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## Relationship Between Demographic Variables and Job Outcomes of Clinical Nurses in NABH Accredited Hospitals

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### **Abstract**

One of the most important and much-needed services in patient care is nursing. Managing an employee in the hospital industry is difficult, and addressing their requirements is critical. Nurses are crucial in ensuring that the requirements of patients are satisfied. Nurses and the organization's goals both benefit from increased job satisfaction. In this study, clinical nurses working in NABH-accredited hospitals in Tamil Nadu are examined to see how demographic factors such as age, years of service, and designation affect outcomes such as job satisfaction, involvement in the workplace, organisational commitment (attitude), job stress (psychological), and turnover intention (behavioural).

### **Keywords:**

Demographic variables, job satisfaction, job involvement, organizational commitment, job stress, turnover intention, clinical nurses.

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### **Introduction:**

Demographic factors including age, years of experience, and classification all have an impact on job satisfaction, job involvement, organisational commitment, job stress, and turnover intention. When people consider their employment or work experiences, they feel a pleasant or positive emotional state known as "job satisfaction" (Locke, 1976). An individual's mental attitude of favorability toward their employment is referred to as job satisfaction. Lodahl and Kejner (1965) defined job engagement as "the degree to which a person is psychologically engaged with his work or the relevance of work in his complete self-image." When there is a strong emotional bond between the performer and the work, internalising value judgments about the work's value or relevance might act as a psychological stand-in for the performer's goodness or importance. Work participation was characterised by Kanungo (1982) as "psychological identification with one's employment." The factors that affect job participation, according to Maume (2006), include "things that influence respondents' drive to work hard to develop their firms, the fit between the firm's and the worker's ideas, unwillingness to leave, and loyalty to or pride taken in working for their employers." An individual's psychological ties to and desire to stay a part of an organisation are referred to as organisational commitment. It is measured using attitude factors such willingness to put forth

effort on behalf of the organisation, identification with the organization's goals and principles, and desire to belong to the business.

Job stress is defined by House and Rizzo (1972) as "the presence of tensions and strain resulting from work obligations, as well as the potential ramifications in terms of feelings or physical symptoms." Stress is defined as the subjective perception of work demands that surpass one's belief in one's capacity to cope by Folkman and Lazarus (1991) and Edwards (1992). People experience psychological stress when they are exposed to situations that they perceive as exhausting or surpassing their resources, which puts their health in peril (Lazarus and Folkman, 1984). Job stress is characterised by behavioural changes that force people to depart from their usual functioning and is defined as a condition that results from people's interactions with their employment. Physical, psychological, and/or behavioural anomalies are the result of an individual's adaptive reaction to external forces. Farrel and Rusbult identified a variety of cognitive tasks that were performed before departing, as well as job mobility both within and outside organisational borders (1992). Turnover intention refers to an employee's plans to leave their current position. Employees may choose to mentally or physically withdraw. An example of a physical form of withdrawal is leaving your work. However, not all employees are expected to depart. Psychological disengagement, such as considering quitting, may be a short-term option for those with limited career mobility.

#### **Review of literature:**

In their empirical investigation of the effects of different leadership philosophies on employee turnover and complaint rates, Fleishman and Harris (1962) found that consideration for subordinates is inversely associated with turnover while the starting structure is favourably connected. Erkutlu and Chafra (2006) noted in their investigations that leaders who abuse their position by giving commands to employees without hearing their ideas may have negative effects on the organisation. High job stress is associated with this style of leadership, which may be the cause of employees' lack of commitment and job satisfaction. On the other hand, leaders who pay attention to employee recommendations have a negative association with workplace stress, leading to high levels of satisfaction, dedication, drive, and productivity.

H. A. Tlaiss and B. Mendelson (2014) Age, religious affiliation, and tenure are significant demographic factors that affect job happiness among women managers in the Lebanon, while marital status and education have no effect. S. Bhattacharya and A. Agnihotri (2022) The relationship between the demographic characteristics of the top management team and employee satisfaction has been researched. It was found that characteristics including age, size, functional diversity, and educational diversity significantly influence job satisfaction. Riipinen, M.(1997) A person's happiness and engagement at work are influenced by personal and societal factors.

Yeh, C.M.(2018) Investigating the age and gender demographic effects on leisure activity and employment involvement, the findings point to a negligible impact of the demographics on these two activities. The effects of demographic factors (age, years of experience, and rank) on job satisfaction and organisational commitment were examined by Dirani, K. M.,

and Kuchinke, K. P. in 2011. They discovered that there is an age difference that is linearly significant between JS and OC, and that experience correlates with commitment and satisfaction levels. There is a significant relationship between job satisfaction and organisational commitment, and the pay effect is consistent with rank.

Gilles Marcoux, André Leclerc, and Izold Guihur (2021) While higher-designated personnel exhibit less calculative commitment, work experience with a cooperative difference produces normative commitment. Cheung (2010), who investigated the effects of age, gender, and emotional labour practises on job satisfaction and performance, stated that According to Kültür E (2019), age and gender are two demographic variables that have an impact on relationships and job satisfaction.

### **Research Objective:**

To assess the influence of demographic factors (age, years of experience, and designation) on employment outcomes, such as job satisfaction, job involvement, organisational commitment, job stress, and intention to leave the position.

### **Hypotheses tested in the study:**

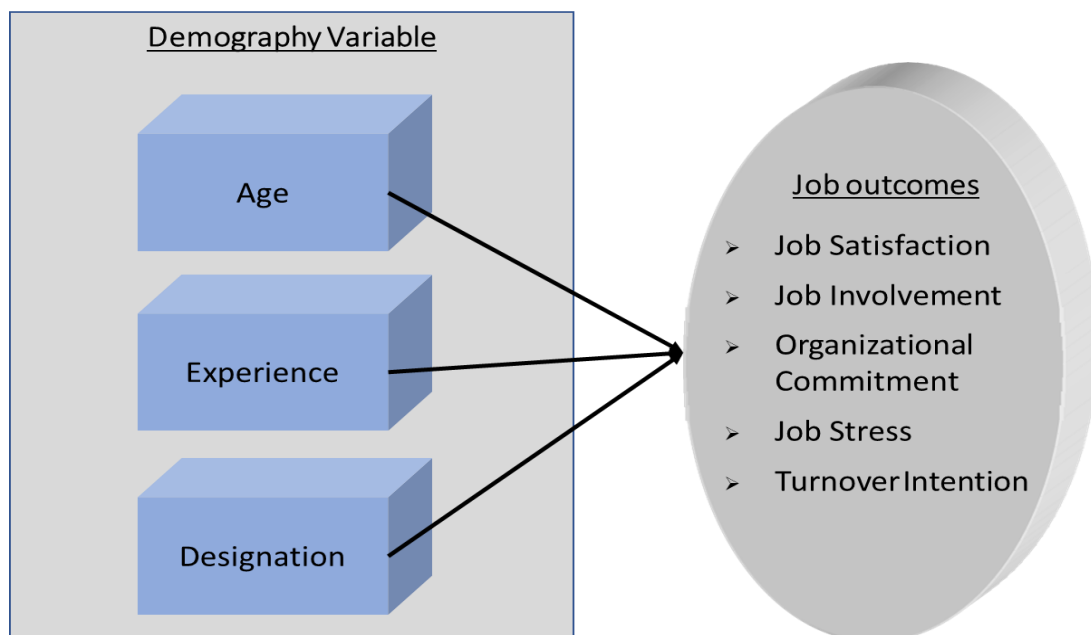
- H<sub>1</sub>: There is a significant difference between age of the employees and job outcomes.
- H<sub>2</sub>: There is a significant difference between years of experience and job outcomes.
- H<sub>3</sub>: There is a significant difference between designation and job outcomes.

### **The Research Instruments:**

- The study employed scale and used descriptive statistics. The following variables were chosen so that 31 Likert-scale items could be used to collect data:

Demographic details-age, years of experience and designation.

Perceptions of job outcomes- job satisfaction, job involvement, organizational commitment, job stress and turnover intention.



**Fig.1 Research model**

### **Primary Data:**

The employees (clinical nurses) were given a questionnaire to fill out, and their responses were recorded and examined for subsequent research.

**Sample Design:**

Purposive sampling was used in this study, with a sample size of 100 participants.

**A Framework for Data Analysis:**

Using descriptive statistics such as frequency distributions, means, and standard deviations, the data was summarised and a profile of the respondents was made. The reliability of each variable's measurements was evaluated using Cronbach's Alpha reliability statistics. The significance of the differences between the outcome variables and the controlling factors, such as age, experience, and position, was evaluated using a one-way ANOVA. We gathered demographic data from the respondents' ages, occupations held, and time spent with their current company.

**Analysis of measures**

**Table .1 Reliability Analysis**

| Dimensions                | Cite                     | Cronbach alpha scores obtained | Number of items |
|---------------------------|--------------------------|--------------------------------|-----------------|
| Job satisfaction          | (Mafini and Poee, 2013)  | 0.8360                         | 6               |
| Job involvement           | (Bayraktar et al., 2017) | 0.8153                         | 6               |
| Organisational commitment | (Mowday et al., 1979)    | 0.8479                         | 6               |
| Job stress                | (Hoboubi et al., 2017)   | 0.8663                         | 7               |
| Turnover intention        | (Carayon et al., 2006)   | 0.9059                         | 6               |

**Analysis of the significant difference between the demographic variables and outcome variables using one-way ANOVA.**

H1: There is significant difference between age of employees and job outcomes.

Alternate hypotheses were proposed to test the significant difference between the demographic variables (Age of Employees) and outcome variables.

Table 2: One way ANOVA test of the significant difference between age of employees and job Outcomes.

| Demographic variable | Dependent variable |                | Sum of Squares | Df | Mean Square | F     | Sig.  |
|----------------------|--------------------|----------------|----------------|----|-------------|-------|-------|
| Age of Employee      | JOBSATIS           | Between Groups | 5.175          | 4  | 1.294       | 4.015 | 0.005 |
|                      |                    | Within Groups  | 24.167         | 75 | 0.322       |       |       |
|                      |                    | Total          | 29.342         | 79 |             |       |       |
|                      | JOBINVOL           | Between Groups | 3.961          | 4  | 0.99        | 3.201 | 0.018 |
|                      |                    | Within Groups  | 23.202         | 75 | 0.309       |       |       |
|                      |                    | Total          | 27.163         | 79 |             |       |       |

|           |                |        |    |       |       |       |
|-----------|----------------|--------|----|-------|-------|-------|
| ORGGCOMM  | Between Groups | 6.276  | 4  | 1.569 | 4.352 | 0.003 |
|           | Within Groups  | 27.04  | 75 | 0.361 |       |       |
|           | Total          | 33.316 | 79 |       |       |       |
| JOBSTRESS | Between Groups | 4.8    | 4  | 1.2   | 2.191 | 0.780 |
|           | Within Groups  | 41.073 | 75 | 0.548 |       |       |
|           | Total          | 45.873 | 79 |       |       |       |
| TURNOVER  | Between Groups | 5.133  | 4  | 1.283 | 2.386 | 0.059 |
|           | Within Groups  | 40.345 | 75 | 0.538 |       |       |
|           | Total          | 45.478 | 79 |       |       |       |

From the output table 2, it is very clear that the significant value is 0.005, which is less than 0.05. We reject the null hypothesis and accept the alternate hypothesis. Hence, there is a significant difference between the age of the employees (clinical nurses) and their job satisfaction.

From the output table 2, it is very clear that the significant value is 0.018, which is less than 0.05. We reject the null hypothesis and accept the alternate hypothesis. Hence, there is a significant difference between the ages of the employees and their job involvement.

Table 2 shows that the significant value is 0.003, which is less than 0.05. As  $0.003 < 0.05$ , we reject the null hypothesis and accept the alternate hypothesis. Hence, there is a significant difference between the age of the employees (clinical nurses) and the organization's commitment.

Table 2: Results of a one-way ANOVA test of the significant difference between the age of employees and job stress. Table 2 reveals that the significant value is 0.078, which is more than 0.05. As  $0.078 > 0.05$ , we accept the null hypothesis and reject the alternate hypothesis. Hence, there is no significant difference between the age of the employees and their job stress.

Table 2 Results of one-way ANOVA test of the significant difference between age of employees and turnover intention. From the output table 2 it is evident that the significant value obtained is 0.059 which is more than 0.05. As  $0.059 > 0.05$  we accept null hypothesis and reject alternate hypothesis. Hence there is no significant difference between age of the employees and their turnover intention.

Summary of the results: The results of the test of significant difference between age group and job outcomes using one way ANOVA reveals that employees (clinical nurses) of age group 36 -45 years' experience high degree of job satisfaction, job involvement and organizational commitment, whereas employees who are young and are of age group 21-25 have reported high degree of job stress and turnover intention. Although few inferences can be gained from this analysis, however, it may be argued that age could be an important factor to determine job outcomes. As an example, drawing from past literature, which states that organizational commitment increases with age (Lok and Crawford 1999). Weisman et al.,

(1981) found that age was a strong predictor of job satisfaction among nurses. Hence it could be inferred that age has significant impact on employee’s job attitudes.

**Demographic Variable: Years of Experience**

H2: There is significant difference between years of experience and job outcomes.

**Table 3.** One way ANOVA test of the significant difference between years of experience and job Outcomes.

| Demographic Variable | Dependent variable |                | Sum of Squares | Df | Mean Square | F     | Sig.  |
|----------------------|--------------------|----------------|----------------|----|-------------|-------|-------|
| Years of experience  | JOBSATIS           | Between Groups | 3.92           | 3  | 1.307       | 3.906 | 0.012 |
|                      |                    | Within Groups  | 25.422         | 76 | 0.335       |       |       |
|                      |                    | Total          | 29.342         | 79 |             |       |       |
|                      | JOBINVOL           | Between Groups | 3.259          | 3  | 1.086       | 3.454 | 0.021 |
|                      |                    | Within Groups  | 23.903         | 76 | 0.315       |       |       |
|                      |                    | Total          | 163            | 79 |             |       |       |
|                      | ORGCMM             | Between Groups | 7.182          | 3  | 2.394       | 6.962 | 0.000 |
|                      |                    | Within Groups  | 26.134         | 76 | 0.344       |       |       |
|                      |                    | Total          | 33.316         | 79 |             |       |       |
|                      | JOBSTRESS          | Between Groups | 5.395          | 3  | 1.798       | 3.376 | 0.023 |
|                      |                    | Within Groups  | 40.478         | 76 | 0.533       |       |       |
|                      |                    | Total          | 45.873         | 79 |             |       |       |
|                      | TURNOVER           | Between Groups | 5.303          | 3  | 1.768       | 3.344 | 0.024 |
|                      |                    | Within Groups  | 40.175         | 76 | 0.529       |       |       |
|                      |                    | Total          | 45.478         | 79 |             |       |       |

Table 3 Results of one-way ANOVA test of the significant difference between years of experience of employees and job satisfaction. From the output table 5 it is evident that the significant value is 0.012 which is less than 0.05. As  $0.012 < 0.05$  we reject null hypothesis and accept alternate hypothesis. Hence there is significant difference between years of experience of employees and their job satisfaction. Table 3. Results of one-way ANOVA test of the significant difference between years of experience of employees and job involvement. From the output table 3, it is evident that the significant value is 0.021, which is less than 0.05. We reject the null hypothesis and accept the alternate hypothesis. Hence, there is a significant difference between the years of experience of employees and their job involvement.



Table 3. Results of a one-way ANOVA test of the significant difference between years of experience of employees and organisational commitment. Table 3 shows that the significant value is 0.0001, which is less than 0.05. We reject the null hypothesis and accept the alternate hypothesis. Hence, there is a significant difference between the years of experience of employees and their organisational commitment.

Table 3. Results of a one-way ANOVA test of the significant difference between years of experience of employees and job stress. Table 3 reveals that the significant value is 0.023, which is less than 0.05. We reject the null hypothesis and accept the alternate hypothesis. Hence, there is a significant difference between the years of experience of employees and their job stress.

Table 3: Results of a one-way ANOVA test of the significant difference between years of experience of employees and turnover intention. From the output table 3 obtained, it is very clear that the significant value is 0.024, which is less than 0.05. We reject the null hypothesis and accept the alternate hypothesis. Hence, there is a significant difference between the years of experience of employees and their job stress.

A summary of the results: The test results revealed a significant difference between years of experience and job outcomes using a single method. ANOVA reveals that employees with 11–15 years of experience have a high degree of job satisfaction, job involvement, and organisational commitment, whereas employees who are young with less than 5 years of experience have reported a high degree of job stress and turnover intention. Although few inferences can be gained from this analysis, it may be argued that years of experience or organisation tenure could be an important factor in determining job outcomes. As an example, drawing from past literature, which states that organisational commitment increases with organisation tenure or years of experience (Mathieu and Hamel, 1989; Mathieu and Zajac, 1990). These studies proved that an organization's tenure or years of experience has positive effects on commitment. Hence, it could be inferred that years of experience have a significant impact on an employee's job attitudes.

### **Demographic Variable: Designation**

H3: There is significant difference between designation and job outcomes.

**Table 4** One way ANOVA test of the significant difference between designation and job Outcomes.

| Demographic Variable        | Dependent variable |                | Sum of Squares | Df | Mean Square | F     | Sig.  |
|-----------------------------|--------------------|----------------|----------------|----|-------------|-------|-------|
| Designation of the Employee | JOBSATIS           | Between Groups | 3.626          | 2  | 1.813       | 5.428 | 0.006 |
|                             |                    | Within Groups  | 25.716         | 77 | 0.334       |       |       |
|                             |                    | Total          | 29.342         | 79 |             |       |       |
|                             | JOBINVOL           | Between Groups | 2.994          | 2  | 1.497       | 4.769 | 0.011 |
|                             |                    | Within Groups  | 24.169         | 77 | 0.314       |       |       |
|                             |                    | Total          | 27.163         | 79 |             |       |       |

|  |           |                |        |    |       |       |       |
|--|-----------|----------------|--------|----|-------|-------|-------|
|  | ORGCMM    | Between Groups | 4.662  | 2  | 2.331 | 6.264 | 0.003 |
|  |           | Within Groups  | 28.654 | 77 | 0.372 |       |       |
|  |           | Total          | 33.316 | 79 |       |       |       |
|  | JOBSTRESS | Between Groups | 2.391  | 2  | 1.196 | 2.117 | 0.127 |
|  |           | Within Groups  | 43.482 | 77 | 0.565 |       |       |
|  |           | Total          | 45.873 | 79 |       |       |       |
|  | TURNOVER  | Between Groups | 2.086  | 2  | 1.043 | 1.851 | 0.164 |
|  |           | Within Groups  | 43.392 | 77 | 0.564 |       |       |
|  |           | Total          | 45.478 | 79 |       |       |       |

Table 4 shows the results of the one-way ANOVA test of the significant difference between the employees' and their job satisfaction. From the output table 11 obtained, it is very clear that the significant value is 0.006, which is less than 0.05. We reject the null hypothesis and accept the alternate hypothesis. Hence, there is a significant difference between the designation of employees and their job satisfaction.

Table 4: Results of the One-Way ANOVA Test of the Significant Difference Between the Employees' and their Job Involvement From the output table 4, it is very clear that the significant value is 0.011, which is less than 0.05. As 0.011 < 0.05, we reject the null hypothesis and accept the alternate hypothesis. Hence, there is a significant difference between the designation of employees and their job involvement.

Table 4: Results of a One-Way ANOVA Test of the Significant Difference Between the Designations of the Employees and Their Organizational Commitment From the output table 13, it is very clear that the significant value is 0.003, which is less than 0.05. As 0.003 < 0.05, we reject the null hypothesis and accept the alternate hypothesis. Hence, there is a significant difference between the designation of employees and their organisational commitment.

Table 4: Results of the One-Way ANOVA Test of the Significant Difference Between the Employees and Their Job Stress From the output table 4, it is very clear that the significant value is 0.127, which is more than 0.05. As 0.127 > 0.05, we accept the null hypothesis and reject the alternate hypothesis. Hence, there is no significant difference between the designation of the employees and their job stress.

Table 4

The results of a one-way ANOVA test of the significant difference between the designation of the employees and their turnover intention Table 4 reveals that the significant value is 0.164, which is more than 0.05. As 0.164 > 0.05, we accept the null hypothesis and reject the alternate hypothesis. Hence, there is no significant difference between the designation of the employees and their turnover.

A summary of the results: The test results revealed a significant difference between the designation and job outcomes using only one method. ANOVA reveals that nurses have reported low degrees of job satisfaction, job involvement, and organisational commitment and a high degree of job stress and turnover intention. This could be explained. As an example, drawing from past literature, which states that organisational commitment increases



with age, years of experience, and education, Lok and Crawford (1999); Mathieu and Hamel, 1989; Mathieu and Zajac, 1990). These studies proved that age and organisation tenure or years of experience have positive effects on commitment while education has a negative impact on job outcomes. Most of the managers are young, highly educated and have less experience. Hence, it could be inferred that demographic variables have a significant impact on employees' job attitudes.

### **Conclusion**

The nursing service business depends heavily on the job outcomes of nurses, which include job satisfaction, job involvement, organisational commitment, job stress, and turnover intention. Over the next few decades, this sector will play a significant role in the service industry as a whole. According to these findings, work satisfaction is rising as a result of demographic considerations. Age and experience play a significant role in improving job satisfaction and other employment outcomes. Other demographic factors will improve nursing job outcomes in the future and aid in keeping India's skilled nurses on the job.

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