The Role Of Self-Management In Relation To Stress Caused By Work Overload. A Study Of Nurses In Government Hospitals

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Abstract

This study was designed to observe the role of the self-management aspect of emotional intelligence with work stress caused by work overload. The objective of this research pertains to the underline importance of work overload and the important dimension of emotional intelligence (self-management) amongst the nurses and medical staff of three big hospitals in district Peshawar namely Lady Reading, KTH, complex hospital Peshawar, KPK, and Pakistan. For the underline study, 361 sample sizes out of 1800 staff of nurses and medical staff were selected employing systematic random sampling and stratified random sampling techniques. Smartpls.3.0 was used for data analysis, and path coefficient and T statistic were used to calculate P-value and R square to check the significance of the model. The results show that self-management was inversely related to Work overload with (−0.36) Path Coefficients, (7.3) T-statistic value, and a highly significant (0.000) P-Value. The result proved that self-management significantly decreases the stress caused by work overload.

Keywords: self-management, work overload

Introduction

Researcher needs to focus on the specific dimension of emotional intelligence i.e. self-management and its role in relation to different stressors that caused work stress. Work overload is one of the stressors that contribute to work stress. Many researchers unleash the importance of work stress with many organizational variables like performance, organizational growth, production, satisfaction, turnover, etc. (Anjum & Swathi, 2017). Based on established research findings, work
stress is positively associated with negative outcome variables like turnout, employee health, and absenteeism and negatively associated with positive outcome variables like satisfaction, motivation, employee performance, and organizational growth. Many stressors contribute to work stress i.e. role conflict, time pressure, role ambiguity, work overload, etc. this paper focus on work overload only.

When it comes to dealing with work stress many research claims remedy but the most highly researched and workable is the emotional intelligence capacity of a person. Emotional intelligence has four dimensions, self-awareness, self-management, social awareness, and relationship management. (Goleman, 1997). This research is taking only one dimension of emotional intelligence i.e. self-management rather than taking all dimensions of emotional intelligence for the purpose to see the philosophy of “if the whole is working then its parts should also be working.

**Literature Review**

The behavioral science expert & the author of “Working with Emotional Intelligence” Daniel Goleman, was the first individual who introduced the concept of Emotional Intelligence in organizations. He stated that “Emotional Intelligence is the talent, skill, or ability, which deeply affects all individual abilities” Nikoo & Shahabi, (2013). The term Emotional Intelligence was clearly defined and conceptualized by Salovey & Mayer, (1990) as; “The ability to monitor one’s own feelings and emotions, to discriminate among them, and to use this information to guide one’s thinking and action”.

**Self-Management (SM)**

Denial Goleman stated that Self-Management is composed of six aspects like Self-control, Trustworthiness, integrity, initiative, adaptability-contort with ambiguity, openness to change and desire to achieve. He defines that Self-Management is the ability of a person to monitor and control his behaviour with inclination to chase down his goal with enthusiasm and persistence. (Goleman, 1998). Which is also cited by (Joseph & Wawire, 2015). To call a person emotional intelligence we have a tendency to believe that how he regulates his emotions in himself and in others, it’s the indication of a person’s Emotional Intelligence that how he or she perceives understands & regulates emotions. According to Salovey and Mayer (1990b) ‘as a whole, Emotional Intelligence is a form of intelligence that involves “the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and actions”. Which is also cited by (Ahmed, Naoreen, Aslam, & Iqbal, 2010). According to Mohapel,(2015) emotionally intelligent people accept responsibility, set goals, stay calm while encountering critical comments, are able to manage stressful situations, and also create ways to direct positive energy into work and hobbies. As cited by (Hamouda, 2019).

Gangai, (2013) ‘Self-regulation or impulse control is the ability to regulate your emotions and behaviour so that you act appropriately in various situations. It defines the way we conduct
ourselves in different situations accordingly. It involves resisting or delaying an impulse, drive, and temptation to act, responding versus reacting. (Sunil, 2009)

**History/Definition of Stress/Work Stress**

Many researches like Selye, (1985), Cuceoglu, (1999) & Schermerhorn, (1989) are carried out in different organizational settings to determine the potential Problems that effect different organizational goals and to explore the determinants and causes of Work Stress and Emotional Intelligence and finding remedies to the Work Stress problems. Work Stress and Emotional Intelligence are one of those problem-remedy relations, which are catching the attentions of modern researchers, leaders and managers. The term “stress” was first used by the Canadian physiologist Hans Selye in (1936), which systematically described the concept of stress. He explained stress as “a biological reaction when humans, animals or organisms are affected by environmental stimulation”. Selye,(1985) ‘recognized stress from a physiological and psychological viewpoint as “the body’s reaction against any non-specific demand loaded onto it”. Schermerhorn,(1989). ‘Described stress as the tension experienced by an individual when he/she encountered unusual demands, limitations, or occasions’. According to another definition, ‘Stress is a situation involving tension, and it depends on factors such as inhibition, conflict, undergoing change, and unique personal elements’. Rogers, (2007), Kalyoncu et. al, (2012)

**Work Stress**

Individuals recognize a conditions which normally happens when they face strains which are more than their endurance is regard as stress. Work Stress or job stress can be defined as; “Any physical, psychological or social collection of external detrimental elements in the work setting”. Greenberg & Baron, (2007), Arnold & Feldman, (2000). Ivancevich, Jamal and others viewed job stress as an individual’s reactions when he interact with work environment which pose threat morally, emotionally and physically that could be mediated by psychological factors or individual difference.(Ivancevich & Matteson, 2002; Jamal, 2005; Szilagy & Wallace, 1987).

**Work Overload**

Role overload describes states in which individuals sense that there are so many tasks or activities expected of them in relation to the time available, their abilities, and other constraints (Yongkang, Weixi, Yalin, Yipeng, & Liu, 2014). “Role overload occurs when people finds inconsistency between the time required to finish the task and the time available for them” (Yongkang et al., 2014). The number of tasks and assignments which employee are bond to perform during his duty time is referred to work load (Ali et al., 2014). The degree of stress felt by employee due to the believe that they having difficulty adjusting to the amount of work assigned to them refer to Work Overload (Idris, 2011). French and Caplan, (1973) considered Work Overload can either be quantitative means too much has to be done or qualitative which means something which is very difficult to complete. In theoretical explanation Work Overload refers to excessive demands. Based
on this literature we developed the following hypothesis.

Theoretical Framework

Methodology

Data for this research was collected from nurses and medical staff of the three prominent hospital of district Peshawar, KP, Pakistan. The sampling techniques that were used to obtain the sample size of 361 out of approximately 1800 population was systematic random sampling and stratified sampling methods. Self-administered adapted questionnaires for self-management and work overload at 5 point likert scales were used to record the responses of the respondents. A field study a non-contrived setting was chosen for this research as most data were collected at their breaks time at regular duty working hours.

Data Analysis, Results and Discussions

for data analysis the latest Smartpls 3.0 software was used to obtain the path coefficient, R square, T statistic and P values for model signifance. Before the path analysis second order latent variable were obtained before running the PLS algorithm and to obtain the significance of the model basic Bootstrapping option were used with 1500 subsample. The results, tables and path coefficients figures are as under

Figure 1.0 Path Coefficients Self- Management and Work Overload

Table 1.0 path coefficient, T-Statistic and P-value for Self-Management Work Overload

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<thead>
<tr>
<th>Mean</th>
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http://www.webology.org
Table 1.0 results show (-0.35) path coefficients, with T-statistic value of 7.4 with highly significant P-value of 0.000 in relationship of self-management with work overload, which means one unit increase in self-management there is 35% unit decrease in stress caused by work overload, the negative sign shows the inverse relationship between the two variables, having more than 2.0 T-statistics value and less than 0.05 P-value shows the relationship is highly significant.

Table 1.1 R. square, P value, T statistic for self-management and work overload

| Original Sample (O) | Sample Mean (M) | Standard Deviation (STDEV) | T Statistics (|O/STDEV|) | P Values |
|---------------------|-----------------|-----------------------------|--------------------------|----------|
| SM -> WOL           | -0.358          | -0.358                      | 0.048                    | 7.471    | 0.000    |

Table 1.1 With the R square of work overload 0.128 means that 13% the variance is explained by included variable (self-Management) the P-value is less than the 0.05 (0.000) with T-statistic value 3.7 which is more than 2.0 show significant R square results.

The systematic diagram shows the same results as explained in above figure 1 and 1.1. The path coefficients value -0.35, R Square values (0.128) means that self-Management explain the variance in work overload by 13 percent. The negative sign shows that the relationship is inverse, which means when one unit increase in independent variable (SM) there is decrease in dependent variables (WOL).

Discussions and Conclusions

Discussion was tailored with the research hypothesis:

**H1: self-Management is inversely related to work overload;** which state that there is negative relationship between Self- Management and Work Overload. The results finding of Smart pls 3.0, and bootstrapping techniques obtained the path coefficient, T-statistics, and P-Value indicated the significance of the relationship. It was found that Self- Management is inversely related to Work Overload. Self-Management is the second dimension of Emotional Intelligence which means being
in control of self-emotions. When a person is aware of his self and then he creates a foundation to be in control of himself. If a person is able to understand himself but unable to control his emotion he will not be in a position to cope with stressful situations. The stressors will affect his emotions badly. So the results and finding shows that the nurses and medical staff of three prominent hospitals in dist. Peshawar shows an inverse relationship between Self-Management and work overload. The higher the level of Self-Management the lower the chances of Work Stress caused by work overload. Other stressors like role conflicts, role ambiguity, and time pressure also show inverse relationships, (King& Gardners, 2006), Dehshiri, (2004), Bar-On,(1997) Goleman, (1998)(Salovey & Mayer, 1990, 1997)

Self-management is the second dimension of emotional intelligence which mean after knowing self, being aware of self and own emotions the next stage is to regulate those emotion to be in control of those emotion. The ability of a person to be in control of his emotions shows the self-management skills of a person. While performing one’s role in the organization and work overload is the burden that employee performs extra work due to time pressures or less availability of the human resources for that job. Work overload is considered the main contributor to the work related stress.

This study was performed in the hospitals on the nurses and medical staff of three major hospitals in district Peshawar, KP, Pakistan. The reason of choosing this sector was that nurses are the first line of defense against any emergency or dealing with the patients while the doctors arrived late to face the patients. The significance of this study increases as this is considered the first study on these variables under these circumstances. 361 samples were collected from three hospitals and adjutant nursing schools during their working hours from three shifts from the major’s wards of the hospitals. The results of the study proved that self-Management inversely related to work overload which means the more they are able to regulate their emotions they will be able to manage the stress cause by work overload. Work stress is multi dimensions phenomena and multi stressors can contribute into work stress therefore it is recommended that different work stressors can be added to assess the effect and different sectors which are not yet explored or partially explored shall be the focus of future research. Other significant sectors which deal in life and death situations like fire fighters, rescue services, doctors, bomb disposal squads etc. shall be viewed in future research. These research finding proved that self-management which is the second dimension of emotional intelligence significantly reduce stress caused by work overload. The research could not find any study which specifically claim the same relationships study in this paper thus it is considered the first study exploring this relationships.

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