

Levels and Factors Influencing Work Engagement among Nurses in Najran Hospitals

Hanan j. alfifi*¹, Sabah Mahran², Nabila Alabdulah³

BSN, MSN, Najran University

Assistant Professor Nursing Administration, Port Said University

Associate professor clinical epidemiology and public health, KAU

*Corresponding Author: Hanan Jaber Alfifi

Abstract: Nursing work engagement nowadays is under the spotlight of national and international interest as it has been scientifically approved to enhance retention, minimize turn over rate, increase quality of healthcare provided and reduce healthcare spending.

Design: Quantitative cross-sectional descriptive correlational study.

Setting: The study conducted in two governmental ministry of health hospitals in Najran city. **Sample:** Participant of this study were (n=289) staff, head nurses using non probability convenience sampling. **Tool:** Using Utrecht work engagement scale (UWES), and a questionnaire made by the researcher to determine factors influencing nurse engagement, both Likert scale type.

Result: The result showed that 49 % of the participants were averagely engaged. Vigor converged significantly, and positively, with the nurses measured work engagement, $r=0.962$, $p<0.010$, nurses' perceptions of factors related to Health care organization correlated positively and significantly with their work engagement, $r=0.29$, $p<0.010$. Additionally, nationality, years of experience, working shift, the working unit was all had its influence on work engagement too.

Conclusion & Recommendation: The study concludes that personal attributes, organizational factors, leadership factors were all correlated positively & significantly to work engagement. Further study investigation is needed to improve work engagement and to protect our nurses of the risk of burnout and turnover and to guarantee high-quality health care.

Date of Submission: 02-04-2019

Date of acceptance: 17-04-2019

I. Background

The Employee of the current health care organizations is expected to make extraordinary efforts to accomplish their duties satisfactorily through engagement to their work, establishing an initiative amongst themselves, and having a positive attitude (Bakker 2008). In an integrative review, Hosseinpour-Dalenjan et al., (2017) point out that healthcare bodies should offer working conditions that nurture work engagement to ensure that nurses are and remain engaged in their work. Moreover, factors that contribute to a high level of engagement should be upgraded as a way of improving the overall performance of workers. The overall healthcare results and patient safety is greatly influenced by work engagement among health service providers especially nurses (Fasoli 2012).

Advanced studies on work engagement among healthcare workers especially nurses are essential to implement interventions to improve their performance. That is because their work engagement is neither precisely accessed nor clearly understood (Thian et al., 2015; García-Sierra., et al., 2015; Bonner, L., 2016). Creation of work engagement whose antecedents are relational and not transactional should not cost the organization. The direction that the healthcare organization and its workers should take to create a conducive work environment that supports the work engagement of nurses is guided by these antecedents (Shemueli, G. et al. 2015). The nursing profession, safety issues for patients and vital economic problems are the fundamental issues facilitated by the creation of practice environments that entirely engage nurses in their exercises (Bargagliotti, 2012).

Nursing as a profession should be successful. However, due to their confrontations to suffering hard work, daily basis deaths and grief, and simultaneously, undertaking certain chores which are termed as challenging, monotonous and mundane make nurses for a very long time be related with the experience of burnout, and stress (McGrath et al., 2003). Focusing on building, improving Nurse engagement in work has several impacts on 1) professionally: lessens exhaustion, burnout, turnover and concurrently enhancing collaboration, the experience of the patient, and organizational outcomes over various measures. 2) clinically: (increases satisfaction, nurses' competency enhancing, improve quality and less malpractice). 3) operationally: (staffing and efficiency). 4) socially: (positive workplace and empowerment). And 5) behaviorally: (enhance collaboration among colleagues and patients) (Dempsey, Reilly, 2016). These findings suggest that in general in healthcare organizations, work engagement in the nursing field is becoming strategically important in

responding to their current challenges (Fasoli 2012). Not only that but to create a positive, healthy working environment that guarantees patient safety which comes as the priority of any healthcare system. In the context of that, in a study done by (Seada, 2017) in Egypt found that there's correlation between nurses' work engagement and organizational work stressors where these stressors such as (role overload, personal inadequacy, and role ambiguity) have its negative impact on engagement levels, and hospitals administrators, policymakers have the responsibility to offer stress management programs, manage workload, as well as to provide the necessary resources to nurses to facilitate their job would contribute to enhancing engagement levels. In a research done in Saudi by Aboshaiqah, et al., (2016) aimed to assess the differences in work engagement among nurses in Saudi Arabia and its relationship with personal characteristics showed significant differences in nurses' levels of engagement among the various work settings, and nurse's demographic characteristics. The study found high levels of work engagement among nurses in the three provenances hospitals where the study took place. The study considered creating and maintaining work engagement are of considerable importance, owing to the shortage of nurses. Finally, it's important to mention the job commitment, and satisfaction of nurses are the two features described by this concept. While engagement is found more strongly related to performance than these other attitudes (Shuck, 2011).

II. Significance of the study

Understanding the nurses' present state of engagement together with its drivers should be imperative as it directly associates with the results of experience by patients, critical safety, and quality of healthcare (ANA, 2016). Focusing on engagement has several benefits. When the focus is on developing engagement to improve productivity and the quality of care provided, the number of nurses suffering from burnout will decrease, and that in turn will result in fewer nurses on sick leave and reduced health service costs and expenses (Decker, 2012). Healthcare quality is upgraded through engagement. Besides, an increased level of engagement among nurses involves points of interest for the healthcare organization and gives the nurses a feeling of prosperity (Fasoli 2012). Furthermore, a few number researches among nurses in Saudi have been done to inspect the level of work engagement and various aspects that aid in creating work engagement. Additionally, the work engagement is considered strong aspects of the strategic plan that the kingdom is willing to achieve through the Vision 2030. Whereas it's described as the core of the relationship between organizations and employees. Therefore, this study will be conducted to assess the level of work engagement and to identify, and understand better factors that increase or decrease work engagement among nurses in Najran hospitals, to make a significant contribution to improve work engagement and establish baseline to guide further studies investigation in future, especially according to the researcher knowledge this kind of research never done before in the whole region.

1.3 Research question:

- 1-What is the level of work engagement among nurses in Ministry of health hospitals in Najran?
- 2-What are the factors that influence their work engagement?

1.4 Aim of the study:

The aim of this study is to assess the level of work engagement among nurses in Ministry of Health hospitals in Najran and the factors that influence their work engagement.

1.5 Research objectives:

- 1- Assess the nursing staff level of work engagement in MOH in Najran hospitals.
- 2- Determine the factors that influence work engagement.

III. Method

Quantitative, descriptive cross-sectional correlational design was used in this study to assess the nurses' levels of work engagement and determine factors that influence work engagement. at two governmental hospitals in Najran city. Approval from the faculty of nursing college within King Abdul-Aziz university to implement the study, approval from both hospital directors to implement the study was taken. The questionnaire was the data collection method that used in this study to collect the data from 289 nurses. divided into three main part 1st was about socio-demographic data, 2nd (UWES) Utrecht work engagement scale, byBakker, Schaufeli, and Salanova (2006), and 3rd developed by the researcher to cover study objectives.

IV. Result & Discussion

Table-1: Frequencies and percentages of Nurses with various levels of work engagement as nurses perceived. (n= 289)

Level of Work engagement	Frequency (n= 289)	Percent (%)
Very Low	14	4.8
Low	58	20.1
Average	142	49.1
High	60	20.8
Very High	15	5.2%

The analysis, table (1) showed the frequency and percentile of each category level of work engagement. However, the scoring manual of the UWES was used to classify nurses into groups of work engagement profiles based on their measured scores when classified according to the sample percentiles and the resulting classification. Table 3, showed that 4.8% of the nurses had a very low work engagement, another 20.1% of them had a low work engagement, but most of the nurses (49,1%) had an average work engagement, also another 20.8% had high work engagement level and only 5.2% had a very high work engagement. This result contrary to the other Saudi study was done by Aboshaiqah et al. (2016) aimed for measuring the difference in work engagement among nurses in Saudi in eight hospitals in three provinces in the east, west and, center of Saudi these hospitals had different affiliations including MOH, military, national security force and university hospitals. That study findings indicate generally high levels of work engagement, and the work engagement levels in that mentioned study are very close to those in magnet hospitals. Although 80% of the participants were form ministry of health hospitals. In another study matching the current research results, in Iran, was aiming for investigating the correlation between work engagement and workplace incivility in among 516 nurses. The nurses participated had an average level of work engagement (Dalenjan., et al, 2017).

Table 2: descriptive statistics and relative importance indexes of factors influencing work engagement as nurses perceived. (N= 289).

Indicator	Mean (SD±)	RII %	Rank
A. Personal attributes:	-	-	-
I am ready to gain new knowledge and skills.	4.21 (0.8±)	84.2	1
I easily get bored of repeated duties.	3.34 (1.1±)	66.7	7
B. healthcare organization (the hospital I work in is):	-	-	-
Consider patient safety as priority of care	4.10 (0.9±)	81.7	1
Provides satisfying salary	2.61 (1.2±)	52.1	14
C. Leadership (my direct manager):	-	-	-
Has a good relation with staff.	3.88 (0.9±)	77.5	1
Raises, promotions, Etc., are closely tied to performance appraisal.	2.98 (1.2±)	59.5	12

Table-4 shows the nurses agreement with 32 indicators measuring their perception regarding factors affecting on their work engagement as personal attributes (7 items), healthcare organization (14 items) and finally, leadership with (11 items) measured their agreement level on items evaluating their leadership.

Personal attributes: The top agreed on personal attribute indicator by the nurses was their "I am ready to gain new knowledge and skills." which had a mean agreement level by the nurses = 4.21 and a very significant relative importance index, RII=84.2%. The lowest ranked indicator of personal attributes was the nurse's perception of "I easily get bored of repeated duties". Which had a mean agreement = 3.34 a low, but significant, relative agreement level, RII= (66.7%).

The highest perceived indicator of Healthcare organization (HCO) was the nurses' collective agreement to whether, or not their organization "Consider patient safety as priority of care" which had a mean agreement level by the nurses = 4.1 and a very significant substantive relative importance weight of 81.7%. From the other hand, the bottom-ranked perceived indicator of factors related to healthcare organization was their satisfaction with their " Salary ", which had a low, but substantive, relative agreement by nurses highlighting their overall dissatisfaction with the payment system, which had a mean agreement level by the nurses = 2.61, relative importance weight of 52.1%.

Leadership: To untangle the findings from the analysis, the results showed that the nurses' top indicator with leadership was their agreement, or not, to "Has a good relation with staff." which had mean = 3.88 and a very significant relative importance weight equal to 77.5. However, the bottom most ranked indicator with leadership was the leaders' ability to "Treats employees as equal." which had a substantive relative importance rank, RII=60.3% out of a hundred and a mean = 3.02 with this aspect was relatively significant but low at the same time.

V. Conclusion & Recommendation

This study has shown that work engagement was average in the selected sittings in a rate of 49 % of the participants, while 20 % was low and another 20 % was high, and 4 % reported very low, finally 5 % of the participants represent very high work engagement. There's number of factors influencing work engagement whether were that impact on the demographic level or personal attributes, organizational related factors of leadership factors.

- Empowering nurses and develop their professional capabilities is crucial that could be through assigning them to a variety of tasks & activities, and giving a chance to participate in nursing conferences.
- Policy application should follow fair system between nurses regardless their nationality, and making benefit of the diverse workforce experiences and different cultural background, by allowing them to be a part of decision making of hospital policy and daily care manner.
- Shared governance is a management style that would resolve numerous working environment issues where the staff nurses' voice is heard in decisions as well as that allows them to be more involved and active in problem-solving, teamwork and accountability.
- Conducting engagement programs is highly recommended that is responsible for enhancing engagement that involves conducting an ongoing assessment, educational lectures and training sessions.
- Reaching to highly engaged nurses in our working environment further researches and investigation should be implemented.

References

- [1]. Ahmad E. Aboshaiqah, Hanadi Y. Hamadi (2015). The work engagement of nurses in multiple hospital sectors in Saudi Arabia: a comparative study. *journal of nursing management*. Vol. 22 No. 6.
- [2]. Bjamadottir, A. (2011). Work engagement among nurses in relationally demanding jobs in the hospital sector. *Nordic Journal of Nursing Research & Clinical Studies / Vård i Norden*, 31(3), 30–34.
- [3]. Bonner, L. (2016). A survey of work engagement and psychological capital levels. *British Journal Of Nursing (Mark Allen Publishing)*, 25(15), 865–871.
- [4]. Dempsey, C., Reilly, B., (2016) "Nurse Engagement: What are the Contributing Factors for Success" *OJIN: The Online Journal of Issues in Nursing* Vol. 21 No. 1.
- [5]. García-Sierra, R., Fernández-Castro, J., & Martínez-Zaragoza, F. (2015). Work engagement in nursing: an integrative review of the literature. *Journal of Nursing Management*, 24(2), E101–E111.
- [6]. Hosseinpour-Dalengan, L., Atashzadeh-Shoorideh, F., Hosseini, M. and Mohtashami, J. (2017). The Correlation Between Nurses' Work Engagement and Workplace Incivility. *Iranian Red Crescent Medical Journal*, 19(4).
- [7]. Shemueli, G., Dolan, S. L., Ceretti, A. S., & Prado, P. N. (2015). Burnout and Engagement as Mediators in the Relationship between Work Characteristics and Turnover Intentions across Two Ibero-American Nations. *Stress and Health*, 32(5), 597-606.
- [8]. Thian, J., Kannusamy, P. , He, H. & Klainin-Yobas, P. (2015). Relationships among Stress, Positive Affectivity, and Work Engagement among Registered Nurses. *Psychology*, 6, 159-167.
- [9]. Van Bogaert, P., Peremans, L., Van Heusden, D., Verspuy, M., Kureckova, V., Van de Cruys, Z., & Franck, E. (2017). Predictors of burnout, work engagement and nurse reported job outcomes and quality of care: a mixed method study. *BMC Nursing*, 16-1.
- [10]. Vegsund, H., (2014) work engagement among nurses. *Applied Nursing Research*, 29, 210–221
- [11]. Wilmar Schaufeli, Arnold Bakker (2008). UTRECHT WORK ENGAGEMENT SCALE, *Occupational Health Psychology Unit Utrecht University*.

Hanan j. alfifi. " Levels and Factors Influencing Work Engagement Among Nurses in Najran Hospitals" .IOSR Journal of Nursing and Health Science (IOSR-JNHS), vol. 8, no.02 , 2019, pp. 52-55.