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Nurses' Job morale and patient appraisal for quality of nursing care

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To explore the relationship between nurses' job morale and patient appraisal quality of nursing care, determine the relationships among nurses' personal characteristics, nurses' job morale and patient appraisal for quality of nursing care A descriptive design was utilized which conducted in Medical and Surgical departments at Assiut University Hospital with a convenience sample of nursing staff (No. =82). Study tools for nurses included three parts included personal characteristics data sheet, nurses' morale questionnaire, and patient perception about quality of nursing care questionnaire. Nurses' morale has negative correlations with all factors of patient appraisal for quality of nursing care except with the environment in which the nursing services are provided (0.002). Nurses' morale has negative correlations with all factors of patient appraisal for quality of nursing care except with the environment in which the nursing services are provided.

Keywords: Job Morale, Nurses, Patient appraisal, Quality of Nursing Care.

INTRODUCTION

Today's world approach can be regarded as a return to morality and rationality. Mankind after going through distinct periods uses morale approach to satisfy its material and psychological needs so morality should be identified as the core of interest for all future developments in the world (Gupta, 2019). Ethics has been defined as a set of morale values or ethical ideas which regulate the behavior of an individual or a job (Tural Buyuk et al. 2015), ethics search the best way of caring for patients as well as the quality of nursing function. Nurses as one of the health service providers who are responsible for giving care to the patients based on ethical troubles (Suhonen et al. 2018).

1.1. Background

Nurses are faced with problems like the proper to lifestyles and death; the increasing medical interventions in patient care; changes in health requirements and nursing concepts; grows

in numbers of elderly people and cease of lifestyles care; limiting patients autonomy and so on. All of these elements have led nurses to be treated with these situations that require morale decision-making (Borhani, 2015). In a study by Başak et al. in Turkey, 46.7% of nurses in special wards were faced with morale problems, and 35.7% of them were unable to solve their morale problems (Başak 2010).

Morality is an essential part of human life and a set of sensible philosophy searching for the proper and wrong and decisive sensible and unhealthy in an exceeding assortment of behaviors under certain conditions (Mahmoodi Shan et al. 2009). The nursing profession is one that considering the ethical principles which are usually used in the past, present, and future (Borhani et al. 2010 and Numminen et al. (2017).

'Job morale' may be a term that is used both in healthcare and in wider contexts. Due to the interest in this term that leads to the assumption

of job morale can significantly influence performance (Grieve, 1997). Evidence suggests that care employees with positive job morale square measure additional possible to supply higher quality care to patients (Department of Health Report, 2009 & Hall et al.2016), and it's recommended that rising job morale might improve job performance address inadequate job performance in areas with fewer resources (Rowe, 2005). What is more, positive job morale is said to get bigger retention and better enlisting in care employees which will lead to good patients' appraisal for nursing care (Hall et al.2016).

MATERIALS AND METHODS

1.2. Significance of the study

The problem statement expresses the distressing state of affairs that desires investigation which provides the principle for a replacement inquiry (Polit & Beck, 2012). Due to the nature of the work of researchers in supervising the practical training of fourth-year nursing students, which requires dealing with nurses, the researchers found that the nurses frequently complain that their morale is not high as a result of bad communication by the health team, which affects their performance and their communication of patients in an unhealthy way.

1.3. Aims of the study are to:

1-Explore the relationship between nurses' job morale and patient appraisal for quality of nursing care at Assiut University Hospital.

2-Determine the relationships among nurses' personal characteristics, nurses' job morale, and patient appraisal for quality of nursing care at Assiut University Hospital?

1.4. Research questions

1- What is the effect of the nurses' job morale on the patient appraisal for quality of nursing care at Assiut University Hospital?

2- What are the relationships among nurses' personal characteristics, nurses' job morale, and patient appraisal for quality of nursing care at Assiut University Hospital?

2. Methods

2.1. Study design

A descriptive design was used for the current study.

2.2. Study setting

This study was conducted in general Medical and Surgical Units at Assiut University Hospital.

2.3. Study subject

The total number of the study subject in general Medical and Surgical Units at Assiut University Hospital was 82 nurses.

2.4. Tools of the study

The self-administered questionnaire consisted of three parts:

Part I- Personal characteristics data questionnaire:

It was designed to collect personal data as age, sex, educational qualification, marital status, and years of experience.

Part II- Nurses' job morale questionnaire :

It consists of sixteen items. A questionnaire was developed by the researchers. The scoring system of this questionnaire is a four -points scale (strongly agree =4, agree = 3, disagree =2, and strongly disagree =1).

Part III- Patient's appraisal quality of nursing care questionnaire:

This was developed by the researchers to determine patient appraisal for the quality of nursing care. The questionnaire consists of 38 items and it has six factors [Features that a nurse exhibits (8 items), nursing services performed by the nurse (8 items), the environment in which the nursing services are provided (6 items), nursing services duties (5 items), nursing services continuity (3 items), and nursing services results (8 items)]. Each statement was scored in a 5-points Likert scale ranging from "poor (1 point)" and "very good (5 points)".

2.4.1Pilot study

A pilot study was fulfilled to test questionnaire reliability, feasibility, and applicability. It was carried out on ten nurses included in the study sample from Assiut University Hospital because there were no necessary modifications done for the study tool. Data collected from the pilot study were analyzed. A pilot study has also served in estimating the time needed for filling the questionnaire, and it revealed that each questionnaire would take about 20-25 minutes for filling. The results of an assessment of the reliability of the study tool, by measuring its internal consistency using Cronbach's alpha

coefficient method. As the table shows, all the coefficients were high, exceeding 0.85. The overall total patient appraisal about quality of nursing care factors had an internal consistency of $\alpha = 0.95$, and for nurses' morale $\alpha = 0.85$.

2.5. Procedures

Official permission was obtained from Assiut University Hospital director, before embarking on the data collection. The actual data collection was started in December 2020 and ended in January 2021. The researchers met the eligible nurses, explained to them the purpose of the study, and asked them for their oral agreement to participate. Those who agreed to participate were given the tool and asked to fill them out and return them anonymously in the same setting or at most the next day.

2.6. Ethical Considerations

The participants' oral consent was obtained after informing them about their rights to participate, refuse, or withdraw at any time. Total confidentiality of any obtained information was ensured. The study maneuver could not entail any harmful effects on participants.

2.7. Statistical Analysis

Data entry and statistical analysis were done using SPSS 22.0 Statistical Software Package. Data were presented using descriptive statistics in the form of frequencies, mean, standard deviation, and range. ANOVA and t-test were used for assessment of the inter-relationships among quantitative variables. Statistical significance was considered at P-value ≤ 0.05 .

RESULTS

3.1. Personal characteristics for the studied nurses (no=82)

Data reveals the personal characteristics of studied nurses. The highest percentage of nurses are aged from 35 to less 40 yrs (45.1%). 72.0% are married, and 65.9% have 10 and more years of experience (Table, 1).

Table 1: Distribution of personal characteristics for the studied nurses at Assiut University Hospital (no=82)

Personal characteristics	Nurses(n=82)	
	No.	%
Age: (years)		
22- less 30 yrs.	11	13.4

30 – less 35 yrs.	15	18.3
35 – less 40 yrs.	37	45.1
40 yrs and More.	19	23.2
Mean \pm SD	3.32 \pm 1.22	
Marital status		
Single	20	24.3
Married	59	72.0
Divorced	0	0.0
Widow	3	3.7
Years of Experience		
1- less 5 yrs.	13	15.9
5 – less 10 yrs.	15	18.2
10 yrs and More.	54	65.9
Mean \pm SD	3.87 \pm 0.43	

3.2. This shows that the highest percentage of the studied nurses is female (58.5%) (Figure ,1).

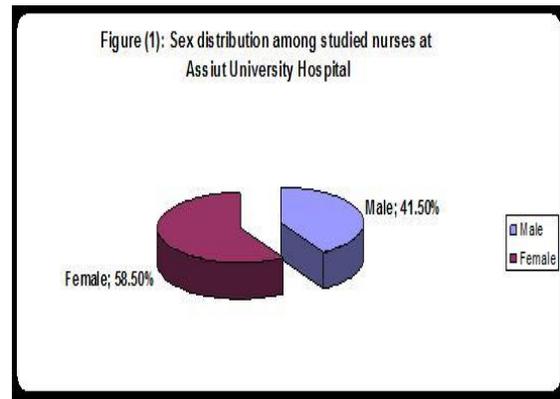


Figure1:This shows that the highest percentage of the studied nurses is female (58.5%)

3.3. Displays that the highest percentage is graduated from Secondary School of Nursing Diploma (90%) (Figure 2).

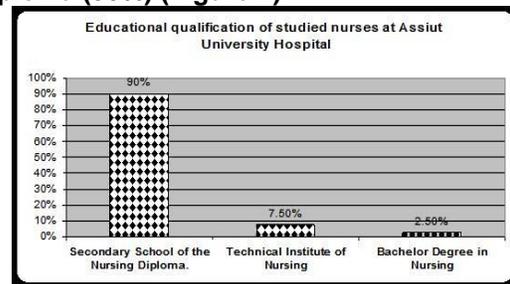


Figure 2: Displays that the highest percentage is graduated from Secondary School of Nursing Diploma (90%)

3.4. Nurses' job morale items among the studied nurses (no=82)

Data illustrates that the highest percentage of nurses' morale items are in; Do my best to do the work that I am assigned to do, I am not bored with the work I did, and There is a sense of satisfaction in doing the work that was assigned to him (84.1%, 72.0 % &67.0%) respectively. As regard

to the scoring system of strongly disagree and disagree the highest percentage is in the following statements; I want every day to finish work quickly (not finish the work I was assigned to), and I feel regret joining this job at this time (51% & 47.6%) respectively (Table, 2).

Table 2: Distribution of nurses' job morale items among the studied nurses at Assiut University Hospital (no=82)

No.	Nurses' morale items	Strongly Agree		Agree		Disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%
1	I always enjoy the work I am assigned to do.	46	56.1	27	32.9	5	6.1	4	4.9
2	I am not bored with the work I did.	59	72.0	20	24.4	3	3.7	0	0.0
3	The degree of general enjoyment in the same place is always high.	43	52.4	35	42.8	2	2.4	2	2.4
4	I don't feel happy at work at the moment.	19	23.2	15	18.3	20	24.4	28	34.1
5	I feel bored most of the work.	11	13.4	15	18.3	23	28.0	33	40.2
6	I feel like I spend a lot of effort if I think about going to work.	27	32.8	21	25.6	16	19.6	18	22.0
7	There is a sense of satisfaction in doing the work that was assigned to him.	55	67.0	14	17.1	4	4.9	9	11.0
8	I feel that if I search for another job, it will be more enjoyable than that job.	22	26.8	19	23.2	15	18.3	26	31.7
9	I am very exhausted with the work that I do.	30	36.6	24	29.3	11	13.4	17	20.7
10	I feel like a person who enjoys working in this place when compared to my colleagues.	50	61.0	26	31.7	4	4.9	2	2.4
11	I feel like going to do something fun often.	43	52.5	23	28.0	9	11.0	7	8.5
12	I want every day to finish work quickly (not finish the work I was assigned to).	26	31.7	15	18.3	15	18.3	26	31.7
13	Work at the moment is useless (tasteless).	20	24.4	30	36.6	12	14.6	20	24.4
14	It could be that during the current work I have reached a true level of pleasure.	41	50.0	25	30.5	7	8.5	9	11.0
15	I feel regret joining this job at this time.	25	30.5	18	22.0	13	15.9	26	31.7
16	Do my best to do the work that I am assigned to do.	69	84.1	10	12.2	1	1.2	2	2.4

Table 3: Mean scores of patient appraisal for the quality of nursing care factors among the studied nurses at Assiut University Hospital (no=82)

Patient appraisal for the quality of nursing care factors	Nurses (no=82)
	Mean ± SD
- Features that a nurse exhibits.	23.82± 8.51
- Nursing services performed by the nurse.	21.84± 8.21
- The environment in which the nursing services are provided.	17.10±6.37
- Nursing services duties.	15.98±5.07
- Nursing services continuity.	8.78±3.24
- Nursing services results.	21.84±8.53

Table 4: Correlation between nurses' job morale, patient appraisal for the quality of nursing care factors and nurses' personal characteristics at Assiut University Hospital (no=82)

Personal Characteristics	Nurses' morale	Patient perception about quality of nursing care factors					
		Features that a nurse exhibits	Nursing Services performed by the nurse	The environment in which the nursing services are provided	Nursing services duties	Nursing Services continuity	Nursing Services results
Age(#)	0.372	0.374	0.242	0.659	0.018	0.182	0.372
Sex	-0.289**	0.042	0.087	0.058	0.121	0.035	0.028
Qualification (reference: Secondary School Diploma)	0.166	0.112	0.059	-0.010	0.087	0.031	0.087
Marital status (reference: Married)	-0.188	-0.002	-0.052	0.017	-0.041	0.097	0.029
Years of experience	0.166	-0.086	-0.095	-0.104	-0.052	-0.086	-0.060
Nurses' morale	-----	-0.050	-0.125	0.002	-0.070	-0.101	-0.015

(#) Pearson correlation coefficient

(**) Statistically significant at P-value ≤0.001

3.5. Mean scores of patient appraisal for the quality of nursing care factors among the studied nurses (no=82)

The data in this table shows that the highest mean scores of patient appraisal for the quality of nursing care factors are in (Features that a nurse exhibits, nursing services results, and nursing services performed by the nurse (23.82± 8.51, 21.84±8.53 & 21.84± 8.21) respectively (Table , 3).

3.6 Correlation between nurses' job morale, patient appraisal for the quality of nursing care factors, and nurses' personal characteristics (no=82)

The results in table 4 declare that there is a negative correlation with a statistical significant difference between sex and nurses' morale (-0.289**), there is a negative correlation between marital status and nurses' morale (-0.188). Also there are negative correlations between patient appraisal for the quality of nursing care factors and years of experience (-0.086, -0.095, - 0.104, - 0.052, -0.086 & -0.060) respectively. Moreover, there are negative correlations between marital status with features that a nurse exhibits, nursing services performed by the nurse, and nursing services duties (-0.002, -0.052& - 0.041) respectively. Also, nurses' morale has negative correlations with all factors of patient appraisal for quality of nursing care except with the environment in which the nursing services are provided (0.002) (Table 4).

DISCUSSION

Job morale is likely to continue to play a role in both future research and development of policies and practices in healthcare. The quality of nursing care is that the central theme to hospital directors for attracting patients to their establishments. Patients' satisfaction with nursing care is well recognized as an associate degree indicator for the standard of care. There is a belief that nurse is that the core part of patient's expertise of hospitalization and increases their score for the quality of care. Thus, the current study aimed to explore the relationship between nurses' morale and patient appraisal quality of nursing care at Assiut University Hospital, determine the relationships among nurses' personal characteristics, nurses' job morale, and patient appraisal for quality of nursing care at Assiut University Hospital.

The study findings illustrated that the highest percentage of nurses' job morale items are in; do my best to do the work that I am assigned to do, I am not bored with the work I did, and there is a sense of satisfaction in doing the work that was assigned to him (Table ,2). These might be attributed to nurses are working in a university hospital that includes a system for communication and motivation for them to ensure continuity of good care provided for the patient and high nurses' morale.

These results are illustrated and supported by Sabitova , et al. (2019) who found that the job morale of physicians working in low-income and

middle-income countries was mainly influenced by negative experiences. Increasing salaries, offering opportunities for career and professional development, improving the physical and social working environment, implementing clear professional guidelines and protocols, and tackling healthcare staff shortage may influence physicians' job morale positively.

The present study findings showed that the highest mean scores of patient appraisal for the quality of nursing care factors are in (Features that a nurse exhibits, nursing services results, and nursing services performed by the nurse (Table, 3). These might be attributed to nurses are working in a university hospital that includes a system for supervision and follow-up to ensure the quality of care provided for patients to ensure excellence in education for medical and nursing students and good research that gives clear results.

The present study findings revealed that there was a negative correlation with a statistical significant difference between sex and nurses' morale, there was a negative correlation between marital status and nurses' morale. In addition, there were negative correlations between patient appraisal for the quality of nursing care factors and years of experience (Table, 4). This might be due to that the old nursing staff that has long years of experience acquire the experience to deal with different situations wisely and protect her and know the policies and afraid of disciplined that lead to be the decrease of job morale but give quality of nursing care.

Moreover, there are negative correlations between marital status with features that a nurse exhibits, nursing services performed by the nurse, and nursing services duties. Also, nurses' morale has negative correlations with all factors of patient appraisal for quality of nursing care (Table, 4). These results may be attributed to nursing roles requires more talent due to efforts exerted in performing their work in addition to family roles. Nurses are exhausted and may affect the quality of care provided.

These results were supported by a study done by Yang & Huang , (2005) who showed that job position and pay had a significant effect on nurses' work morale. Nurses' work morale may not necessarily be an impact factor on patient satisfaction, but it accounts for 66.7 percent of the discriminate power to predict nursing-sensitive patient satisfaction.

CONCLUSION

There is a negative correlation with a statistical significant difference between sex and nurses' morale; there is a negative correlation between marital status and nurses' morale. In addition, there are negative correlations between patient appraisal of the quality of nursing care factors and years of experience. Moreover, there are negative correlations between marital status with features that a nurse exhibits, nursing services performed by the nurse, and nursing services duties respectively. Also, nurses' morale has negative correlations with all factors of patient appraisal for quality of nursing care nurses' morale has negative correlations with all factors of patient appraisal for quality of nursing care except with the environment in which the nursing services are provided.

6. Recommendations

Hospital administrators should have more efforts to modify the hospital environment.

Policymakers in the health care systems should be able to resolve the barriers facing nurses along with advances in medical technology.

Train nurses who can provide comprehensive and holistic care.

CONFLICT OF INTEREST

The authors declared that present study was performed in absence of any conflict of interest.

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AUTHOR CONTRIBUTIONS

FRM and SMA designed and performed the study and also wrote the manuscript. FRM and SMA performed tools, data collection, and data analysis. FRM and SMA reviewed the manuscript. All authors read and approved the final version.

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