

## Effect of positive psychology elements on job pride and honor with an emphasis on mediating role of communication among faculty members of Shiraz University of Medical Sciences

Seyed Mohammad Hosein Kamani

Assistant Professor, Department of Management, Payame Noor University, IRAN

### ABSTRACT

**Introduction:** job pride and honor is affected by various causes. Elements of positive psychology can be pointed out as one of them that in recent years has played an important role in organizational development. Hence, this study is to provide a prediction model about the impact of hope and resilience on job pride and honor with an emphasis on mediator role of communication among faculty members of Shiraz University of Medical Sciences. **Background and aim:** The aim of this research was to examine the effect of hope and resilience on job honor with an emphasis on the mediating role of communication. **Materials and Methods:** 250 faculty members of Shiraz University of Medical Sciences (Clinical Science and Basic Science Departments) were selected as the sample using Cochran's formula and random stratified sampling. Data were collected using a standard questionnaire and were analyzed in Smart PLS. **Findings/ Conclusion:** The results of path analysis showed the significant positive effect of communications, hope and resilience on job honor. The results also indicated the significant positive effect of communication on job honor. The proposed model adequately fit the data.

### KEYWORDS

Hope, Resiliency, Job honor, Organizational communications

### ARTICLE HISTORY

Received 20 April 2017

Revised 28 April 2017

Accepted 9 May 2017

### Introduction

The most important task of managers is to maintain and develop staff and to have them committed to the organization. This results in the compliance of the employee objectives with those of the organization so that they are attached to the organization, are identified with it and attempt to develop both themselves

**CORRESPONDENCE** S. M. Hosein Kamani

✉ kamani.mh@gmail.com

© 2017 S. M. Hosein Kamani

Open Access terms of the Creative Commons Attribution 4.0 International License apply. The license permits unrestricted use, distribution, and reproduction in any medium, on the condition that users give exact credit to the original author(s) and the source, provide a link to the Creative Commons license, and indicate if they made any changes. (<http://creativecommons.org/licenses/by/4.0/>)



and the organization. Undoubtedly, the achievement of organizational goals will be easy and convenient when the job has a special meaning for employees who are able to show their merits by doing it, and also when employees are proud of the successes and achievements of individuals in other units and introduce the organization to others with pride. Job pride and honor is a self-awareness sense and it creates a character that the person will draw all the attention to himself rather than to another person, object or event. Sense of pride increases confidence in the people and whereby a person realizes that his or her behavior is valuable to others (Tracy & Robins, 2004). In addition to the intrinsic and unique characteristics of individuals including physical and mental examples, the sense of job pride is due to organizational issues such as valuation standards of the organization for staff, communication process, and quality of working life and so on. People have a sense of pride when they progress in their jobs (Tracy & Robins, 2007). Zulqadr in his study concluded that the positive assessment of the work is one of the reasons that causes people to be proud of the job and recommend it to others (Zolghadr, 1389). This can be rooted in the overall satisfaction of employees of their working conditions (Tracy & Robins, 2007). Organizations that provide satisfactory working environment for staff and support them create a sense of satisfaction in people and make people love their jobs and be proud of it. Because they believe that the organization is concerned about its employees and tries to create a relaxed and enjoyable environment for them (Zolghadr, 1389). Various research results show a strong relationship between communication satisfaction and job satisfaction (Pettit et al., 1997; Maister, 2001). Mayfield and Mayfield (2010) also found a significant relationship between correct and effective organizational communication of managers and leaders and performance and job satisfaction of employees (Ehlers, 2003). Since the job pride can be considered as an extended form of job satisfaction, which is a component of the quality of working life, communication should be considered as an important factor in the development of pride and honor in employees.

A team of researchers argued that the birth of Positive Psychology came back to the beginning of the 21<sup>st</sup> century when a group of psychologists led by Martin Sligman after much investigation concluded that a notable failure has been occurred in the growth, development and self-actualization of healthy individuals. So, Sligman and colleagues sought to do a fundamental mission in order to reorient the psychological researches. And it was nothing but contributing to the flourishing of human capabilities and enjoying more happiness and productivity in life (Luthans et al., 2007; Seligman, 2000). Sligman claimed that in order to fully understand the human health not only the negative aspects of human psychology, but also factors and conditions that promote healthy physical and mental performance need to be investigated (Halliday, 2013). So, Martin Sligman suggested the positive psychology that involves capacities such as hope, resilience, optimism, efficiency and so on. These all together make up the psychological positive capacity (Seligman, 2000). Snyder and colleagues claim that the hope is a dynamic cognitive-motivational system and an essential process for the relationship between self and potential

success (Okoye, 2010). Better understanding of hope and operational definitions for study becomes more apparent when the hope is defined based on its components i.e. targeted energy and Paths (planning to achieve goals). First, Schneider suggests that target is an end point or harbor which occurs after mental acts. In fact, target is the harbor of hope theory. Hope theory does not involve clearly achievable or unachievable goals rather it involves goals that are difficult to achieve and require the reflection and motivation of the person (Harrilall & Hons, 2008). People with high hopes believe that they can be compatible with challenges in their lives and experience greater happiness and satisfaction (King et al., 2006). Harylal and Honz believe that the more the hope, the higher the performance (Harrilall & Hons, 2008). However, Floman has expressed that the hope does nothing to improve the performance of individuals (Floman, 2012). Resilience is one of the interesting topics considered by researchers for two reasons: first, it has a significant and positive impact on the lives of individuals and second, due to the strong effects on life, it is essential for people to learn to improve and increase the level of resilience (Gatten, 2010). Resilience refers to a classic phenomenon that can be identified by patterns of positive adaptation in significant and risky conditions (Smith, 2014). Traditionally, resilience is a unique feature that can be seen in overwhelming circumstances from those that desire for self-actualization (Stephenson, 2012). Over 20 years of research in the field confirms that the resilience is multidimensional. It has also been identified that its rate can be affected by age, background, time, culture, origin, sex, and differences in living conditions (Wright et al., 2013). One important component in understanding the resilience is the role of culture. In terms of culture, there are specific traditions, religious beliefs and support systems to protect the people's family that play a significant role in their performance in the context of society and increase people's resilience (Veselska et al., 2009). Resilience can be seen as process, capacity, or the result of a successful adaptation in the face of challenging or threatening circumstances (Delancy, 2005). Kissinger research findings confirm that the individual characteristics are effective in resilience of the individuals. One of these characteristics is the self-regulatory of individuals (Kisinger, 2012). Investigating the effect of hope and concentration on the events of life and resilience of individuals, Collins found that by increasing hope and concentration, resilience of individuals can be enhanced (Collins, 2009). Although the concept of hope has not been widely and theoretically considered by researchers, it has a significant contribution in the development of positive psychological capacities (Floman, 2012). Previous researches indicate that each of the variables of the research has been measured separately and there is not a research to comprehensively examine these factors. Accordingly, the researchers chose two structures of hope and resilience among the structures of positive psychological capacities and given the mediating role of communication, they analyzed their impact on the job pride and honor that are key factors of the quality of working life. In other words, on the one hand they analyzed the direct impact of hope, resilience and communication on job pride and honor (H1-H3). On the other hand, they investigated the effect of these variables on job pride



and honor given the mediating role of communication (H4-H5) and finally the model is fitted and measured.

### Research methodology

Considering the objective, this research is applied. Given the nature and method, it is considered as a descriptive-correlational research. The population was all faculty members of Shiraz University of Medical Sciences consisting of 650 individuals. The University consists of Schools of Medicine, paramedics, Dentistry, Nursing and Midwifery, Health & Nutrition and Management and Information. These faculty members consists of two groups: clinical and basic sciences. Using the Cochran Formula, 250 were selected as the sample. 111 people were faculty members in basic sciences and 139 people were clinical faculty members. As a result, stratified random sampling is used. Questionnaire is used in order to collect data. To measure the variable of hope, Schneider questionnaire (1996) was used. The questionnaire includes 6 items and measures both the agency and planning. Standardized questionnaire of Block and Kermen (1996) (Block, J, Kermen, 1996) consisting of 14 items was used to assess the resilience. In order to assess job pride and honor (items 8, 16, 24, 22) and communications (items 4, 12, 20, and 28), standardized questionnaire of Cassio (1998) was used. This questionnaire is based on 5-item Likert scale. In order to determine the reliability of the questionnaire, 45 questionnaires were distributed among the sample. After ensuring the reliability using Cronbach's alpha, 300 questionnaires were distributed among faculty members, 250 of which returned and were analyzed. To test the hypotheses and fit the measurement model and model structure, software Smart PLS model and relations' path analysis were used.

### Findings and results:

Analysis of the demographic information of faculty members of Shiraz Medical Sciences indicated that 50/4 percent of the sample were men and 49/6 percent were women. The number of married couples were 87/6 percent, 38/4 percent of which had one child and had the most frequency. About 41/2 percent of respondents aged between 36 and 45 years old and had the highest number of respondents in this age group. This indicates that age structure of the faculty members of Shiraz University of Medical Sciences is young. Faculty members with an experience of 6-10 years had the most frequency (23/6 percent). In other words, 55/6% of the faculty members had a work experience less than 10 years and about 53/4 percent had experience higher than 10 years. 49/6 percent were officially employed, 13/2 percent were probationary employed, 18/8 percent were contractually employed and 18/4 percent were contractually employed. 3/6 percent were part-time and 96/4 percent were full-time. The results showed that the highest academic rank was related to assistant professors with frequency of 117 and frequency percent of 46/8 %. In terms of science class, the population was divided into three categories: Basic Sciences (44/0), clinical (54/4) and both (1/6). From clinical science class only 7/6 percent of them had offices and 65/6 percent had managerial positions and 34/4% of them did not have managerial positions. The results of the data analysis provide the necessary things about

the acceptance or rejection of the assumptions. According to the hypothesis analysis style, we first investigate the measurement model fitting, model structure fitting and then we test the hypotheses.

### Measurement model fitting

#### The reliability, convergent and divergent validity

Convergent validity studies the correlation of each structure with its questions (indicators).

Overviewing the findings presented in Table 1, we see that each of the variables of the study has obtained composite reliability  $CR > 0.7$  and the average variance extracted  $AVE > 0.5$ . So, it can be confirmed the acceptable reliability and convergent validity of the study.

**Table 1 - Results of convergent validity and reliability of the variables**

The average variance extracted (AVE)	Composite reliability (CR)	Significance	The standard error (STERR)	Factor loading value	Sample mean (M)	Items	Hidden Variables
0.56	0.83	5,57	0,05	0,70	0,30	Q1.1	Hope
		8	0,04	0,80	0,31	Q1.2	
		9,90	0,04	0,80	0,39	Q1.3	
		6,01	0,06	0,68	0,33	Q1.6	
0.55	0.79	4,05	0,09	0,75	0,36	Q1.18	Resilience
		4,54	0,11	0,74	0,50	Q1.28	
		5	0,09	0,73	0,47	Q1.30	
0.77	0.87	9,93	0,05	0,87	0,54	Q2.12	Communications
		10,34	0,06	0,89	0,59	Q2.20	
0.59	0.81	12,11	0,04	0,87	0,51	Q2.16	Job pride and honor
		9,11	0,04	0,66	0,39	Q2.22	
		9,13	0,04	0,76	0,39	Q2.24	

\* Questions 21, 27, 25, 20, 19, 26, 23, 22, 24, 17 and 29 of resilience, also questions 4 and 5 of hope, 4 and 28 of communications and 8 of job pride and honor were omitted due to  $AVE < 0.50$  and low convergent validity.

**Table 2 – Results of divergent validity related to the research variables**

2	1	Endogenous variables	
	0,88	Communications	1
0,77	0,44	Job pride and honor	2

Given the square root of the average variance extracted (AVE) of endogenous variables of the model that is more than their correlation with each other in the main diameter (Table 2 derived from the method of Larker Fornell (Fornell & Larker, 1981), it can be confirmed the appropriate divergent validity and good measurement model fitting.

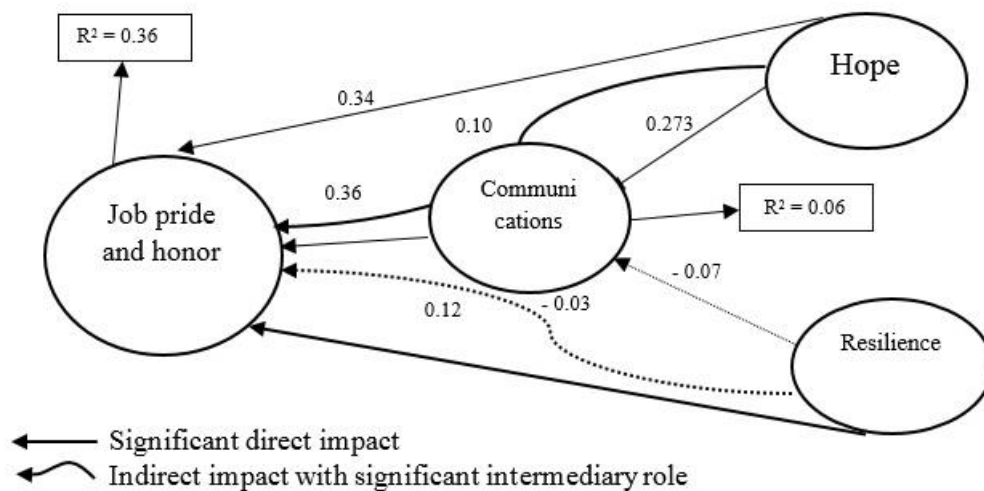
### Hypotheses Testing:



Since the aim of this study is to investigate the intermediary and indirect role of communication, path analysis was used. Changes of variables have been concluded by index  $t$  and coefficient of variation  $\beta$ . According to the results of the path analysis of the relationships between variables, direct and significant impact of hope on the job pride and honor was confirmed ( $\beta = 0.33$ ,  $t > 1.96$ ). The results show that 0.33 percent of the variance and changes in job pride and honor can be explained by the variable hope. So, with the confidence level of 0.95 percent, the first hypothesis is confirmed. The results of path analysis to examine the relationship between resilience and job pride and honor, as a second hypothesis of the research, confirm a direct and significant impact of the above variables ( $\beta = 0.12$ ,  $t > 1.96$ ). So, this hypothesis at the 0.95 percent level of confidence is confirmed. Also, 0.12% of the variance and changes of job pride and honor are explained by the resilience. Impact of communications on job pride and honor (third hypothesis) at 95 percent confidence level is approved. Since  $t = 6/62$  is greater than  $1/96$ , there is a direct and significant impact between communications and job pride and honor ( $\beta = 0.36$ ,  $t > 1.96$ ). The findings indicate that communication is able to explain 0.36% of the variance and changes of job pride and honor. The results of the path analysis of the relationships between variables confirm indirect and significant impact of hope on the job pride and honor with the mediatory role of communications ( $\beta = 0.10$ ,  $t > 1.96$ ). The findings suggest that the variable hope explains 0.10% of the variance and changes of job pride and honor with the mediating role of communication. Path analysis of the relationship between resilience and job pride and honor with the mediatory role of communication indicates that the obtained  $t$  value (0/852) is less than ( $t = 1/96$ ) ( $\beta = -0.03$ ,  $t < 1.96$ ).

Therefore, we can reject at confidence level of 0.95 the indirect impact of resilience on job pride and honor with mediating role of communication.

Overall fit of Gof Model confirms its strength.  $R^2$  value is calculated only for dependent structures and it is zero for exogenous structures.  $R^2$  value indicates the intensity of the relationship between the exogenous structures and endogenous structures and the variance of dependent variable explained by the independent variable. Gof criteria for computing is the square of the average of  $R^2$  in the average of AVE which shows the overall fit of the structure of path analysis model. By this criterion, overall fit of analysis can be controlled. According to the index of fit ( $Gof > 0.36$ ), it can be estimated that the model fits very well (Vetzels et al. (2009) introduced three values of 0.01, 0.25 and 0.36 as the values of weak, medium and strong).



**Figure 1). The results of path analysis of the research model**

### Discussion and conclusion

The results of hypotheses testing using statistical methods show that paying attention to the psychological issues and mental health of staff and the process of communications play an important role in employee satisfaction and their job pride and honor. The findings show that hope and resilience can affect directly the job pride and honor. Of course, in this regard the hope power is more than the resilience to impress the variable. According to the findings, it can be concluded that hopeful people are more motivated to perform their duties, find better solutions to solve their problems, and meet better the demands of the organization. Therefore, their membership in the organization is not due to the lack of other jobs, but they willingly participate in the organization and are proud of their job and support the organization in groups outside the organization. In the second hypothesis to evaluate the effect of resilience on the job pride and honor, we find that if the resilient individuals get right responses in their quest for the organization, they will be satisfied and sacrifice for the organization if necessary. The third hypothesis that investigates the impact of mediatory variable of communication on job pride and honor is confirmed at confidence level of 95 % so that it can explain 0/36 of variance and changes of the job pride and honor. This finding confirms that the most striking feature of human is his/her ability to communicate with others and this power is embedded as a potential and identified force in his nature. When employees are satisfied with the communication process, they will absolutely be satisfied with the organization and their jobs and will be proud of working in such an organization. This finding is consistent with the findings of Petit et al. (1997) and Ehlers (2003). As for explaining the findings of the fourth hypothesis testing, it can be said that hope not only is capable of affecting directly the job pride and honor, but also it is able to affect it indirectly and with an emphasis on the mediating role of communication. Although the indirect impact is not very remarkable

compared to the direct one, this hypothesis was confirmed in 95% confidence level. The resilience cannot influence indirectly the job pride and honor and the fifth hypothesis is not confirmed. Finally, according to the results of the statistical analysis, it is estimated that the model fits very well, so the amount of R<sup>2</sup> represents the intensity of the relationship between exogenous structures and endogenous structures and the value of dependent variance explained by the independent variable.

### Recommendations

In order to develop positive psychological capacities, we can design appropriate educational programs to create positive attitudes and feelings in people so that they realize that they are valuable for the organization and their performance plays an important role in advancing the goals of the organization. To achieve this goal, short-term training courses can be held to create a shared vision and provide programs for complete understanding of the goals and values of the campus. Also, through dialogue, discussion, participation in decision making and clearing the university's goals, it can be established an effective communication between managers and employees to present their viewpoints easily and without any preoccupation. In addition, attempts of the organization to review the hierarchical structure and the development of communication and paying more attention to informal groups can improve employee satisfaction and ultimately enhance the job pride and honor.

### Acknowledgments

Researchers thank and appreciate all the faculty members of Shiraz University of Medical Sciences who have expressed their sincere cooperation with the project.

### Notes on contributors

**Seyed Mohammad Hosein Kamani**

Assistant Professor, Department of Management, Payame Noor University, IRAN

### References

- Block, J, Kermen, AM. (1996) IQ and ego-resiliency: conceptual and empirical connections and separateness. *Journal of personality and social psychology*,; 70: 349-361.
- Collins, AM. (2009) Life experiences and resilience in college students: A relationship influenced by hope and mindfulness [Thesis]. Texas A&M University,: 141.
- Delancy, AD. (2005) Teaching hope a path to resilience [Thesis]. Xavier University,.
- Ehlers, LN. (2003) The relationship of communication satisfaction, job satisfaction, and self-reported absenteeism [Thesis]. Miami University,.
- Floman, JL. (2012) *The role of hope and pride in organizational citizenship behavior and job performance [Thesis]*.The State University of New Jersey,.
- Fornell, C, Larcker, DF. (1981) Evaluating structural equation models with unobservable variables and measurement error. *Journal of marketing research*,:39-50.
- Gatten, F K. The power of resiliency [Thesis]. California state university, 2010.Luthans F, Avey J B, Avolio BJ, Peterson, S J. (2010). The Development and Resulting Performance Impact of Positive Psychological Capital, *Human Resource Development Quarterly*, 2010; 21(1): 41-66. DOI: 10.1002/hrdq.20034.
- Halliday, AJ. (2013) Attributions and resiliency: a modeled approach to understanding resiliency using causal attributions [Thesis]. The University of Western Ontario,.
- Harrilall ,S, Hons BA. (2008) Positive psychological capacities, empowerment and job performance [Thesis]. The North-West University,.



- King, PM, Blazeby, J M, Ewings, P, Longman, R J, Kipling, R. M., Franks, (2006) The influence of an Enhanced Recovery Programme on clinical outcomes, costs and quality of life after surgery for colorectal cancer, Wiley Online Library.
- Kisinger, LK. (2012) The role of the resiliency process in skilled immigrants' search for employment [Thesis]. The University of Western Ontario, the degree of Master of Science.
- Luthans, F, Youssef, C M, Avolio, BJ. (2007) Psychological Capital: Developing the Human Competitive edge. Oxford, UK: Oxford University Press.
- Maister, DH. (2001) Practice what you preach. The Free Press: New York.
- Okoye, L S. (2010) Changes in hope during skilled worker immigrants' early settlement in Canada [Thesis]. University of Alberta, Master of Education in Counselling Psychology.
- Pettit, JD, Goris JR, Vaught, BC. (1997) An examination of organizational communication as a moderator of the relationship between job performance and job satisfaction. *Journal of Business Communication*,; 34(1): 81-98.
- Seligman, M E P, Csikszentmihalyi M. (2000) Positive Psychology: An Introduction, *American Psychologist*,; 55(1):5-14. DOI: 10.1037//0003-066X.55.1.5
- Smith, MM. (2014) The Perfectionism-Psychological Outcome Link: The Mediating Effect of Personal Resiliency [Thesis]. The University of Western Ontario.
- Stephenson, A C. (2012) Economic self-sufficiency and resiliency among u.s. virgin islands tanf leavers [Thesis]. Capella University.
- Tracy, LJ, Robins, WR. (2007) Emerging Insights into the Nature and Function of Pride, *Psychological Science*,; 16(3): 147-150.
- Tracy, LJ, Robins, WR. (2004) Show Your Pride Evidence for a Discrete Emotion Expression, *Psychological Science*; 15(3), March: 194–197. DOI: 10.1111/j.0956-7976.2004.01503008.x
- Veselska, Z, Orosova, O, Geckova, AM, Madarasova, A, Gajdosova, B, van Dijk, P J, (2009) Published: *Addictive Behaviors*, 34:39-54.
- Wright, MD, Masten, AS, Narayan JA. (2013) Resilience processes in development: four waves of research on positive adaptation in the context of adversity, *Handbook of Resilience in Children*,: 15-37. DOI 10.1007/978-1-4614-3661-4\_2.
- Zolghadr, S. (1389) Comparing indicators of the quality of work life of people with and without physical disabilities [Thesis]. Payame Noor University.[in Persian]