



A STUDY ON ATTITUDES OF NURSES TOWARDS WORK ENVIRONMENT IN HOSPITALS

KEYWORDS

Work environment, Attitudes, Work aspects, Team work, Job satisfaction, Leadership, Relationship and communication

K. SUBHA

RESEARCH SCHOLAR IN BHARATHIAR UNIVERSITY
ASSISTANT PROFESSOR, DEPARTMENT OF
MANAGEMENT STUDIES
MAHENDRA COLLEGE OF ENGINEERING, SALEM.

Dr. S.SENTHILKUMAR

DIRECTOR, DEPARTMENT OF MANAGEMENT
STUDIES SRI GANESH SCHOOL OF BUSINESS
MANAGEMENT, SALEM.

ABSTRACT

The work environment plays a crucial role for the employees. The working environment, despite many major changes of late, has rather been neglected by management researchers. The quality of environment in workplace may simply determine the level of employee's motivation, subsequent performance and productivity. How well employees get along with the organization influence the employee's error rate, level of innovation and collaboration with other employees, absenteeism and ultimately time period to stay in the job. The objective of this study is to analyze the attitudes of nurses towards work environment in hospitals. The respondents surveyed were the female nurses working in hospitals. Total number of nurses surveyed was 55. Data collection was done through questionnaire and data was analyzed by using simple percentage and Mean score value. The findings revealed positive attitudes of nurses towards their work environment.

INTRODUCTION:

The work environment 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 additional perks and benefits of employment such as free child care or unlimited coffee, or adequate parking. It is the quality of the employee's workplace environment that most impacts on their level of motivation and subsequent performance. How well they engage with the organization, especially with their immediate environment, influences to a great extent their error rate, level of innovation and collaboration with other employees, absenteeism and ultimately, how long they stay in the job. Many studies have revealed that most employees leave their organization because of the ruined relationship with their immediate supervisor or manager. To render effective patient care and to promote the service quality of the hospital the work force especially the nurses need to have a favorable and positive attitudes towards their work environment in hospital, the lack of which lead to high attrition rate, surging occupational hazards, low employee commitment, disengagement of work, low performance level and job dissatisfaction.

STATEMENT OF THE PROBLEM:

The continuing conflict between management and workforce has received widespread publicity and has called attention to the need for an awareness of the employee's attitudes towards their work environment. An accurate appraisal of the worker's attitudes is often tedious for management to obtain. To maintain an efficient work force, however, it is essential for management to know how the employees actually feel about their work environment because, irrespective of how good the environment may be in the opinion of management, if the employees believe that the environment is bad then, to them, it is bad. The present study aims to analyze the attitudes of the nurses towards their work environment.

OBJECTIVES OF THE STUDY:

The primary objective is to study the attitudes of nurses towards work environment in hospitals.

The secondary objectives are to study the attitudes of nurses towards

- Work aspects
- Team and team functions
- Job satisfaction
- Leadership
- Relationship and Communication

RESEARCH METHODOLOGY:

The study adopted descriptive research design. The study was conducted among the female nurses working in hospitals. The sample size taken for the study is 55. The sampling technique adopted in this study is convenient sampling. Primary data was collected through questionnaire. The rating scale used in the questionnaire is 5 point likert scale. The sources of secondary data are books, magazines, journals, news papers and other websites. The collected data was analyzed using the percentage analysis and mean. Simple percentage analysis refers to a special kind of ratio in making comparison between two or more data and to describe the relation between the data.

DATA ANALYSIS AND INTERPRETATION:

i. Work aspects:

An assessment of attitudes of nurses towards their work aspect in hospital involved a set of statement which the respondents were asked to indicate the extent to which they agreed with them. Table 1 depicts that nurses have a positive attitudes with all aspects of work as demonstrated by high mean scores, all above 3.38 out of a total score of 5.

Table-1 Work aspects:

Statement/Item	Rating										
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Mean
	Fq	%	Fq	%	Fq	%	Fq	%	Fq	%	
Opportunity for challenging work	23	41.8	18	32.7	7	12.7	4	7.3	3	5.5	3.98
Chance to gain new skills and knowledge on the job	20	36.4	19	34.5	8	14.5	6	10.9	2	3.6	3.89
Tasks that use all of your skill and knowledge	15	27.3	23	41.8	9	16.4	6	10.9	2	3.6	3.78
Information about the current state of the hospital	13	23.6	12	21.8	18	32.7	7	12.7	5	9.1	3.38
Information regarding goals of top management	20	36.4	19	34.5	7	12.7	7	12.7	2	3.6	3.87
Rewards for innovation in the job	10	18.2	12	21.8	27	49.1	4	7.3	2	3.6	3.44
Receive continuing education in health promotion.	34	61.8	21	38.2	0	0	0	0	0	0	4.62
Helpful hints or problem solving advice	27	49.1	19	34.5	7	12.7	2	3.6	0	0	4.29
Physicians recognize nurse's contributions to patient care	14	25.5	23	41.8	13	23.6	4	7.3	1	1.8	3.82
Career development opportunities	11	20.0	29	52.7	9	16.4	4	7.3	2	3.6	3.78

From the above table it is crystal clear that 75% of the respondents feel that they have opportunity for challenging work & 71% of the nurses feel that they have chance to gain new skills and knowledge on the job. Most of the respondents (84%) feel happy that they receive continuing education in health promotion. But only 45% of the respondents have noted that they get information about the current state of the hospital which needs to be taken care of by the hospital management and steps should be taken to enhance the flow of information from the management to the nurses.

The study also assessed the attitudes of nurses towards team and team functions in the hospitals. According to the results (Table 2) the hospitals had a strong focus on team work to provide quality service to its patients. 87% of the nurses feel that they cannot accomplish their task without information or material from other team members, 96.4% of the nurses reported that they have great confidence that the team can perform effectively. 89% of the respondents noted that their team members are willing to share information with other team members about the work; all with mean scores of over 4.65 out of a total 5, implying that nurses have positive attitudes towards the team and team functions in their hospitals.

ii. Team and team functions:

Table – 2 Team and team functions:

Statement/Item	Rating										
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Mean
	Fq	%	Fq	%	Fq	%	Fq	%	Fq	%	
You cannot accomplish your task without information or material from other team members	30	54.5	18	32.7	3	5.5	2	3.6	2	3.6	4.75
Other team members depend on you for information or material to perform their tasks.	27	49.1	21	38.2	4	7.3	1	1.8	2	3.6	4.84
Members of your team have great confidence that the team can perform effectively.	31	56.4	22	40.0	2	3.6	0	0	0	0	4.84
Team increases your opportunity for positive social interaction.	29	52.7	24	43.6	1	1.8	1	1.8	0	0	4.65
All the team member contribute equally to the work	25	45.5	21	38.2	5	9.1	2	3.6	2	3.6	4.87
Being in a team gives you the opportunity to support other team members	24	43.6	26	47.3	3	5.5	1	1.8	1	1.8	4.73
Team members cooperate to get the work done	27	49.1	22	40.0	4	7.3	1	1.8	1	1.8	4.89
Your team members are willing to share information with other team members about the work	28	50.9	21	38.2	3	5.5	2	3.6	1	1.8	4.76

iii. Job Satisfaction:

There was a high rating of various aspects of job satisfaction as shown in Table 3; If I could choose the career again I would make the same decision (89%), my job has more advantages than disadvantages (83%), my income is a reflection of the work I do (84%), there is personal growth in my work (87%), I really enjoy my work (87%), in general I am satisfied with my work (91%) and 87% of the respondents opine that their work is mentally stimulating. From the Table-3, it can be interpreted that nurses have a positive attitudes towards their job satisfaction with a high mean score all above 4.15 out of total score of 5.

Table - 3 Job Satisfaction:

Statement/Item	Rating										
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Mean
	Fq	%	Fq	%	Fq	%	Fq	%	Fq	%	
If I could choose the career again I would make the same decision	29	52.7	20	36.4	3	5.5	2	3.6	1	1.8	4.31
My job has more advantages than disadvantages	33	60.0	18	32.7	2	3.6	1	1.8	1	1.8	4.47
My income is a reflection of the work I do	29	52.7	17	30.9	3	5.5	4	7.3	2	3.6	4.15
There is personal growth in my work	30	54.5	18	32.7	4	7.3	2	3.6	1	1.8	4.31
I really enjoy my work	27	49.1	21	38.2	3	5.5	1	1.8	3	5.5	4.31
In general I am satisfied with my work	31	56.4	19	34.5	3	5.5	2	3.6	0	0	4.36
My work is mentally stimulating	28	50.9	20	36.4	4	7.3	3	5.5	0	0	4.22

iv. Leadership:

According to the results on Table 4, 82% of the respondents were of the view that nursing leadership emphasizes standards of excellence to the staff, 80% of the respondents also acknowledged that nursing leadership is sufficiently sensitive to different needs of unit members. Only 71% & 73% of the nurses reported that their nursing leadership make clear what they expect from members and nursing leadership effectively adapts its problem solving style to changing circumstances with a mean score of 3.8 and 3.76 respectively which is slightly less compared to other aspects of leadership. There was generally a positive attitudes with all the aspects of leadership as demonstrated by high mean scores of more than 3.76 out of 5 (Table 4); implying that most of the nurses in the hospitals are comfortable with their leaders.

Table - 4 Leadership:

Statement/Item	Rating										
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Mean
	Fq	%	Fq	%	Fq	%	Fq	%	Fq	%	
Nursing leadership emphasizes standards of excellence to the staff.	23	42.6	21	38.9	6	11.1	2	3.6	2	3.6	4.04
Nursing leadership is sufficiently sensitive to the different needs of unit members.	19	34.5	25	45.5	7	12.7	2	3.6	2	3.6	4.04
Nursing leadership make clear what they expect from members.	20	36.4	19	34.5	8	14.5	4	7.3	4	7.3	3.80
Nursing leadership encourages nurses from taking initiative.	32	58.2	17	30.9	3	5.5	2	3.6	1	1.8	4.36
Nurses are certain where they stand with the nursing leadership.	29	52.7	19	34.5	4	7.3	2	3.6	1	1.8	4.29
The nursing leadership is in touch with nurse perceptions and concerns.	24	43.6	21	38.2	7	12.7	2	3.6	1	1.8	4.15
Nursing leadership often makes decisions with input from unit nurses.	25	45.5	23	41.8	3	5.5	2	3.6	2	3.6	4.22
Nursing leadership effectively adapts its problem-solving style to changing circumstances	21	38.2	19	34.5	7	12.7	6	10.9	2	3.6	3.76

v. Relationship and communication:

There was high rating of various aspects of relationship and communication among nurses and between nurses and physician in hospitals as shown in Table 5; It is easy for me to talk openly with the nurses of this hospital (87%), communication between nurses is very open(76%),I feel that nurses completely understand the information they receive(84%),It is easy to ask advice from physicians (86%),communication between nurses and physicians is very open(76%),when nurses talk with physicians, there is a good deal of understanding(75%). From the Table-5, it is obvious that nurses have a positive attitude towards their relationship and communication among nurses and between nurses and physicians in the hospitals with a high mean score ranging from 3.87 to 4.29 out of total score of 5.

Table – 5 Relationship and communication:

Statement/Item	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Mean
	Fq	%	Fq	%	Fq	%	Fq	%	Fq	%	
It is easy for me to talk openly with the nurses of this hospital.	29	52.7	19	34.5	4	7.3	2	3.6	1	1.8	4.29
Communication between nurses is very open.	25	45.5	17	30.9	7	12.7	4	7.3	2	3.6	3.98
I feel that nurses completely understand the information they receive.	25	45.5	21	38.2	5	9.1	1	1.8	3	5.5	4.22
It is easy to ask advice from nurses	26	47.3	24	43.6	3	5.5	2	3.6	0	0	4.29
It is easy for me to talk openly with the physicians of this hospital	22	40.0	19	34.5	6	10.9	5	9.1	3	5.5	3.87
It is easy to ask advice from physicians	26	47.3	21	38.2	4	7.3	3	5.5	1	1.8	4.15
Communication between nurses and physicians is very open.	21	38.2	21	38.2	7	12.7	3	5.5	3	5.5	3.93
When nurses talk with physicians, there is a good deal of understanding.	24	43.6	17	30.9	8	14.5	4	7.3	2	3.6	3.93

Finding and Suggestions:

Regarding the work aspects nurses have favorable attitudes towards all the aspects of work with a high mean score value ranging from 3.38 to 4.62 out of total score of 5. But only 23.6% of the respondents strongly agreed that they get information about the current state of the hospital with a least mean score value of 3.38. Hence hospital managements should take this into consideration and take all the necessary steps to improve the flow of communication from top to low level of management. As for as team work in hospital is concerned nurses have a favorable attitude towards the way the team operates, the way they share information, the way they cooperate to get the work done ; all with mean scores of over 4.65 out of a total 5. When attitudes of nurses towards their job satisfaction was analyzed, it was found to be positive with 89% of the respondents noting that they would like to choose the same career again, 93% of the samples are satisfied with the income they get, 91% of the nurses are satisfied with the work they do and 87% of the respondents confess that

their work is mentally stimulating. So the management can continue with the existing remuneration policy and job design.

When analyzed about the attitudes of nurses towards their leadership in hospital, it was found to be favorable with high mean score value ranging from 3.76 to 4.36 out of 5. But still the nursing leadership in hospitals needs to effectively adapt itself to problem solving style to changing circumstances to enhance the work environment and working conditions of nurses as it has the least mean score value of 3.76. The attitudes of nurses towards relationship and communication among nurses and between nurses and physicians was found to be favorable with a high mean score value ranging from 3.87 to 4.29 out of total score of 5. However only 74.5% of the nurses feel that it is easy for them to talk openly with the physicians with a least mean score value of 3.87 out of 5 in relationship and com-

munication aspect. Hence steps should be taken by the hospital managements to enhance open and free communication between nurses and physicians.

Conclusion:

Attitudes are the values nurses hold, their thoughts and feelings. Making sure that patients are getting the best possible care is fundamental to nursing. And a key aspect of delivering high quality health care is treating patients well, with compassion, dignity and respect – something the overwhelming majority of nursing staff work so hard to do, often in the most challenging work environment. From this study which analyses the attitudes of nurses towards their work environment, it can be concluded that the over all attitudes of the nurses towards work environment in hospitals was positive and favorable, as a result of conducive work aspects, effective team work and team functions, positive feeling towards their job, job design, remuneration package, transformational leadership, open communication and good interpersonal relationship among nurses and between nurses and physicians.

REFERENCE

1. Dr. Rupa Gunaseelan , Bindu Anto Ollukkaran, 2012, " A study on the impact of work environment on employee performance", Namex International Journal of Management Research, vol. 2, issue no. 2. | 2. James e. Estes, 2007, "An Analysis Of Employees' Attitudess Toward Their Work Environment", Personnel Psychology, volume 16, Issue 1, | 3. Kothari. C.R. 2004, "Research Methodology", New International Pvt. LTD., New Delhi. | 4. K. Aswathappa, 1997, "Human Resource and Personnel Management", Tata- McGraw Hill Publishing Co. Ltd. | 5. L.M. Prasad, 2003, "Human Resource Management", Sultan Chand and Sons Educational Publishers, New Delhi. | 6. Samuel Obino Mokaya, Jacqueline Lovega Musau, 2013, "Effects of Organizational Work Conditions on Employee Job Satisfaction in the Hotel Industry in Kenya", International Journal of Arts and Commerce vol. 2 no. 2. | 7. Vicki Heath- 2003 "Workplace Environment and Its Impact on Employee Performance", Human Resource Development International , Volume 6, Issue 1 |