

JOB CHARACTERISTICS MODEL TO REDESIGN NURSING CARE DELIVERY SYSTEM IN GENERAL SURGICAL UNITS

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ABSTRACT

Nursing care delivery system defines how work is organized, how nursing staff are deployed and who will provide nursing care. The nursing care system are enforced to redesign roles of the caregivers specially nurses role. Job design refers to the characteristics of jobs, such as the variety of skills demanded, that affect the satisfaction of nurses. The concept of job characteristics model focuses on designing a job so that it motivates a person. Little is known about the relationship between nurses' work design, how they actually spend their time, and the value and satisfaction. Hence, the present study aims to redesign nursing care delivery system by restructure role of staff nurses by using job characteristic model. The study subjects include 52 nurses working in all inpatient surgical departments at Mansoura University Hospital. Three tools were used for data collection, namely; An Observation Sheet, Job Diagnostic Survey and Worth of Nursing Care Activities Questionnaire. The study findings indicated that there were no significant relationship between nurses' job characteristic and their job satisfaction and most nurses reported moderate or low mean score for perceiving their job characteristics and job satisfaction. As well as non-nursing care activities compose the greatest proportion of time spent by nurses in the study special in messenger activities and only 29.83% of nurses' time spent on direct care activities. It is recommended to the developed system imposed by organizations should be included information and experiences opportunities concerning the importance of job characteristic model to improve nurses' satisfaction and value of their care activities and hiring clerical employees as assistance to achieve non-nursing care activities specially messenger activities .

Keywords: *Nursing care delivery system, Job design, Job characteristics model, work satisfaction.*