



# Exploration on Satisfaction and Influencing Factors of Nursing Practice Environment - The Experience at a Medical Center in Southern Taiwan

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## Background:

The shortage of nursing manpower is a long-term problem worldwide, because of the issues which include the complex medical environment and the lack of medical resources. A good nursing practice environment and enough nursing manpower can improve not only the nurses' satisfaction, but also patients' satisfaction and care quality. This is also a major factor in reducing the patients' care incident and the nurses' leave from hospitals.

## Purpose:

The main purpose in this study is to understand the nurses' satisfaction about the hospital practice environment and analyze the relevant factors which affect the satisfactions. In order to make the management of medical institutions be in line with the employees and promote their service quality and effectiveness, the hospital administrators will use and take the factors as a reference to formulate a related policy.

## Method:

This is a cross-sectional study. Taking a medical center in the south as the research object. The study uses the "Practice Environment Scale of the Nursing Work Index" (PES-NWI; Lake, 2002) to measure the nurses' satisfactions. A total of 740 valid questionnaires were collected. The data used descriptive statistics, one-way analysis of variance, exploratory and confirmatory factor analysis to understand the related influencing factors.

## Results

According to the study, on the overall satisfaction, "the nurses' practice environment" in the average score had 3.34 points and the standard deviation is .62. "nursing foundations for quality of care" got the highest score and in the average score had 3.43 points and the standard deviation is .51, and the lowest score was the factor "staffing and resource adequacy". There are significant differences ( $P < .05$ ) between the survey which includes the different ages, work units, ability levels, academic qualifications, and job titles. All five items are included and have factor loadings between .85 and .94 ( $P < .05$ ). The validity analysis shows that the estimated factor loadings of the model are in line with the standard. The component reliability of the potential variables of the scale is .95 with good internal consistency, and the Average Variance Extracted is .80. The acceptance of the model  $\chi^2$  is 648.61 ( $P < .05$ ),  $\chi^2/df=2.44$ ; RMR=.001; RMSEA=.044 (90% CI: .040-.048); GFI=.94; CFI=.99 shows that the model is well fitted to the data, providing evidence of convergent validity.

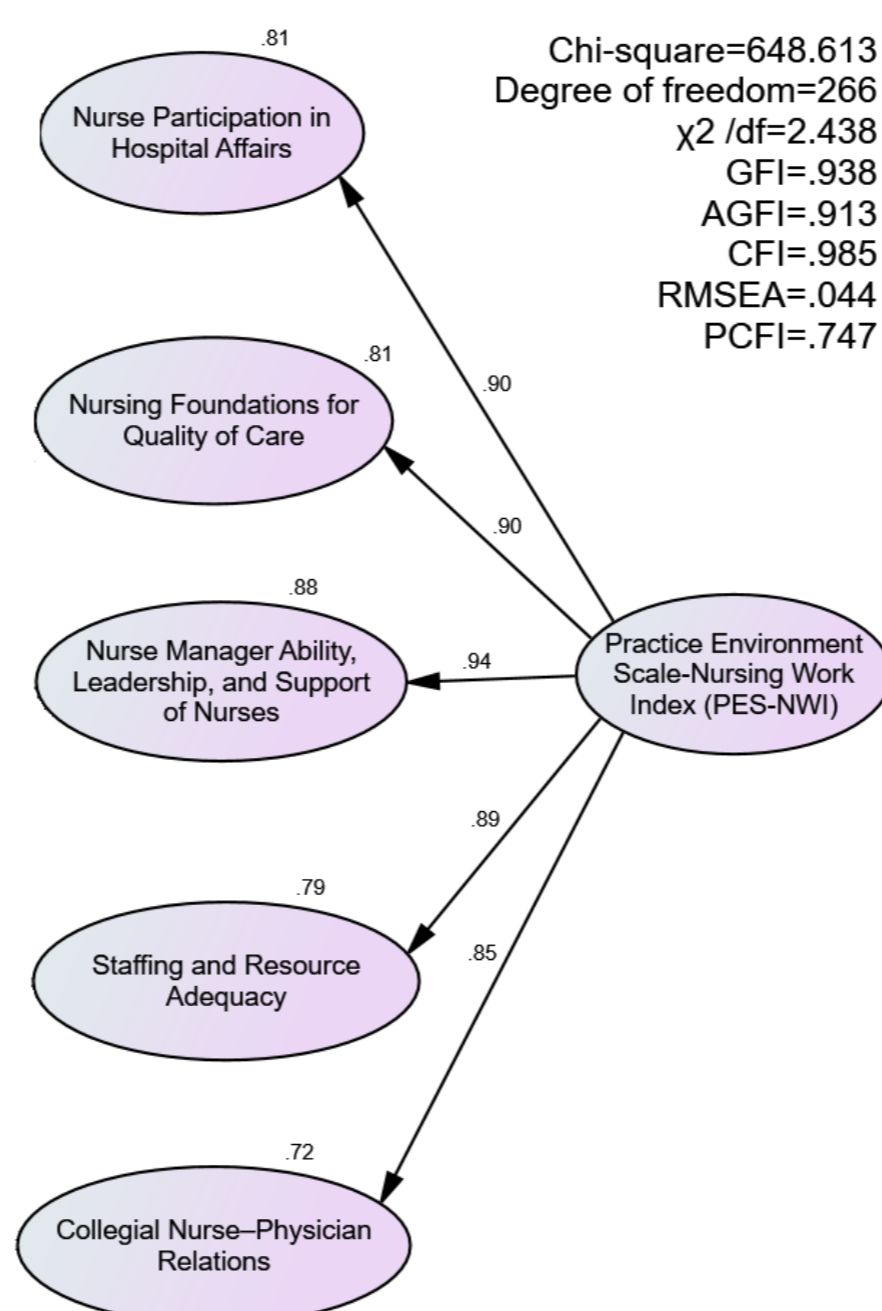


Fig. 1 PES-NWI model with standardized coefficients.

## Conclusions:

Providing enough nursing manpower can improve the satisfaction of the practice environment. If the hospital administrators create a good practice environment, it will be a very important thing whether the nurses will retain or not. The nursing clinic should divide the nursing work contents by professional in order to simplify the workflow. The combination of educational training programs and advanced preparation courses, creating the high-quality work results, and the good performance evaluation will make the quality of medical institutions improve. Moreover, such development is sustainable.

Key word: Job satisfaction, the Practice Environment Scale of the Nursing Work Index (PES-NWI)

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