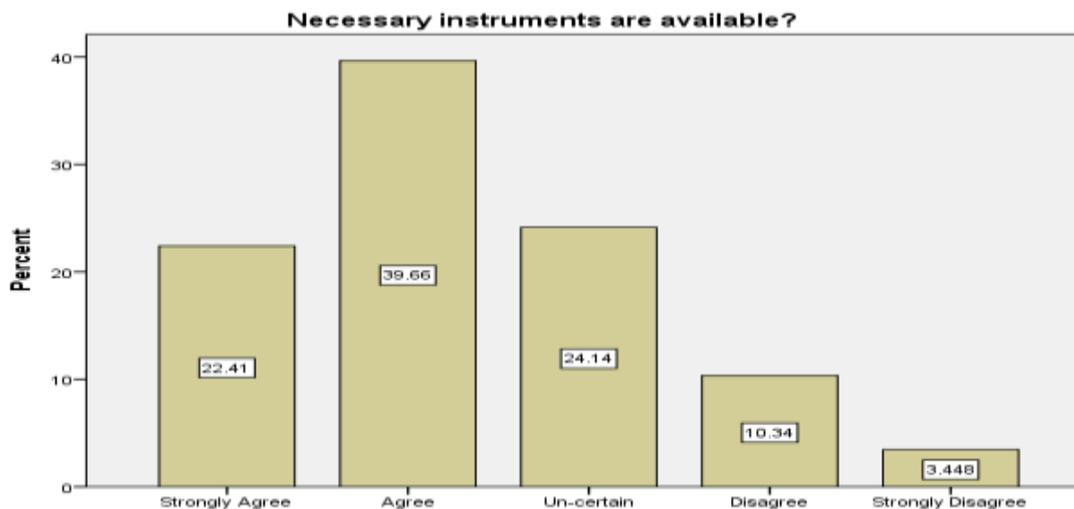


Fig. 18: Necessary instruments are available

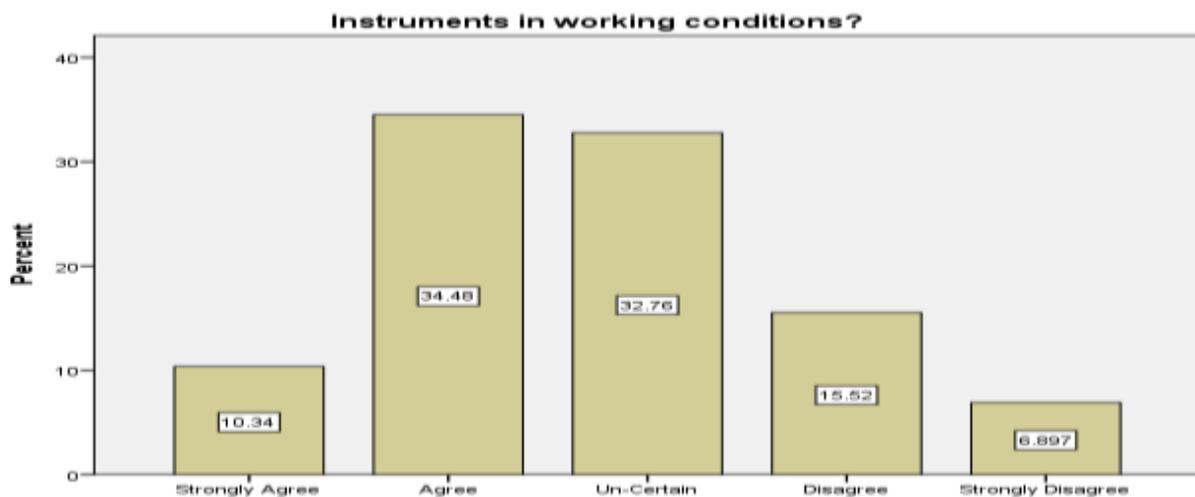


Fig. 19: Instruments in working conditions?

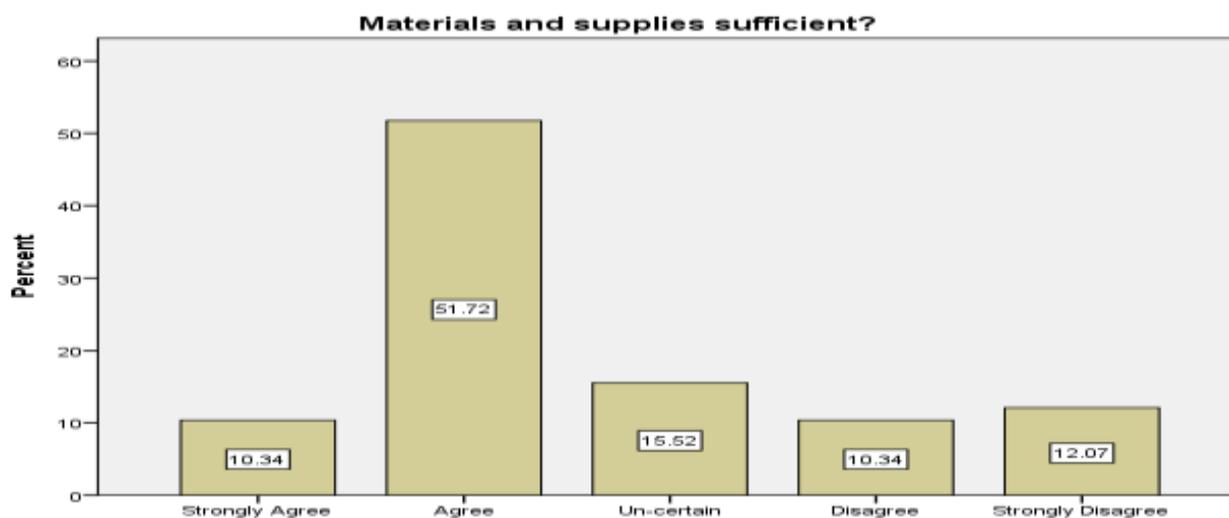


Fig. 20: Materials and supplies sufficient?

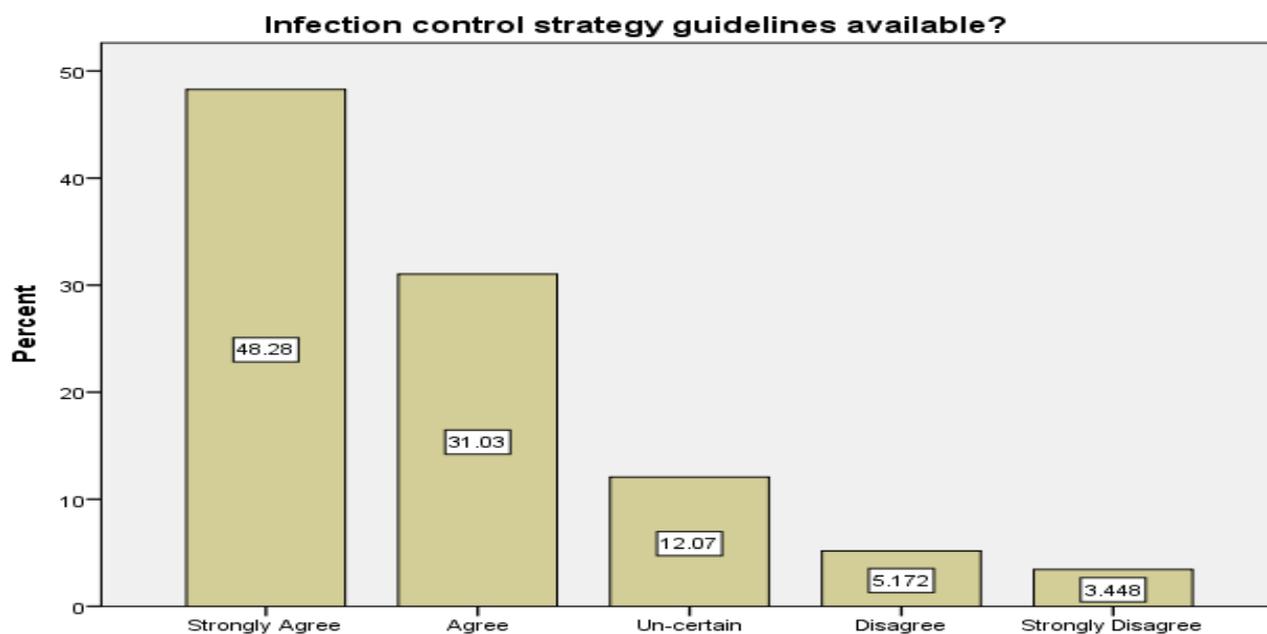


Fig. 21: Do infection control strategy guidelines available?

51.7% agree that materials and supplies sufficient are sufficient, whereas 12 % strongly disagree (Fig. 20).

48.2% respondents strongly agree that infection control strategy guidelines available (Fig. 21); but 3.4% strongly disagree.

Conclusion

The purpose of the study was to eventually provide a framework for improving the performance of professional nurses. The study followed a quantitative approach and exploratory design to analyze and describe the identified variables. Findings of the study contributed to further understanding of the factors affecting the performance of nurses and midwives; however, further work needs to be done in this area. The study revealed that hospitals currently have deficiencies in human resource management, performance management and appraisal, staff and skills development, and work environment.

Limitation

Every aspect linked to factors affecting performance of clinical nurses may not have been deal with during this research. However the study consequences and the tool developed may give out as a baseline for advance investigates that may talk to aspects that may have been overlooked during this study.

Recommendation

The following issues should be considered for further research:

- Cost-effectiveness trials of strategies to achieve and maintain high-quality performance of the organization.
- Perception of clients and patients on the quality of care received.
- Best practice models in nursing care.
- Assessment of nursing curriculum for relevance and appropriateness to current health needs.

- Study of the current scope of nursing practice and its relevance to the changing and evolving environment.

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