Emotional Dissonance, Job Stress and Psychological Well-being in Nurses

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Abstract

The purpose of this research was to find out the association amid emotional dissonance, job stress, and psychological well-being in nurses. Data was gathered from Gujranwala's government hospitals. The idea behind this study is that psychological well-being is wrongly linked to emotional dissonance and job stress. Current research suggests that psychological well-being negatively correlates with emotional dissonance and job stress. There is no significant relationship between emotional dissonance and job stress. The sample consisted of 110 female nurses from government hospitals. A co-relational research design along with convenient sampling was used to collect data from students by using tools, i.e., the Four Measures of Demographic Information Form, the Frankfurt Emotional Dissonance Scale for emotional dissonance, the Subjective Job Stress Scale for job stress, and the Ryff Psychological Well Being Scale for psychological well-being. The findings indicate that psychological well-being negatively correlates with emotional dissonance and job stress. The results show that emotional dissonance does not have a solid link to job stress among female nurses.

Keywords: Emotional Dissonance, Job Stress, Nurses, Psychological Well Being

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Introduction

In nursing, hospitals usually train their staff so that the patient is always right, gets the proper care with a smile, does not misbehave in any situation, and is always in a comfortable place (Amin & Nasharuddin, 2013). Nurses are compelled to fulfill the hospital's rules, regulations, and policies, so they cannot express their emotions (Karimi et al., 2014). In hospitals, nursing staff commonly face rude behavior, aggression, and patient arguments; 60%–80% of nurses reported that they face both psychical and verbal violence (Lau et al., 2004).

Nurses are considered an essential population in hospitals because they provide the first health service, guide the patient in the absence of doctors, and comfort the patient in miserable conditions (Kwak et al. 2006). In nursing, nurses and patients must keep a safe distance from each other (Williams, 2000). However, for the sake of building rapport with the patient, it is compulsory to talk with the patient openly, and in this stage, nurses face an emotional dissonance state (McQueen, 2004). In a hospital setting, nursing staff hides their true feelings and does not talk about them because it is part of their job and what is expected of them in that setting.

Except when a patient is aggressive or misbehaving, nurses have good manners and treat patients with respect. Usually, nurses face a very dissonant state when one side keeps their distance from the patient, and on the other hand, they show care for the patient; nurses have a variety of emotions at a certain period. This study examines the impact on nurses' psychological well-being of emotional dissonance and stress.

Emotional dissonance

In psychological terms, emotional dissonance is a mental state that causes conflict between actual and expressed feelings. Everyone faces this situation in their lives, but usually, it occurs in the work environment. Emotional dissonance occurs when expressed emotion according to a role or job but clashes with inner feelings (Morris & Feldman, 1996).

(Bakker & Heuven, 2006) Nurses often experience emotional dissonance that can affect how well they do their jobs. *Emotional dissonance* is usually defined as a big difference between how someone feels and how they show it (Zapf, 2002).

For example, nurses and police deal with death, illness, and violence, which can make them sad or angry. At the same time, their jobs require them to hold back or hide the emotions that usually come up when they face these situations. So, they think that the emotional demands of healthcare and compliance, which require emotional control, make a big difference between how people say they feel and how they actually feel. Emotional dissonance, in effect, may lead to dissatisfaction and fatigue.

Job stress

In psychological terms, stress is a feeling of pressure. Stress is also known as psychological pain. Stress can be beneficial and even healthy in moderation. However, going over a specific limit hurts your mental and emotional health and your job performance, academic achievements, and abilities. Stress occurs when someone faces a challenging situation. Everyone perceives their ability to cope with behavioral and cognitive stressors differently (Youssef-Morgan & Ahrens, 20017).

Workplace stress happens when, for example, time is not managed well, there is too much work, or the workplace is unpleasant (Occupational Stress Factsheet, 2006). Nurses have mostly faced intense health problems and a decreased number of patients (Blanc et al., 2001). The Department of Psychiatry handles many psychological problems that are likely violent and offensive. This can result in increased exhaustion and depression in these nurses.

Psychological well being

"Well-being" refers to satisfaction, health, or comfort. Positive interpersonal relationships are vital for mental health. It would be best to balance simple and challenging changes to be mentally healthy. Psychological well-being facilitates energy restoration and restful sleep. People face positive and happy feelings, which sometimes refer to subjective well-being (Diener, 2000).

Overburdened work, pressure to perform, and an emotional mandate reduce emotional well-being and social support, while a well-managed environment affects mental well-being (Taris & Schaufeli, 2014). *Diener and Seligman (2004) say that psychological well-being is a positive evaluation of their life in terms of positive emotions and satisfaction.* Psychological well-being and happiness indicate that a person prefers life and joy to negative emotions such as sadness, anxiety, and anger (Lyubomirsky, King, & Diener, 2005). Maintaining a stable identity is the basis of psychological well-being (Keyes, 2000).

Literature review

In this part of the article we discussed literature review about Emotional Dissonance, Job Stress and Psychological Well-being in Nurses.

Ashkanasy et al. (2016) examine employees' emotional dissonance and well-being. A random sampling method was used for data collection. The study tester consisted of 408 registered nurses and 452 flight attendants (mean age 34.5 years). A self-administered survey was used to find out the association between emotional dissonance and well-being. It was discovered that workers only felt at work concerning their burnout experience. It has been found that optimistic emotions are related to goodness.

Bakker & Heuven's (2006) research focused on emotional dissonance, burnout, and

the roles of nurses and the police. In the example, 108 nurses and 101 police officers tested the idea that emotionally challenging interfaces with beneficiaries could lead to emotional dissonance, leading to job burnout and poor performance.

Lim et al. (2010) study stress and coping in Australian nurses. Systematic research was conducted on the Australian nurse population. The sample for this study was 210 nurses. This study found that nurses' mental and emotional health is affected by work stress, which also hurts their family and social lives.

Naz et al. (2016) conducted an indigenous study to find out how burnout and quality of life are related to nurses in Pakistan's tertiary hospitals. One hundred and six nurses were sampled in this study. This was a cross-sectional study. A convenience sampling technique was used in this study. This study concluded that burnout is common because people's quality of life is affected by stress at work.

Blumberga and Voronova (2016, September) Research has been undertaken on work stress and the subjective/psychological well-being of the State Holding Company staff in times of change. This study aimed to explore the connection between weakness change and mental well-being, stress at work, and subjective stress. The sample for the research was 268 employees of exchange companies. The age of the sample ranged from 40 to 59 years old.

Martens et al. (2016) this study looked at how violence from patients in the workplace affects the caregivers and makes them expect to be replaced. Based on a suitable sampling method, 216 nurses from four different hospitals in Punjab were chosen. The conclusion of this study was in full support of this study.

Vermaak et al. (2017) Works on the shift work, emotional health, and mental well-being of nursing staff were performed. The study aimed to discover what happens to a person's mental health and emotions when their mental experiences change. The research design was non-experimental. The sample was drawn through convenience sampling. The samples were 206 nursing staff. The measuring variables were psychological well-being and emotional dissonance. The index of psychological well-being is a theoretical study of multiple regressions that measures these variables. The results showed a negative relationship between psychological well-being and the psychological experience of shift work and surface acting. The results indicated that psychological well was not affected by nursing staff just Shifting but also affected by the psychological background of shifting.

Rajashekhar et al. (2018) conducted an empirical study using a multi-nominal logistic regression approach and examined the cause and effect of stress coping for performance and psychological well-being among farm research workers. A survey method was used in this research. The sample of this study was 700 staff including males and females. Three hundred sixty females and three hundred forty males were included in this study. The finding of this study was that job stress coping had a positively related to psychological well-being and performance.

Grandjean et al. (2021) showed a research on stress management, and physician psychological resilience was reported. A qualitative approach was adopted. The sample of this study was sixty-eight physicians. A semi-structured interview was conducted. Five subjects emerged from the interviews with the results of this study. The first subject, ' The essence of resilience was the appreciative of resilience among participants. Many participants saw resilience in cases of adversity as "coping" instead of "thriving." The second topic was "The challenges of the career," when contributors defined stressors in the workplace, including long shifts, lack of resources, and high work burdens, that threatened their well-being. The third theme, "job-related happiness," covered elements of the working environment that promote resilience, such as medical effectiveness gratification. Resilience Strategies' (RP) summarized coping behavior that participants thought beneficial to their well-being, including spending time with family and friends, and the ultimate theme,' Resilience Approaches (attitudes).'

Baye et al. (2020) Research on work stress and job satisfaction among nurses have been conducted. Nurse educators were populated. A simple random sampling technique was applied across a sectional descriptive survey design and a sample size of 185. The results

showed that most nurse educators had been overwhelmed by inadequate schools.

Jahangiri et al. (2019) conducted a Survey on occupational stress with an emphasis on psychological well-being and its related factors for intensive care unit nurses in educational and medical centers. The main goal of this survey was to find out how psychological health and stress-related special wards are related and to evaluate factors about educational centers. This was a cross-sectional research design. The stratified sampling technique was used for sampling. One hundred eighty-seven nurses were selected from the special ward as a sample. The measuring instruments were psychological well-being and stress. These variables are measured by Ryff for psychological well-being and occupational stress surveys. For analysis, SPSS 21 version 21 was used. For analysis different types of analysis were used, such as descriptive statistics, the Spearman correlation coefficient, the Kruskal-Wallis correlation coefficient, and Mann-Whitney logistic regression. The results showed that the score of occupational stress revealed that 61% of nurses had occupational stress. Occupational stress had no correlation with general well-being. Moreover, the result also reveals that stress is a predictor of psychological well-being.

Rationale of the study

This study seeks to determine the association between emotional dissonance, stress, and psychological well-being in female nurses. Earlier researchers have discovered a relationship between psychological well-being and a variety of other variables, including occupational stress and job performance.

The literature review conducted limited research on emotional dissonance and psychological well-being. This work, therefore, shows the connection between emotional dissonance, job stress, and mental well-being in nurses. Previous research indicates that there needs to be more research on nurses (Humayon et al., 2018).

So, the aim of this research is to find out how emotional dissonance and work stress affect the mental health of nurses. This research is essential for designing psychological interventions to help nurses deal with job stress and emotional dissonance at work so they can improve their mental health. This research has social significance and will highlight the significance of prevention programs and seminars that can be conducted to raise awareness about how to deal with emotional dissonance and manage job stress in the workplace for nurses.

Aim of the present research

- Exploring the relationship among emotional dissonance, job stress, and psychological well-being in nurses

Hypothesis

- There is likely to be a positive relationship between emotional dissonance and job stress
- There is likely to be a negative relationship between job stress and psychological well being
- There is likely to be a negative relationship between emotional dissonance and psychological well being
- Emotional dissonance and job stress are likely to predict psychological well-being in nurses negatively

Methodology

The present study was use the cross sectional research design as the study aims to find out the link between the emotional dissonance, job stress and psychological well being in nurses.

Research design

The present study was use the cross sectional research design as the study aim to find out the link between the emotional dissonance, job related stress and psychological well being.

Sample

The sample for this research will be 110, with an age range of 25 to 35 years. The sample was selected through convenience sampling, which is not probability sampling. The sample consisted only of females. The sample consisted of the government sector of Gujranwala.

Inclusion criteria. The nurses who fulfill the following criteria will be included in this study

- The nurses will be included in this study age range will be 25 to 35 years
- Only females included in this study

- The nurses will be included minimum5 of years job experience in their field

Operational definitions

Emotional dissonance. Emotional dissonance is the secret to health outcomes (Zapf, 2002b). The key element of emotional work. Morris and Feldman (O'Brien, 2018) say that dissonance in emotions is the difference between necessary and sensitive feelings.

Job stress. Stress is defined as the mental state or strain that employees experience at work as a result of external factors such as personal problems, the psychological environment of the workplace, work overload, and so on.

Psychological well-being. Burri et al. (2009) define psychological well-being as a person's welfare, happiness, advantages, interest, utility, and quality of life.

Measure instruments

The following measurement tools use to investigate this study

Demographics sheet. It will include information about the participant's age, marital status, education, work status, work experience, parents' lives, and family system.

Emotional Dissonance Scale (FEDS). The Frankfurt Emotion Work Scales-E (FEWS) of Zapf et al. (1999) will be used to assess emotional dissonance. This part of Questionnaire 15 shows both the displayed and actual inner feelings. A few scales were used for the study, including four components of emotional disorder. One sample question is,' How often do you have to suppress emotions in your work to appear neutral' outside?' Responses must be measured on a 6-point scale from "Never" (1) to "Always'" with every single item. (6.) Internal scale reliability calculated by Cronbach's alpha was 34 for positive emotions.

Subjective Job Stress Scale (SJSS). Four items were measured on subjective work stress scales: "I feel much stress because of my job; "My job is extremely stressful; "My job is stressful;' and' I nearly never feel stressed at work.' The sum of four items accurately reflected subjective stress (a =.83) and produced enough reversals.

Psychological Well-Being Scale (PWBS). The Ryff scale's (2010) psychological health is very much important in agreement with calculating psychological well-being from (1) to (6) strongly. The internal coherence was extremely acceptable.

Procedure

The psychology department at the University of Lahore approved the research. The authors' permission to use the original version of the scales will be obtained through email. The participants will be given information about the study to ensure they are willing to participate.

Ethical Considerations

- Take permission from the another to use the tools
- Take the permission from the head of department for data collection
- Confidentiality maintained of the participants
- Participants feel free to quit the research any time
- The data reported with honesty and accuracy.

Results

The study's detailed findings are discussed in this part. For the main study, three scales were used along with the demographic sheet. The translated version of the Frankfurt Emotional Dissonance Scale (FEDS) was used to assess the emotional dissonance state of female government sector nurses. Female nurses' job stress was measured with the translated subjective job stress scale (SJSS). The translated version of the Ryff-Psychological Well-Being (PWB) scale was used to measure psychological well-being.

Sample Description

In this section, following table shows the frequency distribution of the demographic characteristics of the sample participated in the current research.

Table 1

Frequency of the demographic characteristics of the participants (N = 110)

Variable	Female	Total *f*
	f	110
Age		
25 to 30years	54	54
31 to 35 years	56	56
Education		
Matriculation	8	8
Intermediated	51	51
Bachelor	44	44
Masters	7	7
Marital Status		
Unmarried	35	35
Married	62	62
Engaged	13	13
Family System		
Joint	45	45
Separate	65	65
Work Experience		
5 years	41	41
Above to 5 years	69	69
Parents alive		
Yes	98	98
No	12	12

Note: *f* = Frequency, *%* = Percentage

The table shows the frequency of demographic variables. The participants of the current study were 110 female government nurses. The participants included in the present study were divided into age groups of up to 31 years (young adults) and 31 to 35 years (middle adults). Fifty-four participants fell within the age group of young adults. While there were 56 participants, they fall within the age group of middle adults.

The sample was also split into four groups based on how much education each person had, such as matriculation, intermediate, bachelors, and master's. There were 8 participants from the matriculation level, 51 from the intermediate level, 44 from the bachelor level, and seven from the master's level. The sample was further divided into three categories of marital status. There were 62 participants from married groups, 35 from unmarried groups, and 13 from engaged groups.

The family system was divided into two groups, as shown in the table, with 45 participants belonging to the joint family system and 65 belonging to the separate family system. Participants in the current study were divided into two groups based on their work experience years, namely 1-5 years and 6-plus years. There were 41 participants with 1-5 years of work experience and 69 participants with 6-10 years of work experience.

Table 2

Variable	**Item**	**α**
FEDS	4	.73
SJSS	4	.83
PWBS	18	.60

Note: α=Cronbach Alpha, FEDS=Frunkfurt Emotional Dissonance scale, SJSS=Subjective Job Stress Scale, PWBS=Psychological Well Being Scale

Table 2 shows the scale name, item number, and Cronbach alpha. Frankfurt's emotional dissonance scale (FEDS) has a reliability of.73 and consists of four items. The subjective job stress scale (SJSS) is made up of four items with a reliability rating of.83. Ryff's psychological well-being scale (PWBS) consists of 18 items with .60 reliability.

Testing the Main Hypotheses

Hypothesis: It is hypothesized that there would be negative relationship among Emotional dissonance, Job stress and Psychological well being.

Table 3

Pearson Correlation, Mean and Standard Deviation on Emotional dissonance, Job stress and Psychological well being (N = 110)

Variable	1	2	3
1. ED	---	.11(ns)	-.35***
2. J S	---	---	-.26**
3. PWB	---	---	---
Mean	15.76	12.78	124.09
SD	3.810	2.367	11.049

Note: *ED*= Emotional dissonance, *JS* = job stress, *PWB = Psychological well being* *p<0.05, **p<0.01, ***p<0.001.

Table 3 shows the Pearson correlation among the study variables. The findings indicate that emotional dissonance does not correlate with job stress. Emotional dissonance is characterized by a high negative and is strongly related to psychological well-being. Job stress is negatively correlated with psychological well-being. The findings indicate that psychological well-being negatively correlates with emotional dissonance and job stress.

Table 4

Pearson Correlation, Mean and Standard Deviation on Emotional Dissonance, Job stress and their Factors (N = 110)

Variable	1	2	3	4	5	6	7	8
1.Emotional Dissonance	---	.113	-.044	-.349	.200	.084	.112	.161
2.job stress		---	-.028	-.046	.262	.058	.357	.104
3.Environmental mastery			---	.212	-.019	.360	-.005	-.027
4.Positive relation				---	-.149	.131	.194	-.199
5.Purpose in life						0.36	.294	-.032
6.Self acceptance						---	.134	.122
7.Personal growth							---	-.099
8.Autonomy								----
Mean	15.76	12.78	8.51	8.96	7.80	6.45	6.61	11.43
SD	3,81	2.36	3.06	2.51	3.35	2.66	2.35	2.46

Note: *ED*= Emotional dissonance, *JS* = job stress, *PWB = Psychological well being*, *p<0.05, **p<0.01, ***p<0.001.

Table 4 shows the Pearson correlation among the study variables. The findings indicate that emotional dissonance does not correlate with job stress. Emotional dissonance has nothing to do with psychological well-being factors like being in control of your environment, having positive relationships, accepting yourself, growing as a person, and being independent. Emotional dissonance was positively related to life's purpose (a factor of psychological well-being).

Job stress is positively correlated with the purpose of life and personal growth (a factor of psychological well-being). Job stress is not correlated with a factor of psychological well-being (environmental mastery, positive relations, self-acceptance, and autonomy). The results show that the psychological well-being factor (environmental mastery, positive relationships, self-acceptance, and autonomy) has no relationship with emotional dissonance or job stress. Emotional dissonance is positively correlated with the purpose of life (factor of psychological well-being). Job stress is positively correlated with the purpose of life and personal growth.

Summary of Results

- The findings indicate that Emotional dissonance has not significantly correlated with Job stress, but Emotional dissonance has positively correlated with psychological well-being.

- The findings also indicated that Job stress has not significantly correlated with Emotional dissonance but has negatively correlated with Psychological well-being.
- The findings indicate that Emotional dissonance and job stress are predictors of psychological well-being.

Discussion

The focus of this study is the psychological well-being of nurses. Nursing employers, typically hospitals, teach their nursing staff that the patient is king and is always right. Amin and Nasharuddin (2013) say that proper care should be given with a smile, inappropriate behavior should never be shown, and the patient's comfort zone should always be respected. The hospital's rules, regulations, and policies mean that nurses cannot show how they feel (Karimi et al. 2014).

Williams (2000b) says that nurses and patients need to keep a safe distance from each other. However, to build a relationship with the patient, the nurse has to talk to him or her openly. At this point, nurses feel emotional dissonance (McQueen, 2004b). In a hospital, the nursing staff hides their true feelings and does not talk about them because it is part of their job and what the hospital wants. Nurses treat patients with excellent manners and respect, unless the patient is aggressive or misbehaves. Usually, nurses were in a very dissonant state when they kept their distance from the patient while showing patient care (Life & Fox, 1963).

Kwak et al. (2006). Nurses are essential in hospitals because they provide the first health service, guide the patient when there is no doctor around, and comfort the patient when things are bad. Williams (2000c) says that nurses and patients need to keep a safe distance from each other. Nevertheless, for the sake of building rapport with the patient, it is compulsory to talk with the patient openly, and in this stage, nurses face an emotional dissonance state (McQueen, 2004c). The present study found the impact of emotional dissonance and job stress on the psychological well-being of nurses.

The idea behind this study was that there would be a strong link between emotional dissonance and stress at work. The results of this study do not support the idea that there is a strong link between emotional dissonance and job stress. Job stress affects many other things, and organizational support is one of the essential things that help people deal with job stress.

Chou et al. (2012) research also shows that organizational support and job stress are linked in the wrong way. Other factors are coping skills, social support, and self-control, which are essential to maintaining job stress. Lim et al. (2010) also found that coping skills, social support, and self-control were negatively linked to job stress in the wrong way.

The second hypothesis of this study is that there would be a negative correlation between emotional dissonance and psychological well-being. The current study hypothesized that emotional dissonance and psychological well-being are negatively correlated. The findings of this study support the hypothesis that emotional dissonance is negatively correlated with psychological well-being; the findings of this study support the previous research by Kwang and Jae (2016) that emotional dissonance is negatively correlated with psychological well-being. Another study, Lee et al. (2019), found that emotional dissonance was negatively related to psychological well-being. The third hypothesis of this study is that there would be a negative relationship between job stress and psychological well-being.

The result of the current study is that job stress is linked to lower psychological well-being. This finding backs up the work of Kumar et al. (2021), who also found a strong link between perceived job stress and psychological well-being. Another study that supports this hypothesis by Suleman et al. (2018) concluded a negative correlation between job stress and psychological well-being.

The findings indicate that emotional dissonance does not correlate with job stress. Emotional dissonance is not related to any of the five factors of psychological well-being (environmental mastery, positive relationships, self-acceptance, personal growth, and autonomy). Job stress is linked to having a purpose in life and growing, which is a sign of psychological well-being. There is no link between job stress and psychological well-being, measured by environmental mastery, positive relationships, self-acceptance, and independence. The results showed that the

psychological well-being factor (environmental mastery, positive relationships, self-acceptance, and autonomy) has no relationship with emotional dissonance or job stress. It was found that emotional dissonance was linked to life's purpose, which is a factor of psychological well-being. Job stress is positively correlated with the purpose of life and personal growth, a finding supported by Poormahmood et al. (2017).

Conclusion

This study looked at how emotional dissonance, stress at work, and mental health affect nurses. This study found no link between emotional dissonance and job stress, which is because of the organizational environment, social support, family support, and strong emotional balance. These factors reduce job stress. Another finding of this study is that emotional dissonance is strongly negatively correlated with psychological well-being, as is job stress. The intervention projects aim to lower specific job demands and give more help to nursing workers.

Limitation and suggestions

There were some limitations and suggestions in the current study. Only government sectors are represented in the data. In the future, the private sector should be involved in this study. Second, because this study only included female nurses, gender discrimination could not be assessed. Males should be involved in future studies. The results of this research could only be generalized to some sectors. Data was also collected in another city. Random towns are supposed to collect data. Intervention programs to alleviate unique job pressures and increase support for nurses.

Conflict of Interest

The authors have nothing to declare in this regard.

Data Availability

The data allied with the research has been mentioned in the manuscript. However, for raw data, access can be provided upon sensible request.

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