

Impact of Emergency Clinical Work Environment on Nurses' Satisfaction and Intension to Leave

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Abstract

Background: Health care environment is a scene where people fulfill certain responsibilities and their satisfaction, communication, collaboration, leadership style, and intention to leave affected positively or negatively. **Aim:** This study aimed to evaluate the work environment and detect its effect on nurses' job satisfaction and their intension to leave: **design:** a Descriptive correlational design was applied. **Sample& setting:** a convenient sample of staff nurses include (n=100 staff nurse) who deliver direct nursing care in a selected emergency university hospital. **Tools:** To achieve the aim of the current study three adapted questionnaires were used to collect the pertinent data. **Results:** The main discoveries of this study exhibited that the majority of the study sample agrees that their working environment positively structured to empower them. Also, the study revealed that 80% of the studied sample planned to be with their current employment one year and not intended to leave the hospital. **Conclusion:** Based on this outcomes, the study clinched that, there was a significant relationship between work environment and employee satisfaction while there was no a significant relationship between work environment and their intention to leave. **Recommendations:** use a larger sample of hospitals including teaching and private sectors with different accreditation statuses to provide representative workforce. Finally make your staff feel valued is one of the leading motives that any employee complain when they left their positions.

Keywords: nurses, work environment, intention to leave, satisfaction.

Introduction

Workplace is a setting where somebody accomplishes convinced tasks/ duties for his/ her manager, a place of hiring. Such a place can range from a home office to a large office building or factory. Healthcare services in the Egyptian emergency hospitals have been enriched rapidly over the past 20 year to face the increasing burden needs of the upward residents growing (Abuelenin,

elmougy and naguib 2017; Al-Dossary, Vail, & MacFarlane, 2012).

This development has correlated with a severe shortage of nurses on the different categories, they consider as the large sector in any organization (Almutairi et al., 2015).

Elhabashy et al. 2018 stated that all the emergency hospital administrators and managers currently face challenges to remain well oriented about all current evidence practices that needed to enhance the nurse work

environment given the fast pace at which evidence is published online around the globe. For example, there were more than 10 observed experimental articles about the work environment and its effect on nursing staff achievement (**Smith, Morin, Wallace, & Lake, 2017**).

To decrease nurse turnover & burnout and advance patient and nurse consequences we have to mend and recover the nurse work environment which could serve as cost-effective intermediation and improve patient outcomes. (**Aiken, Sloane, et al., 2019, Lake, 2002**)

Healthy Work Environment is not a relatively recent term in the healthcare sectors. Usually, it is used synonymously with the term healing work environment and while similar, it is not the same exactly. Healthy Work Environments have been positively associated with increased patient satisfaction & outcomes in form of better quality patient care, increased patient safety, and a decrease in medical errors: including medication errors resulting in decreased morbidity and mortality and decreased nurses' turnover (**Aiken et al., 2018**).

Also, organizational communication, collaboration, and leadership style have an impact on the nurses' work environment and nurses' intent to leave the institution (**Aiken et al. 2018**). Abualrub (2018) stated that certain features illustrated that may affect a nurse's turnover intention such as the individual's perception of the healthcare workplace, its conditions,

team relationships, work, and family strains and the stress of continually waged in an extremely traumatic hot areas workplace with very critically patients. Ahmed , Abdelwahab & Elguindy (2017) highlighted that Nurses' intention to leave their occupation has been found to guess their actual choice to leave.

Significance of the study

From the researcher clinical experience, it was observed that the majority of the staff nurses were tired physically and psychologically which affect their performance negatively, from the researcher point of view all of these may be related to lack of supply, increase nurse-patient ratio, lack of qualified staff, ineffective communication between the staff which consequently lead to their attrition from the unsupportive work environment. Therefore, in any profession, there are alarming that, a lot of employees intend to leave their work especially in nursing consequently according to the nature of the work environment.

For that reason, this study is the first to assess the quality of the work environment, and its associations to nurses and intention to leave. The result will generate useful knowledge that will help researchers, understand the relationships among study variables. These findings will be imperative to inform the decision of executives and administrators in Egypt when developing strategies to improve the quality of the work environment,

and reduce health care workers turnover & burn out.

Subject and Methods:

Aim of the study:

This study aimed to assess the work environment and detect its impact in relation to nurses' job satisfaction and intention to leave.

Research questions

To fulfill the aim of this research these research questions were formulated:

- What is the level of nurses' satisfaction regarding working environment.
- What is the relationship between work environment and nurses' job satisfaction
- What is the relationship between work environment and nurses' intention to leave

Study design

A descriptive correlational study design was utilized in this study. A correlational study is a type of research design where a researcher seeks to understand what kind of relationships variables have with one another. In naturally occurring simple terms, correlational research seeks to figure out if two or more variables are related (**Hulley et al.,2018**).

Setting

The contemporary study was conducted in an emergency hospital, which affiliated to a university

hospital. With total capacity 90 room and approximately 350 bed and the total bulk of the nurses about 120 nurse, 30 head nurse , 12 supervisors and one director with her assistances .

Sample

A convenient sample of staff nurses includes (n=100 staff nurse) who provide direct care. The wide percentage held of them were female, had a technical nursing grade, had more than 5 years' experience, and accepted to contribute to this study.

- Including criteria

1. Nurses who provide direct patients' care
2. Nurses who have spent at least 6 months in their current units.
3. Nurses who are willing to participate in this study.

Tools

To achieve the aim of this study the following three tools were used to collect the pertinent data. **First questionnaire:** developed to assess the perception of the staff nurses regarding the work environment. This questionnaire adapted from Ambani, 2017, is composed of two parts

- First part: personal data characteristics which include: gender, age, marital status, level of education, years of experience, etc.
- Second part: practice environment questionnaire composed of 31 item segmented into five subscales as

following: hospital affairs participation (9 items), nursing practicalities for quality of care (10items), leadership ability, and backing of nurses (5 items), staffing and resource capability (4 items) and reciprocal nurse-doctors relations (3 items).

Scoring system: each item has three responses ranging from agreeing (score of 2) which mean that the nurses agree that the organization environment positively structured& empower them, to some extent (score 1) which mean that the nurses agree to some extent that the organization environment positively structured& empower them, disagree (score of 0) which mean that the nurses disagree that the organization environment positively structured& empower them.

Second tool:

Intention to leave questionnaire, it consists of one dichotomous question

Scoring system:

Yes: which mean that he/ she plan to leave his/her current job

No: which mean that he/ she plan to be with his/her current job one year later

Then if the participant answered the previous question by yes, please answer the following question

What are the reasons (s) for leaving your job? Select all if that apply

Feeling physically exhausted, feeling emotionally exhausted, leaving for family associated reasons, obtain

low salaries, found a further better career, feeling un respected, generally dissatisfied, have problems with my work, manager, co-workers, and administration, not comfortable in my workplace. cannot work in a diverse environment (male and female), Other reason/s (please specify)

All of those causes are condensed into four categories as Social causes, Psychological causes, Physical causes, and Communication causes.

Third tool:

Job satisfaction Survey: it consists of 13 question that clarifies to what extent the nursing staff are satisfied in their work environment

Scoring system:

Scoring system: each item has three responses ranging from satisfied (score of 2) which mean that the nurses satisfied in their organization environment, to some extent (score 1) which mean that the nurses satisfied in their organization environment to some extent, dissatisfied (score of 0) which mean that, the nurses dissatisfied in their organization environment

Tool validity

Content validity is defined as the degree to which instrument measures what it is supposed to measure, identification of the content must accurately be represented by the test items. A group of experts is consulted to identify tool content and validity. By three experts consisted of three

professors in the nursing administration department. Each expert was asked to examine the data collection tool for their content coverage, clarity, wording format, and overall appearance. Based on expert's comments and recommendations minor changes had been made at the data collection tool.

Pilot study

Pilot researches are pretesting procedures that involve all procedures and materials involved in data collection before the actual data collection begins and have a specific goal that to estimate the response rates for identifying optimal design characteristics that guarantee the success and effectiveness of the study (Casper, Peytcheva and Cibelli 2011).

A pilot study was carried out on 10 staff nurses which are constituted 10% of staff nurses actually working at the time of data collection to test the applicability and the clarity of the questionnaires and to estimate the time needed to complete them. The result showed that the time spent in filling the questionnaire was estimated between 5-10 minutes. Based on the pilot study analysis there was no modification been done in in the questionnaire. A pilot study was included in the total study sample.

Ethical consideration

Official permission to conduct the proposed study and approval letters

was taken from the hospital director. Oral consensuses were obtained from each unit nurse manager. Scientists informed the study contributors that the participation in the study was voluntary with no risk, and informed them about the possibility to withdraw at any time followed by an explanation of the purpose and nature of the study. Participants were assured about the confidentiality of the information and observed coding of data.

Procedure

After full explanation for study participants data was collected through self-administered questionnaires that were distributed among the subjects at a selected hospital by the investigator; it was filled and collected at the same shift. Data for the present study collected over four months from August to November 2019.

Statistical analysis

The data gathered from a questionnaire that is completed by the staff nurses affiliated to the previously declared units were coded and entered in to (SPSS), version 20.0, for analysis. Data were analyzed using descriptive statistics in the form of frequency distribution, percentage, mean, and standard deviation and inferential statistics, a significance level of all statistical analysis was at <0.05 (value)

Results

The findings of this study are presented in 2 major sections:

Section I: percentage distribution of socio-demographic characteristics of the studied sample.

Section II: the relationship between work environment and nurses' intention to leave & job satisfaction. (Answering research questions)

Section I: (Table1) Frequency distribution of socio-demographic data of the studied sample (N=100)

Item	no	%
Gender		
Male	38	38%
Female	62	62%
Age		
20-25	45	45%
26-30	38	38%
31-35	18	18%
36-40 and more	4	4%
Marital status		
Single	20	20%
Married	57	57%
Others	23	23%
Level of education		
Diploma	37	37%
Technical	34	34%
Bachelor	29	29%
Experience		
Less than 5 years	48	48%
More than 5 years	52	52%
Workplace		
Medicine	42	42%
Surgery	44	44%
Intensive Care units	12	12%
Others	2	2%

This table shows that about two-thirds of the studied sample were female (62%), the majority of their age ranged between 20 -25, approximately half of them married and have experience less than 5 years' (45%) (50%) respectively, about one-third of them have a bachelor degree, more than half of the studied sample work in medical and surgical units but the least in intensive care units (12%).

(Figure 1) Frequency distribution regarding work environment perception (n=100)

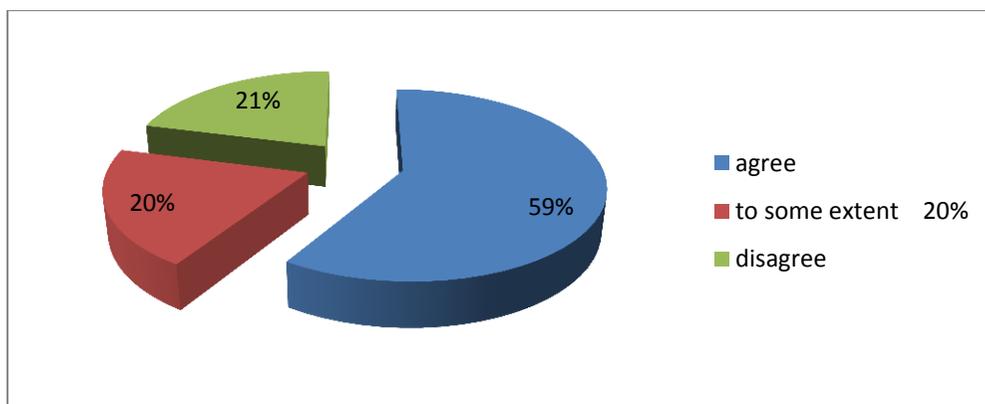


Figure (1) showed that the majority of the study sample stated that, they agree that the working environment positively structured to empower them (59%). And the rest of them divided in to disagree and to some extent (21%, 20%) respectively.

(Table 2) Frequency distribution regarding the intention to leave of the studied sample (n=100)

Item	Yes		No	
	no	%	no	%
do you plan to be with your current employer one year from now	80	80	20	20
Intended to leave your work from tomorrow	20	20	80	80

This table showed that 80% of the studied sample planned to be with their current employer one year and the rest of them intended to leave.

(Table 3) Frequency distribution regarding the intention to leave causes of the studied sample (n=20)

Item	no	%
Social causes	9	45
Psychological causes	5	25
Physical causes	3	15
Communication causes	3	15

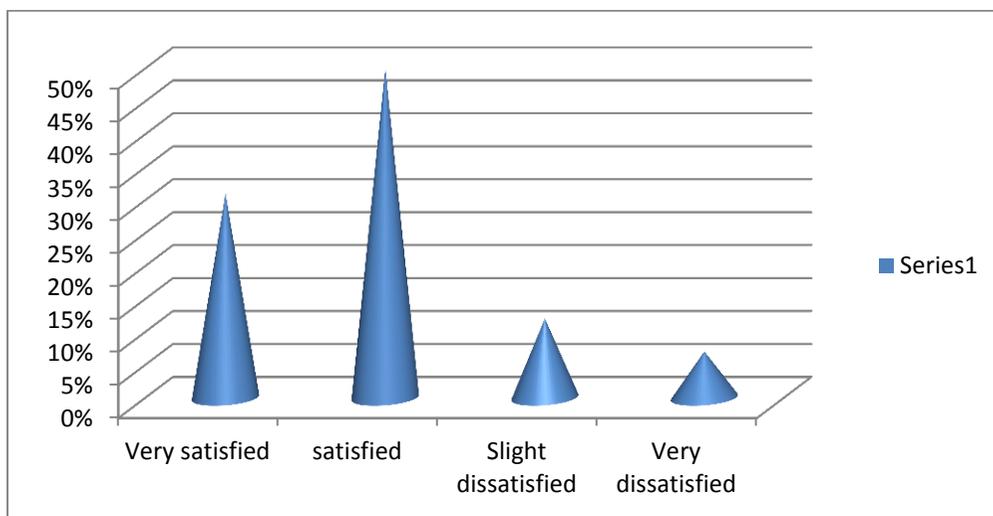
This table illustrated that 45% of the studied sample intended to leave by social causes, and less than one-quarter of them intended to leave by, Physical, and Communication causes

(Table 4) difference between work environment and the studied sample intention to leave (n=100) (answering research question)

	Intention to leave		Total	Chi
Work environment	Yes	No	100	.085
	20	80		

This table clarified that there was no statistically significant difference between the work environment and the study sample intention to leave (.085)

(Figure 2) Frequency distribution regarding job satisfaction of the studied sample (n=100)



This figure clarified that more than half the study sample was satisfied in their working area declined by 31% to be very satisfied, and the minority have a sense of dissatisfaction (10%)

(Table 5) Correlation between work environment and nurses' job satisfaction (no.100) (answering research question)

Variables	Work environment	Nurses' satisfaction
Work environment	1	
r		.982
p		.000
Nurses' job satisfaction		1
r	.982	
p	.000	

This table stated that, while there was a statistically significant correlation between nurses' job satisfaction and their work environment ($r=.982$, $p=.000$).

Discussion

The purpose of this study was to examine the correlation between the work environment and nursing staff job satisfaction and intention to leave. The study quizzed that is there a relationship between work environment and nursing staff job satisfaction & intention to leave. Results showed that there was a significant relationship between satisfied nursing staff and the work environment but there was no relation between work environments and intention to leave. In line with the answers of this research, this workplace environment has been found to positively affect nurses' consequences which result in workforces experiencing a high level of satisfaction but not affect the turnover rate.

From the researcher point of view, this result may be related to any employee to be satisfied in his work need for (good relation, support, career ladder, empowerment, recognition, reference standards,,,,,,etc.) as main components of the positive work environment. But when we talk about intention to leave, maybe there is any reason out the working environment that impose employee to leave their job maybe salary, personal, family causes,,,etc.. So the working environment is the main predictor for employee satisfaction but not for the intention to leave.

Instantaneous inspection of the relationship between personal stress, work environment, burnout, job satisfaction, and general health the study Wang et al., 2019 and Yavas, Babakus, & Karatepe, 2018. showed that personal stress that cam from workplace stressors is a better

forecaster of burnout and general health deterioration.

This result was congruent with a further study conducted by Makola et al 2015 which aimed to determine the relationship between job satisfaction and the work environment as a key forecaster for each other. Contrary to preceding studies showed that the work environment is a strong predictor of job satisfaction, this study showed that the work environment associated with staff issues is a better predictor of job satisfaction.

The additional study confirmed our consequence, the study conducted by Ganz and Toren, 2014 whose result confirmed the connotation between work environment and job satisfaction. Correspondingly the result of the current study was congruent with the study conducted by Khamisa, (2017). This study hunted to detect if the personal stress in the nursing environment is considered as a predictor of turnover, job satisfaction, and general health than work stress. The study conducted 1200 nurses randomly selected to participate in the study. Findings discovered that personal stress is a better prognosticator of burnout and job satisfaction, which is highly predicted by the work environment. The findings of the current study could convey prospective interpretations to augment job satisfaction by considering the work environment as the main predictor for satisfaction. The overall work environment needs to be evaluated

within developing the organization to ascertain its effectiveness and efficiency.

Also in some particular the current study not matched with the study conducted by Baernholdt and Mark (2013) which aimed to detect nursing unit characteristics, turnover rates, job satisfaction, and the nurse work environment in different nursing units. The study sample randomly was 97 hospital in the United States between 99 and 450 beds and the result stated that both nursing unit characteristics and the work environment were found to have a significant insinuation on nurses' job satisfaction and turnover rates.

Conclusion

Based on the results of the contemporary study, we can settle that there was a significant relationship between work environment and employee satisfaction while there was no a significant relationship between the work environment and intention to leave their hospital.

Recommendations

Based on the findings of the present study, the following recommendations were deduced:

- 1- Researchers are encouraged to use a larger sample of hospitals and including teaching and private sectors with different accreditation status different large samples provide more rigorous

- 2- Using stratified random samples would also yield a more representative sample that could reflect all variations in the nursing workforce.
- 3- Make your staff feel valued is one of the leading motives that any employee complains when they left their positions

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