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Demographic Variable (Age, Gender, Marital Status, and Educational Qualifications, in Come) and Afeecte in Nurses' Performance in Hebron Hospitals

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Abstract
Background: Nurses spend more time with patients than other health care providers, and patient outcomes are affected by nursing care quality. **Aim of the Study:** The purpose of this study was to investigate the level of nursing performance and the factors affect of nursing performance in Hebron hospitals. The study used a quantitative descriptive design and stratified random sampling approach to select 181 nurses working in Hebron district Hospitals in the West Bank. The data was collected through questionnaire which consisted demographic variable, and 15 statements . The total number of responders was 181 nurses distributed among five hospitals in Hebron government and non government hospitals in the West Bank. The governmental hospitals included: Alia Hospital, 65 nurses and Abu Al-Hassan hospital18 nurses; while the non-governmental hospitals included: Al Ahli Hospital 60 nurses, Al-Mizan hospital 20 nurses, and Red Crescent hospital 18 nurses. **Results:** The majority of the responders were young with age less than 39 years old, with less than ten years of experience, and 60% of them had a bachelor degree or more. 31.5% from nurses the income less than 2500 NS, 38.7% the income between 2500 – 3499 NS, 29.8 from nurses the income between More than 3500 NS. Nursing performance in hebron hospital is high 71%. However, there was no significant correlation between gender, academic degree, experience or qualification of participants and nurses' performance with $\alpha \leq 0.05$. the study recommended more study in nursing performance in other factors.

1. Introduction

Nursing Performance is described, a competent level of nursing behavior in the professional role, including activities related to quality of care, performance appraisal, education, collegiality, collaboration, research, and resource utilization (American Nurses Association, 2011). Roe (1999) commented that Performance management is one of the most important and critical functions of human resources management, it is seen as a way of establishing mechanisms for reviewing the performance of staff, and helping them to effectively contribute towards the achievement of organizational objectives. Consequently, for optimum performance, the workforce needs to be regularly motivated and encouraged through incentives, which can be economic, material and psychological in nature. Increase the number of patients cause problems when many nurses of frustration, inability to work and generates poor performance. Based on observation in Hebron government hospital, Nurse-patient ratio is one nurse work with 10 patient, this will lead nurses to be overloaded and to have difficulty in managing their time.

Nurses make 60% of the health services offered to patients within the Palestinian health care system. And nurses are 33% of all ministry of health employee (MOH, report 2012). Nurses shortage is noticed by health professional, and according to UNRWA own estimates, there are 29 nurses per 100,000 refugee inhabitants (UNRWA Annual Health Report 2004), which is considered to be one of the lowest nursing-ratio worldwide. In another comparative study, the ratio of nurses and midwives for every 10,000 inhabitants in Palestine is estimated to be 13.3, as compared to 27.5 in Jordan and 28.4 in Egypt (The Palestinian National Strategic Plan for Higher Education, 2005).

Compared with the International Council of Nurses (ICN, 2009), nurse-to-patient ratios should be 1:1 in the Operating Room and 1:2 in the intensive care, critical care, and neonatal intensive care units, as well as in post-anesthesia recovery and labor and delivery, 1:4 in ante-partum (before delivery), post-partum (after delivery), pediatric care, and in the emergency room and other specialty care units and 1:5 in general medical-surgical units (regular hospital units). Such figures indicates that Palestinian nurses are overloaded during their work and their performance may be disrupted.

Hospitals are the main providers for healthcare services in the Hebron city; hospitals in general can be divided into two categories depending on the source of financing the hospital. They are: government, those are managed by the government services, and financed from MOH, the second category is nongovernmental hospitals which can be a private, or managed by public charitable or cooperative society.

Hebron is the largest city in the West Bank and have a population of around 641.000 (PBCS report, 2012). These people are the target centers of the service offered by the hospitals operating in Hebron. In Hebron, there are governmental and non government hospitals that operates at high capacity to meet the population demands. In congruence with minimal nurse patient ratio coupled with large demands and overloaded hospitals

are all factors assumed to disrupt nurses' performance and their management for time.

There are clearly many challenges to be faced as the Palestinian Ministry of Health works to reform and develop its health sector. It is important to note, however, that Palestinian health professional, particularly nurses, are eager to learn and improve their skills and overall services to better serve the health care needs of the Palestinian people (MOH Health Report (2011).

According to Bargogliotti (1999), performance is used to focus attention on the total behavior of person including his or her organization, the use of specialized knowledge, attitude acquired through training, as well as organization and integration of practice. A Delphi technique study conducted by Zaher, et. al. (2008) to identify specific competencies of the nurse performance, these competencies included: quality standards, work habits, supervision/leadership, staff relations and interpersonal skills, attendance and punctuality, problem solving, oral communication, productivity results, coordination, innovation and record keeping. These criteria for appraisal were chosen based on qualitative interviews with nurses about what they thought the most important duties of their jobs were.

Job performance and job related stress of nurses was examined on 463 nurses working rotating shift. The study revealed that the overall job performance was highest for nurses on day shift followed by the night, afternoon, and rotating shifts. Rotating shift nurses experienced the most job related stress, followed in turn by the afternoon day and night shift nurses (Coffey, et al, 1998). Schriber & Gutek, (1987) found a significant relationship between job performance and time management. They asserted that management of time is key to managerial performance.

De Lucia (2010) concluded, "The profession of nursing as a whole is over loaded because there is a nursing shortage. Individual nurses are overloaded. They are overloaded by the number of patients they oversee. They are overloaded by the number of tasks they perform. They work under cognitive overload, engaging in multitasking and encountering frequent interruption. They work under perpetual overload, engaging in multitasking and encountering frequent interruptions. They work perceptual overload, due to medical devices that do not meet perceptual requirements, insufficient lighting, illegible handwriting, and poor labeling designs (Salawu, 2004). Nevertheless, already overloaded nurse should not be given more tasks to perform.

There are clearly many challenges to be faced as the Palestinian Ministry of Health works to reform and develop its health sector. It is important to note, however, that Palestinian health professional, particularly nurses, are eager to learn and improve their skills and overall services to better serve the health care needs of the Palestinian people (MOH Health Report (2011).

Often performance is measured by using the Schwerin Six-Dimension Scale of Nursing Performance, which is comprised of subscales measuring leadership, teaching/ collaboration, planning, interpersonal relationships/ communication, professional development and critical care (Schwirian, 1978). Performance appraisal or nursing development plan is an opportunity to review how well a nurse is doing, it takes time and effort which are put into setting new goals and objectives for the coming year and can identify any emerging concerns (Falcone & Sachs, 2007) Good performance appraisals/nursing development plans assist nurses to learn about their strengths as well as their weaknesses, ensure the nurse is an active participant in the process, identify agreed goals and objectives, enable work teams to be deployed in a manner that builds on each member's individual strengths, recognize that people are a valuable resource for an organization and ensure nurses' voices are heard in workplace planning (Falcone &Sachs, 2007). Therefore, good performance provides quality of care for patient then achieves suitable patient satisfaction in organization.

In Saudi Arabia, AL-Ahmadi, (2009) studied factors that affect performance of hospital nurses in Riyadh. This study aimed to identify factors influencing performance of hospital nursing, to estimate self-reported performance, and determine whether differences in employee demographics, job satisfaction, organizational commitment and influence performance. 15 hospitals were randomly selected, the questionnaire was sent to all nurses (1,834) in these facilities and 923 nurses responded. The study showed that job performance is positively correlated with organizational commitment, job satisfaction, personal and professional variables. Both job satisfaction and organizational commitment are strong predictors of nurses' performance. Job performance is positively related to some personal factors, including years of experience, nationality, gender, and marital status. Level of education is negatively related to performance and highlights the impact of national culture on job performance and work attitude among nurses in Saudi Arabia, and other countries facing the issue of multi-national work force.

Harley (2000) Demographic variables are used to show that age, gender, marital status, and educational qualifications have important effects on career commitment.

2. Subjects and Method

2.1 Aim of the study: The study goal was to examine the level of nursing performance Hebron hospitals .

2.2 Objectives of the study: To assess the effect of nurses demographic variables (qualification, experience, age,

gender) on nursing performance
1. To identify the level of nursing performance
"What is the level of nursing performance in Hebron hospitals?"

2.3 Research hypotheses:

1. There are no significant differences at a level of ($\alpha \leq 0.05$), nurses' performance attributed to gender.
2. There are no significant differences at a level of ($\alpha \leq 0.05$), nurses performance attributed to type of hospitals
3. There are no significant differences at a level of ($\alpha \leq 0.05$), nurses performance attributed to qualification variables.
4. There are no significant differences at a level of ($\alpha \leq 0.05$), nurses' performance attributed to experience
5. There are no significant differences at a level of ($\alpha \leq 0.05$), nurses' performance attributed to age.

2.4 Study design: This study utilized quantitative approach

2.4.1 Study setting

This study was conducted in the Hebron hospitals south of West Bank. These hospitals were; governmental (Hebron government hospitals - Alia, Abu Al-Hassan hospital), non government hospitals (Al Ahli Hospital, Al-Mizan hospital and Red Crescent hospital).

2.4.2Study population and Sample approach

The sample of the study consisted of (181) nurses with response rate 97% who were selected as a stratified random sample from the whole population (609). To have a sufficient representative randomly selected sample, the researcher and the statistician agreed to target (30%) of the study population of all nurses in Hebron hospital and this was implied in each target hospital setting. (excluding those on leave). The population under study is by virtue divided into five strata and sample selection represented (30%) of nurses in Hebron hospitals making (181) nurses.

2.4.3 Construction of data collection Instrument

The questionnaires were constructed in Arabic language; questions were framed in a way that it was easy to understand using simple Arabic expressions. Difficult technical terms were avoided in the preparation of the questionnaire**.**

the questionnaire was developed into two main sections covering; the demographic information (gender, type of hospital, qualification, years of experience, and age). There was 11 items covered nursing performance in the workplace .The questionnaires items were arranged into five points Lickert Scale format from strongly agree to strongly disagree. The responses were rated for strongly agree (5) points, for agree (4) points, for neutral (3) points, for disagree (2) points and for strongly disagree (1) point

2.4.4 Validity and Reliability of the tool

This instrument was approved and evaluated by different experts including, researcher, nursing educators and other experts in the faculty of educational sciences to evaluate initial contents for validity. After revising the items in questionnaire and summarizing the expert's suggestions, modifications were made in wording and content. Some items were added but some others were dropped. The Cronbach alpha reliability obtained for overall scale was (0.85 and it is good in all scales and satisfy the purpose of the study.

2.5 Pilot Study

The pilot testing of the instrument was carried out on 15 nurses from the Al Ahli hospital,. The results indicated that alpha correlation coefficient was (0.85) for reliability of the questionnaire and the answers showed consistency in understanding the questions where no changes or modification is needed.

2.6 Data analysis

After data collection, the compiled data was refined, entered and analyzed using the Statistical Package for Social Science program (computer soft ware SPSS V.17) for descriptive and inferential statistics. Frequencies were used to present the distribution of study variables. Means and standard deviation were computed for continuous numeric variables. An independent t- test and one-way ANOVA statistical test were also used, and Chi square . In this study, the researcher and statistician used Cronbach's Alpha, to measure the questionnaire reliability and to test the data collection instrument for reliability. Prior to analysis data were cleaned and questionnaires were coded. Complex comparisons involve contrasts of more than two means at a time. The researcher and statistician agreed on the following statistical analysis.

2.7 Ethical consideration and accessibility

The title and research methods were approved by the Higher Studies Committee at the Faculty of Health

Professions at Al-Quds University. Permission obtained to access the MOH hospitals when approval by the director of hospital services. While for Al-Ahli, Al-Mizan and Red Crescent hospitals, permission to conduct the study was granted from each hospital administration. The study participant were informed through a consent form (attached with the questionnaire), and received thorough explanation about purpose of the study, confidentially and sponsorship was ensured. In addition, they were informed about his/her right to refuse or to withdraw at any time during the study through the informed consent attached with each questionnaire.

2.8 Results

The study participants were; 53.0% males and 47.0% female with more than 54.1% of them were working in the 3 nongovernmental hospitals and 45.9% in the governmental hospitals. Regarding their work experience; more than 50.6% were educated at a bachelor degree in nursing, 37.4% diploma 8% with high diploma, and 4% with master degree. There is 21.5% have a work experience for more than 10 years, 48.1% work experience ranged from 5 to 10 years, 29.8% worked for less than 5 years and 21.5% for more than 10 years. It was noted that most of nurses are young with 44.8% with an age less than 30 years, followed by 43% with an age ranged 30 to 39 years and 12.2% were for 39 years and older group.

Table 1 **Frequency of socio-demographic**

Variable		No	%
Hospital	Government	83	45.9
	Non-Government	98	54.1
Gender	Male	96	53
	Female	85	47
Qualification	Less B.A	71	39.2
	B.A	91	50.3
	High Diploma	14	7.7
	Master and above	5	2.8
Experience	Less than 5 years	55	30.4
	5 – 10 years	87	48.1
	More than 10 years	39	21.5
Age	Less than 30 years	81	44.8
	30 – 39 years	78	43.1
	More than 39 years	22	12.2
Income	Less 2500 NS	57	31.5
	2500 – 3499 NS	70	38.7
	More than 3500 NS	54	29.3

Table (2) Arithmetic Means and standard Deviations for Each items.

Item	Mean	Std. Deviation
Detect the specific percentage of errors or not good work that a nurse must not exceed at work	3.97	0.711
nurses keep good relations with others	3.92	0.778
Nursing follows the procedures work accurately	3.85	0.847
Initiation with new ideas	3.82	0.858
Committed to attend to work in time	3.80	0.893
Nursing resolves problems and directing work pressures	3.61	0.928
The nurses organize the work and use scientific steps in nursing such as planning and evaluation	3.54	0.922
Nursing tends to slow and wait for instructions at work	3.50	0.911
Nursing needs the president to urge him to work	3.49	0.929
Nurses are able to adapt to working conditions and pressure	3.41	1.070
committed to occupational safety	3.18	1.232
Complete the duties entrusted to him to the fullest point	3.18	1.123
work with colleagues (teamwork)	2.90	1.042
Total Degree	**3.55**	**0.419**

from the table the level of nursing performance hospitals in Hebron is Medium by 3.55 mean and with 0.41 Std, and we can be seen the most paragraph is (Detect the specific percentage of errors or not good work that a nurse must not exceed at work) with mean (3.97) and std (0.71), next (nurses keep good relations with

others.) with mean (3.97) and std (0.71), but the less important paragraph is (work with colleagues (teamwork)) with mean (2.90) and std (1.04)

Study Hypothesis

First hypotheses: There are no significant differences at a level of ($\alpha \leq 0.05$), nurses performance attributed hospital in Hebron due to hospitals.

To make sure if these means are significant or not, T.test was used

Table (3): Arithmetic of Mean, standard Deviation and T. Value due to hospitals.

Hospitals	No	Mean	Std. deviation	Degree of freedom	T Value	Sig
Government	83	3.50	0.42	179	-1.554	0.122
Non Government	98	3.59	0.41			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) in the level of nursing performance attributed hospitals in Hebron, due to hospitals, because the value of statistical significance related to this variable was (0.122) means that this value is greater than the alpha value (0.05), and there is Medium degree, there for mean of Government hospital 3.50, and Non Government 3.59, so therefore accept this hypothesis

Second hypotheses: There are no significant differences at a level of ($\alpha \leq 0.05$), nurses performance attributed hospital in Hebron due to Gender.

To make sure if these means are significant or not, T.test was used

Table (4): Arithmetic of Mean, standard Deviation and T. Value due to Gender.

Gender	No	Mean	Std. deviation	Degree of freedom	T Value	Sig
Male	96	3.57	0.42	179	0.901	0.369
Female	85	3.52	0.41			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) in the level of nursing performance attributed hospitals in Hebron, due to Gender , because the value of statistical significance related to this variable was (0.369) means that this value is greater than the alpha value (0.05), and there is Medium degree, there for mean of Male 3.57, and Female 3.52, so therefore accept this hypothesis

Third hypotheses: There are no significant differences at a level of ($\alpha \leq 0.05$), nurses performance attributed hospital in Hebron due to Qualification.

To make sure if these means are significant or not, one way anova test was used

Table (5): Arithmetic of Mean, standard Deviation and one way anova due to Qualification.

Source variance	Sum of Squares	Degree if freedom	Mean Square	F value	Sig
Between Groups	0.500	2	0.250	1.418	0.245
Within Groups	30.483	173	0.176		
Total	30.983	175			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) in The study goal was to examine the level of nursing performance attributed Hebron in hospitals, due to Experience, because the value of the function of statistical related to this variable reached (0.245) means that this value is greater than the value of alpha (0.05), and thus accept the null hypothesis

Table (6): Number of Mean, standard Deviation. English Specialization, due to Qualification

Qualification	Number	Mean	Standard deviation
Less B.A	71	3.58	0.42
B.A	91	3.54	0.42
High Diploma	14	3.37	0.34

Forth hypotheses: There are no significant differences at a level of ($\alpha \leq 0.05$), nurses performance attributed hospital in Hebron due to Experience.

To make sure if these means are significant or not, one way anova test was used

Table (7): Arithmetic of Mean, standard Deviation and one way anova due to Experience.

Source variance	Sum of Squares	Degree if freedom	Mean Square	F value	Sig
Between Groups	0.036	2	0.018	0.100	0.904
Within Groups	31.583	178	0.177		
Total	31.619	180			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) in The study goal was to examine the level of nursing performance attributed Hebron in hospitals, due to Experience, because the value of the

function of statistical related to this variable reached (0.907) means that this value is greater than the value of alpha (0.05), and thus accept the null hypothesis

Table (8): Number of Mean, standard Deviation. English Specialization, due to Experience

Experience	Number	Mean	Standard deviation
Less than 5 years	55	3.55	0.38
5 – 10 years	87	3.53	0.41
More than 10 years	39	3.57	0.47

Fifth hypotheses: There are no significant differences at a level of ($\alpha \leq 0.05$), nurses performance attributed hospital in Hebron due to Age.

To make sure if these means are significant or not, one way anova test was used

Table (9): Arithmetic of Mean, standard Deviation and one way anova due to Age.

Source variance	Sum of Squares	Degree if freedom	Mean Square	F value	Sig
Between Groups	0.408	2	0.204	1.163	0.315
Within Groups	31.211	178	0.175		
Total	31.619	180			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) in The study goal was to examine the level of nursing performance attributed Hebron in hospitals, due to Age, because the value of the function of statistical related to this variable reached (0.315) means that this value is greater than the value of alpha (0.05), and thus accept the null hypothesis

Table (10): Number of Mean, standard Deviation. English Specialization, due to Age

Age	Number	Mean	Standard deviation
Less than 30 years	81	3.58	0.39
30 – 39 years	78	3.50	0.42
More than 39 years	22	3.62	0.49

Sixth hypotheses: There are no significant differences at a level of ($\alpha \leq 0.05$), nurses performance attributed hospital in Hebron due to Income.

To make sure if these means are significant or not, one-way anova test was used

Table (11): Arithmetic of Mean, standard Deviation and one way anova due to Income.

Source variance	Sum of Squares	Degree if freedom	Mean Square	F value	Sig
Between Groups	0.989	2	0.494	2.873	0.059
Within Groups	30.630	178	0.172		
Total	31.619	180			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) in The study goal was to examine the level of nursing performance attributed Hebron in hospitals, due to Income, because the value of the function of statistical related to this variable reached (0.059) means that this value is greater than the value of alpha (0.05), and thus accept the null hypothesis

Table (12): Number of Mean, standard Deviation. English Specialization, due to Income

Income	Number	Mean	Standard deviation
Less 2500 NS	57	3.46	0.40
2500 – 3499 NS	70	3.64	0.41
More than 3500 NS	54	3.52	0.44

3.1 Discussion and conclusion

The study participants were; 53.0% males and 47.0% female with more than 54.1% of them were working in the 3 nongovernmental hospitals and 45.9% in the governmental hospitals. Regarding their work experience; more than 50.6% were educated at a bachelor degree in nursing, 37.4% diploma , 8% with high diploma, and 4% with master degree. There is 21.5% have a work experience for more than 10 years, 48.1% work experience ranged from 5 to 10 years, 29.8% worked for less than 5 years and 21.5% for more than 10 years. It was noted that most of nurses are young with 44.8% with an age less than 30 years, followed by 43% with an age ranged 30 to 39 years and 12.2% were for 39 years and older group. 31.5% from nurses the income less than 2500 NS, 38.7% the income between 2500 – 3499 NS, 29.8 from nurses the income between More than 3500 NS

3.2 Nursing performance

This subcategory consist of ten items related to nursing performance in Hebron hospitals table (5.1.2), indicate that percent 73.3**%** its high.

The nursing performance high from researcher opinion that for nursing commitment, and nursing

dealing with patient, and critical case and intervention for that performance of nursing good.

When asked, complete the duties entrusted to him to the fullest point, 75% high from opinion the nurse complete duties because its affecting on patient. According to Ahmad and Orany (2010,)nursing commitment as 'essentially about their duties, attitude and behavior towards shared goals of a group or organization'. committed nurses might feel that there are future advantages in working as nurses for the job. If nurses cannot do their job in a time manner, then they would not be able to meet all the expectations that disrupt patient care that is hospitals main goal. It can, also, cause adverse effects including increased duration of hospitalization, hospital bed occupancy, treatment costs, violation of patient rights and finally disrupting other teams' function. This interconnected chain not only endangers organization's goals but also will affect entire community (Hackworth, 2008)

Committed to attend to work in time its 77% high, reward good for nursing from opinion nursing in Hebron are committed to hospitals official attendance and time and attendance due to the administration where it punishes Late and technological system used fingerprint.

Nursing follows the procedures work accurately72% high. According to Lakein (1973), time management refers to the use of particular techniques such as 'to-do' lists or planning activities, or to participate in training with the purpose of learning how to master and use such a technique. In general sense.

Nursing resolves problems and directing work pressures, 76% high, nursing contact with patient and relative of patient more than health team for that its teach how solve problem alone, and this refer the nursing understanding how the hospital work. According Tucker and Edmondson (2002) actually investigated problem solving by nurses in the hospital environment. They found that nurses utilized problem-solving skills multiple times throughout a day to the point that problem solving was actually a routine aspect of a nurse's day.

Initiation with new ideas high 71% from opinion the nursing in working and face problem and product new idea. Roux Halstead (2009:475) regard nurses as knowledge workers, 'taking information from many sources and combining it in meaningful ways'. These skills are essential for improving the quality of care, supervising students and providing in-service training to address the skills gap in the clinical wards.

The nurses organize the work and use scientific steps in nursing such as planning and evaluation, nursing use the process to get result, scientific and patient is centered of process According to Lakein (1973), time management refers to the use of particular techniques such as 'to-do' lists or planning activities, or to participate in training with the purpose of learning how to master and use such a technique. In general sense.

Conclusion

Nursing performance not affect by demographic variable and nursing performance, on Hebron hospitals high . And appear no difference between nursing performance and demographic variables (gender, age, experience, qualification, hospital type, and income).

Recommendation

This study provides valuable feedback about the demographic variable affecting the performance of nurses in Hebron. Further similar studies, particularly on the hospital in other hospitals.

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