



Identifying Staff Nurses' Perceptions of “Hatarakinikusa” in Hospitals

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The concept of “Hatarakinikusa” is a Japanese concept familiar to ones' life at work and expressing one's negative or disagreeable perceptions about situations or other factors in one's workplace which prevent it from being a good place to work.

Background:

- ◆ There are not many studies focusing on Japanese nurses' perceptions of their work environment compared with other countries.
- ◆ A large number of studies aimed at creating a positive work environment for nurses exist, particularly from an organizational point of view.
- ◆ To promote individual nurses' autonomous contributions, it is necessary to understand nurses’ perceptions of “Hatarakinikusa”.

Aim:

- ◆ Identify staff nurses' perceptions of “Hatarakinikusa” in hospitals in Japan.
- ◆ Discuss how individual nurses reduce “Hatarakinikusa” to make their workplaces a good place to work.

Method:

- ◆ A questionnaire including open-ended questions asking for nurses' perceptions was established and 797 were sent to 54 hospitals throughout the country.
- ◆ Content analysis for nursing education based on Berelson's methodology was applied.

Results:

- ◆ 445 nurses returned (return rate 55.8%)
- ◆ 352 valid responses were analyzed.
- ◆ Characteristics of subjects are varied (Table1).

- ◆ Thirty-seven categories contributing to staff nurses' perceptions of “Hatarakinikusa” were found (Table2).

Table 1 Characteristics of subjects (N=352) .

Characteristics	<i>n</i>	%
Gender		
Female	325	92.3%
Male	27	7.7%
Age		
Mean, SD	37.4	9.2
Size of Hospitals		
≤99	55	15.6%
100-199	124	35.2%
200-299	85	24.1%
300-399	23	6.5%
400-499	27	7.7%
≥ 500	34	9.7%
Years of experience as nurse		
Mean, SD	13.6	8.8

Percentages vary depending on missing data.

Table 2 Categories contributing to staff nurses' perceptions of “Hatarakinikusa”.

1	The presence of personnel whose characteristics are not desirable for collaboration
2	Little flexibility in taking days off or holidays
3	Not being able to start or finish work at fixed time
4	A poor level of establishment of the collaboration system
5	Unsuitable number of nurses for work demands
6	Demands for attendance at activities which encroach upon ones’ private life
7	Assigned workload or conditions of taking holidays are unfair
8	Nurses are not ensured of their safety and comfort
9	An absence of personnel who willingly respond to requests to communicate about work situations
10	Lack of facilities or equipment to meet staff needs

11	Work done is not properly reflected in payment
12	Pressure from others to follow their values and instructions that may be against one's wishes
13	Being hindered from providing quality of care
14	Negative responses to requests to exercise one's occupational rights
15	Improper actions or no actions taken with regard to problem-solving
16	Inappropriate appreciation for work done
17	Personnel show negative attitudes toward any improvement in the workplace
18	Lack of smooth relationships between personnel
19	Simultaneous demands from multiple and overwhelming roles assigned
20	Working hours and shift patterns are not optional
21	High degree of complicatedness or troublesomeness at work
22	Many difficulties in making personal plans
23	Compulsory work-related study regardless of necessity or one's willingness
24	Orders to relocate regardless of one's opinion or willingness
25	An absence of personnel who willingly give instructions appropriately
26	Inappropriate contents and length of instructions
27	Well-developed and maintained manuals are unavailable
28	In-service education does not meet staffs learning needs
29	Lack of opportunities to show one's professional abilities
30	Blaming someone who is directly involved in an incident
31	Inconvenient to commute
32	Too much attention needed to prevent newly-graduated nurses from leaving their hospital
33	Unclear rules of office regulations
34	No additional benefits to being hospital personnel
35	Support for career development is not sufficiently provided
36	Patient-doctor ratio is not appropriate
37	Conditions of managerial operations in the hospital are unfavorable

Discussion:

Variety of the characteristics of subjects suggest that the results of this study might have succeeded in finding the overall aspects of staff nurses' perceptions of “Hatarakinikusa” and could be well generalized in Japan. Also because this study focused only on staff nurses, the results reflected their perceptions directly.

Nurses' perceptions of “Hatarakinikusa” included; “The presence of personnel whose characteristics are not desirable for collaboration”; “An absence of personnel who willingly respond to requests to communicate about work situations”, “Negative responses to requests to exercise one's occupational rights”. These aspects are changeable by ones' efforts.

Conclusion:

Thirty-seven categories expressing staff nurses' perceptions of “Hatarakinikusa” were identified. It is suggested that not only organizational but also individuals' contributions are very important to improve nursing work environments.

Further study:

“Hatarakinikusa” included “Demands for attendance at activities which encroach upon ones' private life” and “Compulsory work-related study regardless of necessity or one's willingness”. These aspects are not paid so much attention by researchers overseas. Further study will be needed to find out the reasons why these differences emerged for the purpose of obtaining suggestions for make nurses' environments better place to work.

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