

ANNEXURE A**APPROVAL FROM THE UNIVERSITY OF SOUTH AFRICA****Department of Advanced Nursing Sciences****PO Box 392****PRETORIA****0003**

2 October 2000

Ms NM Nyathi

PO Box 847

Letsitele

0885

Dear Ms NM Nyathi

ACCEPTANCE OF THE REVISED RESEARCH PROPOSAL

Thank you for submitting your revised research proposal. Dr K Jooste and Dr L de Villiers submitted your proposal to the Departmental Research and Ethics Committee. Your research proposal has been accepted and you may now continue with chapter 1 of your dissertation. It may be a good idea to start with an in-depth literature review. The literature review will enable you to give in-depth explanations in chapter 1. Your work currently lacks a coherent argument and the literature review will help you to build such an argument. The literature review will also enable you to start writing chapter 2

Good luck with your research. Our contact details are as follows:

Dr K Jooste: Tel 012 429 6279 E-mail: joostk@unisa.ac.za

Dr L de Villiers: Tel 012 429 6770 E-mail: dvilll@unisa.ac.za

Yours sincerely

Dr K JOOSTE**DR L DE VILLIERS**

ANNEXURE B

**LETTER SEEKING CONSENT TO CONDUCT RESEARCH FROM THE DEPARTMENT OF
HEALTH NORTHERN PROVINCE**

P.O Box 847

Letsitele

0885

5 November 2000

Head of Department
Department of Health and Welfare
Northern Province
PIETERSBURG
0700

Re: Application to conduct a research study

I am currently studying for the Masters Degree in Nursing (MA Cur) with the University of South Africa; and I am expected to conduct a research study as a requirement for the degree. May I therefore, request your permission to conduct this study in Greater Tzaneen sub-district (Mopani district)?

The topic for my research is:. “ *Factors contributing to absenteeism amongst nurses: A management perspective*”.

This is a quantitative, descriptive study as it involves the use of a structured questionnaire to collect data to identify factors influencing absenteeism among registered nurses in the workplace.

Thanking you in anticipation.

Yours truly,

N’wamakhuvele Maria Nyathi
Chief professional nurse

ANNEXURE C

**LETTER OF APPROVAL FROM THE DEPARTMENT OF HEALTH NORTHERN
PROVINCE**

ANNEXURE D
LETTER SEEKING CONSENT TO CONDUCT RESEARCH AT MOPANI DISTRICT
REGIONAL HOSPITAL

THE MATRON
Letaba Hospital
Private Bag x 1430
LETABA
0870

Re:Application to conduct a research study

I am currently studying for the Masters Degree in Nursing (MA CUR) with the University of South Africa, and I am expected to conduct a research study as required for the degree. May I therefore, request your permission to perform data collection in this Hospital.

The topic of my research is “ *Factors contributing to absenteeism amongst nurses: A management perspective*”

The target population is all the nurses who are allocated in different clinical setting. Kindly receive the questionnaire which will be used to collect data enclosed.

Thanking you in anticipation
Yours truly,

N'wamakhuele Maria Nyathi
Chief professional nurse

ANNEXURE E

**LETTER OF APPROVAL FROM MOPANI DISTRICT
REGIONAL HOSPITAL**

ANNEXURE F

ASSESSMENT OF THE DATA COLLECTION INSTRUMENT

Please indicate your view about the data collection instrument by circling the appropriate number option

	Excel- lent				Poor	
Clarity of covering letter	6	5	4	3	2	1
Overall appearance	6	5	4	3	2	1
Page layout	6	5	4	3	2	1
Clarity of instructions	6	5	4	3	2	1
Legibility	6	5	4	3	2	1
Realistic completion time	6	5	4	3	2	1
Assurance of anonymity	6	5	4	3	2	1
Relevance of items to factors that may contribute to absenteeism among nurses	6	5	4	3	2	1
Information required not too revealing	6	5	4	3	2	1

Please write any comments or suggestions below

ANNEXURE G

QUESTIONNAIRE COVERING LETTER

Dear colleagues

I, N'wamakhuvele Maria Nyathi, have registered with the University of South Africa for the masters Degree in Nursing Science (MA CUR. I am conducting a research study on factors that contribute to absenteeism amongst nurses. I am requesting your voluntary participation in this research study.

Your opinions and experiences are very important in this study, and you need to give an accurate picture, to enable the researcher to find out what factors contribute to absenteeism in the workplace. The main objective of the study is to identify the factors that contribute to absenteeism among nurses. You will also benefit, because if problems which are causing absenteeism in the workplace are identified, they could be addressed to improve the situation.

Participation in this study is voluntary. You can withdraw from the study at any stage if you do not feel like continuing, even after you have consented to participate in the study. Please feel free to express your opinions and your experiences when completing the items put forward in the questionnaire. Your honest input is needed. Anonymity will be maintained and all the information given by you will be managed with strict confidentiality. Please do not write your name on the questionnaire, or anything that can identify yourself in any way. Nobody, except the researcher and a statistician, will see your questionnaire once it has been completed.

It should take you approximately thirty (30) minutes to complete the enclosed questionnaire. For any enquiries, please find my contact numbers on the outer cover. Please place the questionnaire in the envelope provided, and seal the envelope before handing it in to your unit manager.

Thank you very much for your cooperation and assistance in this endeavour.

N'wamakhuvele Maria Nyathi

13 December 2003

ANNEXURE H

QUESTIONNAIRE

SECTION A:

Instructions for completing the questionnaire:

1. Indicate your response by marking the appropriate box with a cross (x), and provide details where required.
2. Please answer the questions as frankly, honestly and objectively as possible.
3. Please answer the questions as they apply to you personally.

For office use

1 How old are you? (Eg 43) Years

2 Indicate your gender

Female
Male

3 Indicate whether you are

Single
Married
Divorced
Widowed

4 Indicate your highest nursing qualifications

- Standard 8 (grade 10)
- Standard 9 (grade 11)
- Standard 10 (grade 12)
- Basic nursing diploma / degree
- Honours degree
- Post basic nursing diploma
- Master's degree
- Doctoral degree

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SECTION B: CHARACTERISTICS OF THE NURSE

Characteristics of the nurse refer to factors related to nurses, such as health status, family responsibilities and personal factors, which contribute to the individual nurse's absence from the workplace.

To what extent do you believe that nurses in your workplace are absent from work due to each of the following reasons?

(Indicate your answer by marking the appropriate box with a cross (X), according to the scale “to no extent”, “to a limited extent”, “to a moderate extent” and “to a large extent”.)

CHARACTERISTICS OF THE NURSE		To no extent	To a limited extent	To a moderate extent	To a large extent
Nurses are absent from work because they...					
1	suffer from minor physical ailments, e.g. headache, backache.				
2	suffer from chronic medical conditions or chronic complaints, e.g. hypertension.				
3	suffer from stress-related illnesses, e.g. tiredness				
4	have problems regarding the abuse of alcohol, or drugs.				
5	suffer from work-related injuries, e.g. a fractured limb, or hurting back.				
6	have financial problems.				
7	have to look after family members, e.g. their mothers, and sick child.				
8	have to attend funerals of relatives, e.g. grandmothers.				
9	have to attend funerals of friends, e.g. friends outside the workplace.				
10	experience domestic conflict, e.g. arguments at home, violent resulting in injuries outside the workplace.				
11	experience transport problems, e.g. getting to work by bus, taxi or own car.				
12	prolong their weekends, e.g. when visiting far from home.				
13	lack motivation to go to work, e.g. they are lazy to report to work.				
14	are disturbed by bad weather, e.g. rain.				
15	attend to additional jobs for financial gain.				
16	have to attend union meetings elsewhere.				

CHARACTERISTICS OF THE NURSE		To no extent	To a limited extent	To a moderate extent	To a large extent
Nurses are absent from work because they...					
17	want to do what colleagues do in the workplace, e.g. stay away from work regularly.				
18	lack close friends at work, with whom to share personal problems.				

19. Please mention any other personal circumstances which contribute to the absence of nurses from the workplace:

SECTION C: CHARACTERISTICS OF THE MANAGER

The “manager” refers to the direct nursing supervisor(s), under whom nurses are allocated.

To what extent do you believe that nurses in your workplace are absent from work due to characteristics of the manager?

(Indicate your answer by marking the appropriate box with a cross (x).

CHARACTERISTICS OF THE MANAGER		To no extent	To a limited extent	To a moderate extent	To a large extent
Nurses are absent from work because					
20	they do not like the autocratic style of the nurse manager in the workplace, she or he does not listen to suggestions from nurses.				
21	the nurse manager uses one-way communication, e.g. nurses are told what they must do without being involved in the plan of action.				
22	the nurse manager shouts at nurses who do not conform with his/her standards/expectations in the workplace.				
23	nurses problems are not satisfactorily solved.				
24	the nurse manager makes decisions alone, in the workplace.				
25	the nurse manager exercises power with coercion in the daily management of nursing staff, e.g. nurses are punished.				
26	nurses are always criticised harshly for making mistakes while performing patient care activities In the workplace, e.g. being criticised for failure to put up a drip.				
27	they come into conflict with the nurse manager, e.g. they have quarrels, or different opinions.				
28	the nurse manager always makes negative comments about nurses performance, e.g. calling nurses lazy, or incompetent.				
29	the laissez-faire management style of the nurse manager leads to junior nurses controlling unit activities, e.g. the manager does not control unit activities, or deal with staff issues.				
30	conflicts among nurses are not resolved, e.g. some nurses request to be off duty every weekends.				
31	they need to be complimented on good work done, e.g. to be told “well done”.				

CHARACTERISTICS OF THE MANAGER (continuation) nurses are absent from work because.....		To no extent	To a limited extent	To a moderate extent	To a large extent
32	they experience inadequate support from the nurse manager when performing patient care activities, e.g. guidance.				
33	they need the nurse manager to create a friendly atmosphere in the workplace, e.g. sharing a joke with her staff.				
34	they need sufficient encouragement by the nurse manager in the workplace.				
35	there is a lack of individual support, e.g. failure to sit down with a specific nurse who has a problem, in order to help her.				
36	they have the need of two-way communication between the nurse manager and nurses.				
37	of inadequate counseling of nurses by the nurse manager				
38	the nurse manager shows favouritism to some nurses in the workplace, e.g. allowing some nurses to enjoy off duties which are favourable to them.				
39	the nurse manager lacks trust in her nurses.				
40	of negative feedback about work performance, e.g. always being told to pull up their stockings.				
41	nurses are victimised by the nurse manager, e.g. accusing them of beating patients during night shift.				

42. Please list any other reasons related to the nurse manager which you believe may have contributed to absence on the part of nurses:

SECTION D: CHARACTERISTICS OF THE WORK.

Characteristics of the work refer to the degree of freedom and independence of nurses in the workplace, and the degree to which nurses perform unit activities at their own discretion, and routinely.

To what extent do you believe that nurses are absent from the workplace due to each of the following reasons?

(Indicate your answer by marking the appropriate box with a cross (x)).

CHARACTERISTICS OF THE WORK		To no extent	To a limited extent	To a moderate extent	To a large extent
Nurses are absent from work because.....					
43	they are tired of unit routine, e.g. doing the same thing every day, such as bed bathing.				
44	their skills are under-utilised, e.g. they are delegated to take temperatures.				
45	there is insufficient group cohesion with peers, e.g. lack of strong ties within the work group.				
46	of having to learn new skills every day, in which they are not interested, e.g. always being allocated to other units as a floating nurse.				
47	of lack of social relations with peers in the workplace.				
48	of the lack of a work ethics among nurses in the unit.				
49	of tolerance for absenteeism in the case of some nurses in the unit, e.g. every day the nurse is absent from work, but no remarks are made.				
50	of the lack of a culture of work attendance among peers, e.g. nurses are always absent from work.				
51	they have to do a number of things in the workplace, e.g. they are delegated many duties.				
52	of anxiety about having to make too many decisions, e.g. when working on night shift without the nurse manager.				
53	they have a need for regular meetings between the nurse manager and nurses.				
54	they have to perform duties without a job description, e.g. to know their duties and responsibilities.				
55	of a lack of clear roles in the unit, e.g. to be a nurse and do the duties of other members of the multidisciplinary team.				

CHARACTERISTICS OF THE WORK		To no extent	To a limited extent	To a moderate extent	To a large extent
Nurses are absent from work because.....					
56	of insufficient orientation about the job, e.g. having to work alone in a new unit, where none of the unit staff are present.				
57	units lack flexibility in allowing nurses the off duties which they desire.				
58	nurses have to work in a threatening environment, e.g. members of the public fight nurses in the workplace.				
59	<u>they have to work fluctuating shifts in the</u> workplace, e.g. working early shifts and late shifts alternatively.				
60	of insufficient opportunities to work independently, e.g. having to ask the nurse manager for all the procedures.				
61	they have to do a job that requires more skills than those which they have, e.g. delegated to do duties which they are not trained for.				
62	of the nurse's workload, which is alarming, e.g. too many patients in the unit.				
63	of working hours being too long, e.g. having to work 7:00-19:00.				
64	of the lack of flexible working schedules, in which nurses can make arrangements beforehand, e.g. to plan for leave of absence for a wedding.				
65	of having to work overtime in order to complete patient care activities, e.g. going home late.				
66	they have to work on night shifts which they do not like.				
67	lack of personal relations within the workgroup, e.g. they do not talk to the workgroup members.				

69. Please list any other work-related reasons which you believe contribute to nurses' absence from work:

SECTION E: CHARACTERISTICS OF THE ORGANISATION

Characteristics of the organisation refer to all the different organisational stimulus which contribute to effective performance of a nurse.

To what extent do you believe nurses are absent from their workplace due to each of the following reasons?

(Mark your answer in the appropriate box provided with an cross(X)).

CHARACTERISTICS OF THE ORGANISATION Nurses are absent from work because of.....		To no extent	To a limited extent	To a moderate extent	To a large extent
70	unfair promotion opportunities, e.g. some nurses are not promoted.				
71	unfair selection of nurses for career progression, e.g. selection for training.				
72	shortages of nursing staff to complete patient care activities in the workplace, e.g. few nurses are supposed to give care to many patients.				
73	of insufficient equipment to provide quality patient care in the workplace.				
74	of lack of free health care facilities for nursing staff in the workplace, e.g. sick nurses are denied the right to be seen by a doctor if they do not have money.				
75	of the lack of child care facilities (a crèche) where health care personnel can keep their children during working hours.				
76	of lack of promotion opportunities to the next rank, e.g. senior enrolled nurse.				
77	there is irregular feedback about work performance, e.g. no performance evaluation every three month.				
78	of lack of reward systems for excellent performance.				
79	they need to receive feedback from meetings attended by the nurse manager.				
80	there is inadequate information about changes being implemented in the workplace, e.g. new computers.				
81	of absence of policy on working hours in the health care institution.				

CHARACTERISTICS OF THE ORGANISATION (continuation) <u>nurses are absent from work because</u>		To no extent	To a limited extent	To a moderate extent	To a large extent
82	of absenteeism policy not being applied consistently among nurses, e.g. in some units nurses have to replace hours lost through absence.				
83	of unfair discipline imposed on some of the nursing staff.				
84	of the lack of a health promotion programme, for nursing staff in the workplace.				
85	of the lack of an accident prevention programme, to address health and safety issues.				
86	of inadequate salary scales for nurses, e.g. monthly salaries are too low.				
87	of lack of decentralisation of decision making to clinical areas, e.g. discipline of nurses is done by top manager.				
88	of the existence of bureaucracy in the health care Institutions, e.g. top level managers make decisions and control units.				
89	of staff not being addressed about labour relations issues, e.g. types of leaves.				

90. List any other reasons in the organisation which you believe to be the cause of nurses being absent from the workplace:

YOUR COOPERATION IN THIS STUDY IS HIGHLY APPRECIATED!!