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Original Research

Contribution of Self-efficacy and Optimism on Nurse Work Engagement

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ABSTRACT

Introduction: Work engagement for nurses is needed to increase dedication so that health organizations run effectively and efficiently. Self-efficacy and optimism are components of personal resources that can predict work engagement. This research aims to see the contribution of the role of self-efficacy and optimism to nurses' work engagement.

Methods: This was a cross-sectional study. A cluster sampling technique was used to recruit 130 nurses. Data on self-efficacy, optimism, and nurse work engagement were collected by questionnaire, and analyzed by logistic regression techniques.

Results: Self-efficacy and optimism in nurses had a significant effect on nurse work engagement with the sig values 0.011 and 0.000. These make nurses more persistent, enthusiastic, and focused at work.

Conclusions: Nurses who have high self-efficacy are always confident in their abilities. Likewise, nurses who have high optimism tend to be more confident and have high persistence at work, so that work engagement will be formed well. Future studies should place greater emphasis on exploring new nurse's self-efficacy and optimism.

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1. INTRODUCTION

Hospital organization in recent years looking for health employees who have high dedication and commitment to their work, and can adapt in overcoming difficulties (Wang et al., 2017). The success of a hospital organization is inseparable from the role of nurse because nurses are the largest number of health workers and have an important role in patient care (Alotaibi et al., 2016). Nurses also play a role in implementing policies and programs from health organizations so that they run efficiently and effectively (Bhatti et al., 2018). One way to increase the dedication nurses is to increase the work engagement of nurses (Bakker & Demerouti, 2014). Work engagement at employee is a positive and satisfying mental state of an employee at work which can be seen by how employee is always enthusiastic (vigor), dedicated and absorbed in work (Schaufeli et al., 2006).

In reality, there are still few employees in the world who feel engaged towards his work, including

in Indonesia (Firdaus et al., 2020). Based on research conducted by Gallup (2017) regarding the level of employee work engagement in 155 countries around the world, including Indonesia, only 15% of employees feel they are attached or very involved with work, 67% are not involved or psychologically do not feel attached to work, and the remaining 18% of active employees feel happy at work and want to be separated from their work. In Indonesia, 15.4% of employees are engaged, 76.5% are not engaged, and 10.3% are active regardless. In nursing practice, work engagement has been shown to increase job satisfaction and nurse performance, as well as increase work efficiency, quality of patient care, and increase patient satisfaction (Keyko et al., 2016).

Based on previous research from Bakker & Demerouti (2014) stated that self-efficacy and optimism are components of personal resources which are one of the predictors of work engagement. Salahat and Al-Hamdan (2022) also stated that self-efficacy correlated positively with the work engagement of nurses, where the higher the nurse's

self-efficacy, the work engagement of the nurse is also higher. Empirical evidence states that self-efficacy plays a role in creating a positive environment such as increased engagement at work, especially when there are job demands (Demands et al., 2016; Lorente et al., 2014). Employees who have high self-efficacy are able to carry out coping strategies and stress management more precisely and effectively, so that work can be done more efficiently (Consiglio et al., 2013).

Optimism can also significantly predict work engagement (Nieto et al., 2022). Optimistic behavior of employees will make them more engaged and involved with the organization and employee management activities (Rivkin et al., 2005). Optimism also able to create a good work environment so that organizational goals are achieved (Rotich, 2020). In addition, individuals who are optimistic tend to show higher levels of work engagement than people who are pessimistic because they will expend all their abilities and efforts to cope with work demands (Rotich, 2016).

Based on this explanation, the aim of this research was to see how self-efficacy and optimism contribute to increasing work engagement in nurses. It is hoped that this research can help hospitals determine the best strategy for improving the quality and efficiency of hospital services.

2. METHODS

2.1 Research Design

Descriptive correlational with cross sectional designed were used at this research. This study was conducted at X Hospital Surabaya. Questionnaire data collection was carried out from November 2019 to January 2020 with one time collection without follow-up.

2.2 Population, Sample, and Sampling

There were 225 non-civil servant nurses who worked at X Hospital Surabaya become the population in this study. The sample in this study used the rule of thumb calculation method and obtained 130 sample respondents with inclusion criteria: 1) Minimum education diploma in nursing, 2) Nurses who have worked for more than 1 year, and 3) Implementing nurses, not heads of rooms or nursing managers. The research sampling technique is probability sampling with cluster sampling. Locations that become clusters are inpatient installations, outpatient installations, central surgical installations, hemodialysis installations, cathlabs, intensive care rooms, and emergency departments in X Hospital Surabaya.

2.3 Variable

The independent variables in this study were self-efficacy and optimism, while the dependent variable was nurse work engagement.

2.4 Instruments

Self-efficacy was measured by the 10 items of The General Self-Efficacy Scale developed by Schwarzer & Jerusalem (1995) which has been translated into Indonesian. Each item was assessed on 4-point Likert scale with score strongly disagree score 1, disagree score 2, agree score 3, strongly agree score 4. High score indicates high self-efficacy. Cronbach alpha was 0.835.

Optimism was measured by the 6 items from 10 items of Life Orientation Test-Revised (Lot-R) developed by Scheier, Carver, & Bridges (1994). Each item was assessed on a 5-point Likert scale with score strongly disagree score 1, disagree score 2, neutral score 3, agree score 4, strongly agree score 5. High score indicates high optimism. Cronbach alpha was 0.824.

Work engagement measured by the 17 items of Work & Well-being Survey (UWES) developed by Schaufeli & Bakker (2004). Each item was assessed on a 7-point Likert scale (0=never and 6=always). Cronbach alpha was 0.957.

2.5 Procedure

The research procedure begins with carrying out the licensing process at the hospital where the research is conducted. Then it is continued with carrying out an ethical test. After obtaining ethical permission, the researcher tested the validity and reliability of the questionnaires that would be used for data collection. After that the researcher collected data by providing an explanation of the research objectives first. Nurses who are willing to be respondents will sign an informed consent. Data collection was carried out by filling out questionnaires according to the conditions of each respondent. Respondents were accompanied by researchers and heads of rooms at the time of data collection. If there are questions that not understood, the respondent can ask directly to the researcher. Questionnaires can be done at any time without disturbing official hours.

2.6 Data Analysis

Logistic ordinal regression was used to test the hypothesis with the SPSS version 23 for Mac application.

2.7 Ethical Clearance

Ethical approval was obtained from the ethics committee where the research was carried out on October 24, 2019, with the ethical certificate number 183/KEH/2019.

3. RESULTS

Most of the respondents were female nurses with an age range of 21-30 years. There are more undergraduate education levels than diplomas. All of the respondents were non-civil servant nurses and most of them were married. Most respondents came from the inpatient room (Table 1).

The majority of nurse respondents have medium-level self-efficacy, namely 74 nurses (57%) and optimism at a high level, namely 62 nurses (48%). As for work engagement, the majority of nurses were at a moderate level (45%) with details of work

Table 1. Demographic characteristic of research respondents (N=130)

Characteristics of respondents	Σ	%
Age		
31-40 years old	12	9.2
21-30 years old	118	90.8
Total	130	100
Gender		
Male	32	24.6
Female	98	75.4
Total	130	100
Education		
Nursing diploma	23	17.7
D4/ Bachelor of Nursing	106	81.5
Master of Nursing	1	0.8
Total	130	100
Marital status		
Married	78	60.0
Single	52	40.0
Widow/ widower	0	0
Total	130	100
Employee Status		
Civil servants	0	0
Permanent employee non civil servants	130	100
Total	130	100
Length of working		
1-5 years	119	91.5
6-10 years	11	8.5
Total	130	100
Work unit		
Outpatient installation	12	9.2
Inpatient installation	59	45.4
Emergency room	18	13.8
Intensive care room	15	11.5
Central surgery room	19	14.6
Hemodialysis room	6	4.6
Cathlab	1	0.8
Total	130	100

engagement indicators consisting of high vigourity of 40%, high absorption of 37%, while most of the dedication was at a moderate level of 44% nurses (Table 2).

The hypothesis test result based on logistic ordinal regression test. The sig value is 0.011 (<0,05) for self-efficacy to work engagement which mean self-efficacy has a significant effect on work engagement. Optimism also has a significant effect on work engagement with a sig value of 0.000 (<0.05) (Table 3).

Table 2. Distribution data of self-efficacy, optimism and work engagement (N=130)

Self-efficacy	Σ	%
Self-efficacy		
High	49	38
Moderate	74	57
Low	7	5
Total	130	100
Optimism		
Optimism		
High	62	48
Moderate	50	38
Low	18	14
Total	130	100
Work engagement		
Work engagement		
High	45	35
Moderate	58	45
Low	27	21
Total	130	100
Vigor		
High	52	40
Moderate	50	38
Low	28	22
Total	130	100
Dedication		
High	49	38
Moderate	57	44
Low	24	18
Total	130	100
Absorption		
High	48	37
Moderate	43	33
Low	39	30
Total	130	100

4. DISCUSSION

Self-efficacy and optimism have been shown to have a significant positive effect on nurse work engagement. The self-efficacy of the research respondents was in the medium category (57%), while the optimism of the respondents was mostly in the high category (48%). This research is in line with previous studies which stated that self-efficacy and optimism are components of personal resources which are predictors of work engagement. (Bakker & Demerouti, 2014).

Employees who have deep work engagement will care and are highly committed to giving more time, energy, and initiative to contribute the best performance to their organization (Hewwit, 2015). In achieving work engagement, an employee must have good self-assessment and understand the abilities he has where this is called self-efficacy (Pahlevi, 2021). Self-efficacy is defined as a person's assessment of

Table 3. Hypotesis test result with logistic ordinal regression test

Variable	Sig	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Self efficacy to work engagemenet	0.011	0.416	-1.874	-0.244
Optimism to work engagement	0.000	0.430	-2.411	-0.725

themselves that they are able to complete a task or goal effectively (Alden, Auyeung, & Plasencia, 2014). Self-efficacy is included in important personal resources which can positively influence the amount of work engagement among employees, so that it can also increase the level of worker motivation (Pérez-Fuentes et al., 2019). The above statement is corroborated by research conducted by Consiglio, Borgogni, Vecchione, & Maslach (2014) and Tian, Wang, Zhang, & Wen (2019) which states that self-efficacy influences work engagement positively. This proves that the higher the employee's self-efficacy, the higher the work engagement he will have. Employees who believe in their abilities and believe in the success they will achieve, make these employees work harder and always produce the best performance (Sofiah & Kurniawan, 2019). Employees who have confidence in their abilities are expected to be more persistent in facing challenges and able to complete tasks on time (Ratnasari, 2018). This can explain that self-efficacy has a motivating effect on employees to increase the energy and effort they have to be more focused, fully concentrated and persistent at work. Thus, self-efficacy affects work engagement which basically consists of vigor (enthusiasm and energy), dedication (dedication or effort to focus), and also absorption (persistence) at work (Consiglio et al., 2016).

Researchers argue, that the organization should help employees in increasing the confidence of nurses at work. Increasing self-confidence in nurses can be done by giving awards and evaluating improvements to nurses, as well as providing motivation for nurses to be successful in carrying out tasks like other nurses. Increasing self-confidence in nurses is expected to increase self-efficacy which can increase work engagement.

Salminen, Mäkikangas, & Feldt (2014) revealed that optimism affects work engagement. The above research is strengthened by Mache et al (2014) which states that optimism is significantly related to work engagement. Optimism is a personality trait associated with an individual's positive expectations about the future. Individuals who are optimistic have the characteristics of being ready to face challenges, think positively, believe in their abilities (self-confidence), and are good at being grateful (Lusiawati, 2016). Optimism can make individuals avoid work stress (Mäkikangas et al., 2013). Optimism can make individuals look at the future with confidence, anticipate positive outcomes, and be innovative. Optimistic individuals tend to treat difficulties as an opportunity to improve their career, and thus these individuals maintain work engagement at work (Salminen et al., 2014).

Researchers argue that organizations can build optimism in nurses by encouraging nurses to always think positively, helping nurses to make goals, resolutions, and commitments so that motivation is formed to achieve something worthy, and facilitating nurses in honing skills in dealing with and solving problems so that trust self increase. With the formation of nurse motivation to achieve a goal in work, it is hoped that the nurse will exert all her efforts to achieve that goal. The nurse will improve her performance and will be more focused on her work and this is a characteristic of an engaged nurse.

5. CONCLUSION

Self-efficacy and optimism in nurses play a significant role in influencing nurses' work engagement. Nurses who have high self-efficacy are always confident in their abilities. This makes nurses more persistent, enthusiastic and focused at work. Likewise, nurses who have high optimism tend to be more confident and have high persistence in working. It emphasizes self-efficacy and optimism form work engagement in the nurse. Therefore, these establish supportive and conducive working environment.

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