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Nurses’ perception of feedback on quality measurements: Development and validation of a measure**

Increasingly, hospitals use the data from their quality measurement activities, as feedback information for their nurses. It is argued that feedback on quality measurements can result in quality improvement at the expense of or for the benefit of nurses’ well-being. The proposed relationship is assumed to be mediated by (1) nurses’ attribution about management’s purpose in providing feedback, and (2) nurses’ perception of feedback as a job demand versus a job resource. This contribution describes the development and validation of an instrument to measure these constructs, based on research on HR attributions (Nishii et al., 2008) and the Job Demands-Resources model (Bakker & Demerouti, 2007). The measure has been discussed with several experts and practitioners, and pilot-tested among 55 nurses. Our pilot study reveals promising results regarding the content, construct and predictive validity of our measure.

Key words: feedback, quality measurements, attribution, job demands-resources model, measurement instrument (JEL: I11, M54)