

# THE RELATIONSHIP OF NURSES' SELF-EFFICACY TO JOB SATISFACTION & PATIENT SATISFACTION

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# Problem Background

- Ongoing nursing shortage
- Abundant research showing decades of job dissatisfaction
- Decades of nursing dissatisfaction referenced in the 1940 article by Nahm

# Statement of Problem

- Overabundance of dissatisfaction in nursing regardless of management, benefits or environment
- Lack of literature focusing on positive side of nursing
- Share research findings
- Duplicate characteristics of this unit

# Research Questions

1. Is there a relationship between a registered nurse's level of self-efficacy and degree of job satisfaction?
2. Does a high level of self-efficacy in a registered nurse result in high patient satisfaction?
3. What other factors, not already addressed, contribute to job satisfaction?

# Need for the Study

- Numerous studies found relating to nursing dissatisfaction, far less available focusing on satisfaction in nursing
- Imperative to study a nursing unit that has consistently worked well together with its main priority of patient care and satisfaction continuing over a long period of time

# Significance of the Problem

- Labor Statistics Bureau projected need for over three million nurses by 2018
  - expected growth of 22 percent
- Study shows only 29 percent of respondents stating that they are “very satisfied” with present nursing job in 2006 (Buerhaus, Staiger & Auerbach, 2009)

# Assumptions

- Current nursing shortage will continue as predicted
- Nurse participants honestly answered survey questions
- Nurse participants have some level of self-efficacy
- Nurse participants read and understood English
- Significant number of nurses are dissatisfied
- High nurse dissatisfaction = decreased patient satisfaction

# Limitations

- Inpatient unit of study will be closing
- Tainted opinions based on emotional attachment and upcoming loss of employment
- Small sample size
- Unit of study has skills/knowledge needed to care for specific population, therefore , generalizing research results to other nursing units may be limited



# Patient Satisfaction

- To increase satisfaction Ervin (2006) recommends
  - Patient care be individualized
  - Patient preferences in the nursing assessment
  - Focused patient needs for hospital and discharge
  - Good communication between nurse and patient
  - Thorough patient education including self care management

# Nursing satisfaction and self-efficacy

Nielson, Yarker, Randall and Munir(2009)

- Findings include direct association between transformational leadership, job satisfaction, well-being, team and self-efficacy

# Nursing satisfaction and self-efficacy

Schoessler and Farish (2007)

Discovered three processes:

- *the inner quest*
- *being the best you can be*
- *increasing self-esteem and self-efficacy*

# Nursing satisfaction and self-efficacy

Manojlovich (2005)

Described how self-efficacy improves job satisfaction

# Nursing Dissatisfaction

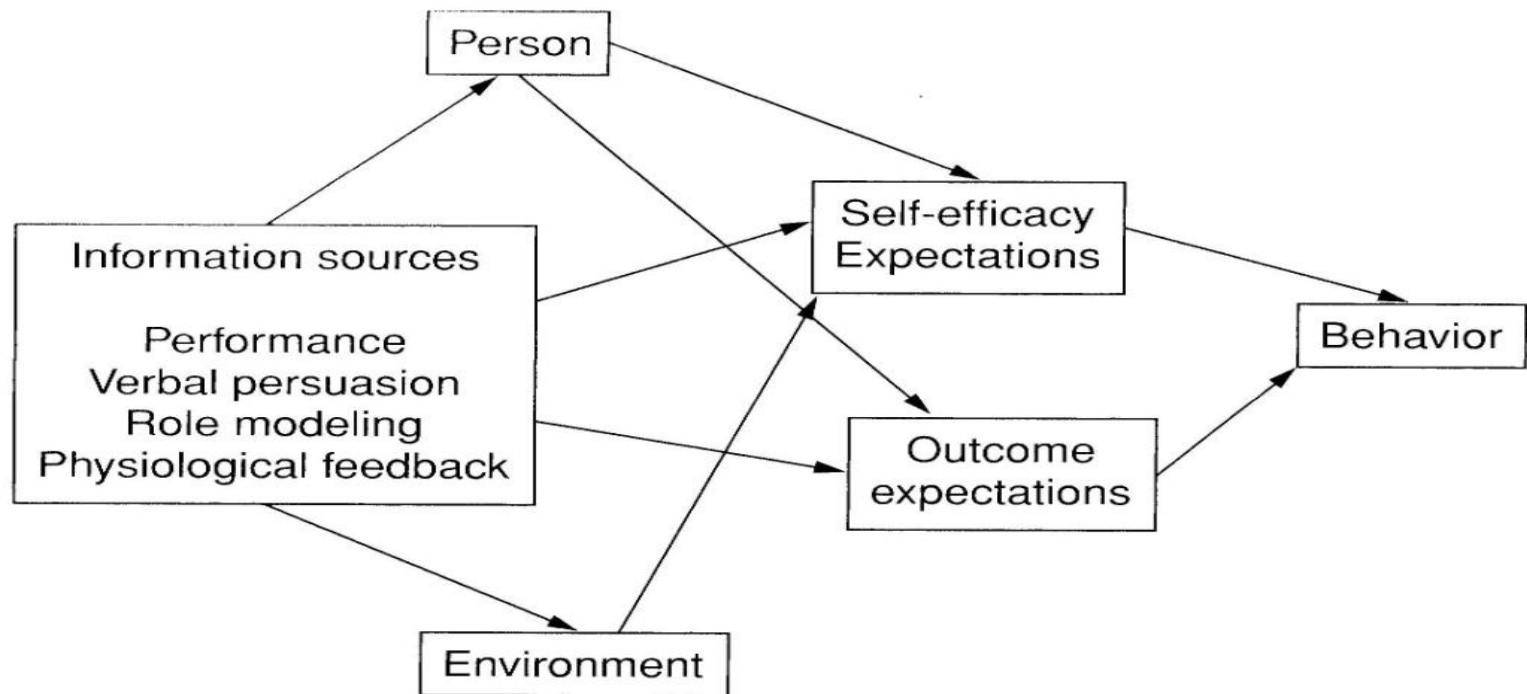
## **Contributing Factors**

- Higher patient acuity / Increased workloads
- Fewer support resources

## **Results**

- Nurse burnout / High turnover rates
- Nurse shortages

# Theoretical (Conceptual) Framework



Barbara Resnick's Theory of Self-Efficacy

# Theory of Self-Efficacy

## Two core concepts

- Self-efficacy expectation – one's assessment about his/her individual ability to successfully achieve a given task
- Outcome expectation – one's assessment about what will occur if the given task is accomplished

(Resnick, 2003, 2009)

# Theory of Self-Efficacy

## **4 sources of self-efficacy**

- Enactive attainment
- Vicarious experience
- Verbal persuasion
- Physiological state/feedback

(Resnick, 2003, 2009)



# Methodology

- **Research Design**

- Mixed, non-experimental, descriptive correlational design

- **Setting**

- Urban locale in northwest Pennsylvania

- **Participants**

- RNs from an inpatient unit providing care to children with orthopedic/neuromuscular issues

# Methodology, con't.

- **Instrumentation**

- General Self-Efficacy Scale (GSE)
- PES-NWI of the NDNQI from Joint Commission
- Press Ganey<sup>®</sup> Patient Satisfaction Scores

# Methodology, con't.

- **Data Analysis**
  - Spearman's *rho* correlation index was used.
  - Statistical significance is  $p < .05$
- Relationship examined
  - Self-efficacy and registered nurse's job satisfaction

# Results and Discussion

- Research question #1
- Null hypothesis failed to be rejected
- PES-NWI – 4 point scale, 5 subscales
  - $>2.5$  =favorable work environment
  - Needed 4 out of 5 subscales  $> 2.5$  to indicate a favorable work environment
  - $M = 3.22$
- Participant's score on GSE had no bearing on job satisfaction scores

# Results

- Research question #2
- GSE scores fell above mid range(20)
  - $M = 22.61$
  - $SD = 4.608$
- Press Ganey patient satisfaction scores = 96% nationally for Overall Standard of Nursing Care
- Relationship not statistically derived, but inferred that one exists

# Results

- Research question #3
- Three themes identified from open ended question
  - 1. Patient comes first
  - 2. Supportive culture
  - 3. Positive working relationships between nurses

# Recommendations

- More diverse group of nurses
- More stable working environment
- Larger sample size

# Conclusions and Implications

- Responses to GSE, PES-NWI and Press Ganey patient satisfaction data all indicated a healthy, supportive positive work environment
- Responses to the open-ended qualitative question provided validation