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Article · April 2016

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Demographic Variable (Age, Gender, Marital Status, and Educational Qualifications, in Come) and Afecte in Nurses' Performance in Hebron Hospitals

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Abstract

Background: Nurses spend more time with patients than other health care providers, and patient outcomes are affected by nursing care quality. **Aim of the Study:** The purpose of this study was to investigate the level of nursing performance and the factors affect of nursing performance in Hebron hospitals. The study used a quantitative descriptive design and stratified random sampling approach to select 181 nurses working in Hebron district Hospitals in the West Bank. The data was collected through questionnaire which consisted demographic variable, and 15 statements . The total number of responders was 181 nurses distributed among five hospitals in Hebron government and non government hospitals in the West Bank. The governmental hospitals included: Alia Hospital, 65 nurses and Abu Al-Hassan hospital18 nurses; while the non-governmental hospitals included: Al Ahli Hospital 60 nurses, Al-Mizan hospital 20 nurses, and Red Crescent hospital 18 nurses. **Results:** The majority of the responders were young with age less than 39 years old, with less than ten years of experience, and 60% of them had a bachelor degree or more. 31.5% from nurses the income less than 2500 NS, 38.7% the income between 2500 – 3499 NS, 29.8 from nurses the income between More than 3500 NS. Nursing performance in hebron hospital is high 71%. However, there was no significant correlation between gender, academic degree, experience or qualification of participants and nurses' performance with $\alpha \leq 0.05$. the study recommended more study in nursing performance in other factors.

1. Introduction

Nursing Performance is described, a competent level of nursing behavior in the professional role, including activities related to quality of care, performance appraisal, education, collegiality, collaboration, research, and resource utilization (American Nurses Association, 2011). Roe (1999) commented that Performance management is one of the most important and critical functions of human resources management, it is seen as a way of establishing mechanisms for reviewing the performance of staff, and helping them to effectively contribute towards the achievement of organizational objectives. Consequently, for optimum performance, the workforce needs to be regularly motivated and encouraged through incentives, which can be economic, material and psychological in nature. Increase the number of patients cause problems when many nurses of frustration, inability to work and generates poor performance. Based on observation in Hebron government hospital, Nurse-patient ratio is one nurse work with 10 patient, this will lead nurses to be overloaded and to have difficulty in managing their time.

Nurses make 60% of the health services offered to patients within the Palestinian health care system. And nurses are 33% of all ministry of health employee (MOH, report 2012). Nurses shortage is noticed by health professional, and according to UNRWA own estimates, there are 29 nurses per 100,000 refugee inhabitants (UNRWA Annual Health Report 2004), which is considered to be one of the lowest nursing-ratio worldwide. In another comparative study, the ratio of nurses and midwives for every 10,000 inhabitants in Palestine is estimated to be 13.3, as compared to 27.5 in Jordan and 28.4 in Egypt (The Palestinian National Strategic Plan for Higher Education, 2005).

Compared with the International Council of Nurses (ICN, 2009), nurse-to-patient ratios should be 1:1 in the Operating Room and 1:2 in the intensive care, critical care, and neonatal intensive care units, as well as in post-anesthesia recovery and labor and delivery, 1:4 in ante-partum (before delivery), post-partum (after delivery), pediatric care, and in the emergency room and other specialty care units and 1:5 in general medical-surgical units (regular hospital units). Such figures indicates that Palestinian nurses are overloaded during their work and their performance may be disrupted.

Hospitals are the main providers for healthcare services in the Hebron city; hospitals in general can be divided into two categories depending on the source of financing the hospital. They are: government, those are managed by the government services, and financed from MOH, the second category is nongovernmental hospitals which can be a private, or managed by public charitable or cooperative society.

Hebron is the largest city in the West Bank and have a population of around 641,000 (PBCS report, 2012). These people are the target centers of the service offered by the hospitals operating in Hebron. In Hebron, there are governmental and non government hospitals that operates at high capacity to meet the population demands. In congruence with minimal nurse patient ratio coupled with large demands and overloaded hospitals