



شبكة المعلومات الجامعية
التوثيق الإلكتروني والميكرو فيلم

بسم الله الرحمن الرحيم



MONA MAGHRABY



شبكة المعلومات الجامعية
التوثيق الإلكتروني والميكروفيلم



شبكة المعلومات الجامعية التوثيق الإلكتروني والميكروفيلم



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التوثيق الإلكتروني والميكروفيلم

جامعة عين شمس

التوثيق الإلكتروني والميكروفيلم

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MONA MAGHRABY

**Nurses Attitudes and Reactions Regarding
Workplace Violence in Obstetrics and
Gynecological Departments**

Thesis

Submitted in partial fulfillment of the Master
Degree in Nursing Sciences
(Maternal and Gynecological Nursing)

By

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Ain Shams University
2021**

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 *Samia Yahia Mohammed*

List of Contents

<i>Subject</i>	<i>Page No.</i>
List of Abbreviations.....	i
List of Tables.....	iv
List of Figures	vii
Abstract	—
Introduction	1
Aim of the Study	5
Review of Literature	
Chapter I: Workplace Violence	6
Chapter II: Reaction & Attitude of Nurse against Work Place Violence	22
Chapter III: Nursing strategies and role to face workplace violence	33
Subjects and Methods	47
Results.....	55
Discussion	75
Conclusion.....	90
Recommendations	91
Summary	92
References	95
Appendices	I
Arabic Summary	—

List of Abbreviations

<i>Abbr.</i>	<i>Full-term</i>
BLS	: Bureau of Labor Statistics
DOL	: Department of Labor's purpose
ED	: Emergency Department
GDP	: Gross Domestic Product
OSHA	: Occupational Safety and Health Administration
PTSD	: Post-traumatic Stress Disorder
SPSS	: Statistical Package for Social Science
WPV	: Workplace Violence

List of Tables

<i>Table No.</i>	<i>Title</i>	<i>Page No.</i>
Table (1):	Distribution of the studied nurses according to their general characteristics (N= 138).	56
Table (2):	Distribution of the studied nurses according to their previous exposure to work place violence & Causes and sources of work place violence (n=111)	58
Table (3):	Distribution of the studied nurses according to exposure to work place violence &types and forms of work place violence. n= (111)	59
Table (4):	Distribution of the studied nurses according to their Reaction toward work place violence (n= 138).....	60
Table (5):	Distribution of the studied nurses according to their Attitude toward work place violence (n=138).....	62
Table (6):	Relation between general characteristics and exposure of studied nurses to violence.....	65
Table (7):	Relation between general characteristics and total attitude of studied nurse toward work place violence. N=138.....	67
Table (8):	Relation between nurses' exposure to work place violence and total attitude of studied nurses toward work place violence.....	69

Table (9):	Relation between number of exposure to work place violence and total attitude of studied nurses toward work place violence.....	70
Table (10):	Relation between general characteristics and total reaction of studied nurse toward work place violence.....	71
Table (11):	Relation between nurses' exposure to work place violence and total reaction of studied nurses toward work place violence.....	73
Table (12):	Relation between number of total reaction and total attitude of studied nurses toward work place violence.	74

List of Figures

<i>Figure No.</i>	<i>Title</i>	<i>Page No.</i>
Figure (1):	Distribution of the studied nurses according to their total reaction toward work place violence (n= 138)	61
Figure (2):	Distribution of total studied nurses' attitude toward work place violence (n=138)	64

Nurses Attitudes and Reactions Regarding Workplace Violence in Obstetrics and Gynecological Departments

Abstract

The aim of this study was to assess nurses' attitudes and reactions regarding workplace violence in obstetrics and gynecological departments. **Research Design:** A descriptive study was used. **Setting:** This study was conducted at obstetrics and gynecological department in Zagazig University **Sample:** A convenient sample of 180 nurses. **Data collection tools:** 3tools were used, Arabic self- administrative questioners' sheet, behavioral check list sheet And the Likert scale. **Results:** more than half of studied nurses (**52.9%**) were at age categories (<30) years old, (**80.4%**) of them exposed to work place violence, (**61.3%**) exposed to work place violence more than once. And about 48.6% their cause of work place violence was absence of clear policy to limit the violence at hospital &the main cause of work place violence was patient relatives for all of them. **Conclusion** this study concluded that most of studied nurses had positive reaction and a positive attitude toward work place violence. **Recommendations:** this study recommended to develop evidence based guideline to restrict work place violence for protect nursing staff in maternity hospitals, and Implement training program for nurses that focus on how to deal with work place violence when exposed to it..

Key wards: work place violence, nurses' attitude, nurses reaction.

Introduction

Violence at workplace has been a major subject of debate globally as it poses threat to all parties involved with far-reaching consequences. Prevalence of workplace violence in health care According to the Occupational Safety and Health Administration, approximately 75 percent of nearly 25, 000 workplace assaults reported annually occurred in health care. In Egypt a cross sectional study was conducted in Beni-Suef 2014 and showed that 92.8% of nurses were exposed to workplace violence at least for once during their working lifetime, of which 73.8% faced violence more than 10 times (**Linsley, 2018**).

Work Place Violence described by the National Institute for Occupational Safety and Health as: violent acts, including physical assaults, directed towards a person at work or on duty. Verbal abuse through words, manner or tone, leaves the recipient feeling personally or professionally humiliated, attacked or devalued. Verbal abuse leaves no visible scars, but the emotional damage can be devastating (**Ope-babadele, Oluwatosin and Rose, 2019**).

Physical abuse is reported to occur within health care facilities four times more often than all other industries. Shockingly, and over 50% of health workers have already experienced violence, submits that nurses are the most victimized group in the health care setting accounting for

approximately 80% of all assaults with this number being under estimated (**Ope-babadele, Oluwatosin and Rose, 2019**).

Violence in the workplace is a problem especially for women; violence can damage women's prospects for gaining employment, advancement, and wages. In addition, violence can create an offensive, hostile, and intimidate work environment that interferes with one's performance and job success. Violence at the workplace is a violation of human rights. The most common perpetrators of work place violence towards nurses are patients and their relatives, as well as colleagues in the workplace (**Hangartner, 2015**).

Attitude is conceptualized as a person's favorable or unfavorable evaluation of an aim. Behaviors therefore are explicit and observable acts, for instance, the management of aggression. Work place violence effect on nurses reaction as it causes feelings of anger, high anxiety, work stress, dissatisfaction, and powerlessness, which affects the quality of their patient care and in severe cases, can drive nurses to leave their positions globally, over a million people lose their lives as a result of violence at work (**Al-Ali, Al Faouri and Al-Niarat, 2016**).

The harmful consequences of work place violence have prompted an urgent need for research into the causes of work

place violence against nurses, and a need to develop evidenced-based policies to provide safer working environments for them. The lack of awareness and the inadequacy of management and other support of work feature prominently among the reasons for failing to report. Several studies show that incidents of abuse are often not taken seriously by the management, and that there is a tendency to accept a certain level of violence as part of the job or to blame the worker for the incident (**Mobaraki et al., 2020**).

Violence is not only hidden but sometimes even systematically denied by the organization on the level of management, formal policies and procedures. Workers themselves seem to reinforce the processes set in place by the formal organization through various coping mechanisms, which make violence invisible. Since violent events are associated with guilt and shame, self-reproach or a sense of lack of professionalism, fear of negative reactions from supervisors and/or co-workers act as a barrier to reporting violence. Some caring personnel are shown to trivialize, or even deny, what has happened, as a means of coping (**Robbins, 2016**).

Nurses are at greatest risk of being abused in the hospital environment as they are on the frontline of the health care system and have the closest contact with patients and their relatives. Those unfamiliar with daily events in