

# PERSONAL OPTIMISM, SELF-EFFICACY, AND RESILIENCE AMONG NURSES IN A PRIVATE MEDICAL CENTER AMIDST COVID-19 PANDEMIC

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## Abstract

The COVID-19 Pandemic has hardly hit the health sectors and healthcare workers particularly the Nurse front liners in unprecedented ways. It effectively disrupted usual operations due to various imbued changes and restrictions. This study focused on determination of the relationship of Personal Optimism, Self-efficacy and Resilience of Nurses in dealing with the new kind of normal approach and enhanced personal control despite the setbacks. (Martin Seligman, 2006, 2007). Guided by the Martin Seligman's Learned Optimism Theory (1990) and using the Personal Optimism and Self-efficacy Optimism Scale (POSO-E) and Connor-Davidson Resilience Scale 25 (CD-RISC-25) as tools, it was found out that majority of Nurses who responded to the survey has an average level of Personal Optimism, Self-efficacy and Resilience. Also, correlational analysis between personal optimism, self-efficacy and resiliency among nurses of a private medical center indicate moderate to high positive correlation. This implies that there is significant positive relationship between the respondents' personal optimism, self-efficacy and resiliency. The way Nurses treats, deals, and copes with any arising situation has everything to do with the level of hopefulness an individual has or positive outlook. Having such hopefulness stimulates thinking optimistically, leading to creative thinking and resourcefulness, which in effect, promotes persistence. This provides an opportunity for personal development, growth and well-being, which over time can lead to greater resilience when facing difficulties. In this regard, regular debriefing of staff regarding work, conduct of wellness activities such as exercise and meditation as exercise improves level of serotonin, dopamine, and norepinephrine which are the feel-good chemicals in the body. Trainings, programs and seminars on ways to maintain grace under pressure and improve well-being outside of work, counselling, mentoring and coaching for employees who are burnout, promote a work-life balance principle and enhance strategic planning for emergency responses and command system that aims to help nurses before, during, and after any health-related crisis are also some of the other recommendations by the researchers. (Jo Billings, et al 2021)

**Keywords:** *Personal optimism, self-efficacy, resilience, nurse.*

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## 1. Introduction

The COVID-19 pandemic created profoundly challenging scenarios in the work of the healthcare workers specifically the Nurses. COVID-19 is a new strain of virus that causes common colds, difficulty in breathing and even death was discovered in December 2019 and because of the rapid increase in the number of cases, the outbreak then was declared as a pandemic. Nurses had to quickly respond and continuously deal with the abrupt changes in the healthcare systems, policies and operations. (Natasha Shaukat, et al, 2020). Those Nurses are experiencing the COVID-19 difficulties due to different adjustments in the work schedules and processes, the feeling of discomfort due to the imposition of the new kind of normal and safety protocols such as the mandatory wearing of facemask, face shield and other Personal Protective Equipment (PPE), including the conduct of routine RT-PCR test and the tedious regular disclosure of health conditions.

In the same manner those Nurses are also experiencing stigma because some of them are being discriminated outside the workplace due to their work settings and fear from being exposed, contracting the virus and the duration period of isolation or quarantine. In addition, maintaining a safe physical/social distance which eliminated face to face interaction has an effect on one's social interaction, which is far from their usual pre-pandemic practice. (Tejaswani & Hemantha Herath, 2020) Hence, the COVID-19

pandemic has had a keen impact on the well-being, motivation, optimism, self-efficacy and the resilience of Nurses. (Kimberly Dimino, RN, DNP, CCRN, et al, 2020)

This research study aims to find out the personal optimism, self-efficacy, and resilience among Nurses of World Citi Medical Center in dealing with the new kind of normal approach brought about by the COVID-19 pandemic. How they thrive to adjust with the sudden contemporary shift of work and embark on the continuous changes in the systems. Personal resilience is more important in this situation. In resilience, it helps the individuals to acknowledge and accept the things as well as, happenings around them that are not always the way they want it to be and then finding ways to live and even thrive in spite of the setbacks. It is said that those who lacks resilience get easily overwhelmed and may turn into unhealthy coping mechanism such as substance abuse (Hurkey K, 2020). Optimism is reacting to problems with self-confidence and high personal ability. It is another means of enhancing personal control (Martin Seligman, 2006, 2007). It emphasizes responsibility, hope, and overall positive nature of life (Hoy, hoy, Kurz, 2008:822). Generally, it is believed that a person who has an optimistic outlook during a hardship is deemed stronger when facing a crisis. Optimism ignites our efforts to achieve the goals that we have set for ourselves, and it also improves the quality of our experience. It is also said that optimism increases our happiness and reduces our stress. Less stress also reduces the possibility of mental distress which is a common side effect of striving (Tiayon 2021). On the other hand, self-efficacy is defined as an individual's capacity to do what is necessary to produce and attain specific tasks and performance (Bandura, 1977, 1986, 1997). Research suggests that self-efficacy can improve worker's achievement, foster emotional health and well-being and serve as a valid predictor for motivation (Cherry K, 2020). Awareness of the struggles of the front liners or the medical professionals such as Nurses was widely known as they deal directly to the patients who are infected with the virus. Nurses, along with other medical professionals suffer the most during the COVID-19 pandemic as aside from them having high-risk of exposure to virus, the transmission of virus to their family and loved ones have also a high probability rate.

This study is theoretically anchored in Martin Seligman's Learned Optimism Theory (1990). Learned optimism implies the potential to view the world positively. Learned optimism is a notion from positive psychology's founder Martin Seligman which says that we can encourage a positive outlook in life. He explains that with a more positive point of view in life, we can be in a preferable position to improve our wellbeing.

Martin Seligman defined learned optimism in his book published in 1990 having the same title - Learned Optimism. Being a high achiever and generally healthier are some benefits of having a positive point of view. There are more pessimists than optimists, making it more common. Pessimists tend to surrender when experiencing difficulties and adversities which might cause them to suffer from depression. Seligman encourages pessimists to be aware of their reactions to difficulties and adapt an optimistic way of thinking. The positive point of view that was developed from a negative point of view is called learned optimism. Optimists view failure as something that is not personal and that it is not permanent.

This study was conducted to determine the personal optimism, self-efficacy and resilience as a result of the new normal approach amidst COVID-19 pandemic among Nurses of World Citi Medical Center, this study focused specifically on the following statement of the problem: 1. What is the Profile of the respondents in terms of the following: 1.1 Age; 1.2 Gender; 2. What is the level of personal optimism among Nurses as a result of the new normal approach brought about by the COVID-19 pandemic?; 3. What is the level of self-efficacy of Nurses in transition the new normal way?; 4. What is the level of resilience among nurses in the healthcare workforce amidst adversity?; 5. Is there a significant relationship between Personal optimism, Resilience and Self- Efficacy?.

## **2. Design**

The study used a descriptive correlational research design. Descriptive research was used to describe personal optimism, self-efficacy, and resilience of the respondents being studied. Moreover, the correlation was used to measure a relationship among these variables without the researcher controlling either of these.

## **3. Objective**

This study aims to describe and find out if there is a significant correlation that exists on the personal optimism, self-efficacy, and resilience among nurses in a private medical center amidst covid-19 pandemic.

#### 4. Methodology

The respondents of the study were 40 nurses who currently works and render direct-patient care at the Nursing Department of the World Citi Medical Center. They were within the age bracket of 21- 60 years old and most of them were female with a total count of 26 (65%) and the remaining 14 (35%) are male.

The research instrument was composed of validated questionnaires to determine the Personal optimism, self-efficacy, and resilience. The short version of the Personal Optimism and Self-Efficacy Optimism Scale measured optimism. This 9-item version contains two subscales, the Personal Optimism Scale and Self Efficacy Optimism Scale. This 9-item version of the Personal Optimism and Self-Efficacy Optimism Scale includes 4 questions that reflect personal optimism and 5 questions that reflect self-efficacy optimism. Scores range from 0 to 27. Three of the questions were reverse-scored, and each question was rated on a five-point Likert-style scale such as 0= Not true at all, 1 = Rarely True, 2 = Sometimes True, 3 = Often True, 4= True Nearly All the Time (Vesna Gavrilov-Jerković et al. (2014). In measuring Resilience, The researchers used the Connor-Davidson Resilience Scale (CD-RISC; Connor, K.M., & Davidson, J.R., 2003) which is comprised of 25 questions, to which the respondents answered in terms of how they have felt within the last month. Each question is rated on a five-point Likert-style scale, ranging from (not true at all (0) to true nearly all the time (4). Scores on the CD-RISC can range from 0 to 100.

#### 5. Results and discussions

The result of the respondents’ *Personal Optimism* is presented in Table 1 and Table 2. The over-all weighted mean of the respondents’ answers to the 9 item statement of the POSO-E particularly items 4, 7, 5, 9 which reflects Personal Optimism showed an overall weighted mean of 2.43 indicates that the respondents answered ‘often true’ to most of the items and majority of the respondents appeared to have an average level of personal optimism with a frequency of 30 (75%), 7 (17.5%) of the respondents have a low level of personal optimism, while 3 (7.5%) have a high level of personal optimism.. This is similar to the result of a study among health care workers showing moderate level of optimism during pandemic (Sergio C, et al 2021).

Table 1. Respondents’ level of personal optimism.

Levels	Frequency	Percentage
High	3	7.5%
Average	30	75%
Low	7	17.5%
Total	40	100%

Range: Low = 0 – 6, Average = 7 – 13, High = 14 – 20

Table 2. Respondents’ personal optimism.

Item	Weighted Mean	Interpretation
4. I am facing my future in an optimistic way	3.06	Often True
5. I can hardly think of something positive in the future	2.31	Sometimes True
7. I worry about my future	1.84	Sometimes True
9. It often seems to me that everything is gloomy	2.50	Often True
Overall Weighted Mean	2.43	Often True

Range: 0-0.8 Not true at all, 0.81-1.60 Rarely True, 1.61-2.40 Sometimes True, 2.41-3.20 Often True, 3.21-4.0 True Nearly all the Time

The result of the respondents’ *Self-Efficacy* is presented in Table 3. The over-all weighted mean of the respondents’ answers to the 9 item statement of the POSO-E specifically to the items 1, 2, 3, 6, 8 that reflects Self-efficacy Optimism reflected an overall weighted mean of 2.96 indicates that the respondents answered ‘often true’ to most of the items and the majority of the respondents have an average level of self-efficacy optimism indicated by a frequency of 28 (70%), 3 (7.5%) of the respondents have a low level of self-efficacy optimism, while another 9 (22.5%) have a high level of self-efficacy optimism. The results from integrative review shows that on average, nurses and healthcare worker exhibited moderate levels of self-efficacy during the COVID-19 pandemic (Davood Afshari, et al, 2021).

Table 3. Respondents' level of self-efficacy optimism.

Levels	Frequency	Percentage
High	9	22.5%
Average	28	70%
Low	3	7.5%
Total	40	100%

Range: Low = 0 – 8, Average 9 – 17, High = 18 - 25

The result of the respondents' level of Resilience is presented in Table 4. The over-all weighted mean of the respondents' answers to the 25 item statement of the Connor Davidson-Resilience Scale-25 is 3.07 indicates that the respondents answered 'often true' to most of the items and reflected that majority of the respondents have an average level of resilience indicated by a frequency of 29 (72.5%), 1 (2.5%) of the respondents have a low level of resilience, while another 10 (25%) have a high level of resilience. This is similar to the results of the study which found that Nurses are reporting moderate level of resilience scores during the COVID-19 pandemic (Rachel G. Baskin, June 2021).

Table 4. Respondents' level of resilience.

Levels	Frequency	Percentage
High	10	25%
Average	29	72.5%
Low	1	2.5%
Total	40	100%

Range: Low = 0 – 41, Average = 42 – 83, High = 84 – 125

The correlational analysis between personal optimism, resiliency, and self-efficacy using Pearson Product Moment of Correlation is shown in Table 5. It reveals that the correlational analysis between personal optimism and resilience has a computed value of 0.660 indicating a moderate positive correlation while personal optimism and self-efficacy has a computed value of 0.764 indicating high positive correlation, Furthermore, both the computed values are greater than the critical value of 0.264 at 0.05 level of significance; thus, the null hypothesis is rejected. This implies that there is significant correlation between the respondents' personal optimism, self-efficacy and resiliency. It means that the respondents with high level of personal optimism have also high level of self-efficacy and resiliency.

Table 5. Relationship of the respondents' personal optimism, self-efficacy, and resiliency.

Variables	r-value		Decision	Interpretation
	Computed	Critical		
Personal Optimism vs Resilience	0.660	0.264	Reject Null Hypothesis	There is a significant relationship
Personal Optimism vs Self -efficacy	0.764	0.264	Reject Null Hypothesis	There is a significant relationship

Level of Significance, 5% (0.05)

## 6. Conclusion and recommendation

The overall finding of this study showed that the self-efficacy and resiliency of the respondents during this Pandemic had a significant relationship to their personal optimism result. Thus, the null hypothesis, there is no significant relationship between the personal optimism, self-efficacy and resiliency was rejected.

Majority of the respondents have "average" level of Personal Optimism and Self-Efficacy Optimism. 30 respondents which equates to 75% of the population answered "often true" to the question related to self-efficacy statements (1,2,3,6,8) and 70% or total of 28 respondents answered "often true" to statements related to Personal Optimism (4,5,7,9) of POSO-E. This is similar to the result of the study made by Sergio C. in 2021 showing moderate level of optimism during the COVID-19 pandemic. The data also shows that there are 3 (7.5%) of the respondent shows high level of personal optimism and the other 7 (17.5%) of the respondents shows low level of optimism. For self-efficacy optimism, 9 (22.5%) of the respondents have high self-efficacy and the other 3 or 7.5% have low level of self-efficacy. (Davood Afshari, et al, 2021). There are 29 respondents which is equivalent to 72.5% of the population answered "often true" CD-RISC-25 statements which indicates that most of the respondents have "average" level of resilience. (Rachel G. Baskin, June 2021) Aside from this, the data also shows that there are 10 respondents equivalent to 25% of the population has "high" level of resilience and 1 (2.5%) of the population has "low" level of resilience.

Due to personal optimism, self-efficacy and resilience among nurses were challenged by the pandemic adding pressure to their difficult pre-pandemic situation, it is important that strategies should be effective. (Firew et al, 2020) Different strategies to boost personal optimism, self-efficacy, and resilience are available. Through the conduct of this study and results obtained, the researchers therefore recommend the following: (1) Emotional support, user of instrumental support, venting, positive reframing, planning, active coping and humor can help healthcare workers have a higher level of personal optimism, self-efficacy, and resilience. (2) Promoting the expression of gratitude and appreciation to their valuable contribution. (3) Regular debriefing of staff regarding work, conduct of wellness activities such as exercise and meditation as exercise improves level of serotonin, dopamine, and norepinephrine which are the feel-good chemicals in the body. (4) Trainings, programs and seminars on ways to maintain grace under pressure and improve well-being outside of work, counselling, mentoring and coaching for employees who are burnout. (5) Promote a work-life balance principle and enhance strategic planning and command system for emergency responses that aims to help nurses before, during, and after any health-related crisis are also some of the other recommendations by the researchers. (Jo Billings, et al 2021)

In addition, because the research centered on nurses in private medical center, broader reach in terms of the respondents could be explored.

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