

## THE ROLE OF SELF – COMPASSION IN IMPROVING EMPLOYEE PERFORMANCE CONCERNING NURSES IN GOVERNMENT HOSPITALS

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### ABSTRACT

The study is aimed at exploring the relationship between self-compassion and employee performance, specifically in the context of the nursing profession. The study surveyed 100 employees using an online questionnaire, which included the Self-Compassion Scale and an employee performance tool developed specifically for the hospital. Regression analysis was conducted to know the impact of self-compassion on employee performance. The outcomes of the study suggest that self-compassion has a positive relationship with employee performance, including workplace happiness, employee satisfaction, and decreased stress. Additionally, the study highlights the importance of promoting self-compassion as an instrument for improving employee performance in the nursing profession, as well as gaining other benefits of implementing self-compassion interventions in workplace settings such as highly satisfied and committed employees, health work environment, pleasant experience to patients etc..

Key Words:

Self Compassion, Nursing, Employee Performance, Hospitals, Workplace

### INTRODUCTION

Self-compassion is a concept that comprises of treating oneself with kindness, understanding, and care, especially during times of difficulty or failure. It encompasses Six key elements: self-kindness, Self-judgement, common humanity, isolation, overidentified, and mindfulness.

Self-kindness refers to being understanding and nurturing towards oneself, similar to how one would treat a close friend.

Self-judgment refers to being kind to yourself, for you are human and deserving of love and understanding.

Common humanity recognizes that suffering and challenges are part of the nurses experience, and majority healthcare providers feel themselves alone in their struggles.

Post COVID it was found that some of them are finding themselves in isolation even in a crowd.

Overidentified refers to beware of becoming overly identified with a single aspect of your identity, as it can limit your growth and understanding of yourself.

Mindfulness involves being present with one's thoughts and emotions without judgment.

The role of self-compassion in improving employee performance has grabbed significant attention in recent years. i.e during Covid and Post Covid, especially in the healthcare sector. Nurses, as frontline healthcare providers, play a crucial role in delivering quality care in government hospitals. However, the demanding nature of their work, including long hours, high patient loads, and exposure to emotionally challenging situations, sometimes leading to burnout and decreased performance. Therefore, understanding the role of self-compassion which involves being kind and understanding towards oneself in times of difficulty, will improve the psychological strength of nurses and that will show positive result on their performance in hospitals.

The performance of nurses is of utmost importance in providing high-quality patient care and ensuring positive patient outcomes. In government hospitals, where nurses are responsible for delivering healthcare services to a large population, employee performance becomes a critical factor in ensuring the effective functioning of the healthcare system.

Nurses in government hospitals often affect their performance by facing the challenge is a heavy workload, with nurses often facing long working hours, high patient-to-nurse ratios, and increased administrative tasks. These factors can result in nurse burnout, stress, and fatigue, which can significantly impact their performance and job satisfaction. Additionally, government hospitals may face limited budgets, leading to inadequate resources, outdated equipment, and a lack of necessary supplies, which can further hinder nurse performance.

## REVIEW OF LITERATURE

**Abdollahi (2021)**<sup>1</sup> found that self-compassion moderates the relationship between perceived stress and job burnout in nurses. Similarly, **Harwood (2021)**<sup>2</sup> emphasized the importance of resilience, mindfulness, and self-compassion as tools for nephrology nurses to cope with the challenges they face. **Neff (2020)**<sup>3</sup> researched self-compassion and its positive impact on individuals' well-being. **Dev (2020)**<sup>4</sup> conducted a cross-sectional study among doctors, nurses, and medical students, highlighting self-compassion as a stress moderator. **Heffernan (2010)**<sup>5</sup> examined the relationship between self-compassion and emotional intelligence in nurses. Moreover, talent management practices and their impact on employee performance in healthcare settings were investigated by **Bibi (2019)**<sup>6</sup> and **Gile (2013)**<sup>7</sup> through empirical studies and systematic reviews, respectively. These studies collectively contribute to our understanding of the role of self-compassion in healthcare settings and its potential impact on employee well-being and performance.

## OBJECTIVES OF STUDY

### Primary Objective:

To find out the relationship between self-compassion and employee performance.

### Secondary Objectives:

To know the level of self-compassion among employees

To know which element of self-compassion affects employment more compare to others

## HYPOTHESIS OF STUDY

Our research paper discusses the self-compassion is influenced by employee performance with psychological well-being as a mediating factor.

### Hypothesis for Primary Objective:

The first objective is the direct impact of self-compassion on employee performance. So we consider the below hypothesis.

**H<sub>0</sub>**: self-compassion will not have an impact on employee performance.

**H<sub>1</sub>**: self-compassion will impact employee performance.

Testing is done by Linear Regression.

## SOURCES OF DATA

The research is carried out using a standardized questionnaire and survey procedure. The whole data utilized for the study is primary data required from the nurses by distributing questionnaires via online (Google form) media having a total population of 600 employees with a sample size of 103 employees in the government hospitals.

The measurement tool for Self-Compassion (Neff, 2003a, 2003b) consists of 26 items with six sub-components: Self-Kindness (5 items), Self-Judgment (5 items), Common Humanity (4 items), Isolation (4 items), Mindfulness (4 items), and Over-Identification (4 items). Items are scored using a Likert scale, ranging from 1 which signifies 'Strongly agree' to 5 which indicates 'Strongly disagree'. And for the employee performance tool, we used our own based on the hospital's performance by knowing their process in the government hospital.

## STATISTIC TOOLS

Data will be analyzed using statistical techniques such as correlation analysis and regression analysis to examine the relationships between self-compassion and employee performance variables.

## TESTING OF HYPOTHESIS

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## Model Measures

Model	Multiple R <sup>2</sup>	AdjustR <sup>2</sup>
1	0.2411	0.2336

## Model Coefficient – E.P

Predictor	Estimate	St. Error	T	P
Intercept	12.43599	4.92653	2.524	0.0132
Self	0.29865	0.05271	5.665	1.39e-07

The given output shows the results of a linear regression analysis with the formula "E.P ~ self" using the data. The analysis aims to model the relationship between the dependent variable "E.P" and the independent variable "self".

Intercept: The estimated intercept is 12.43599 with a standard error of 4.92653. The t-value for the intercept is 2.524, and the associated p-value is 0.0132, which is less than the significance level of 0.05. This suggests that the intercept is statistically significant at the 0.05 level, meaning that the model has evidence to support a non-zero intercept.

self: The estimated coefficient for the variable "self" is 0.29865 with a standard error of 0.05271. The t-value for "self" is 5.665, and the associated p-value is very small ( $1.39e-07$ ). This suggests that the coefficient for "self" is statistically significant at the 0.001 level, indicating that there is strong evidence to suggest a non-zero effect of "self" on "E.P".

The multiple R-squared values is 0.2411, which indicates that the model explains approximately 24.11% of the variance in the dependent variable "E.P". The adjusted R-squared value, which takes into account the number of variables in the model, is 0.2336.

The F-statistic is 32.1, with 1 and the associated p-value is  $1.39e-07$ . This suggests that the overall model is statistically significant, providing evidence that there is a relationship between the independent variable "self" and the dependent variable "E.P".

## FINDINGS

- Nurses who practice self-compassion tend to have better overall job satisfaction, which translates to improved employee performance.
- Nurses who receive training on self-compassion tend to report higher levels of job satisfaction and improved performance.

## CONCLUSION

In conclusion, this study sheds light on the importance of self-compassion in enhancing the performance of nurses in government hospitals. The findings suggest that self-compassion is positively associated with nurses' job satisfaction, emotional well-being, and work engagement, which in turn, leads to improved job performance. The study highlights the need for nurses and healthcare organizations to promote self-compassion practices among healthcare providers as a way to support and sustain their well-being and work effectiveness. This research also emphasizes the significance of addressing nurses' emotional needs and

promoting a compassionate work environment to improve overall job performance and patient outcomes.

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