

Differences in Moderating Effects of Interpersonal Competence between Nurses and Non-nurses.

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Introduction

- Limited research in the workforce areas has explored the moderating effects of interpersonal competence among nurses. Furthermore, through comparison with other professions, the phenomena and nature within the nursing profession can be better understood through comparison with other professions. So far, studies have explored only nurses and their experiences as a research population. Although this may be efficient, it is difficult to distinguish whether the phenomenon is only a problem within the nursing or just the general workforce issues.

Purpose

- The purpose of this study was to investigate the moderating effects of interpersonal relationships on the associations between occupational stress and organizational adaptation among nurses and to examine whether the moderating effects of interpersonal competence in nurse were distinct through comparison with those in the non-nurse group.

Design

- This is a cross-sectional study using on-line survey data.

Measures

- Sample** : 500 nurses and 500 non-nurses in South Korea.
- Data collection** : from March to April 2019.
- Measures**

Domains	Measurement
Organizational Adaptation	the Organizational Adaptability Questionnaire (Son, 2009) - 20 five-point Likert type items
Interpersonal Competence	the Relationship Ability Questionnaire (C. Choi & Park, 2013) - 20 five-point Likert type items
Occupational Stress	the Korean Occupational Stress Scale (KOSS) - 24 four-point Likert scale items

Results

		Nurse (n = 500)		Non-nurse (n = 500)	
		%	mean (SD)	%	mean (SD)
Age (years)			27.2 (4.3)		34.5 (7.5)
Gender	Female	92.8		90	
Marital status	Single	87		55	
Having religion	Yes	32.4		32.4	
Education level	≤High school	0		6.8	
	Associate	11.4		18.6	
	Bachelor's	85.8		67.2	
	Master's/Doctoral	2.8		7.4	
Years of work experiences			3.9 (4.0)		8.0 (6.6)
Work schedule	Fixed	5.2		5.2	
	Rotating with night shift	90.2		45.8	
	Rotating without night shift	3.2		37.8	
	Other	1.4		11.2	
Organizational adaptation		3.3 (0.5)		3.4 (0.5)	
Interpersonal competence		3.5 (0.6)		3.5 (0.5)	
Occupational stress (overall)		51.3 (12.3)		48.7 (11.1)	

<TABLE 1.>

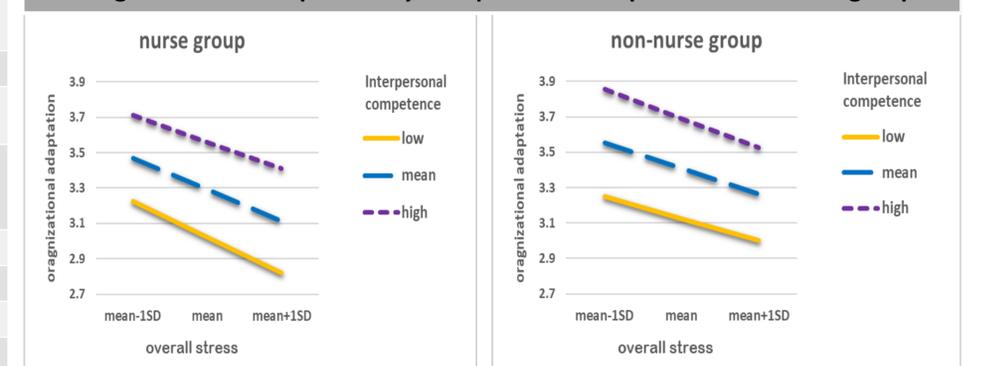
- Organizational adaptation level**
The nurses <the non-nurse ($t = -4.5, p < 0.01$)
- Interpersonal competence level**
no significant differences between two group ($t = -0.8, p = 0.42$)
- Overall occupational stress level**
the nurses > the non-nurses ($t = 3.5, p < 0.01$)

<Table 2.> Associations of occupational stress and interpersonal competence with organizational adaptation

	Nurse group		Non-nurse group		chi-square test			ΔCFI
	B	p	B	p	χ ²	df	p	
Overall occupational stress	-0.014	<0.001	-0.014	<0.001				
Interpersonal competence	0.485	<0.001	0.537	<0.001				
Overall occupational stress × interpersonal competence	0.004	0.010	-0.003	0.020	12.744	1	<0.001	0.002

This model was adjusted for age, gender, marital status, religion, education, and financial income

<Figure 1.> Simple slopes equations for the associations of occupational stress with organizational adaptation by interpersonal competence in the two groups



Conclusion

- Interpersonal skills development programs for nurses should be designed and implemented in both schools and hospitals.
- Organizational support (e.g., informative support to solve problems at work, reducing stress level) is needed especially for the nurses with relatively low level of interpersonal competence.