

Conference Paper

The Impact of Nurses' Fear of Covid-19 on Work Stress, Intention to Leave and Job Satisfaction with the Moderating Role of Supervisor Support

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ABSTRACT

The Covid-19 pandemic is an unprecedented test for the healthcare system. They experience great pressure while treating patients infected with Covid-19, which will affect the quality of health services for patients. This study aims to assess the impact of nurses' fear of Covid-19 on work stress, intention to leave the organization and profession, and job satisfaction, moderated by supervisor support. The study was conducted with a cross-sectional approach and using a simple random sampling method in taking a sample of 222 nurses. Method of data analysis using multiple linear regression test. The results showed that the variable fear of Covid-19 affected work stress, intention to leave the organization and profession, and job satisfaction. The supervisor support variable as a moderator affected the relationship between the fear of Covid-19 variable with job stress and job satisfaction but did not affect the relationship between fear of Covid-19 and the intention to leave the organization and profession.

Keywords: Fear of Covid-19, work stress, intention to leave, job satisfaction, supervisor support

Introduction

Throughout history, countries around the world have fought many battles against disease pandemics and epidemics. Currently, the world is also facing a disease known as Coronavirus disease 2019 (Covid-19). Covid-19 is a disease that can cause mild to severe respiratory illness. On March 9, 2020, WHO declared Covid-19 a global pandemic. Global data shows a total of 564,126,546 confirmed cases and 6,371,354 deaths (WHO, 2022). Around March 2020 Covid-19 was first detected in Indonesia. There were 6,159,328 positive cases, 5,964,196 recovered cases, and 156,893 deaths (Ministry of Health of the Republic of Indonesia, 2022).

The Covid-19 pandemic is a tremendous blow not only to health facilities but also to the people of Indonesia. The high level of BOR in many health facilities and the limited availability of drugs and oxygen has caused the health workers on duty to become tired and feel anxious for a long time. After the outbreak of the Covid-19 pandemic, unusual changes have occurred in all areas of life, including healthcare workers. Under normal conditions, not a pandemic, nurses usually provide health care without worrying about the risk of death. Working conditions and the relatively stable number of patients also do not cause excessive fatigue. Nurses play an important role in infection management and control, isolation, and public health. Nurses who serve on the front lines show their commitment and affection, even though they risk their lives while carrying out their duties (Mo et al., 2020). Over time, information about the morbidity and mortality due to Covid-19 in patients is widely reported, which can lead to feelings of fear and anxiety (Ünver & Yeniğün, 2021). The nurse's greatest concern is caring for a dying infectious patient, who raises fears of being infected or unknowingly infecting others. Other factors that can cause anxiety are lack of personal protective equipment, unpredictable and tiring working conditions, and placement in unfamiliar units (de los Santos & Labrague, 2021). The Covid-19 pandemic is an unprecedented test for the healthcare system.

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Facing a completely new situation will affect the involvement of nurses in caring for patients during the Covid-19 pandemic. Fatigue and anxiety continuously allegedly can cause work stress for health workers in serving in hospitals. Evidence shows that nurses are health workers who are at high risk in terms of job stress (Bradley & Cartwright, 2002). Job stress is defined as mental tension that results in worry, anxiety, frustration and violence, as a result of certain jobs (Zaghini et al., 2020). The SARS pandemic literature found that the greatest sources of stress for health care workers were concerns about their own health and that of their family members and the risk of isolation. It is said that the proportion of people who feel this concern has reached 2 out of 3 (Wang et al., 2020). Job stress is often associated with several negative effects such as decreased efficiency, ability, initiative and interest in work, increased rigidity of thinking, decreased sense of caring for the organization and coworkers and loss of responsibility (Fairbrother & Warn, 2003).

The psychological tension, helplessness and risk that nurses face during the Covid-19 pandemic, have made some nurses review their career options. Intention to leave the organization refers to the intention of employees to start thinking about leaving their current job and looking for a new job (Irshad et al., 2020). Many factors have the potential to reduce exit intentions, such as programs and career development, satisfaction, fair treatment, salary increases and rewards and another that needs more attention is supervisor support at work (Alshutwi, 2017).

Mental health disorders affect work performance, interpersonal communication, productivity, commitment and job satisfaction (Abd-Ellatif et al., 2021). Job satisfaction is described as a person's emotional state when something exciting and useful has happened as a result of evaluating their job and work experience (Irawanto et al., 2021). Job satisfaction is not only influenced by job characteristics, but also by employees' expectations about what their job should provide (Blaauw et al., 2013). Adams and Bond (2000) describes various groups of satisfaction theories: (1) Dissonance theory, which examines how well employees' needs or wants are met in the workplace, (2) Equivalence theory, which examines social comparisons in the evaluation of employee benefits, (3) expectancy theory, which focuses on employee motivation. It is important to maintain a high level of job satisfaction among health workers, especially nurses in order to achieve appropriate and high-quality medical services (Said & El-Shafei, 2021). The extent to which nurses feel supported by the organization is an important factor in global job satisfaction (Bradley & Cartwright, 2002).

Supervisor support is reflected in employees' perceptions of the quality of their relationship with supervisors, how employees realize that their superiors care about their problems and personal well-being (Charoensukmongkol & Phungsoonthorn, 2020). Leader support plays an important role in overcoming the anxiety, distress, turnover and trauma experienced by employees during the Covid-19 pandemic (Khattak et al., 2021). During times of crisis filled with uncertainty, there is a growing need for employees. For example the need that their input is being considered, the need for frequent and accurate feedback and also the need for confidence that if needed then resources will be available to them. Supervisors who are empathetic and responsive to employee needs are highly successful in managing their employees' emotional reactions (Cole et al., 2006).

Nurses are the majority of health workers with the longest duration of contact with patients (Falatah, 2021). During the Covid-19 outbreak, 24 hours a day 7 days a week the nurse was at the patient's bedside. This causes nurses to have the highest levels of work stress and distress compared to other groups of workers (Maben & Bridges, 2020).

Nurses as the frontline make the community judge them as trustworthy and most respected professionals in the health sector (Ahmed et al., 2020). Therefore, this study uses nurses who are still working actively as research samples. This research was conducted at Dr. Oen Kandang Sapi Solo Hospital, a private public hospital located in the city of Surakarta. The purpose of this study was to find out whether fear of Covid-19 will cause work stress, intention to leave and job satisfaction and how the moderating impact of supervisor support on this relationship. Given that in many countries people are simultaneously affected at the same time, the Covid-19 pandemic

has become a prominent and unique event in terms of its extent, magnitude, and speed of its spread (Giordani et al., 2020).

Hypothesis

A vital factor that contributes to organizational success is organizational support or the extent to which an organization provides resources, reinforcement, encouragement, and communication to someone to carry out their functions effectively (Labrague & de los Santos, 2020). Sangal et al. (2021) say that detailed planning is not enough to avoid crises. Effective leadership communication, and consistent two-way communication, will lead to higher perceptions of support with lower stress and burnout among frontline workers. Supervisors are seen as the main source of social support for employees because they have the authority to provide rewards, protection, support, and encouragement for employees (Charoensukmongkol & Phungsoonthorn, 2020). There are six hypotheses developed in this study:

There are six hypotheses developed in this study:

H1: Fear of Covid-19 has a positive effect on work stress.

H2: Fear of Covid-19 has a positive effect on the intention to leave.

H3: Fear of Covid-19 has a negative effect on job satisfaction.

H4: Supervisor support moderates the effect of fear of Covid-19 and work stress.

H5: Supervisor support moderates the effect of fear of Covid-19 and intention to leave.

H6: Supervisor support moderates the effect of fear of Covid-19 and job satisfaction.

Based on the theory above, the thinking framework proposed in this study is shown in Figure 1.

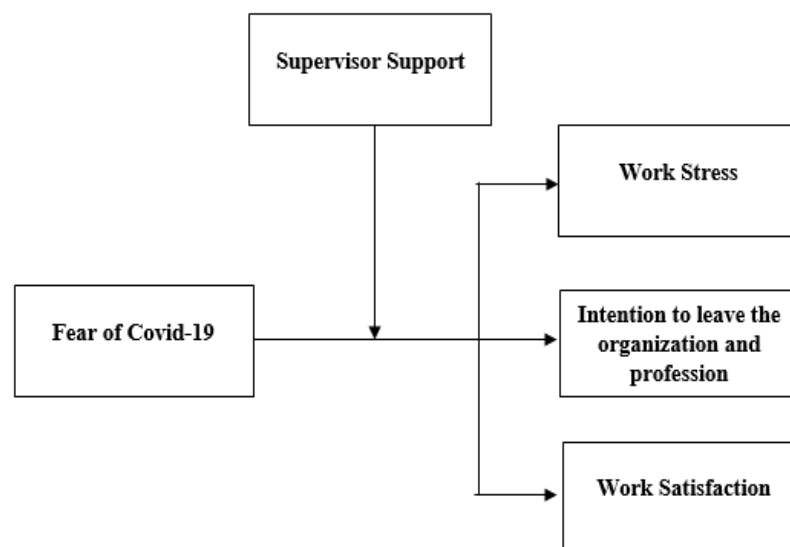


Figure 1. Thinking framework

Material and Methods

This study used a cross-sectional approach and was conducted at Dr. Oen Kandang Sapi Solo Hospital, a private public hospital in Surakarta, Indonesia, which has 247 beds. The sampling method is Simple Random Sampling, with a total sample of 222 respondents. Independent variable is fear of Covid-19. Dependent variable is job stress, intention to leave and job satisfaction. The moderating variable is supervisor support. In measuring variables, the author uses a 5-point Likert scale, which has been used in previous studies. Descriptive analysis in this study was used to analyze the profiles and responses of respondents regarding the research variables. The technique of collecting data used in this study used a questionnaire, so it is necessary to test the validity and reliability using the SPSS application. Hypothesis testing is done with multiple linear regression

Results and Discussion

In order to collect data, this study used an online questionnaire in the form of a google form. The number of respondents who gave responses was 222 people and all questionnaires were filled out completely. The descriptive analysis describes the characteristics of 222 respondents, 76% of respondents are women (168 people), of which 50% are less than 31 years old (111 people). A total of 36% of respondents were assigned to an inpatient ward (79 people) and the majority had undergone the profession as a nurse for 5-10 years as many as 82 people (37%).

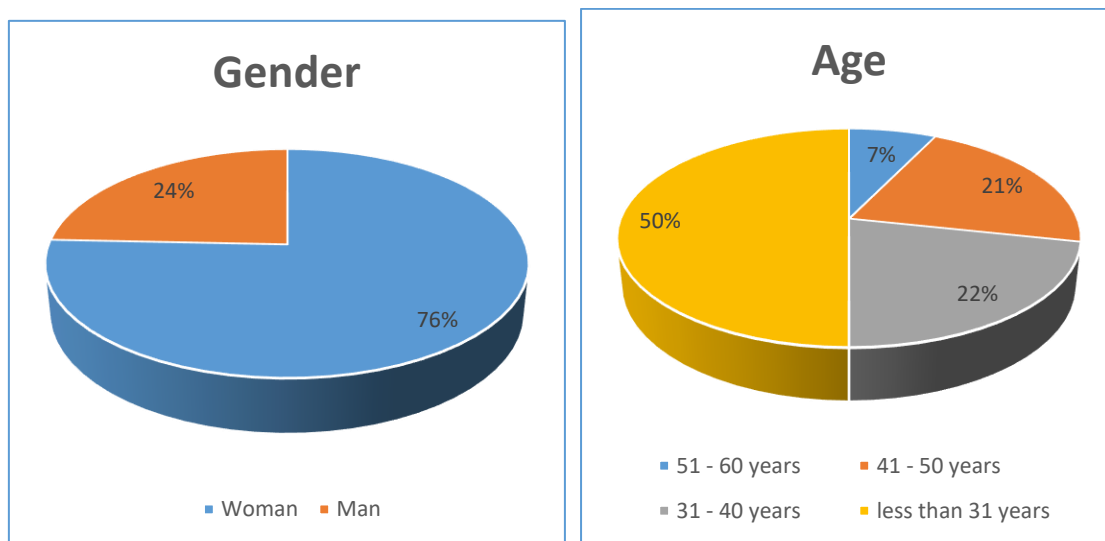


Figure 2. Respondent characteristics 1

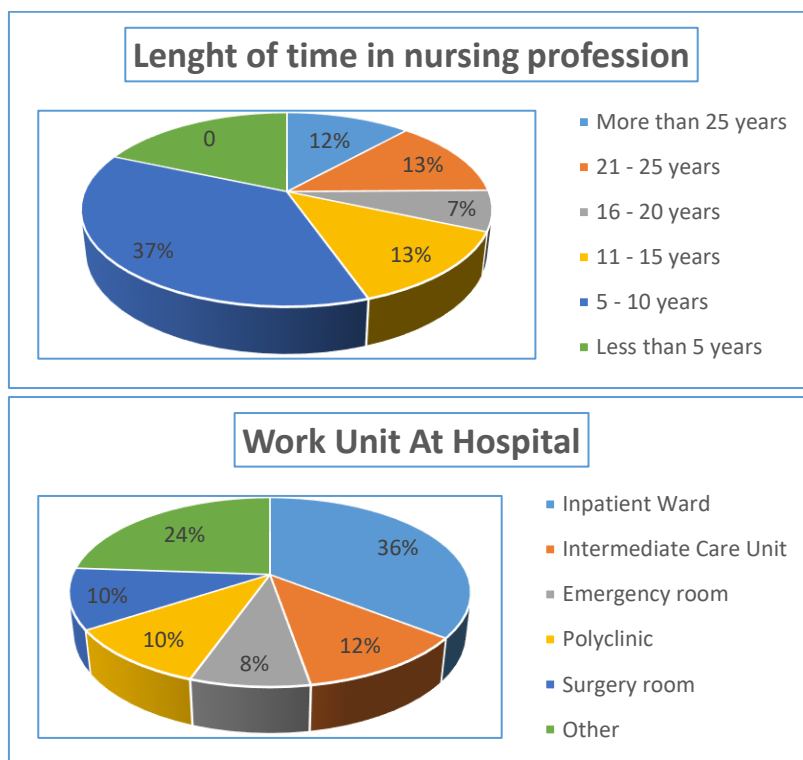


Figure 3. Respondent Characteristics 2

Validity test using Confirmatory Factor Analysis (CFA), shows the KMO Measure of Sampling Adequacy (MSA) value of 0.786 and the value of Bartlett's Test of Sphericity with a significant Chi Square at 0.000 so it can be concluded that the factor analysis test can be continued. Table 1 shows the results of factor analysis where the work stress items which originally amounted to 7 items only left 6 question items that had good validity. As for the job satisfaction items, which originally amounted to 5, there are only 4 question items that have good validity. For other items, all have good validity.

Tabel 1. Rotated component matrix

	1	2	3	4	5
X1		.872			
X2		.856			
X3		.649			
X4		.712			
X5		.656			
X6		.627			
X7		.636			
Y1.1	.707				
Y1.3	.660				
Y1.4	.793				
Y1.5	.653				
Y1.6	.847				
Y1.7	.684				
Y2.1					.922
Y2.2					.921
Y3.1				.885	
Y3.2				.857	
Y3.3				.720	
Y3.5				.628	
M1			.881		
M2			.799		
M3			.799		
M4			.867		

X: Fear of Covid-19; Y1: Work stress; Y2: Intention to leave; Y3: Job satisfaction; M: Supervisor support

Reliability test using Cronbach Alpha, Table 2 shows that the value for the five variables is greater than 0.6 so the five variables above are declared reliable.

Tabel 2. Reliability test results

No	Variable	Cronbach's Alpha
1	Fear of Covid-19	0,896
2	Work stress	0,874
3	Intention to leave	0,982
4	Job satisfaction	0,880
5	Supervisor support	0,916

Normality test using Kolmogorov-Smirnov. Table 3 shows the results of a significant value greater than 0.05 so that it is declared to have a normal distribution. The linearity test uses a test of linearity. Table 3 shows the results of a significance value of less than 0.05 so that it is stated that the independent variable is linearly related to the dependent variables as a whole.

Tabel 3. Normality and linearity test results

	No	Variabel	Sig Value	Distribution
Normalitas	1	Work stress	0,426	Normal
	2	Intention to leave	0,062	Normal
	3	Job satisfaction	0,118	Normal
Linieritas	1	Fear of Covid-19*Work stress	0,000	Linear
	2	Fear of Covid-19*Intention to leave	0,000	Linear
	3	Fear of Covid-19*Job satisfaction	0,001	Linear

Multiple linear regression test

Furthermore, Table 4 shows the results of the Moderated Regression Analysis (MRA) with the help of the SPSS application version 25. From the results of the analysis, it was found that the fear of Covid-19 had a positive effect on work stress and intention to leave the organization and profession and had a negative effect on job satisfaction. This means that when the fear of Covid-19 is high, it will increase work stress and intention to leave the organization and profession and reduce job satisfaction. The moderating variable, namely supervisor support, moderated the effect of fear of Covid-19 on job stress and job satisfaction, but did not moderate the effect of fear of Covid-19 on intention to leave the organization and profession. This means that the effect of fear of Covid-19 on work stress is low and on job satisfaction is high when the supervisor's support variable is high. On the other hand, the supervisor support variable does not strengthen or weaken the effect of the fear of Covid-19 on the intention to leave the organization and profession.

Tabel 4. Hypothesis test results

Dependent variable Y1							
Covariate	B	Std. Err.	Beta	t-Value	Sig. of t	Lower -95%	CL- Upper
X	1,039	0,252	1,217	4,132	0,000	0,544	1,535
M	0,044	0,276	0,023	0,159	0,874	-0,501	0,588
X_M	-0,035	0,017	-0,655	-2,063	0,040	-0,069	-0,002
Dependent variable Y2							
Covariate	B	Std. Err.	Beta	t-Value	Sig. of t	Lower -95%	CL- Upper
X	0,185	0,087	0,774	2,114	0,036	0,012	0,357
M	-0,001	0,096	-0,002	-0,011	0,992	-0,190	0,188
X_M	-0,007	0,006	-0,437	-1,106	0,270	-0,018	0,005
Dependent variable Y3							
Covariate	B	Std. Err.	Beta	t-Value	Sig. of t	Lower -95%	CL- Upper
X	-0,452	0,139	-1,116	-3,256	0,001	-0,726	-0,178
M	0,032	0,153	0,035	0,209	0,835	-0,269	0,332
X_M	0,026	0,009	1,011	2,734	0,007	0,007	0,044

X: Fear of Covid-19; Y1: Work stress; Y2: Intention to leave; Y3: Job satisfaction; M: Supervisor support

H1: Fear of Covid-19 has a positive effect on work stress.

The results of the hypothesis test support the first hypothesis, as evidenced by the t-test significance value of $0.000 < 0.05$ and the coefficient value of 1.039 with a positive direction. Thus, the first hypothesis is accepted.

H2: Fear of Covid-19 has a positive effect on the intention to leave.

The results of the hypothesis test support the second hypothesis, as evidenced by the t-test significance value of $0.036 < 0.05$ and the coefficient value of 0.185 in a positive direction. Thus, the second hypothesis is accepted.

H3: Fear of Covid-19 has a negative effect on job satisfaction.

The results of the hypothesis test support the third hypothesis, as evidenced by the t-test significance value of $0.001 < 0.05$ and the coefficient value of 0.452 in a negative direction. Thus, the third hypothesis is accepted.

H4: Supervisor support moderates the effect of fear of Covid-19 and work stress.

The results of the hypothesis test support the fourth hypothesis, as evidenced by the t-test significance value of $0.040 < 0.05$ and the coefficient value of 0.035 with a negative direction. Thus, the fourth hypothesis is accepted.

H5: Supervisor support moderates the effect of fear of Covid-19 and intention to leave.

The results of the hypothesis test do not support the fifth hypothesis, as evidenced by the t-test significance value of $0.270 > 0.05$. Thus, the fifth hypothesis is rejected.

H6: Supervisor support moderates the effect of fear of Covid-19 and job satisfaction.

The results of the hypothesis test support the sixth hypothesis, as evidenced by the t-test significance value of $0.007 < 0.05$ and the coefficient value of 0.026 with a positive direction. Thus, the sixth hypothesis is accepted.

The results showed that the fear of Covid-19 had a positive effect on work stress and intention to leave the organization and profession and had a negative effect on job satisfaction. Therefore, it is necessary to reduce the fear of Covid-19. This can be achieved by improving existing policies and procedures so that they can be more adaptive to current conditions. In addition, the work environment needs to be made more comfortable by providing a workplace and supporting facilities that are more in line with current conditions. The moderating variable, namely supervisor support, moderated the effect of fear of Covid-19 on work stress and job satisfaction. Therefore, it is necessary to increase supervisor support. This can be achieved if supervisors can respond to pandemic conditions with the right approach in solving them. For this reason, management can help by providing the required leadership training and also providing a platform where supervisors can train their leadership potential.

Conclusion

This study concludes that fear of Covid-19 has a positive effect on job stress and intention to leave organizations and professions and has a negative effect on job satisfaction. The moderating variable, namely supervisor support, moderated the effect of fear of Covid-19 on job stress and job satisfaction, but did not moderate the effect of fear of Covid-19 on intention to leave the organization and profession.

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