بسم الله الرحمن الرحيم

MONA MAGHRABY

شبكة المعلومات الجامعية

التوثيق الالكتروني والميكروفيلم

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جامعة عين شمس

التوثيق الإلكتروني والميكروفيلم

قسم

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MONA MAGHRABY

Work Characteristics and Innovation Behaviors among Staff Nurses

Thesis

Submitted for Partial Fulfillment of the Master Degree in Nursing Science

(Nursing Administration)

By

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2020

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2020

Firs to fall, I thank ***"Allah"*** *to whom I relate any success in achieving any work in my life.*

I would like to express my deep appreciation to ***Prof. Dr. Samia Mohammed Adam,*** *Professor of Nursing Administration, Faculty of Nursing, Ain Shams University, for providing me with a lot of encouragement, valuable advice and moral support throughout this work.*

I would like to express my deep appreciation to ***Dr. Fawzia Mohamed Mohamed,*** *Lecturer of Nursing Administration Department, Faculty of Nursing, Ain Shams University, for her kind attitude, moral support and valuable guidance.*

Last, but not least, I would like also to express my appreciation to all those who help me to make Jewry of the tools of thesis (Assistant professor at Ain Shams University , Assistant professor from Tanta University , professor in Port Said University ,professor in Damanhur University , and assistant professor in Cairo University),and participant in El matria hospital who help me in collect the data .all of those directly or indirectly helped me in putting this piece of work together and making it look the way it is now.

Thanks

Investigator/Marwa Ramadan

Dedication

I would like to extend my deepest thanks to people, who inspired me and supported me throughout my entire life,

My family,

My husband,

My son

"for being always tolerate and encouraging me throughout my life

and to every one of you, my life is dedicated.

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Work Characteristics and Innovation Behaviors among Staff Nurses

Abstract

Background: Innovation is one of the most important concerns of each organization and its role in the development and coordination of the work is inalienable. Innovation in all human areas is applicable from product development, methods of management, ways of doing works and Developing new supply source such as materials, equipment and other inputs. **The aim of the study**: Explore the relationship between work characteristics and innovation behaviors among staff nurses. **Research design:** A descriptive correlational design will be used to carry out this study. **Setting:** The study was conducted at Elm atria Educational Hospital **Subjects:** 172 staff nurses out of 310**Tools:** Data were collected by using two tools namely work characteristics questionnaire and innovation behavior questionnaire. **Results.** Less than one third of staff nurses had moderate perception toward work characteristics**.** And less than half of staff nurses had moderate perception toward innovation behaviors.**Conclusion:** There is a high statistically significant correlation between work characteristics dimension (Work Discretion, Management Support & Rewards/Reinforcement) and innovative behaviors. **Recommendations** : Hospital manager should provide autonomy and freedom to make decision by staff nurses &encourage nurses staff to be more innovative on their work.

Keywords: Innovation, Innovation work behaviors, Work characteristics.

Introduction

There has not been a more important time than now to foster innovation among staff nurses in health care. Nurses play a critical role in the health care system. The contribution of nursing in achieving high quality patient outcomes has broad recognition ***(Aiken et al., 2011).*** Despite the positive impact nursing has made within health care, challenges exist for nurses within the current health care environment ***(McKenna, 2016)***.

The current challenges in health care affecting the field of nursing include the pressure to deliver higher quality care that is safe and cost-effective, while at the same time responding to cuts in reimbursement. The current work environment requires nurses to do more with less. This includes inadequate staffing, working with constrained resources, and the requirement of mandatory overtime to compensate for nursing shortages *(C**larke et al., 2008).***

An undesirable work characteristics had an impact on recruitment of qualified candidates and retention of nurses. In the midst of these current pressures in health care, innovative solutions must be developed. Nurses are in the unique position to develop innovative solutions to these problems ***(American Nursing association (ANA, 2012).***

Understanding staff nurses innovation can be of value to the nursing profession to help in solving some of the problems present within health care. Nursing innovation behavior can help improve quality of health care, improve

the working characteristics of nurses, and attract new groups of prospective workers to health care ***(Averis & Walsh, 2013).*** The challenge of balancing the cost and quality of health care and a worsening nurse shortage necessitate a deeper consideration of the nature of innovation ***(Lachman & Donnelly, 2012).***

Innovations by nurses within healthcare are critical in addressing some of the problems present within the current system. Studies have emphasized the importance of work characteristics in improving employees‟ job performance. For instance, in redesigning work characteristics, the focus is always on improving job performance ***(Borman & Motowidlo, 2014).*** Some argue that work characteristics improve workers‟ motivation and dedication to work which contribute efficiency within an organization ***(De Lange et al., 2015).***

Significance of the study

Our work force facing a lot of problems when there is deficit in adequate resources, biases in giving rewards to other workers, there is no time availability to provide innovative idea in the work, and poor work discretion which may lead to low job satisfaction among the staff nurses in addition to losing the trust in their managers that may lead to unintuitive behaviors in the work place especially when there is no support to innovation.

Aim of the Study

This study aims to explore the relationship between work characteristics and innovation behaviors among staff nurses through:

1. Assessing work characteristics as perceived by staff nurses.
2. Assessing innovation behaviors as perceived by staff nurses.
3. Finding out the relationship between work characteristics and innovation behaviors among staff nurses.

Research Question

Is there a relationship between work characteristics and innovation behaviors among staff nurses?

Review of Literature

Concept of work characteristics

Work characteristics are objective characteristics of works, particularly the degree to which works are designed ***(Kwak, 2013)***. It can be defined as aspect related to the work, such as knowledge and skills, mental and physical demands, and working conditions that can be recognized, defined and assessed ***(Hadi & Adil, 2014)***.

Work characteristics can be defined as combination of work factors such as management support, rewards, and adequate resources ***(Amo, 2016).*** Work characteristics include such attributes as reward structure, career advancement opportunities recognition, power, and autonomy provided to nurses ***(Takase & Manias, 2015)***.

Work characteristics refer to set of opportunities and constraints structured into assigned tasks and responsibilities that affect how an employee accomplishes and experiences work ***(Hackman & Oldham, 2013).*** Work characteristics offers both holistic and analytical view for studying work. Simply defined as the system of arrangements and procedures for organizing work ***(Sinha & Van de Ven, 2015)***.

Importance of work characteristics

Work characteristics has been identified as an important factor in improving the quality and safety of hospital care **(Davenport, 2016).** It can creates conditions