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Research Paper

A triangulation mixed method in fostering foundation of a positive working environment of nurses in the clinical area

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ABSTRACT

Background: Having a Positive Working Environment (PWE) matters a lot for nurse clinicians. It affects job satisfaction , how long they stay in their roles, and also the overall quality of patient care inside clinical settings.
Objective: The study wanted to check whether the PWE determinants are actually present in nurses workplaces. It also looked at how nurses perceive their importance, using the Practice Environment Scale of the Nursing Work Index (PES-NWI).
Method: A mixed method approach was done with 82 nurse clinicians from General Nursing Units and Specialty Areas across four Tertiary Hospitals in Metro Manila. For the quantitative part, Cronbach's Alpha was used for reliability testing and Chi-Square tests for statistical significance. For the qualitative part, the researchers reviewed the data through Phenomenology of Perception. Then, cross-analysis triangulation was applied, so both sets of data could meet and make sense together, even if they look different at first.
Result: Seven determinants came out as essential for building a PWE, namely Skilled Communication (SD 0.40), True Collaboration (SD 0.41), Effective Decision-Making (SD 0.47), Appropriate Staffing (SD 0.49), Meaningful Recognition (SD 0.51), Quality of Care (SD 0.40), and Authentic Leadership (SD 0.46). The qualitative findings showed that PWE is more than what people can visibly see or plainly say in conversations. Instead, it also involves deeper , subtle elements, those were captured through 5 subthemes. When the quantitative and qualitative results were triangulated, there was notable agreement and convergence which supports how PWE really is multidimensional, especially in real clinical settings.
Conclusion: Creating a PWE needs focus on both what can be measured, and on those less tangible, perception based aspects. Overall, the results highlight how important it is to build supportive work environments in clinical settings. These implications can go beyond hospitals, and may fit other types of healthcare institutions as well, too.

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1. INTRODUCTION

In the Philippines, the number of medical professionals has grown over time. Describe this rapid expansion in their research on Filipino-employed healthcare workers. – Including nurses who works in the hospital. In today's hospital and institutional policies, the most generally articulated language about retention of nurses is the presence of a contract of agreement; every hospital institution has implemented a system-wide goal of this engagement. Numerous factors have been determined. However job satisfaction among nurses has proven to be a reliable indicator time and time again [1]. For nurses to provide their best contribution to patient care, healthy work conditions are crucial, in accordance to the American Association of Critical Care Nurses (AACN).

Professionals' experiences and perceptions of power are directly impacted, and role stress at work is indirectly affected. It is widely recognized that motivating nurses in their workplace is crucial to achieving the coveted magnet status for hospitals, both domestically and abroad, particularly those in poor third-world nations. Furthermore, nursing leadership looks for methods to enhance patient outcomes. Empowering nurses can be essential to achieving these enhancements in the acute-care clinical setting. Research points to the possibility that nursing practices and work surroundings may be factors in avoidable injuries. When units are understaffed and nurses are forced to raise patients by themselves, a lot of them suffer back injuries.

A positive working environment can be appreciated both as tangible and intangible measures. The compensation received, the right staffing ratio (patient to staff), the amount of assets in the area for providing high-quality treatment, and management are some of the tangible characteristics. Conversely, many intangible metrics highlight how nurses' self-worth has increased as a result of proper acknowledgment, job promotions, seamless leadership assistance, and interactions or teamwork with the remainder of the medical staff.

2. RELATED WORK

Regarding overall job satisfaction and intention to leave the profession, there was no significant distinction between nurses in rural and urban areas [1]. Significant predictors of job satisfaction included achievement/job interest/responsibility, supervision quality, and peer support/work conditions. However, there was an important difference between rural and urban nurses regarding benefit satisfaction and job security, and a negative correlation was found between the nurses' work satisfaction levels and their intention to leave. Magnet hospitals can draw in and keep highly qualified professional nurses by offering a supportive work environment that fosters high levels of job satisfaction and superior patient care [2].

The working environment and personal resources are connected to nurses' job satisfaction [3]. Nurse-to-patient ratios have drawn a lot of attention when referring to working conditions because these ratios are linked to patient safety, morbidity, and death. In reference to the result of the studyregarding the exploration of the link in empowerment and job satisfaction, development of direct and indirect link was appreciated [4]. Fostering a welcoming atmosphere and addressing the needs of Filipino nurses will increase nurse retention, foster job satisfaction, and minimize nursing burnout [4], [5].

According to the Critical Care Nurses Association of the Philippines, Inc. (CCNAPI)'s Competencies of Critical Care Nursing, a nurse working in critical care accomplishes tasks that assist with preserving a positive work environment.

Professionals' observations and impressions of power are directly impacted, and role stress at work is indirectly impacted. The American Nurses Credentialing Center has identified the empowerment of nurses in their workplace as a critical component of achieving the desired magnet hospital status. The meaning of the beneficial or detrimental perception that nurses' employees have of their work is the establishment of permitting conditions for nurses to have a job that they are satisfied with [6]. The researcher based his framework based on the similarity and affinity of having a PWE with that of Maslow's Needs.

The researcher specifically aims to address the importance of providing a support in relation to the working environment of the Filipino nurses that will serve as an essential component of recognizing their potential, exercising trusting relationship, practice leadership and decision-making skills.

Considering the existing research gaps, this study specifically aims to sought to shed light to the following:

a. The responses from the respondents on how readily accessible of PWE determinants are in their place of employment, especially Collegial Nurse-Physician Relations, Manager's Ability and Leadership, Foundations of Quality Care, Manpower and Resource Adequacy, and Hospital Affair Participation.
b. In the sense of skilled interpersonal interaction, true cooperation and effective decision-making, appropriate staffing, significant recognition, authentic leadership, and quality of care, describe the crucial role of these determinants for developing a positive working environment.
c. Existing relationship between the positive working environment and the parameters in creating a PWE.

The study was divided into series of activities. First thing is a survey about the PWE followed by an interview to the respondents to explore the phenomena that pertains to the PWE. The third step performed by the researcher is to perform validation through cross analysis of quantitative data and the qualitative data. The last step pertains to the relationship and result of the third step (cross analysis)

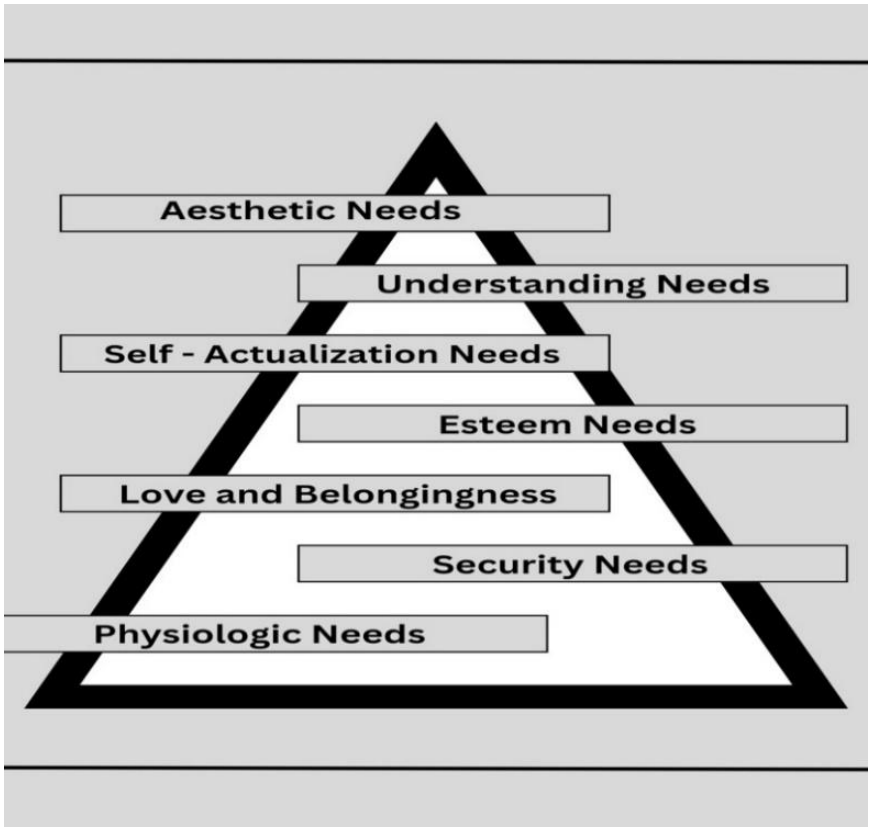


Figure 1. A. Maslow's Hierarchy of Needs

3. METHODOLOGY

3.1 Research Design

The study was executed using a Sequential/Triangulation Mixed Method Approach by the researcher. The goal of this design is to combine the unique benefits and non-overlapping constraints of qualitative strategies (small N, details, in-depth analysis) with those of quantitative approaches (big sample size, trends, generalization). When a researcher wishes to verify or expand numerical findings using qualitative data, or when they want to directly compare quantitative statistical results with qualitative discoveries, they utilize this design.

3.2 Participants and Sampling

The study aims to validate the necessity and importance of PWE of nurses assigned in the General Nursing Unit (GNU), and specialty areas with more than 1 year tenure. A voluntary response sampling method was employed with a total of 82 Nurses (27 males and 55 females) from tertiary hospitals in Metro Manila.

3.3 Research Instrument

3.3.1 Quantitative

The Practice Environment Scale of the Nursing Work Index (PES – NWI) and the American Association of Critical Care Nurses (AACN) for its seven (7) fundamentals to foster an empowered workplace were the two (2) instruments used by the research. The AACN Guidelines for an Ideal Healthy Work Environment will help clinical nurses comprehend their standards of professionalism and the highest caliber of compassionate patient care while creating a positive work environment. The seven criteria are genuine leadership, appropriate staffing, meaningful recognition, effective decision-making, skilled communication, true cooperation, and quality of care. The most popular and free-of-charge tool for evaluating the practice environment for nurses is the PES-NWI.

The two tools underwent reliability test using the Cronbach Alpha Test after conducting a Pilot test to several participants. This test gauges and evaluates the internal consistency or how strongly linked a set of things is to its surroundings.

3.3.2 Qualitative

A critique of the "classical prejudices" of intellectualism and empiricism sets the stage for the study of the phenomenology of perception. Merleau-Ponty disavows the empirical interpretation of sensation, with its correlative "constancy hypothesis," and the role that empiricism gives to memory projection and association in considering the fundamental constituents of sensation as discrete atoms rather than meaningful wholes. The Positive Working Environment is something that every Filipino nurse aspires to achieve to remain in the national consciousness, so those who would like to conduct research based on the phenomenology put forth by Merleau-Ponty must realize that this methodology addresses human beings in the world.

3.4 Ethical Considerations

The researcher ensured all legalities were met, protecting both the participants and their affiliated institution. Anonymity was prioritized, with participants choosing personal code names. Participants were respected and their decision to withdraw from the study at any time was honored.

3.5 Data Gathering Procedure

It was voluntary for participants to participate in the study, and Google Form Survey was used to administer the questionnaire. Whereas the interview was conducted via Google Meet Platform for around 5-10 minutes.

3.6 Statistical Treatment

The extracted data were collated by the authors and later submitted to the statistician for computation and analyzes its implication using the Chi Square. The narratives were collated and filtered 153 codes that were trimmed to 5 subthemes.

4. RESULTS AND DISCUSSION

Table 1. Results of the Relationship between the Positive Working Environment and the Parameters in Creating a PWE in Terms of Skilled Communication

Skilled Communication	Chi-Square Value	DF	P-Value	Interpretation
Nurse Participation in Hospital Affairs	137.448	140	0.545	Not Significant
Nursing Foundations of Quality of Care	178.342	126	0.002	Significant
Nurse Manager Ability, Leadership and Support of nurses	115.301	70	0.001	Significant
Staffing and Resource Adequacy	89.547	77	0.155	Not Significant
Collegial Nurse – Physician Relations	67.45	42	0.008	Significant

The existing finding implies that if is there is a quintessential application of Skilled Communication in the area it can lead to fostering of better Foundation of Quality Care, Nurse Manager ability, Leadership and Support of nurses and Collegial Nurse-Physician Relation. However, the other two determinants do not show enough evidence to support the PWE in terms of Skilled Communication.

Table 2. Results of the Relationship between the Positive Working Environment and the Parameters in Creating a PWE in Terms of True Collaboration

True Collaboration	Chi-Square Value	DF	P-Value	Interpretation
Nurse Participation in Hospital Affairs	186.785	140	0.005	Significant
Nursing Foundations of Quality of Care	194.874	126	0.000	Significant
Nurse Manager Ability, Leadership and Support of nurses	131.817	70	0.000	Significant
Staffing and Resource Adequacy	112.648	77	0.005	Significant
Collegial Nurse – Physician Relations	76.843	42	0.001	Significant

The Relationship between the True Collaboration (Table 18) between the five (5) determinants shows significant relationship. The analysis shows that True collaboration can be applied to the 5 domains of PWE as suggested by the tool.

Table 3. Results of the Relationship between the Positive Working Environment and the Parameters in Creating a PWE in Terms of Effective Decision Making

Effective Decision Making	Chi-Square Value	DF	P-Value	Interpretation
Nurse Participation in Hospital Affairs	171.071	140	0.038	Significant
Nursing Foundations of Quality of Care	216.549	126	0.000	Significant
Nurse Manager Ability, Leadership and Support of nurses	128.272	70	0.000	Significant
Staffing and Resource Adequacy	87.722	77	0.189	Not Significant
Collegial Nurse – Physician Relations	57.675	42	0.054	Significant

The Chi square values and P-values corroborate the notion that there is a substantial relationship between several parameters and successful decision-making in a hospital setting.

Table 4. Results of the Relationship between the Positive Working Environment and the Parameters in Creating a PWE in Terms of Appropriate Staffing

Appropriate Staffing	Chi-Square Value	DF	P-Value	Interpretation
Nurse Participation in Hospital Affairs	160.984	140	0.108	Not Significant
Nursing Foundations of Quality of Care	228.176	126	0.000	Significant
Nurse Manager Ability, Leadership and Support of nurses	121.409	70	0.000	Significant
Staffing and Resource Adequacy	102.453	77	0.028	Significant
Collegial Nurse – Physician Relations	64.992	42	0.013	Significant

The interpretation suggests that there is a significant relationship between appropriate staffing and several factors, as indicated by the Chi square values and P-values.

Table 5. Results of the Relationship between the Positive Working Environment and the Parameters in Creating a PWE in Terms of Meaningful Recognition

Meaningful Recognition	Chi-Square Value	DF	P-Value	Interpretation
Nurse Participation in Hospital Affairs	146.852	140	0.329	Not Significant
Nursing Foundations of Quality of Care	217.303	126	0.000	Significant
Nurse Manager Ability, Leadership and Support of nurses	116.953	70	0.000	Significant
Staffing and Resource Adequacy	88.945	77	0.166	Not Significant
Collegial Nurse – Physician Relations	55.596	42	0.078	Not Significant

The findings suggest that in an attempt to improve meaningful recognition in the hospital in its proper context, healthcare organizations, and policymakers ought to concentrate on strengthening the nursing foundations of quality of care as well as nurse manager ability, leadership, and support. These variables might have a greater influence on how well nurses are recognized for their work, which could enhance patient outcomes and care quality.

Table 6. Results of the Relationship between the Positive Working Environment and the Parameters in Creating a PWE in Terms of Authentic Leadership

Authentic Leadership	Chi-Square Value	DF	P-Value	Interpretation
Nurse Participation in Hospital Affairs	185.921	160	0.079	Not Significant
Nursing Foundations of Quality of Care	241.478	144	0.000	Significant
Nurse Manager Ability, Leadership and Support of nurses	138.56	80	0.000	Significant
Staffing and Resource Adequacy	125.837	88	0.005	Significant
Collegial Nurse – Physician Relations	82.366	48	0.001	Not Significant

These findings imply that authentic leadership can have a significant impact on the PWE of healthcare organizations.

Table 7. Results of the Relationship between the Positive Working Environment and the Parameters in Creating a PWE in Terms of Quality of Care

Quality of Care	Chi-Square Value	DF	P-Value	Interpretation
Nurse Participation in Hospital Affairs	361.806	340	0.199	Not Significant

Nursing Foundations of Quality of Care	359.975	306	0.018	Significant
Nurse Manager Ability, Leadership and Support of nurses	231.899	170	0.001	Significant
Staffing and Resource Adequacy	198.784	187	0.264	Not Significant
Collegial Nurse – Physician Relations	174.386	102	0.000	Significant

The results of the analysis demonstrated a substantial association between the quality of care and the nursing foundations of quality of care, nurse manager ability, management and encouragement of nurses, and collegial nurse-physician relations.

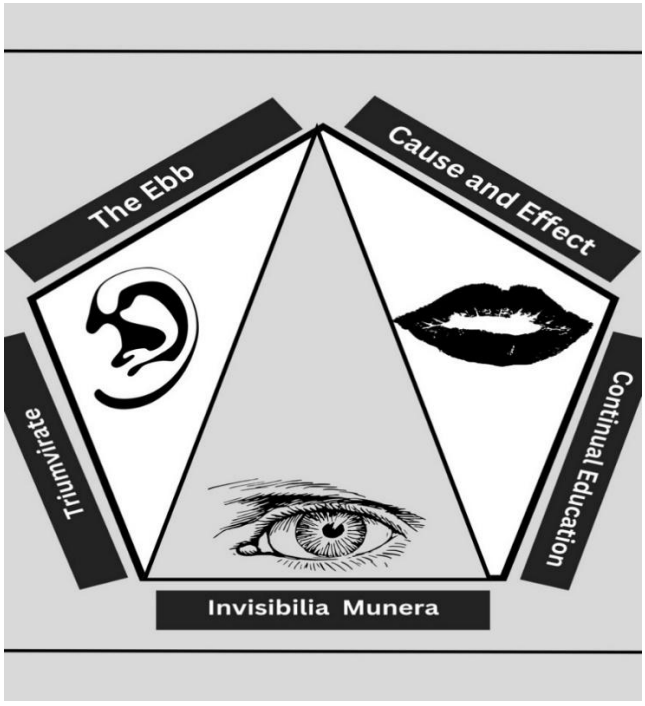


Figure 2. The Developed Research Paradigm of the Study

The Final Theme that emerged using the Phenomenology of Perception is "Faces of PWE – What the Lips can't say, what the ears can't hear, what the eyes can't see."

There were one hundred fifty-three (153) first coding theme emerges that the researcher extracted from the participants verbatim which was further developed through intricate understanding leading to 5 Subthemes – Invisibilia munera; Continual Education; Cause and Effect; The Ebb and Three-Way Relationship. These 5 subthemes gave rise to the Meta theme of the phenomenology of perception entitled "Faces of PWE – What the Lips can't say, what the ears can't hear and what the eyes that can't see."

The researcher came to an interpretation that a PWE of a clinical nurse is not only about the things that can be verbally communicated or visibly observed (mouth, eyes, and ears). It goes beyond the superficial level and involves deeper, intangible elements that are felt but not easily articulated – is not just about the words that are spoken, but also about the unspoken cues that reveal underlying attitudes and emotions. These elements could include mutual respect, trust, empathy, and a sense of belonging. In essence, the interpretation suggests that the true essence of a positive working environment lies in the non-verbal and non-visual elements that cannot be easily quantified or measured. The theme (Figure 2) also emphasizes the importance of paying attention to the subtler, less tangible aspects of a positive work environment and recognizing that they are just as important as the more visible elements.

The developed theme encourages the readers to look beyond the surface and to recognize the intangible elements that make up a truly positive work environment. Moreover, a positive work environment can also have a ripple effect beyond the workplace, impacting employees' personal lives and relationships. A fulfilling and rewarding work experience can improve mental and physical well-being and create a more positive outlook on life.

5. CONCLUSION

The validation of the Quanti and Qualitative data suggested that the PWE Parameters are pivotal and highly essential to the nurses working in the clinical area. On a larger scale, the creation of positive work environments could have significant societal impacts, as happier and more fulfilled individuals are more likely to contribute positively to their communities and society. In recognizing and cultivating the intangible elements of PWE, we can create a more positive and productive world for ourselves and those around us.

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Author Contributions Statement

Name of Author	C	M	So	Va	Fo	I	R	D	O	E	Vi	Su	P	Fu
Mark Gil Quilantang De La RosaMAN RN	✓	✓	✓	✓		✓		✓	✓	✓	✓			✓
Dr. Rhonnel S. Paculanan		✓	✓	✓		✓			✓	✓		✓	✓	✓

C : **C**onceptualization
M : **M**ethodology
So : **So**ftware
Va : **Va**lidation
Fo : **Fo**rmal analysis
I : **I**nvestigation
R : **R**esources
D : **D**ata Curation
O : Writing - **O**riginal Draft
E : Writing - Review & **E**diting
Vi : **Vi**sualization
Su : **Su**pervision
P : **P**roject administration
Fu : **Fu**nding acquisition

Conflict of Interest Statement

The authors declare that there are no conflicts of interest regarding the publication of this paper.

Informed Consent

All participants were informed about the purpose of the study, and their voluntary consent was obtained prior to data collection.

Ethical Approval

Not Applicable.

Data Availability

The data that support the findings of this study are available from the corresponding author upon reasonable request.

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