

CHAPTER 5

Conclusions, Implications, and Recommendations

In this chapter, the conclusions of the study is presented on the basis of the objectives and the findings of the study and the discussions. Implications of the finding and the recommendations are also presented.

Conclusions

This descriptive correlational study aimed to describe the prevalence of workplace bullying, levels of nursing job performance and examine relationship between workplace bullying and job performance perceived by nurses in tertiary hospitals, the People's Republic of China. Data collection for this study was conducted from March to April, 2017 by using proportional stratified sampling method. The participants were 410 nurses from eight clinical nursing departments at tertiary hospitals in Yunnan province, the P. R. China. The instrument used for data collection was a questionnaire composed of three parts: a) The Demographic Data Form; b) Negative Acts Questionnaire-Revise (NAQ-R); c) Job Performance Scale (JPS). In this study, NAQ-R and JPS were translated into Chinese through back-translation methods by the researcher without any modification. The reliability of the translated questionnaires shown as Cronbach's α of NAQ-R was .91; of task performance scale was .97 and of contextual performance scale was .96. Descriptive statistics and Pearson's product-moment correlation were employed for data analysis. The results were presented as follows:

1. The prevalence rate of workplace bullying perceived by nurses in tertiary hospitals is shown as 41.5% of participants perceived workplace bullying, and of these, 31.2% ($n = 113$) of subjects perceived occasionally bullied and 10.3% ($n = 37$) of respondents perceived as the victims of severe workplace bullying.
2. Task performance of participants was at a high level with a mean score of 130.13 ($SD = 21.91$) and the most contextual performance of nurse participants at a high level

with a mean score of 95.99 (SD = 18.92). However, job-task support dimension was at a moderate level ($\bar{X} = 28.17$, SD = 8.91).

3. There was a weak significant negative correlation between workplace bullying and task performance ($r = -.120$, $p < .05$) and contextual performance ($r = -.141$, $p < .01$). The finding supported conceptual framework, that is, as workplace bullying increased, task performance and contextual performance decreased.

Implications

The results of this study provide important information about workplace bullying and job performance as perceived by nurses for hospital and nurse administrators in tertiary hospitals, the P. R. China. The implications of the results of this study are as follows.

1. Hospital administrators should deal with victims of workplace bullying, protect employees. Counselling or debriefing for targets (and even perpetrators) of bullying should also be offered.
2. Relevant education and training about workplace bullying in order to raise awareness of people's interpersonal impact in the workplace should be conducted to help nurses improve their ability of dealing conflict with colleagues and improve their communication skills. Manager training also should be provided with to ensure that managers are fair and supportive to staff to reduce the likelihood of bullying.
3. Maintain the current job performance, provide more support to nursing work, reduce the burden relate to job-task support.
4. A bullying policy should be formulated and clear and fair procedures for enforcing the policy should be required. All interventions executed by hospitals must ensure a bullying-free work environment.

Recommendations

The recommendations for future research are as follows:

1. This study should be replicated in other regions in China. The variance of work environment and rules in different regions might be cause different results.
2. Workplace bullying need to be studied with related factors, such as demographic characteristics in future research. Some previous studies reported that demographic characteristics of nurses such as professional title, working years and employment type might affect the perception of workplace bullying (Xun et al., 2013; Zheng & Zhang, 2015)
3. The modulatory factors of the relationship between workplace bullying and job performance such as emotional intelligence, individual's personality can be further studied in the future. The prior study revealed that workplace bullying possibly has indirect effects on employee performance via emotion or affective-based variables (Devonish, 2013).
4. There should be a study of workplace bullying for other group such as nursing administrators, because nursing administrators might suffer from bullying behaviors from subordinates or the higher levels of administrators.