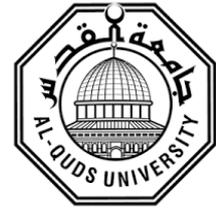


Deanship of Graduate Studies

Al-Quds University



**Assessment of Nurses Working Conditions at Emergency
Departments at Governmental Hospitals in Gaza Strip**

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M. Sc. Thesis

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Assessment of Nurses Working Conditions at Emergency Departments at Governmental Hospitals in Gaza Strip

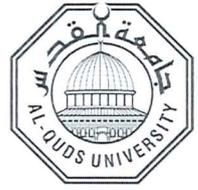
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Thesis Approval

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Governmental Hospitals in Gaza Strip**

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1441 / 2020

Dedication

This thesis is dedicated to:

My homeland Palestine, the warmest womb,
The great martyrs and prisoners, the symbol of sacrifice,
Al-Quds University; my second magnificent home,
My beloved father and my beloved mother, who have made every effort to
support and motivate me, my beloved sisters and my beloved brother whom I
can't force myself to stop loving. To all my family, the symbol of love and
given
My beloved friends who encourage and support me,
All the people in my life who touch my heart, I dedicate this research.

Hamada Kamal Dorgham

Declaration

I understand the nature of plagiarism, and I am aware of the University's policy on this. I declare that this thesis has been composed solely by myself and that it has not been submitted, in whole or in part, in any previous application for a degree to any other university or institution. Except where stated otherwise by reference or acknowledgment, the work presented is entirely my own.

Signature:

Hamada Kamal Dorgham

Acknowledgment

In the Name of Allah, the Most Merciful, the Most Compassionate All praise be to Allah, the Lord of the worlds; and prayers and peace be upon Mohamed His servant and messenger. First and foremost, I must acknowledge my limitless thanks to Allah, the Ever-Magnificent; the Ever-Thankful, for His help and bless.

With great appreciation, I would like to express my thanks to my thesis supervisor Dr. Motasem S. Salah for the excellent guidance, support without which this project would not have been possible, Dr. Salah 's profound assistance, patience, and commitment were always valuable and essential to the improvement of my work and for my learning experience.

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I would like to convey my warm thanks to all the nurses who are working at the emergency departments at Governmental Hospitals in the Gaza Strip for their cooperation during data collection.

My sincere gratitude and thanks to my family and friends who encouraged me to start and complete my master's study. I share my success with all of you and wish to be at the level of your expectations. My dream and success wouldn't be meaningful and real without you. Last but not least, deepest thanks go to all people who took part in making this thesis real

Hamada Kamal Dorgham

Abstract

The working conditions of nursing in hospitals are very stressful, especially in emergency departments. This is an internationally recognized issue. The overall aim of this study is to assess the working conditions of nurses at the emergency department at governmental hospitals in the Gaza strip. A descriptive-analytical cross-sectional study was used. A census sample was used. 154 nurses from seven governmental hospitals (Indonesian Hospital, Beit Hanoun Hospital, AL Shifa Medical Complex (medical, surgery department), Al Aqsa Hospital, Nasser Medical Complex, European Gaza Hospital, and Al- Najjar Hospital) participated in this study with a response rate of 90.0%. Nurse participants completed the questionnaire that includes questions related to nurse's demographic characteristic data and included questions related to five domains (workforce staffing, workflow design, physical environment, personal factors, and organizational factors) for assessment nurses working conditions. Cronbach's Alpha coefficient was (0.915) indicating high reliability. Different statistical procedures were used for data analysis including percentages, mean, one-sample, independent t-test, and One-Way ANOVA test. The findings showed that half of the nurses (49.4%) were less than 30 yrs. old (49.4%) and most of them are male and married. More than half (56.5%) of the staff in the emergency departments have experienced between 1 - 5 years and three-quarter (74.7%) of the nurses have a bachelor's degree. About 74.0 % of nursing staff work 35 hours per week. Majority of the nurses (80.5%) receive a salary between 1001-1500 NIS With regard to study domains, the results revealed that the personal factors got the highest score (79.5%) followed by workflow design (73.8%), workforce staffing (61.7%), organizational factors domain (56.1%), while physical environment ranked the last (49.4%). There were statistically significant differences between gender, place of residence, qualifications, job title, name of the hospital and monthly income and different domains of working conditions. On the other hand, the results showed that no statistical differences were found between working hours, number of years working in ED, age and marital status and working conditions. In conclusion, the results indicated that nurses who work in the emergency departments have moderate perceptions about their working conditions especially in relation to workforce staffing, organizational factors, and physical environment. This is due to the shortage of nursing, work pressure, stressful nature of the emergency department, the lack of incentives and low salaries, the increase of verbal and physical assault on the staff and poor communication with nursing, which affect their productivity and service delivery. The study recommended to ensure an adequate number of nurses with a staff mix of skills in emergency departments and the scope of practice for nurses based on job description and provide security personnel continue to provide a safe environment.

Keywords: Nurses, Working Conditions, Emergency Department.

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List of Abbreviations

AHRQ	Agency for Healthcare Research and Quality
ANA	American Nurses Association
ANOVA	One Way Analysis of Variance
CINAHL	Cumulative Index of Nursing and Allied Health Literature
ED	Emergency Department
EGH	European Gaza Hospital
ER	Emergency Room
GDP	Gross Domestic Product
GS	Gaza Strip
HWE	Healthy working environment
ICN	International Council for Nurses
ILO	International Labor Organization
IPS	Institute for Palestine Studies
Km	Kilometer Km
km²	Kilometers Square
LPN	licensed practical nurse
MMAT	Mixed methods assessment tool
MoH	Ministry of Health
NGOs	Non-governmental organizations
NICE	The National Institute for Health and Care Excellence