



An Analytical Study on Performance of Nurses in Health Industry

Krishan K Dhanda^{*}, Shirly Kurian

Maharaja Agarsen Medical College, Agroha(Hisar), Haryana, India

Address for Correspondance: dr.kkdhanda@gmail.com

ABSTRACT: A retrospective study was conducted based on a data collection form designed to evaluate the present level of the performance of nurses. The entire information gathered through questionnaire; were studied and analyzed. The research revealed that Nurses usually treat patients with politeness but to our complete disappointment, they do not give the patients with satisfactory information as well as deliver proper Medication. The use and side effects of medications prescribed are not fully explained to the patients. The research reveals a small number of instances where nurses and other health workers insulted and neglected patients. Nurses should be a part of the work that helps in protection any patient's health care and safety which is affected by the useless, unethical or unlawful practice of any person etc. © 2011 IGJPS. All rights reserved.

KEYWORDS: Job Performance; Nurses; Health Industry.

INTRODUCTION

The nurses mostly used patient-specific information, but they also used some social and logistic information. They occasionally sought knowledge-based information. They said that a personal information service available to them at all hours of the day or night would be very useful. On-duty critical care nursing is a patient-centric information activity. A major implication of this study for librarians is that immediate professional reference service—including quality and quantity filtering—may be more useful to on-duty nurses than do-it-yourself searching and traditional document delivery[1]. Research findings indicating what minimal nurse staffing ratios should be either within the hospital or within its various subunits is not available. Researchers believe that more accurate and consistent measures of acuity and quality and more complete data on staffing for all types of nursing personnel are needed to explain the complex relationship between nurse staffing and the quality of care. The findings thus far can have a positive impact if used to educate and inform interested parties on how quality of care is changing and how it is linked to the contributions of nurses. A successful nursing administrator should have the ability to make things happen and also be able to enjoy and cope with challenges

associated with the act of improving things. The Nurse executive portrayed a high degree of perseverance and self-discipline and both of these virtues are of the essence in order to play a Nurse Administration role. The Nurse executive had good communication skills. The Nurse Executive portrayed exceptional leadership skills. The role of the Nurse Administrator is to staff administration and various other leadership roles. Therefore, the possession of leadership skills and capabilities showed that the interviewee could perform assigned roles as a Nurse administrator.

Researching skills are also vital for an individual interested in the field of Nursing Administration. This is due to the fact that Nurse Administrators are involved in performing research related to the field of health and nursing practice. According to this study, the Nurse executive had exceptional researching skills which could enable the individual perform administrative roles[2].

The International Nursing Administration Research Conference (INARC) 2009 offers an opportunity to learn from and interact with experts in the field of nursing administration research. Nurses understand the multifaceted, complex nature of the health care environment and the implications of today's distinct economic challenges for our organizations, our patients, and the communities we serve. We can successfully meet these challenges only by advancing a foundation of best practices in education, research, and practice that can support our aspirations for the future of health care[3].

The purpose of the study was to assess the relationships among nurse managers' perceived job stress/job satisfaction, time allocation, and role expectations. The dependent variable was job satisfaction. It was found that nursing supervisors are satisfied with the actual time allocation of nurse managers, whereas physicians and nursing staff believe that more of the nurse managers' time should be given to direct patient care. When discrepancies occur about the allocation of nurse manager time, the nurse manager is apt to have lower job satisfaction[4]. Forty nurse managers from seven hospitals were surveyed about barriers to utilization of research. The highest rated barriers were related to the acquisition and understanding of research; the lowest rated barriers pertained to the need for research as a basis for nursing practice. Implications for nurse executives include support for research active environments and the time and education necessary for involvement in research and research utilization activities. Research about nursing needs to be used as the foundation for both clinical and administrative practice. Concurrently, research findings about nursing need to be pushed beyond disciplinary boundaries into the larger health policy arena. To achieve these goals, the priorities of the nursing research community need to be realigned. This study show promise in increasing effective, quality health service; HIV and other programs can build capacity of nurses and nurse managers to directly implement such services through leadership and empowerment. Nursing has recognized the importance of educating nurses to be good managers and to be leaders in health care in Uganda and nurses in the Bachelor's track receive specific management training. This study supports the importance of these skills to provide quality health care.

RESEARCH METHODOLOGY

A design is used to structure the research, to show how all of the major parts of the research project - the samples or groups, measures, treatments or programs, and methods of assignment -work together to try to address the central research questions. This is the most important step in the research process.

Objective of the study

Through each research study has its own specific purpose; the main objectives of this research were as follows...

1. To describe the quality of service offered for patients at the, politeness of nurses toward patients, and help patients that are in pains or any kind of problem.

2. To provide government and the health sector to measure performance of nurses.
3. To provide patients with sufficient information on Medication.

Exploratory research focus is on gaining insights and familiarity with the subject area for more rigorous investigation at a later stage. Exploratory research is conducted into a research problem when there are very few or no earlier studies to which we can refer for information about problem.

Researcher had selected the target respondents randomly, had taken 470 as research sample to whom personally filled questionnaire. 450 were filled. Out of 450, only 435 respondents were providing the information. After the data collection was over, all the tests/questionnaires were scored as per the scoring patterns prescribed by their authors and/manuals. The obtained data were subjected to statistical analyses by using Minnesota Customer Satisfaction Index (MnCSI).

RESULTS & DISCUSSION

In this section, data from the entire respondent will be analyzed. Either respondent was give the information fully or partially will be discussed after editing, coding and tabulating of the data. All the responses were presented through charts.

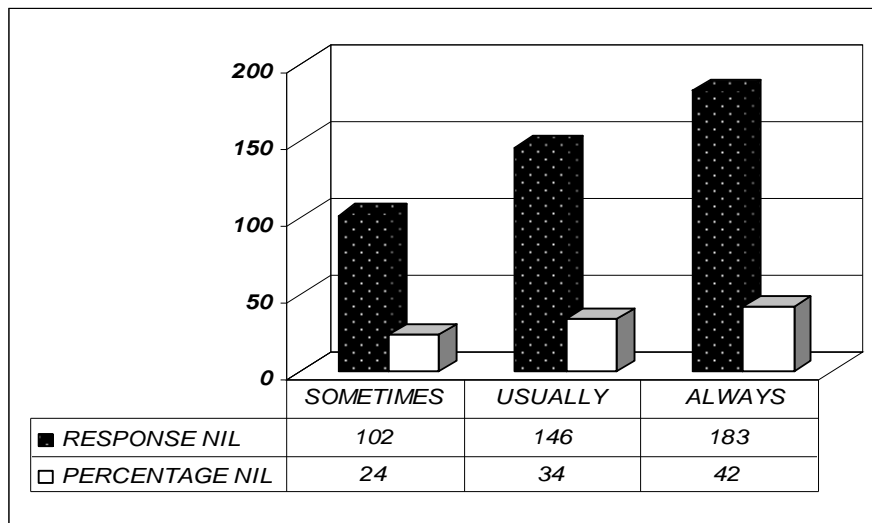


Figure 1: Response and Percentage of Nurses Courtesy to Patients

The research revealed about nurses treats their clients with respect. With the nurses, of the 431 respondents 183 of them said they are always treated with courtesy by nurses while 146 said usually, which means that even though not always but they are treated with dignity at the greater part of their encounter, these together form 58% of the respondents. This is a healthy sign though more needs to be done in this direction(Figure 1).

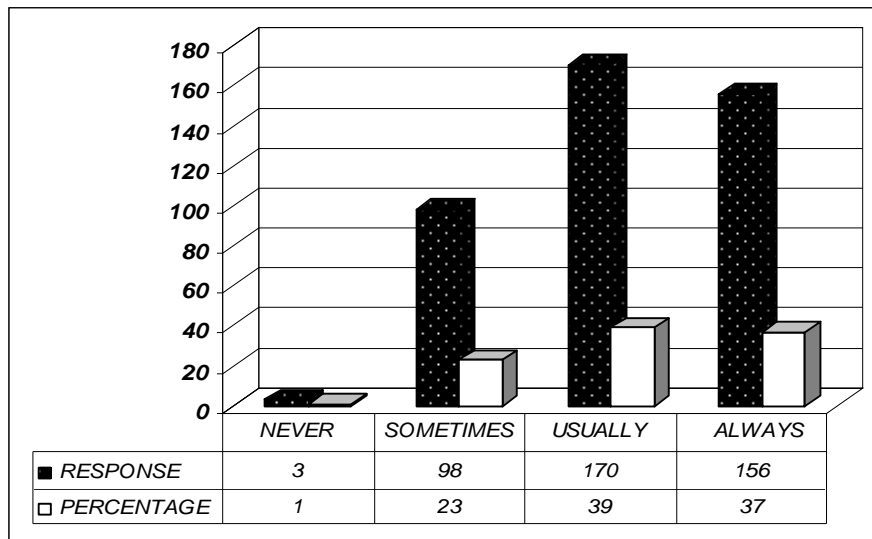


Figure 2: Response and Percentage of Nurses Listening Carefully To Patients

Figure 2 shows that 37% (156) of the 427 interviewees said nurses always listens to them, while 39% (170) said usually which means frequently though not always. This means over 76% of the people agreed nurses listen carefully. One 1% said they have never been listened to carefully.

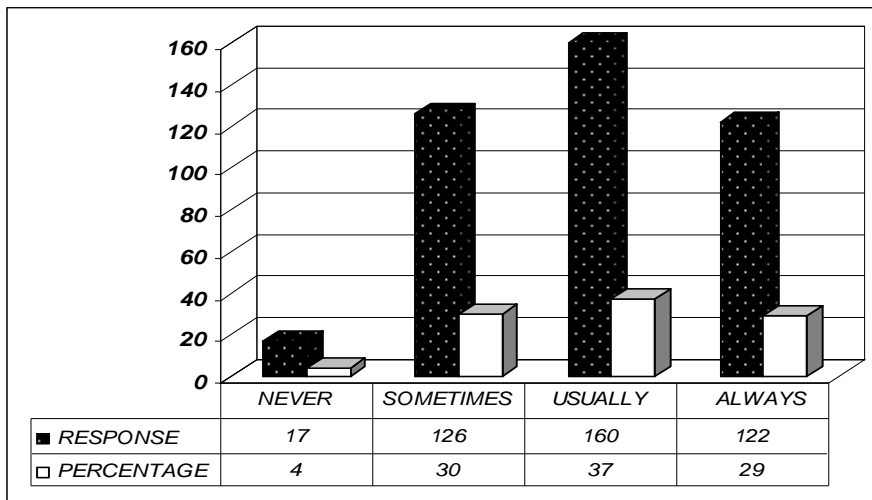


Figure 3: Response and Percentage of Nurses for Explaining Issues Carefully To Patients

Figure 3 shows nurses perform above average. Statistics show that 66% of the patients said nurses do so either always or usually – many of the times. This average performance needs to be improved if they would want to be a patient-friendly hospital as their objectives state. Patients can also do themselves a great service if they would take up this responsibility of requesting additional information and clarification if the one the doctors and nurses gave were inadequate. ‘The patient is responsible for obtaining all necessary information, which have a bearing on his /her management and treatment

CONCLUSION

Nurses usually treat patients with politeness but to our complete disappointment, they do not give the patients with satisfactory information on Medication. The use and side effects of medications prescribed are not fully explained to the patients. Nurses do not

convey any information regarding discharge, recovery time, and any occurrence of strange signs as result of treatment. These are the serious limitations that must to be overcome positively. Ethically, nurses should offer services with esteem for human dignity and uniqueness of the client, unrestricted by considerations of social or economic condition, personal attributes, or the nature of health problems. Nurses should be a part of the work that helps in protection any patient's health care and safety which is affected by the useless, unethical or unlawful practice of any person etc. This can be a good sign if maintained. The research reveals a small number of instances where nurses and other health workers insulted and neglected patients. Authorities should inspire workers do more than what this research recorded if they would like to accomplish their mission of 'providing a 24 Hour **quality** and **courteous** services'.

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