INTRODUCTION OF A STRUCTURED ORIENTATION PROGRAMME FOR REGISTERED NURSES' WITHIN A COMMUNITY HOSPITAL IN SINGAPORE

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BACKGROUND & AIM

Registered nurses' encounter stressful challenges transitioning from a graduate to the professional role of a Registered Nurse (RN) in the workforce. This paper aimed to evaluate the effectiveness of a structured orientation programme in enhancing the confidence and job satisfaction level of twenty four newly hired foreign Registered Nurses (RNs) in a Community Hospital setting in Singapore.
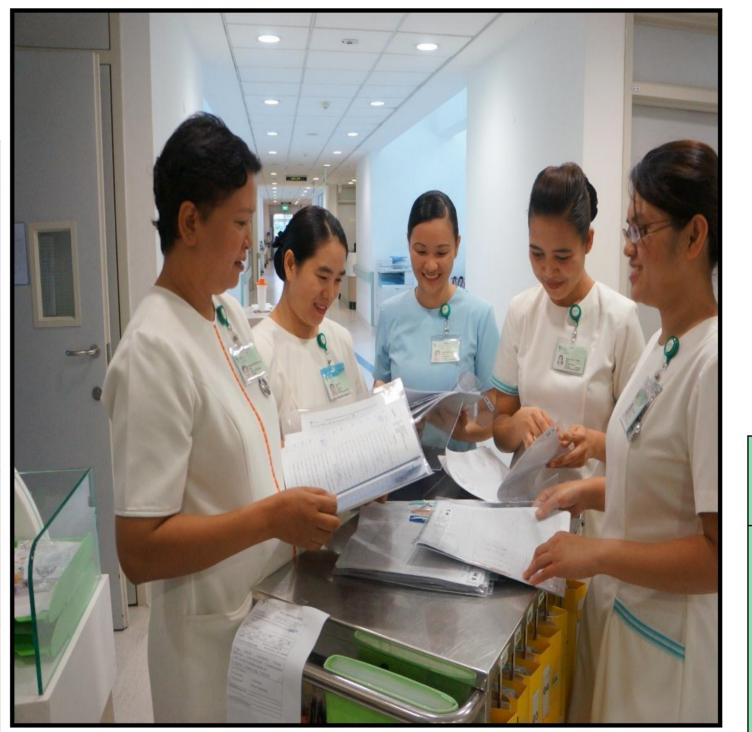
METHODOLOGY

STUDY DESIGN

Questionnaire Survey forms were administered to twenty-four Registered Nurses after seven days of orientation through a course evaluation form and at one month after completion of the orientation programme through a questionnaire survey. The survey forms was conducted using a Likert scale with open-ended questions for participants' with additional comments on job satisfaction, confidence level, role adaptation, programme effectiveness and organisation's support. The relevance of the topic and feedback on the presenters were also measured through the questionnaire.

RESULTS

PARTICIPANT'S DEMOGRAPHICS DATA

Demographics	N (total)	%
Age (Years)		
25 - 30	14	
31 - 35	5	
36 – 40	4	
41 - 45	1	
Gender		
-Male	5	21
-Female	19	79
Qualifications		
-Diploma holders	3	12.5
-Degree holders	21	87
Nationality		
-Filipinos	21	87.5
-Singaporean	1	4
-Malaysians	2	8
Years of Experience		
-More than 10 years	2	8.3
-Less than 10 years	22	91.6

The analysis yielded a statistically significant result in that participants rated consistently rated the overall programme as effective from 7 days ($M = 2.93$, $SD = .12$) and a month ($M = 3.87$, $SD = .06$) after the course, $t (23) = 36.86$, $p < .05$. The relevance of topic and feedback on the presenter were surveyed in this study.

Job Satisfaction
79.1% of the participants are satisfied with their job after the structured orientation programme. They gave an average rating of 3.58 on a 4-point Likert Scale.

Confidence Level
All the participants had a moderately high confidence level after the structured orientation programme. They gave an average rating of 2.7 on a 4-point Likert Scale.

7 DAYS POST ORIENTATION

Question	Comments	N (total)	%
"What did you find most helpful in the programme?"	Safe transferring skills and handling of patients	2	8.4
	"The course content has allowed us to understand better towards adapting to the role and the course contents were relevant for us to integrate theory into practice"	12	50
	"The orientation has provided information on understanding the Community Hospital and good understanding the hospital's culture."	10	41.6
"What did you find least helpful in the programme?"	Nil or nothing	5	20.8
	"All topics were relevant or everything was good.	19	79.2
"How has the programme helped you in your job and how would you apply to your work or personal life?"	Nil	2	8.3
	"Very good as I will be able to work well confidently and be independent and it gives me knowledge and motivates me to work well and gain respect from others."	13	54.1
	"I had learned a lot to relate to my work and daily living and it has provided familiarisation to the role and culture."	9	37.5

1 MONTH POST ORIENTATION

Question	Comments	N (total)	%
Elaborate on the effectiveness of Orientation Programme	Not Applicable	3	12.5
	NIL	-	-
-Positive comments	"The orientation programme had helped individuals to fit in the job and its culture, very concise and informative.	21	87.5
	I appreciate the involvement of the leaders and the comfort given to learn as newcomers."		
	"Programme was well-planned and had provided adequate learning opportunities and it has facilitated our transition into a new organisation		

CONCLUSION

The participants had expressed the relevance of the orientation course contents in facilitating them in the transition of their roles in the hospital setting. As for the confidence level, measuring responses after 1 month post orientation, which was rather short of a time period as participants have yet to explore their self confidence and the ability to perform as well as most people. Perhaps, conducting a longitudinal study in 3, 9 and 12 months after the RNs had completed the orientation programme could yield a conclusive outcome on the programme effectiveness.

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