

Performance of Nurses

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ABSTRACT : The aim of this study is to find the result of performance of nurses in health care organisation.

The nurses were ready to give a perfect performance in a right person. A nurses are very Important for all health firms.

KEYWORDS : performance of nurses in health environment.

I. INTRODUCTION :

Job performance defined as the effectiveness of a person in carrying out his or her roles and responsibilities related to direct patient care; others define it as fulfilling the assigned roles and responsibilities effectively.[1] Borman and Motowidlo (1993) classify performance into behaviours related to the technical core (task performance) and behaviours that maintain the social environment in which technical core should function (contextual performance).[2,3] In general job performance is a multifaceted phenomenon with many variables affecting its level, such as individual characteristics, work load, work satisfaction, personal competencies, recognition of achievements, social support, supportive communication and feedback, leadership behaviour and organizational climate.[4-13] Nursing job performance studied in the literature extensively, as it reflects the quality of delivered care and

consequently patient outcomes and patient satisfaction.[14,15] Poor job performance as a result of occupational stress and decreased satisfaction is considered a risk factor for patient safety.[16] Several studies conducted previously address a negative linear relationship between occupational stress and job performance[17], but an inverted U relationship also mentioned where nurses with a moderate level of stress performed better than nurses with high[18] or low levels of stress. Performance was studied also along with other concepts such as organizational commitment, job satisfaction and intention to stay. But most of these studies were based on American or European work context and since work performance differs with different work settings comes the importance of a study to be conducted on Saudi nurses. This study aimed to assess the self-rated job performance among nurses working in primary and secondary care levels, to examine whether there is a difference in levels of job performance in the two different levels of health care and to find-out whether personal or work characteristics affect job performance.

II. REVIEW OF LITERTURE :

S.NO	YEAR	TITLE AND YEAR PUBLISHED	AUTHOR	FINDING
1	2006	Emotional Dissonance, Burnout, and In-Role Performance Among Nurses and Police Officers.	<input type="checkbox"/> Arnold B. Bakker <input type="checkbox"/> Ellen Heuven	<p>* The performance of emotion work may have positive consequences for employees, such as the facilitation of interpersonal encounters with recipients, task effectiveness, and self-expression.</p> <p>* Emotional dissonance refers to the structural discrepancy between felt emotions on the one hand and the emotional display that is required and appropriate in the working</p>
2	2010	Co-workers' support and job performance among nurses in Jordanian hospitals	<input type="checkbox"/> H. Amarnah <input type="checkbox"/> F. Abu Al-Rub	<p><input type="checkbox"/> Research studies that could show the direct effect of social support on job performance will point out the importance of social support systems in the workplace. Nurses who feel supported might provide quality care and thus enhance patient outcomes. In Jordan, no studies were found that investigated the relationship between emotional co-worker social support and job</p>

3	2013	Transformational leadership and safety performance among nurses: the mediating role of knowledge-related job characteristics	<input type="checkbox"/> LIEVENS . I <input type="checkbox"/> VLERICK .P	<p>performance.</p> <p>This study will extend this by focusing on the potential mediating role of knowledge-related job characteristics in the transformational leadership – safety performance relationship.</p> <p>Knowledge-related job characteristics reflect the kinds of knowledge, skill and ability demands that are required from employees to execute their job and can lead to the enrichment of jobs.</p>
4	2014	The relationship between characteristics of nursing performance and years of	<input type="checkbox"/> Yuriko Fujino <input type="checkbox"/> Michiko Tanaka <input type="checkbox"/> Yoshikazu Yonemitsu <input type="checkbox"/> Rieko Kawamoto	<p>Nurses with high EI tend to engage in professional development activities. Improved EI in nurses might result from a desire to develop</p>
5	2015	experience in nurses with high emotional intelligence		<p>professionally and a sensitivity for gathering information from surroundings. In addition, nurses with a high level of nursing performance have high</p>

				situational abilities.
6	2016	Relationship between meaningful work and job performance in nurses	<input type="checkbox"/> Ling Tong MS	<p>The present study was designed to examine meaningful work and job performance among nurses working at Harbin Medical University. Results from the present study are intended to provide a better understanding of meaningful work related to job performance among nurses in China as well as basic information for nursing administrators to organize efficient planning and effective strategies to recover meaningful work among nurses, which could improve their job performance.</p>
7	2017	Fatigue, Work Schedules, and Perceived Performance in Bedside Care Nurses	<input type="checkbox"/> Knar Sagherian <input type="checkbox"/> Michael E. Clinton <input type="checkbox"/> Huda Abu-Saad Huijer	<p>This study provides data on the relationship between work related fatigue and impaired work performance. Fatigue and performance decrements are safety hazards that have implications for both nurses and patients. Study findings direct nursing management to monitor nurse fatigue as fatigue can negatively affect performance and jeopardize patient care.</p>

				Work schedules that include overtime and more workdays can result in fatigue that should be closely monitored, and potentially avoided to give nurses time to recuperate and sleep during their days off.
8	2018	Talent Management and Its Effect on Organization Performance among Nurses at Shebin El-Kom Hospitals	<input type="checkbox"/> Mervat E. A. El Dahshan <input type="checkbox"/> Lamiaa Ismail Keshk <input type="checkbox"/> Laila Shehata Dorgham	<p>Participant nurses perceived a high satisfaction level of talent attraction, talent development, talent retention and organization performance. The present study' findings revealed that nurses in Menoufia University hospital had a higher satisfaction level than nurses in Shebin El-Kom teaching hospital regarding total score of talent attraction, retention and organization performance with highly statistical significant difference. Moreover, there was a highly significant positive correlation between organization performance and each of the three components of talent management.</p>
8	2018	Evaluation of knowledge, attitude, and	<input type="checkbox"/> Dr. Poonam P Vasani	<p>improve patient experiences and decrease stress on doctors dealing with these patients. A study by</p>

		practices of nurses regarding pain		Gustafsson and [5] Borglin indicated that training of nurses in pain management improves their knowledge and
		management in tertiary care hospitals of Pune, India		attitudes regarding cancer pain.
9	2019	Motivation and Job Performance among Nurses in the Health Tourism Hospital	Ong Choon Hee ¹ Noor Hayati Kamaludin ² Lim Lee Ping ³	Healthcare is a people-oriented industry. Generally, patients use healthcare services on their physical body and receive nursing care that is managed by nurses. Nurses provide on-going care from patient's admission till discharge. Nurses are personnel who occupy a leading position in assisting to heal, protect, soothe and prevent patients from pain and diseases.
10	2020	Self-Efficacy Of Nurses During The Pandemic Covid-19	Andria Praghlapati	The COVID-19 outbreak affected not only physical but mental health. Mental health problems caused by a person because COVID-19 is not possible quickly it will turn into a mental disorder. Impact on mental health, among others, stress, difficulties,

				difficulties, difficulties, and transmission, loneliness, rejection, anxiety because it is related to their health status, insomnia, obsessive-compulsive problems, as well as risks, difficulties, recovery, difficulties, difficulties, use alcohol, self-injury, panic, avoidance and fear
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of meeting others, fear of death (Thanatophobia), fear of arrest, psychosomatic and stigmatization. Need serious assistance by the government, community groups, families and individuals in providing social assistance in overcoming mental health problems.			
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RESEARCH GAP :

The performance of nurses has been in various methods of handling their patients . And it is their professional to maintain and give their service to one another in the healthcare organization .

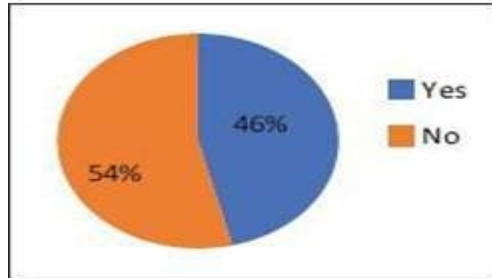
DATA COLLECTION :

To evaluate the impact of a communication skills course for nurses on how to handle difficult communication situations in their daily work.

QUESTIONNAIRES :

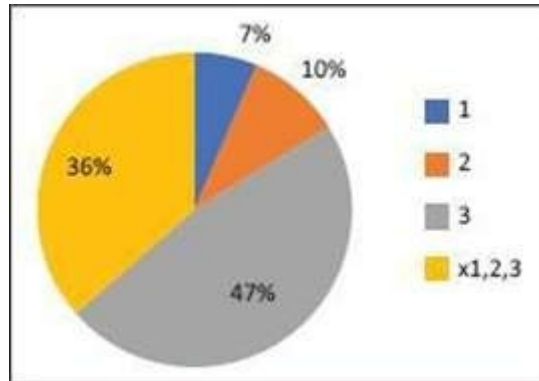
Q1) Do you know about the WHO pain ladder?

Table : 1



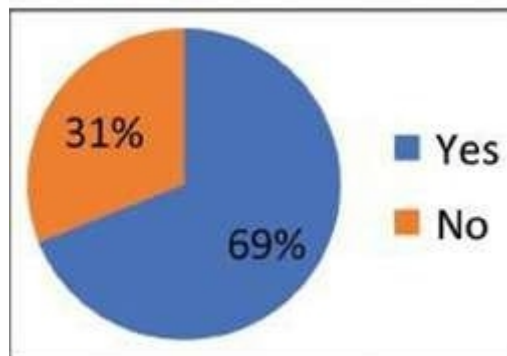
Q2) How many steps are there in WHO analgesic ladder?

Table :2



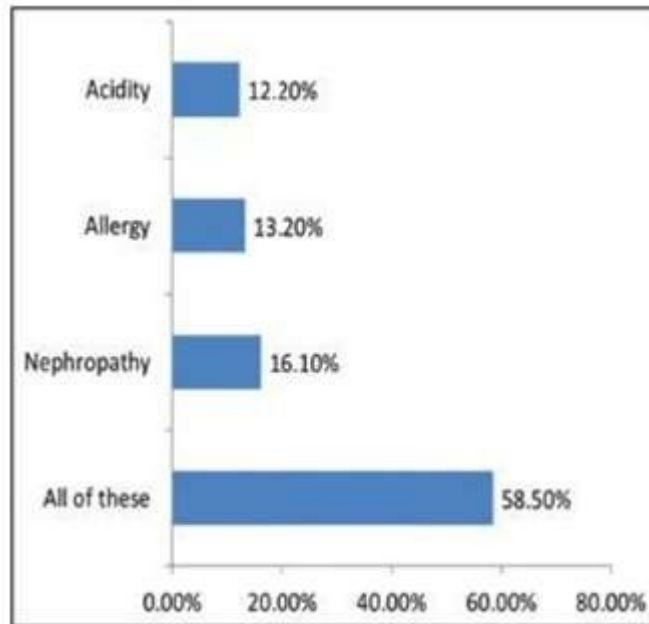
Q3) Do you know the fifth vital sign

Table : 3



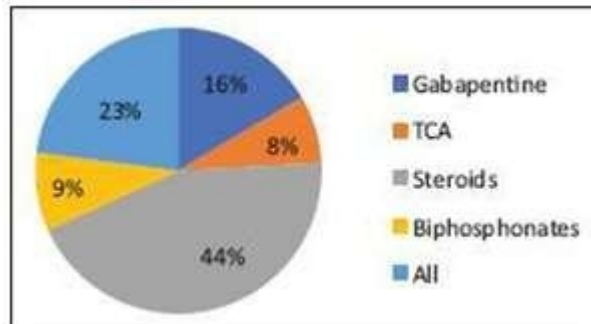
Q4) What are the side effects of nonsteroidal anti-inflammatory drug (NSAID)?

Table : 4



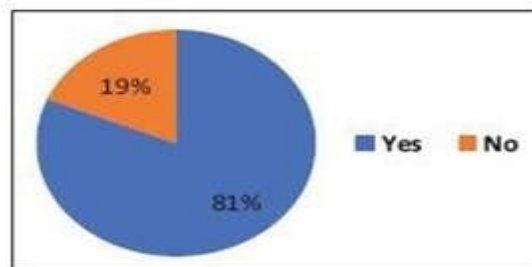
Q5) This drug can be used as an adjuvant to give pain relief?

Table : 5



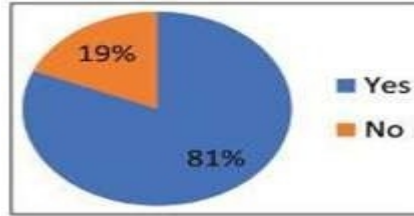
Q6) Various nerve blocks can be used to give pain relief along with medications?

Table: 6



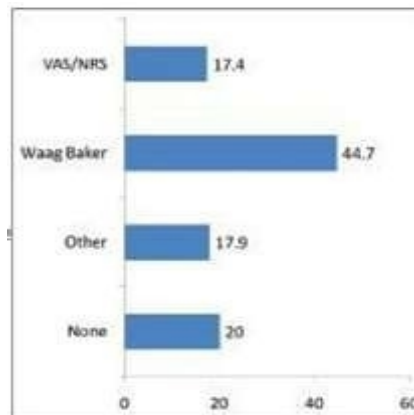
Q7) Do you assess the patients regularly for pain?

Table: 7



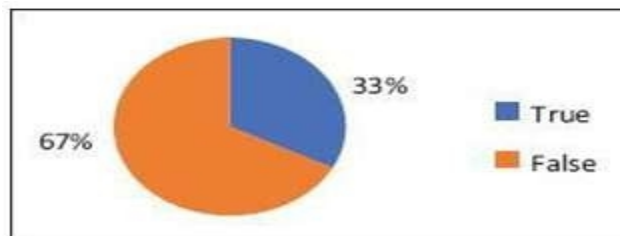
Q8) Which pain scale do you normally use to assess pain?

Table: 8



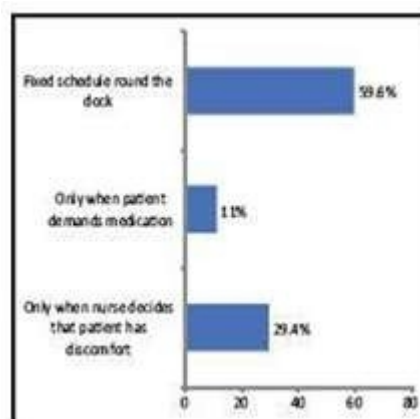
Q9) Pain is natural after surgery, so patient must accept it without demanding relief.

Table: 9



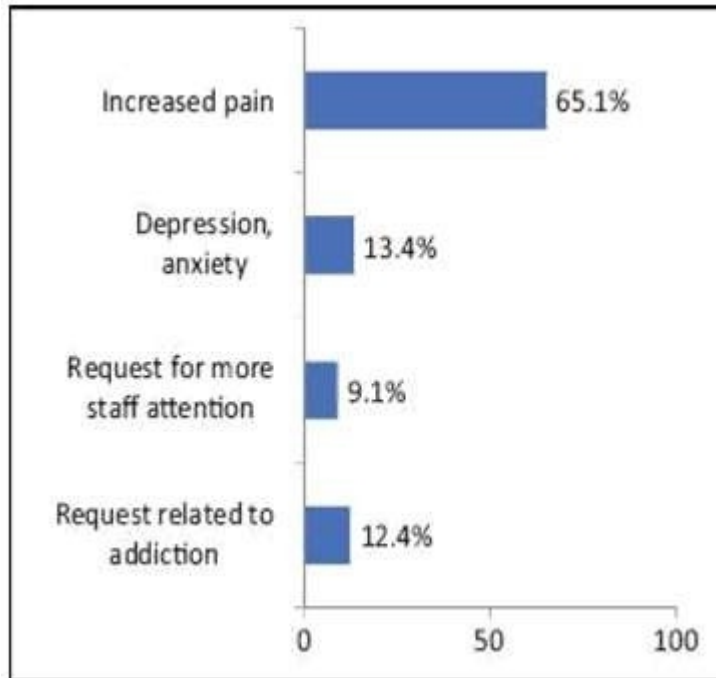
Q10) Analgesics for postoperative pain should initially be given?

Table: 10



Q11) The most likely reason a patient would request increased doses of pain medication is?

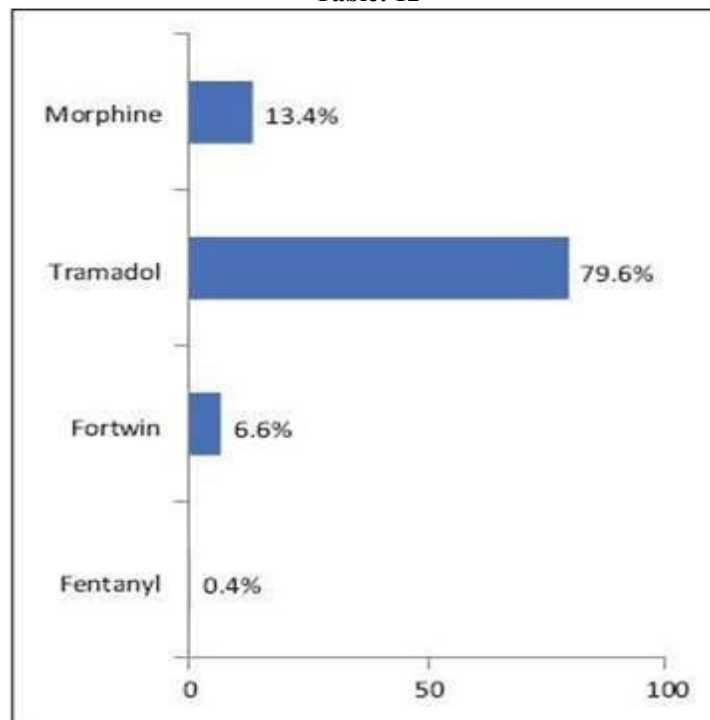
Table:11



Knowledge regarding opioid use and practices followed

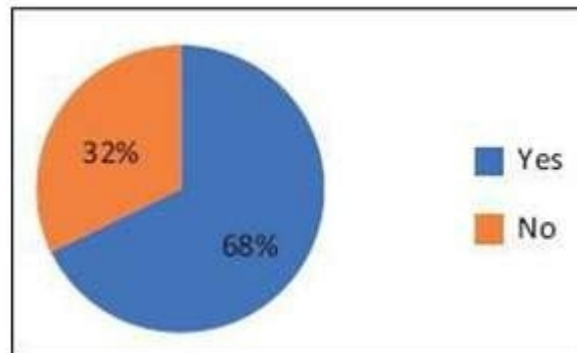
Q12) Which injectable opioid do you normally use for pain relief?

Table: 12



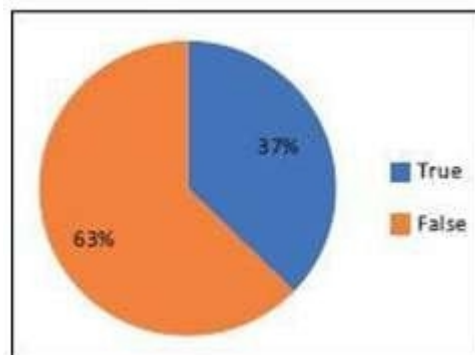
Q13) Patient should be encouraged to endure as much pain as possible before using an opioid?

Table: 13



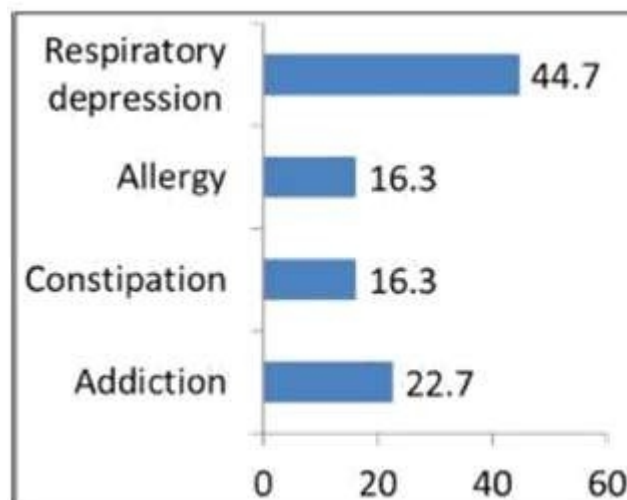
Q14) Morphine should be given to patient only in end of life period

Table: 14



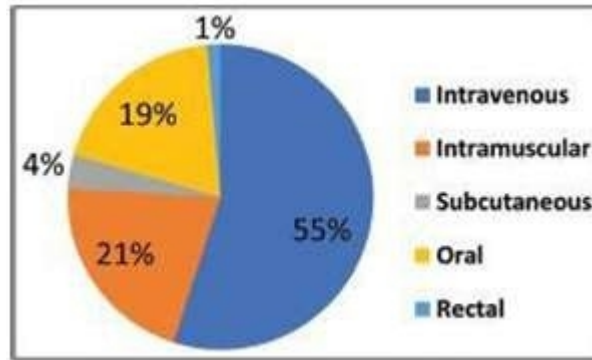
Q15) What is the most important side effect of opioids, you watch out for in post-op patients?

Table:15



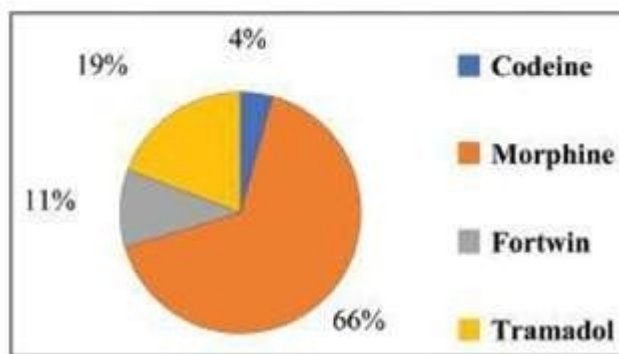
Q16) The recommended route of administration of opioid analgesic in patients with persistent cancer related pain is?

Table: 16



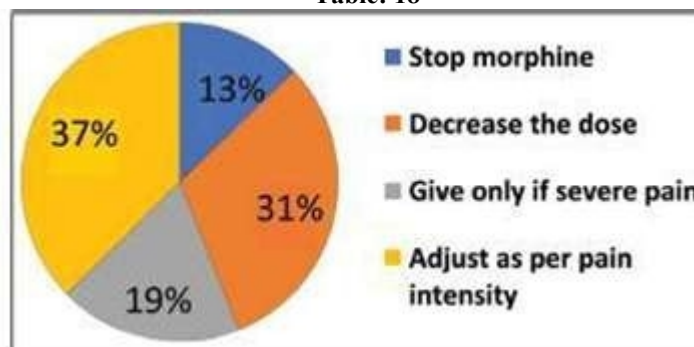
Q17) Which of the following medication is considered the drug of choice for the treatment of prolonged moderate to severe pain in cancer patients?

Table: 17



Q18) If a cancer patient has been on Morphine for more than a month?

Table: 18



30-35 QUESTIONNAIRES AND ITS RECEIVED 18 VALID QUESTIONS WHICH WE DID ANALYSIS.

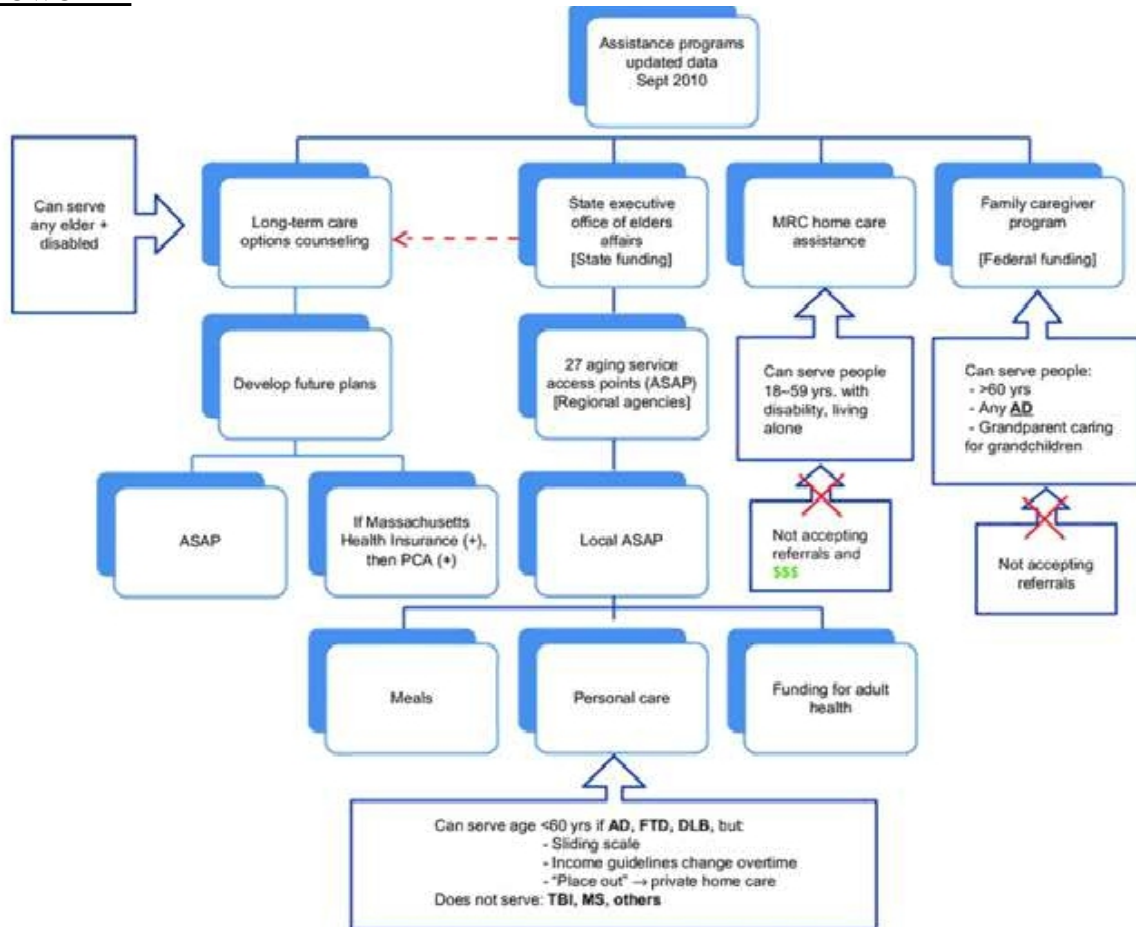
Means, Standard Deviations, Inter-correlations, and Internal Consistencies (Cronbach's alpha Between Parentheses) of the Scales Used in the Police Study (N = 101) Variable M SD 1 2 3 4 5

1. Emotional demands (1-5) 2.51 .71 (.86)

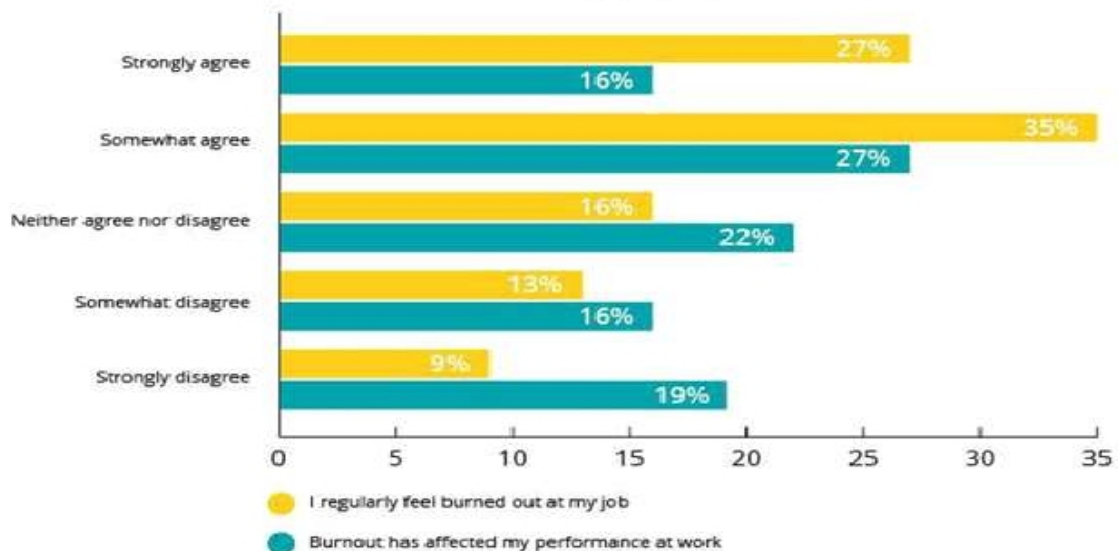
2. Emotional dissonance (1-5) 2.53 .66 .64** (.76)
3. Exhaustion—MBI-GS (0-6) 1.50 1.10 .36** .42** (.92)
4. Cynicism—MBI-GS (0-6) 1.56 1.06 .32** .53* .53** (.80)
5. In-role performance (0-6) 4.27 1.09 .18 .22* .24* .27** (.80) Note. MBI-GS = Maslach Burnout Inventory-General Survey

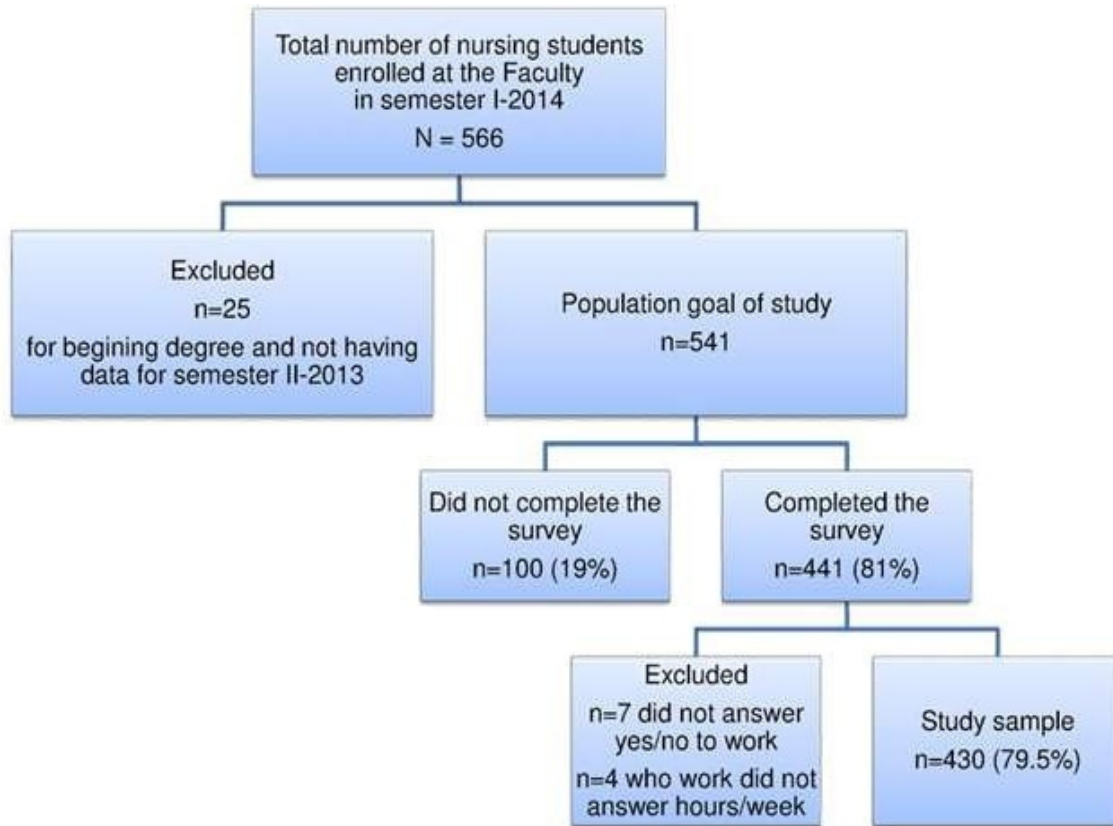
III. DATA ANALALYSIS :

FLOWCHAT



How strongly do you agree with the following statements:
 • I regularly feel burned out at my job.
 • Burnout has affected my performance at work.





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