

# Examining the effect of the job characteristics on job satisfaction and job stress by mediating the emotional work among nurses in Shariati hospital, Isfahan city

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## Abstract

**Introduction:** Nurses, in comparison with other occupations, expose higher job stress; therefore, satisfaction in this job and its characteristics is very important. The purpose of this study was to investigate the effect of occupational characteristics on job satisfaction and job stress with the mediation of emotional work among nurses in Shariati Hospital, Isfahan City.

**Materials and Methods:** This cross-sectional study was conducted among nurses of Shariati hospital in Isfahan city, in 1397. The population in this study was 180 people selected by Morgan method at about 118 nurses. The data were collected using the job characteristics, job styles, job satisfaction and emotional work questionnaires. The SPSS Ver. 20 and Smart pls 3.2.6 software were used for data analysis.

**Results:** According to the results, the dimensions of job characteristics such as importance, identity, independence, feedback, and verity of skills on job satisfaction were obtained. Also, the occupational stress by mediating emotional work (superficial and deep work), based on statistical results ( t-test), the value of 8.589 statistics for the impact of occupational characteristics on work emotional, the 6.381 effects of emotional work on job satisfaction and value of 17.382 for significant effect on emotional work on job stress were efficiently achieved with positive effect.

**Conclusion:** Based on mediating emotional work, the Job characteristics have a positive and significant effect on the nurses' job satisfaction and job stress. Therefore, the hospital managers should pay more attention to the characteristics and satisfaction of job stress and emotion of the job. The management of job stress and job satisfaction was improved through the recognition of the features of work and emotional work as favorite policies.

**Keywords:** Job characteristics, Emotional work, Job satisfaction, Job stress.

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## 1. Introduction

The whole world is now facing a labor crisis, one of the most notable of which is the shortage of nurses. Expanding the nursing shortage and expanding nurses from the profession is a global problem that exists both in developed and developing countries. Studies show that job dissatisfaction is one of the effective factors in leaving nursing profession. One-third of UK and Scottish nurses and more than one-fifth of US nurses have tended to leave the profession. Nursing has many ups and downs due to its difficulty from the time of study to retirement. Long working shifts, more than staff shifts, both unwanted and unwanted overtime, are all factors that affect nurses' job satisfaction. Regarding the importance of job characteristics in the organization and its impact on job satisfaction and job stress, in this article, we intend to investigate and define job satisfaction, job characteristics, emotional work and job stress of nurses in Shariati hospital in Isfahan.

## 2. Material and Methods

The target population of this study was nurses of Shariati hospital in Isfahan. The statistical population consisted of 180 persons who were selected as sample with 118 in Morgan table. Data were collected through a standard 33-item questionnaire with Likert range of job satisfaction and its related factors. The method of data analysis in this research is structural equation modeling with partial least squares approach in Smart pls3.2.6 and spss software. In this study, two questionnaires of Emotional Work, Job Characteristics Model, Job Satisfaction and Job Stress Questionnaire were completed by nurses. The demographic information questionnaire included variables such as age, marital status, education level, gender, and the Job Characteristics Questionnaire, a questionnaire developed by Hackman and Oldham and used to assess potential motivational ability. The questionnaire has 15 questions on a 5-point Likert scale, ranging from completely inaccurate to completely correct, and has 5 domains of job diversity, job nature, job importance, freedom of

action, and job feedback.

## 3. Results and Discussion

Descriptive and inferential statistics were used for this study. Descriptive statistics were performed by SPSS software and inferential statistics were performed by SPSS software. The statistical sample of the study consisted of nurses of Shariati hospital in Isfahan. 67.8% were female and 32.2% were male. 59.3% were married and 40.7% were single. In terms of age, 21.2 were between 20 and 25 years, 33.1 were between 26 and 30 years, 28.8 were between 31 and 35 years, and 8.5 were between 36 and 40 years. In terms of education, 68.6 hold bachelor's degrees, 24.6 postgraduate degrees, and 6.8 doctoral degrees. The method of data analysis in this research is structural equation modeling with partial least squares approach in Smart pls3.2.6 and spss software. In the following, the results of the measurement model test and the structural model test as well as the model fit and the overall model fit are presented.

### 3.1. Investigation and testing of measurement model

As can be seen in Table 1, the studies show that the Cronbach's alpha coefficient and the composite reliability of all constructs are higher than the minimum acceptable value of 0.7, so the constructs in this study are desirably reliable.

According to Fornell and Larker's (1981) theory of construct divergent validity, the root mean square variance (AVG) for each structure is compared with the correlation coefficients between structures. As can be seen in Table 1, the bold numbers at the main diameter of the table are the root mean square of the variance extracted. Examination of each of these values for each structure in comparison with the correlation between the mentioned structures with other structures shows that the root mean square of the variance extracted for all structures is higher than the correlation between the corresponding structures with other structures. Therefore, all constructs have good validity in terms of divergent validity.

**Table 1.** Cronbach’s alpha coefficient and composite reliability

Structure	Cronbach’s alpha	composite reliability	AVG
Job Satisfaction	.85	.90	.70
Emotional work	.93	.94	.63
Job stress	.78	.86	.69
Job Characteristics	.90	.91	.51

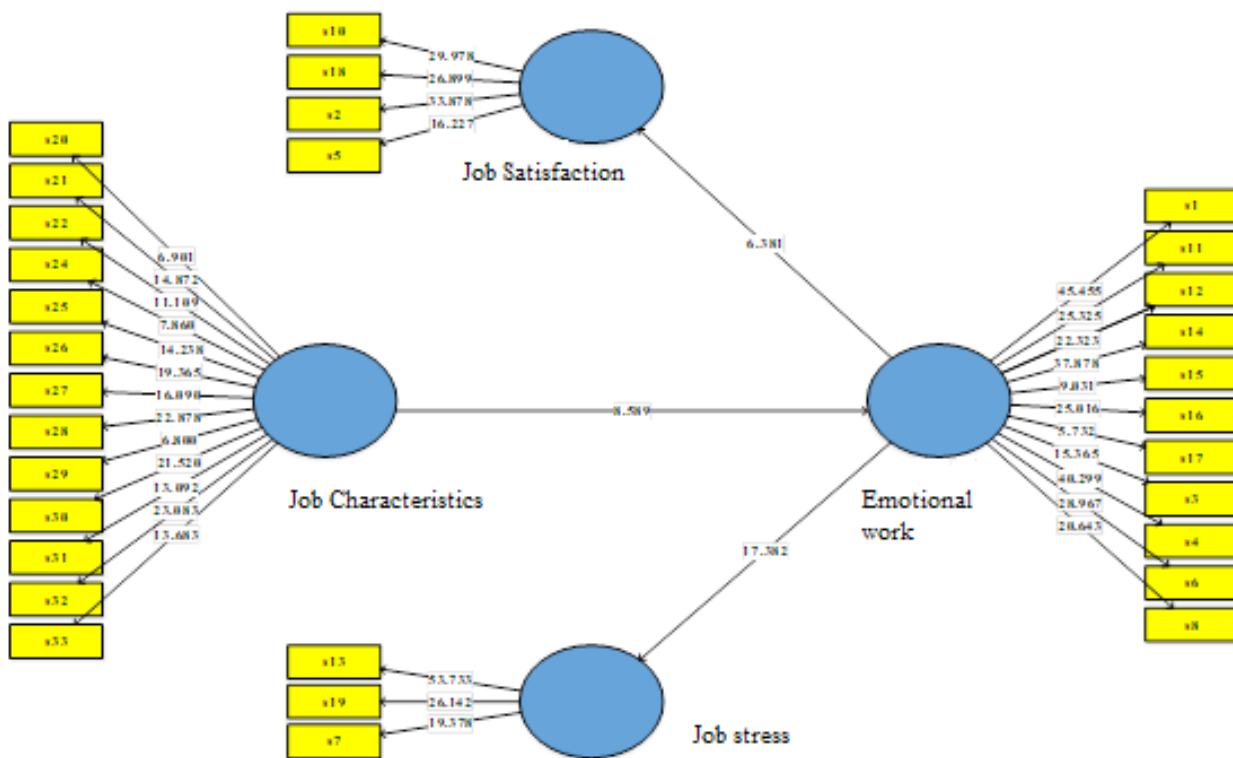
**Table 2.** The content validity

Structure	Job Satisfaction	Emotional work	Job stress	Job Characteristics
Job Satisfaction	.836			
Emotional work	.460	.794		
Job stress	.204	.704	.830	
Job Characteristics	.735	.622	.451	.710

This applies to all research constructs and indicates divergent validity. The results of Smart PLS software in Tables 1 and 2 show that the models have validity (convergence and divergence) and reliability (factor load, composite reliability coefficient and Cronbach’s alpha coefficient).

According to the results of the structural equation software, the t-statistic for the first hypothesis that job characteristics on affective work is 8.589

and for the second hypothesis, namely affective work on job satisfaction, is 6.381 and for the third hypothesis that affective work on job stress is equal to Shows 17.382 indicating that the hypotheses are confirmed. According to the result of structural equations obtained, the effect of the first coefficient on the effect of job characteristics on job satisfaction and emotional stress mediated by job equals (0.388) and the second hypothesis on the effect of affect



**Fig. 2.** Significance coefficients of t-test

on job satisfaction equals (0.212) and hypothesis. Third, the effect of affective work on job stress is (0.496), which confirms the suitability of the model according to three values (0.19-0.33-0.67).

#### **4. Conclusions**

The results of the study indicate that employees' job characteristics (diversity, skills, freedom of action, identity and feedback) have a positive and significant effect on job satisfaction mediated by emotional work, and according to past research in 2006 entitled Job Seeking in Long-Term Care Providers and Its Impact on Nurses Job Satisfaction in the United States There was a statistically significant relationship between job characteristics and job satisfaction of nurses (14). It was also found that job characteristics mediated by emotional work had a positive and significant effect on job stress. Finally, it is suggested to invest more in training to improve attitudes and to improve the quality of services and satisfaction and loyalty to increase the skills of the staff in order to harmonize the rules of hospital performance with the emotions of the staff. Providing job security for employees, giving them generous salaries and benefits commensurate with their performance and productivity should also be considered.

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