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EMPLOYEE ENGAGEMENT AND JOB PERSONAL RESOURCES AMONG NURSES IN THAILAND: THE MEDIATING ROLE OF PSYCHOLOGICAL CONDITIONS

BY

PANADDA CHANPHET

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ABSTRAK


Kata kunci: Sumber pekerjaan-peribadi, penglibatan kerja, jururawat, pelancongan kesihatan, hospital swasta
ABSTRACT

High employee turnover has accounted for the shortage of manpower in nursing. It has become a worldwide issue in many countries including Thailand. This study aims to examine the relationships between job-personal resources and work engagement and the mediating role of psychological conditions in the relationship between job-personal resources and work engagement. The study was conducted in private hospitals of health tourism in Bangkok, Thailand. The sample consisted of 361 registered nurses. Questionnaires were used to collect the data on job-personal resources, work engagement, and psychological conditions. The findings reveal that the level of nurses’ work engagement is above moderate. The result of hierarchical multiple regressions analysis shows significant direct relationship between job-personal resources (self-efficacy, perceived supervisor support, and reward & recognition) and work engagement. Psychological conditions are found partially mediate the relationship between job-personal resources and work engagement. The results of this study provide decision makers, policy makers, and practitioners in the medical tourism industry with an understanding of the factors (job-personal resources and psychological conditions) that influence work engagement among nurses in private hospitals. Subsequently appropriate measures could be designed to enhance nurses’ work engagement and reduce their intention to quit. The findings of the study could contribute to the enhancement of the existing literature in the area of work engagement. Limitations of the study, recommendations and future research are also provided.

Keywords: Job-personal resources, work engagement, nurses, health tourism, private hospitals
I would like to express my sincere appreciation to my supervisor, Associate Professor Dr. Norsiah Mat for her valuable knowledge, opinions, contributions, and support for guiding me throughout the duration of completing this dissertation. It was a great pleasure to work under her supervision. She is an excellent, outstanding, and understanding supervisor, her professional expertise and constructive comments had contributed enormously in the journey of doing this dissertation. Without her I would have never been able to complete this journey.

To my beloved mother, the most wonderful and strong woman who I have never seen her giving up on what she did no matter how hard it was. I deeply thankful for her love, encouragement, patience, and support. Without her determination to see me complete this journey I would not have the strength to come this far. Special thanks to my adopted sister who taking care of my mother while I have to devote most of my time to my work and study.

Lastly, a note of thanks also goes to all my friends who provide me with encouragement, comfort, and support especially when there were a hard time of academic pursuits.
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CHAPTER 1
INTRODUCTION

1.0 Introduction

This chapter presents the detailed background and the problem of the study. It also provides the justification for the research, research questions, research objectives, definition of key terms and organization of the remaining chapters.

1.1 Background of the Study

Empirical evidence indicates that an employee’s attitudes and behaviors directly or indirectly influence organizational performance (Jaramillo, Mulki, & Marshall, 2005; Mohankia, 2004). To identify the actions that have the greatest impact, researchers and organizations have been trying to study the cause-and-effect relationship between organizational practices and business outcomes (Mills, 2005). In the early stage, most of them focused on job satisfaction (Janssen & Van 2004, Judge, Thoresen, Bono, & Patton, 2001; Shore & Martin, 1989, Iaffaldano & Muchinsky, 1985, Bateman & Organ, 1983), followed by employee commitment (Lipinskiene, 2008). In the current years, their attention has shifted to a new concept called work engagement (Bakker, Schaufeli, Leiter, & Taris, 2008; Bakker & Demerouti, 2008; Crawford, Lepine, & Rich&, 2010; Macey & Scheneider, 2008; Schaufeli & Salanove, 2007; Sacks, 2006; Salanova, Agut, & Peiro, 2005; Schaufeli & Bakker, 2004). Many have claimed that work engagement is the key that predict employee outcomes, organizational success, and financial performance (e.g., Bates, 2004; Baumruk, 2004; Harter et al., 2002). Although work engagement may play a central
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