EXTENDING A MODEL OF SHIFTWORK TOLERANCE

Anne Pisarski¹*, Christine Brook¹, Philip Bohle², Cynthia Gallois³, Bernadette Watson³ and Sarah Winch⁴

¹ School of Business, The University of Queensland
² School of Organisation & Management, The University of New South Wales
³ School of Psychology, The University of Queensland
⁴ The Princess Alexandra Hospital, Nurse Research Centre, Brisbane, Queensland Australia

Abstract
The present study contributes to theory and practice through the development of a model of shiftwork tolerance with the potential to indicate areas for intervention to reduce nurses’ turnover intention and increase job satisfaction in hospital-based settings. Survey data from 1257 nurses was used to conduct structural equation modeling examining the direct and indirect effects of supervisor and colleague support, team identity, team climate, and control over working environment on time-based work life conflict, psychological wellbeing, physical symptoms, job satisfaction and turnover intention. The analysis of the proposed model revealed a good fit. The chi-square difference test was non-significant ($c^2(26)=338.56$), the fit indices were high CFI=.923, NFI=.918 & NNFI=.868), the distribution of residuals was symmetric and approached zero, the average standardized residual was low (AASR=.04) and standardized RMR was .072. In terms of the predictor variable, the final model explained 48% of the variance in turnover intention. The data revealed considerable evidence of both direct effects on adjustment and complex indirect links between levels of adjustment and work-related social support, team identity, team climate and control. Nurses with high supervisor and co-worker support experienced more positive team climates, identified more strongly with their team, increased their perceptions of control over their work environment, which in turn lowered their appraisals of their time-based work life conflict, which consequently increased their psychological wellbeing and job satisfaction and reduced their physical health symptoms and turnover intention. The type of shift schedule worked by the nurses influenced levels of turnover intention, control over work environment, time-based work life conflict and physical symptoms.

Dr. Anne Pisarski is a Senior Lecturer in communication at the UQ Business School and the Director of Communication Partners at the University of Queensland and formerly Program Director of the Business Communication program. She is a member of the Society of Business Communicators and the Australian Institute of Management, and the World Health Organisations committee on “Working Time Society”. She is an academic, registered psychologist and has also worked as an organisational consultant for over 20 years. Anne has won grants, published articles in international refereed journals and a book chapter addressing shiftwork tolerance. She is a regular presenter at international conferences and congresses. Anne also sat on the Magnet Council (MAGNET is an International Accrediting Body) for the PA Hospital as an adviser on recruitment and retention issues in nursing.