

Job Involvement and Job Satisfaction as Correlates of Responsiveness among Nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State

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Abstract: Responsiveness is a service quality widely acknowledged for its beneficial impact. Job satisfaction or employee satisfaction is a measure of workers' contentedness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision, Job Involvement refers to the psychological and emotional extent to which someone participates in his/her work, profession, and company.

The study was a cross-sectional survey in which 68 nurses comprising 25 males and 43 females were purposively selected. Participants were drawn from nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State. A structured questionnaire divided into four sections and contained standardised scales that measured responsiveness, job involvement, and job Satisfaction was used for data collection. The scales were revalidated during pilot study to ascertain their reliability and suitability for use within the Nigerian cultural context. They all yielded high Cronbach alpha coefficients. Three hypotheses were tested in the study. Data were analyzed using multiple regression at 0.05 level of significance.

Results showed significant joint influence of job Satisfaction and job involvement on empathic behaviour, $F(2,68) 12.68, p < .01$; female nurses were significantly higher on empathic behaviour than male nurses $t(68) = -2.40; p < .05$; and younger nurses displayed higher level of responsiveness than older nurses, $(234) 12.15; .01$. The results of the study and its implications were discussed in line with the findings.

It was recommended that Health jobbers should be regularly sent for courses on human behaviour, resource management, interpersonal relation, stress management and crisis interventions.

Keywords: Job Satisfaction, Job involvement, responsiveness, Nurses

I. INTRODUCTION

Responsiveness is one of the five dimensions of service quality sometimes called reactive behaviours are concepts generally used to denote actions, words or gestures in which caregivers or health jobbers respond supportively to needs of the patient, thereby promoting wellbeing (Hoben, Kent, Kobagi & Yoon, 2016). Responsiveness is a central dimension of service quality which mandates employees to responsive promptly to customer's needs and requests

(Grandley & Goldberg 2011).

Responsiveness describes the ability to see the world from another person's perspective that is, the capacity to tune into what someone else might be thinking and feeling about a situation, regardless of how that view might differ from their own perception (Stein & Book, 2001). Customer responsiveness described by (Pehrsson, 2014) as how organisation involves customers in their decision making that solve customers' problems, building relationship with tailored services for value addition. In this context, hospital responds to the patients' medical needs.

Responsiveness expressed in form of concern and genuine interest in others' wellbeing is critical to establishing a supportive, trusting relationship between a nurse and a patient. This is because healing is enhanced when the nurse is able to understand what the patient is feeling from patient's perspective. Some nurses tend to have a natural ability to relate to patients from a humanistic standpoint, while others are less comfortable in this role. Patients are very perceptive in being able to identify those nurses who possess the unique ability to relate with them during their most vulnerable moments in the most humane manner. An effective caring relationship facilitates comfort from patient's perspective since the patient is extremely reliant on the nurse to understand and advocate for him/her condition among other members of the healthcare.

Furthermore, not only is responsiveness a core characteristic of a helping relationship from a nursing perspective, it may also be essential to patient comfort as well as facilitate healing. But nurses do not always engage in responsiveness behaviour towards their patients as expected and this may be because of low job involvement.

Measurement of job involvement is done by determining how much an employee is cognitively preoccupied with, engaged in, and shows concern for the job or job place. Employees who are highly involved with their jobs are likely to consider the job to be a very important part of their lives, and may readily engage in behaviours that impact positively on organisational effectiveness. They also tend to identify with the organisation's goals and visions which may lead to increased commitment to organisational effectiveness and

efficiency. Therefore, it is argued that nurses who identify strongly with their jobs will have a higher likelihood to display behaviours that would increase organisational effectiveness such as showing responsiveness towards patients in their care.

Job satisfaction is a measure of workers' contentedness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Low job satisfaction tends to occur when an employee's appraisal of his/her job experiences as a whole, or of some aspect of it (e.g. satisfaction with co-jobbers or job conditions) is unfavourable. Unfavourable evaluation of job experiences may arouse negative emotional states such as sadness, hostility, or anger related to job performance, which may in turn, lead to negative behavioural responses including lack of responsiveness. Findings from past studies showed significant positive relationship between job satisfaction and various forms of beneficial job behaviours (e.g. Judge, Scott, & Ilies, 2006; Lau, Au & Ho, 2003) such as responsiveness.

Objective of the Study

The general objective is job involvement and job satisfaction as correlates of responsiveness among nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State. The specific objectives are;

- I. To investigate the joint influence of job involvement and job satisfaction on responsiveness among nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State
- II. To examine gender difference of male and female nurses on responsiveness among nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State
- III. To find out the difference of age of nurses on responsiveness among nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State

Hypotheses

- I. Job involvement and job satisfaction will significantly independently and jointly predict responsiveness among nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State
- II. Female nurses will be significantly higher on responsiveness than male nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State
- III. Younger nurses will be significantly higher on responsiveness compared to older in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State nurses

II. LITERATURE REVIEW

Job Involvement

Job involvement is believed to occur when the possession of certain needs, values or personal characteristics predispose individuals to become more or less involved in their jobs. For instance McShane & Von Glinow (2000) study on job involvement found that individual characteristics such as age,

education, gender, tenure, need strength, level of control and values were linked to job involvement. The second perspective views job involvement as a response to specific job situation characteristics. In other words certain types of jobs or characteristics of the job situation influence the degree to which an individual becomes involved in his / her job. For example research has demonstrated that job involvement has been related to job characteristics such as task autonomy, task significance, task identity, skill variety and feedback and supervisory behaviours such as leader consideration, participative decision making and amount of communication. Job involvement describes the process of internalizing the importance of a job, based on and individual employee. It explains the processes involved with which an employee can be more orientated about an organisation. Also, it is an attitude formed about one's career and it depicts a function of the level of satisfaction, which an individual can derive on it by helping to meet certain desires. Highly job involved individuals make the job a central part of their personal character. Besides, people with high job involvement focus most of their attention on their job (Hackett, Lapierre & Hausdorf 2001).

Job Satisfaction

Job satisfaction comes as a result of self acceptance and liking what one does; not just doing what one likes to do. According to the Oxford Advanced Learners Dictionary, job satisfaction can be defined as a feeling of pleasure gained from doing one's job. This does not just create a stress free environment but has an after-effect of improving job performance. Any individual would likely do well in that sphere of life that is enjoyable. On the other hand, job satisfaction may be possibly lowered if there is less conducive environment in which jobbers can jobs. This is practically stated in the Vroom's expectancy theory. Also, poor administration has been a factor that hinders employee's job performance and job satisfaction. When organisational units fold up, the jobbers engage in hard thinking as to know why and how these industries and organisational units collapse. It is a well known that employees job effectively only when they are well motivated or reinforced. Job satisfaction leads to results and results leads to reward which means for the organisation to achieve job satisfaction from the employees, they must spend much time in getting the employee more involved with their job (Aremu, 2003).

Job Involvement and Job Satisfaction

In a recent study that investigated how responsiveness associated with job Satisfaction among a sample of physical education teachers, Narinasamy and Wan Mamat (2013) reported significant positive relationship between responsiveness and job Satisfaction, suggesting that satisfied physical educators had a higher likelihood to empathize with those who assess their services.

Canada, McGilton, Irwin-Robinson, Boscart and Spanjevic (2006) found that nurses who had a close relationship with

patients under their care and management reported higher level of Job Satisfaction. Homburg & Stock (2004) found that among employees with ongoing customer contact (such as nurses), the relationship between Job Satisfaction and customer satisfaction was moderated by empathic disposition. The authors explained that nurses' empathic disposition might have improved communication with patients, which in turn led to increased patient's satisfaction with service and nurse's job Satisfaction.

Age-responsiveness relationship and found that the mean responsiveness score of older adults were significantly lower than the mean responsiveness score in younger population. The lower responsiveness scores among older adults may not be unconnected with the fact individuals tend to engage in less helping behaviours as they grow older. Singh (2013) noted that a job environment that encourages an empathic relationship amongst jobers had a positive influence on self-esteem. The author submitted that empathic job environment tends to motivate employees to excel, inevitably leading to higher level of Job satisfaction.

III. METHOD

Design and Participation

The study was a survey which adopted crossed-sectional design. Participants consisted of 68 Nurses selected from Abua Multi-System Hospital, Ado-Ekiti State. Abua Multi-System Hospital is a private Hospital, Ado-Ekiti State. The sample of nurses in Abua Multi System Hospital are 1, 234 which is gotten from logistics department in the hospital. The researcher made use of Taro Yammane formular as sample technique to get the sample size for the study. The researcher selected 68 nurses who are available as at the time of the research. This figure consisted of 25 male and 43 female nurses, whose age ranged between 30 to 54 years. Majority of the participants (82.1%) were single at the time of participating in the study.

Instruments for Data Collection

Questionnaire was the instrument for data collection. It consisted of four sections (A-D) that measured the variables of interest in the study. They were all standardized scale which were revalidated during pilot study to establish their reliability in the present study. Section A tapped participants demographic information such as age, marital status, religion and length of service.

Job involvement was measured with 9-items scale. The scale was designed to measure the degree of psychological identification with one's job. It adopted a 5-point likert type response format with options that ranged from strongly agree (5) to strongly disagree (1). Higher score develop by the researcher above the mean indicated high job involvement. The Cronbach alpha coefficient of scale in this study was .74.

Job satisfaction was measured with Misener Nurse Practitioner Satisfaction Scale. It is a 44 item scale with 6-

point type response format with options that ranged from very dissatisfied (1) to very satisfied (6). It access nurses job satisfaction on six dimensions: practice partnership/collegiality; challenge/autonomy; professional, social and community interaction; professional growth; time; and benefits. Cronbach alpha for the composite scale in the present study was .95. scores above the mean indicated high job satisfaction while scores below the mean implied low job satisfaction.

Responsiveness was measured with items in Interpersonal Reactivity Index (Davis, 1983). It is a 28-item self-report scale rated on a 5-point Likert-type response format with options ranging from Does not describe me well (1), to Describes me very well (5). It is a multi-dimensional scale with four subscales that measured perspective taking, empathic concern, fantasy, and personal distress. The Cronbach alpha of the composite scale in the present study was .78.

Procedure

A one-on-one conversation was had the Chief Nursing Officer in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State, from where participants were selected for the study. The researcher met with the nurses at different wards where the questionnaire was distributed after explaining the purpose of the study to the. nurses. Thereafter, the researcher solicited their participation. Simple random sampling which involved the use of balloting paper was the strategy used in selecting those who consent to the study. Verbal consent was also obtained from those who indicated willingness to participate in the study before the questionnaires were distributed to them. 75 questionnaires were distributed out of which only 68 were found suitable for further analysis, representing 93.6% response rate.

Ethical Approval

Ethical approval was sought and obtained through direct contact and verbal communication from Abua Multi-System Hospital, Ado-Ekiti, Ekiti State. This is due to time constrain of this study.

Statistical Analysis: Data was analyzed using multiple regression and results tested at 0.05 level of significance.

IV. RESULTS

Hypothesis 1: Job involvement and job satisfaction will significantly independently and jointly predict responsiveness among nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti

Table 1: Multiple Regression Analysis Predicting Responsiveness from Job Involvement and Job Satisfaction

Responsiveness	β	t	p	R	R ²	f	p
Job Satisfaction and Job Involvement	0.08 0.28	1.33 4.57	<.05	.31	.09	12.68	<.001

Tables 1 showed that job satisfaction and job involvement had significant joint influence on responsiveness among in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State F (2,68) 12.68; 0.09; They both jointly contributed 9% to variance change in responsive behaviour. Further analysis showed that only job involvement had significant independent influence on responsiveness behaviour ((3 0.28; $t=4.57$; $p<.001$). Therefore, the hypothesis was partially supported.

Hypothesis 2: Female nurses will be significantly higher on responsiveness than male nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti

Table 2: Summary Off-test of Independence Predicting Gender Difference on Responsiveness

Responsiveness	N	Mean	SD	df	t	p
Male	25	88.92	11.34	68	-2.40	<.05
Female	43	92.17	6.93			

Table 2 showed that gender has significant influence on responsiveness such that females in Abua Multi-System Hospital, Ado-Ekiti, Ekiti were significantly higher on responsiveness compared to males, $t(68) -2.40$; $p<.05$. The mean score of females was higher ($X 92.17$) than that of males ($X 88.92$) and the mean difference was statistically significant. The hypothesis was therefore confirmed.

Hypothesis 3: younger nurses will be significantly higher on responsiveness behaviour compared to older nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti

Table 3: Summary Off-Test of Independence Predicting Responsiveness Behaviour from Age

Responsiveness behaviour	N	Mean	SD	df	t	p
Young Old	27	96.56	9.32	68	12.15	<.001
	41	84.05	5.65			

Table 3 indicated that younger nurses were significantly higher on responsiveness behaviour than older nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti, $t(68) = 12.15$; $p<.001$. The significant difference can be observed in the mean where younger nurses had higher mean score ($X = 96.56$) than older nurses on responsiveness behavior ($X = 84.05$). The hypothesis was thus accepted.

V. DISCUSSION

The study investigated job involvement and job satisfaction as predictors of responsiveness behaviour among Nurses in Abua Multi-System Hospital, Ado-Ekiti, Ekiti State.

The influence of age and gender on responsiveness behaviour was also examined. As hypothesized, job involvement and job satisfaction jointly predicted responsiveness behaviour among nurses. The finding also showed that only job involvement had significant independent influence on responsiveness behaviour, suggesting that nurses who were psychologically involved with their job were similar with the patients in how they perceived patients psychological needs.

Not only would this might have enhanced better understanding of patients' expectations and needs, it also may have led to positive responses that facilitated recovery this is in line with the findings of (Mousavi et al. 2012) who found that satisfied employees displayed empathic disposition than less satisfied ones. The outcome may reflect that the nurses were not satisfied with some measures of satisfaction such as supervisory style or pay.

The hypothesis which predicted that there would be significant gender difference in responsiveness behaviour was supported. The finding showed that female nurses were significantly higher on responsiveness behaviour than male nurses. The result is in line with (Stein, & Book, 2001). who found that among helping professionals (such as nursing), females tended to identify more with their clients. The finding is supported by expectancy theory which explained that females tend to be more nurturant, supportive, and caring (Govender & Parumasur, 2010) than males, and this feminist disposition may have spilled over to other contexts such as workplace.

Hypothesis three which predicted significant influence of age on responsiveness behaviour was confirmed. The finding indicated that younger nurses exhibited higher tendency to engage in responsiveness behaviour than older nurses. The finding is consistent with past studies such as May and Allgood (2000) who found that younger persons were significantly higher on dimensions of responsiveness such as concern for others and compassion than older members of the population. Younger nurses may have a need to convince their supervisors about their capability, and one way they believed they could achieve this is by engaging in positive interpersonal relationship.

VI. CONCLUSION

The findings of the study showed that nurses with higher level of job involvement are more likely to show understanding towards patients under their care. The study also leads to the conclusion that female nurses have a higher likelihood to empathize with the situation faced by patients than male nurse.

VII. RECOMMENDATION

1. To increase the level of responsiveness among nurses, it is recommended that hospital management board pay closer attention to the welfare of nursing staff as this has implication on their job behaviour. The finding of the study suggests that hospital management board recruitment of younger nurses would promote attainment of organisational effectiveness.
2. In addition, to certify that efficient nursing care is given to the patients, the National Health Insurance Service and hospital boards, including the Ministry of Health should support in reducing sources of stress in the nurses. Jobing conditions need to be

enhanced so as to provide the needed professional healthcare practice required in managed care hospitals. Their promotion should be done as at when due to boost their morale. They should also be involved in vital decisions concerning their jobs and their patients. In-service training, jobshops and seminars should be organized for nurses to update their knowledge and skills.

3. Health jobbers should be regularly sent for courses on human behaviour, resource management, interpersonal relation, stress management and crisis interventions. It is expected that when nurses are given suitable sustenance by their employers or when their needs are sufficiently met many of them will experience less strain or pressure at job.

VIII. LIMITATION

The study is not without some limitations but an important one is that nurses in only public hospitals were surveyed. It may be that the result might have been different were nurses in private hospitals included in the study. Also, the correlational nature of the study did not allow for cause effect conclusion to be made regarding the relationship between the study variables.

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