

Work Environment, Sleep Quality, Confidence in Decision-Making and Emotional Labor of Nurses Mediated by Self-Efficacy

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Abstract: This descriptive-correlational study aimed to determine the relationship of work environment and sleep quality to confidence in decision-making and emotional labor among nurses as mediated by self-efficacy. Two hundred-fifty staff nurses from eight private hospitals were purposively selected to answer a self-constructed questionnaire. Mean, standard deviation, frequency distribution, Pearson's product moment correlation, and structural equation modeling were used for statistical analysis. Findings revealed that work environment and sleep quality were *fair*, self-efficacy and confidence in decision making were *high*, and extent of emotional labor was *average*. Positive work environments were associated with higher self-efficacy and confidence in decision making. Furthermore, higher self-efficacy was associated with higher confidence in decision making. Sleep quality was not associated with any differences in self-efficacy, confidence in decision making, or emotional labor. The mediation analysis showed that the effect of the work environment on confidence in decision-making is partially mediated by self-efficacy, while the effect of the work environment on deep acting emotional labor is completely mediated by self-efficacy. Results indicated that the final model was a good fit.

Keywords: Work environment, sleep quality, decision-making, emotional labor, self-efficacy, nursing