The Effect of Supervisors' Self-esteem on the Nurses' Happiness (Case Study: Hazrate Aliasghar and Noor Hospitals Employees)

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Abstract

The main purpose of this study is to examine the relationship between self-organization of the managers and employees' happiness. The statistical population of this study includes all of the supervisors and nurses of Hazrate Aliasghar and Noor hospitals in the city of Isfahan. This population consists of 17 supervisors and 220 nurses. All of the supervisors were surveyed and then 60 nurses were selected as sample members randomly. In order to collect the research data, the questionnaires of self-organization and the questionnaire of happiness have been employed. Face and descriptive validities have been used for examining validity of the questionnaire through AVE index. Also combinative reliability has been used for examining reliability of the questionnaire. The Cronbachs' Alpha Coefficient was 0.90 for organizational self-esteem and 0.87 for happiness questionnaire. In order to answer the research questions and test the hypotheses, structural equation modeling and Pearson Correlation Coefficient has been used in Smart-PLS and PLS18. The results of this study revealed that there is a significant positive relationship between supervisors' organizational self-esteem and the nurses' happiness.

Keywords: Self-esteem, Happiness, Supervisor, Hazrate Aliasghar and Noor hospitals

Introduction

The self-esteem is an essential need that anyone attempts to achieve it. However, some individuals cannot achieve their ideal self-concept and so have anxiety in their life. Investment for promoting self-esteem is the best investment in the life. Poor self-esteem leads that we hide the facts in our life. This is why that many of us show defensive image and prevent from actualizing our abilities. Having a good and positive self-esteem refers to seeing desirable characteristics in the life. Therefore, it is rational that the employees with higher levels of self-esteem may be effective in the leadership positions. The study of different aspects of happiness is changing as a research area in many academic fields such as psychology and consulting. On the other hand, everyone spends many times for him/herself. The optimum levels of work created desirable levels of encouragement are valuable for everybody. It is an opportunity for satisfying the pry needs and reinforcing skills through a channel of social supportiveness and identity sense.

Self-esteem

Self-esteem is necessary for survive and mental well-being. Self-esteem is one of the main affective necessities in the life and many of human needs cannot be satisfied without it. Self-concept is one of the main factors that differentiates human from other creatures such as animals. Indeed, self-esteem refers to the ability of creating an identity for self and allocating a value for it. Everyone is able to determine his/her identity and decide about its desirability or undesirability. Indeed, self-esteem is the evaluative-aspect of self-esteem (person's perception from him/her) and refers that how we evaluate ourselves. Some people may does not like some colors, sounds, shapes, and especial senses. If a person does not like some aspects of his/herself, his/her mental structure will be destroyed seriously. In such conditions, the person avoid from everything that makes the un-acceptance worse. Such a person cannot progress in his/her career. The reason is that cannot achieve its progress (Mckay et al., 2008: 1).

Clark et al. pointed out that self-esteem or self-evaluation influences all parts of the humankind's life such as thought, sense, and knowledge. It also influences tendencies, values, and goals. It is the key part of behaviors and it is necessary to know self-esteem and person's judgment criteria for understanding his/her mentalities (Mardani and Sharifi Esfahani, 2010: 127).

James defines self-esteem as the valuable perceptions of every person about self. Having good feeling toward self is one of the main mental needs and every person attempt to satisfies it through using any defensive mechanism (Mardani and Sharifi Esfahani, 2010: 127).

The criteria of self-esteem measurement

The degree of self-esteem and sense of being valuable can be measured through following criteria (Ebrahiminejhad and Salimian, 2007: 35):
1. The extent of person's proud on individual experiences in the personal life
2. The extent of person's proud on success in front of life interests
3. The extent of person's proud on inferiority complex in front of especial problems
4. The extent of self-reliance in responsibility and deciding
5. The extent of trust on the personal values
6. The extent of success in expressing viewpoints in collective conditions
7. The extent of satisfaction from life successfulness
8. The extent of popularity among others

9. The frequency of individuals that communicating them is a source of self-esteem sense
10. The frequency of crisis that their acceptance creates a proud sense in person
11. The frequency of people that accept the person
12. The frequency of people that express the person's viewpoints and thoughts
13. The extent of self-reliance in the collective conditions
14. The extent of avoidance from others' abuse.

The characteristics of people with self-esteem

The people with self-esteem have the following characteristics. These include (Messina, 2009: 17)

- He/she considers his/herself as a valuable person that can be loved and also love others.
- He/she is deserved to be reinforced, encouraged, supported, and respected.
- He/she is creative and can solve the problems through a powerful thought.
- He/she likes leadership and has many skills in his/her relations.
- He/she is neither autonomous from others nor depend on them completely. He/she has ability to determine his/her boundaries from others and control his/her relations with others through the appropriate interaction.
- He/she accept the responsibilities of sequences. He/she does not introduce others as the responsible of his/her actions.
- He/she is goal-oriented and attempts to achieve his/her goals in a reasonable manner.
- He/she has a desirable self-concept. On the other hand, his/her awareness from self is in consistency with the image that others hold from him/her.

The difficulties of poor self-esteem

The results of different studies in psychology revealed that if the need to self-esteem cannot be satisfied, the comprehensive needs such as need to creation and creative, progress, and actualizing the potential capabilities cannot be satisfied. According to Maslow, dissatisfaction of self-esteem need results in many negative results such as lack of confidence and trust in adaption with life problems.

The humanism psychologists believe that increase in self-esteem and creating a positive change in individuals' attitude is an internal process. It is very difficult and sometimes is not possible to change the external factors. Therefore, everybody's self-esteem health depends on him/herself. This is why that many psychologists suggest that correcting image and creating rational believes about self are the most effective solution in promoting self-esteem (Mardani and Sharifi Esfahani, 2009: 131).

The importance of self-concept or self-image is so much that Kais indicates that it is mind that creates the external world (Shihan, 1999: 55). Also Twin believes that relaxation spends on the self-esteem (Sotode, 2003: 255). There are several methods for promoting self-esteem.

Theory of self-organization

Reviewing the literature of self-esteem revealed that self-esteem is influenced through several factors (Brockner, 1988), (Corement, 1970). Some of these have been indicated in the following section.

1. The implicit cues that are exposure for people in environmental structure be sent.
2. The messages that are sent in the social environment through others.

3. The people's sense of capability and abilities that are achieved from individual and direct experiences.

This is why that Pierce et al. pointed out that the job and individual experiences are determinants of self-organization.

With regard to the structure of job environment, Coreman (1971) indicated that the employees tend to reinforce how levels of self-esteem in the social systems that are designed statically. The mechanic systems apply higher levels of control through job division, centralization, hierarchical structure, and standardization. Such a social systems structuring reinforces this believe in people that have distrust toward their abilities. Based on the theory of Coreman, Pierce et al. (1989) supposed that any system with behavioral control or external control system paves the ground for incompetency among employees and also destroy their self-esteem. One of the main outcomes of the systems with higher levels of control and formality is that it will be possible to cultivate employees that have not any organizational competency. On the other hand, complex job designs, new innovations in terms of organic and social structure with higher levels of involvement results in more self-esteem. The reason is that these systems are less structured and tend to see manpower as the most valuable organizational resources. This is why that such a system can provide more opportunities for expressing and showing self in the organizational roles (Zaree, 2011: 32).

When an individual experiences a higher levels of self-expression and individual control probably show positive events for themselves and so their organizational role will be influenced. Therefore, it can be said when the environmental structure is decreased and individual control is increased, individuals are able to see themselves autonomous in doing activities and reinforce the sense of self-worth in themselves (Zaree, 2011: 32).

The main second source of self-esteem is the messages that every person receive from important people. Every person creates an especial believes about his/herself based on the degree in which others think that he/she is an able, thoughtful, and capable one. In such as condition, self-organization is a social structure that is formed based on the messages that are received from teachers, coaches, and others (Zaree, 2011: 32).

Finally, another part of the self-esteem can be obtained from individual and direct experiences. The individuals, who have capability and efficiency sense in their personal experiences, are able to shape self-image. The success experiences in the organization reinforce the self-esteem among employees. On the other hand, unsuccessful experiences in the organization have negative effects. These results can be found in the study that was done by Bandara (1997). According to Bandara (1997), the effects of previous performance (either success or failure) on the self-concept depends on the person's interpretation of his/her performance and its attribution. The people who have successful experiences and attribute these experiences to themselves, their self-efficiency will be increased significantly. This influences their self-organization in the future. Similarly, the persons who experience failure and attribute it for themselves will experience less self-esteem (Zaree, 2011: 33).

Happiness
Many psychologists consider happiness as one of main six emotions. These emotions include anger, fear, disgust, and surprise. The scientific studies imply precise measurement. Also it is should be remembered that it is difficult to measure emotions. With regard to the previous section that happiness is one of the main six emotions, it can be said that it is difficult to measure happiness.

The first step in doing any scientific study is presenting a sound definition from subject and determining its research boundary. In order to this, two main approaches of happiness are presented. Happiness has been defined and attended from hedonism and cognitive perspectives. These approaches are presented and described in the following section.

From hedonism perspective, expected enjoyment is the result of five senses. This is why that hedonism approach includes the positive effects of sense of hearing, sense of touch, eyesight, sense of taste, and sense of smell. In other words, the person has sense of happiness from hedonism approach. This means that happiness is similar to enjoyment.

The theorists of cognitive perspective consider the happiness as an emotion that is the result of rational progress in achieving the goal. Based on this approach, happiness is not limited to emotional inputs and their perceptions. In other words, goal achievement results in more happiness (Ashrafi, 2011: 14).

Also satisfaction or happiness can be defined as a positive and satisfactory sense of life that includes self and others in different areas such as family, job, and others.

The model that has been developed and presented by Sheldon and Lyubomirsky (2004) is one of the newest models in terms of happiness. They believe that there are three key components in describing happiness. These include:

- Set point
- Circumstance
- International activities

Set point refers to the genetic preparation that is considered as a fixed factor. In other words, this factor includes happiness level in the set point. Circumstance includes demographic variables such as age, marital status, autonomous status, income, facilities, equipment, family structure, and religion. These factors have less stability in comparison to the previous factors. The deliberate actions refer to targeted processes and includes cognitive aspects (such as having positive and perfectionism attitudes), behavioral (such as liking others or sport), and deliberate wants (such as determining and following considerable personal goals. (Jokar and Rahimi, 2007: 377).

The characteristics of happy people

The characteristics of happy peoples have been presented and described in the following section (Karamin Nori, 2002: 5).

1. The happy people have more self-esteem and self-respect and like themselves. Such people pay attention to the ethics and rational behavior.
2. Happy people have more individual control on their emotions. They think about their abilities so much that can decrease their stress.
3. Happy people are optimistic. Also they have more health, success, and happy than pessimistic ones.
4. They are extrovert people and are able in communicating others and cooperating with them. They have more happiness than others in their personal life and collective conditions. They enjoy from others' success.
5. Happy people have more security, decide easily, and also have more satisfaction sense toward who live with them (Molavi, 2010: 126)

The effective factors on the employees' happiness

Koyumma et al. (2004) do a study in terms of growth of affects and found that having relationship with friends, creating a friendly climate, successful experiences, and appropriate job environment and physical climate are effective factors in developing emotions especially

happiness. On the other hand, sport exercise, sense of success, health relationship in the job environment, valuating employees, involving them in the organizational affairs can be effective in the effectiveness of positive affect.

Nowadays, it is confirmed that there are several factors influencing employees' happiness in the organizations. Some of these include appropriate salary and awards system and prevention from inappropriate comparison. The results of different studies revealed that extroverted people have more happiness than others and vice versa. Additionally, this extent of consistency is effective in happiness and its expansion. On the other hand, self-control increases emotions and leads to happiness. Also decreasing mental pressure and eliminating negative emotions are another effective factors on happiness that should be attended. The results of different studies revealed that the employees, who have educational periods of stress control and negative emotions elimination, have more happiness in the job environment. Another studies found that some American companies can increase their employees' happiness through eliminating or decreasing anxiety, depression, and other negative emotions.

The social support and family healthy can be effective in increasing happiness and thereby improving productivity considerably. As a result, the employees who have better family supportiveness are able to control their negative affect and thereby have more happiness than their colleagues and also can control themselves in the negative conditions.

Satisfaction is another effective factor in happiness improvement. Satisfaction can be created in different conditions. For example, job satisfaction can be increased through increasing salaries, skills, autonomous, and job diversity. The social aspect of job satisfaction is more important than its other aspects. For example, the negative relations and role conflict decreases job environment satisfaction. On the other hand, there is a significant relationship between age and satisfaction. Also job status and organizational communications can be effective in increasing job satisfaction. As a result, more job satisfaction and happiness can increase organizational productivity in the job environments (Bakhtiar Nasrabadi, 2009: 6).

The benefits of happiness for employees
- **Happiness in how**: one of the most important benefits of happiness is that the happy people have more happiness in their individual life and home. Happiness in the individual life can be an advantage for job. This means that the happy employees can be more effective and more productive in the job environment. On the other hand, they have fewer tendencies to stop their job.
- **Emotional intelligence**: it is one of the main methods for decreasing emotions. As the employees can be educated for being happy in the job environment, such as happiness can be effective in increasing emotions control and senses. This also improves self-control.
- **More concentration**: happiness can increase ability of job concentration and problem-solving. Happy people waste their time less than others have more involvement with their job and its affairs.
- **Job love**: job happiness provides the employees with a happy job environment that enable them to do their job with more love.
- **Evaluation of position**: the reason that many employees love their job is that the organization's management provides them with an opportunity for using happiness in the individual and job life. Happiness allows the employees to evaluate their position

in the job environment and create a good attitude toward their responsibilities and functions.

- **Appreciation feeling**: appreciation is one of the main constructive dimensions of happiness. When an employee is appreciated, he/she will have a better attitude toward self and job. As a result, he/she considers his/herself as a part of organization (Azamnia, 2012: 46).

The role of managers in increasing employees' happiness

Sligman (2002) develop and present a model based on a positive psychological plan. He believes that the people can increase their happiness through discussion, interaction, and individual and collective exercises. This plan includes the following sections:

- Activating capabilities and competencies
- Enjoying the life: this can increase happiness through thinking and doing interested simple activities
- Increasing positive previous, present, and future affect
- Job and increasing individual satisfaction
- A plan for increasing happiness in the present
- A plan for increasing satisfaction feeling from past
- Encouraging optimism and hope on future
- Learning the skills of appreciating self and others
- Attention to goals and significance of life

Based on the review of literature, the conceptual model of this study has been presented in the following sections. As indicated in this model, the present study was aimed to study the relationship between self-esteem and nurses' happiness.

Self-esteem	→	**Happiness**

Hypothesis: there is a significant positive relationship between supervisors' self-esteem and nurses' happiness.

Research methodology

The present study is a practical research and is a descriptive-survey one from research methodological. The purpose of this study is to examine the effects of supervisors' self-esteem on the nurses' happiness in the Hazrate Aliasghar and Noor Hospitals in the city of Isfahan. This population consists of 17 supervisors and 220 nurses. All of the supervisors were surveyed and also 60 nurses were selected as sample members randomly. In order to collect the research data, the questionnaires of organizational self-esteem and the questionnaire of happiness have been employed. Face and descriptive validities have been used for examining validity of the questionnaire through AVE index. In order to this, the questions that their factor loading was less than 0.5 were eliminated from final analysis. Also combinative reliability has been used for examining reliability of the questionnaire. The Cronbachs' Alpha Coefficient was 0.90 for organizational self-esteem and 0.87 for happiness questionnaire. The results of reliability and validity of the questionnaire have been presented in table 1.

Table 1: The results of reliability and validity of the questionnaire

Research variables	AVE	CR	Cronbachs' Alpha coefficient
Self-esteem	0.75	0.91	0.90
Happiness	0.84	0.89	0.87

Data analysis

The results of Pearson correlation coefficient: in order to examine the relationship between supervisors' self-esteem and nurses' happiness, Pearson correlation coefficient has been used. The results of this test revealed that there is a significant positive relationship between supervisors' self-esteem and nurses' happiness. This means that increase in the supervisors' self-esteem results if more happiness in the nurses.

Table 2: the results of Pearson correlation coefficient

Self-esteem	Variables
Self-esteem	1
Happiness	0.78
Sig	0.000

In order to test the research model, structural equation modeling (SEM) method has been used in the Smart-PLS. This model has been shown in figure 2. If the path coefficient is more than 0.6, it can be said that there is a significant positive relationship between two variables. If this value is between 0.3 and 0.6, it will be concluded that the relationship is significant and moderate. Finally, if the value is less than 0.3, it can be said that the relationship is poor.
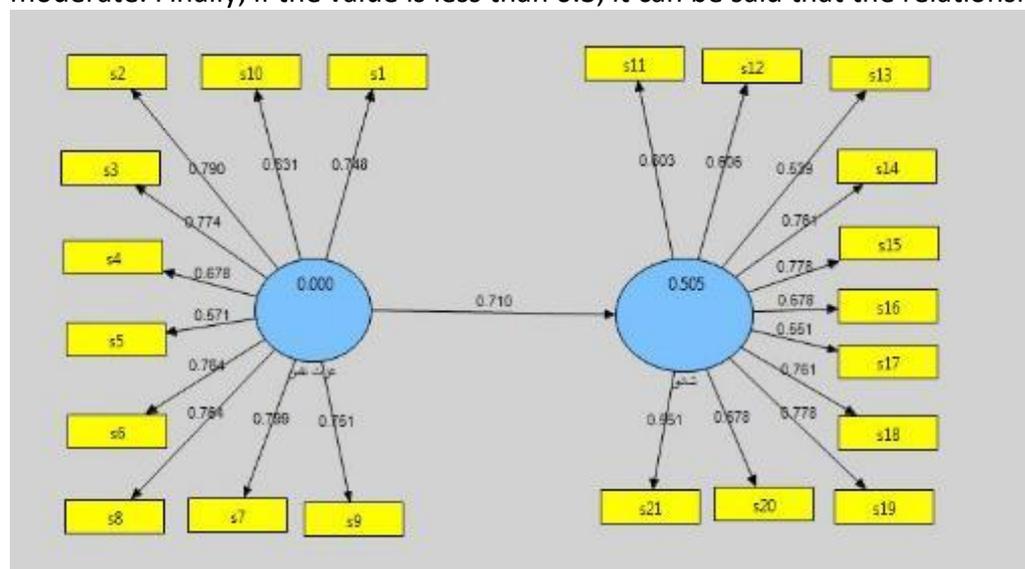

Fig 2: path coefficient of research model

As the figure 3 show, t-value of the hypothesis is indicated in this figure. If the t-value is more than 1.96, it can be said that the effect of independent variable on the dependent variable is significant.
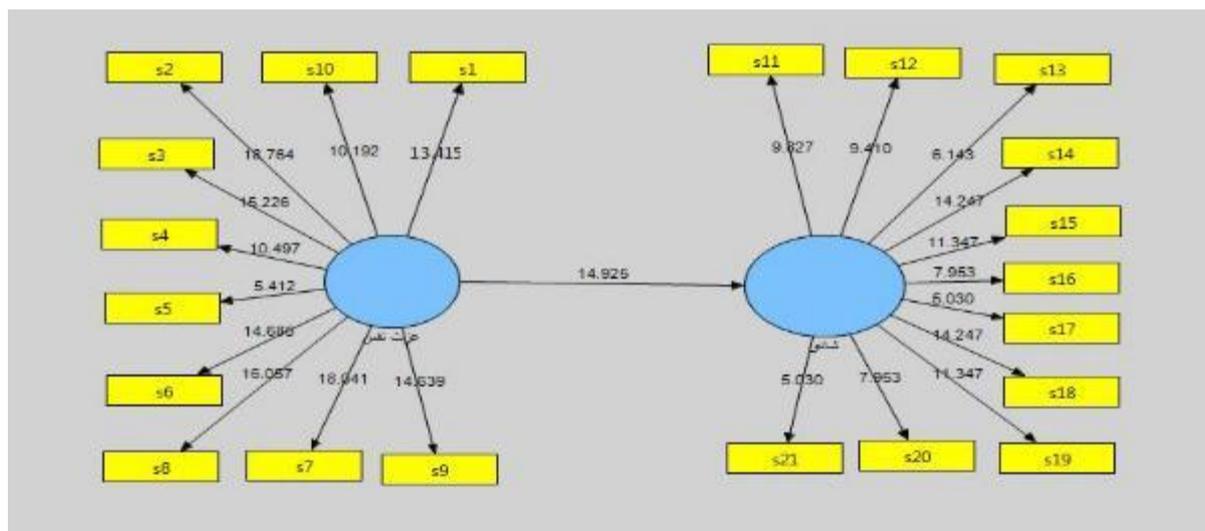
Fig 3: the results of t-test

As the results of figure 3 revealed, path coefficient of the hypothesis is 0.710 and its t-value is 14.925. This means that the effect of supervisors' self-esteem is effective on the nurses' happiness. The R^2 is 0.505. This means that about 0.505 of variations of nurses' happiness can be explained through supervisors' self-esteem. The results of this hypothesis have been presented in table 5.

Table 5: the results of research hypothesis

Research hypothesis	Path coefficient	t-value	Hypothesis status	R^2
Supervisors' self-esteem influences nurses' happiness.	0.710	14.925	Supported	0.505

Conclusion

Higher levels of self-organization results in many positive results such as need to achievement, internal job motivations and challenges, and higher levels of education. The knowledge of self-concept such as self-esteem helps the people to see positive characteristics. Pierce et al. believe that employees with higher levels of self-organization may be effective leaders. They also believe that there is significant difference between self-organization and advanced environmental role and employees' responsive communications. As they indicated, there are several determinant factors of self-organization such as management acceptance (leadership styles), organizational structure, and job complexities (Sadeghian, 2008: 20). The sense of happiness results in progress and revolution. Happiness is a commercial and job capital. In other words, happiness is the main reason of job. Happiness and its sense is a positive process among people. Such a process helps the organization in achieving its goals. This is why that the managers have to attend this issue (Azamnia, 2012: 60). The results of our study revealed that there is a significant positive relationship between supervisors' self-esteem and nurses' happiness.

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