

MODERATING ROLE OF RESILIENCE IN ROLE-BASED STRESS AS PREDICTOR OF JOB INVOLVEMENT AMONG NURSES.

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Abstract

The study investigated the moderating role of resilience in role-based stress as predictor of job involvement among nurses. One hundred and thirteen (113) participants which comprised 70 females and 43 males between the ages of 24-50 years with a mean of 13.43 and standard deviation of 2.54 were selected using purposive sampling technique from University of Nigeria Teaching Hospital Ituku/Ozalla (27), University of Enugu Teaching Hospital, Parklane (33) and Orthopedic Hospital (30). The study was a cross-sectional survey in which Lodahl and Kejner (1965) Job involvement Scale, Kaln et al (1964) Job stress scale, and Smith et al (2008) Brief Resilience Scale, were revalidated by the researcher and were used for data collection, while hierarchical moderated multiple regression was used for analysis. Three hypotheses were tested and the results revealed that; role-based stress failed to predict job involvement as there was no remarkable relationship between the variables. Resilience, also failed to predict job involvement as there was no remarkable relationship between the variables. There was no significant interaction effect among the predictor variables and the criterion variable at $p < .05$. As resilience failed to moderate the relationship between role-based stress and job involvement, in view of the findings of the study the researcher recommends that

Keywords: Resilience, role-based stress, job involvement, nurses.

Introduction

Background of the study

Development of national economic and social sectors is not possible without the help, support, and guidance of human resources. Nurses, as one of the most important human resources in health care organizations, play an important role in promoting community health. In this regard, it is necessary to understand the nurses' mood and analyze factors affecting their job involvement in hospitals (Allen and Meyer, 1990). Job involvement is one of the variables which can lead to positive results in the organization (Soodani, Mostafavirad and Chinaveh 2016). For this reason the researcher tends to look at the role of resilience and role based stressed as predictors of job involvement among nurses.

Job involvement has been defined as the degree to which a person psychologically identifies or committed to his/her job (Kanungo, 1982a). Job involvement referred to the degree to which an individual is cognitively preoccupied with, engaged in and concerned with one's present job (Paullay et al. 1994; Ahmad et al. 2015). It is also considered as an extent one is

cognitively preoccupied with, engaged in, and concerned with one's present job (Paullay et al., 1994). Mudrack (2004) proposed that job involvement is the extent to which a person identifies himself with his job. People who are high in job involvement genuinely care for and are concerned about their work (Kanungo, 1982b). Job involvement is related to how important one's job seems to him in his total image (Paullay, Alliger and Stone-Romero 1994). Low job involvement would lead to job and organizational alienation, rambling, and separation of life and job (Hirschfeld 2006). High job involvement brings about positive results and makes people to work more than their responsibility. It also makes employees become interested in, contribute to and engage in the organization, and enjoy from its membership (Douglas & Morris 2006). The general assumption is that high job involvement is an inherently desirable feature of employees. People with high job involvement are satisfied with their job, show positive spiritual motive at work, and are highly committed to their co-workers and organization (Carson, Carson and Bedeian 1995). Furthermore, people with high job involvement attach more importance to their job (Hafer and Martin 2006), barely think of quitting, and are expected to work in their organization for some years (Brown and Leigh 1996). In health organizations, job involvement is one of the issues that can significantly affect the nurses' job satisfaction and performance. Job involvement is one of the variables which can lead to positive results in the organization (Soodani, Mostafavirad and Chinaveh 2016). Employees with job involvement can form a spiritual relationship with their job and invest certain resources in their current job (Emery and Barker 2006). Stress has been found among different jobs, including nurses, because of their close contact with patients with severe conditions and at the risk of death (Heidari and Shahbazi 2017; Naseh, Rafiei and Heidari, 2015). In addition, they usually undergo huge workloads in order to provide efficient and qualified healthcare services.

Hsieh and Su (2007) and Sveinsdottir, Biering and Ramel (2006) posited that a role is the manifestation of behaviour appropriate to an individual's position. In an organization, an individual's role stress refers to the stress formed by the combined expectations of an individual's behaviour from all circles. Kahn and Byosiere (1997) defined role-based stress as the feelings of tension, discomfort, uncertainty, indecisiveness and distress that a worker experiences as a result of the social and physical circumstances of the work setting. Kochar (2006) theorized that role stress is the stress experienced by the persons because of their role (job) in the organization. Role based stress is the stress emanating from the demands of the job (Okonkwo, 2013). Furthermore, resilience might not reduce the stress that nurses experience, but it can enhance their ability to transcend it and improve their overall job satisfaction (Hudgins, 2016).

Resilience is regarded as the ability to bounce back from a stressful situation (Earvolino-Ramirez, 2007) and is a form of reintegration processing and a return to good function via the support of protective factors after expo-sure to a severe stressor (Richardson, 2002). Studies have revealed that through the experience of a stressful event and overcoming it with resilience, individuals emerged stronger, performed better, and became more confident and self-efficient (Hodges, Troyan and Keeley, 2010; Li, Cao, Cao and Liu, 2015; Pineset al., 2012). Furthermore, resilience might not reduce the stress that nurses experience, but it can enhance their ability to transcend it and improve their overall job satisfaction (Hudgins, 2016).

Identity theory is adopted as theoretical framework because Job involvement represents a cognitive or belief state of psychological identification' with one's present job (Kanungo, 1982). Locke (1976) argued that job involvement is a potentially important moderator of the relationship between job-related experiences and individual outcomes because strong

reactions to job conditions will only occur in workers for whom the job is a central concern. Identity theory, however, also posits that there are individual differences in the salience of a given role identity for self-identification (e.g. Burke, 1991; Schlenker, 1987; Thoits, 1991). Thus, the magnitude of the relationship between role-based stressors and well-being may be moderated by the psychological salience of the role identity (Burke, 1991; Schlenker, 1987; Thoits, 1991). For example, Thoits (1991) proposed that stressors stemming from social roles that are psychologically salient are identity-relevant stressors, which should have a relatively strong impact on an individual's well-being. In contrast, stressors stemming from social roles that are not psychologically salient are identity-irrelevant stressors, which should have a relatively weak impact on an individual's well-being. And also, the identity the nurse perceived from the work might act as resilience which will either assist in navigating through stressful situation.

Hudgins provided evidence that resilience plays a vital role in enhancing job satisfaction and mitigating the turnover intention of new graduate nurses and that it could mediate the relationship between burnout and psychological distress among nurses (Zouet al., 2016). Thus, resilience is expected to have a mediation effect in the relationships between emotional labor, burnout, and turnover intention in nurses (Wahab, Mordiffi, Ang, and Lopez, 2017). Additionally, resilience improves job involvement as a coping ability from adversity (Stephens, 2013) and this represents potential strength that lowers stress (Moon, Park and Jung, 2013). Hence the research to investigate moderating role of resilience on role-based stress as predictor of job satisfaction among

Purpose of the study

The main aim of this study is to find out if resilience moderates role-based stress as predictor of job involvement among nurses, however the following specific purposes motivated the study.

1. To determine whether role-based stress will predict job involvement
2. To determine whether resilience will predict job involvement
3. To determine whether resilience will moderate the prediction of job involvement by role-based stress

Method

Participants

A total number of one hundred and thirteen (113) participants which comprised 70 females and 43 males between the ages of 24-50 years with a mean of 13.43 and standard deviation of 2.54, from three hospital in Enugu State, were selected with the aid of purposively sampling techniques from the following University of Nigeria Teaching Hospital Ituku/Ozalla (27), University of Enugu Teaching Hospital, Parklane (33) and Orthopedic Hospital (30) all in Enugu State. Of the total sample 56 (61.95%) were females and 32 (38.05%) were males.

Instrument

A questionnaire form comprising three scales and demographic variables were used.

The scales include:

1. Lodahl and Kejner (1965) Job involvement Scale.
2. Kaln et al (1964) Job stress scale, and
3. Smith et al (2008) Brief Resilience Scale

Lodahl and Kejner (1965) Job involvement Scale

Lodahl and Kejner (1965) Job involvement Scale is a 20-items inventory designed to the extent to which a person is attached and engrossed in his/her general employment circumstances. Lodahl and Kejner (1965) obtained .90 coefficient after 72 days test-retest reliability. A pilot study conducted for this present study yielded a reliability coefficient of .90 (Cronbach alpha).

Kaln et al (1964) Job stress scale

Job stress scale was developed by Kaln et al (1964). The 15-item inventory is designed to access the nature, causes and consequences of two aspects of organizational stress which is defined as the feelings of tension, discomfort, uncertainty, indecisiveness and stress that a worker as a result of the social and physical circumstances of the work setting. The inventory assess two components of organizational stress which role conflict and role ambiguity. Sheridan and Vredenburg (1978) and Oseghare (1988) reported a coefficient alpha of .87 and .39 respectively. A pilot study conducted for this present study yielded a reliability coefficient of .95 (Cronbach alpha).

Smith, Dalen, Wiggins, Tooley, Christopher, and Bernard (2008), Brief Resilience Scale (BRS-6)

Brief Resilience scale is 18-item instrument developed by Smith, Dalen, Wiggins, Tooley, Christopher and Bernard (2008). The scale is designed to assess the ability to bounce back or recover from stress. Smith et al., (2008) reported a coefficient alpha of .89. A pilot study was also conducted by the researcher which yielded a Cronbach’s Alpha of .97.

Procedure

The researcher adopted purposive sampling technique which involves identifying and selecting participants that are knowledgeable about or experienced with phenomenon of interest (Bernard, 2002), to select three different hospital namely; University of Nigeria Teaching hospital Ituku/Ozalla, Enugu State University teaching hospital Parklane and Orthopedic all in Enugu State. Researcher assistants whom are matrons were engaged to help in distributing the questionnaires to the nurses willing to participate in the study and equally to retrieving the copies of the questionnaires from them after completion. As a result of the busy schedule of nurses while in the hospital, the copies were distributed during their closing hours and collected the following day by the research assistant. A total of 130 copies of questionnaires were distributed in the banks in Benin City used for the study. Out of the number, 119 copies were returned, however, 14 copies of the completed questionnaires were wrongly completed while 7 copies bear multiple names. That brings the numbers to 93 copies were properly completed. This gave 86.9% return rate of valid copies of the questionnaires used for the analysis in this study.

Design and statistics

The researcher employed a cross-sectional survey design and hierarchical regression was employed for data analysis.

Results

Table I: Summary Table of Descriptive Statistics and Correlations among the Study Variables for Job Satisfaction (N =93)

Variables	M	S D	1	2	3
Job involvement	4.1	5.9	1		

		7	3			
:	Role based stress	2.	.	.	1	
		5	5	1		
		0	8	6		
				3		
:	Resilience	1	2	-	.	1
		8.	.	.	0	
		5	6	1	2	
		4	9	6	9	
				8		
:	Role Based Stress*Resilience	.0	.	-	.	.
		3	9	.	2	1
			7	0	7	3
				6	8	7
				0		

Note: * = $P < .05$, ** = $P < .01$ and *** = $p < .001$.

Results in Table 1, indicate that role-based stress at $r = .2$ ($r = .163$), resilience at $r = -.2$ ($r = -.168$) and the moderator were not significantly related to job involvement among nurses. Meaning that increases or decreases in these control variables and two predictor variables did not significantly relate to increases or decreases in the criterion variable, job involvement. Also, the result shows that resilience and the moderator have negative interaction on job satisfaction. This implies that the presence of resilience and the moderator will cause the absence of job satisfaction among nurses.

Table II: Multiple Regression Analysis summary for role-based stress as Predictor of Job Involvement Moderated by Resilience ($N = 98$)

Variable	β	SEB	T	P	Step 1	Step 2
Role based stress	.1661	.163	1.616	.109		
Resilience	-.354	.22	-1.597	.114		
Role Based Stress*Resilience	-.557	.091	-.870	.386		
R					.163	.253
r^2					.026	.064
adjusted r^2					.016	.034
F-change					2.612	1.872

Sig. F-change	.1 09	.1 59
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Dependent variable= Job Involvement at $p < .05$

From the table 2 above, a multiple regression using PROCESS MACRO was conducted to determine if resilience moderates role based stress as predictor of job involvement. (Assumptions of linearity, normally distributed errors, and uncorrelated errors were checked and met.) A statistically non-significant interaction was found, $F(1.872), p = .386, r = .253R^2 = .064$ which account for 6% variance between variables, this hereby did not confirm the third hypothesis tested which stated that “resilience will moderate role based stress to predict job involvement, hence the hypothesis is hereby rejected. It was also, found that role based stress did not statistically significant predict job involvement, $\beta = 1.661, t = 1.616, p = .109$, which also did not confirm the first hypothesis tested which stated that “role based stress will significantly predict job involvement” hence the hypothesis is rejected. More so, resilience did not statistically significant predict job involvement, $\beta = -.354, t = -1.597, p = .114$, also fail to confirm the second hypothesis tested which stated that “resilience will significantly predict job involvement, hence it was rejected.

Discussion

The first hypothesis tested which stated that “role-based stress will significantly predict job involvement among nurses” was not confirmed hence it was rejected. The result is not in congruity with the work of Adekeye, Adeusi, Agoha, Elegbeleye and Olawunmi (2016) that theorized stress is a strong determinant of job involvement. Occupation such as the military, health professional and other essential duties need role based-stress to bring out the best of the staff. May be the training they receive during their school days might have contributed to the result obtained. The outcome of this result implies that role-based stress is not a predictor of job involvement among nurses. The result not agreeing with the quoted authors above shows that some factors regulated role-based stress among nurses. Maybe the incentives and factors not considered by the researcher might have contributed to role-based stress not predicting job involvement among nurses. The result obtained didn’t also agree with the work of Rajkumar, Ilangovan and Joseph (2016) and Thakre and Padmini. (2015) which postulated that role-stress is a strong determinant of job involvement, according to the authors, the individual job involvement tends to drop when there is too much workload. Because the over workload will lead to role-based stress which end up reducing the rate at the individual will be involve in the job. But scholars fail to take individual differences into consideration, and job description, because some occupation has already prepare their personnel on how to manage stress, and also prove incentive to act as a motivational factor to suppress stress.

The second hypothesis tested which stated that “resilience will significantly predict job involvement among nurses” was not confirmed, hence it was rejected. The result is not in congruent with the work of Yu and Lee (2018) which stress that resilience is one factor that can determinant job involvement, that the higher one’s resilience the more the individual get involve with the job. But the result obtained from this research shows that resilience is not a strong predictor of job involvement, because many factors can act as resilience to the individual. Factors such as monetary incentive and non-monetary incentive can act as motivational tool that may over shadow resilience for the individual to get more involved in the job no matter the amount of stress. The result implies that resilience is a thing of the mind which differed factors can influence for it to act without it being noted, though it might be acting from the background, because everybody needs resilience to manoeuvre through daily stress.

The third hypothesis tested which stated that “resilience will moderate role-based stress to predict job involvement among nurses” was not also confirmed and was rejected. The result indicated that many factors mentioned before in the work might be acting behind the scene for prediction not to be obtained. Factors like monetary and non-monetary incentives are very important variables that can reduce or cushion the effect of role-based stress so as not to affect the individual job involvement.

Implication of the findings

Result obtained shows that role-based stress is not a strong predictor of job involvement among nurses; it means role-based stress is not a major issue among nurses. Though nurses might experience role-based stress, the result implies that it will not affect their level of job involvement and performance.

Secondly, resilience did not predict job involvement among nurses, which indicated that some factors might be acting on behalf of resilience. Finally, resilience did not moderate role-based stress to predict job involvement among nurses, it implies that resilience is a factor that can be manipulated by others and it will still retain its meaning and function.

Limitation of the study

Many factors worked against this research, one of such is the sample size. Sampling participants from specialist and teaching hospitals alone reduces the population. The numbers of participants would have increased assuming nurses outside Enugu were sampled.

Secondly, the working nature of nurses worked seriously against this research, their always busy schedule leads to many withdrawing and refusing to participate in this research.

Suggestion for further study

Future researchers should try and sample participants from other states so as to increase the numbers of nurses that will participate in the research.

Secondly, future researchers should consider allowing the nurses to be going with the questionnaires, so as to give them the opportunity to participate.

Summary and conclusion

The result obtained shows that role-based stress did not predict job involvement and resilience did not also moderate role-based stress to predict job involvement. The result obtained indicates that many factors not accounted for in this research work might have contributed to the reason why role-based stress did not predict job involvement, also resilience did not moderate role-based stress to predict job involvement. This implies role-based stress and resilience are not strong determinants of job involvement, also, resilience cannot moderate role-based stress to cause the presence of job involvement.

Compliance with ethical standards

Conflict of interest: The authors declare that they have no grant/financial or personal relationship(s) that may have inappropriately affected their report of the findings of this research.

Statement of informed consent: The participation was on a voluntary basis and informed consent was obtained from the individual who participated in this case report.

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