ABSTRACT
Objective: recognizing the perception of the nursing staff about the group process. Method: a descriptive study of a qualitative approach conducted with 13 members of the nursing team. Data were collected during September and October 2012 through semi-structured interviews and analyzed using the content analysis technique. The research project was approved by the Committee of Ethics in Research, CAAE 05030612.1.0000.5523. Results: from the analysis of the interviews three categories emerged: << Perception about the group process in the nursing team >>; << Factors that facilitate group relationships in the nursing team >>; << Factors that hinder group relationships in the nursing staff >>. Conclusion: the study allowed giving visibility to the perception that the Group process is understood as teamwork itself, the interaction between the components of the Group and the fellowship between them. Descriptors: Group Processes; Nursing staff; Nursing; Intensive Care Units.

RESUMO
Objetivo: conhecer a percepção da equipe de enfermagem sobre o processo grupal. Método: estudo descritivo com abordagem qualitativa realizada com 13 integrantes da equipe de enfermagem. Os dados foram coletados nos meses de setembro e outubro de 2012 por meio de entrevistas semi-estruturadas e analisados mediante a Técnica de Análise de Conteúdo. O projeto de pesquisa obteve a aprovação pelo Comitê de Ética em Pesquisa, CAAE 05030612.1.0000.5523. Resultados: da análise das entrevistas emergiram três categorias: << Percepção sobre o processo grupal na equipe de enfermagem >>; << Fatores que facilitam as relações grupais na equipe de enfermagem >>; << Fatores que dificultam as relações grupais na equipe de enfermagem. Conclusão: o estudo permitiu dar visibilidade à percepção de que o processo grupal é entendido como o trabalho em equipe propriamente dito, a interação entre os componentes do grupo e o coleguismo entre os mesmos. Descritores: Processos Grupais; Equipe de Enfermagem; Enfermagem; Unidades de Terapia Intensiva.

RESUMEN
Objetivo: conocer la percepción del personal de enfermería en el proceso de grupo. Método: un estudio descriptivo con enfoque cualitativo realizado con 13 miembros del equipo de enfermería. Los datos fueron recolectados en los meses de setiembre y octubre de 2012 a través de entrevistas semi-estructuradas y analizados mediante la técnica de análisis de contenido. El proyecto de investigación fue aprobado por el Comité de Ética en Investigación, CAAE 05030612.1.0000.5523. Resultados: el análisis de las entrevistas revelaron tres categorías: << La percepción acerca del proceso de grupo en el equipo de enfermería >>; << Los factores que facilitan las relaciones de grupo en el equipo de enfermería >>; << Los factores que dificultan las relaciones de grupo en el personal de enfermería. Conclusión: el estudio permitió dar visibilidad a la percepción de que el proceso de grupo se entiende como el trabajo en equipo en sí, la interacción entre los miembros del grupo y la camaradería entre ellos. Descriptores: Procesos Grupales; Equipo de Enfermería; Enfermería; Unidades de Cuidados Intensivos.
INTRODUCTION

The proposal of teamwork in nursing emerged in Brazil in 1966 through the book titled Nursing team: organization and operation, whose purpose of experiments disclosed was to solving the problem of better utilization of the nursing staff with patient care based on more efficiency and effectiveness.¹

The human being, although being part of groups throughout its life, often encounters difficulty in coordinating a group of people due to different ways of thinking, acting and receiving ideas and opinions. Administering these peculiarities is a challenge for many professionals, because, besides them, there is the need to maintain good relationships between the members of the Group and still be concerned with strategies for achieving positive results and the achievement of goals proposed by the institutions.²

The need has been identified to coordinate groups and work as a team. The work on health is inserted in this scenario, since it requires trained professionals to working in cooperative mode in work teams.¹ Within this scope of work, the nurse stands out as being a professional responsible for providing patient care, and in this context, is responsible for coordinating a team of professionals, and shall plan models and work strategies to coordinate group formation and to obtain positive results.³

The big problem about group process is the requirement of theoretical and practical background in non-existent references or which are still under construction. Thus, studies on teamwork and group processes are of great value to the redefinition of interpersonal and intergroup relationships in healthcare organizations.¹

The study was motivated by an interest in deepening their knowledge about the subject "group process" and witness care practice in the lack of knowledge or skill of some professionals on how to manage and organize work teams, besides the fact that perceived the need for updated studies that address this issue. Given these considerations, this study aims to understanding the perception of the nursing staff about group process in an Adult Intensive Care Unit.

METHOD

It is an exploratory and descriptive study of a qualitative approach. In this type of study the facts are observed, recorded and analyzed, classified and analyzed without interference from the researcher. In qualitative research work in the field allows us an approximation to what we wish to study, also recognize the reality about the field that will be investigated.⁴

This study was conducted at an Adult ICU of a philanthropic hospital in a city in southern Brazil. All components of the nursing staff (technicians and nurses) that agreed to participate signed the Informed Consent Form (ICF); a total of 13 participants participated in this research.

For selection of the participants were used as inclusion criteria: being a member of the nursing team for at least six months; consent to participating in the study. And as exclusion criteria: hold a coordination post.

To determining the number of participants used the criterion of data saturation, ie, when the information became repetitive, ended up collecting. Data collection occurred from September to October 2012, using a semi-structured interview technique. Interviews were conducted on the premises of said unit, previously scheduled times, with privacy preserved by avoiding interruptions. For better use of the information they were recorded and transcribed verbatim.

The review process was carried out through the method of content analysis, of thematic type. This method follows three phases: pre-analysis; exploitation of material; and treatment, inference and interpretation of results.⁵

This research project was approved by the Ethics Committee in Research Virvi Ramos, under Opinion No. 94 194 CAAE 05030612.1.0000.5523 and contemplated the Resolution 196/1996.⁶ All participants were informed about the study objectives and the implications of their participation, receiving warranty anonymity and the possibility to withdraw from the study at any time. After taking part in the study they signed the consent form in duplicate, in which one was in possession of the participant and another of the researcher.

RESULTS AND DISCUSSION

Study participants are characterized by being 98% female. With regard to training, three professional have higher education in nursing and ten have the technical nursing. Regarding the time of formation of the respondents the average ranged between one and 26 years. Time delay in the institution ranged from 1-10 years. Information analysis of these subjects enabled the emergence of three categories: perception about group process in nursing staff; factors that facilitate group relationships in the nursing team; and
factors that hinder group relationships in the nursing staff. The lines are identified as E1 (Interviewee 1), E2 (second respondent) and so on.

♦ Perception of the group process in nursing staff

This category aimed to investigate the perceptions of nursing staff about the group process. It was noticed that the respondents understood that the group process is teamwork, their interaction and collegiality. A work team is composed of a number of people who work together in pursuit of a common objective, but embedded in this group are different subjects that people think and act differently, for this reason it is often difficult to maintain a relationship, imposing limits and possibilities of each.

Research participants highlighted the need for collaborative work among team members so that they have entered the process is seen as individuals capable of a joint construction, considering the inter-relationship, as expressed in some lines:

[...] you have to work with a team [...] it is a method which I work. (E12)
[...] comes from teamwork, the interaction [...] have a good relationship [...]. (E5)
[...] be partner [...]. (E1)

The group process involves a network of relationships between people and power or balanced relations, and may be given in the presence of a leader who imposes obligations and norms to members. Since the terms group and team describe a group of people who perform their activities according to a common objective.

Coordinating groups is not a simple task; it requires knowledge about group dynamics. The nurse, for not having specific training in group processes, faces huge obstacles in the labor market needing to develop skills for group coordination. When these skills here are based on a theoretical-practical reference the understanding of the events that occur within the group generate ideas on the correct way to administer them; however, the big problem is the requirement of theoretical and practical background in non-existing references or are still under construction. Thus, studies on teamwork and group processes are of great value to redefine interpersonal and intergroup relationships in healthcare organizations.

Teamwork is an issue addressed in several areas; it is a method of work that serves several purposes, including the integrated work done through the involvement of all team members. Available evidence indicate that the manner of interaction of each professional is related to the perception that the professional has the group process. Therefore, it is essential to understand the group process between team members, because this way will have knowledge about group dynamics positively encouraging socializing and interaction among them.

♦ Factors that facilitate group relationships in the nursing team

This category was possible to identify the main factors facilitating group relationships in the nursing staff. The subjects highlight recovery as the main facilitating factor in the process. Also notable was the motivation, support and the importance of continuing education for members of the work team, as expressed in the statements below:

Valorization [...] be working along with them, motivating, supporting [...] helping them. (E5)
No overloading [...] helping [...]. (E3)
Education [...] I think education is fundamental [...]. (E12)
[...] respect, fellowship [...] understanding that each person is different and we have to learn to live with these differences is what makes the difference in teamwork. (E6)

Motivation can be considered a feeling that drives someone accomplish something. When the trader feels driven to be motivated to do its activities in the best possible and it comes to working in groups, so that all members are motivated, work will be played by all and consequently favor the results. The motivation of work teams is usually of the responsibility of the team coordinator, so the nursing staff plays a fundamental role, since it is its job to be motivating, supporting and valuing the professionals who work with it aiming the quality of care and satisfaction of employees and customers.

The motivation and work involvement are needed to generate personal and professional satisfaction in working groups. Professionals who are motivated and satisfied with the work they have links with good interpersonal skills, recognition as a skilled professional, professional practice and accountability. Workers expressed satisfaction and fulfillment in the execution of their work, in view of trust and responsibility among group members.

Continuing education in professional practice manifests itself through the professional attitudes; among these stands out the commitment made itself, in view of the motivation for the pursuit of new knowledge. Continuing education leads us to the understanding that the individual must hone throughout his life.
The analysis of the interviews for this study considers that education is fundamental to nursing professionals, since the issue of education is a commitment to personal and professional growth.

† Factors that hinder group relationships in the nursing team

Healthcare professionals stand to be part of a multidisciplinary team which usually assumes the responsibility for coordinating the nursing staff as well as with the result of the assistance provided. In this sense, good group relations are indispensable in the work team. For this reason we sought to identify the team interviewed the major factors that hinder these relationships to be able to engage positively with the working groups.

The perception of workload was mentioned in many times in the testimony, considered as the main factor that hinders group relationships. Also notable was the number of employees on staff reduced and existing friction between them.

One element that contributes to the perception of workload is the accumulation of many chores. The workload can be considered the accumulation of functions performed throughout the workday, in this case according to the interviewees this accumulation affair is related to the deficiency in the number of nursing professionals. The issue of workload in nursing has been studied for a long time.

All the nurses who were interviewed and reported being exhausted, said the workload around nine to twelve times. Another study says that nursing faces a charge both quantitatively verified by the responsibility of more than one hospital sector as evidenced by qualitative complexity of human relationships. This study also states that workers ICU are more susceptible to this problem because they face varying levels of stress due to risk of imminent death of their patients as well as the routine work that is faster.

For the development of nursing activities professionals should be competent to do so and must have a sufficient framework for the exercise of personal activities. To adjust the number of nursing professionals should use the method of sizing of staff. However, study explains that this method is not used to adjust the number of employees, also to establish work routines according to this quantitative, as expressed in the statements below:

[...] goes accumulating a to-do from one sector to another [...] and sometimes we can't handle everything. (E1)
[...] what hinders even are friction among them [...] the conflicts that occur [...]. (E5)

According to the interviewees, another factor that hampers are conflictual relationships, a result that is consistent with another recent survey, which highlights the daily lives of a group often has permeated the conflictual relations, marked by adversity. However, another study indicates that the emergence of conflict is considered normal and opening space for dialogue and exchange of experiences through meetings, developing alternatives for managing conflicts and thereby contributing to the learning group.

Another study reports that hospital experiences of conflict management require nurses’ managerial ability, available time and professional expertise. Nurses should establish rules based on institutional values but also based on individual beliefs and values. In this study the relationships of conflict situations were related to work schedules.

The response also shows a lack of competence to exercise leadership, as expressed in this statement:

[...] bad relationship [...] the lack of vision of leadership [...]. (E9)

Denotes that study affirms the existence of failures in higher education institutions due to the short time required for the teaching of such jurisdiction. However, another study claims that the exercise of leadership is tied to professional practice and recently graduated nurses faces some challenges during this practice, due to insecurity, little exercise this practice during the academic life and inexperience. On the other hand, we must take into consideration that hospital organizations are very complex becoming a challenge to the practice of leadership.

Consonant, we can state that the exercise of leadership in nursing is a very necessary practice because the goals and objectives are focused on the care and linked to the institution that demands the leadership of work teams. Nurses should develop skills for the practice of this competence is essential in daily.

**FINAL REMARKS**

This study allowed giving visibility to the perception that the group process is understood as teamwork itself, the interaction between group members and the fellowship between them. The results show that the main factors facilitating this process are the motivation of
the working group, appreciation, and support the importance of continuing education for members of the work team. However, it was found that perceived workload was considered as the main factor that hinders group relationships. Also notable was the number of headcount decreased, conflictual relationships and the lack of competence to exercise leadership on the part of some professionals.

We observe the need to evaluating, motivating, encouraging and collaborating with nursing staff, as well as fostering the professional training that encourages the exercise of leadership, which will favor the maintenance of healthy group relationships in teams.

It is believed that the nurse has a major role in this process, because as team leader it has the responsibility to coordinating the activities and the work team to the achievement of goals and objectives aimed at achieving quality of care as well as satisfaction of customers and members of the working group, with emphasis on professional development.

This study had no limitations, but it is important noting that it portrays the perception of the nursing staff in a unique philanthropic organization, which prevents generalization of the results. Therefore, it is suggested that more studies be developed on this topic, especially studies that reveal strategies for nursing with group relationships in different scenarios of health services.

REFERENCES


13. Lautert L. A sobrecarga de trabalho na percepção de enfermeiras que trabalham em...


