

Original Research Article

Determinants of Verbal Abuse among Nurses at Aceh Hospital

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Abstract: Verbal abuse experienced by nurses has a significant impact on work, which may reduce worker morale and reduce productivity and quality of work. Several factors influence verbal abuse in nurses, including demographics, workplace stress, leadership style and organizational climate. The purpose of this study was to identify factors that influence the verbal violence of nurses in Aceh government hospitals. A quantitative design based on a cross-sectional approach was used in this study. The sample for this study was 391 based on a simple random sampling technique. The findings of this study indicated that the factors that influence verbal abuse among nurses are aging, work stress, employment status, shifts, and organizational climate.

Keywords: Verbal Abuse; Nurses; Nursing; Incident; Hospitalization.

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INTRODUCTION

Hospitals as a service facility involved in health services have a variety of complex work problems. Between 2011 and 2013, there was work-related violence, particularly in hospitals, ranged from 23,540 to 25,630 annually, with 70% to 74% in health and social services. For health care workers, the incidence of workplace violence is 10% to 11%, far below 3% of all private sector employees. Nurses in hospitals who provide direct nursing care to patients and their families are most vulnerable to workplace violence, especially verbal violence (*Occupational Safety and Health Administration*, 2016).

A survey of 6 hospitals in the United States on the incidence of verbal abuse among nurses, it was found that 69.4% of nurses experienced verbal abuse in the workplace (Pompeii, 2015). Research in three hospitals in Greece has shown that 75% of nurses have experienced verbal violence in the workplace (Flafliora, 2016). A further survey was also conducted in eight Chinese provinces on the impact of verbal abuse on nurses working in hospitals. 75% of nurses were found to be verbally abusive in the workplace (Zhang, 2018). Another survey conducted in Jordan related to workplace violence found that 71.2% of nurses have

been verbally abused in the past 12 months (Al Omari, 2019).

Violence in the workplace, especially verbal violence in the health sector, is a phenomenon that needs to be taken seriously around the world. which is one of the most violent workers compared to other workers in the United States (Bureau of Labor Statistics, 2016). The proportion of sources of physical abuse experienced by nurses is 43.5% and originates from patients. In addition, the proportion of verbal abuse experienced by nurses is about 55.6% and comes from the patient's family (Zahra & Feng, 2018). Another source indicated that the perpetrators of violence in health services were patients, patient families, and hospital visitors, hospital workers such as nurses, doctors, superiors and superiors. Verbal abuse to nurses has a significant impact on work, which can reduce work morale, increase job dissatisfaction, and eliminate the culture of caring in organizations. When turnover rates are high, reduce productivity, increase work mistakes, and reduce overall service quality (Gates & Gillespie, 2011).

The incidence of verbal violence against nurses in hospitals also exists in developing countries such as Indonesia. A study of workplace violence and

nursing stress at Bitung Hospital found that 54.3% of nurses had experienced verbal abuse. The study found that forms of verbal violence suffered by nurses were in the form of harsh words, insults, insults and threats (Damopoli, 2019). In Indonesia, research on verbal abuse has been widely studied in school or adolescence, and little research has been done on verbal abuse in the workplace. Related research on the impact of intimidation among nurses in Banda Aceh was conducted at Meuraxa Hospital. Results of the study showed that the incidence of bullying among nurses at Meuraxa Hospital was in the high category (Qamal, 2021).

According to the results of field observations and informal interviews as one of the data collection methods, conducted in January 2021 at Aceh Hospital with 10 nurses. found that all nurses reported being subjected to harsh words, insults, threats and humiliation from their co-workers while working in the hospital. In fact, some of them admit that they are detrimental to labour productivity.

METHODS

Data collection for this study was carried out from November 24 to December 6, 2021 at the Aceh Hospital using an online measurement survey through a Google form that was distributed to all respondents.

Respondents were nurses at Aceh General Hospital; 391 of 410 nurses participated in the study (95%). The respondents were nurses setting up in-patient rooms, intensive care rooms, emergency rooms and operating rooms. The data collected are then treated and analysed using a univariate, bivariate and multivariate analysis. The data collection used five instruments: the sociodemographic questionnaire, work stress, leadership style, organizational climate and verbal abuse, which was adapted from the verbal abuse questionnaire Pejic, 2005 (Harper, 2015). Validity and reliability tests were conducted on the instrument. Work stress consisting of 16 questions (validity value 0.389-0.930), leadership style consisting of 10 questions (validity value 0.470-0.981). organizational climate consisting of 16 questions (validity value 0.474-0.940), verbal abuse consisting of 8 questions (validity value 0.512-0.971). Reliability test results provided questions on work stress (0.931), leadership style (0.950), organizational climate (0.971), and verbal abuse (0.943).

RESULTS

Based on table1. It is known that out of 391 respondents at the Aceh Government Regional General Hospital who experienced verbal abuse, 133 respondents (34%).

Table-1: Frequency Distribution of Verbal abuse

Verbal abuse incident	Frequency (n)	Percentage (%)
Get Verbal abuse	133	34.0%
Not Experiencing Verbal abuse	258	66.0%

Table-2: Distribusi Frekuensi Faktor Sosiodemografi

Sociodemographic Factors	Frequency (n)	Percentage (%)
Age		
18- 40 Years	372	95.1%
41-60 years old	19	4.9%
Gender		
Male	89	22.8%
Woman	302	77.2%
Educational Level		
Vocational	179	45.8%
Professional	212	54.2%
Years of service		
≤ 5 years	202	51.7%
> 5 years	189	48.3%
Employment status		
civil servant	147	37.6%
Contract	244	62.4%
Ward unit		
Procedure room	52	13.3%
Inpatient Room	339	86.7%
Shift work		
Three Shifts	50	12.8%
Regular	341	87.2%
Marital status		
Marry	58	14.8%
Not married yet	333	85.2%

Based on table 2, it is known that of the 391 respondents at the Aceh Hospital, it shows that most of the respondents are 18-40 years old, 372 respondents (95.1%), 302 female respondents (77.2%) with 212 vocational education respondents (54.2%). The work period is 5 years, for a total of 202 respondents (51.7%), and the employment status of respondents is 244 respondents in total (62.4%), the work units were inpatient rooms for a total of 339 respondents (86.7%), the work shift is three quarters for a total of 341

respondents (87.2%), marital status is married, consisting of 333 respondents (85.2%).

Based on table 3, it can be seen that the independent variables that have a p-value <0.25 are age (0.014), employment status (0.021), work unit (0.188), work shift (0.007), work stress (0.000), Leadership Style authoritarian (0.150), and organizational climate (0.012).

Table-3: Results of Candidate Selection for Multivariate Variables

No	Variable	p-value	OR	95% CI	
				Lower	Upper
1.	Age	0.014	9,900	1,307	74,992
2.	Employment status	0.021	1,694	1.104	2,600
3.	Work unit	0.188	0.608	0.313	1.184
4.	Shift work	0.007	0.329	0.150	0.723
5.	Work stress	0.000	4,149	2,639	6.526
6.	Authoritarian	0.150	0.716	0.469	1.094
7.	Organizational Climate	0.012	0.567	0.371	0.867

Table-4: Logistic Regression Factors Associated with Verbal abuse

	OR	95% CI		p value
		Lower	Upper	
Step 1				
Age	11.288	1,412	90,256	0.022
Employment status	1.618	0.996	2,630	0.052
Work unit	0.987	0.455	2,141	0.973
Shift work	0.353	0.142	0.873	0.024
Work stress	3,661	2,277	5,885	0.000
Authoritarian Leadership Style	0.908	0.569	1,450	0.687
Organizational Climate	0.658	0.412	1.050	0.079
Step 2				
Age	11.299	1,415	90,256	0.022
Employment status	1.618	0.996	2,630	0.052
Shift work	0.351	0.149	0.827	0.017
Work stress	3,660	2,277	5,884	0.000
Authoritarian Leadership Style	0.908	0.569	1,450	0.687
Organizational Climate	0.657	0.412	1.049	0.078
Step 3				
Age	11.202	1,405	89,332	0.023
Employment status	1,632	1.006	2,647	0.047
Shift work	0.349	0.148	0.820	0.016
Work stress	3,676	2,288	5,907	0.000
Organizational Climate	0.649	0.409	1.030	0.067

Furthermore, multivariate analysis of logistic regression test using the backwards method can be seen in table 4. Based on table 4, it can be seen that there was a change in the p value in the model which resulted in the variables being excluded from the model, namely: the work unit variable was removed in the first step because it had the largest p-value (0.973), the authoritarian leadership style variable was excluded in the second step because it had a p-value. greater value (0.687). The model stops at the fourth step because no more variables are excluded and is considered the best model.

On test *goodness of fit* shows that the model is feasible and in accordance with the results of the Hosmer and Lameshow test showing the results ($X^2 = 13.66$, $p = 0.057$, $df = 7$). The results of the Omnibus Test of Model Coefficient have a value of 0.000 indicating that the p value <0.05, which means that the model experiences a reduction in the Chi-Square value at each step so as to produce the best model. The value of Nagelkerke R Square at each step so as to produce the best model. The value of Nagelkerke R Square shows the result of 0.212 which indicates that each variable that is most related to verbal abuse has a 21.2%

chance of influencing verbal abuse and 79.8% is another factor outside of these factors.

DISCUSSION

Verbal abuse incident

Based on the results of research that has been carried out, it is known that the incidence of verbal abuse experienced by nurses at the Aceh Government regional general hospital was as many as 133 respondents (34%) experienced verbal abuse in the workplace. The Damopoli study (2019) found that work violence and work stress on nurses carried out at the Bitung city hospital found that 54.3% of nurses experienced verbal abuse. In the study, it was found that the forms of verbal abuse experienced by nurses were in the form of harsh words, insults, and threats.

In this study as many as 34% of nurses experienced verbal abuse, Verbal abuse experienced by nurses significantly impact on work so that it can reduce work morale, increase job dissatisfaction, eliminate the caring culture in organizations where the turnover rate is high, reduce productivity, increase work errors, and overall reduce the quality of a service. (Gates & Gillespie, 2011).

Nursing services are one of the core health services in hospitals, therefore, hospital administrators must pay serious attention to the causes and symptoms of verbal abuse in the workplace, because if not addressed immediately can result in decreased work performance, decreased work motivation, increased work pressure, increased nurse absenteeism, and an increase in nurses' desire to leave the hospital (turnover). If this happens, it will reduce the quality of nursing services and in the end will reduce the quality of health services in hospitals.

To overcome the problem of verbal abuse in nurses in the workplace is by giving assignments based on the nurse's career path, applying an assertive attitude at work and improving the factors that can cause verbal abuse in the workplace and applying those (Iftikhar & Qureshi, 2015).

Relationship between work stress and the incidence of verbal abuse in nurses

Work stress on nurses in Aceh Government general hospitals was found that most of them were mild (50.9%). The percentage of incidents of verbal abuse with nurses' work stress at the Aceh Government general hospital was higher for nurses with severe work stress (49.5%) than nurses with mild work stress (19.1%). From the statistical test results obtained p value <0.05 ($p = 0.000$) which means that there is a significant relationship between work shifts and the incidence of verbal abuse in nurses at work and the OR value = 4.149. Which means that nurses with severe work stress will be at risk of becoming victims of verbal abuse in the workplace by 4,149 times.

This research is in line with research conducted by SH Park & Choi (2020) related to verbal abuse of nurses in South Korean hospitals, it was found that work stress affects the occurrence of verbal abuse in nurses who work in hospitals. Based on the results of the research above, it is known that there is a relationship between work stress and the incidence of verbal abuse in nurses at the Aceh Regional Government General Hospital. Nurses with heavy work stress are more susceptible to verbal abuse. In the future, it is hoped that there will be a consultation program for nurses with psychologists related to nurses' problems in the work environment. And a balanced distribution of workloads also needs to be considered by nursing management to reduce the level of stress experienced by nurses related to workloads.

The Most Dominant Factors Associated with Verbal abuse in Nurses

Multivariate modeling, using the Backward method, it was found that there was a change in the p value in the model which resulted in the variables being excluded from the model, namely: the work unit variable was removed in the first step because it had the largest p -value (0.973), the authoritarian leadership style variable was excluded in the second step because has a larger p -value (0.687). The model stops at the fourth step because no more variables are excluded and is considered the best model. Based on the results of the final modeling in the multivariate analysis, it was found that the variables most related or meaningful to the incidence of verbal abuse were age, work stress, work shifts, employment status, and organizational climate.

Lamichhane and Bae's study, (2020) regarding verbal abuse of nurses in Nepal who work in hospitals, it was found that nurses aged between 20-24 years were more susceptible to verbal abuse in the workplace. Furthermore, the study of Msn, Latif, Mallick and Akter (2019) regarding workplace violence against nurses in Bangladesh found that age less than 35 years is a factor that affects the incidence of verbal abuse in nurses.

Study by SH Park & Choi (2020) related to verbal abuse of nurses in South Korean hospitals, it was found that work stress affects the occurrence of verbal abuse in nurses who work in hospitals. In addition, the nurse's work shift is a significant variable with the incidence of verbal abuse by nurses. Yeh et al (2020) stated that nurses with shift work are more susceptible to verbal abuse, compared to nurses who work on a regular (non-shift) schedule. An and Kang (2016) stated that nurses generally work with a three-shift system which allows for unclear duties and responsibilities between nurses, giving rise to role conflict and ambiguity between nurses so that it can lead to verbal abuse in the workplace.

Another factor that influences the occurrence of verbal abuse in nurses who work in hospitals is

employment status. Lamichane (2020) about verbal abuse of nurses in Nepal working in hospitals. It was found that nurses with temporary employment status were more susceptible to being exposed to verbal abuse at work compared to nurses with permanent employment status.

Organizational climate variable obtained p value <0.05 ($p = 0.012$) which means that there is a significant relationship between organizational climate and the incidence of verbal abuse in nurses in the workplace. The results of this study are in line with research conducted by Vartia (2008) whose research can be concluded that the unfavorable organizational climate has a significant relationship with the incidence of verbal abuse. The above opinion is also supported by Linde (2016) which states that the incidence of verbal abuse in the workplace is influenced by an unfavorable organizational climate. The results of research by Iftikhar and Qureshi (2015) show that an unfavorable organizational climate will cause verbal abuse in the workplace.

CONCLUSION

This study generally concludes that there are several factors that are significantly associated with verbal abuse of nurses at the Aceh public hospitals. In particular, this study provides the following conclusions:

- a. There is a relationship between the age of nurses and the incidence of verbal abuse of nurses at the Aceh Government Regional General Hospital
- b. There is a significant relationship between employment status and the incidence of verbal abuse of nurses at the Aceh Government Regional General Hospital
- c. There is a significant relationship between work shifts and the incidence of verbal abuse in nurses at the Aceh Government Regional General Hospital
- d. There is a significant relationship between work shifts and the incidence of verbal abuse in nurses at the Aceh Government Regional General Hospital
- e. There is a significant relationship between organizational climate and the incidence of verbal abuse of nurses at the Aceh Government Regional General Hospital

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