

Study on Nurse's Role Efficacy

By

Abhinav Choumal

*Dissertation submitted in partial fulfillment of the requirements of the degree
MBA Hospital and Health Management*

Academic year, 2017-2019



The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer, Airport
Jaipur 302029, Rajasthan
Ph: 0141 3924700, Fax: 3924738
Website: www.iihmr.edu.in

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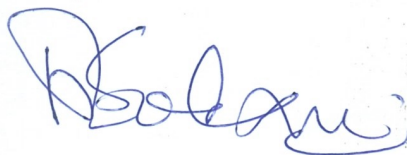
TO WHOMSOEVER MAY CONCERN

This is to certify that Abhinav Choumal, student of MBA Hospital & Health Management from The IIHMR University, Jaipur has undergone Dissertation training at HLFPPT Jaipur from 17th February to 20th May'19.

The Candidate has successfully carried out the study assigned to him "Study on Nurses Role Efficacy" during his dissertation and his approach to the study has been sincere.

The Dissertation is for fulfillment of the course requirements.

I wish him all success in all his future endeavors.



Dr. P.R. Sodani
Pro-president
The IIHMR University, Jaipur



Nutan P. Jain
Professor
The IIHMR University, Jaipur

Certificate of completion of Internship/dissertation

The certificate is awarded to

Mr. Abhinav Choumal

In recognition of having successfully completed his
Internship in the department of

**Social Franchising,
Hindustan Latex Family Planning Promotion Trust**

And has successfully completed his Project on

A study on Nurses role Efficacy Working in Private Hospital.

On 20th May' 2018

He comes across as a committed, sincere & diligent person who has a strong drive
and zeal for learning

We wish him all the best for future endeavors.

Senior Programme Manager

Pankhuri Rai
Dr Pankhuri Rai

National Manager-HR & OD

Satish Chandra Uniyal
Satish Chandra Uniyal

THE IIHMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled STUDY ON NURSES' ROLE EFFICACY IN ALWAR DISTRICT RAJASTHAN and submitted by **Mr Abhinav Choumal** Enrollment 0524 under the supervision of **Dr Nutan P Jain** for award of MBA in Hospital and Health Management of the University carried out during the period of **February - May 2019** embodies original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other institute or similar institutes of higher learning.



Abhinav Choumal

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I am using this opportunity to express my gratitude to all those who helped me, supported me and encouraged me in the completion of my dissertation work. Firstly, I would like to thank the almighty God. As success is achieved by the collaboration of all the professors, teachers your own will power family and friends. I feel great pride in acknowledging number of peoples who have supported me in the summer internship period & encouraged me to reach this level of investigation. The present line of accomplishment is an honest word of appreciation and thanksgiving that has exactly been felt by me during my training.

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Secondly, I am very thankful to my close friend Ms. Priya Sharma for directing me whenever I was stuck in between and I am also thankful to my parents for their constant support and help.

Abhinav Choumal

Study on Nurse's Role Efficacy

INTRODUCTION:

Role efficacy denotes the potential effectiveness of a person employed in an institution. It's the unification of the two that ensures a person's self-effectiveness in the institution. The combination of an individual and the role comes into execution when the role is able to fulfil the needs of the person employed in an organisation and when the individual in return is able to give the evolution. Nursing role efficacy is proved to be very important in hospitals to give the best favour to the patients. The execution of role given to a person employed in an institution is entirely based on his/her own potential effectiveness, technical competence, managerial experience and also on the design of the role that he plays in that particular organization. Employees who reported higher role clarity also reported higher role efficacy. In accordance with the organizational concerns, a participative atmosphere, in which the employees get higher job satisfaction, contributes to role efficacy. It appears that an atmosphere promoting concern for excellence, use of expertise, and concern for the huge matters also contributes in role efficacy in their own ways. On the other hand, it is observed that an atmosphere which is completely controlled and consolidated appears to increase lower role efficacy of the worker.

According to Dr. Udai Pareek (1980) there are few fundamental elements that contribute towards the success of the role and developed three dimensions of role efficacy which cover the ten aspects as well. These three elements also define the entire role efficacy and its limitations. Firstly it includes self-role integration, creativity, pro-activity and confrontation and role centring which means influence, centrality and personal growth and role linking which further includes inter role linking, superordination and helping relationship. The effect of role efficacy appears in various institutions across the world. Manufacturing, Information Technology, Aviation, Hospital staff (especially nursing community) and even in the field of education, both positive and negative results are observed. Workers at different level need to show a high level of potential effectiveness, which should be supported by high motivation. The clarity about a role or job among nurse is very important because the role of a nurse becomes very important in a hospital because it focuses on all needs like physical, mental, verbal, cultural as well as

psychological needs of the patient. And also there are times when doctors also need an efficient nurse for patient's recovery.

Role Efficacy Dimensions

- **Self-role Integration** – role provides an opportunity for the use of strengths
- **Proactivity** – role provides an opportunity for taking initiative on his/ her own
- **Creativity** - role provides opportunity to try new and unconventional ways of solving problems
- **Confrontation**- role provides an opportunity to confront the problems to find relevant solutions
- **Centrality**- feeling that s/he occupies the role is central in the organization
- **Influence**- able to exercise his/ her influence/ power in the role
- **Personal Growth**- perception that the role provides the individual an opportunity to grow and develop
- **Inter-role linkage**- Linkage of one's role with other roles in the organization
- **Helping relationship**- opportunity for people to receive and give help
- **Superordination**- feels that what s/he does as a part of his/her role is likely to be of value to a larger group

LITERATURE REVIEW:

In the study “Role efficacy of Nurses” – a dissertation by Gunjan Nimawat (2017) conducted in Manipal Hospital, Jaipur. The objectives were: (i) to study the perception of the nurses regarding their role in a Manipal hospital, Jaipur (ii) to assess the understanding of role efficacy and its aspects among nurses and (iii) to recommend based on findings. The study was conducted on 100 nurses. The results revealed that Manipal Hospital needs to do work upon self-role integration, inter- role linking, helping relationship and confrontation. Integration level is important for the nursing skills enhancement, which was found to be low, nurses were not getting opportunity to use their special nursing technique and competency. Level of inter- role linkages was also found to be low. Confrontation also contributed low efficacy of nurses because

they used to avoid the problems and refer them to their higher authority without trying to solve the issues by themselves.

A Study of Role Efficacy of Nursing Staff in Hospitals of Gujarat was conducted by Rashmi Pant and Nirali Pandit in 2010. Nursing role has generally involved a one-to-one or one-to-few interaction between nurse and patient. This role demands high sensitivity to individuals' needs and knowledge of how to respond effectively, arguably better than any other kind of health professional today. Advanced practice nurses need not be confined to direct individual and/or family services. The challenge was to develop a new advanced nursing practice that promotes the health of geographic populations through primary prevention. And this calls upon the efficacy with which nurses fulfill their role in patient care. Patient care strategies involve organization and policy initiatives, and practitioners must be skilled in those strategies and know when and where to use them. Such significant change in nursing practice would involve understanding and reviewing the current nursing role and the role efficacy of nurses.

A Comparative Study on Dimensions of Role Efficacy between Male and Female Academicians in Management Education (2017) results show that individual comparisons of means score on different dimensions for two gender revealed that females were significantly ahead of males on two dimensions viz. helping relationship and confrontation of role efficacy.

Study on Exploring Role Efficacy as correlate to Organizational Citizenship Behaviour among Female Nurses in a Maternal and Childcare Facility (2014) by Naga Siddharth and Rupal Agarwal mentioned that while many studies on Organizational Citizenship Behaviour exist, role efficacy as a correlate to organisational citizenship behaviour offers potential for research. The study was conducted to explore Role Efficacy as a correlate of Organizational Citizenship Behaviour among female nurses in a maternity and child care hospital in the healthcare industry located at Bangalore in India. Role Efficacy is the potential effectiveness of an individual occupying a particular position in an organization, as perceived by the individual. The convenience sample included 31 nurses and supervisors from an organization that caters exclusively to maternity and childcare. The findings indicated that role efficacy is positively correlated to Organizational Citizenship Behaviour, but not significantly. Correlations of

dimensions of role efficacy to Organizational Citizenship Behaviour are also reported to have useful implications on managerial action and for performance design experts. Positive correlation between Influence and OCB dimensions of Civic behaviour and conscientiousness were reported.

A Conceptual Study on the Impact of Role Efficacy on the Motivation Levels of Employees (2016) by Ruchika Malik and others mentioned that role efficacy significantly contributes in improving an organization's performance and is said to have a huge impact on the various aspects of an employee's working in an organization. The top level management has to keep its internal customers motivated to a large extent so as to satisfy the needs of its external customers and keep them motivated in the best possible way. The paper involved the analysis of the correlation between role efficacy and motivation levels of employees by carrying out a review based research consisting of 55 papers relevant to the topic. Key findings of the review paper were: there was a positive relation between role efficacy and motivation levels of an employee which has not been carried out in any of the past researches. Also the researchers have concluded that different aspects of role efficacy impact different grades of employees. The study has been restricted to secondary data consisting of research papers by other eminent authors. This study implies that organizations can work to improve role efficacy among employees thereby improving the motivation levels. This would indirectly improve its productivity as a whole specifically, organizations must look for ways to improve role efficacy along with other factors which affect role efficacy.

RESEARCH QUESTION:

What is the role efficacy of nursing staff in private health facilities in Alwar?

OBJECTIVES:

- To study role efficacy and its aspects among nurses working in private health facilities.
- To suggest ways to improve nurses' role efficacy, if required.

METHODOLOGY:

Study Area: Four hospital were taken in Alwar

1. Mansukha Hospital
2. ShriShri Hospital and Maternity Home
3. Sunita Hospital
4. Madhuri Hospital

Sampling Design: Descriptive study

Sampling technique: The hospitals where the Intern was deputed by HLPPT for NABH

Sample size: All nursing staff working in 4 private hospitals were covered

Hospital Name	Number of staff		
	Men	Women	Total
Sunita Hospital	0	6	6
Shri Shri Hospital and Maternity Home	0	7	7
Mansukha Hospital	3	2	5
Madhuri Hospital	10	5	15
Total	13	20	33

Methods of Data collection:

HRD Instrument – Nursing Role efficacy scale (A) developed by Dr Surabhi Purohit. It is a structured instrument consisting of 30 items. The purpose of this instrument is to know the perception of nursing role in health facilities. The reliability of the tool is .68 and validity had a positive correlation of .68 with scale (B).

The respondents were administered in accordance with the tool and were asked to rate each and every item on a scale of 5-points which further indicates how much s/he agrees with it.

Scoring:

- Scoring on the 5-point rating scale:
 - Write 0 – if s/he do not agree with the item of the role efficacy scale
 - Write 1 – if s/he agree a little with item of the role efficacy scale
 - Write 2 – if s/he is not sure that agree or disagree item of the role efficacy scale.
 - Write 3 – if s/he agree with item of the role efficacy scale
 - Write 4 – if s/he strongly agree with item of the role efficacy scale

The following scoring sheet was used for scoring of each respondent:

Item	Rating	Item	Rating	Item	Rating	Total	Dimension
1		*11		21			Integration
*2		12		*22			Proactivity
3		*13		23			Creativity
4		*14		*24			Confrontation
5		15		*25			Centrality
*6		16		*26			Influence
7		17		*27			Personal growth
8		*18		28			Inter-role linkage
9		*19		29			Helping relationship
10		20		*30			Superordination

The scores were reversed for the item number with star as per the guidelines.

Duration of study: 3 months (Feb – May 2019)

Data analysis:

The following dimensions of role efficacy were analysed:

1. Integration
2. Proactivity
3. Creativity
4. Confrontation
5. Centrality
6. Influence
7. Personal Growth
8. Inter-Role Linkage
9. Helping Relationship
10. Superordination

RESULTS

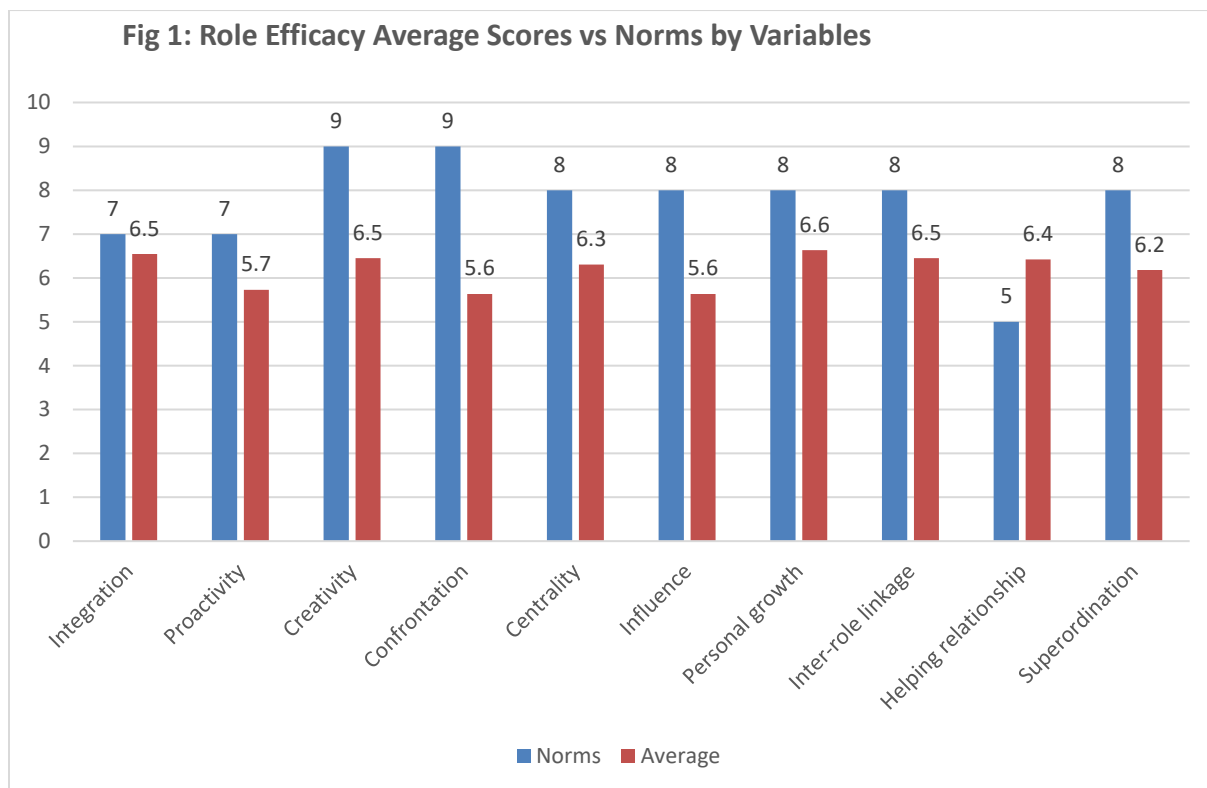
Two-third of the nurses (67%) were below 30 years of age. Average age was 30 with a range of 20 to 60 years. Three-fifths (61%) were females. About one-half of the nurses were married while 45% were not married. (Table 1)

Table1: Percent distribution of nurses by their age, sex, marital status, professional qualifications and work experience

Age group	Number	%
20-30 years	22	67
31-40 years	8	24
41-50 years	1	3
51 years and above	2	6
Average (min-max)	29.3 Years (20-60 years)	
Sex		
Male	13	39
Female	20	61
Marital Status		
Married	17	52
Unmarried	15	45
Divorced	1	3
Professional Qualifications		

ANM	3	9
GNM	11	33
Others	19	58

The 10 aspects of role efficacy are shown in Fig 1. The results show that scores were lesser than the norms for all the variables except helping relations. Scores on Integration were very close to the norms. This shows that the nursing staff was able to contribute by using their special strengths. On the other hand, scores on confrontation were found to be different as per the norms. It means that the nursing staff avoid problems or shift their problems to other people to solve them rather confront the problem.



The results are shown for each role efficacy dimensions:

1) Self-role Integration:

Each individual is blessed with few skills, his or her own strength, some acquired experiences and technical training. There are some unique contributions which they make

in an organisation. The more the employee gets opportunities in showing his or her inbuilt or acquired skills the more self-role integration develops in the worker.

Three items of self –role integration are as follows:

- I. I have enough opportunities to use my nursing skills here (Average score 2.5).
- II. I am not satisfied with the opportunities available in the hospital to use my nursing competence (Average score 2.2).
- III. I am able to use my special background not skills in my nursing role here (Average score 2.2).

It means nursing staff were not sure about their self-role integration in their work.

2) Proactivity:

Proactivity means taking the initiatives to perform a given task rather than only reacting or giving responses to others expectations. If individuals are expected to make any the initiatives for beginning any activity, the efficacy would be higher, a person who likes taking initiatives, but does not given the required opportunity then the efficiency would be low. Three items of Proactivity are as follows:

- I. I do not get the opportunity to plan how to do my work (Average score 2.7).
- II. I can take initiative and act on my own as a nurse; I do not have to wait for my supervisors instructions (Average score 2.2).
- III. As a nurse I can hardly take any initiative in this place (Average score 2.3).

It means nursing staff were found to be proactive.

3) Creativity:

Creativity defines when an employee shows some other creative skills rather than the given job within the organization. It is also important for efficacy, but the opportunities given to peoples to be creative and execution of new ideas increases their role efficacy and their performance is equally improved. But for this a person should always be welcoming for the opportunities and should decide to perform work other than the routine

works only than the efficiency would be higher. If their role does not allow being creative, efficacy would certainly be low. Three items related to creativity are here as follows:

- I. I am able to try out new ways to solve problems that I encounter in my role(Average score 2.5).
- II. I cannot be creative in solving problems here(Average score 2.4).
- III. I am encouraged to be creative in my work as a nurse(Average score 2.6).

It means nursing staff were found to be creative.

4) Confrontation:

A worker's ability to perform any task is judged when he is in difficult condition or faces some problem. The propensity to deal with problems and making suitable solutions contributes in efficacy. If a person tries to run away from the problems and displays it to others than the efficiency will be low. Three items for confrontation were:

- I. I am often involved in solving problems when co-workers bring such problems to me (Average score 2.2).
- II. Problems that arise here bother me; and I hate to get involved their solutions(Average score 2.3).
- III. I usually avoid problems, and refer them to my supervisors(Average score 2.3).

It means nursing staff was low on confrontation..

5) Centrality:

Individual employed in an organization perform integral role in the organization and he or she feels that the role occupies is important as well as central in the organization; his/her role efficacy is likely to be high. Every employee likes to feel that his/her role is important in the organization and he or she is giving something in the growth of the organization. But view point of the individual is very important in creating or developing

the image of an organization. If the employee feels the central role in organization they shares the internal environment and the conditions which are provided to them to their close ones which provides them a sense of happiness and a sense of belonging to the institution paralleling increasing their role efficiency. Following three statement of centrality are as follows:

- I. My nursing work is important for hospitals to be able to meet the needs of the patients (Average score 2.3).
- II. Physicians in my word consider my role important in their work (Average score 2.3).
- III. I feel my role is given very low priority here (Average score 2.3).

6) Influence:

The notion of influence plays a very important role in working. The more influence a person feels the more he or she feels free and confident in executing the provided role, and it further results in higher level of efficacy. The influence executed on a person plays a very important role in person's working an in society too. Also, if a person experiences that he or she has no power in the role he or she occupies in the organization, he or she is would have low level of efficacy. Following three statements of influence were:

- I. I do not have any opportunity to exercise m judgement in relation to my work (Average score 2.70).
- II. My supervisors generally accept my advice about patients care and other related matters (Average score 2.5).
- III. I have no opportunity to influence decisions here; my supervisors make all the decisions (Average score 2.6).

7) Personal growth:

Another factor that contributes in role efficacy is the question of self-growth and development. If the role provides the individual an opportunity to grow and develop, and

the person feels that he/she is stuck in the place where there is no chance of self-growth than the role efficiency gradually decreases. Each organization believes that growth and learning, development opportunity can improve the person's efficacy and on the other hand it also contributes in development and growth of the organization. Following three statements were related to personal growth:

- I. I have enough opportunities for professional growth in my role here (Average score 2.5).
- II. I have opportunities to learn new things while working in my role (Average score 2.6).
- III. I feel stagnant here. My work does not give me any scope for learning new things (Average score 2.6).

8) Inter-role linking:

Alliance between two works or between two individual's skills also helps in increasing the role efficacy. Joint efforts made in detecting the problems and concluding solutions contributes in increased level of efficacy. Three items were:

- I. I work closely with other nurses (Average score 2.3).
- II. I do not work closely with physicians (Average score 2.3).
- III. I do not work closely with physicians (Average score 2.5).

9) Helping relationship:

Helping each other give opportunities to give and receive help. It is in a way much similar to the joint efforts, here the employee can ask or can be asked for help within the institution and also there can be seen an increase the role efficacy. Three items were:

- I. Whenever I have a problem, my physician gives me guidance and help (Average score 2.4).

- II. The nursing personnel here do not help one another when things are rushed (Average score 2.3).
- III. The administrative staff of the hospital provides me with the needed help (Average score 2.52).

10) Superordination:

It defines the Role connected with comparatively larger community other than the organization. Superordination aims in serving large group, and those which cannot be achieved without some collaborative efforts. Working efficacy decreases if a person feels incapable of getting help or to do help within the organization. Three items were:

- I. What I am doing in my role enhances the dignity of patients in this hospital (Average score 2.3).
- II. My work as a nurse helps to give patients new hope (Average score 2.2).
- III. I feel my role here does not give me an opportunity to contribute to larger social goals (Average score 2.2).

CONCLUSION

It is concluded that all the role efficacy dimensions were lower than the norms, except helping relationship. Self-role integration was almost at par with the norms. It means that the nursing staff have opportunity to utilize their skills. The biggest gap was found in confrontation (9/5.6) which means the staff has lesser opportunity to sit down, talk about the problems, and search solutions. The nursing staff and the managers need to be oriented towards role efficacy concept and provide opportunity to utilize potential effectively.

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Annexure:

Tool

INSTRUCTIONS:

Please fill the form in Block Letters filling all the fields

Please mark NA against columns, which are not applicable to you

Date Of Interview: _____

PERSONAL DATA

1.Name : _____
(First Name) (Middle Name) (Surname)

2. Father's / Husband's Name:

3. Address for Communication:

Pin Code: _____

Telephone No: _____

Mobile No: _____

Email id: _____

4. Hospital Address:

Pin code_____

Telephone No:_____

Mobile No._____

5. Age (in completed years): _____ Years

6. Gender: _____ Male / _____ Female

7. Marital Status: _____

8. Details of Educational Qualification:

Name of School/College/ University	Degree / Diploma	Major Subjects	% of marks scored / Division obtained	Course Duration From ----- To	Year of passing	Full Time / Part Time

9. Technical / Professional Training:

Name of the course	Organization / Institution	Subject Learnt / Project done	Duration From ----- To	Stipend Received

10. Number of working(Duty) hours in a day _____hrs.

11. Number of Beds in a hospital _____

12. Work experience _____ years/months

Nursing Role Efficacy Scale (A)

1. I have enough opportunities to use my nursing skills here.
2. I do not get the opportunity to plan how to do my work.
3. I am able to try out new ways to solve problems that I encounter in my role.
4. I am often involved in solving problems when co-workers bring such problems to me.
5. My nursing work is important for hospitals to be able to meet the needs of the patients.
6. I do not have any opportunity to exercise my judgement in relation to my work.
7. I have enough opportunities for professional growth in my role here.
8. I work closely with other nurses.
9. Whenever I have a problem, my physician gives me guidance and help.
10. What I am doing in my role enhances the dignity of patients in this hospital.
11. I am not satisfied with the opportunities available in the hospital to use my nursing competence.
12. I can take initiative and act on my own as a nurse; I do not have to wait for my supervisors instructions.
13. I cannot be creative in solving problems here.
14. Problems that arise here bother me; and I hate to get involved their solutions.
15. Physicians in my word consider my role important in their work.
16. My supervisors generally accept my advice about patients care and other related matters.
17. I have opportunities to learn new things while working in my role.
18. I do not work closely with physicians.
19. The nursing personnel here do not help one another when things are rushed.
20. My work as a nurse helps to give patients new hope.
21. I am able to use my special background not skills in my nursing role here.
22. As a nurse I can hardly take any initiative in this place,
23. I am encouraged to be creative in my work as a nurse.
24. I usually avoid problems, and refer them to my supervisors.
25. I feel my role is given very low priority here.
26. I have no opportunity to influence decisions here; my supervisors make all the decisions.
27. I feel stagnant here. My work does not give me any scope for learning new things.
28. I have enough interactions with the administrative staff of the hospital.
29. The administrative staff of the hospital provides me with the needed help.
30. I feel my role here does not give me an opportunity to contribute to larger social goals.

