

The Influence of Perceived Hospital Ethical Climate on Nurse's Organisational Citizenship Behaviours

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***Abstract-**The study sets out to examine the relationship between perceived hospital ethical climate and organisational citizenship behaviour of nurses. The sample of the study included a total of 331 nurses from different hospitals throughout Chennai. Data of the study was obtained by means of questionnaires based on scales that appear to be reliable. Hierarchical multiple regression was performed and the results of the study indicated that OCB of nurses was as a result of reciprocity based on the hospital ethical climate. The findings of the study could serve to identify the factors contributing to OCB among nurses that will overall enhance hospital service delivery and patient satisfaction especially in the current competitive scenario.*

INTRODUCTION

Nursing is considered as one amongst the noblest professions in the service sector as they are construed imperative for the overall health and well-being of humankind. The varied nature of the job and versatile responsibilities create numerous difficulties to these specialists. These difficulties include extended working hours with less rest intervals, salary not in line with the work done, less career growth etc. to name a few. A close attention has to be paid by the hospital administrators with regards to these shortcomings and effort has to be made to imbibe a suitable hospital ethical climate to support the welfare of the nurses which will in-turn create a positive impact on OCB behaviour of nurses.

Ethical climate is defined as “the organisational conditions and practice that affects the way difficult patient care problems with ethical implications are discussed and decided. These conditions are

based on the presence of power, trust, inclusion, role flexibility and inquiry (Brown, 1990; Olson, 1998)

Victor and Cullen defines ethical climate as “the shared perceptions of what ethically correct behaviour is and how ethical issues should be handled within organizations”. Ethical climate theory serves as a guide for organisations to practice ethical decision making. Olson defined ethical climate as “nurses’ perceptions of how ethical issues are handled in their work environment, and that it refers to “individual perceptions of the organization that influence attitudes and behaviour and serve as a frame of reference for employee behaviour” and further argues that the ethical climate is vital to support professional nursing practice.

As nurses encounter a variety of ethical issues in their daily work, clear emphasis on ethical practices and fostering ethical climate becomes essential for both well-being at work as well as quality patient care for the improvement of the conditions of nursing environment.

Organisational Citizenship Behaviour has been greatly discussed both by academicians and management professional over the course of past decade (Bolino, 1999, Coyle-Shapiro, Kessler & Purcell, 2004, Desrumaux, & De Chacus, 2007). Organ defines Organisational citizenship behaviour as “individual behaviour that is discretionary, not directly or explicitly recognized by the formal reward system and that in the aggregate promotes the effective functioning of the organization”

Organ purported OCB in five dimensions: altruism, sportsmanship, courtesy, civic virtue and conscientiousness. Altruism refers to the selfless service to colleagues in workplace without expecting nothing in return. Sportsmanship refers to employee’s tolerance to work without complaining others as far as possible. Courtesy refers to the behaviour of an employee to caution in advance his/her fellow co-workers about a future event that might arise in the workplace and warn them to spurt from the likely issues. Conscientiousness refers to the voluntary contribution by the employee beyond the requirement of written rules and policies of the organisation. Finally civic virtue refers to employees behaviour of being responsible and supportive for the organisation and voluntary participation in the activities of the organisation.

In simple terms, OCB refers to such deliberate voluntary behaviour by employees to help co-workers or supervisors with a prime intention nothing but to improve workplace morale which is not a part of their job profile. Other OCB behaviours include speaking well about one's own organisation to outsiders, suggesting for the welfare, functioning and improvement of the organisation (Crede et al., 2007). These behaviours are welcoming and supportive for organisations and considered to contribute significantly for the overall efficiency of the organisation.

The aim of the study is to analyse the relationship between perceived hospital ethical climate with OCB within the specific context of healthcare.

OBJECTIVES OF THE STUDY

The objectives of the study can be expressed as follows:

- To understand the nurse's perception of ethical climate of the hospital
- To study if there exists relationship between perceived hospital ethical climate and OCB of nurses.

.Based on the objectives the researcher hypothesised that Organisational Citizenship behaviour will be positively influenced by hospital ethical climate.

RESEARCH METHODOLOGY

The research is a descriptive study and the population included nurses working in hospitals in and around Chennai region.

The purpose of investigating is to test the relationship between perceived hospital ethical climate and OCB of nurses' working in hospitals. The methodology is descriptive and the sample consists of 331 nurse respondents. The sample was selected through random sampling and collected during the period 2018-19.

TOOLS FOR DATA COLLECTION

- a) Hospital ethical climate Survey(HECS) standard scale developed by Olson (1955) was administered to the respondents. Five factors such as peer relations, mutual trust, patient care, management support and guidance and administrative ethics were considered for framing hospital ethical climate survey It is devised on a five point scale ranging from strongly disagree to strongly agree.
- b) Organisational Citizenship Behaviour standard scale developed by Lee and Allens (2002) was administered to the respondents. Questions were administered to check OCB both at individual and organisational level. Questionnaire was devised on a five point scale ranging from never to everyday.

Apart from the standard instrument, basic details of the respondents such as name, gender, age, qualification, department, designation and experience was collected to understand the personal and occupational profile of the respondent.

ANALYSIS AND INTERPRETATION

SAMPLE DESCRIPTION

1. Majority of the respondents were from private hospitals. Majority of the respondents were diploma holders and were designated as staff nurse. Majority of the respondents were female. The average annual income was found to be 1.5 lakhs.
2. Majority of the respondents have below 5 years of total work experience. Majority of the respondents were in the age group of 20-30. Majority of the respondents were living in a nuclear set up family and majority of the respondents were married. Majority of the respondents hail from Tamil Nadu

MEASURE OF CENTRAL TENDENCY

Mean and standard deviation of the factors of perception of nurses on hospital ethical climate was calculated and the results pronounced a stronger opinion with regards to safe patient care

given by the team(4.05),respect for patient wishes(4.04), manager’s timely help during patient care situations(3.90),Furthermore with regard to administrative ethics, there exists a strong sense of questioning, learning and seeking creative responses to patient care problems (3.74) and there was also a strong opinion about mutual respect between nurses and physicians(3.71).

Mean and standard deviation of the factors of nurse’s OCB was calculated and the results revealed Stronger opinion expressed by nurses to take voluntary action and protect the hospital against potential problems (4.08)

Effect of hospital ethical climate on organizational citizenship behavior

Null Hypothesis: There is no association between hospital ethical climate and organizational citizenship behavior

To test the hypothesis, hierarchical multiple regression was performed, with organizational citizenship behaviour as the dependent variable, and hospital ethical climate was entered as the independent variable in step 2. The results of the regression analysis are given below

RESULTS OF REGRESSION OF ORGANISATIONAL CITIZENSHIP BEHAVIOUR ON ETHICAL LEADERSHIP

Independent variable	Dependent variable: Organizational citizenship behaviour	
	Step 1	Step 2
Block 1		
Age	-0.09	-0.11
Gender	-0.25	-0.06
Block 2		
Hospital ethical climate		0.57***
Model statistic		
R^2	0.01	0.16
Adjusted R^2	0.004	0.15
Model F	1.74	20.92***
Change in R^2		0.15
F for change in R^2		0.58***

* $p < 0.05$, ** $p < 0.01$, *** $p < 0.001$; ^a refers to beta values

The age and gender were entered as control variables in the first step, and in the second step organizational citizenship behaviour was regressed on the independent variable hospital ethical climate. Neither age nor gender was significantly negatively associated with organizational citizenship behaviour. After controlling for age and gender, and organizational citizenship behavior was regressed on the independent variable hospital ethical climate, and the results show that the independent variable explain an additional 15% of the variance in organizational citizenship behavior (Model $F = 20.92$, $p < 0.001$). Organizational citizenship behavior was positively associated with hospital ethical climate ($\beta = 0.57$, $p < 0.001$), and therefore null hypothesis is rejected.

RECOMMENDATIONS AND SUGGESTIONS

The study confirms the fact that caring climate and ethical atmosphere creates a promising impact on the nurse's behaviour in terms of positive OCBI and OCBO. Hospital administrators have to focus on ethics, caring and loving atmosphere conducive for the nurses to work and serve others voluntarily. This will automatically lead to committed workforce in the hospitals with the tendency of each other without any personal or hidden agenda. The reputation of the hospital will improve as a result of committed staff. Such nurses may also be suitably rewarded by hospitals in appreciation to their selfless service rendered. The problem of extended hours of work may be attended by manning suitable and adequate nurses to attend to the patients. Periodical rest breaks may also be provided to ensure nurses serve patients with zest and zeal without boredom. Experienced nurses may also be consulted by the doctors while taking decisions on crucial issues. This will not only improve the confidence of nurses but also provide them a sense of pride and belongingness towards their hospital and stay committed.

CONCLUSION

The findings of the study provide strong evidence that perceived ethical climate is a significant factor contributing to the positive OCB of nurses. The study also indicate that hospital ethical climate is important in nurses behaviour to exhibit OCB .Nurses are more likely to behave ethically

if they feel that their peers also behave ethically and thus Healthcare administrators should ensure a conducive ethical climate

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