

Impact of Work Overload on Nurses Performance in A Tertiary Care Hospital Lahore

Azil Naveed¹, Zambeel Farooq², Mariam Tariq³, Alia Siddique⁴, Hira Altaf⁵, Naila Noreen⁶, Misbah Zafar⁷

- 1 *Post RN BSc Nursing Student at Saida Waheed FMH College of Nursing, Lahore Pakistan*
Write up of research project
- 2 *Nursing Lecturer, Saida Waheed FMH College of Nursing, Lahore Pakistan*
Idea of Research and execution of research
- 3 *Post RN BSc Nursing Student at Saida Waheed FMH College of Nursing, Lahore Pakistan*
Data Collection
- 4 *Post RN BSc Nursing Student at Saida Waheed FMH College of Nursing, Lahore Pakistan*
Data analysis and results interpretation
- 5 *Post RN BSc Nursing Student at Saida Waheed FMH College of Nursing, Lahore Pakistan*
Contribution in the study
- 6 *Post RN BSc Nursing Student at Saida Waheed FMH College of Nursing, Lahore Pakistan*
Literature Review
- 7 *Director Academic Nursing at Saida Waheed FMH College of Nursing, Lahore Pakistan*
Bibliography

CORRESPONDING AUTHOR

Zambeel Farooq

Nursing Lecturer, Saida Waheed FMH College of Nursing, Lahore Pakistan
Email: zambeelfarooq@gmail.com

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ABSTRACT

Background: Workload is increased by nurses' intellectual obligations as well as physical ones. Workload compromises worth of life in nurses. Nurses' performance needs up-to-date knowledge and virtuous managerial skills for patient safety and along with compassionate nursing care. **Objective:** To determine impact of work overload on nurses performance in a tertiary care hospital Lahore. **Study Design:** Quantitative descriptive study design was applied to determine impact of workload on nurses' performances. **Settings:** Services Institute of Medical Sciences (SIMS), Lahore Pakistan. **Duration:** 6 moths from June 2022 to December 2022. **Methods:** 146 nurses participated and data collection was done by performance questionnaire. Nurses Age>25 and who were working in all departments of SIMS, Services Hospital Lahore. Nursing students were excluded. Facts collection permission was taken from the nursing superintendent and medical superintendent of Services Institute of Medical Sciences (SIMS) Services Hospital Lahore. Informed consent was taken by the participants in the study. Data was gathered by questionnaires of workload and nurses performances. **Results:** Results revealed that above 70% of participants showed that their performance increased during work related stress although quality care compromised but reflexes increased. They were able to manage the patient in very short time. **Conclusion:** This study concluded that there is positive, constructive and unidirectional impact of workload on nurses' performance in a tertiary care hospital Lahore.

Keywords: Nurses, Workload, Performance, Impact, Nursing.

INTRODUCTION

Workload is described as "the complete amount of work accomplished by a person or a group of people at a certain time span".¹ Workload is increased by nurses' intellectual obligations as well as physical ones. Workload compromises worth of life among nurses.² Physical and cognitive workloads are both faced by a nurse at a hospital. Nursing tasks that require physical effort including lifting patients, cleaning patients, assisting patients to the restroom, moving medical equipment, preparing patients' beds, and motivating

patients.³ The burden of mental work include working a shift schedule, keeping in touch with coworkers, patients, preparing patients and families spiritually, especially who are in critical condition, and working with focused skills and duties as per the patient's ailment.⁴

Nurses' performance needs up-to-date knowledge and good managerial skills for Patient's safety and providing compassionate nursing care.⁵ Nurses job performance is distressed not only conditional factors for instance setting features, organization, collaborators, and central

components. It also gets influenced by their success, span of control, self-assurance, competence, and their dealings with performances.⁶

Nurses are frequently confronted with life-or-death situations, lengthy shifts, work pressure, and professional stress. One of the important components in health care provision in a hospital is a medical professional who has hardest time of commitment and engagement while delivering health services. Nurses are expected to keep the highest level of quality and professionalism as well as to constantly improve productivity and efficiency and to be kind to each patient and family. The excellence of nurturing care reflects a nurse's efficiency.⁷

Work overload will result in exhaustion because nurses become short-tempered and upset. Nurses feel dissatisfaction at work because regardless of their best service, they are still punished by administrative bodies and establishments.⁸ Heavy workload puts nurses' safety at risk. It reduces job contentment and increases occupational exhaustion, creates negative impact on nurses' performance ultimately damage the quality of life. Similarly various Literature related to work overload and job performance showed that work overload and job performance are correlated either positively or negatively.⁹⁻¹⁴

Therefore, the present study was conducted to determine impact of work overload on nurses' performance in a tertiary care hospital Lahore.

METHODS

A cross sectional descriptive study design was used to determine the impact of workload on nurses' performances in a tertiary care hospital Lahore. Study was conducted at Services Institute of Medical Sciences (SIMS), Lahore. Six months from June 2022 to December 2022 after the approval of Institutional Review Board. Convenient sampling technique was used.

Sample Size was calculated by using the Solvin's Formula. Sample size was 146 nurses. Nurses Age >25 and who were working in all departments of SIMS, Lahore. Nursing students were excluded.

Facts collection permission was taken from the nursing superintendent and medical superintendent of Services Institute of Medical Sciences (SIMS) Lahore. Informed consent was taken by the participants in the study. Data was gathered by questionnaires of workload and nurses performances. Questionnaire has two parts. Part I includes biographic data and part II consisted of 14 questions related to workload and job performance.¹⁵⁻¹⁶ Cronbach's alpha was calculated 0.70% which is good and reliable.

Data collection tool consisted of two parts. Part I consisted of demographic tool profile including name age gender educational level department years of experience etc. Part II consisted of 14 questions having four options never, seldom, occasionally and frequently scoring 1 to 4 respectively. 1-6 questions related to work overload and 7-14 questions are related Working in different departments of Services Institute of Medical Sciences Lahore. Study has two variables. One is dependent and other is independent variable. Job performance is a dependent variable. Work load is independent variable. Data collection was analyzed by using the SPSS 23.0 and MS Excel. Frequency distributions, cross-tabulations and a graph were used to describe Data. Data was displayed in percentage (%), frequency, mean and standard deviation.

RESULTS

Results showed that demographically 65% participants having age limit within 20-30 and 35% were those within range 31-40 years of age, Including 5% males and 95% females. Participants were belonging to medical unit were 29.3%, 37.9% were from surgical department and 32.9% were from Emergency Assessment Room. Participants having education level were POST RN 31.5%, BSN 35%, and GNM 33.6%. All nurses who were included in this study were charge nurses have 3-10 years of age and 15.7% were those participants having experience >10 years of age.

Table 1: Demographic of patients

Variables		Number (n)	Percent %
Gender	Male	07	05%
	Female	133	95%
Age	20-30 Years	91	65%
	31-40 Years	49	35%
Educational Level	General Nursing & Midwifery	47	33.6%
	BS Nursing	49	35%
	Post Registered Nursing	44	31.4%
Designation	Charge Nurse	140	100%
	Head Nurse	0	0%
Experience	< 3 Years	36	25.7%
	3-10 Years	82	58.6%
	>10 Years	22	15.7%
Department	Medical	41	29.3%
	Surgical	53	37.9%
	Emergency	46	32.9%

Table 2 shows work load on nurses and its problems during working hours. 55 participants reported that they have massive amount of work load and 59 reports they

have time pressure of completing targets at time. Majority of them thinks that other have too many expectations towards them, 50 participants reported that

they face shortage of nurses and essential resources. Due to work load stress 57 participants face conflict with medical & other staff during duty. (Table 2)

Table 2: Work load and problems during working hours among nurses

Work load	Never	Seldom	Occasionally	Frequently
I have massive amount of work and	26	27	32	55
I have time pressure and deadlines during duty.	32	23	26	59
Barriers/ Problems During Work				
I get exposure to death situations during duty.	37	20	24	59
I face shortage of nurses, essential resources/ equipment.	30	30	30	50
I have unrealistic expectations by others of my role.	31	23	26	60
I have conflict with medical & other staff during duty.	31	22	30	57

Due to extensive work load on nurses, they reported good performance in their field. 52 participants contribute in nursing care plan, 54 teach preventive health measures, 52 explain nursing care plan to patient, 58 have performed well in emergency situations and 53 reported that they are emotionally connected with needs of patients. (table 3)

Table 3: Impact of work load on nursing performance

I contribute in patient's nursing care plan	35	22	31	52
I teach preventive health measure to patients and their families	31	28	29	52
I teach patient's family members about the patient's needs	29	24	33	54
I used to explain nursing procedures to a patient prior to performing them	40	22	26	52
I perform appropriate measures in emergency situations	34	17	31	58
I function calmly and competently in emergency situations	34	17	31	58
I promote the use of interdisciplinary resource persons during my hectic hours	39	21	26	54
I can recognize and meet the emotional needs of a dying patient	30	22	35	53

DISCUSSION

Workload is occurrence of regular activity of job in a quantified period of time. Health maintenance primary caregivers' workloads mean all activities carried out by a nurse during duty in health care unit. To encounter the workload standard for healthcare providers, one of the important components is the compatibility of working efficiency elements with extra loads due to working setting.

A nurse is considered to be focused and kind to the patient as well as his/her family in performing tasks. Though, Due to extra work overload nursing services

can't be properly delivered although performance is the standard for the health care professionals.¹⁷

As per analysis of the workload of healthcare providers in the disaster departments, results showed that impact of work overload on nurses' performance was above 70%. Findings of study does match with Mazhar results, stress does not impact on the Brazilian nurses job satisfaction, nurses performance and measured as eustress (positive) and useful. They settled destructive relationship between job stress and performance, while deliberated lack of acknowledgment and assessment of high levels of success and acts are key factors in Jordan nursing.¹⁸

Nursing is hectic job, physically and emotionally drained when dealing with critically ill individuals, expiry, infirmity etc., to manage these distress situations by physical resources, reactions, compassion and sustenance from front-runners and coworkers.¹⁹ The inequity in resources has stressful condition having positive and beneficial impact on nurses' routines and to manage multiple emergencies in a very small period of time.²⁰

CONCLUSION

This study concluded that there is positive, constructive and unidirectional impact of workload on nurses' performance. It was concluded that there was positive impact of work overload on nurses' performances although quality is compromised but reflexes are increased. Nurses try to manage large number of patients over a short period of time.

LIMITATIONS

Single centered study so results cannot be generalized on national and international level.

Quantitative approach was used which is limited approach and information cannot be gained in depth by the participants.

SUGGESTIONS / RECOMMENDATIONS

Outcomes of study are consisted of useful inferences.

Firstly, it is underpinned point that nurses' job load is a key factor of their job strain.

Healthcare executives especially hospital supervisors and nursing directors should consider their precious attentions towards duties assigned to nurses according to their shift.

Nurses with high levels of workload are liable to extraordinary levels of job distress, employment of more nurses to improve the nurse-to-patient ratio will minimizes the work burden on staff.

It is endorsed that health institutions evaluation and progressive organizational procedures and processes to ensure smooth workflow and to minimize work interferences that unnecessarily workload and destabilizes performance.

The use of probability sampling technique helps to minimize potential effect. Therefore, future studies should use a qualitative approach to get an in-depth understanding of reverse buffering effect.

Most of nurses who availed themselves for the study are those who felt job distress; this study to express their feeling, in future overemphasis on workload and job distress.

CONFLICT OF INTEREST / DISCLOSURE

None.

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