



شبكة المعلومات الجامعية
التوثيق الإلكتروني والميكرو فيلم

بسم الله الرحمن الرحيم



MONA MAGHRABY



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التوثيق الإلكتروني والميكروفيلم



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جامعة عين شمس

التوثيق الإلكتروني والميكروفيلم

قسم

نقسم بالله العظيم أن المادة التي تم توثيقها وتسجيلها
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Organizational Support and Leader- Member Exchange as perceived by staff Nurses

Thesis

Submitted in Partial Fulfillment of the Master Degree in Nursing
Science (Nursing Administration)

By

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The researcher

Hanaa Mahmoud Moustafa Ahmed

Dedication

*I would like to dedicate this work to greatest of Allah
who gives me power to improve and continue as well to prophet
Mohammed peace be upon him .*

And I would like to dedicate this thesis to

My parents;

My husband ;

My friends;

*for their love , care , support and encouragement
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List of Abbreviations

F E	Fisher Exact test
H R	Human resource
LMX	Leader- member exchange
N	Sample size
OST	Organizational support theory
POS	Perceived organizational support
R	Pearson correlation coefficient
R N	Registered nurse
S E T	Social exchange theory
SPSS	Statistical package for social science

Organizational Support and Leader- Member Exchange as perceived by staff Nurses

Abstract

Background: Supporting employees in health care sectors plays an important role. This support from organization or supervisor will help achieving both organizational and employees' goals and affect the relations between leaders and their followers. **Aim of the study:** The aim of this study is to assess the relationship between organizational support and leader – member exchange as perceived by staff nurses . **Design:** Descriptive correlational design was used in carrying out the study. **Setting:** The study was conducted at Menoufia University Specialized Hospital which affiliated to Menoufia University Hospitals. **Subjects:** 219 staff nurses out from 500 were participated in this study. **Tools of data collection:** Organizational support survey and leader- member exchange questionnaire. **Results:** About more than three quarters of staff nurses had low perception regarding organizational support, Respect dimension had the highest main score while affect dimension had the lowest score , less than two thirds of staff nurses had moderate perception toward leader -member exchange . **Conclusions:** There was a statistically significant positive relation between organizational support and leader -member exchange. **Recommendations:** Hospital managers and leaders should recognize and appreciate the creative ideas and support it , conduct an orientation programs for newly staff to explain their duties and responsibilities .

Key words: leader - member exchange - organizational support – staff nurses .

Introduction

Employees consider their organization as a source of social and emotional support and are dedicated to work because they feel valued, cared for, and esteemed. As a consequence emotional identification toward the organization may increase with higher levels of teamwork satisfaction and an increased perception of the positive image of the organization. Indeed, employees who perceive that their organization is supportive show higher performance, proactive behaviors, reduced absenteeism, and a less intention of quitting their job (*Caesens et al., 2016*).

In any organization employees need acknowledgement and support at all levels, employees exchange effort and dedication with the organization for financial benefits and in order for them to meet their socio emotional needs, such as esteem and approval . This leads to the development of feelings of trust between the parties, resulting into long-term reciprocal obligations. Perceived organizational support (POS) has a relationship with the employees' themselves and how they perceive their contributions in the organization (*Cheng et al., 2016*).

Perceived organizational support (POS) is defined as a general belief in which employees feel that their organization values their contributions and cares about their well being. POS is the beliefs of employees in regards to the extent to which the organization meets their socio-emotional needs, and how the organization responds to increased efforts at work. It develops as a result of social exchange relationships with the organization and instills a sense of obligation that