CHAPTER V

SUMMARY, CONCLUSION, RECOMMENDATIONS AND SUGGESTIONS
FOR FURTHER STUDY

In this chapter an attempt is made to summarise the findings and to draw conclusion followed by suggestions.

Summary

In the first part of the demographic data the study revealed as follows:

Religion:

Since the study is confined to the state of Maharashtra, the majority of the nursing personnel, that is 54 per cent are Maharashtrians. The next highest number of the personnel come from Kerala.

Age:

The majority of the individuals included in the sample, can be divided into two groups (1) 25-29 years and (2) 20-24 years. The percentage of individuals in each of these two groups was 27 per cent. The age range was different for personnel of each category. It being 19 years (20-39 years) for staff nurses, 49 years (25-74 years) for ward sisters, 39 years (20-59 years) for sister tutors. In the case of
assistant matrons, the age varied from 33 years to 69 years, and also for the matrons the age range was from 35 years to 69 years.

**Sex:**

As the field of nursing is mainly preferred by women, all the respondents included in the sample were women.

**Religion:**

So far as the religion of respondents is concerned, 60 per cent of them were Hindus and 35 per cent of them were Christians and the remaining 5 per cent were from other religions.

**Marital status:**

The responses given in relation to marital status revealed that 55.6 per cent of them were married and remaining were unmarried.

**Academic qualifications:**

Though majority of the respondents had passed secondary school certificate examination and had obtained a training in diploma in nursing, 6 per cent of them had done graduation in nursing.

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Experience:

Experience of the respondents varied from less than 1 year to 45 years. Forty-four per cent of respondents had experience between one year to five years. Majority of the matrons, that is 82 per cent had experience of more than 20 years. In terms of experience, the assistant matrons, the sister tutors and the ward sisters are distributed widely, but the majority of the staff nurses had their experience less than 5 years and maximum of 16 years.

In the second part of the study, the responses related to the following areas were classified.

(1) Nursing as a career.
(2) Professional attitude.
(3) Autonomy of job.
(4) Job specification.
(5) Job satisfaction.

The classification revealed the following findings:

(1) Nursing as a career:

All the personnel have positive attitude towards nursing as a career. However, mean values of sister tutors and ward sisters are comparatively higher than those of matrons, assistant matrons and staff nurses. This may be due to less dependency of sister tutors and ward sisters on others.
(2) **Professional attitude:**

In relation to professional attitude mean values of each of the category indicate that they have positive attitude towards the profession, but here values for profession is higher for assistant matrons, whereas the sister tutors have the lowest mean values. It is rather surprising to know that the sister tutors who scored higher in the area of nursing as a career, have scored least in the professional attitude. The reasons for this needs to be studied further.

(3) **Autonomy of job:**

In relation to autonomy of job, the mean values are between 30-40 years, indicating that none of the personnel feel that they have autonomy in their job to a considerable extent, but it is interesting to note that the ward sisters have felt job autonomy to a greater extent than that felt by the remaining four categories.

(4) **Job specification:**

In the area of job specification, it is revealed that matrons require more job specification and it is comparatively higher in the case of ward sisters, but the mean values for all the five categories reveal that there is a need for further study in job specification for persons of all the categories.
(5) **Job satisfaction**

The mean values of job satisfaction of personnel in all the categories are not very encouraging. However, the findings indicate that assistant matrons and sister tutors get more job satisfaction and the matrons get least job satisfaction as compared to that obtained by other categories.

A special study on the effect of age in the case of sister tutors have revealed that professional attitude is more positive with the higher age group and job autonomy is also felt to a greater extent.

A study of sister tutors in relation to their experience has indicated that the years of experience does not make any difference with respect to job satisfaction. Thus findings have revealed that professional attitude with increasing years of experience, instead of going towards the positive side goes towards the negative side.

A study of the relationship between age and each of the five areas in the case of ward sisters revealed that with advance of age, the professional attitude and job satisfaction have declined; whereas job autonomy and job specification have been felt to a greater extent.

In relationship between the years of experience and each of the five areas in the case of ward sisters reveals that
there is no difference between the ward sisters having experience less than 10 years and those having more than 10 years in the area of nursing as a career, professional attitude and autonomy of job, but in the areas of job specification and job satisfaction the group, having higher experience have scored little lower indicating thereby that with increasing experience, job satisfaction decreases and the group feels greater need for job specification.

Effect of marital status on each of the five areas, in the case of staff nurses reveal that marital status as a variable has not affected the staff nurses in any of the five areas.

A categorywise study for each of the areas was done on the basis of rating indices for each of the statement included in that area. The main findings are shown as under :-

Nursing as a career :

Persons of all the categories think as follows :-

1. They have felt competent to hard work.

2. They all realise the importance of knowledge of new trends for better working.

3. They all have agreed that nursing is a humanitarian profession.
4. They all have found it difficult to convince people to adopt to improved practices in the health system.

5. They all think that people do not have a high regard for the profession of nursing.

6. They have equally felt that they require more of administrative information to do their work.

7. All of them have felt that the profession of nursing is exciting and creative.

8. To work successfully they all have felt the need of technical orientation.

9. The security of job is felt to a greater extent by the personnel of the first three categories, that is matrons, assistant matrons and sister tutors; whereas the ward sisters and the staff nurses feel less secured.

10. The persons of all the categories except sister tutors have felt that they have ample opportunity to use their abilities.

11. It has been expressed that they are not accepted and liked by people but the degree of non-acceptance is least in the case of staff nurses.

12. The matrons and assistant matrons are encouraged to offer suggestions for improvement; whereas the remaining three categories get that type of encouragement to a lesser extent.
13. The matrons, assistant matrons and sister tutors receive more appraisal from their family members than that received by ward sisters and staff nurses.

14. The personnel of the first two categories feel more satisfied regarding their progress in the job.

15. The personnel of higher category feel that their career is rewarding.

16. It is only the sister tutors who have considered the nursing profession as financially attractive.

**Professional attitude:**

All the five categories have a positive attitude towards the nursing profession. However, the matrons and assistant matrons have rated highly in 14 and 18 statements respectively.

1. Except matrons and sister tutors, the remaining three categories, that is assistant matrons, ward sisters and staff nurses feel that they are dependent on physicians for clinical decisions and their profession does involve taking a risk.

2. All the five categories feel that the general public should be made aware of nursing as an esteemed profession and they have to be convinced that the concept of nursing is changing.
3. They expressed that knowledge of new trends have to be kept up with through continuing education.

4. They strongly feel that a set of standards at the national level should be formulated.

5. They all agreed that a nurse's responsibility is to the patient and acknowledged the need of a uniform while on duty.

6. Except for matrons everyone agreed that a B.Sc. degree in nursing is very essential.

7. Except sister tutors every one else agreed that the delegation of the responsibilities to non-nurses is not needed.

8. Assistant matrons were the only category who felt that personnel opinions should not interfere in obeying policies.

9. They all agreed that the views of colleagues are necessary, but a head nurse is important to evaluate the individual's performance.

10. They have all strongly felt that their professional status is not independent of the medical profession.

11. They are all of the opinion that they are dictated to and hindered in their work, and also have to go through unnecessary procedures.
12. They all have felt that they can perform their duties without supervision and are responsible for the total environment.

13. Except assistant matrons and sister tutors, the remaining three categories, that is matrons, ward sisters and staff nurses strongly feel that nursing, being mainly a woman's occupation does not in any way hinder them from achieving professional status.

14. Only the matrons feel that in the present hospital set up professionalism is not compatible with the administrative set up.

**Autonomy of job:**

1. Persons of all the categories have realised the importance of job autonomy, and they are clear about their work performance.

2. They also have expressed that they are confident about exercising autonomous judgement in professional matters.

3. All of them have strongly felt that they have not been given autonomy to carry out the responsibilities.

4. Matrons, assistant matrons and ward sisters have expressed that they have comparatively more opportunities for taking independent actions than the sister tutors and staff nurses.
5. Except ward sisters all the categories of nursing personnel have felt that giving autonomy will not interfere with the smooth administration.

6. It has been expressed by all that always autonomy may not lead to arrogance.

7. All of them have felt that giving authority maximises output of work.

Job specification:

Persons of all the categories felt as follows:

1. They have been assigned work according to their qualifications.

2. They also have expressed the freedom to voice their grievances related to the work assigned.

3. They strongly felt that they should have better knowledge regarding the policies concerning their job.

4. They have opted positively for higher education and felt that they can be relieved of their duties.
   Sister tutors and staff nurses have shown more interested in this regard.

5. All of them have agreed that, at the time of their appointment they were not given the specific proforma of their duties.
6. As far as the nature of the work assigned is concerned, there is hardly any change in the first three hierarchical ladder of nursing personnel, that is matrons, assistant matrons and sister tutors, whereas there is considerable change in case of ward sisters and staff nurses.

7. Matrons and sister tutors have expressed that they have wider choice in their work than assistant matrons, ward sisters and staff nurses.

8. In relation to freedom to make suggestions, matrons, assistant matrons and sister tutors have expressed more positively than the ward sisters and staff nurses.

9. As far as duty is concerned the personnel of the higher categories, that is matrons, assistant matrons and sister tutors have felt that their opinions are taken care of, whereas the remaining, that is ward sisters and staff nurses feel they are not considered for it.

Job satisfaction:

1. Persons of all the five categories have felt a desire to continue their job.

2. They all consider their work challenging.

3. They also have felt that their superiors are considerate to them.
4. They have felt that their relationship with superiors is good.

5. They strongly feel that the salary they receive is too low compared to their workload.

6. They have expressed the need for more freedom in their work but at the same time they are satisfied with their job.

7. The sister tutors, ward sisters and staff nurses have felt that they do not like some of the people with whom they work, whereas matrons and assistant matrons do not feel so.

8. Matrons and staff nurses strongly have expressed that they have to work against their own judgement.

9. Except staff nurses and ward sisters all the other categories preferred to work in other fields.

10. Except assistant matrons, all other categories have felt that the working conditions are not satisfactory.

11. Sister tutors and staff nurses have strongly felt that there is competition in their work place, whereas matrons, assistant matrons and ward sisters did not feel so.

12. None of them would like to change their job.
13. Except the matrons all other categories of the personnel are confused about the role they have to play in their work situations.

14. Matrons, assistant matrons and sister tutors have expressed satisfaction with regard to promotions, whereas ward sisters and staff nurses did not feel so.

15. The first three higher categories, that is matrons, assistant matrons and sister tutors, have expressed that they have a better chance to get ahead in life than ward sisters and staff nurses.

16. Except for matrons and assistant matrons all the other categories of personnel expressed that they have to do many odd jobs on duty.

Conclusion

The study revealed that in the area of nursing as a career, though the respondents had a positive attitude towards nursing as a career, it was not to a very high degree, with the matrons having the lowest values among all the personnel.

Regarding the professional attitude of nurses towards their job, sister tutors had the lowest values. This is probably because of their heavy workload and pressure of teaching many subjects and due to shortage of teaching personnel, whereas the assistant matrons had the highest values followed by ward sisters.
In the aspect of job autonomy, all categories of nursing personnel had low scores, with the matrons having scored the least. This may be because most of them are answerable to the medical superintendent/Dean and are unable to take many independent decisions.

In the area of job specification also the mean value is low indicating that nurses' attitude towards job specification is not very encouraging. Even in this area the matrons have scored the least. This means that the matrons do not have clear job specifications and authority due to administrative set up in teaching institutions.

Coming to the job satisfaction aspect, the scores were not high for all the categories. Again the matrons had the least score indicating that they get the less job satisfaction. However, sister tutors and assistant matrons seem to have more job satisfaction.

Next a study was done to compare the effect of age and experience of sister tutors and ward sisters on the work performance.

**Sister tutors**:

**Age**: The study revealed that the professional attitude is more positive with higher age group of sister tutors and job autonomy is also felt to a greater extent.
Experience: Regarding sister tutors' experience, the study revealed that there is no difference between the years of experience and job satisfaction.

Ward sisters:

Age: The study done to find out the relationship between age and each of the five areas, has shown that with advance of age the professional attitude and job satisfaction decreases, whereas job autonomy and job specification have been felt to a greater extent.

Experience: The relationship between the years of experience and each of the five areas was also studied and it revealed that there is no difference between the years of experience (having less than 10 years and more than 10 years in the area of nursing as a career) professional attitude and autonomy of job. The areas of job specification and job satisfaction indicate that personnel having higher experience have less job satisfaction and they also have a greater need for job specification.

Staff Nurses:

In staff nurses, marital status does not influence the differences in their performance. This reveals that even when the staff nurses get married there is no difference in their output.
Recommendations

(1) A similar study with a larger sample may bring out more interesting findings.

(2) Proper orientation for new employees and of special units should be organised to help the individual to adjust to the new situations and to function safely, intelligently and with confidence.

(3) A 3-month course should be started at all levels to update the professional knowledge to improve the quality of nursing care.

(4) Regular workshops, inservice education programmes and conferences should be organised on National/State/Institutional levels in discussing the problems and suggesting measures to improve the nursing profession as a whole.

(5) Public awareness must be created of nursing profession as an esteemed profession.

(6) Setting up of standards in the nursing profession in State/Nationwise should be developed.

(7) To wind up the general Nursing Midwifery programme and increase seats in the Basic B.Sc. Nursing programme to have uniform basic level preparation in India and avoid professional disparity among the nurses.
(8) Job descriptions of various nursing personnel should be well defined with adequate understanding of division of labour.

(9) A proforma of detailed policies and autonomy of job should be given to all nursing personnel at the time of appointment.

(10) Nurses' opinions may be considered while changing their duties or transferring them to other departments.

(11) Nurses should be given the choice of working in their preferable areas.

(12) There should be improvement in the staff patient ratio to ensure quality care.

(13) In the light of increasing demands and expectations, pay scales of the nurses need reconsideration.

(14) Working conditions should be improved in the terms of number of hours, duration and resting facilities.

(15) Proper communication pattern should be established in all levels of nurses to enhance relationships and efficiency in the work area.

(16) Special allowances to nurses, working in stress areas of intensive care units, coronary care units, operation theatres and emergency departments should be paid more because of the special nature of work involved.
Suggestions for Further Study

(1) A study may be done on matron's job satisfaction which will provide valid suggestions.

(2) All the categories of nursing personnel's role performance needs in depth study, so that valid suggestions can be made in relation to job autonomy and job specification.

(3) There is a need to study the reasons and factors influencing the professional attitudes of the sister tutors since they have scored least in this area.

(4) There is a need to study perceptions of nurses and nursing profession from the public.

(5) Survey may be undertaken and suggestions may be asked from different nursing personnel to improve the image and profession of the nurses.

(6) A comparative study may be undertaken to find out occupation and career perceptions of various nursing personnel and other professionals.