

Increasing Nurses' Job Satisfaction with Nursing Rounds

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Abstract

Background: The nursing staff as one of a member of the healthcare providers team that determine the quality and the image of the hospital should improve their healthcare services quality. Low job satisfaction can affect the condition of an organization that manifested in the form of labour strikes, absence and job turnover. Nursing round was activity that expected to increase the job satisfaction of nurses. Job satisfaction of nurses will have an effect on patient satisfaction and the quality of hospital healthcare services. **Purpose:** To identify the effect of nursing rounds on nurses' job satisfaction. **Method:** Pre-experimental research using the existing design without a comparison group, the sample size was 20 people. This study used a one group pre-test and post-test design without control. The Instrument in this study was questionnaire and observation sheet. **Result:** The results before the nursing round on nurses' job satisfaction level of the nurses on all sub variables was low. After the implementation of nursing round, the level of job satisfaction of the low nurses was increasing in number of sub autonomy and interaction variables. The decrease in the number of implementing nurses whose level of job satisfaction is low occurs in the sub variables of professional status and task requirements. **Conclusion:** So showed a significant effect on the level of nursing rounds on job satisfaction of hospitalization nurses. The optimize job satisfaction nurses and nursing rounds with assembles relevant policies.

Keywords: Job Satisfaction, Nurse, Nursing Rounds

INTRODUCTION

Nursing as an integral part of healthcare service involved in determining the quality of healthcare services. Nowadays the total of nursing dominate the number of healthcare provider. The data from Health Human Resource Development of Health of the Indonesian Republic Ministry of Health in 2016 show the number of nurses was 25.5% from the total of healthcare provider. Nursing staff provide a unique contribution to form of healthcare services as a relative, sustainable, coordinative and advocative. Nursing as a profession that emphasized the professional services according to the standard that regard to ethics and morals rules so that the community can accept healthcare services as well.

Nursing staff as a member of the health care provider team that determines quality and establishes the image of the hospital should also improve the quality

of service in accordance with the National Database of Nursing Quality Indicators (NDNQI, 2014). Research Aitken et al (2010) mentioned that the factors that can affect patient care are effective decision-making, teamwork; clinical evidence based and nurses' job satisfaction. Job satisfaction is a reflection of a conducive working situation. Research on this satisfaction has identified that nurse work satisfaction contributes to patient satisfaction with nursing care (Tzeng & Ketefian, 2002).

Low job satisfaction can affect the condition of an organization that is manifested in the form of labour strikes, absenteeism, and job turnover (Robbins, 2006). Dissatisfied nurses in the workplace will keep a distance between nurses and the patients and make nurses ignoring their tasks that will result in less than optimal nursing care (Demerouti, et al, 2000). Dissatisfied nurses will provided poor quality of nursing care

(Mrayyan, 2006).

The cause of nurse dissatisfaction according to Tomey (2009); Utrianen&Kynga (2009) includes autonomy, rewards, professional status, interaction, task requirements, and organizational policies. Similarly, according to (Lu et al, 2011) that job satisfaction in the hospital is closely related to working conditions, organizational environment, job stress, role conflict, organizational and professional commitment. Supported research from Boyle et.al (2006); And Kovner et.al (2006) which reveal the importance of professionalism, professional status, and professional development to improve job satisfaction.

The results from a survey illustrate that many patients dissatisfaction identified as impact from a nurse's performance has not been optimally linked to nurses' job satisfaction even though efforts to direct and motivate nurses have been conducted through nursing rounds. There has been no research examines the work satisfaction of nurses that associated with the nursing round. The regular training and fixed procedures about nursing round have not standardized.

Reducing the trigger factors of nurses' dissatisfaction was responsibility of a manager. A nursing manager in a directive function can create an environment that maximizes the development of human potential. An important direction component is creating an atmosphere that motivates, fosters organizational communication, handles conflict, and facilitates cooperation, negotiation and bargaining effect. The nursing round is a strategy that allows nurses to develop processes and skills to facilitate autonomy, decision-making, effective team relationships and professional status (Aitken, et al, 2010). Nursing rounds are also useful in the development of clinical practice, evidence based care and patient understanding of

the condition they are experiencing (Close & Castledine 2005). Nursing round has a contribution to the development of management science in nursing especially related to nurses' job satisfaction. Providing scientific information for the academics of both the teaching team and the nursing students for the development of scientific thinking processes, especially in understanding the nursing round and job satisfaction of the nurses.

The purpose of this study in general was the identification the effect of nursing round on job satisfaction of nurses. The specific objectives of this study were to identify the description of the level of job satisfaction (autonomy, interaction, task requirements, professional status) of nursing implementers before and after the implementation of nursing rounds, differences in nurses' job satisfaction level (autonomy, interaction, task requirements, professional status) before and after implementation of the nursing round.

METHOD

This study used pre experimental without any comparison group. Research design for this study was one group pre-test and post-test design without control. The population in the study were 129 nurses. The number of samples in this study was 20 people and used non-probability sampling to determine its. This study used the subject of nurse with the object of research was job satisfaction nurses. The nurses as research subjects should protected from ethical research problems. According to Polit & Back (2010), there are four principles in nursing research namely the Principle of beneficence, the principle of respect for humanity, the principle of justice and informed consent.

Researcher apply research permits to the Hospital. After that Data collection tool or instrument in the research was questionnaires and observation sheet of the implementation of nursing round.

Questionnaires that include questionnaire A about the characteristics of respondents who researched, consisting of age, gender, education, marital status, employment status, and length of work. Respondents were asked to provide answers on selected columns, marking (√) on columns.

Implementation of this research can be described as follows: Pre-test satisfaction level of nurse executor. Providing questionnaires of job satisfaction nurses in the two rooms, namely Lung Room and Interne Men Room. The implementation of the nursing round carried out for approximately one month. The result of the agreement with the head of the lung and interne room of man and nursing executor nurses performed twice a week for one hour, with the time of execution adjusted from the condition of each room.

Implementation of nursing rounds observed and evaluated by the investigators. The results of the evaluation of the nursing round exercises were then discussed with the head of the room and the nurses to be followed up, then corrected the shortcomings in the implementation of the nursing round until the value of the implementation of the nursing round reached a score of 100. The evaluation results of the implementation of the nursing round experienced an increase in the implementation of the nursing round. The Lung Room of the exercise score round 88.46 on the implementation of the first nursing round, reaching a score of 100 at the fourth meeting. Men's Interne Room achieved a nursing round score of 92.30 to a score of 100. The increase in scores in the two rooms was due to discussions and inputs conducted between the researchers, the head of the room and the nurses. The less scoring aspect was preparing the nursing round formbook and data validation. Post-test of nurse's satisfaction level, giving nurses questionnaire of work satisfaction after nursing round.

Data processing includes editing, coding, processing, and Cleaning. 1) Editing, the researcher re-checks the data filling from Questionnaires results that have been entered to computer, if there is incomplete data filling then it is equipped. 2) Coding, the researcher gives the code on each answer through the conversion of the reply to the statement 1-4 (four = very satisfied, three = satisfied, two = dissatisfied, one = very dissatisfied). The researcher also codes on the variables studied, ex for education, number 1 for vocational Nursing, 2 professional Nursing. 3) Processing, researchers include data that has been collected into the computer database, to be analyzed using statistical software. 4) Cleaning, the researcher re-checks the data that has been entered to computer to ensure no errors at the time of coding or scores, if there is a mistake then the repaired data is ready for analysis.

This study used Shapiro-wilk normality test for small samples or ≤ 50 . P value < 0.05 for abnormal data distribution and p value ≥ 0.05 for data normally distributed. All characteristic data in this research using univariate analysis and present in the form of frequency distribution, bivariate analysis in this research used to know the effect of nursing round on nurses' job satisfaction level. To see the difference of satisfaction level of nurse before and after intervention. The statistical test of this research variable was Mc Nemar. The Mc Nemar test used variables that are linked are categorical with categorical, comparative hypothesis type, proportional determination, comparing 2 paired groups, twice repetition (before and after) and 2 categories (high satisfaction and low satisfaction). The Mc Nemar test used in nursing round variables, age, education level, marital status, employment status and length of service.

RESULTS

Table. 1 indicates before the nursing round on nurses' job satisfaction level of the nurses on all sub variables was low. After the implementation of nursing round, the level of job satisfaction of the low

nurses was increasing in number of sub autonomy and interaction variables. The decrease in the number of implementing nurses whose level of job satisfaction is low occurs in the sub variables of professional status and task requirements.

Table 1. Differences in Working Levels of Nurses Before and After the Round of Nursing Implementation

Sub variable	Before		After		p
	f	%	f	%	
Autonomy					
a. Low	9	45	10	50	1,000
b. High	11	55	10	50	
Interaction					
a. Low	7	35	10	50	0,594
b. High	13	65	10	50	
Task Requirement					
a. Low	9	45	8	40	1,000
b. High	11	55	12	60	
Professional Status					
a. Low	10	50	6	30	0,344
b. High	10	50	14	70	

Table. 2 Showed an increase in job satisfaction of nurse before and after

nursing round. Nursing rounds have an effect on job satisfaction of nurse executor.

Tabel. 2 Differences of Satisfaction Level Between Before and After Nursing Round

Variabel	Satisfaction				n		p
	High		Low		f	%	
	f	%	f	%			
Before Nursing Round	7	35	3	65	20	100	0,022*
After Nursing Round	12	60	8	40	20	100	

DISCUSSION

In this study, there was a significant difference in the level of satisfaction before and after the nursing round. This indicates that the nursing round is an independent act of the nurse, the nurse's routine duties performed within the nursing round was occurring the interaction process between the staff with the boss and the nursing round also improves the professional status of the nurse in front of the patient. According to Lu et al (2005) many factors affecting job satisfaction of nurses were the existence of task

autonomy, professional status, task requirement, salary, feedback, promotion opportunity, praise by supervisor, relationship with coworker, collaboration with staff, working condition and organizational culture powers.

The effect of nursing round on job satisfaction based on autonomy, interaction, task requirement, and professional status have no effect on work satisfaction level of nurse executor. There are six components most frequently identified and defined in the literature that play an important role in the nurses' job

satisfaction, namely rewards, autonomy, task requirements, professional status, interaction and organizational policy (Allen et al, 2006); Best & Thurston, 2004); Curtis, 1997); Stamp, 1997).

The relationship between job satisfaction and each factor varies from several research results. According to Zangaro&Soeken (2007), the results of some of these studies contradict each other. Result of research from sub variable of job satisfaction of nurse executor who work inpatient room seen from implementation of nursing round that got sub variable autonomy, interaction, requirement of duty and professional status.

The nursing round was an independent act of the nurse, where within the nursing round there is a process of providing information to the patient and family about the health condition and nursing care provided by the nurse. Nursing rounds performed by nurses in patients was a provision of education to patients about treatment. According to Rankin & Stalling (2001 in Febrina, 2010) education was part of the caring dimension and the professional role of nurses. This was also explained by Vaughn (2003) who mentions that the provision of regularly scheduled education in patients was likely to improve the professional status of nurses and improve patient care. The association with nursing rounds was when routine nursing rounds will improve the professional status of the nurse in front of the patient. In addition, according to Hamptom & Hamptom (2004); Lu et al (2005) if nurses were committed to their profession, nurses will be more satisfied with their work, therefore nursing rounds are a way to improve the professional status of nurses in other professions, patients and their families.

The occurrence of differences in the level of satisfaction of nurses before and after the implementation of nursing round. The increase in the percentage of nurses' job satisfaction rate, according to one of the researchers due to the implementation

of nursing rounds that run in accordance with the guidelines of nursing round. An increasing in the level of satisfaction of the nurses' concomitant with understanding of the head of the room, the team leader and the nurse of the importance of the nursing round done in accordance with the correct guidelines. This is consistent with Aitken's research, et al (2011) which mentions the implementation of nursing rounds as an effective strategy for initiating changes in patient care. From the pre and posttest of nursing round training, the result was 10% improvement. The increase in the value of this training test indicates that the head of the room and the team leader understand the importance of nursing and nursing rounds of nursing.

The increase in the percentage of satisfaction levels of nurses working on both before and after nursing rounds was also due to the influence of nursing round training. Gillies (2004) mentions that efforts to improve the performance of nurse implementers can be done through training. Through the training of cognitive ability, affective and psychomotor can be improved. Griffin (2004); Umar (2005) says that if training was well organized and implemented, both the organization and the employees will benefit from the training. Training and professional development opportunities can improve job satisfaction of nurses (Upenieks, 2002).

According to the researcher, the nurse's job satisfaction improved because the nursing round process was able to make the implementing nurse important, valuable and necessary in his work. The nurse feels that she receives a fair appreciation, gets a positive influence from her colleagues, improves her performance and self-development, autonomy and responsibility, and creates good relationships between the head of the room, the team leader and the managing nurse. This is in accordance with the opinion Billimoria et al, (2006) mentioned that the relationship with colleagues and support from superiors would improve job

satisfaction of nurses. Another opinion according to Soe et al (2004) found that a manager's support has a significant effect on job satisfaction because good relationship with manager was important and get positive evaluation in work performance.

Nursing work satisfaction of nurse also increased because of empowerment done by head of room to nurse executor. Empowerment means optimizing the ability of the executing nurse whether it is knowledge or skills possessed, in this case when the implementation of the nursing round. Laschinger&Finegan (2005) argue that creating a work environment that empowers and improves the work of nurses such as work satisfaction, commitment and reduce loss of employees.

Frederich Herzberg known by the two-factor theory that explains there were two factors that affect one's job satisfaction was the motivation and hygiene factor. Factors of motivation was an internal factor if fulfilled then there was an increase in one's satisfaction. Hygiene factor was an external factor when unfulfilled so one will feel dissatisfied. Motivational factors include rewards, autonomy, and types of jobs, responsibilities, opportunities to move forward and develop. Hygiene factors include salaries, administrative and policy allowances, workload, environmental conditions, human interaction (superiors, colleagues, subordinates). The theory of Herzberg, motivation factor was very important. Marquis & Hutson (2011) mentions the motivation there are two kinds of intrinsic motivation and extrinsic motivation. Intrinsic motivation was the motivation that exists within the nurse, which encourages being productive. Extrinsic motivation was the motivation that enhanced by the work environment, coworkers or rewards.

One of effort to provide extrinsic motivation was when the head of the room performs a reward function on his staff. Marquis and Huston (2011) mentioned

management support, peer influence as well as group interaction having an impact on increasing motivation. The directive function of nursing activities that can improve the nurse's job satisfaction was the nursing round. In nursing round, there was process of communication, interaction that can increase motivation, productivity and job satisfaction.

The nursing round was the nurse's independent action, the nurses' routine duties that must done within the nursing round so occur nurse interaction process and the interaction between the staff with the boss, the nursing round also improves the professional status of the nurse in front of the patient. According to Lu et al (2005) many factors affecting nurses' job satisfaction include task autonomy, professional status, task requirements, salary, feedback, promotion opportunities, praise by supervisors, relationships with colleagues, staff collaboration, working conditions and strength organizational culture. Job satisfaction based on autonomy, interaction, task requirements, and professional status found to be a significant difference before and after the nursing round. According to Maslow's theory that fulfilling and non-fulfillment of needs will have an impact on one's behavior (Gitosudarmo & Sudita, 2008).

CONCLUSION

Hospital management pay attention to job satisfaction problem of nurses, by always doing routine measurement of nurse job satisfaction level. The results of this study become input for the management in improving job satisfaction of nurses. Making policies related nursing round and nurse job satisfaction. Creating a schedule of nursing rounds in each room by requesting input or direct supervision of the implementation of nursing round and nursing committees together assess the nursing job satisfaction and matters that affect the nurses' job satisfaction periodically. Further research includes larger sample uses, different research sites

(intense space), using control groups, long research times, add sub variables of rewards and organizational policies.

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