

# Administrative staff perception toward safety measures in AL-Najaf hospitals

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DOI: 10.29322/IJSRP.8.12.2018.p8466

<http://dx.doi.org/10.29322/IJSRP.8.12.2018.p8466>

## Abstract

**Backwind:** No doubt that occupations are associated with different safety concerns in all work fields, uniquely health care organizations, have the stock of workers who are more exposed to dangers from the different jobs. Therefore, the role of perception in strengthening and changing behaviors and concepts as general. This study focuses on evaluating management perception of the occupational health and safety measures used within a hospital in AL- Najaf city. **Methodology:** A descriptive analytic design cross sectional study was carried out in al-Najaf City hospitals (AL-Sadder Medical City, AL-Forat AL-Awsat teaching hospital, AL-Zahra'a teaching hospital, AL-Hakeem teaching hospital and AL-Sajad hospital) from October 8th 2017 to September 16<sup>th</sup> 2018. A non-probability (Purposive Sample) of (100) health administrator who manage different units of hospitals in order to assess their level of perception toward safety measures as well as finding out the relationship between the demographics of the element of the sample and their level of perception. A questionnaire consisting of two parts was used, including demographic information, and administrator's perception toward safety measures. **Results:** The findings of the existing study specify that the overall assessment of administrator's perception towards safety measures is fair. **Conclusions:** The study concluded that the administrator's level of perception towards safety measures is affected by years of experience as an administrator, and also found that there is no return-to-work program in hospitals in Al- Najaf city. Current study recommended that safety training is necessary so as to help employees to increase their knowledge and practice about health and safety at work. **Recommendations** Working on improving the policy and regulatory framework for occupational health in health organization, legalizations that keep the right of the employees and employer are necessary to be established and applied, tools and models for governments, employers and workers to establish practices that confer maximum safety at work, there is also the need for invest heavily into occupational health and safety research as it will influence positively on policy and decision making regarding health and safety issues among HCWs .and establishing a return-to-work program in workplace is a great need for rehabilitating the employees after being injured .

**Key words:** Perception, safety measures, administration

## Introduction

No doubt that occupations have associated with different safety concerns in all work fields, uniquely health care organization which has stock of workers who are more exposed to dangers from their different jobs. According to World Health Organization(WHO) the global burden of disease from acute injuries resulted from occupational exposure such as dealing with sharps that have serious consequences like exposure to hepatitis B among health workers 37% of the cases and less than 10% of HIV among health workers and needle stick injuries are the cause of 95% of the HIV occupational sero conversion(Emmanuel, *et al.*, 2018).

Because of high rates of associated morbidity and mortality of exposed workers, occupational health and safety are an important issue. Statics shows 100,000 people die from occupational illnesses, while about 400,000 new cases of occupational diseases are detected every year more of them are a health care workers sector so here we need for occupational safety that means control of hazards in the work place to achieve an acceptable level of risk, irrespective of. (Occupational Safety and Health Administration, 2013).

When we talk about occupational safety and health in any organization, all employee are responsible but the employer has the biggest responsibility to provide guidelines ,protocols and procedures and its implementation which will ensure the safety of workers in their areas, that deemed necessary for better understanding of certain concepts (Worj, 2012).

Lack of adequate laws and policies regulating the work environment and it's in effectivity put many workers in dangers which may be life threatening, especially in developing countries which occupational

health and safety laws represent only about 10% of the general laws that make the occupation more hazardous and more serious especially in health care sector (Osaretin Owie and Apanga, 2016) .

It is well known that health care workers in both developed and developing countries have been faced with several occupational hazards that include biological hazards like bacteria ,and viruses), physical hazards (heat, dust, radiation, and noise), chemical hazards (toxic cleaning solutions), ergonomic hazards (heavy lifting),stress and violence in the workplace (Tipayamongkholgul *et al.*, 2016).

OSHA produced a set of means such as studies, and scales to help hospitals assess workplace safety needs, implement safety and health management systems. Preventing worker injuries not only helps workers it also will save resources for hospitals (Occupational Safety and Health Administration, 2013).

A first step in setting up a workplace health and safety measurement program is the identification of key metrics and compiling and analyzing these metrics over time so articulating a vision for change, and building a culture of health and safety by elevating the level of perception for employer which is one of these metrics charged(Loeppke *et al.*, 2017).

### **Objectives of the Study**

1- To evaluate the level of administrative staff perception toward safety measures.

2-To find out the relationship between administrative staff perception toward safety measures and demographics

### **Methodology**

A descriptive analytic design cross-sectional study was carried out, so as to attain the stated objectives, during the period from October 8<sup>th</sup> 2017 to September 16<sup>th</sup> 2018.

The study was conducted at general teaching hospital's units, (operational theaters, laboratory, wards, pediatric units, gynecology units, intensive care units (ICU), post-operative care units, maintenance unit, services unit and blood banks units, in Al-Najaf AL-Ashraf City, Iraq.

### Instrument of the Study

By reviewing the related literature, the questionnaire was modified and prepared to measure the phenomena of administrative staff perception depending on previous studies. Managers can also use it to measure the level of implementation of safety systems that are already in place.(OSH ,work safe, 2015), and modified by experts. It was divided into two parts, (part one contained socio-demographic information, and part two contained eight main domains, and 33 questions.

### The Statistical Analysis

The data of the (100) participant were entered and analyzed by means of the statistical package for social sciences (SPSS), V.23, 2015. Percentages, means, frequencies and standard deviation were obtained by descriptive statistics.

### Results:

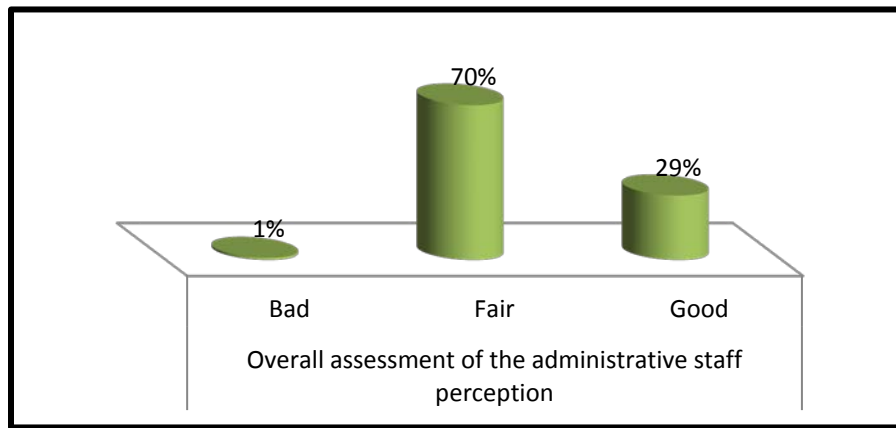
**Table (1) Distribution of study sample by their demographic data.**

Demographic Data	Rating And Intervals	Frequency	Percent
Age / years	20-24	1	1
	25 – 29	14	14

	<b>30 – 34</b>	<b>29</b>	<b>29</b>
	<b>35 – 39</b>	<b>15</b>	<b>15</b>
	<b>40+</b>	<b>41</b>	<b>41</b>
	<b>Total</b>	<b>100</b>	<b>100</b>
<b>Gender</b>	<b>Male</b>	<b>70</b>	<b>70</b>
	<b>Female</b>	<b>30</b>	<b>30</b>
	<b>Total</b>	<b>100</b>	<b>100</b>
<b>Levels of Education</b>	<b>Primary school graduated</b>	<b>0</b>	<b>0</b>
	<b>Intermediate school graduated</b>	<b>3</b>	<b>3</b>
	<b>Secondary school graduated</b>	<b>19</b>	<b>19</b>
	<b>Diploma</b>	<b>48</b>	<b>48</b>
	<b>Bachelor</b>	<b>28</b>	<b>28</b>
	<b>Post graduate</b>	<b>2</b>	<b>2</b>
	<b>Total</b>	<b>100</b>	<b>100</b>
<b>Years of Experience</b>	<b>Less than one year</b>	<b>0</b>	<b>0</b>
	<b>1-5</b>	<b>15</b>	<b>15</b>
	<b>6-10</b>	<b>24</b>	<b>24</b>
	<b>11-15</b>	<b>18</b>	<b>18</b>
	<b>16-20</b>	<b>14</b>	<b>14</b>
	<b>21-25</b>	<b>9</b>	<b>9</b>
	<b>26-30</b>	<b>8</b>	<b>8</b>

	<b>More than 30</b>	<b>12</b>	<b>12</b>
	<b>Total</b>	<b>100</b>	<b>100</b>
<b>Years of Experience in as Administrator</b>	<b>Less than one year</b>	<b>7</b>	<b>7</b>
	<b>1-5</b>	<b>42</b>	<b>42</b>
	<b>6-10</b>	<b>29</b>	<b>29</b>
	<b>11-15</b>	<b>12</b>	<b>12</b>
	<b>16-20</b>	<b>4</b>	<b>4</b>
	<b>21-25</b>	<b>3</b>	<b>3</b>
	<b>26-30</b>	<b>2</b>	<b>2</b>
	<b>More than 30</b>	<b>1</b>	<b>1</b>
	<b>Total</b>	<b>100</b>	<b>100</b>

Table (4.1) depicts the demography of study participants , (100) ,in regarding to age, higher percentage of the study sample is over 40 years old (41%), in addition concerning to gender the majority of sample is male (70%), also this table shows that most of study sample in regarding to their level of education is diploma (48%), furthermore this table shows in relating to years as an employee (6-10) years is the higher percentage (24%), and finally according to tis table the (1-5) years as an employer is the dominant percentage (42%).



**Figure (1) Overall assessment of the administrative staff perception toward safety measures.**

### **Discussion:**

#### **Discussion of the administrators' socio-demographics.**

With increasing age, knowingly or unknowingly individuals acquire more knowledge and naturally people tend to be more flexible and less assertive. So, they will exhibit lesser authority on their fellow beings. Another reason is that with growing age physically individuals start to depend on others for some type of help and this too might affect their psychology and this will affect their leadership styles.

In general, the present study highlights the contributions of some demographic variables in determining perception of administrators that's one of the trait of effectiveness of management among 100 Iraqi health administrators from the administrative staff in AL-Najaf hospitals, most of them aged ( +40) in percent( 41%) . This finding is consistent with the research done in (2009) by Nor Azimah that revealed demographics information where majority respondents (36.8%) were above the age of 40years. (Nor Azimah *et al.*, 2009) ,and also our study is agree with the study of Goswami and others in 2013 that shows the administrators aged 31+/-10.3yeras.(Gosawami ,et al,2013) .

There is an evidence that cognitive performance does not generally show any marked decrease until after the age of 70. It is suggested that is because cognitive skills such as intelligence, knowledge, language and complex problem solving are resistant to age-related declines and are likely to increase with age until 60 years of age. However, there appears to be considerable laboratory based evidence to support the theory that some specific cognitive abilities decline with age. These cognitive skills include working memory, reasoning, attention and processing speed. Where declines in cognitive abilities such as working memory and reaction time do occur, there is evidence that performance of tasks is unlikely to be affected because of the ability of an individual to compensate for these declines with experience, education, high motivation, better judgement and job knowledge. (Yeomans, 2011)and (Goswami, *et al.*, 2013).

Gender has a consequential correlation with management effectiveness. Both male and female managers have a diverse leadership trait which are the characteristic of their sex. And from the 'science of decision making' there is a key gender distinction in the behaviors between women and men, and how these behavioral differences influence and shape decisions as well as the outcomes of leadership styles employed.

Regarding the gender of participants, males were the dominant in (70%) percentage and (30% ) female ,and that agree with the study stated by Goswami and others that reviled the participated manager was male in (77%) percentage and (23%) female(Goswami, Soni, Patel, & Patel, 2013), and disagrees with the study of Nor in 2009 that rived the percentage of male subjects was (54.32% )were females and (45.68%) (Nor Azimah *et al.*, 2009).



Kotur and Anbazhagan stated that, there is some significant difference between the male and female employees in terms of exhibiting their administration styles. The female employers are more autocratic to some extent than the male employers. Emotionally, there is some significant difference between the male and female employers, according to psychology (Kotur and Anbazhagan, 2014).

There are many effective measures to judge good job performance through many different jobs, educational level is one of these tools, that it is a significant and predictive measure of effective leadership. Education is critical for effective management, and this is theoretically founded on different leadership behaviors that need strong mental abilities such as problem solving, planning, communicating, decision making and creative thinking. All these attributes can be improved by education, and education helps administrators to well understand themselves and others.

As Clement and others claim that there is a relationship between education and management efficiency among the administrators. Consequently, they found that education and management efficiency are clearly and positively related. As education is one of the current measures of good job concert through local supervision managers' jobs. Also scholars propose that it is an important and predictive measure of good management varies (Clement, *et al.*, 2015).

So with respect to the level of education, the participant with diploma was 48 %, bachelor was 28%, secondary school graduate was 19% and that totally different from the result of study put by Goswami and others that revealed that the majority of participant get a master degree in 52% percentage(Goswami, *et al.*, 2013).

### **Discussion of the overall assessment of the administrator's level of perception:**

Our study can be interpreted by there is a strong relationship between workers (employees and employers) perceptions and their behaviors, because the role of perception as a director for a person's actions. Because people's behavior is based on their perception of what reality is, not on reality itself, it is possible that two persons can see the same thing and interpret it differently. Hence, here administrator's decision will be impaired by wrong perception. One interprets situations or information in light of his or her own attitudes and experiences. If a person has had positive experiences in a similar situation, or with a similar type of manager or employee, he or she will perceive the new experience in light of the past and bring pre-conceived ideas, opinions, and expectations to their interpretation. This may cause positive or negative perception. Often the perceiver may not evaluate new data because he or she will not look past his or her initial evaluation.

With regard to the administrators s' overall perception toward safety measures, the study shows that the overall assessment of administrator's level of perception is fair in (70%) percentage and this finding disagrees with the study of Nor Azimah and others which depicts that, safety perception was perceived as fairly high (Nor Azimah *et al.*, 2009).

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