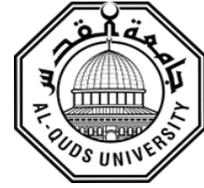


**Deanship of Graduate Studies  
Al-Quds University**



**The Quality of Work-life among Intensive Care Unit  
Nurses at Governmental Hospitals in Gaza Strip**

**Mohammed A. Al Jabari**

**M.Sc. Thesis**

**Jerusalem - Palestine**

**1441/2020**

# **The Quality of Work-life among Intensive Care Unit Nurses at Governmental Hospitals in Gaza Strip**

Prepared by:

**Mohammed A. Al Jabari**

B. Sc. Palestine College of Nursing - Palestine

Supervisor: Dr. Motasem S. Salah

A Thesis Submitted in Partial Fulfillment of Requirements  
for the Degree of Master of Nursing Management /Faculty  
of Health Professions/Al-Quds University

**1441/2020**



Thesis Approval

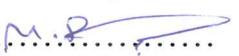
The Quality of Work-life among Intensive Care Unit Nurses at  
Governmental Hospitals in Gaza Strip

Prepared By: Mohammed A. I. Aljabari  
Registration No: 21710727

Supervisor: Dr. Motasem Salah

Master thesis submitted and accepted, Date: / /

The names and signatures of the examining committee members are as follows:

1- Head of Committee:	Dr. Motasem Salah	Signature: 
2- Internal Examiner:	Dr. Yousef Awad	Signature: 
3- External Examiner:	Dr. Mahmoud Radwan	Signature: 

Jerusalem – Palestine

1441 / 2020

## **Dedication**

To the great father who devoted this life for us.

To my dear mother who gave me the road to my success.

To my brothers, my sisters and my family.

To my friends and colleagues and of course.

To all my relatives who encouraged me to complete this work.

To the Palestinian people especially for martyrs who sacrificed their lives for Palestine and Al-Aqsa.

Heartfelt thanks and appreciations to all those who contributed to the completion of this thesis ... without your support, this work would not come to end.

**Thank you and may Allah bless you**

**Mohammed Atta Al Jabari**

## **Declaration**

I certify that this thesis submitted for the degree of Master, is the result of my own research, except where otherwise acknowledged, and this study (or any part of the same) has not been submitted for a higher degree to any other university or institution.

**Signature:**

**Mohammed Atta Al Jabari**

Date:

## **Acknowledgment**

I thank Allah for helping me all the moments and during my study.

Thanking all those who have helped me throughout the course of the study in general and this thesis in particular, would need a book of its! The list is endless.

Special thanks and respect to the academic and administrative staff in the School of Nursing at Al Quds University for their collaborations, supports, and assistance.

Special thanks to my teachers in the School of Nursing who give me the science and art of nursing.

I had the great fortune to complete this study under the supervision, and guidance of Dr. Motasem Salah

Special thanks to health care providers within the Ministry of Health hospital, the atmosphere reigning within you made my work enjoyable.

Special and very deep thanks to my parents and heartfelt appreciation for what you have done to make me what I am, to all relatives and friends.

Thanks to everyone who participated in this study and to everyone who me not mentioned by the name. Many thanks for the hidden hands that stand behind my work.

**Mohammed Atta Al Jabari**

## **Abstract**

Nurses are the largest group and front-line workforce in the health care system. The work environment of intensive care nurses characterized by creating obstacles for nurses in performing patient care tasks, Quality of nursing care is considered as an important aspect in evaluating the quality of health care. High quality of work-life is essential for organizations to achieve high performance and growth in profitability and to continue to attract and retain employees. The purpose of the study was to assess the quality of work-life (QWL) among nurses working in ICU departments at governmental hospitals in the Gaza Strip. The researcher used a quantitative cross-sectional descriptive design. The population of the study consisted of all ICU nurses working at 5 Governmental Hospitals in the Gaza Strip/Palestine. A self-administered questionnaire was distributed to 102 nurses which was developed by the researcher, out of which (88.7%) responded, Data was analyzed by using the statistical package of social science version 23 using descriptive statistics, means, standard deviation one-sample t-test, and independent t-test. The validity of the questionnaire was tested and the total instrument reliability test (Cronbach's Alpha) gave a score of 0.924 and it is considered a high score. The results of the study showed, about two-thirds of the participants(75.5%) was married, and the respondents' age was between 21 and 50 years and the highest number of nurses 50 (49.0%) aged 30\_39 years, and the nurses had bachelor degree (85.3%) while (9.8%) had master degree, The males represented (76.5 %) of the participants while the females (23.5%), while their years of experience in ICU were between 1 and 15 years. More than half (61.8%) of the participants receive a salary between (1001-2000) NIS. And the results of this study showed that the overall level of work-life domains was moderate (mean = 3.31, S.D. =0.48) with total relative weight (66.2%), and the total weight for each domain as following job autonomy domain gets the first rank followed by job satisfaction followed by staff retention, and last rank domain was work environment with relative weight as follow(72.0%), (69.4%), (63.5%) and (62.5%). Also result showed statistically significant differences between nurses' responses regarding gender, female nurses have higher mean in quality of work-life domains compared to males, while no statistically significant differences between the quality of work-life domains with qualification, job title, marital status and Experience years in ICU. The study showed that nurses' quality of work-life is at a moderate level. As QWL has an important impact on attracting and retaining employees, it is necessary to pay more attention to the nurses' QWL and its affecting factors. The policymakers should develop strategies for improving the nurses' work conditions and their QWL, so that, nurses will be able to perform better care for their patients. This research provides an initial step in understanding the work-life of ICU nurses at governmental hospitals in GS. the study recommended the policymaker at MOH to implement strategies that enhance the level of job satisfaction, improve the working environment in ICU, limit the engagement of ICU nurses into non-nursing duties and provide an adequate number of ICU nurses.

## Table of Contents

Dedication.....	
Declaration.....	i
Acknowledgment.....	ii
Abstract.....	iii
Table of Contents.....	iv
List of Table.....	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 Research problem .....	2
1.3 Justification of study.....	4
1.4 Purpose .....	6
1.5 Objectives .....	6
1.6 Research questions .....	7
1.7 Context of the study.....	7
1.7.1 Sociodemographic context .....	7
1.7.2 Economic context .....	8
1.7.3 Health care system.....	8
1.7.4 Overview for the government hospitals in the Palestinian Ministry of Health in the Gaza Strip (MOH, 2018) .....	9
1.8 Theoretical Definition.....	10
1.8.1 Quality of work-life .....	10
1.8.2 Nursing .....	10
1.8.3 Critical care nurses .....	10

1.8.4 Intensive Care Unit .....	11
1.8.5 Gaza Governmental Hospitals .....	11
<b>1.9 Operational Definitions .....</b>	<b>11</b>
1.9.1 Work environment.....	11
1.9.2 Job autonomy.....	11
1.9.3 Job Satisfaction.....	11
1.9.4 Staff retention .....	12
<b>Chapter Two Literature Review .....</b>	<b>13</b>
2.1 Conceptual Framework.....	13
2.2. Background.....	15
2.3 Work environment .....	18
2.4 Job Autonomy.....	25
2.5 Job satisfaction .....	28
2.6 Staff retention .....	33
<b>Chapter Three Methodology .....</b>	<b>39</b>
3.1 Study design .....	39
3.2 Setting of the study .....	39
3.3 Study Population.....	40
3.4 Sample size and sampling method.....	40
3.5 Eligibility criteria.....	40
3.5.1 Inclusion criteria .....	40
3.5.2 Exclusion criteria.....	40
3.6 Period of the study .....	41
3.7 Study Instruments .....	41
3.7.1 Validity of the instrument.....	42
3.8 Reliability of the study instrument.....	42
3.9 Response rate.....	43

3.10 Ethical considerations.....	43
3.11 Data collection.....	43
3.12 Data entry and analysis.....	43
3.13 Pilot study.....	44
3.14 Limitations of the study.....	44
<b>Chapter Four Results and discussion .....</b>	<b>45</b>
4.1 Socio-demographic results of the study population .....	45
4.2 Analyzing dimensions of the questionnaire (N= 102).....	48
4.3 Independent t-test and One-way ANOVA test for quality of work-life domains .....	58
<b>Chapter Five Conclusion and Recommendation .....</b>	<b>72</b>
5.1 Conclusion.....	72
5.2 Recommendation.....	74
<b>References.....</b>	<b>76</b>
<b>Annexes.....</b>	<b>86</b>

## List of Table

<b>Table (3.1):</b> Number of nurses and beds at ICU departments. ....	40
<b>Table (3.2):</b> Domains and items of structured questionnaire.....	42
<b>Table (3.3):</b> Cronbach Alpha Coefficient .....	43
<b>Table (4.1):</b> Sample distribution based on the Participants' Age, marital status, Qualification and Job Title (N= 102).....	45
<b>Table (4.2):</b> Sample distribution based on the Participants' Work Place, Place of Residence, Experience years in ICU and Income in NIS (N= 102).....	47
<b>Table (4.3):</b> Distribution of the study participants according to their perception about the quality of work-life domains.....	48
<b>Table (4.4):</b> Distribution of the study participants according to their perception about the Work Environment domain (15 items). ....	50
<b>Table (4.5):</b> Distribution of the study participants according to their perception about the Job Satisfaction domain (9 items).....	52
<b>Table (4.6):</b> Distribution of the study participants according to their perception of the staff retention domain (14 items). ....	54
<b>Table (4.7):</b> Distribution of the study participants according to their perception about the Job Autonomy domain (12 items).....	56
<b>Table (4.8):</b> Differences between quality of work-life domains and nurses' gender (N= 102). ....	58
<b>Table (4.9):</b> Differences between quality of work-life domains and nurses' age categories (N= 102).....	60
<b>Table (4.10):</b> Differences between quality of work-life domains and nurses' qualifications categories (N= 102).....	62

<b>Table (4.11):</b> Differences between quality of work-life domains and nurses' job title (N= 102). .....	64
<b>Table (4.12):</b> Differences between quality of work-life domains and nurses' marital status (N= 102). .....	65
<b>Table (4.13):</b> Differences between quality of work-life domains and work place categories (N= 102). .....	66
<b>Table (4.14):</b> Differences between quality of work-life domains and nurses' place of residence categories (N= 102). .....	68
<b>Table (4.15):</b> Differences between quality of work-life domains and nurses' Experience years in ICU categories (N= 102). .....	69
<b>Table (4.16):</b> Differences between quality of work-life domains and nurses' monthly income in NIS categories (N= 102). .....	71

## List of Figure

**Figure (4.1):** Diagram of a conceptual framework. ....13

**Figure (4.2) :** Distribution of participants by gender .....46

## **List of Annexes**

<b>Annex (1):</b> Map of Historical Palestine .....	86
<b>Annex (2):</b> Time Schedule .....	87
<b>Annex (3):</b> Consent form .....	88
<b>Annex (5):</b> Quality of Work-life Questionnaire (English version).....	93
<b>Annex (6):</b> List of panel expert Names.....	99
<b>Annex (7):</b> Approval from Helsinki Committee.....	100
<b>Annex (8):</b> Approval from MOH.....	101

## **List of Abbreviations**

<b>CCU</b>	Critical Care Unit
<b>EGH</b>	European Gaza Hospital
<b>GDP</b>	Gaza Strip
<b>GS</b>	Gross Domestic Product
<b>HAIs</b>	Healthcare-associated infections
<b>ICU</b>	Intensive Care Unit
<b>ITL</b>	Intentions to Leave
<b>Km</b>	Kilometer Km
<b>km<sup>2</sup></b>	Kilometers Square
<b>KSA</b>	Kingdom of Saudi Arabia
<b>NIS</b>	New Israeli Shekel
<b>OCHA</b>	Office for the Coordination of Humanitarian Affairs
<b>PCBS</b>	Palestinian Central Bureau of Statistics
<b>QNWL</b>	Quality of Nursing Work-life
<b>QWL</b>	Quality of Work-life
<b>RN</b>	Registered Nurse
<b>SPSS</b>	Statistical Package for Social Sciences
<b>UNRWA</b>	United Nations Relief and Works Agency
<b>WB</b>	West Bank
<b>WHO</b>	World Health Organization