

EFFECT OF SUPERVISORS SUPPORT ON NURSES JOB PERFORMANCE

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ABSTRACT

Nurses are the leading group and an imperative element of the providers in the health care systems playing a crucial task in the hospitals. Any fault and insufficiency in their work can result in irrecoverable outcomes. Supervisors support is considered as the vital factor for enhancing the motivation and work efficiency of the workers worldwide. They are seen to be the role model for the workers and therefore, their attitudes and behaviors are expected to be highly answerable and sincere in their conduct and transactions. The cordial and supportive supervisory support are paramount in the sensitive and service oriented profession of health nurses as it can have a long-lasting impact on quality of patient care and health services rendered along with cultivating pleasant work environments and generating acceptable work standards. Thus, the aim of present study is to examine the relationships between the supervisors support and job performance of the nurses in the healthcare where supervisors support is the independent factor and job performance is the dependent one. The results from the pilot study conducted with 30 nurses working in the hospitals in Jaipur clearly indicates that supervisor support is pivotal and also to an extent instrumental in enhancing the nurses' job performance and rendering quality service outcomes in the hospitals.

KEYWORDS: Supervisors Support, Nurses, Health Care

INTRODUCTION

Workplace relations play a crucial role in the dynamics of the organization worldwide. It is the crucial factor around which the organization behavior and environment revolves. It is said to be the social capital of business. In this ever changing and unpredictable business world and economies; the only thing that can be relied upon is the relationships and bond that one share with their seniors or supervisors at the workplace.

Nurses are the most demanding professionals of the health sector playing the most sensitive and service oriented roles round the clock. They are expected to treat diseases and patients with utmost care, concern and empathy. The morals of patience, sensitivity and loyalty are expected of them always without any question. Nurse's interventions and contributions are the matter of life and death in the health sector. Considering the imperative role and contribution of the nurses; it becomes the utmost responsibility of the health administration to always endow them with pleasant, supportive and collaborative work environment and relationships genuinely.

It is believed that an employee spends a majority of its time at the workplace and the workplace is like a home for an employee and senior, coworkers and subordinates as his family. Supervisors and seniors are said to be their coaches and mentors who are always looked upon by the employees with respect and dignity. This makes the task, role and responsibility of supervisors for more challengeable and demanding.

Supervisors tend to be the motivating force behind the consistent and superior performance of the nurses in the health sector. They provide them the emotional and mental encouragement to function with full vigor, dedication and loyalty. They are responsible for employee engagement and low turnovers with more satisfied and committed nurses.

WHAT IS SUPERVISOR SUPPORT?

Supervisor support is defined as the degree to which leaders value their employees' services and be bothered for them. A leader with high supervisor support is one that attends to, value and appreciates his employee.

INFLUENCING FACTORS IN CORDIAL SUPERVISOR-SUBORDINATE RELATIONSHIP IN THE HEALTH SECTOR

- Listen and communicate with the employees regularly and consistently.
- Make the goals and objects cleared and understandable to the employees.
- Give sincere attention to the complaints and grievances to the employees.
- Provide the employees with the leisure time and facilities at the workplace.
- Be impartial and fair towards all the employees.
- Provide the employees with impartial and effective appraisals timely.
- Be kind, honest and sincere towards the employees.
- Always praise and motivate the employees for good work done.
- Provide the employees with standard work settings and work environments.
- Always render the emotional and moral support to the employees at the time of crises whether at workplace or outside.

OBJECTIVES OF THE STUDY

- To recognize the extent of supervisor support experienced by female nurses.
- To study the influencing factors for cordial supervisor-subordinate relationship among the nurses.
- To suggest strategies for supervisor-subordinate relationships.

RESEARCH METHODOLOGY

Research design adopted for this study is Descriptive using MS Excel. Primary data were collected through the survey method by using questionnaires. A sample of 30 female nurses who are working in Jaipur hospitals in different departments such as medicine, surgery, and general wards and ICU were collected. Secondary data was collected from journals and research articles.

FRAMEWORK OF ANALYSIS AND INTERPRETATION THROUGH BAR CHART

Supervisors Communicate and Hear Timely and Precisely

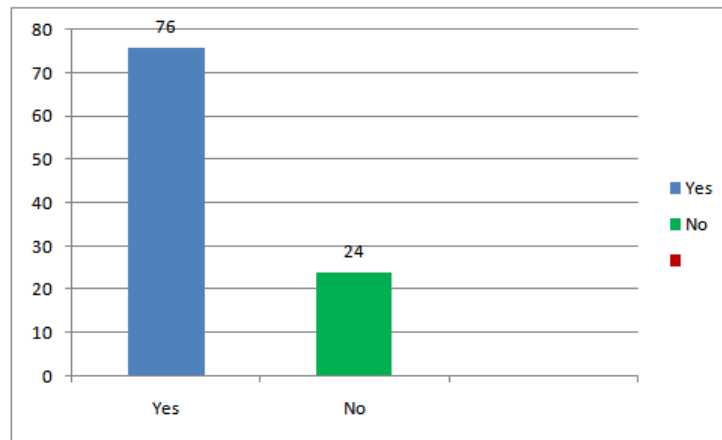


Figure 1

Supervisors give Feedback and Praises for Good Work Done

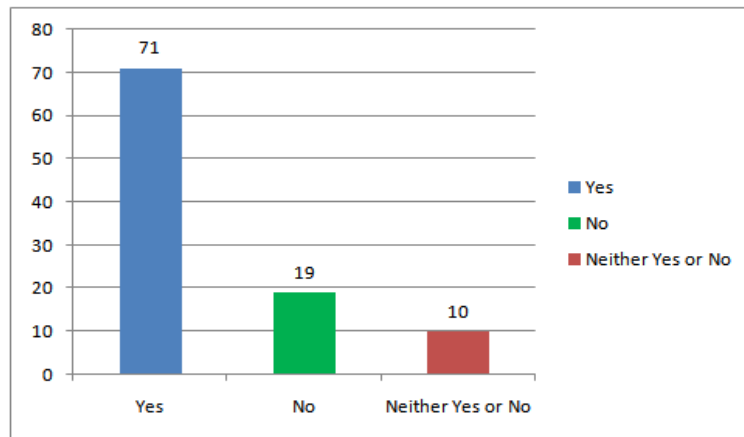


Figure 2

Supervisor is Effective in Grievance Settlement

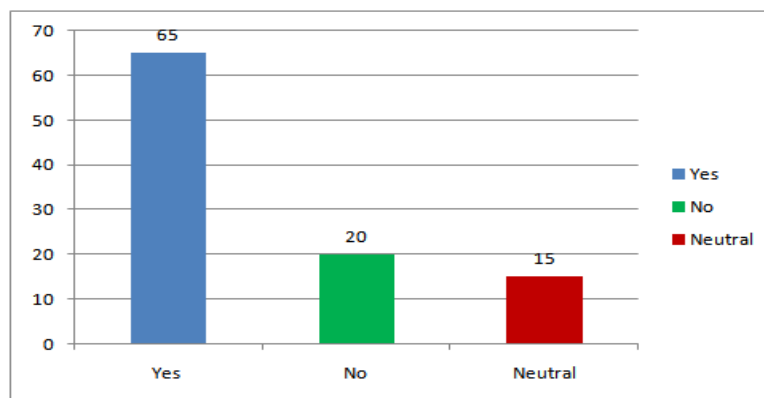


Figure 3

Cordial Interpersonal Relationship among the Supervisor and Subordinate is Crucial for Quality Work Performance and Job Satisfaction

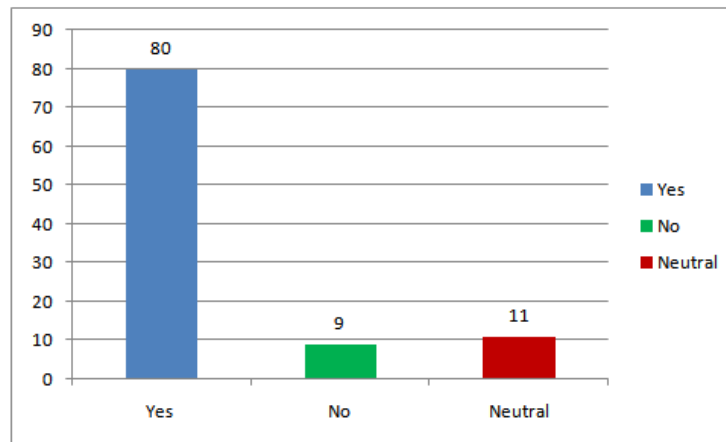


Figure 4

FINDINGS

The current study was conducted to identify the supervisory support of nurses who are functioning in hospitals of Jaipur city. Through this study, information was gathered on various segments of the supervisor support along with the factors crucial for cordial senior-subordinate relationships. Thus, the study highlights that majority of the health staff nurses shares supportive and strong relationship with their supervisors. They are encouraged and supported every time and at the time of crises and high work pressure and stress. They share good understanding and bond with their seniors. They are heard and communicated timely and problems are also sought out timely. Supervisors motivate and appreciate them genuinely for their contributions and are also at times criticized and counseled for the mistakes and service gaps, which is again appreciated by the nurses. In this demanding profession; it is proven that supervisors support them morally at the time of pain and distress that keeps them going for a long time in generating quality service outcomes. Esteemed supervisor guidance is considered as the main cause at times for terminating the employee's medical negligence and mistakes. Thus, the nursing supervisors are highly esteemed and valued for their sincerity and dedication towards their subordinates at present times in the hospitals.

LIMITATIONS OF THE STUDY

- The information gathered may be subject to the bias of the respondents.
- Limited time to give the responses due to excessive workloads.
- Small and limits sample size was surveyed.

SUGGESTIONS

It is observed that the supervisor support is the significant factor for inculcating the positivity in the organizations. It renders rewarding results in form off:

- Enhanced job satisfaction.

- Cordial workplace relations.
- Increased work pleasure.
- Improved organizational commitment and dedication.
- Amicable work environment.
- Reduced job stress.
- Reduced grievances and complaints.
- Reduced turnover.
- Increased productivity and service quality.

CONCLUSIONS

Workplace relations are emerging issues worldwide. In all most every sector of the world economy, it can be considered necessary. It is the need of an hour to inculcate a strong bond and understanding among the seniors and subordinates with transparency; failing which the organizations would lose the valued staff, their engagement and commitment towards the job and organization as well. Thus, it is well proven that the human resource is paramount to the survival and growth of the organization. Their complaints, emotions and expectations cannot be taken for granted. Hence, man being a social animal needs to be praised, valued and recognized for his contributions and achievements in the true sense .Without proper counseling, rewards and attention the employees especially nurses can generate irreversible outcomes that can be lethal for an individual, society and organizations crippling the entire work process and set up.

