

ASSESSMENT OF TIME MANAGEMENT SKILLS AMONG NURSES WORKING IN THE EMERGENCY DEPARTMENT

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Abstract: *Nursing is a noble profession; time management is paramount to ensure the best patient care, effective management, quality education, and personal responsibilities. This study aimed to assess the time management skills of nurses working in the emergency department. A quantitative cross-sectional descriptive study design was used to assess the time management skills of nurses in the emergency department. The study was conducted at Lahore General Hospital (LGH) and Sir Ganga Ram Hospital Lahore, using purposive sampling techniques. Nurses aged over 25, working in emergency departments, having clinical experience of 3-5 years, and being registered by the Pakistan Nursing Council were included. Non-cooperative nurses and those working in departments other than emergencies were excluded. Data was collected through questionnaires that had two parts. Part I included biographic data, and Part II comprised 15 questions about time management skills. The results showed that over 50% of the nurses working in the emergency department, considered a hectic hospital unit, possessed time management skills. These skills included confidence, competence, prioritizing tasks, command and control, planning tasks or daily activities, learning from mistakes, feeling confident and competent, and writing appointments, following schedules, and rewarding themselves for their good job. The study concluded that most nurses working in the emergency department possess time management skills necessary for effective patient care. It is recommended that hospitals should provide training and resources to enhance these skills and that further research should be conducted to explore other factors that may affect time management in this setting. Overall, improving time management skills can lead to better patient outcomes, increased job satisfaction, and reduced stress for nursing staff.*

Keywords: Nurses, Time Management Skills, Emergency, Departments

Introduction

The definition of time is "the item that is measured as seconds, minutes, hours, days, years, etc. is called time." Time is the most valuable product (Uralovna, 2022). We must utilize the limitless and incalculable nature of time. "The process of dealing with or guiding things or people" is the definition of management (Alagić, 2022). Time management is setting priorities or organising one's schedule according to objectives while keeping one's preferences, dislikes, and likes in mind (Nayak, 2018). The ability to command and control is essential to multitasking. There are several benefits to time management for both individuals and organizations. Arranging the tasks and goals to make the most use of the time available to practice time management (Emenike et al., 2022).

Time management is an extremely important skill that every nurse, regardless of stage, effort, career, class, belief, or religious commitment, should master. Setting priorities will help you accomplish it productively. Prioritize your tasks, putting the most critical ones first and delaying the less important ones. Effective time management prevents someone from leaving tasks unfinished. In nursing, time management helps nurses organize and prioritize their managerial, educational, and personal duties in addition to patient care. Despite the difficulties of the nursing profession, nurses can attain balance when faced with time constraints if they learn more effective time management techniques. It is well established that effective time management is essential to both professional nursing education and work success. Nurses who master time

management techniques can work more efficiently than harder (Sjølie et al., 2020; Zafarullah and Pertti, 2017).

For nurses working in emergency rooms, the time a nursing member must devote to any nursing practice task is crucial for creating a schedule and allocating assignments. Managing time effectively and efficiently has been emphasized throughout history and is widely considered essential to success (Alyami et al., 2021).

All employees in emergency departments, including nurses and non-clinical staff, frequently self-report worry, emotional tiredness, and tension related to their jobs. Nurses frequently have to perform in stressful environments in their line of work as nurses. To efficiently handle a large amount of work in a short amount of time, nurses working in Emergency Assessment Rooms (EARs) should emphasize good time management techniques and other life skills. Effective time management involves establishing and reaching objectives and completing things in the least amount of time. Performing various tasks throughout the day while managing stress and deadlines is necessary for nursing.

In addition to completing their shift's worth of nursing duties, nurses also have obligations to patients, colleagues, and superiors (Ravari et al., 2020). The nurses must determine how to incorporate these modifications into their shifts. Inadequate scheduling can also lead to security and healthcare quality breaches. Nurses are less able to manage and think rationally when they are under more time pressure, and they also make more mistakes. It's crucial to prioritize, share, and plan for daycare delivery. Nurses need

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effective scheduling skills and various time management strategies for their professional practice and job success. Nursing staff must schedule their days based on important but lower-priority activities, especially those in emergency rooms. A caregiver must be aware of this because, as the day progresses, they must modify and adjust the schedule. Nurses must have effective scheduling skills in today's ever-evolving health industry to satisfy patients' needs. To focus on productive and desired outcomes and to perform more efficiently, one must possess strong time management abilities and practices (Lancman et al., 2013). More productivity, reduced stress, increased efficiency, more chances for career and personal objectives achievement, and more professional growth are all advantages of effective time management. One of the talents needed for nursing is the ability to multitask under time constraints and stress (Weber et al., 2011).

In the nursing profession, time management is very crucial. Time management skills are essential for developing therapeutic expertise; being away from patients for extended periods can negatively impact therapy outcomes (Ghiasvand et al., 2017).

Emergency departments require attention, and exposing staff members to stressful situations such as unexpected death, trauma, people in distress, being revived, resentment, and injury in hospital emergency rooms can harm their standard of living and well-being (Healy and Tyrrell, 2011). Healthcare professionals, especially nurses, must have the time management abilities and attitude to handle the burden associated with emergency departments.

Nursing is a physically and psychologically taxing profession that involves caring for the sick, the dying, and the disabled. To handle these difficult situations, nurses need support from supervisors and colleagues, energy resources, and empathy. It is inevitable for nurses employed in Emergency Assessment Rooms to experience pain connected to their employment. Acquiring the skill of job organization while working shifts could be quite beneficial in handling your workload. Setting priorities and using basic programming can help nurses fulfill goals, plan their calendars more effectively, and deliver high-quality care. Optimizing scheduling is another strategy to improve productivity and efficiency while achieving a better work-life balance. Time management skills should be learned by caretakers instead of adding more hours to their workday. Managing your time is crucial to surviving the challenging changes in healthcare settings (ELsayed et al., 2018).

Emergency departments are seen to be extremely stressful workplaces that, if they are not addressed in a way that prioritizes and manages, could disturb the mental health of nurses. For nurses, emergencies are unavoidable. Nurses in current working environments lack the necessary time management skills. This study is necessary to evaluate the time management abilities of nurses employed in emergency departments. Setting priorities and using simple scheduling techniques can help nurses manage their time, accomplish their objectives, and provide high-quality care. Furthermore, it may be simpler to relax and interact with others while working without becoming exhausted if you do this. This study is important because it will help refine time management techniques, raising patient safety and quality of care in the long run. This study's purpose is to evaluate emergency room nurses' time management abilities.

Therefore, the study's goal was to evaluate the time management abilities of nurses employed in emergency rooms.

Methodology

A quantitative cross-sectional descriptive study assessed time management skills among nurses in the emergency department of Lahore General Hospital (LGH) and Sir Ganga Ram Hospital Lahore. The Institutional Review Board (IRB) approved the study, which lasted for six months. A purposive sampling technique was used to select 133 nurses above the age of 25 with clinical experience of 3-5 years who were registered with the Pakistan Nursing Council and working in the emergency department of the two hospitals.

The data was collected using a questionnaire that had two parts. Part I was designed to gather demographic data such as name, age, gender, education, experience, and job position. Part II consisted of 15 questions related to time management skills and was included in the Attitudes toward Time Management Skills (ATMS) questionnaire used to assess the time management skills of the nurses. The study excluded non-cooperative nurses who were reluctant to participate and nurses working in departments other than the emergency department. Informed consent was taken from all participants.

The data collected was analyzed using Statistical Package for Social Sciences (SPSS) version 23 and MS Excel. Frequency distributions, cross-tabulations, and graphs were used to describe the study results. The statistical analysis included percentage, frequency, mean, and standard deviation calculations.

Results

According to the results, 37% of the participants were between 31 and 40, while 63% were between 20 and 30. Of the participants, 4% were males and 96% were females. All the participants worked in the Emergency Department and held the designation of charge nurses. Regarding education level, 36.1% held a BSN, 30.1% held a POST RN, and 33.8% held a GNM degree. Additionally, 24.8% had less than 3 years of experience, 58.6% had 3-10 years of experience, and 16.5% had more than 10 years of experience, as shown in Table and Figure 1.

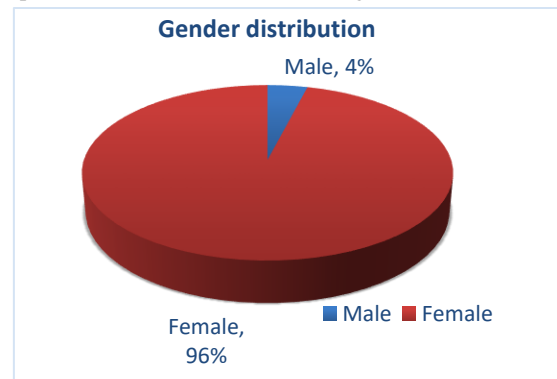


Figure 1: Distribution of gender within the study population:

Table 1: Demographic characteristics of the study population:

Demographic Characteristic	Percentage (%)
Age Range (years)	
20-30	63%
31-40	37%
Gender	
Male	4%
Female	96%
Department	
Emergency Department	100%
Educational Level	
BSN (Bachelor of Science in Nursing)	36.1%
POST RN (Post-Registered Nurse)	30.1%
GNM (General Nursing and Midwifery)	33.8%
Designation	
Charge Nurse	100%
Years of Experience	
<3 years	24.8%
3-10 years	58.6%
> 10 years	16.5%

The data in Table 2 provides valuable insights into people's time management habits and confidence level in managing their time effectively.

In the first statement, 21% of respondents reported that they don't feel that they manage their time well at all, while 15.71% acknowledged managing their time some of the time. A substantial 24% responded that they don't manage their time well consistently.

The second statement focuses on planning daily activities. The data shows that 39.10% of respondents always plan their daily activities, indicating a strong commitment to organized scheduling. An additional 21.81% reported planning most of the time, while 17.29% do so some of the time. Surprisingly, 21.81% of respondents said they don't plan their daily activities. Regarding the third statement, which concerns doing the most difficult work when individuals have the most energy, 41.35% of respondents consistently prioritize this approach. Furthermore, 19.55% indicated doing this most of the time, while 17.29% reported doing it sometimes. A notable 21.81% rarely adopt this strategy.

Table 2: Time Management Responses of the study population:

Statement	All of the Time (%)	Most of the Time (%)	Some of the Time (%)	None of the Time (%)
Please don't feel that they manage their time well	21.00%	0.00%	15.71%	24.00%
Plan their daily activities	39.10%	21.81%	17.29%	21.81%
Do the most difficult work when they have the most energy	41.35%	19.55%	17.29%	21.81%
Complete tasks on schedule or appointment book to the satisfaction	42.11%	17.29%	15.04%	25.56%
Feel confident to complete daily routine	36.09%	19.55%	21.81%	22.56%
Feel competent about managing time when writing down appointments	66.17%	33.84%	0.00%	0.00%
I Make to-do lists	69.93%	30.08%	0.00%	0.00%

In the context of completing tasks according to a schedule or appointment book, the data reveals that 42.11% of respondents consistently complete tasks to their satisfaction as per their schedule or appointment book. However, 17.29% reported doing so most of the time, while 15.04% completed tasks this way some of the time. In contrast, 25.56% indicated that they rarely achieve this level of satisfaction.

The fifth statement explores the level of confidence individuals have in completing their daily routines. A significant 36.09% expressed full confidence in their ability to always complete their daily routines. Additionally, 19.55% feel confident most of the time, while 21.81% feel confident sometimes. On the other hand, 22.56% reported feeling confident none of the time.

Statement six highlights the respondents' confidence in managing time when writing down appointments. A substantial 66.17% of respondents feel competent about managing their time when they write down appointments all of the time. Meanwhile, 33.84% feel competent most of the

time, demonstrating high confidence in this time management method.

Finally, the data regarding statement seven indicates that making lists is a popular time management strategy. A significant majority, 69.93% of respondents, reported making lists all of the time, showcasing the widespread adoption of this organizational method. An additional 30.08% make lists most of the time, with no respondents indicating making lists some of the time or none of the time. In summary, the data provides valuable insights into the diverse time management practices and levels of confidence among respondents. It highlights the prevalence of structured time management strategies like planning and list-making and the variations in how people perceive and manage their time.

As in all statements, most nurses pointed out that most of the time and all of the time, more than 50% of users (work in emergency departments, which are considered too hectic hospital units. These skills include confidence, competence, task prioritization, command and control, etc. Planning tasks or Daily activities, learning from mistakes,

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feeling confident and competent, writing appointments, following schedules, and rewarding themselves for their good job are time management skill.

Discussion

Nurses must have outstanding time-scheduling abilities and other skills to move smoothly into their positions. Time management is defining and attaining goals and completing them quickly. Effective planning approaches and abilities are required for more effective operations and to concentrate on achievement. Good time management benefits in various methods, notably higher output, less stress, greater effectiveness, more opportunity to pursue professional progress, and more chances to attain employment and personal objectives. Nursing is a job that requires the ability to execute several activities throughout the day while dealing with time constraints and pressure. It is critical to consider the significance of organizing my time and the skills required to achieve it (Nayak, 2018).

The efficacy of a "Managing Time Seminar on Nurses Practicing in Acute Departments" was the subject of an experimental study. This research aims to assess the impact of time management training courses on nurses employed in emergency rooms. According to the findings, every respondent responded to the entire questionnaire. Females (85%, 82.5%) and married nurses (55%, 77.5%) with a bachelor's degree (92.5%, 95%) comprised both the treatment as well as control groups, respectively. Participants were nurses working in emergency units in different shifts, aged 22 to 33 years old, with 50 to 100 hours of overtime. Only marital status and no difference were identified between the intervention and control groups in any demographic characteristic (Ravari et al., 2020).

Another study was conducted on Factors Affecting Time Management and Nurses' Performance in Hebron Hospitals to investigate the factors affecting time management (personal and administration obstacles) and nurses' performance in Hebron hospitals. Quantitative descriptive design and stratified random sampling approach to select 181 nurses working in Hebron district Hospitals in the West Bank. Data was collected through a demographic variable questionnaire, and 57 statements were divided into four dimensions. Time management in Hebron Hospital was high, with a rate of 69.5%, and there were two major factors affecting time

Management for nurses, including personal obstacles, with a rate less than 50%, and administrative and organizational obstacles, with a rate of 69.3%. There was a positive significant correlation between time management and nurses' performance ($\alpha \leq 0.05$). There was also a significant correlation between. Time management obstacles and nurses performance ($\alpha \leq 0.05$). However, there was no significant correlation between gender, academic degree, experience, or qualification of participants and time management or nurses' performance with $\alpha \leq 0.05$. Attention is needed to address the obstacles of time management within governmental hospitals. More studies about time management obstacles among nurses are needed to expand the concepts of interest and the meaning of scientific and technical methods to manage time (Qteat and Sayej, 2014).

Many researchers conducted studies to find factors affecting motivation, and a considerable collection of reinforcing and weakening motivation factors has yet to be identified (Ghiasvand et al., 2017).

This study was conducted in two centers. Therefore, its results cannot be generalized nationally or internationally. The study only assessed time management skills and did not explore the factors affecting time management or ways to improve these skills. In future studies, exploring the factors affecting time management skills and ways to improve them would be beneficial. A qualitative study design could be used to explore new ideas in a better way.

Conclusion

Based on the results, it can be concluded that the nurses in the emergency department have the necessary time management skills for providing effective patient care. Hospitals should provide training and resources to improve these skills. Enhancing time management skills can lead to better patient outcomes, increased job satisfaction, and reduced stress for nursing staff.

Declarations

Data Availability statement

All data generated or analyzed during the study are included in the manuscript.

Ethics approval and consent to participate

Approved by the department Concerned.

Consent for publication

Approved

Funding

Not applicable

Conflict of interest

The authors declared absence of conflict of interest.

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