

# Work Performance of Nursing Graduates from one Academic Institution in the Philippines

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**Abstract** - *This study aims to determine the work performance of nursing graduates of 2012 in terms of client centered care, leadership and management, and research engagement; determine the factors that affect the level of work performance and propose programs to enhance the work performance of the nursing graduates. Descriptive method was used in this study. The study shows that the nursing graduates perform acceptable work performance by rendering rapport to clients; however, their physical assessment was the least performance in client care. Similarly, they are able to have a harmonious relationship with co-workers, but cannot show leadership skills in the absence of the superior. In line with research, they are able to apply knowledge from nursing and other discipline concerning concurrent health situations to improve patient care but were not able to construct research studies. The most factors that affects their competence is their commitment to work nevertheless, personal conflict got the least.*

**Keywords:** *nursing leadership and management, research engagement*

## INTRODUCTION

Nursing is a vocation, a career, and a noble profession. It is full of compassion, empathy, responsibility and service. It is a science, for it is govern with scientific methods and an art because nurses have to be creative and spontaneous to a variety of clients they are caring. Therefore, a nurse must be equipped with the body of knowledge, skilled and competent. It is also a diverse profession with opportunities to specialize in multiple areas, such as critical care, labor and delivery, cardiac care, pediatrics, and nursing management to name a few.

Nurses today must be able to grow and evolve to meet the demands of a dramatically changing healthcare system, making more complex professional decisions like determining what things to do and what things not to do for clients. Skills in communication,

interpersonal relations and technological skills are necessary to be effective members of the healthcare team. Also skills in teaching, leading managing and the process of change also necessary to be prepared to provide home and community based nursing care to clients across life-span especially to the increasing numbers of elders.

Lubis [1] mentioned that Lyceum graduates are able to exceed expectation and targets of the company they are working. The strengths of the graduates were on their knowledge pertaining to their job enhances and performance, and their ability to apply knowledge and skills to enhance the productivity of their institution. In addition, they are able to work in an orderly manner, precise in doing the assigned task, alert in discovering errors and provide corrective measures instantaneously and voluntarily. These findings of the graduates, shows that they are able to exceed the expectation of their respective employers. Diversified competence helps to anticipate future circumstances and makes the work performance easier. Work competence develops at work continuously thereby extending those professional skills that have been achieved through basic education.

The university continuously produces graduates and professionals today, one of which are nurses, who are supposed to assume different beginning roles in client care, leadership and research engagement. The researchers choose to explore the work performance of the nursing graduates, because the researchers believe that this can further help in the future career as professional nurses. With this study, the researchers can obtain information that can depict how the nurses work in the health care setting which can help them, as they graduate from the institution. Similarly, the details will be used to guide the newly graduated nurses.

## OBJECTIVES OF THE STUDY

The study aims to determine the work performance of the nursing 2012 graduates from one academic

institution in the Philippines. It sought to assess the work performance of nurses in terms of client centered care, leadership and management, and research engagement. It also identified factors affecting work performance and lastly proposed programs to further enhance the work performance of the LPU nursing graduates.

## **METHODS**

### **Research Design**

The study gathered data and information to determine the Work Performance of Nursing graduates of 2012. In this study the researchers used descriptive method of research. Descriptive design is focused on the present condition and its purpose is to find the new truths.

### **Participants**

The sampling was gathered using purposive sampling method from the 46 nurses and 26 head nurses employed in hospitals in Batangas Province. Purposive sampling represents a group of different non-probability sampling techniques also known as judgmental, selective or subjective sampling. Usually, the sample being investigated is quite small, especially when compared with probability sampling techniques. The main goal of purposive sampling is to focus on particular characteristics of a population that are of interest, which will best enable you to answer your research questions [2]. The researchers stated certain criteria about the respondents and distributed the questionnaire to those who are available at the time of data collection.

### **Instrument**

The researchers used self-made questionnaire, properly validated as the main instrument in gathering the data needed. There were two sets of questionnaire for two different groups of respondents. The first group of respondents which are the head nurses answered part I of the questionnaire which includes work performance of LPU Nursing graduates of 2012 in terms of client centered care, leadership and management, and research engagement. The second group of respondents which are the LPU 2012 graduates answered part II of the questionnaire which pertains to factors that affects the work performance of the nursing graduates.

### **Procedure**

First the researchers looked into related topics and information regarding the study in published thesis, book and internet.

The researchers asked permission through a formal letter to dean of College of Nursing of the university under study and to the Medical Directors of selected hospitals in Batangas Province, requesting to allow the researchers in conducting survey among nursing graduates of batch 2012 of the university under study, and their respective head nurses.

Then after obtaining the permission the researches distributed the questionnaires. The respondents were given enough time to answer the questionnaire and were collected right away. The answers of the respondents were tallied and interpreted.

### **Data Analysis**

The data gathered was analyzed using different statistical tools. Work performance was evaluated using frequency and distribution while the factors that affect the work performance were interpreted using weighted mean.

## **RESULTS AND DISCUSSION**

This part presents the data gathered, analysis and interpretation on the work performance of nursing graduates in terms of client centered care, leadership and management, and research engagement.

Table 1 shows the work performance of nursing graduates in terms of client care with a weighted mean of 3.52, verbally interpreted as very satisfactory, which means that nursing graduates possess competencies in terms of client care. They focus in the needs of their client.

Epstein [3] mentioned that client centered care is an approach to care and perceived as the right thing to do. Taking this view, behaviors associated with client centered care, such as respecting patients' preferences, should be justified on moral grounds alone, independent of their relationship to health outcomes.

First in ranked were establishing rapport with significant others, practicing the ten rights of medication administration and implementing nursing interventions that are safe, comfortable and in timely manner with a weighted mean of 3.65 or verbally interpreted as very satisfactory. Rapport establishment is the first and foremost valuable responsibility of the nurse to do to every client and is not limited to client alone but as well as the significant others. Once trust is gained, a more comprehensive and easy way of delivering the quality care necessary to each client can be given. Trust is built through constant communication and by keeping the patient safe and comfortable at all times.

**Table 1. Work Performance of Nursing Graduates in terms of Client Centered Care (N=26)**

<i>Nurse...</i>	<b>WM</b>	<b>VI</b>	<b>Rank</b>
1. establish rapport with patient and significant others.	3.65	Very Satisfactory	1.5
2. utilize and complete appropriate comprehensive forms such as progress notes and nurses' notes.	3.50	Very Satisfactory	9
3. obtain comprehensive clients' information including chief complaint.	3.52	Very Satisfactory	8
4. perform thorough physical assessment.	3.37	Satisfactory	15
5. analyze abnormalities from the assessment and results of diagnostic examinations and report it.	3.41	Satisfactory	14
6. prioritize needs/ problems of the patient based on the collected data.	3.59	Very Satisfactory	4.5
7. develop comprehensive client care plan utilizing the nursing process.	3.43	Satisfactory	12.5
8. collaborate with members of the health care team including doctors, medical technologists and others.	3.57	Very Satisfactory	6
9. accomplish client-centered discharge plan (METHODS)	3.54	Very Satisfactory	7
10. carry out plan of care.	3.59	Very Satisfactory	4.5
11. practice the ten rights of medication administration at all times.	3.65	Very Satisfactory	1.5
12. implement nursing intervention, that are safe, comfortable and in timely manner.	3.65	Very Satisfactory	1.5
13. give health teachings to patient family and significant others.	3.46	Satisfactory	10.5
14. monitor effectiveness of nursing interventions through reassessment of nursing care rendered and notify immediate superior of unusual, untoward and difficult situations.	3.46	Satisfactory	10.5
15. records assessment, interventions and evaluation of nursing care.	3.43	Satisfactory	12.5
<b>Composite Mean</b>	<b>3.52</b>	<b>Very Satisfactory</b>	

*Scale: 3.50 – 4.00 = Very Satisfactory; 2.50 – 3.49 = Satisfactory; 1.50 – 2.49 = Fairly Satisfactory; 1.00 – 1.49 = Not Satisfactory*

Duchan et al [4] stated that establishing rapport is given high value in clinical practice, but it was often talk as the second importance in relation to real therapy. Establishing rapport is something to be fostered early in the therapy, so a more important therapeutic goal can be more easily accomplished.

Giving medications take a big part on nurse's duty. It is one of the vital and mostly the error of the nurses; however, through ten rights of giving medications, these mistakes can be avoided. It has been found out that the rights when properly used can result into safe and quality nursing care. Giving medication in right time, route, patient, assessment, plan, and evaluation must be observed at all times. This is in connection with the item practicing high in giving medication because nurses are dealing with human lives and as nurses assuring client's safety is nurse's priority. Performing appropriate nursing intervention which are safe and comfortable to the clients are also given importance during clinical exposure. Safety and quality care a major key competency of a nurse is very important to be practiced in the area.

In addition, another major nursing performance is medication administration which take a highest risk task a nurse can perform, this requires accuracy by the nurse, and must pay full attention to avoid errors. Nurses must familiarize the ten rights of medication

administration to clients which include right client, right drug, right dose, right route, right time it also includes right documentation, right advice, complete drug interaction drug allergies, drug allergies and drug to drug interaction [5].

Nurses consistently practice in complex and dynamic situation, working to achieve emergent patient need for care. Better understanding of this aspect of clinical decision making would enable development and improvement of nursing practice [6].

Prioritizing the needs of the patient and carrying out the plan of care tied up, with a mean score of 3.59 or verbally interpreted as Very satisfactory and took the 4<sup>th</sup> and 5<sup>th</sup> rank. Doing nursing care plan to every client is important to serve as a guide in giving quality care and allow to evaluate the effectiveness of the care rendered. Nursing plan must be made with the client and not for the client. This is important so cooperation is easily elicited. On the other hand, prioritizing is a must so a more emergent case that needs immediate attention can be performed first, and satisfaction to nurse's work performance can be attained.

Health care professionals needs to understand the client's perception of the severity of his or her problem and on which area to work first. Sometimes the clinician and the patient has same perception but other times discrepancies must be discussed.

On the other hand, performing thorough physical assessment got the lowest mean of 3.37 or verbally interpreted as satisfactory which ranked 15<sup>th</sup>. Physical assessment is a very important part in managing client condition, but it seems that nurses don't have much time in performing this significant procedure, with the numerous patients who keeps coming to the hospital, plus the inappropriate nurse patient-ratio. Similarly, there are patient who are uncooperative which also play a part in the assessment phase.

According to Yock and Corrales [7], assessment is a key component of nursing practice, required for planning and provision of patient and family centered care. It is the registered nurses' responsibility to assess, plans, implements and evaluates nursing care in collaboration with individuals and the multidisciplinary health care team so as to achieve goals and health outcomes.

Analyzing abnormalities from assessment and results of diagnostic examinations with a mean score of 3.41 or verbally interpreted as satisfactory also got the lowest score. Since the nurse performs thorough physical assessment the least, that's why an interpretation of the abnormalities was also affected. This was also manifested with the interconnection of the third to the least which is recording of assessment and interventions to evaluate care tied up with developing comprehensive care with a mean score of 3.43 or verbally interpreted as satisfactory.

Charting or recording and documentation takes most of the time of nurses, especially those whose

institutions requires the ideal charting. Care plan which should also be routinely made for every client was not practice either, maybe because of the lack of time a nurse has or the nurses are few compared to number of clients. However, this should not sacrifice the type of care nurses have to render to clients. Nursing College of New Zealand [8] revealed that registered nurses utilize nursing knowledge and complex nursing judgment to assess health needs and provide care, advice, and support people in managing the health.

Table 2 shows the performance of the graduates in terms of leadership and management, with a mean score of 3.40 and verbally interpreted as satisfactory. This may indicate that nurses somehow were able to do some of the task a leader may do, however, since they are mostly exposed to client, they function more of the client care than this particular area.

Nurses function is not only limited to client care alone. Assuming different leadership and managerial roles were also part of the duties of a nurse. As a fresh graduate, nurses are expected to include this specific practice in their competencies. Being a leader doesn't mean that one should be in a designated and appointed position. Every nurse could be a leader by inspiring others to work together to achieve a certain goal, and includes managerial functions such as organizing and planning the task that can only be done by a novice nurse.

**Table 2. Work Performance of Nursing Graduates in terms of Leadership and Management**

Nurses...	Weighted Mean	Verbal Interpretation	Rank
1. accomplish the task assign to them on time.	3.43	Satisfactory	3
2. identify problem in order to maintain work organization.	3.41	Satisfactory	4
3. think and develop strategies to address such problem at all times.	3.24	Satisfactory	9.5
4. maintain harmonious relationship with other members of the health care team.	3.74	Very Satisfactory	1
5. adhere to new rules to be implemented in institutional policy.	3.54	Very satisfactory	2
6. organize own workload through making time table.	3.28	Satisfactory	8
7. exercise professional judgment in time of crisis	3.35	Satisfactory	6.5
8. develop time management skills in order to meet the needs of patient and co – workers	3.35	Satisfactory	6.5
9. show leadership skills in the absence of higher authorities.	3.24	Satisfactory	9.5
10. organize and manage documents accordingly as per institutional policy.	3.39	Satisfactory	5
<b>Composite Mean</b>	<b>3.40</b>	<b>Satisfactory</b>	

Scale: 3.50 – 4.00 = Very Satisfactory; 2.50 – 3.49 = Satisfactory; 1.50 – 2.49 = Fairly Satisfactory; 1.00 – 1.49 = Not Satisfactory

Nurses are likely to engage in a range of leadership activities in their routine. Some will naturally adopt an effective leadership style, while others may find the concept of leadership or seeing themselves as leaders difficult to understand. Effective leadership is critical in delivering high quality care, ensuring patient safety and facilitating positive staff development [9].

Maintaining harmonious relationship with the other members of the health team got the highest rank with a weighted mean score of 3.74 and verbally interpreted as very satisfactory. LPU nurses know very well their duties and responsibilities as nurses who interact with the other members of the health care team in order to deliver a high quality care to every patient. They taught to be strong and effective nurses as part of the team delivers their shared goal of high value care.

On the study of Lanzoni and Meirelles [10], it is noteworthy that the network of relationships and interactions is advancing the frontiers of the health unit to add to the service, the daily life of the community and partnerships with other segments and sectors of society, seeking closer ties with the user and his context, and to strengthen and qualify health care.

Adherences to new rules to be implemented in institutional policy with a weighted mean of 3.54 and verbal interpretation of very satisfactory got the second to the highest rank. Every worker must review the institutional policies which can measure the responsibilities, public trust and the corresponding obligation to an institution because it is one key antecedent of successful coordination and functioning within organization. It is important for nurses to assure that policies and procedures are followed, and regulatory requirements are met. Haddad and Purtilo [11], mentioned that nurses' daily professional life in the institution is affected by some laws and regulations that govern all types of health care settings. Similarly, these laws govern the nurse's performance.

Accomplishing the task assigned to them on time got the third to highest rank with a mean score of 3.43 or verbally interpreted as satisfactory. One of the most basic skills you can use to manage your time effectively is having a plan in order to help nurses to function in a more efficient and effective manner, but more importantly, this can help them in developing their own skills. Nurses perform a lot of job in the clinical area in an eight hour-shift, and maximizing the time is really a big factor. According to Haddad and Purtilo [11], nurses are accountable for the quality of their performance and responsible for caring out the activities assigned to them. Similarly, once a nurse is

able to manage self-activities, there is a possibility that duty can be at ease.

Thinking and developing strategies to address problem at all times and showing leadership skills in the absence of higher authorities tied up to the lowest rank with a weighted mean of 3.24 and verbally interpreted as satisfactory. Leading a team of peers without the higher authorities is a definite challenge, and can put leadership skills to the test. One must set goals to involve team members in decision making to create a climate of openness and honesty. Each team member usually has his or her own regular job to do in addition to the team's specific tasks.

On the other hand, conflicts in the area are inevitable and as a leader, solving conflicts will be beneficial and will make the working environment conducive to work with. New nurses are at the early stage of developing a skill set and applying critical thinking to solve conflicts. Therefore, a proper line of communication must be followed to easily resolve the misunderstanding.

Johnson [12] mentioned that handling conflicts in an efficient and effective way improves quality of patient safety, staff morale and limits work stress. Handling conflict situations the nurse must have the skills to resolve them such as clear communication.

Organizing own workload through making time table with a weighted mean of 3.28 and verbally interpreted as satisfactory was the second to the lowest. A lot of patients comes and go to hospital every day, and to accommodate them all, there are nurses who even worked over time just to give care for them. However, if nurses will be doing every day, the nurses will experience burn out, therefore the solution is making time table and be an efficient nurse. With the result of the respondents, this may imply that only some are able to possess the efficiency in the work performance maybe because of being new to the word of registered professionals.

The heavy workload of hospital nurses is a major problem. Nurses are experiencing higher workloads because of increased demand for nurses, inadequate supply of nurses, reduced staffing and increased overtime, and reduction in patient length of stay [13].

Lastly, tied-up by exercise professional judgment in time of crisis and develop time management skills in order to meet the needs of patient and co-workers with a weighted mean of 3.35 and verbally interpreted as satisfactory. The newly nurses have an inadequate clinical experience which affects the way they are able to make decisions and act independently. Time management skills vary from, but are not limited to

prioritizing tasks which allow nurses to take control and what goals need to be accomplished on a daily basis.

Working within a reactive environment will be like putting out fires—crisis after crisis—without control over work. Feeling like inadequately dealing with situations and not supporting staff, can lead to chronic stress and burnout. However, at the end of the day, some managers disengage from the organizations and go through the motions without innovation or enthusiasm or leave the organization seeking something better [14].

Table 3 shows the responses of the head nurses regarding the work performance of nursing graduates in terms of research engagement with a mean score of 2.88 and verbally interpreted as often. Nurses in the hospital setting work more on the client care than doing continues studies in line with research. Most of their duty hours are allocated to each patient and this area was held the least prioritized. This may indicate that although the nursing procedures are derived from researches, only few graduates of 2012 were able to engage in this area of work performance.

Applying knowledge from nursing and other discipline concerning concurrent health situations to improve patient care got the highest rank with a weighted mean of 3.13 and verbally interpreted as satisfactory. The work environment in which nurses provide care to patients can determine the quality and

safety of patient care. Information nowadays are easily disseminated through innovative gadgets and with one click away, research is already at hand. In today's generation, nurses are already taught about the use of computer in management of health. In fact, the nursing curriculum has the separate nursing informatics subjects to allows nurses make the newly published studies be available at hand so that this can be easily apply in the working area.

On the study of Hughes [15], it is stated that as the largest health care workforce, nurses apply their knowledge, skills, and experience to care for the various and changing needs of patients and research studies can be of help to the implementation of new ideas studied by series of researchers.

Demonstrating critical inquiry in relation to new technologies change, enhance or support nursing practice with a weighted mean of 3.09 and verbally interpreted as satisfactory was the second to the highest. During the study of nursing curriculum, if a nurse is still a student, there are a lot of limitations one can do compared to a registered one. In the clinical area a lot of machines and equipment are already made available for easy access and treatment to every client. Being novice in the area, nurses are still developing the confidence in operating these technologies, which may be the reason why the respondents take this item as second to the highest.

**Table 3. Work Performance of Nursing Graduates in terms of Research Engagement**

Nurses...	Weighted Mean	Verbal Interpretation	Rank
1. engage in nursing and health related research studies.	2.83	Satisfactory	6
2. attend different trainings and seminars to improve research skills.	3.04	Satisfactory	4
3. keep self-up to date with latest trends and issues about health.	3.07	Satisfactory	3
4. disseminate research findings thru presentations.	2.61	Satisfactory	10
5. construct research studies related to patient care enhancement.	2.67	Satisfactory	9
6. participate in case analysis, case study and case presentation.	2.91	Satisfactory	5
7. apply knowledge from nursing and other discipline concerning concurrent health situations to improve patient care.	3.13	Satisfactory	1
8. demonstrate critical inquiry in relation to new technologies change, enhance or support nursing practice.	3.09	Satisfactory	2
9. participate in research study that ensures safety of the respondents.	2.76	Satisfactory	7
10. conducts research study that promotes authentic results.	2.74	Satisfactory	8
<b>Composite Mean</b>	<b>2.88</b>	<b>Satisfactory</b>	

Scale: 3.50 – 4.00 = Very Satisfactory; 2.50 – 3.49 = Satisfactory; 1.50 – 2.49 = Fairly Satisfactory; 1.00 – 1.49 = Not Satisfactory

Jacob and Vanderhoef [16] said that nursing is a science and practice which integrates nursing and its information, knowledge, and their management, with information and communication technologies will promote the health of people, families, and communities worldwide. Nurses who keeps updated to these technologies can deliver the care well.

Third was keep self-up to date with latest trends and issues about health with a weighted mean of 3.07 and verbally interpreted as satisfactory. Nursing not only has a role in research that directly addresses questions that the profession generates, but it also addresses larger questions in health care.

Challinor [17] said that keeping up-to-date is always a challenge, and sometimes will make nurses much easier to keep up with a more focused literature. Clinical evidence seems to be constantly changing, and the sheer volume of knowledge continues to grow. Also news and trends can be the key opportunities and can make nurses more aware of the new ideas in health. That's why it's important to keep-in-touch with news and trends in the industries.

The lowest weighted mean of 2.61 and verbally interpreted as satisfactory is dissemination of research findings thru presentations. Effective dissemination can support staff to share information about developments in healthcare practice, and help services adopt and implement innovation. The difficulty prioritizing research activity within busy clinical settings may be further aggravated by the poor dissemination of findings. One could become a researcher even without doing own study, but through utilizing the research of others. However, as perceived, nurses were still not able to do it.

On the study of Scullion [18], he sets out to explore and disentangle some of these complexities, examine examples of successful dissemination strategies and provide valuable insights. It is argued that the process of dissemination needs to be afforded greater emphasis by project-funding bodies, research supervisors, researchers, and those responsible for implementing changes in clinical practice. Important initiatives are acknowledged before the concept of dissemination is explored.

Second to the lowest was construct research studies related to patient care enhancement with a weighted mean of 2.67 and verbally interpreted as satisfactory. This implies that 2012 graduates have not yet involved in research studies, however there are a lot of research forums and case presentations that they can venture on. If nurses are to be as effective as possible in helping to

provide high quality of patient care, they will need to be better prepared as care becomes more complex.

Garneau and Zerwekh [19] said that nursing has a growing body of evidence on which we can support our practice. Nursing research has been very important in establishing a platform for the development and utilization of evidence-based-practice. Whether a new graduate, or an experienced nurse, there are ample opportunities to apply research in the area of clinical practice. When areas of practice need to be changed, it is important to have valid information and data to support the need for change.

The third to the least was conducts research study that promotes authentic results with a weighted mean of 2.74 and verbally interpreted as satisfactory. Nurses play a pivotal role in the healthcare environment by conducting research to produce an authentic result that can affect the quality outcomes for staff nurses and patients. The widely recognized evidence-based movement has put more emphasis on the importance of research utilization.

On the article of Morgan [20], it is stated that to improve clinical cost-effectiveness and outcomes, professional associations and educators have required nurses to build their practice on research findings. However, despite the increasing quantity and improving quality of nursing researches, incorporating research results into clinical practice remains a significant challenge.

**Table 4. Performance of the Nursing Graduates of 2012**

Work Performance	WM	VI	Rank
Client Centered Care	3.52	Very Satisfactory	1
Leadership and Management	3.40	Satisfactory	2
Research Engagement	2.88	Satisfactory	3

Table 4 shows the summary of work performance of nursing graduates. The respondents were able to render client centered care very satisfactory with a mean of 3.52. Most of the newly graduate nurses are novice according on the theory of Patricia Benner. Nursing task involves direct care to clients which includes bedside care such as establishing IV access and administering medications. This ranks first merely because nurses are mostly performing client care more than the other two. As novice they are mostly assigned in the area, doing bedside care, carrying out doctors' order, charting, and doing minimal procedures in their range of capabilities.

Benner [27] explained that the development of knowledge in applied disciplines such as medicine and nursing is composed of the extension of practical knowledge (know how) through research and the characterization and understanding of the "know how" of clinical experience.

Epstein and Street [3] said that patient-centered care is a quality of personal, professional, and organizational relationships. Thus, efforts to promote patient-centered care should consider patient-centeredness of patients and their families, clinicians, and health systems.

Second to the rank are leadership and management, with a mean of 3.40 and verbally interpreted as satisfactory. Graduates are mostly in training program and functions as bedside nurses rather than managerial task. Nevertheless, having harmonious relationship with other team members shows that a more comprehensive and multidisciplinary care to clients can be rendered.

Anderson [21] mentioned that all nurses are leaders and managers at some level. Striving for balance of doing the right thing and doing things right are the task at stake. The rapid and dramatic changes in health care make these skills more important than ever. Critical thinking skills, active listening and good coping skills are essential at all levels in today's nursing workforce.

Lastly, is research engagement with a mean of 2.88 and verbally interpreted as satisfactory. Research is a means to progress, however it was the least done by graduates. As per interview to some medical directors and chief nurses of different hospitals, since most of the graduates are novice, most of the task given to them is limited only to basic nursing procedures and having a research paper is only necessary once taken an advance study and professional development.

Holmes [22] stated that we need a larger cadre of nurse researchers to identify and develop systems and mechanisms to achieve aims and also to identify

methodologies to assist frontline staff nurses to implement evidence based practices into daily care routines. The work of nurse researchers can lead to improvements of various healthcare setting. How to get these best practices into how nurses deliver care on a highly reliable basis is another huge area of research that still needs to be addressed.

Table 5 present the Factors that affects the performance of the LPU nursing graduates. It shows the factors that can possibly affect the work performance of LPU nurses. It has a weighted mean of 3.38 or verbally interpreted as often. This means that the items listed above affects the nurses at some point, maybe because it still depends on the type and character of duty they have. The graduates are assigned into different hospitals of Batangas Province, and there are areas in which the patients are only few while other nurses have to extend time due to large number of patients with serious illnesses.

Every Filipino nurse must know the RA 9173 – The Philippine Nursing Act of 2002 to protect and improve the nursing profession in the country, to improve nursing education and dignify the existence of nurses. The ICN Code of Ethics for Nurses, most recently revised in 2012, is a guide for action based on social values and needs. The Code has served as the standard for nurses worldwide since it was first adopted in 1953. The Code is regularly reviewed and revised in response to the realities of nursing and health care in a changing society.

The Code makes it clear that inherent in nursing is respect for human rights, including the right to life, to dignity and to be treated with respect. It also guides nurses in everyday choices and it supports their refusal to participate in activities that conflict with caring and healing. It has four principal elements that outline the standards of ethical conduct: nurses and people, nurses and practice, nurses and the profession, and nurses and co-workers.

**Table 5. Factors that Affect the Work Performance of Nursing Graduates**

	Weighted Mean	Verbal Interpretation	Rank
1. Organization's staff development such as trainings and seminar	3.30	Often	8
2. Scheduling and rotational shifting	3.35	Often	6
3. Support system from superiors	3.35	Often	6
4. Personal conflict and familial support	2.72	Often	9
5. Work environment	3.35	Often	6
6. Relationship with co workers	3.63	Always	3
7. Nurse patient ratio	3.37	Often	4
8. Commitment to work and responsibilities	3.74	Always	1
9. Defined duties and responsibilities	3.65	Always	2
<b>Composite Mean</b>	<b>3.38</b>	<b>Often</b>	

Scale: 3.50 – 4.00 = Always; 2.50 – 3.49 = Often; 1.50 – 2.49 = Sometimes; 1.00 – 1.49 = Never



Among the items nurses who are committed to their work and responsibilities got the highest mean of 3.74 or verbally interpreted as always. Once a nurse enrolled in college, the first and foremost topics discussed are about the different fields, roles and responsibilities of nurses. As early as freshmen the clinical instructors enlighten the minds of students of what nurses do in the clinical areas. Commitment is a great factor, because loving what you're doing truly helps your intrinsic motivation to work, and perform well in the chosen profession.

Once a nurse is devoted to profession, even though there are a lot of trials and obstacles they might encounter, they still manage to work and perform their job accordingly. These nurses, felt fulfillment in their duty and can render more care to patient, because they are intrinsically motivated to accomplish their job.

A study made by Al-Ahmadi [23] stated that job performance is positively correlated with organizational commitment and professional without personal variables. He further added that nurses who are committed to their job perform well in their duties.

In addition, defined duties and responsibilities got the second rank, with mean score of 3.65 or verbally interpreted as always. Nursing is a profession because it is autonomous in a sense that it has its own law. This law shows the scope of nursing which includes the duties and responsibilities of every registered nurse. Since respondents are recently board passers, any mistake committed the license is already at stake. This may be the reason why the duties affect the nurses' performance.

Canadian Nurses Association [24] believes that registered nurses are expected to demonstrate professional conduct as reflected by attitudes, beliefs, values exposed in duties and responsibilities of nurses. Also this serves as nurse's guide in everything that they will do.

Nurses is the one who spent most of the time with the client, however they are not the only healthcare provider in the institution. A better health care can be given through collaborative efforts of nurses and other medical professionals such as physician and medical laboratory technician. Therefore, establishing relationship with co-workers to them is necessary for a better health care delivery. This is evidenced in the item, relationship with co-workers which ranked third and a mean score of 3.63 which is verbally interpreted as always.

Venzon and Venzon [25] stated that nurses are expected to get along smoothly with their colleagues and establish good working relationship. Similarly,

Thompson [26] stated that providing excellent patient care depends on the ability of different types of nurses with different roles to work collaborating as a team.

Based on the records of Philippine General Hospital an average of 600,000 patients passes to the hospital daily, and the nurses' local employment of 67, 202 as of 2011. With the big discrepancy from the number of nurses on duty and the number of patients, the ratio between them serves as a factor that can contribute to nurses' work performance. Respondents even added that to accommodate such number of patients, they spend much of the time charting, rather than bedside care and even missed meals. (DOH, 2012).

The nurses work in different types of environment, mostly in the government; public hospitals. Government hospitals accommodate a lot of patients as compared to the private, basically because of the expenses they are to pay for the health services. This is the reason, why most of these areas are crowded and noisy. On the other hand, private hospitals offer rooms individually for the client, the nurses' station are mostly air conditioned and the facilities are complete. However, nurses know how to make the most of the resources and maximized to the best it can be, with sacrificing the goodness of its service. This is the reason, why item work environment got only a mean score of 3.35 or verbally interpreted as often.

Support from the superior, with a mean score of 3.35 or verbally interpreted as often, tied up with the item above. Mentoring from the superior can help nurses to be easily adaptive to their environment, 2012 graduates are mostly novice, and being a neophyte is really a challenge for a newly registered nurse. This means that if a good supervision is given, a better work performance can be observed.

Smith [28] noted that mentorship is an extremely powerful tool that can help build competence, leadership, skill and self-awareness. Similarly, the author added that many organizations have used mentoring as well to foster competence in the workplace.

In addition, scheduling and rotational shifting with a mean score of 3.35 or verbally interpreted as often, tied up the two items previously mentioned. There are 3 rotation types among nurses AM or 7:00AM to 3:00PM shift; others have 6:00AM to 2:00PM shift; 3:00-11:00 PM (2:00-10:00PM) and the night/graveyard which occurs from 11:00 PM - 7:00AM or 10:00-6:00 A. The task of nurse in this shift is same all throughout, however, since the patient are mostly awake active in the day, so nurses who are AM shift does more task as compare to PM and night. This was

even worse, if the nurse has no permanent schedule or on straight duty. However, most of the nurses' duties are AM shift, some are PM and only very few are night; this maybe the reason why nurses perceived this item as often rather than always.

Rotating schedules, affects the work of the nurses, because of the circadian rhythm of individual. Day shift requires more performance, since patient are mostly awake at night, and most of the doctors' order are to be accomplish in the morning. On the other hand, PM and Night shift, were most of the clients are sleep, and less activities are to be done, nurses can perform less procedures, however, there are some who feels burned out especially if the shift is graveyard.

Nurses must remain abreast to the newest health trends and update self with the latest treatment accepted, proven and tested by science. Therefore, constant seminars and trainings can be helpful to the graduates; attending different staff development trainings can be beneficial not just to the nurse alone, but similarly to the whole institution. However, the item organization's staff development such as training and seminar got only a mean of 3.30 or verbally interpreted as often, maybe because LPU nurse functions mainly in the area and cannot find time to attend seminars conducted outside the hospital, mostly do bedside care due to lack of workforce and leaving

the area will make other nurses to bring the burden of loaded patients.

Lastly, personal conflict and familial support got the lowest rank with a mean score of 2.72 or verbally interpreted as often. Nurses are dealing with lives, so a full attention must be carried out by a nurse at all times. Nurses must show professionalism at all times by giving empathy and not sympathy. Nurses work are less affected by this item, merely because, whenever they went into their institution, all their personal matters are left home and nurses undergo self-awareness before dealing with clients, so they can fully render the necessary care to be given to clients.

### Proposed Plan

Heightened by complexity of nursing profession, nurses need to meet the roles that are presumed to be inculcated by themselves with regards to their years of experiences and performance.

Hence, the researcher made a program that may be used by different health care institutions in adaptation to the 2012 National Nursing Core Competency Standards.

**Goal:** To enhance the work performance of LPU Nursing Graduates in terms of client centered care, leadership and management, and research engagement.

**Table 6. Proposed Plan of action to enhance the Work Performance of the nursing Graduates of 2012**

Objectives	Activities	Personal Involved	Expected Outcome
<b>Leadership and Management</b> Demonstrates leadership and initiative in the area. Practice responsibility and accountability in nursing practice. Properly utilize the networks and linkages in the institution.	<ul style="list-style-type: none"> <li>▸ Attend into different leadership trainings and seminars</li> <li>▸ Practice the use of proper time table</li> <li>▸ Participate actively in various team building activities</li> <li>▸ Conduct simple simulation</li> </ul>	nursing graduates  Head Nurses	Nurses will show and management skills to provide safe and quality care.
<b>Research Engagement</b> Engages in nursing or health related research with or under the Supervision of an experienced researcher. Evaluates research study/report utilizing guidelines in the conduct of a written research critique. Applies the research process in improving client care in partnership with a quality improvement /quality assurance/nursing audit team.	<ul style="list-style-type: none"> <li>▸ Participate actively in different research forums and group studies</li> <li>▸ Conduct and present thesis or case studies into different peer group discussion</li> <li>▸ Read new updates and try to incorporate the latest trends in the working performance</li> </ul>	nursing graduates  Head Nurses	Nurses will utilize their research findings to enhance self and improve their work performance.

**CONCLUSIONS AND RECOMMENDATION**

The nursing graduates excel more on client centered care rather than leadership, management and research engagement. They may engage themselves in research to improve the quality of nursing care. Commitment and dedication are factors that positively affects the work performance of LPU nursing graduates. Proposed plan of action in enhancing the work performance of LPU nursing graduates was developed for future implementation.

The proposed programs may be utilized to enhance work performance of LPU nursing graduates. For future researchers to conduct a more comprehensive and detailed studies about work performance of nurses. For the health care facilities and institutions, they should adhere to nursing core competency standards (client care, leadership and management and research). Nurses should continue to build knowledge and competencies through continuing professional development, in service training programs and clinical specialization. The institutions should ensure policies are in place to allow nurses to practice to their full extent of education and training.

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