

A number of articles in this issue refer directly or indirectly to poor interpersonal relationships and other aspects of nursing personnel management as contributing to dissatisfaction among nurses and to resignations. This has been proven by research and the Commission for Administration's recently completed investigation into the nursing profession identified personnel management as a problem area requiring priority attention.

The Commission made certain recommendations in this regard including:

- increased attention to a person's interpersonal relationships, leadership abilities and other personal characteristics when she is being considered for promotion, and
- successful completion of specific short courses, such as in supervision, as a prerequisite for promotion.

Now that the authorities have attended to the question of remuneration the responsibility for improving personnel management rests squarely on the shoulders of every nurse with supervisory responsibilities — including not only nurse managers but also ward sisters and even staff nurses and senior students.

Stress levels are high in any service profession. This, coupled with the present nursing personnel crisis places heavy demands on every nurse, whatever her position. It is recognised that excessive personal stress has a negative effect on personal relationships in all spheres.

If a supervising nurse is to ensure that her actual responsibility of quality patient care is to be executed she must help to reduce stress and not contribute to it. She must consciously strive not to allow her own frame of mind and frustrations to affect her relationships and to meet the needs of her subordinates. They should never be regarded merely as workers but accepted as human beings with strengths and weaknesses and a need for understanding, support, recognition and above all, opportunity for personal and occupational development.

If the individual perceives himself as important and worthwhile his job satisfaction increases and he becomes more loyal to his supervisors and employers. Ultimately the patient and community, who are the reason for the nurse's existence, must benefit.

Daar is 'n aantal artikels in hierdie uitgawe wat direk of indirek na swak menslike verhoudings en ander aspekte van verpleegpersoneelbestuur verwys as faktore wat tot ontevredenheid onder verpleegkundiges en tot bedankings bydra. Bogenoemde is deur navorsing bewys, en die Kommissie van Administrasie se onlangse ondersoek na die verpleegberoep het personeelbestuur as een van die probleemgebiede aangewys wat dringende aandag moet geniet. Die Kommissie het sekere aanbevelings hieroor gedoen wat die volgende insluit:

- meer aandag aan 'n persoon se menslike verhoudings, leierskapvermoë en ander persoonlike hoedanighede as sy vir bevordering oorweeg word, en
- geslaagde afhandeling van bepaalde kort kursusse byvoorbeeld in toesighouding, as 'n vereiste vir bevordering.

Noudat die owerhede aandag gegee het aan die kwessie van vergoeding, berus die verantwoordelikheid vir beter personeelbestuur onmiskenbaar by elke verpleegkundige met toesighoudende verantwoordelikheid — met inbegrip nie net van verpleegbestuurders nie, maar ook saalsusters en selfs stafverpleegkundiges en senior studente.

Spanningsvlakke is hoog in enige diensprofessie. Dit, saam met die huidige verpleegpersoneelkrisis, stel hoë eise aan elke verpleegkundige, wat haar posisie ook al is. Daar word erken dat oormatige persoonlike spanning 'n negatiewe uitwerking op menslike verhoudings op alle terreine het.

Om te verseker dat sy haar wesenlike verantwoordelikheid van gehalte pasiëntesorg kan nakom, moet die toesighoudende verpleegkundige help om spanning te verlig en nie daartoe bydra nie. Sy moet haar bewus daarvoor beywer om haar gemoedstemming en frustrasies nie haar verhoudings te laat beïnvloed nie en om in die behoeftes van haar ondergeskiktes te voorsien. Hulle moet nooit bloot as werkers beskou word nie, maar aanvaar word as mense met deugde en swakhede en 'n behoefte aan begrip, steun, erkenning en veral die geleentheid om as mens en in sy beroep te ontwikkel.

As die individu voel dat hy belangrik en die moeite werd is, bied sy werk meer tevredenheid en voel hy meer lojaal teenoor sy werkgewers en dié wat oor hom toesig hou. Uiteindelik moet dit die pasiënt en die gemeenskap — omrede van wie die verpleegster bestaan — bevoordeel.