



Humility And Psychological Well-Being of Hospital Employees

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Highlights

- There is an influence of humility on the psychological well-being of hospital employees in Semarang. There is still a lack of self-acceptance among hospital employees, but hospital employees have high environmental mastery.
- Increased self-acceptance of hospital employees is needed so that employees can actualize themselves and provide better service to customers

Abstract

Psychological well-being (PWB) is an individual ability to accept themselves, have openness, have the motivation to achieve goals and be able to build good relationships with others. This study aims to determine the effect of humility on psychological well-being in organizational settings. This study used purposive sampling on hospital employees in Semarang. For measuring variables used Ryff's Psychological Well-Being Scales ($\alpha=.815$; 16 items) and McElroy's Humility Scales ($\alpha=.839$; 44 items). The study participants amounted to 165 people (111 women; 54 men; $STDage = 3.045$). Participants have educational backgrounds in High School (N=9), Undergraduate (N=151), and Graduate (N=5). Humility influences psychological well-being in hospital employees. The higher the level of humility, the higher the psychological well-being of hospital employees. The dominance of humility and psychological well-being levels in hospital employees is in the medium to high category

Keywords: Humility; Organization; Psychological Well-Being

INTRODUCTION

Humans want to understand themselves, have life goals, and socialize positively with others, including employees in a company or organization. Employees who can fulfill life goals, understand themselves, and socialize positively with colleagues are a form of psychological well-being. Psychological well-being (PWB) is a psychological condition of individuals who can understand themselves and others well, have life goals, and have a positive relationship with their environment (Ryff & Keyes, 1995). PWB is very important for employees because PWB has a positive impact, such as increasing happiness at work, improving employee performance, and improving employees' quality of life, such as health, finances, and attitudes (Guest, 2017; Loon et al., 2019).

Psychological well-being has six dimensions: self-acceptance, personal growth, purpose in life, positive relations with others, environmental mastery, and autonomy (Ryff & Keyes, 1995). Psychological well-being factors include salary, incentives, bonuses, healthcare services, job satisfaction, and religiosity (Wardani & Noviyani, 2021). Delener (1990) described the definition of religiosity as the degree to which beliefs in specific religious values and ideals are held and practiced by an individual (Hwang & Kim, 2020). The manifestation of religiosity is the attitude of forgiveness and humility (Sumatri, 2016).

Humility is an individual's sensitivity to his relationships with others, reflecting the desire to be aware of his strengths and weaknesses in interpersonal relationships and when considering something more significant than oneself or beyond personal interests (Nielsen & Marrone, 2018). Humility has dimensions in the form of a) self-awareness, the ability to understand the shortcomings and strengths of the self; b) openness, which is awareness of individual limitations and shortcomings; and c) transcendence, which is the acceptance that there is something extraordinary outside oneself (Morris et al., 2005).

The impact of humility in organizations is divided into two levels: at the level of self and organization. The impact of humility on individuals such as the emergence of prosocial behavior (generosity, social bonds, helpfulness), improving individual well-being, eliciting positive emotions (happiness), individuals more able to open their minds, and bring out creativity (Brunzel & Ebsen, 2022; Nielsen & Marrone, 2018). The impact of humility in addition to benefiting individuals has a positive impact on organizations, such as improving team performance, increasing bonds between teams, and increasing performance and innovation for the company (Brunzel & Ebsen, 2022; Nielsen & Marrone, 2018).

Psychological well-being is the outcome of humility in individuals in organizations (Brunzel & Ebsen, 2022; Nielsen & Marrone, 2018). However, well-being sometimes cannot be achieved due to negative assumptions and a lack of appreciation for individuals, especially hospital employees (Huynh & Dicke-Bohmann, 2020). Hospital employees such as nurses, front offices, administrators, or security are considered to lack humility and make patients or visitors less satisfied with hospital services. It is essential to know humility in hospital employees, and a study states that humility in health practitioners can increase trust in patients or customers (Huynh & Dicke-Bohmann, 2020). This will undoubtedly improve the hospital's performance in handling patients and foster good branding in the community. In addition, humility in hospital employees increases psychological well-being and work engagement (Tesi et al., 2019). Thus, this study aims to examine the effect of humility on psychological well-being in organizational settings, especially in hospitals. The hypothesis in this study (H_1) is that humility influences hospital employees' psychological well-being.

METHOD

Study design

This study used a quantitative approach. Quantitative studies aim of them to test or verify a theory through hypotheses that have been made (Creswell & Creswell, 2018). This research used a dependent variable, namely psychological well-being and an independent variable, namely humility.

Participant

Participants in this study were hospital employees, including nurses, front officers, and administrators who worked actively or contracted in hospitals in Semarang, Indonesia. Researchers used G*Power 3.1.9.4 to determine the sample of research. Based on the application, this research needs 115 samples (α err prob = 0.05; power ($1-\beta$ err prob) = 0.95; correlation bivariate normal model). In this study, researchers used 165 samples for data analysis.

Instruments

Psychological well-being was measured using Ryff's Psychological Well-Being Scales (16 items) ($\alpha = .815$) (Sarah, 2018) and was adapted to Indonesian samples. Participants used a rating scale from SS (strongly agree) to STS (strongly disagree). Psychological well-being scales are based on Ryff's theory (1989), which consists of 6 dimensions: autonomy, self-acceptance, personal growth, positive relations, purpose in life, and environmental mastery. The autonomy dimension consists of one item, the self-acceptance dimension consists of 2 items, the personal growth dimension consists of 2 items, the positive relations dimension consists of 3 items, the purpose in life dimension consists of 3 items, and the environmental mastery dimension consists of 4 items.

Humility was measured using Humility Scale by McElroy (2017) and was adapted to the Indonesian sample (44 items) ($\alpha = .839$) (Nyhof et al., 2021). Participants used a rating scale from SS (strongly agree) to STS (strongly disagree). Humility scales are based on eight subdomains by Davis and Hook (2014). Eight subdomains included openness, other-oriented, admitting mistakes, interpersonal modesty, accurate view of self, global humility, spiritual humility, and regulated need for status. The openness subdomain has 4 items, other-oriented has 8 items, admitting mistakes has 8 items, interpersonal modesty has 5 items, accurate view of self has 7 items, global humility has 4 items, spiritual humility has 3 items, and regulate need for status has 5 items.

Procedure

Data assessment was collected through Google form (online). Data is collected through scale deployments that created online through the Google Forms platform. Data is collected for one week from the time the scale is deployed. The scale is disseminated through social media such as WhatsApp, Instagram, Facebook, and Twitter.

Data Analysis

The data analysis method uses simple regression techniques with the help of the SPSS for Windows application.

RESULT

Table 1.
Descriptive statistics

Variables	N = 165
Educational Background:	
High school (SMA/Sederajat)	9
Undergraduate (S-1)	151
Graduate program (S-2)	5
Gender	
Man	54
Woman	111
Age (years)	22 – 42
Psychological Well-Being	
Mean	55.79
Std. Deviation	4.02
Humility	
Mean	137.62
Std. Deviation	11.06

Based on the data collection results, as many as 165 participants comprised 153 undergraduate levels, 9 high school levels, and 5 graduate program levels. Most participants were of the female sex (N = 113) while the man was 54. Participants ranged in age from 22 years to 42 years. The PWB variable has a mean = 55.79 and std. deviation = 4.02, while variable humility has mean = 137.62 and std. deviation = 11.06.

Table 2.
Participants' category in humility and PWB

Category	Humility		Psychological Well-Being	
	Participants		Participants	
	Frequency	Percentage	Frequency	Percentage
High	19	11.51%	12	7.27%
Medium	126	76.36%	133	80.60%
Low	20	12,12%	20	12.12%
TOTAL	165	100%	165	100%

Based on the data, the number of participants in both variables is dominated at the medium level and followed by participants in the low category, whose number is 20 variables each. In the humility variable, 19 participants were in the high category, while in the PWB variable, 12 participants were in the high category.

Assumption Test

The normality test can be bound to have a normal distribution if it has a significance value ($p > 0.05$). Based on the normality test results using the Kolmogorov-Smirnov Test method, the data has a normal distribution with a coefficient = .700 and a significance level = .711 ($p > 0.05$). Previously, a transformation was carried out on the data so that the data had a normal distribution as a condition for continuing the simple regression test. The linearity assumption test proves that there is a linear relationship between the two variables with a deviation from linearity score = 1.409 ($p > 0.05$) and significance level = .089 ($p > 0.05$).

Analysis

Table 3.
Simple regression test

Model	R	R ²	Sig. F Change
1	.727	.529	.000

a. Predictors: (Constant), Humility

Based on the results of the regression test, it was found that $R = .727$ with a significance level = .000 ($p < 0.001$), which means that humility predictors significantly influence the criterium of psychological well-being.

DISCUSSION

Based on the simple regression analysis results, $R = .727$ with a significance level of .000 ($p < 0.05$). The results state that the research hypothesis is accepted. There is an influence of humility on the psychological well-being of hospital employees. This study is also supported by research results that state that there is a relationship between humility and psychological well-being (Sumatri, 2016). Humility can also enhance well-being (Brunzel & Ebsen, 2022; Nielsen & Marrone, 2018). A study states a connection between gratitude, forgiveness, humility, and psychological well-being (Froh et al., 2008; Sapmaz et al., 2015; Wood et al., 2010). The subdomain of humility is openness, defined as self-awareness of limitations and deficiencies owned by oneself and others, such as appreciating individual deficiencies and strengths and wanting to help others (Morris et al., 2005). Based on a study, the openness subdomain correlates with psychological well-being (Sapmaz et al., 2016). The connection between the two constructs can be understood as the renewal of ideas and information and the appreciation of the mistakes or shortcomings of others. Individuals' humility will positively affect psychological well-being, and increasing humility will increase the chances of psychological well-being in individuals. Hospital employees who have humility will not only impact increasing patient trust in hospital employees but also indirectly able to improve hospital performance (Huynh & Dicke-Bohmann, 2020). In addition to affecting organizations or hospitals, humility also positively impacts work-related individuals. Humility in hospital employees will have a positive impact through increased work engagement, creativity, prosocial behavior, and the opportunity to improve psychological well-being (Brunzel & Ebsen, 2022; Nielsen & Marrone, 2018).

Humility contributed 52.9% to psychological well-being, and 47.1% of the influence of psychological well-being was on other predictors outside humility. Other predictors that can affect psychological well-being in hospital employees include job stress, job satisfaction, emotional intelligence, work-family conflict, religiosity, age, and gender (Ceri & Cicek, 2021; Guerra-Bustamante et al., 2019; Li & Hasson, 2020; Obrenovic et al., 2020). Psychological well-being owned by hospital employees certainly has a good impact on themselves and the hospital. Some benefits or impacts of psychological well-being on hospital employees include increasing happiness at work and job satisfaction (Wardani & Noviyani, 2021). Based on the results of the study, it can be seen that the perception that hospital employees have less is untrue because, based on descriptive data (Table 2), it can be seen that hospital employees are more dominant in having humility at medium to high levels than those in the low category. Medium level means hospital employees have behaviors or attitudes such as open-mindedness, focus on others rather than

themselves in interpersonal relationships, do not deny when making mistakes, accepting self-deficiency, and being willing to get feedback for self-development. In addition, humility at the medium level means that individuals are not envious or be jealous of the strengths of others, know their strengths and weaknesses, understand the concept of divinity (something greater than themselves), and can regulate the need for having and demonstrating social status (McElroy, 2017; Morris et al., 2005; Nyhof et al., 2021).

Psychological well-being in hospital employees is also dominant at the medium level, such as humility. Hospital employees who have psychological well-being at the medium level will be able to accept their situation, have positive relationships with colleagues and customers, have life goals in work such as helping others or filial piety, and continue to develop their potential (Ryff, 1989; Trudel-Fitzgerald et al., 2019). Based on the results of data analysis, it was found that of the six domains in PWB on the measuring instrument, the self-acceptance domain had the lowest score and environmental mastery had the highest score. These results indicate that hospital employees who are participants still lack self-acceptance. Individuals who lack self-acceptance will have difficulty self-actualizing and functioning maturely and optimally as humans (Ryff, 1989). In contrast, individuals with a high environmental mastery score can change or control their social environment according to individual needs. In the context of hospitals, it means that hospital employees can take advantage of opportunities in the work environment to support their mental health. (Ryff, 1989). High environmental mastery is also associated with increased organization engagement and callings meaning of work so that employees can manage positive emotions and find meaning and purpose in work (Soeharso & Utami, 2020; Taneva, 2016).

CONCLUSION

Based on the problems and research findings, it can be concluded that humility influences psychological well-being in hospital employees. The higher the level of humility, the higher the psychological well-being of hospital employees. The dominance of humility and psychological well-being levels in hospital employees is in the medium to high category. Thus, the perception of a lack of humility in hospital employees is an untruth. The limitation of this study is that it is a study with a cross-sectional approach, so it cannot explain the causality relationship between variables. In addition, the study was only conducted on participants in Semarang, so there was a lack of generalization of research results. The recommendation for future research is to use a longitudinal study approach and conduct studies in other regions in Indonesia.

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CONFLICT OF INTEREST

The authors declare no conflict of interest.

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