

Staff Nurses' Perception about Own Role Behavior Versus Others' Perception

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Abstract

Background: Nurses are the heart of any health care team and the perception of their role behavior is crucial for futuristic improvement. Role can be seen in term of role behavior and role expectation. Role behavior refers to the actual roles and responsibilities and how these roles should be played.

The Aim of the Study: The current study seeks to explore nurses' perception about own role behavior versus head nurses and patients perception.

Material and Methods: Design: A descriptive comparative design was utilized.

Setting: The study was conducted at two hospitals affiliated to Cairo University Hospitals.

Sample: Included three hundred and ninety two of the staff nurses from each hospital. Thirty one of the head nurses working in selected units were included. One hundred and fifty of the patients who were admitted during data collection.

Tool: Data was collected using questionnaire developed by the investigator consists of two parts: first part was related to participants' socio-demographic data, the second part: Includes items related to the perception of the staff nurses' role behavior.

Results: The study revealed that the staff nurses (70% of the staff nurses mean percent) moderately positive perceived their role behavior, the head nurses also (75% of the head nurses mean percent) moderately positive perceived the staff nurses' role behavior while the patients perception (60.4%) about the staff nurses' role behavior was low, also there was statistically significance difference between both the staff nurses and the head nurses, the staff nurses and the patients about nurses' role behavior.

Conclusion: It was found discrepancy between the staff nurses' and the head nurse' perception, the patients and the staff nurse perception regarding the staff nurses' role behavior.

Recommendation: The study recommended that the nursing syndicate, nurse managers and nurses themselves must actively seeks means to use mass media, for transmitting information about nurses and nursing profession to create positive public's attitude toward nursing. The public image can be changed

through provision of high quality nursing care, based on education, well training and nurse good role behaviors. Nursing care standardized procedure must be available in the units to be a base for training and evaluation. Further observational studies must be conducted to explore nurses' role behavior.

Key Words: Role – Role behavior – Role expectation.

Introduction

NURSING is an art and science. As a science nursing has the knowledge base needed for the care that is given, as an art means possessing skills needed for the application of the knowledge to help others achieve maximum health and quality of life [1]. A professional nurse should learn to deliver care carefully with compassion, caring and respect for each patient's dignity and personhood [2].

Lori [3] mentioned that health care systems reform resulted in new opportunities for nurses to deliver high quality of care as well an integral role in leading change which contribute to the expansion of nurses' role. Also nurses assume new roles in coordinating care as advocacy, participation in decision making and in shaping health policy, research, maintaining a safe work environment as well in education. Additionally nurses have crucial role in using the newest medical technology and electronic documentation systems, all of this expand scope of nursing practice [4].

Roles are patterned behaviors expected of people occupying a given position in an organizational setting. Behaviors are routinized over a period of time, allowing them to be anticipated by the manager and other organizational members [5]. The behavior patterns are manifested in the performance of duties, tasks and responsibilities. Individuals assume roles according to their personal knowledge, expectation of others interacting with the role and

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the social structure in which the role is being expressed [6].

Role expectations, role perceptions and role performance are the components of role analysis. Role expectations are beliefs and attitudes held by members of the role set regarding what behaviors are appropriate for the focal person is role perception, which defined as the internal insight of the focal person about his roles and responsibilities and how to direct his effort to achieve this role [7]. Role performance is the way by which a person plays as an occupant of a position. Role perception is key element of role performance; a misperception of the role may also lead to underperformance by the focal person [8].

Patient's perception of nursing role is important as they are the recipient of care and their opinions are essential because they are the best source that can tell the providers of what is important, that is why this information can be used in health-care planning and evaluation [9]. Patient expectations about care are the key determinant to patient satisfaction. Patients' satisfaction is viewed as a mediator between patients' perceptions of quality and their future intentions to reuse the service or recommend the hospital to family and friends. Patient satisfaction resulted from receiving high quality of care which requires frequent and rotatory supervision [10].

The first line nursing supervision is the head nurse, who is responsible for administrating and managing all nursing activities of one unit [11]. Head nurses influence the organization's productivity, staff satisfaction, and their perception regarding staff nurses' role behavior is crucial for accurate evaluation of their performance and identifying weak points that need improvement seeking change that reflected on achieving high level of care that affect positively on nursing image [12].

Significance of the study: As the nursing profession represent the majority of the health care workforce and considered as the backbone of this system, subsequently nurses should be fully oriented with their role and meet the others' expectations. Perception of nurses is very critical as it has direct impact on the quality of their performance and way of communication with others. Patients are the recipient of the care so their perception of the nurses' role behavior is very important as it reflected not only on nurses but also on the nursing profession. Discrepancy often exists between nurses' perceptions of their caring behaviors and patients' perceptions of these behaviors [13]. Exam-

ining nurses' role behavior from the perspective of both nurses and patients concurrently helps to identify similarities and differences in nurses' and patients' perceptions of nurse role behavior. Also, examining nurse managers perception is significantly important as they are the decision maker's regarding the quality of performance.

Their supervisory role put them in a position that requires accurately assessment and evaluation of nurses' performance. If there is discrepancy between the perception of nurses and others these contribute to identify reasons for this and provide recommended actions about nurse education and service. Also, finding of this study will help to conduct further research to identify whether nurses' perception of their role behavior correlate with actually observed performance.

Subjects and Methods

The study was conducted from January 2017 till September 2017.

Research objectives:

To fulfill the aim of this study the following objectives were formulated:

- 1- Explore staff nurses perception about own role behavior.
- 2- Explore head nurses and patients perception about nurses' role.
- 3- Find out any discrepancy between nurses' perception about own role behavior and others' perception.

Research design:

A descriptive comparative research design was utilized for this study.

Setting:

The study was conducted at inpatient units at two selected hospitals which affiliated to Cairo University Hospitals.

Sample:

The sample constituted 30% of the total staff nurses working at each of the selected Hospitals the total number head nurses were 31 and convenient sample of patients distributed over six months and their numbers were 150 patients included in this study.

Tools of the study:

The study tool was developed by the investigator nursing. Role behavior questionnaire composed of two-parts to collect data for this study. Part I:

Demographic characteristic of the participants such as: Age, education, sex, etc. The second part: Was used to explore the participant's perception of staff nurses' role behavior; it was consisted of five dimensions. Those dimensions were ethical and professional, technical, advocating, change agent and educating role behavior dimensions. The items were scored on five point likert scale ranged from strongly disagree (1 score) to strongly agree (5 score).

Perception scoring system was done:

- Above 80 scores Highly positive.
- 70 < 80 Moderately positive.
- 60 < 70 Low.

Seven experts from nursing administration and Medical Surgical Departments of Faculty of Nursing Cairo University were asked to revise the tool for its content validity. Tool reliability was tested by Cronbach's Alpha test and the result was (0.90).

Ethical and legal considerations:

An official permission to conduct the proposed study was obtained from the officials of Faculty of Nursing Cairo University and General Medical Director, General Nursing Director of both selected hospitals. The protocol of this study was approved by the Ethical Committee for faculty research. Written informed consents were secured from all participants prior to data collection. Data were collected during different shifts of the day. Meeting with the study participants and filling the self-reporting questionnaire was taken 20-30 minutes.

Pilot study:

The pilot study was carried out on (10%) of the study sample which was as following (35 nurses), (15 patients) and (3 head nurses) of the current sample from different units at the selected hospitals to ensure the clarity of the items and estimate the time needed to complete the questionnaire.

Statistical analysis:

Data were coded, scored, tabulated, and analyzed by compute using "Statistical Package for Social Science" (SPSS windows) version 21. Numerical data were expressed as mean \pm SD, and range. Correlation coefficient was used to determine direction and strength of the relationship of selected variables. This study used *t*-tests to identify the significance differences between the selected variables. The significant level of all statistical analyses was at 0.05 (*p*-value). The *p*-value >0.05 indicate insignificant result. The *p*-value <0.05 indicate

significant result. ANOVA test was done to find the effects of some independent variables on the participants' perception. The negative items were reversed in the statistical analysis when indicated.

Results

Table (1) showed highest percent (76.5%) of the staff nurses' and the majority (87.1%) of the head nurses were female. Regarding the age, the highest percent of both the staff nurses (37%) and the head nurses (51.6) in the age group (31 to 40) years. Regarding the academic qualification the highest percent (64.3%) of nurses had nursing diploma while the head nurses the highest percent (45.2) had bachelor degree. Regarding their years of experience the highest percent of the staff nurses grouped between 21-25 years, while the largest percent of the head nurses grouped between 16-20 years of experience.

Table (2) showed two third (66%) of the patients were female. Regarding their educational level, the highest percent (30.7%) in the university level. As seen in the table the highest percent (62.7%) of the patients were previously admitted to the hospital, while the highest percent (56%) didn't accept joining of their relatives to nursing profession.

Table (3) showed that both of the staff nurses and the head nurses moderately positive (75%) perceived the staff nurses' role behavior (The mean percent 70% & 75% respectively). But clarified that there was a highly statistically significance difference between the staff nurses' and the head nurses' perception regarding the staff nurses' role behavior.

Table (4) showed that the staff nurses moderately positive (70%) perceived their role behavior, while the patients low perceived the staff nurses role behavior. Also clarified that there was highly statistically significance difference between the staff nurses' and the patients' perception regarding the staff nurses' role behavior.

Table (5) showed a significance positive correlation between nurses' perceived technical ($r = .118, p < 0.05$), advocating ($r = .137, p < 0.05$), change agent ($r = .162, p < 0.05$), education and guidance role ($r = .204, p < 0.05$) and their age except a significance negative correlation ($r = -.124, p < 0.05$) between nurses' perceived ethical and professional role and their age, regarding experience as seen a significance positive correlation between nurses' perceived technical ($r = .150, p < 0.05$), change agent ($r =$

.132, $p < 0.05$), education and guidance role ($r = .174$, $p < 0.05$) and their experience except a significance negative correlation ($r = .115$, $p < 0.05$) between nurses' perceived ethical and professional role and their experience.

Table (1): Percentage distribution of both the staff nurses' (n=392) and the head nurses' (n=31) Socio-demographic characteristics.

Items	Staff nurses		Head nurses	
	No.	%	No.	%
<i>Sex:</i>				
Male	92	23.5	4	12.9
Female	300	76.5	27	87.1
<i>Age:</i>				
20-30	107	27.3	0	0
31-40	145	37.0	16	51.6
41-50	113	28.8	12	38.7
Above 50	27	6.9	3	9.7
<i>Educational level:</i>				
Nursing diploma	252	64.3	13	41.9
Nursing associate	102	26	0	0
Nursing bachelor	35	8.9	14	45.2
Post graduated studies	3	8	4	12.9
<i>Years of experience:</i>				
>5	26	6.6	0	0
6-10	85	21.7	4	12.9
11-15	41	10.5	10	32.3
16-20	103	26.3	15	48.4
21-25	112	28.6	2	6.5
Above 25	25	6.4	0	0

Table (2): Percentage distribution of patients' socio-demographic characteristics (n=150).

Items	Number	Percentage
<i>Sex:</i>		
Male	51	34.0
Female	99	66.0
<i>Educational level:</i>		
Read and write	11	7.3
Primary school	15	10.0
Preparatory school	28	18.7
Secondary school	43	28.7
University	46	30.7
Graduate studies	7	4.7
<i>Previous admission to the hospital:</i>		
Yes	94	62.7
No	56	37.3
<i>Accepting your relative joining nursing profession:</i>		
Yes	66	44.0
No	84	56.0

Table (3): Difference between the staff nurses' and the head nurses' perception about staff nurses' role behaviors.

Title	Mean %	Mean	SD	t	p
Staff nurses	70%	221.8586	19.01269	4.01	.000
Head nurses	75%	236.5484	26.61183		

Table (4): Difference between the staff nurses' and the patients' perception about staff nurses' role behaviors.

Title	Mean %	Mean	SD	t	p
Staff nurses	70%	221.8586	19.01269	7.03	.000
Patients	60.4%	153.043	17.645		

Table (5): Relationship between respondents' age and years of experience and their perception about own role behavior.

Dimensions	Age		Experience	
	t	p	t	p
Ethical and professional role	-.124*	.01	-.115*	.02
Technical role	.118*	.02	.150**	.00
Advocating role	.137**	.01	.088	.08
Change agent role	.162**	.00	.132**	.01
Education and guidance role	.204**	.00	.174**	.00

Discussion

As regards the demographic characteristics of the staff nurses and the head nurses regarding the gender, the study showed that majority of the nurses was females. This could be due to the fact that male enrollment in the nursing programs is considerably recent in Egypt. Also nursing is still widely perceived as feminine profession; accordingly number of male enrolled in nursing is small compared to female, but recently the number of male nurses is increasing.

Regarding nurses age and years of experience the findings showed that the years of experience of large percent of the staff nurses ranged between 21 to 25 years compared with the head nurses between 16 to 20 years and over half of both are in the age group between 31 to 40 years old and this age may indicate that nurses are young and will be active manpower forces. This may be due to the fact that the expansion of health care organizations especially in the private sectors resulted in increase needs for nurses. Consequently, nursing education programs at all levels are expanded which lead to increase number of young graduate nurses compared to those who retired from the service.

The study results indicated that majority of the study nurses having nursing diploma. This may be

explained by the fact that the baccalaureate graduate and associate graduates are lower compared to the diploma graduate. Additionally the high salaries of the private hospitals and demands of Arab countries for baccalaureate nurses attract them to work there and refrain to receipt their work in governmental hospitals and seek for high salaries in private sectors.

Additionally employing diploma nurses may be seen by the hospital administrators as mean for decreasing nursing care cost. On the other hand it was noted that over half of the head nurse having bachelor degree this may indicate that hospital administrators confident in the leadership ability of bachelor nurse, so make optimum utilization of the available baccalaureate nurses by assigning them to leadership positions.

Regarding the patients the majority of them mentioned that they didn't accept the enrollment of their relatives to nursing profession. It was found that the major negative factors that affect the public image about the nurses were the media, physician verbal interaction with the nurse, society's idea and night shift [14]. Misrepresentation of nurses on television can have serious consequences not only for nurses in that their work, but also for patient who may gain unrealistic expectations from watching television portrayal of nursing [15].

Kelly et al. [16] reported that, the ten most-viewed videos depicting the nurse and nursing on YouTube offered narratives that constructed three distinct nursing identity types, named nurse as 'a skilled knower, nurse as 'a sexual plaything' and nurse as 'a witless incompetent' individual.

As regard the significance difference which was found between the staff nurses and the head nurses regarding the staff nurses' own role behavior. This may be related to the head nurses aren't aware of how to evaluate, or maybe want to bless their staff and gain their acceptance. Also, there was no standardized care procedure and guidelines in the units as well as may be not oriented about the current job description of the staff nurses, so evaluation done based on their higher expectation. The head nurses may be perceive that their perception may have impact on them and their leadership abilities.

As regard the significance difference which was found between the staff nurses and the patients regarding the staff nurses' own role behavior. This may be related to more than two third of the patients sample was previously admitted to the hospital and may have bad experience with nurses in their

hospitalization period which negatively affect their perception. Also this perception may be strengthen by negative image of the nursing profession which presented in the media.

Also, the study revealed significant effect between respondents' age and years of experience and their perception about own role behavior. This may be indicate that the long years of experience enhance the nurses' professional and ethical responsibilities which may lead to awareness of their role behavior. Also increased age and years of experience may empower the nurse to be patient advocate. Additionally, the long years of experience enhance professional maturity.

In Conclusion: Discrepancy was found between the staff nurses' and the head nurse' perception, the patients and the staff nurse perception regarding the staff nurses' role behavior.

Recommendations:

- 1- The nursing syndicate and nurse mangers must actively seeks means to use mass media, for transmitting information about nurses and nursing profession to create positive public's attitude toward nursing. Television series and film picture should represent nurses' professionalism.
- 2- Encourage participation with health team in the activities such as seminars, researches and educational programs.
- 3- The public image can be changed through provision of high quality nursing care, based on education, well training and nurse good role behaviors.
- 4- Patient education should be emphasized in nursing educational programs.
- 5- Nursing care standardized procedure must be available in the units to be a base for training and evaluation.

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إدراك الممرضين لسلوكهم الوظيفي مقابل إدراك الآخرين

يعتبر التمريض قلب أي فريق للرعاية الصحية ويعتبر إدراك الممرضين ومشرفات التمريض والمرضى لسلوك الممرضين الوظيفي أمراً ضرورياً للوقوف على نقاط الضعف الخاصة بسلوكهم الوظيفي والتي تنعكس بشكل مباشر وغير مباشر على صورة مهنة التمريض وتحسينها مستقبلياً لذا يهدف هذا البحث استكشاف دور الممرضين لسلوكهم الوظيفي مقابل إدراك الآخرين (مشرفات الوحدات والمرضى) وقد تمت الدراسة على عينة مكونة من ٣٩٢ ممرضة و ٣١ مشرفة و ١٥٠ مريض بالوحدات الداخلية بمستشفيات تابعين لجامعة القاهرة حيث أعلم المشاركون في الدراسة بكافة حقوقهم وان اشتراكهم في الدراسة تطوعي وتم استطلاع آراء المشاركين في الدراسة على مدى ٩ أشهر تبدأ من يناير ٢٠١٧ إلى سبتمبر ٢٠١٧ وكانت النتيجة وجود فرق بين ادراك الممرضين والمشرفين وفرق بين ادراك الممرضين والمرضى حيث أنه ٧٠٪ من الممرضين لديهم إيجابية معتدلة تجاه سلوكهم الوظيفي و ٧٥٪ مشرفات وحدات التمريض لديهم إيجابية معتدلة تجاه سلوك الممرضين الوظيفي في حين أنه ٦٠.٤٪ من المرضى الوظيفي لديه إيجابية منخفضة تجاه سلوك الممرضين وبعد الانتهاء من الدراسة فقد اقترح الباحث تشجيع المشاركة مع الفريق الصحي في أنشطة مثل الندوات والأبحاث والبرامج التعليمية وتغيير الصورة العامة لمهنة التمريض من خلال توفير رعاية تمريضية عالية الجودة تعتمد على التعليم والتدريب الجيد وأوصى الباحث إجراء المزيد من الدراسات القائمة على الملاحظة لتحقيق من الاختلاف في وجهه النظر لكل من الممرضين والمرضى.