

Role of Empowerment on Incidence of Aggressive Behaviors among Nurses: Literature Review

Samah Mohammed Fathi¹, Wafaa Fathi Ahmed², Ibrahim Abdullatif Ibrahim³

(1)Nursing Specialist, Dikirness nursing school.

(2)Professor of Nursing, Administration department, Faculty of Nursing, Mansoura University

(3) Assistant Professor of Nursing, Administration department, Faculty of Nursing, Mansoura University



1.ABSTRACT

Hospital general managers and nursing directors need to work towards the implementation of empowerment environment and fostering the factors promoting empowerment to achieve nurse's productivity and enhance positive health outcomes through eliminating aggressive behaviors. But aggression in healthcare toward healthcare professionals is a reality affecting the healthcare system. Nurses face significant risks of encountering incidents of aggression in clinical settings. Nurse empowerment is described as "nurses' capacity to effectively mobilize self and others to achieve positive outcomes in practise and work environment .By being empowered, nurses may influence and exert more power, which will lead to coping with workplace aggression. A more capable nursing workforce will contribute to a stronger and more long-lasting healthcare system. So hospital administrators and decision-makers must endeavor to establish and concentrate on the variables encouraging empowerment. This literature aimed to present an overview summary on the role of empowerment on incidence of aggressive behaviors among nurses.

Keywords: *Aggressive behaviors, Empowerment, Nurses.*

2.Introduction:

Nursing is a dynamic, developing profession that adapts to the healthcare industry's constant change. To deliver integrated, value-based services across the care continuum in today's health care systems, nursing and the rest of the care team must form better collaborations and partnerships. (*Wei & Horton-Deutsch, 2022*).

Healthcare environments can be seen as a volatile, complex, and ambiguous environment where nurses faced varied stressful and challenging situations continuously. One of the most disheartening experiences among nurses includes exposure to occupational stressor that has multiple negative consequences such as aggressive behavior among nurses, patient dissatisfaction and low organizational. Empowering nurses is critically important issues in healthcare setting as it will decrease negative consequences on nurses, patients and organizations outcome (*Reknes, etal, 2016*).

Healthcare workers are most frequently the targets of violence, insults, teasing, and intimidation. The reality of violence against medical personnel has an impact on the healthcare system. According to certain surveys, 11.8% of nurses experience at least one violent incident each year while carrying out their jobs (*Pérez-Fuentes, Gázquez, Molero, Oropesa & Martos , 2020*). While other studies place this ratio at 17% to 90% (*Ruiz-Hernández et al., 2016*). Due to an upsurge in attacks on healthcare professionals

during the COVID-19 epidemic, this number could climb even more. (*Bagcchi, 2020*).

Empowering nurses is essential for developing the nursing profession and providing high-quality care through decreasing nursing retention (*Gulzar et al., 2015*) and reducing aggression among nurses. According to its effect on patient and healthcare results, nurses who felt more empowered employed more efficient work methods and strategies that motivate others to take an active role in their care, which led to better patient outcomes and eliminate aggressive behaviors. (*Al-Dweik, Al-Daken, Abu-Snieneh, & Ahmad, 2016*).

Literature searching strategy: The authors searched electronic nursing and health care data base including, Google scholar, pub Med, Ovid, Science Direct, to find related literature. As keywords were used: aggressive, aggressive behaviors, empowerment, structural and psychological empowerment.

3.Literature review:

Empowerment is the method that the leader uses to distribute authority to others or give them the ability to act. When nurses use their own technology as a tool for empowerment, when they are informed, and when they have the power and authority to control, they are empowered. (*Al-Dweik et al., 2016*).

Nurse's empowerment is the process of giving nurses the tools they need to perform effectively through empowered actions, such as power sharing, funding, and support. (*Istomina et al., 2011*). Nurses' empowerment is a motivation, support, control, coaching, power and freedom. While nurses' stated feelings of mistrust, lack of support, and discouragement or demotivation were described as nurses' disempowerment characteristics (*Al-Dweik et al., 2016*).

Nurse empowerment is described as "nurses' capacity to effectively mobilize self and others to achieve positive outcomes in practise and work environment." (*Kuokkanen, Leino - Kilpi, et al., 2014*). Staff members that feel empowered exhibit increased autonomy and an understanding of how they contribute to the achievement of organizational objectives. Organizational researchers have examined empowerment from the structural and psychological angles. (*van Assen, 2020*).

The importance of structural empowerment in administrative procedures and its contribution to raising employee engagement in interpersonal interactions that improve job performance and job satisfaction. Administrators can alter the working conditions to apply the ideas of structural empowerment. (*Mehand et al., 2018*). The nurses must have access to empowering structures, including formal and unofficial power, information, resources, support, opportunity, and power (*Zhang et al., 2018*).

Psychological empowerment is an additional facet of empowerment; It was described as an individual's better self-efficacy at work and comprehension of the motivational process. This definition of empowerment identifies it as a mental condition that consists of four elements: influence, competence, self-determination, and purpose. The benefits of structural and psychological empowerment for people and organizations have thus been well studied in healthcare contexts. (*Amor, Vázquez, & Faiña, 2020*)

Psychological empowerment has a significant impact on the environment for nurses. When given the right authority, they are more assured in their knowledge and abilities to do their jobs, able to act with greater independence, which increases employee engagement and increases the likelihood that they will succeed on duty. (*DiNapoli, O'Flaherty, Musil, Clavelle, & Fitzpatrick, 2016*).

The numerous issues and difficulties that nurses' face in healthcare facilities cause them to

feel stressed out most of the time and exhibit more aggressive conduct. Therefore, it is essential to have the support and empowerment of nursing directors, supervisors, coworkers, and the hospital's general management. Nurses place a great value on a supportive work environment, which significantly boosts their effectiveness and productivity. (*Laschinger, Wong, & Grau, 2012*).

Empowerment aid in minimizing professional territoriality, departmental turf conflicts, and silos in the healthcare industry. Create strategies to encourage a responsive, forthright, and open culture of patient safety. Nurses who have more autonomy and are aware of how they contribute to the achievement of organizational goals may be considered empowered. (*Bish, Kenny, & Nay, 2014*). As the numerous issues and difficulties that nurses face in healthcare facilities cause them to feel stressed out most of the time and exhibit more aggressive conduct. Employees place a great value on a supportive work environment, which significantly boosts their effectiveness and productivity (*Laschinger et al., 2012*).

Aggression is "the act of violence, ranging from verbal abuse to physical assaults directed toward nurses at work" (The National Institute for Occupational Safety and Health (*Tamers et al., 2019*)). Aggression is the manifestation of aggressive feelings, words, and behaviors against other individuals through speech, tone of voice, body language, threatening outward displays of rage, and actual or physical actions. (*Reknes et al., 2016*). The causes of aggression include adverse environmental conditions, high levels of stress, the time of day, and a higher risk at night because of hallucinating inclinations. (*Oyelade & Mobolaji-Olajide, 2019*).

The wellbeing of nurses could be seriously harmed by aggressive behaviour. In addition to having a negative effect on the psychological and physical health of healthcare nurses, it also lowers their motivation for work. As a result, this violence affects the standard of care and jeopardies the delivery of healthcare. In addition, it has a significant negative financial impact on nurses' well-being and patient aggressiveness in the healthcare industry. (*Pekurinen et al., 2017*).

Empowered nurses impact on the quality of patient care. Negative patient outcomes result from creating environments that prohibit patient empowerment. (*Armellino, Quinn Griffin, & Fitzpatrick, 2010*). Additionally, nurses who felt in control of their work practices employed more productive techniques, starting with personal

actions that inspired others to engage in active participation and improved patient outcomes. (Trus, Suominen, Doran, & Razbadauskas, 2011). Furthermore, empowered nurses will be happier and will empower their patients by giving them the support they need to cope with their illness. This implies that the nurse will do all tasks quickly, hence raising the standard of care and eliminate patient aggressive behaviors. (Laverack, 2006).

4. Conclusion

In the light of the current review it can be concluded that nursing empowerment is a fundamental component of nursing practice through structure and psychological empowerment it can be predict aggressive behaviors negatively among nurses.

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