

IR – PERPUSTAKAAN UNIVERSITAS AIRLANGGA

**THESIS**

**MULTIFACTORIAL INTERVENTIONS IN DEVELOPING AND  
IMPROVING QUALITY OF NURSING WORK LIFE**

**SYSTEMATIC REVIEW**



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**MASTER IN NURSING STUDY PROGRAM  
FACULTY OF NURSING  
UNIVERSITAS AIRLANGGA  
SURABAYA  
2020**

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**To Obtained the Title of Master of Nursing (M. Kep.) in Master in Nursing  
Study Program, Faculty of Nursing  
Universitas Airlangga**

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**MASTER IN NURSING STUDY PROGRAM  
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SURABAYA  
2020**

**STATEMENT OF ORIGINALITY**

**This thesis is based on my original research and using citations and references from selected and current resources.**

**Name : Dluha Maf'ula**

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**Date : 31<sup>st</sup> August 2020**

**Sign:**



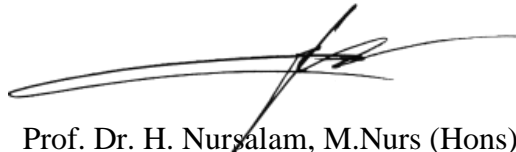
**THESIS SUPERVISOR APPROVAL SHEET**

**MULTIFACTORIAL INTERVENTIONS IN DEVELOPING AND  
IMPROVING QUALITY OF NURSING WORK LIFE**

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**THE THESIS HAS BEEN APPROVED  
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This thesis has been examined and granted by committee of examiners in Master  
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## PREFACE

This thesis is as a requirement for the Master of Nursing Program in Faculty of Nursing, Universitas Airlangga, Surabaya, Indonesia. The title of this thesis was “Multifactorial Interventions in Developing and Improving Quality of Nursing Work Life”. Various obstacles and difficulties were encountered by the author in the process of preparing this thesis, but hard work as well as guidance and direction from various parties in the end this proposal can be completed.

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Surabaya, August 2020



Dluha Maf'ula



**APPROVAL SHEET OF THESIS PUBLICATION FOR ACADEMIC  
INTEREST**

As a Universitas Airlangga Academic Community, I signed below:

Name : Dluha Maf'ula  
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Departement : Nursing Management  
Faculty : Faculty of Nursing  
Type of Creation : Thesis

for the development of science, agreed to provide to the Universitas Airlangga **Non-Exclusive Royalty-Free Right** on my scientific work entitled: **“Multifactorial Interventions in Developing and Improving Quality of Nursing Work Life”** along with existing devices (if needed). With Non-Exclusive Royalty-Free Right, Universitas Airlangga keep media/format, manage natural form of databases, maintain, and publish my final thesis for fixed list my name as author/creator's as the owner of copyright along with supervisors.

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Date : August 31st, 2020



(Dluha Maf'ula )

**SUMMARY**

**MULTIFACTORIAL INTERVENTIONS IN DEVELOPING AND IMPROVING QUALITY OF NURSING WORK LIFE**

**Dluha Maf'ula**

Quality of work life has an impact on nurses. Problems often faced by them include, dissatisfaction with salary, overloaded work hours, lack of vacation time, lack of flexibility in working and increased work stress due to being encouraged to always serve patients optimally. If the employee's work stress is not immediately addressed, it will have an impact on nurses' behavior that is not expected by the hospital, such as poor performance that can have an impact on the decline in quality and quantity of work. All this has done several different interventions according to the needs of each show effective results in a moderate but still needs to be improved and developed, so it needs a new strategy. Improved quality of nursing work life is done through direct intervention according to the needs and problems faced by nurses in the environment. To draw concrete conclusions about the effectiveness of various interventions, a comprehensive review includes the latest research findings needed. Based on the explanation above, the authors are interested in summarizing interventions and development to improve the quality of nursing work life that has been implemented as a whole. This research is important because it can provide knowledge and information for nursing science and hospital management about trends and interventions that are most effective for optimizing the quality of work lives of nurses, so as to provide optimal services.

A comprehensive summary in the form of a systematic review regarding the comparison of the use of quality of nursing work life interventions. The protocol in this study uses the center for review and dissemination and the Joanna Briggs Institute (JBI) Guidelines as a guide in assessing the quality of studies to be summarized (Peters, 2015). All systematic reviews incorporate a process of critique or appraisal of the research evidence. The purpose of this appraisal is to assess the methodological quality of a study and to determine the extent to which a study has addressed the possibility of bias in its design, conduct and analysis (Joanna Briggs Institute, 2014). All papers selected for inclusion in the systematic review (that is those that meet the inclusion criteria described in the protocol) need to be subjected to rigorous appraisal by two critical appraisers. The results of this appraisal can then be used to inform synthesis and interpretation of the results of the study. Five electronic databases (SCOPUS, ProQuest, Science Direct, PubMed, and EBSCO) were searched for studies using mixed method, a quasi-experimental design, clinical trial or randomized controlled trial and cross-sectional study published between January 2015 and June 2020. Two investigators independently extracted data and assessed the quality of the studies by examining the risk of bias. The search strategy was established as: ("quality of nursing work life" OR "QNWL" AND (nurs\* AND NOT student\*) AND (intervent\* OR treatment OR training OR randomize\*) AND (develop\* OR improv\*).

The literature study process in this study takes the form of a systematic review which summarizes 25 scientific articles that discuss the multifactorial

interventions used to improve the quality of nursing work life. Respondents in the study were nurses in each country. In this study the total respondents were 8772 nurses. Respondents in the study averaged between 20 - 55 years old. The gender characteristics of the respondents were not a limitation, on average in each study the number of female nurses was greater than men. Base on the level of education, most nurses are diploma graduates. All randomized controlled trials or quasi-experiment had been published between 2015 and 2020. Studies included in the systematic review article in this review were 25 studies conducted at the University of Medical Sciences, Isfahan in the UK published in the Applied Nursing Research Journal, 2 studies in Indonesian hospitals were published in the International Journal of Psychosocial Rehabilitation and the Western Journal of Nursing Research, further research by Guangdong General German Hospital, the University of California San Diego Institutional Review Board in America. Research was also carried out in India, Iran, the Netherlands, New York, United States, Bangladesh, and Singapore. Based on perceived information, more than 60% of respondents have a quality of nursing work life problem, thus requiring interventions related to improving the quality of nursing work life. From twenty-five studies that met the criteria for this systematic review, the results were mixed methods (n = 4), randomized controlled trials (n = 8), quasi-experiment (n=5) and a cross-sectional (n = 8).

Base on expert discussion, there are several multifactorial intervention articles concentrate a lot on interventions related to stress reduction, workload, burnout improving job satisfaction. Various interventions that can be applied in Indonesia are positif thinking methods, stress reduction, psychological empowerment, knowledge and skill intervention. Positive thinking and optimism interventions reduce job burnout and thus play a fundamental role in decreasing emotional exhaustion and increasing individual efficiency. Currently, using smartphone applications as a means for learning has caught the attention of educators. The advantages include popularity, portability, accessibility, reliability, and saving time and money. Given that use of smartphone social applications such as WhatsApp and Telegram has made communication quickly doing collective teaching with such applications is rather easy. The nurses in the intervention group were given similar contents and messages of positive thinking skills and motivation. These messages were sent by different types of media including video, audio, and picture messages via a social networking application. Positive thinking quotes and picture messages were sent to nurses more than video and audio. Secondly, perceived stress was significantly associated with all three quality of life outcomes: moderate-to-strong positive correlations were found for burnout and compassion fatigue, and a moderate negative correlation was found for compassion satisfaction. Stress reduction program sought to provide empirical justification for the use of ACT for nurse stress-management. The findings indicate that mindfulness, acceptance and values-based processes are pertinent influences on stress and professional quality of life, and should feature as key components in ACT-based stress-management interventions for this population.

The findings related to development of an empowerment model to prevent burnout syndrome and enhance quality of nursing work life demonstrated that structural empowerment positively influenced psychological empowerment and

quality of nursing work life. Psychological empowerment negatively influenced burnout syndrome, which in turn was negatively associated with quality of nursing work life. Quality of nursing work life can be directly improved through structural empowerment. The benefits of nurse empowerment are to nurture staff to think critically, solve problems and develop a leadership attitude, among others. Empowerment promotes leadership, collegiality, self-respect and professionalism. Empowerment liberates staff from mechanical thinking and encourages problem solving. Staff motivation and autonomy are embedded in empowerment involvement, such as developing knowledge and skills through education and training to develop a sense of professional responsibility. Empowerment also includes providing employees with opportunities to use their knowledge, experience and motivation, leading to an assertive work performance.

Empowerment is the process of authorizing the autonomy given to nurses to make decisions, solve problems and solve work-related situations. Empowerment enhances the potential and motivation of nurses to adapt, accept their environment and more effectively address the bureaucratic hurdles that hinder their abilities to respond. Empowerment helps ensure that the duties and scope of practice of the nurses are consistent with the goals of the organization. Empowerment strategies are crucial for improving the involvement and reducing the fatigue of nurses. Nursing management plays a key role in creating a positive work environment that allows nurses to experience the benefits and thus improve the quality of services to the client. Therefore, empowerment provides the team with the capacity and authority to take actions in solving day-to-day professional problems. Planning is a crucial component of decision making. Thus, formal steps must be undertaken to create staff empowerment at the hospital. To achieve this team goal, the manager must coordinate and communicate with all levels of employees, including the nurse unit manager, team leaders, heads of room nurses and on-duty nurses to increase nurse participation. This function helps employees to adapt with the complex environment. The organisational adaptation process conditions managers and subordinates to continuously evaluate the progress of achieving goals.

The last, knowledge management that include socialization, externalization, combination and internalization methods. Socialization is a process of sharing knowledge experience and knowledge creation through interaction. Socialization can be done by providing material to participants through tutorials. Socialization activities are carried out to nurses in the hospital through assessment of nurses' knowledge about the quality of nursing work life. Externalization is carried out through a process of sharing knowledge into an explicit concept of knowledge, as a writer. The implementation of this activity is by asking the nurse to evaluate the material. The combination of socialization and externalization is a process of systematizing a concept into a knowledge system. In this conversion involves a combination of different explicit knowledge. Implementation of this aspect by providing material during the training. The materials given include the quality of nursing work life, indicators of quality of nursing work life, burnout syndrome, and performance. Internalization is the process of converting from explicit knowledge to sharing knowledge. Training is one of the media for internalizing knowledge. Participants draft a problem solution formulation for each quality of nursing work life indicator and apply the solution. Additionally, the quality of working nurse life

is closely related to the management systems applied by hospitals such as attention from other nurses, service support, listening to complaints, beliefs. A literature study says five indicators can affect the quality of the nurses' working life, namely working environment, working relationship, occupational condition, job perception and service support.

This review highlights that there are various interventions that can improve the quality of nursing work life to make better nursing services based on problems that occur in the field. There are multifactorial interventions that can be applied in Indonesia are positif thinking, motivation, sosial support, stress reduction, management stress. The interventions make quality of nursing work life improvement with the steps to achieve them through study literature. Each intervention can solve the specific problem. Positif thinking intervention and stress reduction management focus on reducing stress and increasing social support and work motivation. Meanwhile knowledge and physiological empowerment management focus on reducing burnout and improve job satisfaction. Stres reduction, burnout and job satisfaction are considered important indicators of quality of health care and quality of work life for health professionals. Making better quality of nursing work life is a complex method that should be taken into consideration in interventions and if possible, combined and multifactorial intervention should be used.