

Assess the Causes of Absenteeism Among Nurses Working in Hospitals, Eastern Region, Saudi Arabia

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Abstract

Background: The largest groups of health care providers in the country are nurses; they delivered the high percentage of health care. Despite the fact that being the largest group of health providers, the nursing workforce has experienced an acute shortage affecting the delivery of health care. Saudi Arabia is challenged with a chronic shortage of qualified Saudi nurses, accompanied by high rates of absenteeism due to uncertain causes.

Aim: This study aims to assess the causes of absenteeism among nurses working in General hospital, and to compare it with other nurses working in psychiatric hospital in Eastern region, Saudi Arabia.

Method: Descriptive study design was utilized to conduct in Eastern region of Saudi Arabia. A survey containing an adapted (PES) Practice Environment Scale of Nursing Work Index with where distributed to three hospitals: Erada complex for Mental Health at Al-Dammam, the Prince Saud bin Jalawi Hospital in Al-Ahsa, and Qatif Central Hospital and Dammam Medical Tower. 257 nurses participated on this survey.

Result: There was a significant difference in absenteeism between Prince Saud Bin Jalwi (mean = 2.94, SD = .885) and Qatif Central Hospital (mean = 2.34, SD = 1.073). Among the reasons of absenteeism, majority is having health problem, stress working, and (47 %) personal and family problem (60 %) no cooperative from supervisor, working different shift without weekend off. And no supportive and appreciate from head of department.

Conclusion: Nurses were found to have lack of commitment to their present job/work and are extremely dissatisfied in the administrative section. Since majority of the respondents answered they have never been absent for a month, thus considering their level of satisfaction and commitment scale, developing a motivation strategy, to make employees feel that their work is valued and creating flexibility by providing a flexitime.

Introduction

The largest groups of health care providers in the country are nurses; they delivered the high percentage of health care. Despite the fact that being the largest group of health providers, the nursing workforce has experienced an acute shortage affecting the delivery of health care. Saudi Arabia is challenged with a chronic shortage of qualified Saudi nurses, accompanied by high rates of absenteeism due to uncertain causes.

Significance of the study

Research Aim

This research aims to assess the causes of absenteeism among nurses working in General hospital and to compare it with other nurses working in psychiatric hospital in Eastern region, Saudi Arabia.

Research Question

What are the causes of absenteeism among nurses working in the hospital?

Literature review

Methodology

Literature Review

In line with the strategies of transformation in the health sector, and the mission to improve working environments, which has a significant impact on improving the challenges faced the nurses. one of which is the low ratios of nurses in particular to the increasing population levels (ksa, Ministry of Health). The health care services are complex, required a higher degree of knowledge and well coordination situations to deliver a well organized and

effective health care system [1]. Staff nurse shortage has been a significant problem in the workplace [2]. Absenteeism can be considered as an important indication regarding the performance of health worker. As well as, a good measurement of the psychological and physiological health of the health workers [3].

To clarify the meaning of absenteeism, it does not only mean as non-work attendance on schedule, but also include the unscheduled shift part-time absences. Moreover, it does expand as arrive late, leave early and take long off day more than duty scheduled in their work. However, absenteeism is usually measure by the frequent or duration of working days lost [4].

Unfortunately, absenteeism is a dilemma that a nurse manager has to deal with in everyday routine. In general, nurse's frequent absenteeism takes in to consideration as a negative expression and insufficient productivity [5]. As a result, absenteeism has a significant affect not only on the quality of patient care but also impact nurses' values and behaviors [5].

According to a study, the absenteeism has an effect on the psychological and professional well-being of nurses. In addition, it could increase the psychological stress in the nurses remaining in the duty and increase the workloads whenever given extra tasks to finish. It may also increase the risk of medication errors and leads to unhealthy working environment [6]. Nurses working in good environment area with safety less mental and physical stress and working better than other area with less absenteeism [7].

According to the statistics of the Prince Saud bin Jalawi Hospital in Al-Ahsa for the year 2018 it was found that the absence rate up to 79 % among nurses. Although, there are quite many studies about nurses in Saudi Arabia; there are not attention about the absenteeism causes and the factors effecting it among nurses in Hospitals in Eastern region, Saudi Arabia.

For this reason, the current study will be carried out in General Hospital and Erada Complex for Mental Health in Eastern region, Saudi Arabia to investigate the causes of absenteeism among nurse's absenteeism. Taking into consideration many key factors for example, cultural difference, work environment, year of experience and job satisfactions.

Methods and Procedures

Research design: A descriptive exploratory quantitative study design will be used to conduct this study.

Setting:

The study will be carried out at the male and female psychiatric units and rehabilitation in Erada complex for Mental Health, Dammam, Saudi Arabia. Each unit has a capacity of 70 beds. The total number of Nurses is 429 in the complex. Female=46 in the female in-patient unite.

Also, at the Emergency Room and female, and male in patient medical and surgical ward at the Prince Saud bin Jalawi Hospital in Al-Ahsa, Saudi Arabia. Hospital capacity in general is 250-220 bed. Each unit has a capacity of 30 beds. The total number of

nurses is 376. Male nurses are 35, and the number of female nurses is 173 in both sections. The number of Arabic speaker nurses around 57 % of the total number.

Also, Qatif central Hospital at the Emergency Room and female and male in patient surgical and medical ward, Hospital capacity in general is 329 bed. Total number of nurses equal 453. Moreover, Dammam Medical Tower Hospital capacity in general is 423 bed. Total number of nurses equal 1287 nurses.

Subject:

A convenient sample was used. All nurses staff who were available in the mentioned setting during the period of data collection, who were willing to participate in the research was included.

The researcher matched between settings as much as possible.

Tool:

One tool was used for this study, The Practice and Environmental Scale. Structure interview socio-demographic data include gender, age, marital status, Distance from work, and year of experience .

Method (Procedure):

- 1- Ethical approval was obtained from ethical committee from the Ministry of Health
- 2- Official written permissions to conduct the study was obtained from the responsible authorities
- 3- Participants were informed about the aim of the study assuring about confidentiality and privacy of the content and results.
- 4- The researcher handled the questionnaire to the staff on Online form; the researcher were consider time planning in order to permit at least 30 minutes for the questionnaire to be completed anonymously.

Statistical analyses:

The collected data was analyzed and tabulated using SPSS for windows. Appropriate statistical tests was used; Statistical significance was considered at P-value ≤ 0.05

Result:

Of 350 participants, 257 completed the questions, constituting a response rate of 73 % . The majority of participants were women, Saudi and married (standard deviation (SD) = 1.033). Regarding their education, most of participants had a diploma degree with SD = (1.17).

Ranging of work experience between less than one years and more than twenty years and mean (standard deviation)work experience of the participants was 2.42 (.913) (Table 1). On another hand, hundred and four nurses work more than five kilometers to twenty kilometer where is the mean was 2.27.

There was statistically significant (P=.001) between the participants and the number of days of absences in the last three months. There was no significant (P=.992) married and absenteeism. In addition, nationality nurses was no statistically significant in the overall study (P = .532).

One-way ANOVA was conducted to determine the difference between the participants in different department, pediatric intensive care unit showed the highest score for absenteeism (mean = 2.60, SD = 1.035), while outpatient showed the lowest score (mean = 2.56, SD = 1.014).

There was a significant difference in absenteeism between Prince Saud Bin Jalwi (mean = 2.94, SD = .885) and Qatif Central Hospital (mean = 2.34, SD = 1.073).

Table 1: Demographic Data of participants (N=257)

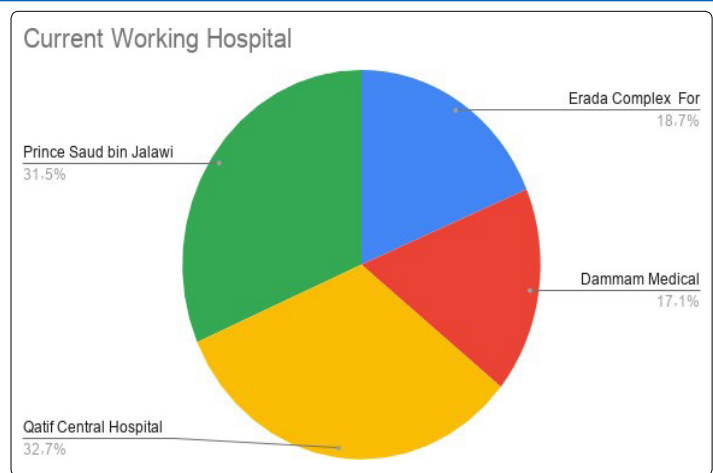
Marital status	No.	Mean	SD
Married	192	2.52	1.033
Single	54	2.30	1.057
Divorced	9	2.56	1.130
Widows	2		
Level of Education			
Diploma	159	2.47	1.17
Bachelor	88	2.44	1.92
Master	5	2.80	.374
PHD	5	3.20	.837
Work Experience			
< 1 year	23	2.52	1.039
1-5 years	68	2.29	1.80
6-10 years	76	2.42	.913
11-20 years	65	2.63	1.140
>20 years	25	2.72	.980
Work setting			
Erada Complex for Medical Health	44	2.50	.928
Prince Saud Bin Jalawi Hospital	48	2.94	.885
Qatif Central Hospital	165	2.34	1.073
Nationality		Percentage	
Saudi	213	82.6	
Non-Saudi	44	17.1	

A total of 257 participants joined the study. Table 1 present the demographics of respondents whereas majority of the respondents 79 % female and 21 % male. 82.9 % Saudi 17.1 % none, Saudi most of respondent 74.7 % married 21 % single, devours 3.5 % widows .8 %

Most of the respondents 61.9 % diploma 34.2 bachelor 1.9 % master 1.9 % PhD.

40.5 % of respond the workplace residence house more than 5 km-20 km and 17 % less than 5 km, 23 % more than 20 km-50 km, 7 % more than 50 km-100 km, 15 % more than 100 km-200 km and 14 % more than 200 km.

Majority of respondents 32.7 % of Qatif central hospital 31.5 % prince Soud bin jalawi hospital in Alahsa, 18.7 Erada complex for mental health and 17.1 dammam medical complex .



Discussion

in this study, Duration of work experience 8.9 % less than 1 year, 26.5 % of respond 1-5 years 29.6 % experience e 6-10 years and 25>3 % 11-20 years, 9.7 more than 20 years .

Analysis showed absentee in the past 3 months and what the causes among the reasons of absenteeism are, majority is having health problem, stress working, and (47 %) personal and family problem (60 %) no cooperative from supervisor, working different shift without weekend off. In addition, no supportive and appreciate from head of department.

There are different factors influencing absenteeism among nursing Staff in hospital majority of them is the presence health problem. In addition, of the respondent were extremely dissatisfied on the following criteria: clinical practice in the unit, general relationship in the unit, resolving disagreements; conflicts and work motivation. stress Develop ways involve nurse awareness and involvement of the stuff towards achieving on the specific goals in the unit.

Conclusion

Nurses were found to have lack of commitment to their present job/work and are extremely dissatisfied in the administrative section. Since majority of the respondents answered they have never been absent for a month, thus considering their level of satisfaction and commitment scale, developing a motivation strategy, to make employees feel that their work is valued and creating flexibility by providing a flextime because now a days employees value personal time specially for family needs (Cliffs Notes, Motivation Strategies).

Motivation and appreciate the stuff with involve them in all strategic plan and goal of the hospital, administrative, hospital. Recommendation proper communication in the form of regular meeting between qualified staff members lecture, education program. Aware of the problem experience by the head qualified to improve the relationship.

All administrative be good relationship with stuff and comparative with them situation.

Limitation of the study

This study had limitations related to the number of participants 257 and thus findings are relevant to this sample only.

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