

# **The Relationship between Nursing Students' Engagement and their Satisfaction regarding Bachelor Nursing Program**

## **Thesis**

*Submitted for Partial Fulfillment of the Master Degree in  
Nursing Science*

*(Nursing Administration)*

*By*

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## **Abstract**

**Background:** Engagement and satisfaction of higher education is important in the students' college journey, students' engagement is defined as participation in educationally effective practice both inside and outside the classroom which leads to a significant measurable outcome which is students' satisfaction. **Aim of the study:** Is to assess the relationship between students' engagement and their satisfaction regarding bachelor nursing program. **Research design:** A descriptive cross-sectional design was used to carry out this study. **Setting:** The study was conducted at Faculty of Nursing Ain Shams University. **Subjects:** 194 nursing students from third and fourth academic years. **Tools:** Data were collected by using National Survey of Student Engagement (NSSE) and Undergraduate Nursing Students' Academic Satisfaction Scale (UNSASS). **Results:** Nursing students' had a moderate engagement level(65.5%)considering the level of academic challenge as highest dimension mean(41.30) and high satisfaction level regarding bachelor nursing program(55.7%) considering the in class teaching domain as highest domain mean(36.7).**Conclusion:** There was a highly statistically significant relationship between students' engagement and their satisfaction regarding bachelor nursing program. **Recommendations:** Maintenance of nursing students' engagement and satisfaction through provisional supportive and positive academic environment, faculty staff should foster positive relationships through professional role modeling to maintain students' engagement and satisfaction within the learning environment, and allow students to participate in developing faculty mission, philosophy, vision, goals, including personal goals that will increase their level of engagement and satisfaction.

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**Keywords:** Students' engagement, Students' satisfaction, Bachelor nursing program.

# *Introduction*



## Introduction

Students' engagement in college leads to students' satisfaction, the students who reported the greatest number of hours participating in college activities, and participating in number of co-curricular activities to which they belonged, and the greatest level of engagement in college ultimately reported the greatest satisfaction with their experiences when assessed. All colleges and universities offer students the opportunity to become engaged in college, clubs, and other students' activities, early committed membership in activities that offer the student a sense of engagement in college life which leads students to report greater satisfaction with their college experience overall (*Rice, 2017*).

Engagement and involvement are used synonymously, students' engagement is defined as that students are involved and connected to the college, peers, college staff and classes and interested in their learning. Students' engagement refers to how involved or interested students appear to be in learning and how they are connected in classes, college and with peers (*Olson & Peterson, 2015*). Students' engagement is consistent with the broad definition is the time and effort students devote to academic and non- academic activities that are eventually linked to desired outcomes of college, in light of this definition the responsibility of students' engagement is with both the students and the college (*Pascarella & Terenzini, 2015*).

Students' engagement is defined as the quality of effort the students devote to educationally purposeful activities that contribute directly to desired outcomes. Students' engagement in academic activities such as attending class, preparing for class or working on assignments, studying or doing homework and using a personal computer; these activities lead to many positive academic outcomes such as graduating, increasing in cognitive and effective skills, also positively lead to students' satisfaction (*National Survey of Student Engagement "NSSE", 2016*).

Nursing students on entering college face a number of tasks that not only challenge the students' academic capabilities, but social and emotional competencies as well. Academic tasks such as conducting research, writing records, attending classes, reciting in class, problem solving as well as social relations as interacting effectively with peers, reaching out to mentors and empowering the personal potential are only some of the responsibilities that these students are expected to complete, in order to face and overcome these challenges, the students need to be equipped with skills and knowledge to ensure the academic success (*Murray, Pole, Ciarlo & Holmes, 2016*).

Undergraduate nursing students are faced with a curriculum that assesses and evaluates the students on an ongoing basis. Every semester students are required to attend a clinical training in the hospital setting, not only do

the students need to apply what they have learned in class to the clinical setting, but they also need to deal with all of the other intervening factors, so examining nursing students' engagement levels and their academic outcomes is complex and multi-faceted. Also nursing profession must be ready to embrace a new age of realism with regard to the changing students (*Khaira, 2016*).

Satisfaction refers to the feeling of pleasure resulting from comparing perceived performance in relation to the expectation. Students' satisfaction is a positive antecedent of students' loyalty and is the outcome of an educational experience and system. Students' satisfaction is defined as students' disposition by subjective evaluation of educational outcomes and experience; therefore students' satisfaction can be defined as a function of relative level of experiences and perceived performance about educational service provided by the college (*Mukhtar, Anwar, Ahmed & Baloch, 2015*).

Students' satisfaction in universities is greatly influenced by quality of classroom, quality of feedback, lecturer-student relationship, and interaction with fellow students, course content, available learning equipment, library facilities and learning materials. In addition to the teaching ability, flexible curriculum, university status and prestige, caring of college, student's growth and development, student's centeredness, college climate, college effectiveness and social conditions, which have been identified as major factors which impacted on the students' satisfaction in higher education colleges (*Yen, 2015*).

Students' satisfaction is a crucial factor worthy of study since it is a major basis in determining student's well-being and optimal academic achievement. The student who is academically dissatisfied with educational experience may dropout and discontinues studies; on the other hand the student who enjoy and find satisfaction in academic roles will persist and ultimately find academic success. The satisfaction that students find in academic experience may be traced to belief in own abilities, the social and academic reward students obtain out of these experiences may lead to their respective academic success (*Sweeny, 2015*).

Students' satisfaction could be predicted by how students are satisfied with various aspects of college and interpersonal relationships. If students have greater level of engagement and interpersonal relationships in college lead students to be more satisfied with the college experience. Generally existed positive correlation between students' engagement and satisfaction (*Hanssen & Solvoll, 2015*).

## **Significance of the Study**

Majority of nursing students have agreed to leave the profession, Also had no positive bases of the factors causing dissatisfaction, which can cause corrosion over or put off students to continue in the profession (**Joolaei, Mehrdad and Bohrani, 2006**). Also majority of nursing students have the new chance to choose this field will not choose this field again (**Sattari, Jamalain and Seifalslami, 2000**).

By understanding the needs of students, educational leaders can provide the right support for student success. Understanding the student experience and the impact of engagement provides administrators window into developing policies and practices for positive student outcomes. Understanding the needs of students, and the challenges they face while trying to succeed at colleges will help educators develop the right conditions on campuses for student success (**Carr, 2016**), nursing needs the interested students with the special ability, because of student apathy in employment at the profession lead to adverse impact on the quantity and quality of nursing care services (**Abazari & Vafakhah, 2001**).

Hence nursing students are exposed to extra effort during studying bachelor nursing program due to long study day which include practicing hours and also include theoretical lectures at the same day so the students spent long hours of study within faculty and too much curriculum of some courses offered by faculty which may lead to diminish student satisfaction regarding bachelor nursing program so the intent of this study is to explore the relationship between students engagement and their satisfaction regarding bachelor nursing program.