

Using Multiple Regressions to Predict (ICU) Intensive Care Unit Nurses Professional Detachment Intent, in Bangalore Multi-Specialty Hospitals, Karnataka.



R. K. Prema, M. Kathiravan, C. Karthikeyan, V. Sunitha

Abstract: Background/aim: This paper aimsto determine the predictors of ICU nurses intent for professional detachment in Bangalore. It also focuses on identifying the factors which, influence nurses intent to professionally detach from the organization. Materials and methods: A questionnaire survey of 462 nurses employing in multispecialty hospitals in Bangalore was sampled to test the hypothesis. The Health Profession Stress Inventory Scale and the Nursing Stress Scale measures the problem researched. Scale scores were analyzed statistically. Results: The results from Stepwise Multiple Linear Regression showed that nurse person-organization fit, conflict, responsibility & recognition for nurses predict the professional detachment intent of nurses with its standardized β coefficients (β =-0.338; p<0.01), (β =0.142; p<0.05) and (β =-.173; p<0.01) respectively.Conclusion: The present study highlights that there are many factors predicting the professional detachment intent of ICU nurses, more concerned the p-o-f of nurses largely predicts their intent to be professionally detached.

Key words: Professional detachment, hospitals, ICU nurses, turnover

I. INTRODUCTION

Human Resource Management builds the foundation of any business organization(Pragalbh Sharma, Aparna Raj., 2019). HRM plays a very core role in managing human resource, the workplace environment, and theorganizational culture through its strategic activities. Considering, manpower is very essential rather than any other resources and necessary for the effective functioning of an organization.

The Professional detachment of nurses is a continuing concern for human resource management as it affects the wellbeing of humankind.

Healthcare sector comes under the umbrella of the service sector. Concerning healthcare industry nurses are the one who closely deals with the patients, hence they possess people-oriented profession. A report by (NSI, 2017) Nursing solution incorporated states that there is a 16.7% to 17.7% turnover in ICU settings overall in 2015 & 2016 respectively.

Revised Manuscript Received on January 03, 2020. * Correspondence Author

Dr.R.K.Prema*, Department of Management Studies, Oxford College of Engineering, VTU-University, Bangalore, Karnataka. Email: rprema86@gmail.com

Dr.M.Kathiravan, Department of Management Studies, Oxford College of Engineering, VTU-University,Bangalore,Karnataka. Email: kathir19881june@gmail.com

Dr.C.Karthikeyan, Director, Department of Management Studies, T. John College of Engineering, Bangalore, Karnataka. Email. ddprofkarthik@gmail.com

V.Sunitha, Assitant Professor, Department of Management Studies, Easwari College of Engineering, Chennai.sunithaparthu13@gmail.com.

© The Authors. Published by Blue Eyes Intelligence Engineering and Sciences Publication (BEIESP). This is an <u>open access</u> article under the CC BY-NC-ND license (<u>http://creativecommons.org/licenses/by-nc-nd/4.0/</u>)

Retrieval Number: E0497014520/2020©BEIESP DOI:10.35940/ijmh.E0497.014520 Journal Website: <u>www.ijmh.org</u> The nursing profession is widely recognized as a challenging and stressful profession that leads to high level of quits. Among the healthcare professionals employing in the medical system, nurses are the most important workforce and play a vital role in delivering a good quality care (Alhamwan and Norazuwa, 2015).

The persisting economic condition is highly diffusive and there is a decline in the job satisfaction of public employees, leads to higher turnover intention rate and burnout (Matar M et al., 2019).

II. BACKGROUND

In the current scenario, medical care sector is highly demanded one, in relation to this nurses are also demanded high (Lin, 2014). Around the world, nursing shortage brought a series of challenges to hospitals(Valizadeh et al., 2015). It is predicted that the world will face a severe nursing shortage by next 20 years (Dyo et al., 2016). It seems that shortage of nurses is very high in comparison to other professions in the healthcare industry (Asegid et al., 2014).

Most of the published research work has focused generally on the nursing staff (Omar et al., 2013). However, the nurses employing in ICU are at higher risk, since they have to deal with life or death situation of patients on a regular basis (Omar et al., 2014).

The existence of detachment from job among healthcare providers varies across different specialties, whereas most often and severe in ICU workers. The idea of the research is to plug the research gap on the quit rates and turnover intention literature to add further understanding of the impact of professional detachment of nurses in ICU units.

The turbulent and unpredictable work environment leads to high turnover rate in critical care unit (Hart and Moore, 1989). (Vanessa Gibson, 1994) identified that the ICU nurses quit rate is higher than any other areas of nursing and it was supported by little statistical evidence. Hospital is a 24/7 job function sector and workforce in such industry should be aware always. The nurses at ICU should prepare always for the development of patientwellbeing. Normal human spent 75 percent of the money on healthcare per year(J. Arthi, 2019).



A. The Nurse Work Environment

Nursing is a complex job profile. Nurses directly deals with patient and used tospend more time with them.Considering medical organization, an ICU is the highly specialized area and the level of care is complex, intense and frequently life-sustaining as mentioned by (Size et al., 2005). Nurses serve the people in their time of need and vulnerability. (Kash, 2010) stressed that the intention to leave is one of the most realistic predictors of real staff turnover. In this research, the term intent to professional detachment literally mentions the turnoverintent.

III. LITERATURE REVIEW

An ICU is a place where there is a constant monitoring of patient on one to one basis for a total care of seriously ill patients (Stryker 1981).Patient gets benefit if they have a stable and skilled workforce. (Revans, 1964) found that patient will stay in thehospital for a longer time period due to high turnover and quality also gets deteriorated due to the professional detachment of nurses(Stryker, 1981).

The Indian healthcare industry delivers world-class quality treatment which may upbeat the future hospitals in the country. Overseas Indian Facilitation Center reports that the industry will touch US\$ 280 billion by 2020. In the global healthcare system, with a total of 19.3million nursery and midwifery personnel nurses occupies the largest group of professionals in the world, a report by WHO World Health Organization, World Health Statistics 2011(WHO,2008).

Though in the crucial nursing shortage globally, many nurses tend to leave their job, profession or from the nursing workforce (Flinkman et al., 2013). (Flinkman et al., 2010) report that nurses intent to leave the profession vary internationally from 4% to 54%. A study by (Raoet al., 2008), states out of the total health workforce, Indian nurses contribute 38% which is the largest share. The intent for professional detachment explains an employee perception or idea towards leaving his/her job whereas turnover indicates the act of an employee leaving his/her profession actually (Hinshaw& Atwood, 1984).

A. Role conflict

(James, 2003) defines role conflict as the ambiguity among two conflicting tasks. When job demands exceed the individual ability, employees experience stress and turnover intention (Lee C S, Park J Y., 2019).

B. Job tension

(Lawler and Porter, 1967) explains job tension as the extent to which employee is psychological affected due to workrelated issues.

C. Person-organization fit

Person-Organization Fit is the compatibility between individual employees and working organization (Kristof, 1996).

D. Professional detachment intent

Professional detachment intent is the state of being detached. Professional detachment refers to the employee's voluntary retraction from the organization and the profession (Hart and Moore, 1989).

The turnover intention has been viewed as a notable matter for discussion and it depends on various factors. As the intent to professionally detached among the workforce increases, actual turnover expects to increase (Mohamed and Mohamed, 2013). The relationship between intent to quit and turnover is stronger than satisfaction and turnover (Price, 2001). Research on turnover identifies that the strongest precursor of turnover is turnover intention (Allen et al., and Tourangeau et al., 2003a,2010b). Tourangeau et al., 2010, found that the relationship between intent to remain employed and retention of employees is direct and positive.

A study by (Gabrielet al., 2015) indicates that the specialty areas like ICU have the highest turnover rate of 26% and it was found by (Cho S.H et al., 2014) that shortage is most evident in critical care, emergency services, and preoperative care. Nursing working in pediatric ICU and ICU has the higher quit rate than other units (Dyo et al., 2014). Most important fact to consider is that nursing workforce in such units holds specialized knowledge, skills, and experience to deal with critically ill patients (Mohamed and Mohamed, 2013).In the medical organization, considering other professions the turnover rate of nurses is high. A report by The Bureau of Labor Statistics employment projections 2012-2022 released in Dec 2013 report that, among the top occupations Registered Nurses ranks first in terms of job growth by 2022 (BLS, 2011). The significance of nurses is undeniable as because of their service to the mankind in saving their lives. It was found that the differences between intention to leave the current workplace or to leave the profession have rarely been studied (Constanze et al., 2016). The interaction among worker's and working environment has impact on occupational stress and turnover (Thamilvanan G, Thavasumani S., 2019). Therefore the primary concern of healthcare industry is to exhaustively recognize the issue of professional detachment of ICU nurses working in multispecialtyhospitals.

IV. MATERIALS ANDMETHODS

A. Purpose and objectives

The purpose of this paper is threefold: first, to determine the predictors of ICU nurses intent for professional detachment in Bangalore. Second, to identify factors that influence nurses' intent to professionally detached from the organization; and third, to examine the relationship between person-organization fit and nurses' professional detachment.

B. Design and setting

The study utilized, descriptive and stratified random sampling to investigate the data collected from the respondents through survey methodology. The study was carried at the selected multispecialty hospitals, Bangalore.





C. Population and sample

Five hundred nurses were selected for this research after a pilot study. The researcher personally distributed the questionnaire to each participant and interacts with them to know the views and experience of the respondents sampled. Out of 500 questionnaires distributed, 462 (92%) were received.

The missing data are excluded and 462 questions were analyzed finally for the effective response. The response rate is 92%.

D. Instrument

Structured questionnaire was developed from the literature of previous studies onnurse's professional detachment. A literature review was conducted to identify the scale for measuring the problem studied. Finally, a closed-ended questionnaire was developed which has three sections. The measurement items are adopted from Health Profession Stress Inventory Scale and the Nursing Stress Scale (Karasek, Hu and Bentler, Nunally, Hair et al., 1979a, 1996b, 1978c, 1998d). The first part measures the socio-demographic profile of therespondents.

The second section measures the attributes of conflict, tension in work relationship, responsibility & recognition of the respondents, which is measured using five-point Likert scale consists of different anchors suitable for the items. The third part consists of the construct professional detachment intent andperson-organization fit both are measured on a five-point Likertscale.

E. Hypothesis

To determine the predictors of ICU nurses intent for professional detachment in Bangalore. To identify the factors that influence nurses' intent to professionally detached from the organization. To find out is there a significant association between person-organization fit and nurses' professional detachment.

F. Procedure

The measurement items were derived from relevant literature and assessed using proper scaling. Through pilot study, the questionnaire was evaluated and the research was carried out further. IBM SPSS 20.0 version was used to analyze the collected data. Face validity was examined in order to standardize the questionnaire. Content validity was estimated by receiving comments from the hospital nursing administrator and experts in the field. Through exploratory factor analysis, construct validity was obtained. Cronbach's alpha was administered to examine the internal consistency for the scales. The respondents were sampled through the standardized questionnaire and the data were stored for the completeness manually. For the purpose of data reduction factor analysis has been explored. Descriptive statistics were employed to see the characteristics of the sample. The relationship between the scales and sub-scales to the professional detachment of nurses was employed using Pearson correlation. It helps to assess the interrelationship among quantitative variables. Multiple linear regressions with stepwise method were used to identify the most important predictor domains of professional detachment intent. The significance level for the correlation analysis was set atP<0.05.

V. RESULTS

The result of the analysis is as follows and verified in this section. Initially, the descriptive statistics was run then the goodness of fit measures uses exploratory factor analysis, reliability test using Cronbach's alpha and Pearson correlation analysis was performed. Second, to test the hypothesis for direct relationship stepwise multiple regression analysis was used. Third, the relationship between the demographics and dependent variable utilizes ANOVA.

The demographic distribution of data collected was evaluated by frequencies analysis and few of them are explained here, which comprised of female respondents only. The mean age of the subjects studied is twenty-five years old. Out of the total respondents 239 were qualified bachelor's degree, 120 were GNM General nursingmidwifery, 93 were diploma holders and 10 respondents holds certificate course. Nearly 53 % of the sample has a total experience of 2 years whereas respondents with 9 years of experience were only 4%. Approximately, 82% of the respondents were unmarried. Nurses who have 1 year of experience in the same hospital is 45% and 40% possess up to 3 years of experience, only 4% of the nurses work more than 8 years in the same hospital. The continuous and interrupted working ratio is 87:13. A little more than half of the nurses 60% work for 8 hours per day and nurses who work continuously for 6 days and 7 days without taking off are 33% and 39%. A general question was asked along with the demographic section: Do you motivate others to join in this profession? 38% respondents opted yes and 62% toldno. Exploratory factor analysis (EFA) using principal component analysis test the validity of construct and varimax rotation that delineated the dimension of every construct investigated in the study. The results of EFA explain each construct into a specific group. EFA showed indicators of Keiser-Meyer-Olkin, measures of sampling adequacy, variance explained and factor loading with the value of KMO = .796, Bartlett Test of Sphericity = 5988.005 & DF = 630, with .000 significance. The items that fit into a particular group was pooled using mean score computation from rotated component matrix.A total of 9 components explain 59 percent of the total variance. The entire items factor loading ranged from 0.52 to 0.83 above the cutoff value of 0.50. Meanwhile, the weak loading items were removed from theconstructs.

Table 1 illustrates the results of descriptive analysis Cronbach's alpha, means, standard deviation (SD) and intercorrelation among the constructs. Cronbach's alpha was calculated for the study variable and its subscale, which is found to be an acceptable reliability of .69 and above, as suggested by (Nunnally, 1978) reliability index displayed in the below table.

Published By: Blue Eyes Intelligence Engineering & Sciences Publication © Copyright: All rights reserved.



Retrieval Number: E0497014520/2020©BEIESP DOI:10.35940/ijmh.E0497.014520 Journal Website: <u>www.ijmh.org</u> Using Multiple Regressions to Predict (ICU) Intensive Care Unit Nursesprofessional Detachment Intent, in Bangalore Multi-Specialty Hospitals, Karnataka.

| S.No | Variable | Alpha | Mean | SD | 1 | 2 | 3 | 4 | 5 |
|------|-----------------|-------|--------|--------|---|-------|--------|--------|---------|
| 1 | PDI | 0.86 | 3.1654 | .87249 | | 338** | .163** | .099* | 239*** |
| 2 | POF | 0.86 | 3.4026 | .84544 | | | 138** | .123** | .316*** |
| 3 | TWR | 0.78 | 2.2900 | .92185 | | | | .450** | 040 |
| 4 | CONFLICT | 0.69 | 2.9218 | .64921 | | | | | .180** |
| 5 | RESP & RECOG | 0.70 | 3.9759 | .55615 | | | | | - |

Table 1: Cronbach's alpha, means, standard deviation (SD) and correlation Matrix of the study variable

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

From the Table 1, the means and standard deviations indicates that the respondents scored moderate levels of PDI, POF, RESP & RECOG, and lower levels of TWR, CONFLICT. The value of the mean was (3.16, 3.40, 3.97, 2.29, 2.92) respectively. The results showed there is a quite narrow dispersion in the responses explained in the value of smaller standard deviation. All Standard Deviations were less than 1.

Correlation was performed to measure the strength and direction of the linear relationship between the variables. The zero-order correlation matrix, among the constructs of professional detachment intent, person-organization fit, tension in work relationship, conflict and responsibility & recognition was shown in Table 1. The r value explains the significant relationship between the studied variables except for TWR and RESP&RECOG with its value (r = -.040). Further, it reveals that there was a statistically negative correlation between the variables PDI and POF(r = -.338), TWR and POF(r = -.138), PDI and RESP&RECOG (r = -.239). The relationships between all the other constructs were statistically positively correlated with its coefficient value. The result from correlation coefficient proves the data were free from multicollinearitysinceit is less than .90 (Hair, Anderson, Tatham& Black, 1998). In order to identify the predictors of ICU nurses professional detachment intent and the relationship between dependent and independent variable, the researcher conductedastepwise multiple regression analysis. To measure the extent to which the combination of independent variables chosen in the study predict the dependent one, utilizes multiple correlations (R), the squared multiple regression (R2), along with the adjusted squared multiple regression(R2adj).

Table2 presents to what extent the regression model fits the dimensions of ICU nurses professional detachment. The Fratio in all models shows that the study predictors significantly predict the measured variables. Thus, it can be concluded that the studied model fit the data well.

| | Model 1 | Model 2 | Model 3 |
|---------------|-------------------------------------|---|--|
| Measures | a.Predictors: (Constant), POF | b. Predictors: (Constant), POF, CONFLICT | c.Predictors:(Constant),POF, CONFLICT,RESP& RECOG |
| R | .338ª | .366 ^b | .401° |
| R2 | .114 | .134 | .161 |
| F | 59.359 | 35.583 | 29.197 |
| P Value | .000 ^b | .000 ^c | .000 ^d |
| Durbin-Watson | | | 1.712 |

d. Dependant Variable PDI p*<0.05

The findings indicated that the constructs in the research model explained a total of 16% of the variance in professional detachment of ICU nurses. However, considering the stepwise regression model as a whole person-organization fit alone explained 11% of the variance in nurse's turnoverintention.



Retrieval Number: E0497014520/2020©BEIESP DOI:10.35940/ijmh.E0497.014520 Journal Website: www.ijmh.org

Published By:

& Sciences Publication



| Model | ¥7 1.1. | nstandardiz oefficients | zed | Standardized Coefficients | t | Sig. | |
|-----------|-----------------------------|----------------------------|----------------|------------------------------|---|--------|------|
| | | В | Std. | Beta | | | |
| | | | Error | | | | |
| | (Constant) | 4.353 | .159 | | | 27.416 | .000 |
| 1 | POF | 349 | .045 | 338* | | -7.704 | .000 |
| | (Constant) | 3.855 | .219 | | | 17.583 | .000 |
| 2 | POF | 367 | .045 | 356* | | -8.125 | .000 |
| | CONFLICT | .191 | .059 | .142** | | 3.251 | .001 |
| | (Constant) | 4.655 | .302 | | | 15.406 | .000 |
| | POF | 314 | .047 | 304* | | -6.717 | .000 |
| 3 | CONFLICT | .225 | .059 | .167* | | 3.829 | .000 |
| | RESP &RECOC | 271 | .072 | 173* | | -3.789 | .000 |
| Dependen | nt Variable: PDI * p < 0.05 | . ** p < 0.00 |)1 | | | | |
| Only sign | ificant coefficients dimens | ions are pres | sented in this | table. | | | |

Table 3: Co-efficient table

The results of Stepwise Multiple Linear Regression showed that nurse person- organization fit, conflict, responsibility and recognition for nurses predict the professional detachment intent of nurses with its standardized β coefficients (β =-0.338; p<0.01), (β =0.142; p<0.05) and (\beta=-.173; p<0.01) respectively. The personorganization fit dimension includes seven items makes the strongest unique contribution in explaining professional detachment intent, followed by the conflict, responsibility&recognition,respectively.

The model analysis included the four independent variables such as tension in work relationship, person-organization fit, conflict and responsibility & recognition. The linear combination of the three independent variables was significantly related to the dependentvariable(professionaldetachmentintent),Rsquared =.16,F=29.197,P=.000. The variable TWR was excluded from the analysis because it is not significant. It explains 40% variance of the professional detachment intent can relate the linear combination of predictors, personorganization fit, conflict, responsibility & recognition.

Findings from the regression equation for the standardized variables are given as: Predicted professional detachment intent score = 4.655 + -.314 (POF) + .225 (CONFLICT) + -.271(RESP&RECOG).

To examine the relationship between professional detachment intent and the socio- demographic variables, ANOVA was run. The result of the analysis reveals that the demographic characteristics such as the age of the respondents, nurses marital status, parental status, employment pattern, number of dependent in their family, educational qualification were not associated significantly with professional detachment intent. The age of the employees' significantly correlated with emotional intelligence and intent to quit(Joiceswarnalatha R, V. Murali Krishna., 2019). The outcome of eta squared test for these variables represents minimum to medium size effect of variation in the scores of professional detachment intent.The socio- demographic characteristics such as total nursing experience were significant with professional detachment intent. The results are as shown in the below Table 4.

| Table 4: Displays the output of inde | pendent t-test and Analysis of variance (ANOVA) |
|--------------------------------------|---|
|--------------------------------------|---|

| Variable | Mean | SD | F-value | P-value |
|--------------------|--------|---------|----------------|---------|
| Respondents age | | | | |
| <25 | 3.1710 | .87882 | 2.028 | .133 |
| 26-30 | 3.2174 | .79028 | | |
| >30 | 2.8117 | 1.12173 | | |
| Marital status | | | | |
| Single | 3.1691 | .87276 | .038 | .845 |
| Married | 3.1481 | .87640 | | |
| Employment Pattern | | | | |
| Continuous | 3.1725 | .86634 | .195 | .659 |



Published By:

& Sciences Publication

| Using Multiple Regressions to Predict (ICU) Intensive Care Unit Nursesprofessional Detachment Intent, in |
|--|
| Bangalore Multi-Specialty Hospitals, Karnataka. |

| Interrupted | 3.1198 | .91718 | | |
|---------------------------|--------|--------|-------|------|
| Educational Qualification | | | | |
| Certificate Course | 2.9000 | .77386 | 1.881 | .113 |
| Diploma Course | 3.3779 | .80362 | | |
| General Nursing Midwifery | 3.0202 | .87678 | | |
| B.Sc Degree | 3.1668 | .88690 | | |
| Total Nursing Experience | | | | |
| <2 | 3.1377 | .87944 | 2.514 | .041 |
| 3-4 | 3.2573 | .87849 | | |
| 5-6 | 3.2408 | .65901 | | |
| 7-8 | 3.2755 | .95497 | | |
| >9 | 2.6286 | .87623 | | |

VI.DISCUSSIONS

Health is wealth. Nursing is an art with heart. Caring is nursing. ICU nurses can be mentally and physically demanding with long hours, extensive patient handling and high-pressure conditions. ICU nurses had a greater intention to detach from their job (Guetal., 2006). The estimated shortage of specialized nurses in ICUs threatens the level of service inICUs.

The present study was an effort to examine the predictor of professional detachment intent among the ICU nurses employing at the multi-specialty hospital. It also assesses the relationship between the constructs conflict, responsibility& recognition, tension in work relationship and personorganization fit with professional detachment intent using data collected from nursing employees working in hospitals. The findings of the present study indicate that the participant nurses have generally high score for intent to professionally detach from their job if they don't feel fit well with the organization.

The model is tested through stepwise multiple linear

regression which measures three hypotheses. The results of the stepwise multiple linear regression analysis signify that to measure ICU nurses professional detachment intent among the multispecialty hospitals the constructed model is convincing. The model fits the data well and demonstrates the results using three major determinants personorganization fit responsibility & recognition and conflict.

It was found that three of the constructs person-organization fit, conflict, responsibility & recognition significantly influences nurses intention to professionally detached. The constructs person-organization fit and respect& recognition scorehas significant negative influence on nurses intention to quit whereas person-organization fit predicts largely the professional detachment intent of nurses. In line with the findings of (Zionia E.A, Sathyapriya.J, 2019), there is a linear relationship exist between talent retention and employee engagement with r = 0.862. The construct conflict positively influences turnover intention of the nurse, which explains lower the conflict lower the number of quits. Among those, the construct tension in work relationship has no influence on the professional detachment intent of nurses. This study proves that the person-organization fit had a greater negative significant influence with the scores of professional detachment intent, indicates that nurses who have a higher score for person-organization fit, their intention for professionally detached will be less.

The result of this study is in line with the findings of (Mossholder et al., 2005) reveals that age, experience, job satisfaction, commitment, tension in workplace and conflict were the predictors of turnover intention. It was identified that younger nurses had a higher level of turnover intention by (El-Jardali et al., Simon et al., 2011a,2010b). In addition to the findings of (Mcknight et al., 2009) workplace characteristics such as professional responsibility, respect&recognition of an organization greatly influence turnover intention. Hence these finding underscores that job conflict, workplace tension, responsibility in the job, job demand were the vital predictor of nurse's intent to stay.

A study by (Sabanciogullari and Dogan, 2015) concluded that nurse's intention to leave the job was greater with low professional identity. There was a statistically negative correlation between professional identity and intent to quit among the nursing workforcein different sectors. Job conflict had a significant correlation with the scores of retention of job and profession. Job demand had a significant effect on the intention to stay (Shin et al.,2013)

In general professional detachment intent has the possibility of negative effects on nurse's life, careers, patients, healthcare organizations and the society. The findings of (Cortese, 2012) mentioned that intention to leave the nursing profession is influenced, besides organizational policies, by professional status, and by pay. Consistent with the findings of (Larrabeeetal.,2003) and (Flinkman M et al., 2008) reported positive relationships between nurses turnover intention and autonomy, responsibility and career development opportunities. In a long-term mental health turnover among nurses is a direct determinant of intention to quit (Alexander et al., 1998). A study by (Sonnentag et al., 2013) supports that as predicted; psychological detachment from work has a negative relation between relationship conflicts and well-being.

Published By: Blue Eyes Intelligence Engineering & Sciences Publication © Copyright: All rights reserved.



Retrieval Number: E0497014520/2020©BEIESP DOI:10.35940/ijmh.E0497.014520 Journal Website: <u>www.ijmh.org</u>



The P-O fit was inversely related to turnover intention (standardized β –0.186) as identified by Zhang et al., 2017). Associated with the findings of (Valizadehet al., 2015) theperson-organization fit is a predictor of turnover and retention factor of employees in the organization to avoid leaving the profession. P-O fit has a negative effect on participant turnover intention in line with the findings of (Penget al., 2014).

Therefore, it results that person-organization fit is one of the important factor influencing the professional detachment intent of nurses. In the era of increasing turnover rates of nursing employees, it is highly important to analyze and understand the reason for RNs leaving healthcare organizations or the profession altogether. As of now, one of the prime concerns in the healthcare sector is the turnover intention of nurses. Regard to this, researchers observed most important factors that induce nurses' decision to quit theirprofession.

The findings demonstrated that person-organization fit among nurses at ICU statistically predicts their intent to professionally detach from the organization. Hence, when their P- O fit is good they feel happy and comfortable with their present employment.

Though other factors such as role conflict, interpersonal family conflict, patient care responsibility & professional recognition also predict nurses intent to quit but its comparatively lower than the P-O fit, henceforth as of any job has to be concerned an individually should fit with the organization for better result. Considering hospital environment to obtain a sustained quality care for the patient, healthcare organizations should make their employees feel fit closely with their employing organization starting from R-R recruitment to retaining. Personorganization fit and responsibility & recognition constructs are significantly associated and show a negative correlation with professional detachment intent. The results of the research illustrated that person- organization fit predicts the greater of ICU nurses intent to professionally detach from the organization. ICU nurses have the desire to stay when they fit more closely with the organization, henceforth higher the person-organization fit lowers the professional detachment intent and finer the quality care.

VII. STUDY LIMITATIONS AND FUTUREIMPLICATIONS

This research has identified certain limitations to be considered. The complexity of this problem requires further research to explore additional antecedents and predictors of professional detachment(Peng et al., 2014). The study merely investigated few predictors and may not explore certain unknown facts predicting nurse's intent to professionally detach from their job and hence, we are unable to draw conclusion related to other factors of ICU nurse's professional detachmentintent.

The result of the survey is subject to various factors which may cause variations in the results. Hence there might be response bias from the subjects because of their difference in perception.

Since we sampled medical institution there are certain boundaries with the study subjects too and this study was examined during a particular time period. Hence the research cannot be extended forlong-term.

The turnover intention has been viewed as a notable

matter for discussion and itdepends on various factors. Happier the people are with their job, more comfortable the patient is in the hospital. Nurses are essential to the healthcare delivery system especially to meet the healthrelated millennium development goals (Trevor and Nyberg, 2008). Promoting nursing retention help to enhance quality of patient care and services(Blot etal., Brock et al., Cobum et al., Courtenay et al., 2014a, 2013b, 2011c, 2013d) organizational efficiency and increased performance and productivity (North et al., North et al., 2013a, 2012b).Considering more about this, future research needs to identify deeper the other core factors inducing and predicting nurses intent to quit their jobs.

VIII.CONCLUSION

In general Intensive Care Unit nurses fulfill an essential role and contribute for a better clinical outcome (Dyo M et al., 2016). The role of ICU nurses are vital because they closely interact with patients, their family and cooperate with physicians and colleagues (Lee et al., 2013). It suffices to say that, to enhance the healthcare services and in developing the industry as a whole nurses are the base as mentioned by (Alhamwanetal., 2015). In finer grain, nurses care for patients wholeheartedly and have a longer stay with their concern when they are happy with their job (Al-Homayan, 2013). Precisely, as by the results of the research indicates that having a good person- organization fit paves way for their inner happiness and by the way, rest may occur. As stated by (Epps, 2012) the reason for higher turnover is poor remuneration, lack of autonomy, lack of respect in the workplace, death, over work, lack of organization fit and burnout. The results of the investigations showed that person-organization fit is a predictor of professional detachment intent among ICU nurses in the hospital. Providing a better working environment may increase their inner happiness and their care will be effective. There is clear evidence from the study that person-organization fit has a higher score in predicting the intention to quit of nurses, and other factors such as conflict, responsibility & recognition have comparatively lower scoresin predicting theturnover intention of nurses. ICU nurses attached more provided if the hospitals provide a better P-O fit rather than considering other related factors in the workplace environment. In particular, hospitals should try to integrate nurse's personal and organizational expectations. The rate of nursing shortage impacts overtime work and irregular unpredictable schedules. In particular the professional detachment of ICU nurses has greater consequences because of their specialized training and additional challenges than other units (Tao et al, 2015).

Notably, nurses whose person-organization fit are low tend to distance themselves from the organization. Though there are numerous predictors of turnover intention of employees, this study reveals and supported that, in hospitals, the person-organization fit exist among nursing workforce is one of the positive determinants of their intent to quit.

Underlining the high nurse's turnover rates, hospital and nursing administrators should prepare for its negative effect on patient outcomes as given by (Parketal.,2014).



Using Multiple Regressions to Predict (ICU) Intensive Care Unit Nursesprofessional Detachment Intent, in Bangalore Multi-Specialty Hospitals, Karnataka.

The unique technical working conditions and handling seriously ill patients makes ICU nurses highly specialized. Modification of working environment and group cohesion helps to retain nurses in an organization (Asegid, 2014).(Kudoetal., 2006)mentioned that to reduce turnover rate among nurses the medical organizations should provide a better working environment and stability of life. If a negative environment does not distract an employee they seem to be more focused and happy which gains better performance as stated by (Chrysoulaetal., 2011). To provide an effective quality care in the workplace organization should put their effort to promote nurses retention across all generation. To deliver an effective service and good patient care, there is need for stable, highly trained and fully engaged nursing staff (Al-Homayan, 2013).Employee, who run consistently long-term with the organization ensure high quality of nursing care which paves a way for its growth and sustainability. The heart of any healthcare system is nursing and keeping them remain stable is a challenge for nursing administrators.(De Grande et al., 2018) Consequently, sustainable nursing care provides the higher quality of care. ICU nurses who have a sustainable stay with the organization will function more effectively at the highest scope of their clinical practice.

P-O fit predicts the turnover intention of nurses. Nurses whose P-O Fit is higher, they will have a longer stay. Thus promoting safe practice and a higher quality of care can be obtained in the healthcare industry.

REFERENCES

- Alexander J.A., Lichtenstein R., Oh H.J., Ullman E, 1998. A Causal Model of Voluntary Turnover among Nursing Personnel in Long-Term Psychiatric Settings. Research in Nursing and Health415-427
- 2 Causal Model of Voluntary Turnover among Nursing Personnel in Long-Term Psychiatric Settings. Research in Nursing and Health415-427.
- Alhamwan M, NorazuwaBtMat. 2015. Antecedents of Turnover Intention Behavior among Nurses: A Theoretical Review. Journal of Management and Sustainability5(1):84-89.
- Al-Homayan, A.M., Shamsudin, F.M., Subramaniam, C, Islam, R, 2013. Impacts of Job Demands on Nurses' Performance Working in Public Hospitals. American Journal of Applied Sciences10,1050-1060.
- 5. Allen DG, Shore LM, Griffith RW. 2003. The role of perceived organizational support and supportive Human Resource Practices in the Turnover process. Journal of Management 29(1),99-118.
- 6 Arthi.J, 2019. Employees Engagement through Personal Fitness and Health, International Journal of Management and Humanities (IJMH) ISSN: 2394-0913, Volume-3 Issue-9, May 2019
- AsegidA, Belachew T, and Yimam E. 2014. Factors Influencing Job Satisfaction and Anticipated Turnover among Nurses in Sideman Zone Public Health Facilities, South Ethiopia. Nursing Research and Practice.1-27.
- Beaglehole, R., Irwin, A., Prentice, T., 2003. World Health Organisation (WHO), The world health report — shaping the future. WHO LibraryCataloguing-in- PublicationData.
- Blot, K., Bergs, J., Vogelaers, D., Blot, S., Vandijck, D., 2014. Prevention of central lineassociatedbloodstream infections through quality improvement interventions: a systematic review and metaanalysis. Clin. Infect. Dis. 59, 96–105.
- Boles SJ, Wood JA, Johnson. J., 2013. Interrelationships of Role Conflict, Role Ambiguity, and Work-Family Conflict with Different Facets of Job Satisfaction and the Moderating Effects of Gender, Journal of Personal Selling & Sales Management23(2),99-113.
- Brock, D., Abu-Rish, E., Chiu, C.R., Hammer, D., Wilson, S., Vorvick, L., et al., 2013.Interprofessional education in team communication: working together to improve patient safety. BMJ Qual. Saf. 22,414–423.
- Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, 2011, <u>http://www.bls.gov/ooh/healthcare/registered-nurses.htm.</u>
- 13. China, Hong, Tao., Carol, H, Ellenbecker, Yuefeng, Wang., Ying,

Retrieval Number: E0497014520/2020©BEIESP DOI:10.35940/ijmh.E0497.014520 Journal Website: <u>www.ijmh.org</u> Li., 2015. Examining perception of job satisfaction and intention to leave among ICU nurses in International Journal of nursing sciences2,140-148.

- Cho, S.H., Park, M., Jeon, S.H., Chang, H.E., Hong, H.J., 2014. Average Hospital Length of Stay, Nurses Work Demands, and Their Health and Job Outcomes. Journal of Nursing Scholarship46,199-206.
- Chrysoula, L, Eleni, A, Elisavet, D, Charalampos, A, 2011. Burnout in doctors and nurses working in neonatal and pediatric intensive care units in a General Hospital. Aristotle University Medical Journal 38(3),37-43.
- Coburn, A., Gage-Croll, Z., 2011. Improving hospital patient safety through teamwork: the use of teamSTEPPSincritical access hopsitals. In: Team F.M.(Ed.), Flex monitoringteam.
- Constanze, Leineweber., Holendro, Singh, Chungkham., Rikard, Lindqvist., Hugo, Westerlund., Sara, Runesdotter., Lisa, Smeds, Alenius., Carol, Tishelman., 2016. Nurses' practice environment and satisfaction with schedule flexibility is related to intention to leave due to dissatisfaction: A multi-country, multilevel study for the RN4CAST consortium International Journal of Nursing Studies 58,47–58.
- Cortese, C.G., 2012. Predictors of critical care nurse's intention to leave the unit, the hospital, and the nursing profession. Open Journal of Nursing2,311-326.
- Courtenay, M., Nancarrow, S., Dawson, D., 2013. Interprofessional teamwork in the trauma setting: a scoping review. Hum. Resour. Health. 11,57.
- DeGrande, H., et al. 2018. The experiences of new graduate nurses hired and retained in adult intensive care units. Intensive & Critical Care Nursing <u>https://doi.org/10.1016/j.iccn.2018.08.005</u>
- Dyo M, et al. 2016. Moral distress and intention to leave: A comparison of adult and paediatric nurses by hospital setting. Intensive Critical Care Nursing <u>http://dx.doi.org/10.1016/j.iccn.2016.04.003</u>
- El-Jardali, F., Dimassi, H., Jamal, D., Jaafar, M., Hemadeh, N., 2011. Predictors and outcomes of patient safety culture in hospitals. BMS health services research 24,11-45.
- Engeda, E.H., Birhanu A.M., Alene K.A., Intent to stay in the nursing profession and associated factors among nurses working in Amhara Regional State Referral Hospitals, Ethiopia.
- 24. Epps, K., 2012. Burnout in critical care nurses: a literature review. Dynamics 23(4),25-31.Fetterman D.Ethnography.
- Flinkman M, Bouret UI, Salanterä S. 2013. Young Registered Nurses' Intention to Leave the Profession and Professional Turnover in Early Career: A Qualitative Case Study', ISRN Nursing 2013; Article ID 916061, 12pages.
- Flinkman M, Laine M, Leino-Kilpi H, HasselohornH.M, Salanterä, S. 2008. Explaining young registered Finnish nurses' intention to leave the profession: A questionnaire survey. International Journal of NursingStudy45,727-739.
- Flinkman M, Leino-Kilpi H, Salanter S. 2010. Nurses intention to leave the profession: an integrative review', Journal of Advanced Nursing. 66(7), 1422-1434.
- Gabriel, C.W., Gim et al., 2015. ProcediaCompetitive psychological climate and turnover intention with the mediating role of affective commitment. Social and Behavioral Sciences172,658-665.
- 29. Gu, PH., Sun, HY., Han, J.H., Zhou, X.F., 2006. ICU nurses and general ward nurses job satisfaction survey and analysis. Chin NursManag.6(2).
- 30. Hair, J., Anderson, R., Tatham, R., Black, W., 1998. Multivariate data analysis. 5th Edition, Prentice Hall, NewJersey.
- Hart S, Moore M. 1989. The relationship among organisational climate variables and nurse stability in critical care units. Journal of Professional Nursing. 5(3): 124-131.
- Hart, S., Moore, M., 1989. The relationship among organizational climate variables and nurse stability in critical care units. Journal of Professional Nursing 5(3),124-131.
- Hinshaw AS, Atwood JR. 1984. Nursing staff turnover, stress, and satisfaction: Models, measures, and management. Annual Review of Nursing

Research.1:133153.http://www.elsevier.com/journals/internationaljo urnal -of-nursing-sciences/2352-0132

 Hu, L.T., Bentler, P.M., 1999. Cutoff criteria for fit indexes in covariance structure analysis: Conventional criteria versus new alternatives. Structural Equation Modeling 6:1-55.





- Joiceswarnalatha R, V. Murali Krishna., 2019. Emotional Intelligence and Its Impact on the Organizational Performance-using SEM, International Journal of Recent Technology and Engineering, Vol-8(2S6).
- Karasek RA. 1979. Job demands, Job decision latitude and mental strain: Implications for Job redesign. Administrative Science Quarterly24,285-306.
- KashBA, Naufal GS, Cortés L, Johnson CE. 2010. Exploring factors associated with turnover among registered nurse (RN) supervisors in nursing homes. Journal Applied Gerontology29(1),107-27.
- Kristof, AL., 1996. Person-organization fit: An integrative review of its conceptualizations, measurement, and implications. Personnel Psychology 49, 1-50.
- Kudo, Y, Satoh, T, Hosoi, K, Miki, T, Watanabe, M, Kido, S, Aizawa, Y, 2006. Association between Intention to Stay on the Job and Job Satisfaction among Japanese Nurses in Small and Mediumsized Private Hospitals. Journal Occupation Health48,504–513.
- Larrabee., J.H., Janney M.A., Ostrow., C.L., Withrow., M.L, Hobbs, G.R., Buran, C. 2003. Predicting registered nurse job satisfaction and intent to leave. Journal of Nursing Administration33,271-283.
- 41. Lawler E, Porter L. 1967. The Effects of Performance on Job Satisfaction. Industrial Relations 7,20-28.
- 42. Lee C S, Park J Y., 2019. The Effects of Job Stress and Hope on the Happiness of Office Workers: The Moderated Mediation Model of Growth Mindset, International Journal of Recent Technology and Engineering, Vol-8(2S6).
- 43. Lee, Y., Lee, M., Bernstein K, 2013 Effect of workplace bullying and job stress on turnover intention in hospital nurses. J Korean AcadPsychiatrMentHealthNurs.22(2),77-87.
- 44. Lin H. 2014. Revisiting the relationship between nurse staffing and quality of care in nursing homes: an instrumental variables approach. Journal Health Economics.37,13-24.
- Matar M, Aldhaheri, &Nussari M., 2019. The Role of Internal and External Motivation on Employee Performance, International Journal of RecentTechnology and Engineering, Vol 8(2S10).
- 46. Mcknight, D.H., Phillips, B, Hardgrave, B.C., 2009. Which reduces IT turnover intention the most: Workplace characteristics or Job characteristics. Information and Management167-174.
- Melissa Dyo., Peggy Kalowes., Jessica Devries., 2016. Moral distress and intention to leave: A comparison of adult and paediatricnursesby hospital setting. Intensive and Critical Care Nursing:1-7.
- Mobley, WH., Griffeth, RW., Hand, HH., Meglino, BM., 1979. Review and conceptual analysis of the employee turnover process. Psychological Bulletin 86,493-522.
- Mohamed NA, Mohamed SA. 2013. Impact of Job Demand and Control on Nurses Intention to leave Obstetrics and Gynecology Department. Life Science Journal 10(2),223-229.
- Mohamed, N.A., Mohamed, S.A., 2013. Impact of Job Demand and Control on Nurses Intention to leave Obstetrics and Gynecological Department.Life Science Journal 10(2),223-229.
- Mossholder, K.W., Settoon, R.P., Henagan, S.C., 2005. A relational perspective on turnover: Examining structural, attitudinal, and behavioral predictors. Academy of Management Journal48(4),607-618.
- North, N., Hayes, L.J., O'Brien-Pallas, L, Duffield C.M., Shamian, J., Buchan, J, et al, 2012. Nurse turnover: a literature reviewean update. Int J Nurs Stud. 49:887-905.
- North, N., Leung, W., Ashton, T., Rasmussen, E., Hughes, F., Finlayson,M, 2013. Nurse turnover in New Zealand: costs and relationships with staffing practices and patient outcomes. J NursManag 2013;21(3):419e28.
- 54. Nunnally JC. *Psychometric theory* (2nded.). New York: McGraw-Hill1978.
- Omar K, Majid AHA, Johari H, Anuar MM. 2014. Turnover Opportunity and Intention to Leave: The Role of Moral Obligation as a Mediator. Journal of Human Resources Management and Labor Studies 2(3-4),1-16.
- Omar K, Majid AHA, Johari H. 2013. Job Satisfaction and Turnover Intention among Nurses, the Mediating role of Moral Obligation. Journal of Global Management.5(1):44-55.
- Park, S.H., Blegen, M.A., Spetz, J, Chapman, S.A., De Groot H, 2012.Patient turnover and the relationship between nurse staffing and patient outcomes.Research NursingHealth35(3),277-88.
- Peng J.C., Lee Y.L., Tseng M.M., 2014. Person-organization fit and turnover intention: exploring the mediating effect of work engagement and the moderating effect of demand-ability fit. J Nurs Res. 22(1),1-11.
- Pragalbh Sharma, Aparna Raj., 2019. Exploring the Effect of Job Satisfaction on Organizational Commitment of the University

Retrieval Number: E0497014520/2020©BEIESP DOI:10.35940/ijmh.E0497.014520 Journal Website: <u>www.ijmh.org</u> Teachers. International Journal of Management and Humanities (IJMH) ISSN: 2394-0913, Volume-4, Issue-4, December 2019

- 60. Price JL. 2001. Reflections on the determinants of voluntary turnover. International Journal of Manpower 22(7),600-624.
- 61. Rao M, Rao KD, Kumar AK, Chatterjee M, Sundararaman T. 2011. Human resources for health in India the Lance.6736(10),80-91.
- 62. Revans, R W., 1964. Standards for morale: cause and effects in hospitals. Oxford University Press,London
- Sabanciogullari, S., Dogan, S., 2015. Relationship between job satisfaction, professional identity and intention to leave the profession among nurses in Turkey. Journal of Nursing Management 23(8),1076-85.
- Shin, E., Gang, M., Jung, S.M., 2013. Factors Influencing Turnover Intention of Entry-Level Nurses According to Communication Style of Preceptor. Journal of Convergence Information Technology 8(13),500-506.
- Simon, L.S., Judge, T.A., 2010. Halvorsen-Ganepola MDK. In good company? A multi-study, multi-level investigation of the effects of coworker relationships on employee well-being. Journal of Vocational Behavior 76(3),534-546.
- Size M, Borgstein E.S, Haisma H.J. 2005. One-year audit of admissions to the intensive care unit of the Queen Elizabeth Central Hospital, Blantyre, Malawi. British Medical Journal 17(1),12-14.
- Sonnentag S., Unger D., Inga J., Nägel, 2013. Workplace conflict and employee well-being: The moderating role of detachment from work during the off-job time. International Journal of Conflict Management 24(2),166-183.
- 68. Stryker, R., 1981. How to reduce employee turnover in nursing homes and other health care organisations. CThomas,Illinois
- Thamilvanan G, Thavasumani S., 2019. Job Satisfaction and Occupational Stress on Medical Representatives in Trichy and Tanjore Districts of Tamil Nadu, International Journal of Recent Technology and Engineering, Vol-8(2S6).
- Tourangeau, A., Cummings, G., Cranle, L., Ferron, EM., Harvey, S., 2010. Determinants of hospital nurse intention to remain employed: broadening our understanding. Journal of Advanced Nursing 66(1):22-32
- Trevor C.O., Nyberg A.J., 2008. Keeping your headcount when all about you are losing theirs: Downsizing, voluntary turnover rates, and the moderating role of HR practices. Academy of Management Journal51(2),259-276.
- Valizadeh L, Zamanzadeh V, Habibzadeh H, Alilu L, ShakibiA. 2015. Coping Strategies to Hinder Intention to Leave in Iranian Nurses: A Qualitative Content Analysis. IJCBNM3(4):318-327.
- 73. Vanessa Gibson. 1994. Does nurse turnover mean nurse wastage in Intensive Care Units, Intensive and critical care Nursing.10,32-40.
- 74. World Health Organization 2008. The world health report 2008, Now more than ever.http://www.who.int/whr/2008/whr08_en.pdf
- Zhang M., Yan F., Wang W., et al., 2017. Is the effect of personorganization fit on turnover intention mediated by job satisfaction? A survey of community health workers in China. BMJ Open;7:e013872.
- Zhang, A.H., Tao, H, Ellenbecker, C.H., Liu, X.H., 2013. Job satisfaction in mainland China: comparing critical care nurses and general ward nurses. JAdvNurs.69(8):1725-36.
- 77. Zionia E.A, Sathyapriya.J., 2019. Employee Engagement as a Rhizome for Talent Retention, International Journal of Recent Technology and Engineering ,Vol-8(2S6).

AUTHORS PROFILE



Dr.R.K.Prema, currently working as Associate Professor, in the Department of Management Studies, The Oxford College of Engineering, Bangalore. She holds Doctorate in the field of Management specialized in Human Resource. She has been invited as Resource person for SPSS, AMOS and research related workshops.

She has a credit of seven paper publication in peer-reviewed journal. Has wide interest in the field of statistics. Conducted and participated in various research workshops. University Rank holder and UGC-NET awardee.An active member in national Human Resource Development network.Active member of Entrepreneur development cell. Working on various research projects in the department.



Using Multiple Regressions to Predict (ICU) Intensive Care Unit Nursesprofessional Detachment Intent, in Bangalore Multi-Specialty Hospitals, Karnataka.



Dr.M.Kathiravancurrently working as, Associate Professor, in the Department of Management Studies, The Oxford College of Engineering, Bangalore. He holds his Doctorate in the field of management specialized in Human resource and Marketing. He has indepth knowledge in Smart PLS, and conducted various

workshops for the people in the management area. Head for the Research Centre of The Oxford College ofEngineering Bangalore. Attended variousnational and International conferences. He possess a credit of 10 Paper publication in peer reviewed journals. As a research guide in VTU-University. An active member in Students harassment cell, NSS and Coordinating NAAC and NBA activities in the department. He has keen interest in research related activities and active member of NHRD network, Hosur.



Dr.C.Karthikeyan, Director, The Department of Management Studies, T.John, College of Engineering, Bangalore. Head Centre for research, T.John College of Engineering. He holds Doctorate in the field of Management. He has wide interest in the field of OB,

leadership, Management, Machine language, Education Psychology. He is the convener for various research related workshop in and around Bangalore. He has the credit of more than sixty research publication in national, international and peer-reviewed journals. He used to give motivational speeches in various management institutions. He is the head for research center under Bangalore University. He is an active member for EDC Cell and Head for Anti-Ragging Committee.More fantasy on research workshop and working on sponsorship projects.



V. Sunitha, currently working as Assistant Professor in the Department of Management Studies, Easwari College of Engineering, Chennai. She has more than 4 years of experience in the field of management studies. She has completed MBA in Marketing & Human Resources Management and pursuing PhD in Green

Human Resource Management. She has a credit of 4 paper publication in peer-reviewed journals. Her area of interest Marketing, Human resource, Behavioural studies. She used to organize various student development programs for the uplifment of student pursuing MBA. She is the head for Entrepreneurship development cell, and involved in organizing various programs in the field. She has received the best teacher award from the institution by producing Cen percent results in the subjects.



Retrieval Number: E0497014520/2020©BEIESP DOI:10.35940/ijmh.E0497.014520 Journal Website: <u>www.ijmh.org</u>