

Impact of Person-Organization-Fit on Patient Care Quality

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ABSTRACT

Background: Person- organization -fit has great impact on patient care quality, without person-organization-fit patient care quality cannot be achieved. Today attention of health care organizations is diverted toward their benefit and they are not providing proper resources to staff nurses so, quality of patient care is compromised.

Purpose of study: This research was done to determine impact of person-organization-fit on patient care quality.

Methodology: A Quantitative, Descriptive, Cross sectional study done. Population was staff nurses of Services hospital Lahore, sample size was 150 with 5% of confidence error and 95% confidence interval. Research tool was adopted questionnaire on 5 points Likert scale (LS) with close ended questions. Descriptive statistics was used to measure demographic data. Linear regression was used to determine impact of person-organization-fit on patient care quality.

Results: Study findings showed that there is strong positive relation between person- organization –fit and patient care quality. Moreover results showed reliability and validity of questions. 70% respondent's values did not match their organizational values, 57.7% respondents not explaining procedure before perform, 74% not encouraging patients for decision making, 62% respondents not involving patients in hospital care.

Practical Implication: This study is beneficial for the organization as it will acknowledge health care organization about person-organization fit and patient care quality at their setting. It will help to improve patient care quality by making policies and rules to make their employees fit in an organization. This study will be beneficial for the employee as well as it will build them more professionally. They will be satisfied with their job performance and professional development. This study will be beneficial for organization as it will increase the productivity of organization.

Conclusion: Study findings indicated that person -organization -fit has strong positive relation with patient care quality care quality; if person will be fit in organization patient care quality will be improved. Majority of respondents are not fit in their organization. 70% nurses responded that their individual values did not match with their organizational values. Some respondents are providing some aspects of patient care quality but majority of respondents are missing important aspects of patient care quality. It is concluded that nurses are performing some aspects of patient care quality effectively but many other aspects are compromised due to person organization unfit. Person organization fit must be improved to improve patient care quality

Keywords: POF Person- organization fit, Quality of patient care, Employees Satisfaction, LS Likert Scale, Productivity of organization.

INTRODUCTION

Person organization fit refers to the person is suited for the specific role, is undoubtedly crucial to hiring the right employee, there are many reasons why finding candidates that mesh with your company culture is also important. Person-organization-fit means employee or worker has values that are similar to the values of organization or firm at which person is working. Person-organization-fit is actually observation of employee³.

Quality of patient care is care that do not harm or hurt the patients, is according to patients need and requirement, provided at proper time and whenever required, without distinction in color, race, gender and religion. Moreover it is provided according to scientific knowledge and didn't ignore any important aspect of patient care⁵.

A study conducted in Pakistan on person job fit, person organization fit, novelty of behavior and patient care quality. 522 questionnaire were floated among employees 459 received back. There were 73% female and 27% males included in this study. Average age of respondent was 32.49%. findings of research revealed POF is positively related to invention in employee's behavior and quality of patient care. When there is perception of employees that organization and environment fit for them, they work more effectively and differentially. So there is invention in their behavior which improves their performance. Improved performance of employees in health care organization improves quality of patient care¹.

Use of technology has become an attractive feature for all health care settings, every health care setting is trying to use technology in such a way that make them distinctive and matchless from other organization. Thus each health care organization is focusing on ways to improve their market value. Moreover their great attention is toward their benefit and increase

market value and their attention toward patient care quality have been decreased³.

Significance: This study will be beneficial for the employees that they will find favorable working environmental and increase their motivation level. They will be satisfied with their job performance and will focus on professional development. Patients will get benefit in a way that they will receive the quality of patients care and will minimize their suffering. Organization will face fewer turnovers of employees and will increase the productivity nationally and internationally.

Research Gap: Many researches are conducted throughout the world on person organization fit but few studies are conducted in Pakistan. Sample size was very small so generalizability of finding cannot be made.

METHODOLOGY

A quantitative, descriptive, cross sectional study conducted at Government setting, Services hospital Lahore. All staff nurses (female and male) working in hospital were included in this study. Staff nurses working in services hospital were target population. Staff nurses who were availing leave or medical rest and student nurses were excluded from this study. Sample size was ten times of questions that was 150. With 95% confidential limit and 0.05% error.

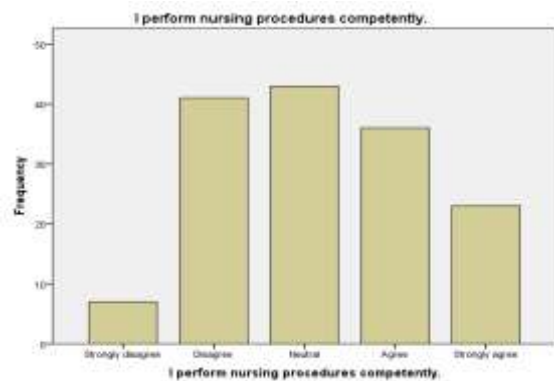
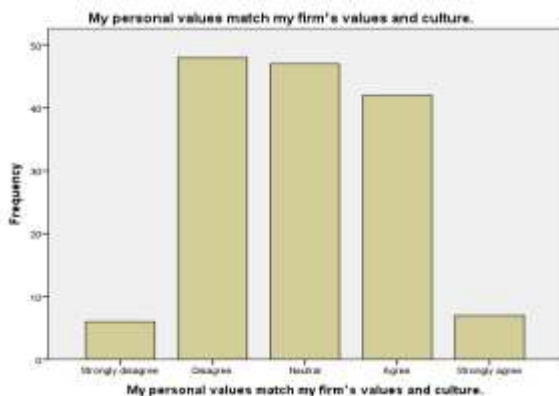
A sample of 150 staff nurses was selected by using convenient sampling technique. Research tool used was questionnaire with close ended questions. There were two variables in this research. Person-organization-fit was measured by three items scale adopted from chatman (1989). Lauer & kristof-Brown, (2001). This questionnaire was based on 5 Point Likert scale and responses vary from strongly disagree to strongly agree. Patient care quality was measured by twelve items scale adopted from Tang, Soong, & Lim, (2013). It was based on 4 point

Likert scale. Responses vary from strongly disagree to strongly agree. Permission was taken from higher authority at services hospital administration by providing them institutional letter issued by head of the Lahore School of Nursing. With the help of administration questionnaire were floated.

Before distributing questionnaire each staff nurse was informed about purpose of research and assured about confidentiality of information. After collecting responses of staff nurses on questionnaire. Demographic data was analyzed using descriptive statistics by using SPSS software. Linear regression was used to determine impact of person-organization-fit that was independent variable on patient care quality that is dependent variable and for testing hypothesis.

RESULTS AND ANALYSIS

In response to the above mentioned statement 6 person (4%) gave negative response strongly disagree that their values didn't match with firm values and culture. 48 person (32%) were disagree, 47(31.3%) were neutral about the statement, 42 person (28%) were agree and 7(4.7%) were strongly agree



According to the performance of nursing practice completely 7 respondents (4.7%) gave negative response and were strongly disagree that they didn't perform nursing procedures completely. 41(27.3%) were disagree, 43(28.7%) were neutral, and 36(24%) were agree .

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
	Regression	74.095	1	74.095	178.193	.000 ^b
	Residual	61.540	148	.416		
	Total	135.635	149			

a. Dependent Variable: patient_C
b. Predictors: (Constant), person_O

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
	(Constant)	.733	.180		4.081	.000
	person_O	.794	.059	.739	13.349	.000

Beta value shows that there is significant positive relationship between person organization fit and patient care quality.

DISCUSSION

This research was aimed to determine impact of person organization fit on patient care quality. Study finding showed that reasonable amount of respondents that were 62(41.3%) staff nurses were disagreed with statement about similarity in their values and their firm values. 45(30%) were neutral, 27(18%) were agree and only 8(5.3%) respondents were strongly agree about similarity of their values with their organizational values. In contrast the study conducted revealed that respondents in this study were generally agreed that their values are similar to the values of their organization in which they are working. Study findings showed strong positive relationship of person organization fit and patient care quality. Value of Pearson coefficient in this study is .739 that is closer to 1. Value of Pearson coefficient that is closer to 1 shows strong positive relationship between two variables. Findings of study conducted also showed that there is positive relationship between person organization fit and patient care quality⁶.

Study results showed that treatment of patient with respect is at highest while approach patients with smile and provide competent care is at least. as many respondents 54(36%) were agree about treating patients with respect, and other reasonable amount of respondents 53(35.5%) were neutral, only 20(13.3%) respondents were disagree that they treat patients with respect. Moreover finding showed that nurses' approach to patients with smile is at least. As 63 (42%) respondents were disagree, 25 (16.75%) were neutral about the question, 35(23.3%) were agree and 19 (12.7%) gave positive response that they give smile while approach the patient. About providing care competently 41(27.3%) were disagree, 43(28.7%) were neutral, and 36(24%) were agree . Another study conducted at International Medical University (IMU) Kuala Lumpur, Malaysia indicated that participants reported highest mean ratings towards their satisfaction for statement that nurses treat them with respect (M=3.38; SD=0.62), and nurses smile whenever they approach them⁵.

Study revealed that majority of the respondents that were staff nurses were not encouraging patients for decision making and involving in patient care. As 26(17.3%) respondents were strongly disagree, that they didn't encourage patient for decision making about their care, 48(32.0%) respondents were disagree, 22(14.7%) responders gave neutral response, 40 (26.7%) responders were agree and 14 responders (9.3%) gave positive response and were strongly agree that encourage patient for decision making about care. For involving patients in hospital care 39(26.0%) respondents were disagree, 37(24.7%) responders gave neutral response, 34 (22.7%) responders were agree. Other study conducted on patient satisfaction about patient care quality showed that there is least rate of encouraging patients in decision making and involving in patient care which are important aspects of improving patient care quality⁵.

According to research 2023 team work is very crucial aspect for healthcare setup and is very important for the quality of patients care. But this is disregarded by the organization despite of its importance. Yet it has significant effect on the morale of staff working in an organization, reduce their turnover rate and enhance their motivation. It is no doubt improving the quality of patients care reduce their suffering and shorten their stay in health care setting⁸.

Study findings about providing useful information to patients during discharge planning indicated that most of the responses were neutral and almost equal rate of provision and non-provision of useful information. As 4(2.7%) respondents were strongly

disagree, 39 (26%) were disagree, 46(30.7%) gave neutral response, 44(29.3 %) were agree and 17 (11.3%) gave positive response and were strongly agree with statement. Another research showed that provision of useful information to clients while planning for discharge by staff nurses has least rate⁷.

According to the study in 2023 person organization fit is lower in Kenya than USA and it varies according to the culture. Person organization fit has major role in the outcome related to the performance of an employee, quality of patient care and the productivity of an organization. It must be considered in an organization and should be given the importance. Organization should make the policies to follow the standards for the employees where they are working happily. Increase their motivation and ultimately increase the productivity of an organization².

It represents the strength of the relation between the promotion of the organization's climate and procedural justice perceptions depending on the employee's promotion level. The more promotion-focused their company is, the more fairness they perceive in its conduct. Moreover there are some negative effects of person organization unfit that it will increase the burnout among employees and ultimately effect on their performance when employees are not happy to work in an organization turnover will be increased⁴.

CONCLUSION

Study findings indicated that person -organization -fit has strong positive relation with patient care quality care quality; if person will be fit in organization patient care quality will be improved. Majority of respondents are not fit in their organization.70% nurses responded that their individual values did not match with their organizational values. Some respondents are providing some aspects of patient care quality but majority of respondents are missing important aspects of patient care quality. It is concluded that nurses are performing some aspects of patient care quality effectively but many other aspects are compromised due to person organization unfit. Person organization fit must be improved to improve patient care quality.

Limitation: It was first exposure to conduct research individually so, there was fear and confusion. As the patient care quality

section was based on respondents there could be chances of biased and interference with results.

Recommendations:

- Health care organization should make policies to provide nurses good fit in organization through giving them Security, stressless environment, incentives on their good conducts and appreciation certificates .
- Health care organization should also arrange seminars and workshops on patient care quality for staff nurses.
- Health care organization should conduct surprising visits and periodically check the services provided by the staff nurses.

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