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**Al-Quds University**



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

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

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### Thesis Approval

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

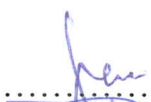
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Jerusalem – Palestine

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## **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.

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## **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.

# Table of Contents

Dedication .....	
Declaration.....	i
Acknowledgment .....	ii
Abstract.....	iii
Table of Contents .....	iv
List of Tables .....	vii
List of Figure.....	ix
List of Annexes .....	x
List of Abbreviations.....	xi
<b>Chapter One Introduction .....</b>	<b>1</b>
1.1. Background .....	1
1.2. Problem statement .....	2
1.3. Justification of the study.....	3
1.4. Aim of the study .....	5
1.5. Objectives.....	5
1.6. Research question.....	5
1.7. Context of the study .....	6
1.7.1.Sociodemographic context .....	6
1.7.2.Gaza strip location and space .....	6
1.7.3.Economic context .....	7
1.7.4.Health care system.....	7
1.7.5.Overview of Governmental Public Hospitals of the Palestinian Ministry of Health in the Gaza Strip (MOH, 2018): .....	8
1.8. Theoretical Definition .....	9
1.8.1.Working conditions .....	9
1.8.2.Nursing .....	10
1.8.3.Emergency department.....	10



1.8.4. Emergency Nurse .....	10
1.8.5. Gaza Governmental Hospitals .....	10
1.9. Operational Definitions .....	11
1.9.1. Working conditions .....	11
1.9.2. Emergency Nurse .....	11
1.9.3. Emergency Department .....	11
1.9.4. Gaza Governmental Public Hospitals .....	11
<b>Chapter Two Conceptual Framework and Literature Review.....</b>	<b>12</b>
2.1. Conceptual Framework.....	12
2.2. Literature review .....	14
2.2.1 Background.....	14
2.2.2. Workforce (Nurse) staffing .....	15
2.2.3. Workflow Design .....	16
2.2.4. Physical environment factors.....	18
2.2.5. Organization factors .....	19
2.2.6. Personal factors.....	20
2.2.7. Local previous study.....	21
2.2.8. Regional previous study .....	22
2.2.9. International previous study .....	24
<b>Chapter Three: Methodology .....</b>	<b>35</b>
3.1. Study design .....	35
3.2. Setting of the study.....	35
3.3. Study period .....	36
3.4. Study Population .....	36
3.5. Sample size and sampling procedure .....	36
3.6. Eligibility criteria .....	36
3.6.1 Inclusion criteria .....	36

3.6.2 Exclusion criteria.....	37
3.7. Study Instruments.....	37
3.8. Pilot study.....	38
3.9. Validity of the instrument.....	38
3.9.1.Face and content validity.....	38
3.10. Reliability of the study instrument.....	38
3.10.1.Internal consistency.....	38
3.11. Ethical consideration.....	39
3.12. Data collection.....	39
3.13. Statistical analysis.....	40
3.14. Limitations of the study.....	40
<b>Chapter Four Results and Discussion.....</b>	<b>41</b>
4.1. Demographic nurse characteristics.....	41
4.1.1 Characteristics of the study participants (n=154).....	41
4.2. Analyzing dimensions of the questionnaire.....	46
4.3. Differences between areas of work conditions and nurses' demographic characteristics.....	61
4.4. Challenges of working conditions.....	78
<b>Chapter Five Conclusions and Recommendations.....</b>	<b>80</b>
5.1 Conclusion.....	80
5.2 Recommendations.....	81
<b>References.....</b>	<b>83</b>
<b>Annexes.....</b>	<b>93</b>

## List of Tables

<b>Table (3.1):</b> Number of nurses at emergency departments (MOH, 2019).....	36
<b>Table (3.2):</b> Reliability of the study instrument.....	39
<b>Table (4.1):</b> Sample distribution based on the participants' age, marital status & gender .....	41
<b>Table (4.2):</b> Sample distribution based on the participants' qualifications & job title.....	42
<b>Table (4.3):</b> Sample distribution based on the participants' number of years working in ED, weekly work hours and monthly income.....	43
<b>Table (4.4):</b> Sample distribution based on the participants' names of hospitals (Work Place).....	45
<b>Table (4.5):</b> Total nurses mean perceptions, SD, and ranking of study domains (working conditions (n= 154). .....	46
<b>Table (4.6):</b> Distribution of the study participants according to their perception about the workforce staffing domain (n= 154).....	48
<b>Table (4.7):</b> Distribution of the study participants according to their perception about the workflow design domain (n = 154). .....	50
<b>Table (4.8):</b> Distribution of the study participants according to their perception about the physical environment domain (n = 154).....	53
<b>Table (4.9):</b> Distribution of the study participants according to their perception about organizational factors domain (n = 154). .....	56
<b>Table (4.10):</b> Distribution of the study participants according to their perception about the personal factor's domain (n = 154). .....	59
<b>Table (4.11):</b> Comparison between mean scores of gender perceptions of all working conditions domains (n = 154).....	61
<b>Table (4.12):</b> Comparison between mean scores of marital status perceptions of all working conditions domains (n = 154). .....	62
<b>Table (4.13):</b> Differences between working conditions domains and nurses' age categories.(n = 154).....	63
<b>Table (4.14):</b> Differences between working conditions domains and nurses' place of residence (n = 154).....	64
<b>Table (4.15):</b> Differences between working conditions domains and nurses' qualifications (n = 154). .....	66

<b>Table (4.16):</b> The direction of the differences between qualifications groups perception.....	67
<b>Table (4.17):</b> Differences between working conditions domains and nurses' job title (n = 154).....	68
<b>Table (4.18):</b> The direction of the differences between job title groups. ....	69
<b>Table (4.19):</b> Differences between working conditions domains and nurses' number of years working in ED (n = 154). ....	69
<b>Table (4.20):</b> Differences between working conditions domains and nurses' weekly work hours (n = 154).....	71
<b>Table (4.21a):</b> Differences between working conditions domains and nurses' month income (n = 154). ....	72
<b>Table (4.21b):</b> Differences between working conditions domains and nurses' month income (n = 154). ....	72
<b>Table (4.22):</b> The direction of the differences in monthly income categories.....	74
<b>Table (4.23a):</b> Differences between working conditions domains and nurses' workplace (Name of hospital) (n = 154).....	75
<b>Table (4.23b):</b> Differences between working conditions domains and nurses' workplace (Name of hospital) (n = 154).....	76

## List of Figure

<b>Figure (2.1):</b> Diagram of conceptual framework.....	12
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## **List of Annexes**

<b>Annex (1):</b> Map of Historical Palestine .....	93
<b>Annex (2):</b> Time Schedule .....	94
<b>Annex (3):</b> Questionnaire (Arabic version) .....	95
<b>Annex (4):</b> Questionnaire (English version) .....	101
<b>Annex (5):</b> List of panel expert Names .....	107
<b>Annex (6):</b> Approval from Helsinki Committee .....	108
<b>Annex (7):</b> Permission from MOH .....	109

## List of Abbreviations

<b>AHRQ</b>	Agency for Healthcare Research and Quality
<b>ANA</b>	American Nurses Association
<b>ANOVA</b>	One Way Analysis of Variance
<b>CINAHL</b>	Cumulative Index of Nursing and Allied Health Literature
<b>ED</b>	Emergency Department
<b>EGH</b>	European Gaza Hospital
<b>ER</b>	Emergency Room
<b>GDP</b>	Gross Domestic Product
<b>GS</b>	Gaza Strip
<b>HWE</b>	Healthy working environment
<b>ICN</b>	International Council for Nurses
<b>ILO</b>	International Labor Organization
<b>IPS</b>	Institute for Palestine Studies
<b>Km</b>	Kilometer Km
<b>km<sup>2</sup></b>	Kilometers Square
<b>LPN</b>	licensed practical nurse
<b>MMAT</b>	Mixed methods assessment tool
<b>MoH</b>	Ministry of Health
<b>NGOs</b>	Non-governmental organizations
<b>NICE</b>	The National Institute for Health and Care Excellence