Satisfaction Regarding Hospital Orientation among Staff Nurses in a Selected Hospital, Bengaluru.

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Abstract

Satisfaction has become increasingly popular as a critical component in the orientation programme. Though orientation programmes are sequenced and well scheduled in theory and curriculum, practice lacks the sequence and implementation due to various reasons. The study aimed to determine the level of satisfaction regarding hospital orientation among staff nurses in a selected hospital using a quantitative survey approach with a descriptive research design.

A consented sample of 100 staff nurses were enrolled in the study using a purposive sampling technique based on inclusion and exclusion criteria. Data was collected using a researcher developed Self administered nurse Orientation Rating Scale, including a demographic profile and an opinionnaire in the wards and hostel premises attached to the hospital. Data was pooled and analyzed using descriptive and inferential statistics.

The findings of the study reveal that 98% of the study subjects were satisfied with the hospital orientation, while 2% were partially satisfied and none of the staff nurses reported dissatisfaction.The computed chi-square/fisher exact test values show no significant (p>0.05) association between sample characteristics and level of satisfaction regarding hospital orientation.

Keywords: Hospital orientation, staff nurse, satisfaction.

INTRODUCTION

Well begun, is half done! - Aristotle

"Orientation is the planned introduction of new employees to their jobs, co-workers and culture of the organisation" (cook, 1992).[1]The goal of nursing orientation is to ensure that orientees receive consistent information regarding policies, procedures, standards and documentation to support, practice and familiarize them with the health system vision, mission, values, goals and because most commonly it influences productivity , performance,absenteeism, turnover, organizational citizenship health and well being satisfaction with life and client satisfaction. Therefore it has turned into a source of organizational concerns, also in health .Dissatisfaction leads to physical and mental exhaustion, low self esteem, disinterest, mood etc[2, 3, 4]. Therefore the present study aimed to assess the Level of Satisfaction among Staff Nurses Regarding Hospital Orientation", which also serves to revamp the existing orientation programme.

OBJECTIVES:

To assess the level of satisfaction regarding hospital orientation among staff nurses.
To determine the association between the level of satisfaction and sample characteristics.
To design an evolving pattern of future hospital orientation for the staff nurses.

HYPOTHESIS:

At 0 .05 level of significance

H_1: there will be a statistically significant association between selected sample characteristics and level of satisfaction among staff nurses regarding hospital orientation

METHODOLOGY:

A descriptive survey approach with a non experimental descriptive research design was adopted in the study. The sample consisted of 100 staff nurses working in the selected hospital selected using non probability purposive sampling technique. The data was collected using a Self AdministeredStaff Nurse Orientation Satisfaction Rating Scale which included three sections.

Section A: Sample characteristics,

Section B: The Staff Nurse Orientation Satisfaction Rating Scale which is a 3 point rating scale consisting of 30 items. The tool was distributed under 6 components such as; Orientation on organization, Orientation to organizational people, Orientation to organizational structure, Orientation on day today activities, Orientation related to policies and procedures and Orientation related to benefits.

Section C: Opinionnaire consisting of a single question"What according to you will make the orientation programme more effective?" was drafted with blank lines for the staff nurse to answer. The scoring was such that a score of '3'was given for satisfied, a score of '2'was given for partially satisfied and a score of '1'was given for dissatisfied. The minimum score was 30, and maximum score was 90.The total score was compared to a key to determine level of satisfaction. Dissatisfaction: 1-30, Partially satisfied:31-60 and Satisfied:61-90.The reliability was assessed using the split half method for internal consistency which was calculated using the Karl Pearson correlation coefficient and was found to be 0.8 which is reliable. Content validity was established by 15 experts. Formal permissions were sought from authorities of the hospital and the institutional ethical review board. The researcher obtained informed written consents from the respondents after assuring confidentiality of the information collected. The collected data was analysed using descriptive and inferential statistics.

RESULTS AND DISCUSSION:

I: Description of Sample Characteristics of the antenatal women.

Majority of the staff nurses (95%) belonged to the age group of 20-30 years, 90% were females, 53% were Christians, 43% were Hindus, 72% had completed their diploma in nursing, 94% were unmarried, 61% had less than one year of total work experience,56% had less than six months of work experience in the current ward,83% of the staff nurses resided in hostel within the campus and 83% admitted that they received orientation regarding the hospital.

These findings were supported by a study were majority of the staff nurses (61%) were in the age group of 21-25 years,89% were females. 62% were single. Most of the staff nurses (50%) had completed GNM and 49% had 1-5 years of experience. Most of the staff nurses (53%) had ≤ 1 years of experience in the present ward.[5]

These findings consensually present the well known fact that young, female, unmarried staff nurses with minimal experience dominate our hospital settings. Most of the staff nurses have GNM degree. All this highlights the high turnover of staff nurses.

II: Description Of Level Of Satisfaction Of Staff Nurses Regarding Hospital Orientation.

The overall satisfaction was reported that 98% of the study subjects were satisfied with the hospital orientation, while 2% were partially satisfied and none of the staff nurses reported dissatisfaction.

Table 1: Percentage distribution of staff nurses according to their aspect wise level of satisfaction regarding the hospital orientation.

n=100

S .no	Domains	Level of satisfaction %		
		Dissati -sfied	Partially satisfied	Satisfied
1	Orientation to organisation	04	16	80
2	Orientation to organisational people and structure	01	37	62
3	Orientation on day to day activities	01	10	89
4	Orientation related to policies and procedures	01	17	82
5	Orientation related to benefits	05	22	73

The aspect wise satisfaction levels (**Table 1**)showed that 80% were satisfied with the orientation regarding organization,62% were satisfied with the orientation given on organisational people and structure,89% were satisfied with the orientation on day to day activities,82% were satisfied with orientation towards policies and procedures and 73% were satisfied with orientation related to benefits.

III: Association between level of satisfaction and selected sample characteristics

Table 2: Association between level of satisfaction regarding hospital orientation among staff nurseswith their sample characteristics.
n=100

Sample characteristics	Chi square/Fischer Exact **	df	Decision
Age in years	1**	1	Non significant
Gender	0.51#	1	Non significant
Religion	0.50**	1	Non significant
Education qualification	1**	1	Non significant
Marital status	1**	1	Non significant
Total experience in current hospital	0.507**	1	Non significant
Place of residing	1**	1	Non significant
Did you receive formal orientation programme	0.067#	1	Non significant

$\chi_{(1)}$=**3.84,** #=Yates correction , p>0.05

The computed chi-square/fisher exact test values (**Table 2**) show no significant (p>0.05) association between sample characteristics and level of satisfaction regarding hospital orientation.

IV: Recommendations for a revamped Orientation Programme
Though 98% of the staff nurses reported satisfaction, following need based recommendations were submitted to the hospital authority to revamp the existing orientation programme based on opinionnaire used for data collection.

 *Orientation programme to be given across 1week -1month
*Orientation programme to be interesting with ice breaking session/AV aids

*Periodic assessment of orientation given with individual attention

*Orientation programme to be given by a dedicated team/ personnel

*Orientation should be extended into departments of work too

*The orientation team to be kind and approachable

*Mentoring to be considered

Implications:

The findings have the greater implication in the following sectors:-

Nursing Practice: The goal of nursing orientation is to ensure that orientees receive consistent information regarding policies, procedures, standards and documentation etc. to support practice which ultimately increases productivity.

Nursing Research: Lack of evidence based approach makes it difficult to develop a comprehensive orientation process. Institution specific action research can be conducted to improve retention and job satisfaction.

Nursing Education: The hospital orientation programmes should be delivered through the essence of nursing education and classroom instruction skills. The curriculum of nursing education should serve as a foundation for above.

Nursing Administration: Hospital administrator has to put in place human resource development strategies along with practice implications and research efforts. Comprehensive hospital orientation benefits and outcomes should be visible to all.

Limitation

The study is limited to:
 Staff nurses working in the selected hospital.

Two weeks period of data collection

The implementation of the revamped orientation programme was not followed up

Conclusion:

The study recommended incorporating tailor made revamped orientation programmes that could enhance the satisfaction of staff nurses which in turn would improve nurse retention and reduce turnover, thereby improving productivity.

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