

# The Effectiveness of Orientation Programme among Nurse Interns: An Initial Step towards Quality Nursing Care

Janula Raju<sup>1</sup>, Dr. Mona Mohamed Megahed<sup>2</sup>, Chithra R.A<sup>1</sup>

<sup>1</sup>Lecturer, College of Applied Medical Science, Mohayil, King Khalid University, KSA

<sup>2</sup>Dean, College of Applied Medical Science, Mohayil, King Khalid University, KSA

<sup>2</sup>Nursing Department, Technical Health Institute, El Mansoura City, Egypt

Corresponding Author: Janula Raju

## ABSTRACT

**Back ground:** Orientation programs are known to be a key element for the successful career of newly graduated nurses. An effective orientation program can offer the novel nurse with significant confidence in her clinical skills and decision-making, which results in job satisfaction.

**Methods:** The study was conducted at College of Applied medical science for females, King Khalid University, Mohayil, Kingdom of Saudi Arabia. This was a study with one group pretest and post test design. The sampling technique adopted for this study was purposive sampling. The participants in this study were 30 newly graduated students. The self administered questionnaire which was prepared by the investigator was used for data collection. It contains 25 questions in two sections. The questionnaire has been administered to the nurse interns before the programmes starts, it was considered as pretest. After the programme same questionnaire has been distributed and it was considered as post test.

**Result:** All the participants in this study were females in age range from 22-26 yrs, with a mean age of 23.5 yrs. Comparison of pre and post test score knowledge of Nurse Interns has been done by using paired t test. The result stated that the difference in pre and post test is considered to be extremely statistically significant ( $p < 0.0001$ ) and programme was effective.

**Conclusion:** The orientation programme is an important aspect in the transition from student to the nurse which gives them confidence, job satisfaction, and competence. Every institution is responsible for guiding the new nurse to provide such opportunities for learning.

**Key words:** Effectiveness, orientation programme, Nurse Interns, Knowledge

## INTRODUCTION

Orientation or induction programs are known to be the key element for the successful career of registered nurse. Effective orientation programs increase the self-confidence by providing them will help to perform their job effectively. [1] The conversion from student to becoming a full time staff does not just affect those in the healthcare field it happens in all field. New nurses experience unfamiliar and challenging situations that they may be unprepared to handle the new challenges they are going to face. [2]

Most of the Organizations are frequently short staffed and are expecting new nurses to function effectively as a nurse to provide patient care within a very short period of time. So the students nurses must prepare them self to handle the new experience. [3] If the staff nurses those who were not prepared well enough become frustrated and sooner or later they leave the job. [4] Appointing a new nurse with more experience may cost more for developing health care organization. So they preferred to have skilled new staff to handle the health care settings. [5]

A Study stating that the new staff nurses are having high expectation and when they fails to get those, they may feel guilt, as if they are not having sufficient knowledge about their working environment. So the new nurses must get the opportunity to know about the new situations which they are going to handle. [6] New nurses may undergo a variety of emotions towards their graduation and employment as a nurse. In the beginning, they may have pleasure and pride about their achievement. Once they started to indulge as a nurse, these emotions may turn to feelings of insufficiency, lack of confidence about skills, and they may have fear of taking an incorrect decision. [7]

Many times new nurses are having lack of self confidence towards their skills even if they have sound knowledge. An effective orientation program can offer the novel nurse with significant confidence in her clinical skills and decision-making, which results in job satisfaction. [8] This study will explore the importance of an orientation program and its impact on their knowledge towards internship training course.

## MATERIALS AND METHODS

The study was conducted at College of Applied medical science for females, Mohayil, Kingdom of Saudi Arabia. This was a study with one group pretest and post test design. The sampling technique adopted for this study was purposive sampling. The participants in this study were 30 newly graduated students planning to start their profession as a nurse. No one was excluded from the group. The internship orientation programme was conducted for 8 hrs. All the interns were instructed to attend this programme without due. Explaining policies, Rules and regulation, description about Log book, requirements to be completed during the course and professional ethics were the programme highlights.

The self administered questionnaire which was prepared by the investigator and

it was validated by the experts in the same field were used for data collection. It contains 25 questions in two sections. Part A consist of 15 questions in the form of multiple choice questions, the total score given was 15 (100%). A score of >11 was considered as adequate knowledge, 6-10 moderate knowledge and 0-5 inadequate knowledge. Part B consists of 10 questions which must be quoted as "Yes/No". The questionnaire has been administered to the nurse interns before the programmes starts, it was considered as pretest. After the programme the same questionnaire has been distributed and it was considered as post test.

## Ethical consideration

The research study was approved by the Institutional head. Permission was obtained from the authority before starting the study. Prior to start the study, the new nurses were agreed to participate in the study and informed consent was obtained. At any time during the study, the participants had the right to decline to participate.

## RESULT

Upon completion of data collection, the researcher entered the raw data into an Excel spread sheet using a personal computer. No identifying criteria were utilized. Data were analyzed by using Graphpad statistical software. All the participants in this study were females in age range from 22-26 yrs, with a mean age of 23.5 yrs.

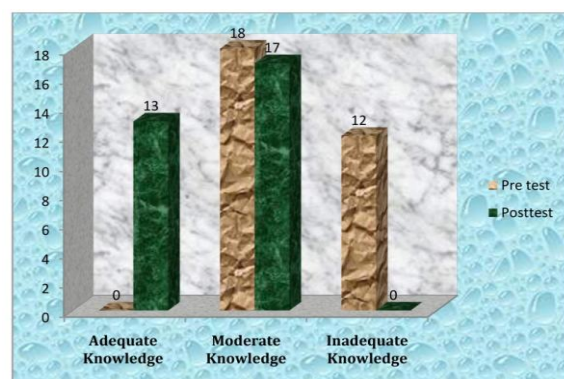


Figure1: Showing the comparison of knowledge regarding orientation programme among intern nurses.

During pretest among 30 students, no students were having adequate knowledge, 18 (60%) were having moderate knowledge and 12 (40%) were having inadequate knowledge about internship programme. Whereas during post test the interns were reported that they have significantly high knowledge 13 (43%) were having adequate knowledge, 17 (57%) were having moderate knowledge and no one was having inadequate knowledge about internship programme.

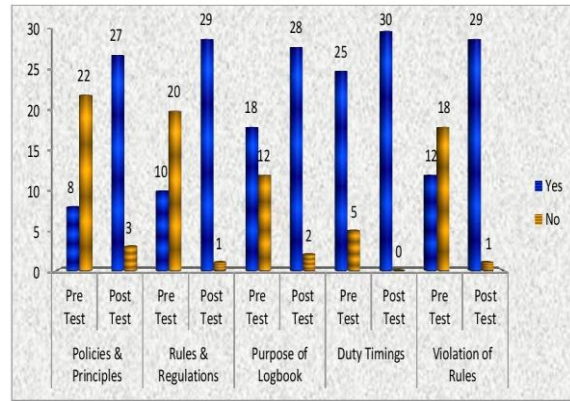
**Table 1: Comparison of pre and post test score knowledge of Nurse Interns**

	Mean	SD± SEM	t value	P value
Pre test	6.07	1.36 ± 0.25	8.15	<0.0001
Post test	9.83	2.12 ± 0.39		

Paired t test was used to identify the difference between two groups. But according to table 1 the difference is considered to be extremely statistically significant. So the orientation programme conducted for the nurse interns found to be very effective as it helps to improve their knowledge regarding internship course.

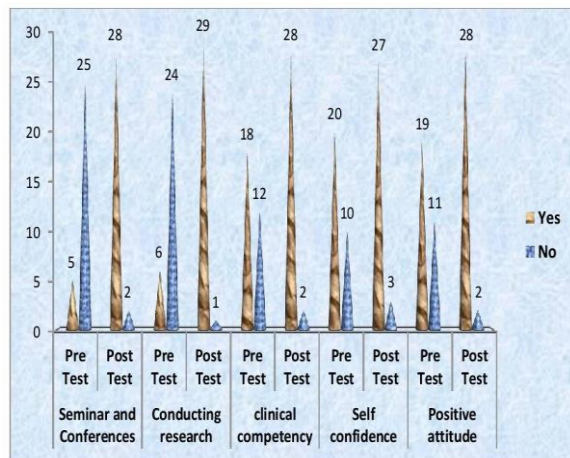
The Part B questionnaire contains the items related to the policies and principles followed by the internship programme. It has been marked as Yes/No. The interns were instructed to have the logbook which contains their requirements to be completed during their internship course period. They were asked about “Do you know the purpose of Log book?”. During pre test 18 (60%) were said “yes they know” whereas 12 (40%) reported that they did not know about the purpose of log book. As because of the effectiveness of Orientation programme 28 (93%) interns said yes they know the purpose of logbook during post test.

The nurse interns were instructed to follow the policies and principles according to the institutional policy. It is mandatory to the interns to follow, so they were asked about the knowledge regarding the policies and principles that must be followed during their course. Majority of interns (96%) were aware about this concern after the orientation programme.



**Figure 2 showing the comparison of student’s knowledge regarding selected items during pre and post test**

The nurse interns were instructed to maintain the duty timings as per the institutional policy. They were asked about “Do you know about your duty timings”? During pretest 25 (83%) interns said “Yes” they were aware about it and while after the programme all the interns said they understood the importance of maintain duty timings as per policy.



**Figure 3 showing the comparison of student’s awareness regarding selected items during pre and post test.**

It was mandatory for the intern nurses to attend seminar and conferences to update their knowledge and clinical competencies. Instructions were given regarding this concern also. Conducting minor research work was also a part of Internship programme. So the interns were encouraged to do research projects under the guidance of experts in the same field. Their opinion about the above said two items were clearly given in figure 3.

The purpose of Internship programme was to improve the clinical competency, self confidence and a positive attitude towards nursing profession. During pre test even if they had less positive response, they were much better after the orientation programme. On the whole the orientation programme conducted for the nurse interns was very useful for them and it was very informative to prepare themselves before enter in to the health care setting.

## DISCUSSION

A new nurse could not perform every skill before they are required to work independently. During the transition phase from student to registered nurse, support is an essential need of the new nurse. The nurse interns needs to feel a sense of support and integration on the unit.<sup>[9]</sup> Conducting an orientation programme before starting internship programmes is very much useful for the new interns to gain self confidence.<sup>[10]</sup> Effective nursing orientation programs are essential as they prepare newly hired nurses to be successful in their new positions and also promote retention, productivity, and learning.<sup>[11]</sup> The present study also stated that the orientation programme conducted by the institution was highly informative to the nurse interns. Evans, Boxer, and Sanber (2008) conducted a qualitative descriptive design; the participants were nine new graduate nurses.<sup>[12]</sup> The study found new graduate nurse felt excluded, violated, and unsupported. These problems can be solved only through guidance and proper education that can be achieved through formal orientation programme.

Self confidence is a multifaceted notion that determines the personal qualities towards a profession and it is most important in every working environments.<sup>[13]</sup> The nurse interns of the present study also focused to have good competencies and self confidence for the successful professional qualities. Maintaining professionalism or following the policies headed by the institution also the key

element for the growth of every organization. So the nurse interns were instructed to follow the policies according to the institution.<sup>[14]</sup>

Every nurse must be aware about this before they start the programme. It also insisted in this study which also having a high impact on intern nurses Knowledge. Absenteeism is an expression used to name the absence of an employee from work. Absenteeism in nursing is a concern because it disorganizes the work routine, causes dissatisfaction, and overburdens workers that are present, consequently lowering the quality of patient health care.<sup>[15]</sup>

So this study stated the importance of nursing professionals to attend the duty regularly without appropriate reason. Assessment is one of the important activities of teachers in training process in which the teacher measures learners' learning and determines their success in achieving educational aims. Logbook can evaluate high levels of capability in learning and is currently being used in clinical assessment.<sup>[16]</sup> Hereby the nurse interns were instructed to use the logbook to complete their requirements.

The nurse interns were advised to maintain the duty timings as it is necessary to improve the quality care for the patients getting treatment. This study strongly support that every organization must conduct orientation programme before the students starting their training in the hospital setting.

## Limitations

Several limitations to this study have been recognized. The small sample size (n=30) might not provide an adequate reflection of the entire population. An additional limitation was the study was conducted at one research site where all new nurses attend the same facility orientation.

## Recommendations

Further research can be conducted on how to ease the conversion from a student nurse to a registered nurse. Orientation programs play a major role in how well the new nurse moves through the



transition. More research could be conducted to examine the need for a structured orientation period depending upon the nurses' clinical area. In addition, further research is needed on clinical setting also with large samples.

## CONCLUSION

Nurse interns are a special group that requires constant support by managers, educators, and administrators to ensure that they receive an organized orientation. The orientation programme is an important aspect in the transition from student to nurse which gives them confidence, job satisfaction, and competence. Every institution is responsible for guiding the new nurse and providing opportunities for learning. The future of nursing requires that hospital orientation programs must meet the needs of new nurses in an ever-changing health care environment.

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