

**A STUDY ON ORGANIZATIONAL COMMITMENT AND ITS IMPACT ON  
ORGANISATIONAL STRESS AMONG NURSING STAFFS WITH REFERENCE TO  
COIMBATORE HOSPITALS**

Surabhi Krishnan, BBM (CA), MBA, Research scholar, Dr. G. R. Damodaran Academy of Management, Coimbatore.

Dr. K. Niranjanaa Devi, Bcom, MBA, Mphil, MHR, PhD, Professor in management, Dr. G. R. Damodaran Academy of Management, Neelambur, Coimbatore.

**ABSTRACT**

As increase in nursing shortages, absenteeism and turn over, organizational commitment over stress is extensively important for retention of nurses. Stress towards organizational committed staff has higher efficiency; thus, more tendency to stay and less absenteeism are their characteristics. The main objective is to study about the organisational commitment of nurses with various hospitals in Coimbatore. For this purpose a sample of 112 nurses were surveyed and percentage analysis, descriptive statistics, multiple regression analysis and SEM modeling were used to analyze the data and the conclusion is that while taking decision on organisational commitment of the nurse employees with hospitals organizational stress should be taken in to consideration mean while the variables related Quality of life with organisational commitment and the variables related to withdrawal and work performance can be skipped of as there in relationship between the variables.

**Keywords:** Hospitals, Nurse employees and Organizational stress

**INTRODUCTION**

The term “organizational commitment” is a concept that supposes faced with less attention in Persian management written works or is confused, probably, with the word. Staff commitment is a professional multidimensional construct that is described by the identification of the organization's mission and work ethic (Lorber, M. & Skela-Savič, B., 2014). Many definitions are presented for “commitment”, in various views. Several concepts are used as to an organization which link the individual identity to an organization (Gautam T, Van Dick R, Wagner U.2004). Organizational commitment refers to the extent to which an individual's identification with involvement in a particular organization (Pien Lee S., Chitpakdee B,

Chontawan Rb., 2011). Given definitions of organizational management involve three general issues, including, emotional dependency to an organization, supposed expenditure resulting leaving the organization, and the sense of commitment to stay in the organization (Lee K, Allen NJ, Meyer JP, Rhee K., 2001). A good definition of organizational commitment primarily in terms of an attitudinal approach. From their perspective, organizational commitment is “the relative strength of an individual’s identification with and involvement in a particular organization that is characterized by three variables: (1) a strong belief in and acceptance of the organization’s goals and values, 2) a willingness to exert considerable effort on behalf of the organization, and 3) a strong desire to maintain membership in the organization” (Carman-Tobin, Mary B, 2011). These three are called emotional, organizational commitment, continual and assigning or normative, respectively (Meyer JP, Stanley DJ, Herscovitch L, Topolnysky L 2016).

#### **STATEMENT OF PROBLEM**

Being aware of nursing staff’s organizational commitment provides adequate information to authorities to make-decision and lead in adopting proper methods to determine the effectiveness of the Health Centers in the country. Hence, the present study carried out to examine the amount of nurses’ organizational commitment and its impact on organisational stress among nursing staffs in Coimbatore. (Arbabisarjou Azizollah 2016).

#### **OBJECTIVES OF THE STUDY**

- To evaluate about the organizational commitment of nurses with various hospitals in Coimbatore.
- To compare the organizational commitment and stress of nurses using SEM analysis.

#### **SCOPE OF THE STUDY**

This study will help the management to analysis and suggest solution for stress level of employee. This study will help in increase productivity by reducing the stress level of the employees in hospitals.

- The scope of the research is to reduce the employee attrition hospital industry and retain them for longer period.

- This research can help the management to know for which reasons the employees tend to change their job based on stress, through dissatisfaction variables faced in the organization based on their commitment.

**NEED OF THE STUDY**

- To have employee source to be stable in future.
- The research educates the causes for attrition of an employee in hospitals in Coimbatore.
- It also helps to find the level of stress towards organisational commitment among nurse employees.

**LIMITATIONS OF THE STUDY**

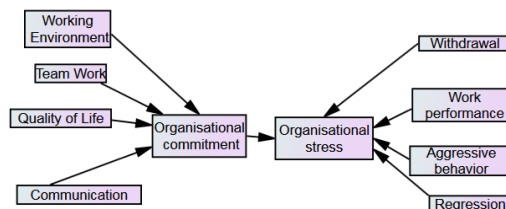
- Respondents may have hidden some facts due to personal bias.
- The study is conducted within a short period so it is not possible to collect from all departments.
- The restricted sample size was one of the limitations.

**RESEARCH METHODOLOGY:** This study is based on survey method. The following further methodologies were adopted in the study.

**Research design:** This research is about the Employee stress based on organisational commitment in hospitals in Coimbatore area. Here this study portrays the factor, which affects the employees. The research is descriptive and analytical. It analyses each of the variables, which affects the employees.

**Research framework**

**CHART 1**



**Research frame work: “Niranjan- Surabhi Organisational stress and commitment Model”**

**Descriptive research:** Descriptive research design helps in providing answer to questions of who, what, when, how associated with a research problem; this type of research is used to obtain informing the current status of the phenomena and to describe what exists; with respect to variable situation.

**Data collection:** The Primary data were collected through a well-defined questionnaire through interview schedule from the hospitals in Coimbatore area.

The Secondary data were collected from various annual reports of Power loom Development and Export Promotion Council, newspapers and textile magazines etc.

**Sample Design :** Sampling technique: Convenience sampling

**Sample size:** 112 nurses

**Research Instruments:** A questionnaire will be used to collect data from the employees.

**Tools used for the Analysis:** The tools used for the analysis are: Percentage Analysis, regression, descriptive statistics and SEM modeling.

**ANALYSIS AND INTERPRETATION**

**DEMOGRAPHIC PROFILE OF THE RESPONDENTS**

**TABLE 1**

		Frequency	Percent
Age	20-25 year	3	2.7
	26-30 year	40	35.7
	31-35 year	34	30.4
	Above 40	35	31.2
	Total	112	100
Marital status	Married	3	2.7
	Single	109	97.3
	Total	112	100
Experience	<5 years	4	3.6
	5-10 years	28	25
	10-15 years	34	30.4
	>20years	42	37.5
	More than 21 year	4	3.6

	Total	112	100
Monthly income	10000	6	5.4
	10001-150000	38	33.9
	15001-20000	28	25
	20001-25000	9	8
	25001-30000	13	11.6
	30000 and above	18	16.1
	Total	112	100

### Interpretation

The above table shows about the demographic variable of the respondents 2.7% are from the age group of 20-205 years, 35.7% are from the age group of 26-30 years, 30.4% are from the age group of 31-35 years and 31.2% are from the age group of above 40 years. 2.7% are married and 97.3% are unmarried in our survey. 3.6% are having less than 5 years of experience, 25% said that they have 5-10 years of experience, 30.4% said that they have 10-15 years of experience, 37.5% said that they have more than 20 years of experience, 3.6% have more than 21 years of experience. 5.4% are earning up to 10000, 33.9% are earning from 10001-15000, 25% are earning from 15001-20000, 8% are earning from 20001-25000, 11.6% are earning from 25001- 30000 and 16.1% are earning 30000 and above.

### Level of acceptance towards working environment

(37.5%) are neutral with level of acceptance towards materials and equipment. (42%) are neutral with Level of acceptance towards expectation towards them in their job. (27%) are neutral and disagree with Level of acceptance towards distributing work load equally.(33.9%) disagree with Level of acceptance towards fully able to handle their job. (37.5%) are neutral with level of acceptance towards proud on working in the company.

### Level of acceptance towards team work

(54.5%) agree with level of acceptance towards people working with each other when needed. (42.9%) are neutral with Level of acceptance towards sharing ideas with co-workers (38.4%) disagree with Level of acceptance towards performance of co workers

### Level of acceptance towards communication

(33.9%) agree with level of acceptance towards trust towards management, majority of the respondents, (42.9%) are neutral with Level of acceptance towards offer comments and suggestions, most of the respondents, (33.9%) are neutral with level of acceptance towards action taken, most of the respondents, and (48.2%) are neutral with level of acceptance towards care taken by the management

**DESCRIPTIVE STATISTICS TOWARDS ORGANISATIONAL COMMITMENT**

It shows that the average mean (2.82) is taken in to consideration for decision making process of the study. The variables are above average mean are level of acceptance towards materials and equipment, level of acceptance towards expectation towards them in their job, level of acceptance towards distributing work load equally, level of acceptance towards making more money out of good work, level of acceptance towards recognition by the company, level of acceptance towards established career path at the company, handling promotions, performance of co workers, action taken, comfortness on place of work, good transportation facilities provided by the company, satisfaction with the company, importance of work culture and international opportunities, frequent salary increments, quality of life, treating all employees as equal by the senior managers, getting sufficient perks, support from their superior and concerned authority, feedback to support and encourage employee development, salaries and bonuses, right talent for its present as well as future strategies, training given to managers, developmental assignments, and providing meaningful pay differentiation to high performers

**COMPARISION BETWEEN AGE AND ACCEPTANCE TOWARDS WORKING ENVIRONMENT.**

**TABLE 2**

<b>Coefficients</b>				
<b>Model</b>	<b>Unstandardized Coefficients</b>	<b>Standardized Coefficients</b>	<b>t</b>	<b>Sig.</b>

		B	Std. Error	Beta		
1	(Constant)	3.085	.300		10.286	.000
	Level of acceptance towards materials and equipment	-.060	.142	-.075	-.425	.672
	Level of acceptance towards expectation towards them in their job	.016	.083	.023	.191	.849
	Level of acceptance towards distributing work load equally	-.023	.121	-.033	-.190	.850
	Level of acceptance towards fully able to handle their job	-.107	.081	-.156	-1.321	.189
	Level of acceptance towards proud on working in the company	.204	.106	.230	1.928	.057
	Level of acceptance towards making more money out of good work	-.052	.104	-.063	-.494	.622
a. Dependent Variable: Age						
R		0.745				
Sig		0.000				

The "R Square" column represents the R<sup>2</sup> value, from our value of 0.745 that our independent variables explain 74.5% of the variability of our dependent variable of acceptance towards working environment. A value of 0.745 indicates a high level of prediction. Here, variables Level of acceptance towards expectation towards them in their job, Level of acceptance towards proud on working in the company are directly proportional to age. The variables level of

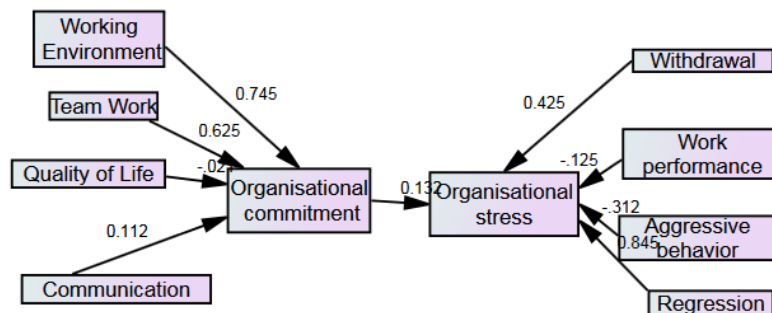
acceptance towards materials and equipment, level of acceptance towards distributing work load equally, level of acceptance towards fully able to handle their job, and level of acceptance towards making more money out of good work.

**COMPARISION BETWEEN ORANISATIIONAL STRESS AND COMMITMENT**

**Hypothesized Structural Model**

Full Model	CMIN/DF	P	RMR	GFI	AGFI	IFI	CFI	RMSEA
Final Model	7.248	0.000	0.225	0.748	0.735	0.880	0.825	0.023

The above table displays the values of different goodness of fit indices. The value in respect of CMIN/DF 7.248, RMR is 0.225, GFI is 0.748, AGFI is 0.735, IFI is 0.880 and RMESA is 0.023. These values revealing the results in respect of validity of the proposed model fall well within the generally accepted limits. This confirms that the available data set aptly fits into the proposed overall structural model.



Variable	Unstandardized Estimate	Standardized Estimate	S.E.	C.R.	P
Organisational commitment <--- Working environment	.092	0.745	.328	-.405	.685
Organisational commitment <--- Team work	-.307	0.625	.105	.879	.005
Organisational commitment <--- Quality of life	.167	-0.027	.114	-2.701	.023
Organisational commitment <--- Communication	.412	0.112	.101	1.664	0.000



Variable	Unstandardized Estimate	Standardized Estimate	S.E.	C.R.	P
Organisational commitment <--- Organisational stress	.820	0.132	.131	6.244	0.000
Organisational stress <--- withdrawal	1.000	-0.125	.125	3.266	0.000
Organisational stress <--- work performance	1.058	-0.132	.532	1.987	.047
Organisational stress <--- Aggressive behaviour	4.591	0.312	1.101	4.171	0.000
Organisational stress <---Regression	.303	0.845	.056	5.385	0.000

### Interpretation

Based on the model composed to find out the relationship between organisational commitment and organisational stress (0.820) there is a high relationship between the compared variables. It also reveals that there is no relationship between Organisational commitment and Quality of life(-0.027) and there is no relationship between Organisational stress and variables related to withdrawal (-0.125) and work performance (-0.132).

### Findings

Most of the respondents are from the age group of 26-30 years.

Maximum of the respondents are unmarried.

Most of the respondents have more than 10-15 years of experience.

Maximum of the respondents are earning from 10001-15000.

There is a high relationship between organisational stress and organisational commitment.

### Suggestions

The analysis of the level of commitment shows that majority of the nurses in the hospital are engaged at an average level. This level of engagement among the nurses must be increased because it has a positive impact on various business outcomes and the success of the hospital. This level can be increased by the contributing variables that have a positive impact on the level of engagement based on stress.

The management must focus on these key variables and improvise them as it has a positive impact on the hospital's success.

### **Conclusion**

The conclusion is that while taking decision on organisational commitment of the nurse employees with hospitals organizational stress should be taken in to consideration mean while the variables related Quality of life with organisational commitment and the variables related to withdrawal and work performance can be skipped of as there in relationship between the variables.

### **References**

Azizollah, Arbabisarjou & Sarani, Hamed & Dehvari Mohammadi, Sadegh & Robabi, Hassan. (2016). Organizational Commitment in Nurses. 7. 1841-1846.

Gautam T, Van Dick R, Wagner U. (2004) Organizational identification and organizational commitment: Distinct aspects of two related concepts. Asian Journal of Social Psychology. Wiley Online Library;;7(3): 301–315

Pien Lee S., Chitpakdee B, Chontawan Rb. (2011) Variables Predicting Organizational Commitment among Nurses in State Hospitals, Malaysia,IMJM,10(2 ):21-28.

Lee K, Allen NJ, Meyer JP, Rhee K. (20010 The Three有Component Model of Organisational Commitment: An Application to South Korea. Applied Psychology. Wiley Online Library;50(4): 596–614.

Carman-Tobin, Mary B.. (2011) "Organizational commitment among licensed practical nurses: exploring associations with empowerment, conflict and trust." PhD (Doctor of Philosophy) thesis, University of Iowa,

Meyer JP, Stanley DJ, Herscovitch L, Topolnytsky L. (2002) Affective, continuance, and normative commitment to the organization: A meta-analysis of antecedents, correlates, and consequences. Journal of vocational behavior. Elsevier;61(1): 20–52.



