

ORGANIZATIONAL STRESS MODERATES THE MEDIATING EFFECT OF PERCEIVED SOCIAL SUPPORT ON THE RELATIONSHIP BETWEEN SELF-EFFICACY AND WORK ENGAGEMENT

Anna Rogala & Roman Cieslak

Warsaw School of Social Sciences and Humanities, Warsaw, Poland

AIMS

The study aimed to examine 1) the direct and indirect impact of perceived social support and self-efficacy on work engagement and 2) the relationship between self-efficacy and social support.

The theoretical framework of the study was two alternative hypotheses. **Enabling hypothesis** posits that social support has a positive effect on self-efficacy. **Cultivation hypothesis** postulates that self-efficacy maintains and cultivates social support (Knoll & Schwarzer, 2008).

What is new in our study?

- 1) Enabling and cultivation hypotheses have never been tested in the context of work engagement.
- 2) These two hypotheses were modified by adding organizational stress as a possible moderator. Other studies showed that effects of self-efficacy and social support on health-related outcomes are more visible in more demanding situations, for example when organizational stress is high (see Luszczynska & Cieslak, 2005).

Specifically, we investigated:

- 1) Whether self-efficacy mediates the impact of perceived social support on work engagement (see enabling hypothesis).
- 2) Whether perceived social support mediates the impact of self-efficacy on work engagement (see cultivation hypothesis).

Additionally, it was tested:

- (3) Whether the level of organizational stress moderates these two alternative indirect effects.

METHOD

Participants. 178 professionals exposed to both organizational and traumatic stress (first responders, social workers, fire fighters, nurses, paramedics). Age: $M = 35$; $SD = 8,15$; Gender: 80,3% females.

Measures

Organizational Stress. The Organizational Constraints Scale (Spector & Jex 1988), 11 items, scale from 1 to 5, $\alpha = .85$.

Perceived Social Support. The Multidimensional Scale of Perceived Social Support (Zimet, Dahlem, Zimet & Farley, 1988), 12 items, scale from 1 to 7, $\alpha = .96$.

Self-efficacy. The Work Stress and Burnout Self-Efficacy Scale (Lua, 2008), 28 items referring to beliefs about the ability to deal with work stress, scale from 1 to 7, $\alpha = .93$.

Work Engagement. Utrecht Work Engagement Scale (Schaufeli & Bakker, 2003), 9 items, scale from 1 to 7, $\alpha = .88$.

Procedure. Two-way longitudinal data were collected using web-based questionnaire.

Statistical analysis. Moderated mediation analysis with bootstrapping.

RESULTS - testing enabling hypothesis

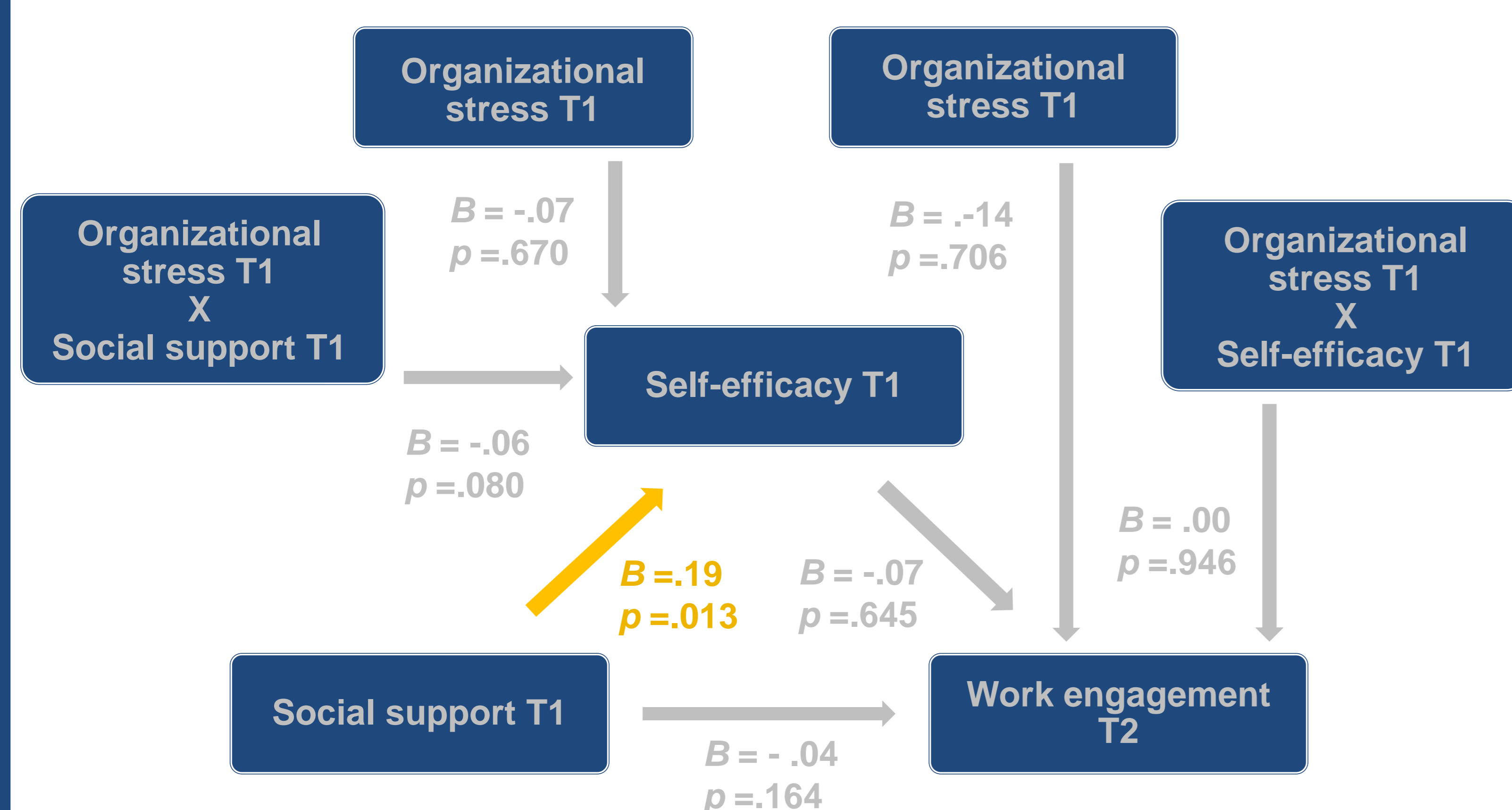


Figure 1. Results of moderated mediation analysis testing enabling hypothesis. The effects of Work engagement at Time 1 on Self-efficacy at Time 1 and Work engagement at Time 2 are controlled.

CORRESPONDENCE: Anna Rogala
e-mail: anna.pankiewicz@swps.edu.pl



Warsaw School of Social Sciences and Humanities

RESULTS – testing cultivation hypothesis

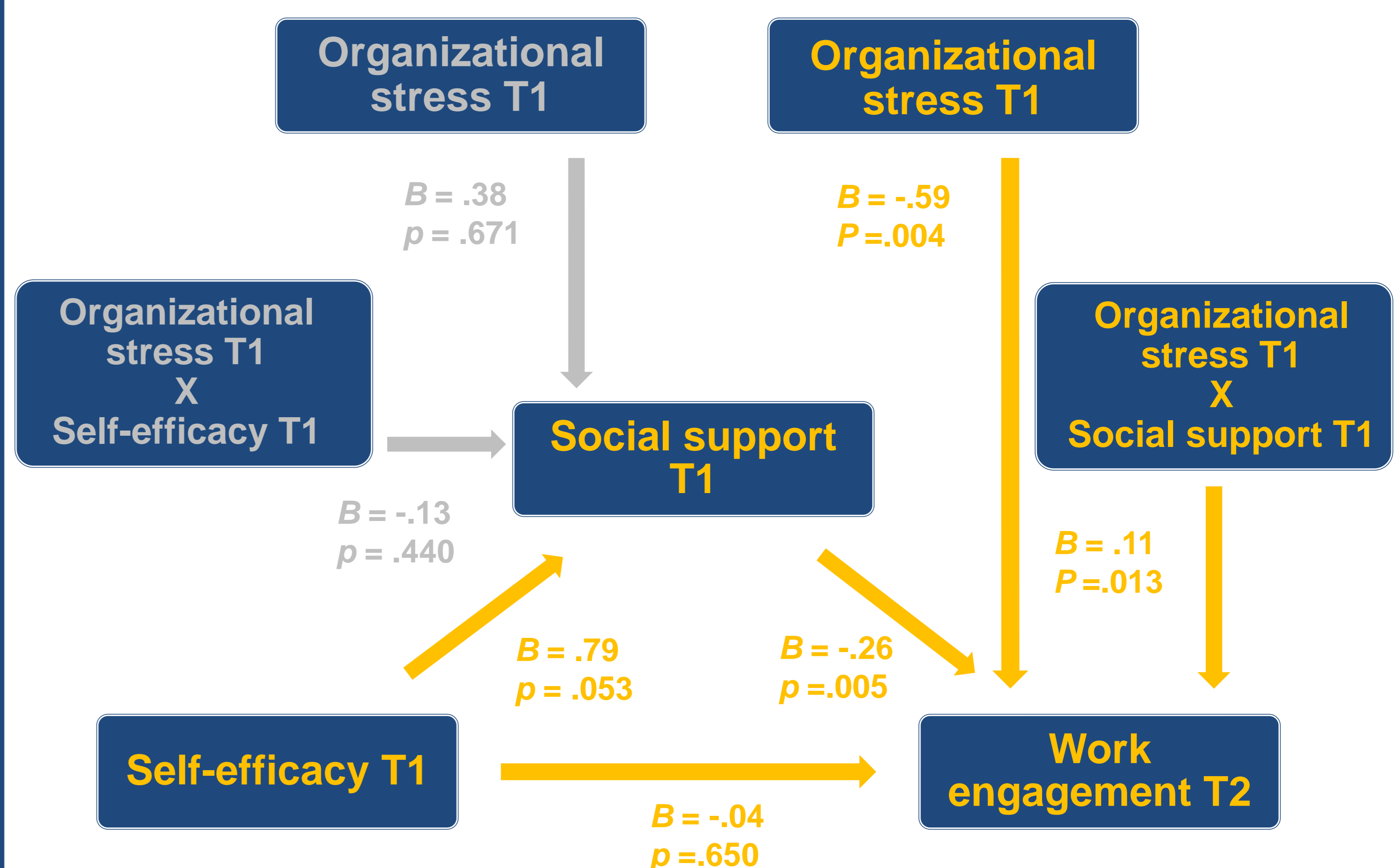


Figure 2. Results of moderated mediation analysis testing cultivation hypothesis. The mediating effect of Perceived social support is moderated by Organizational stress. The effects of Work engagement at Time 1 on Social support at Time 1 and Work engagement at Time 2 are controlled.

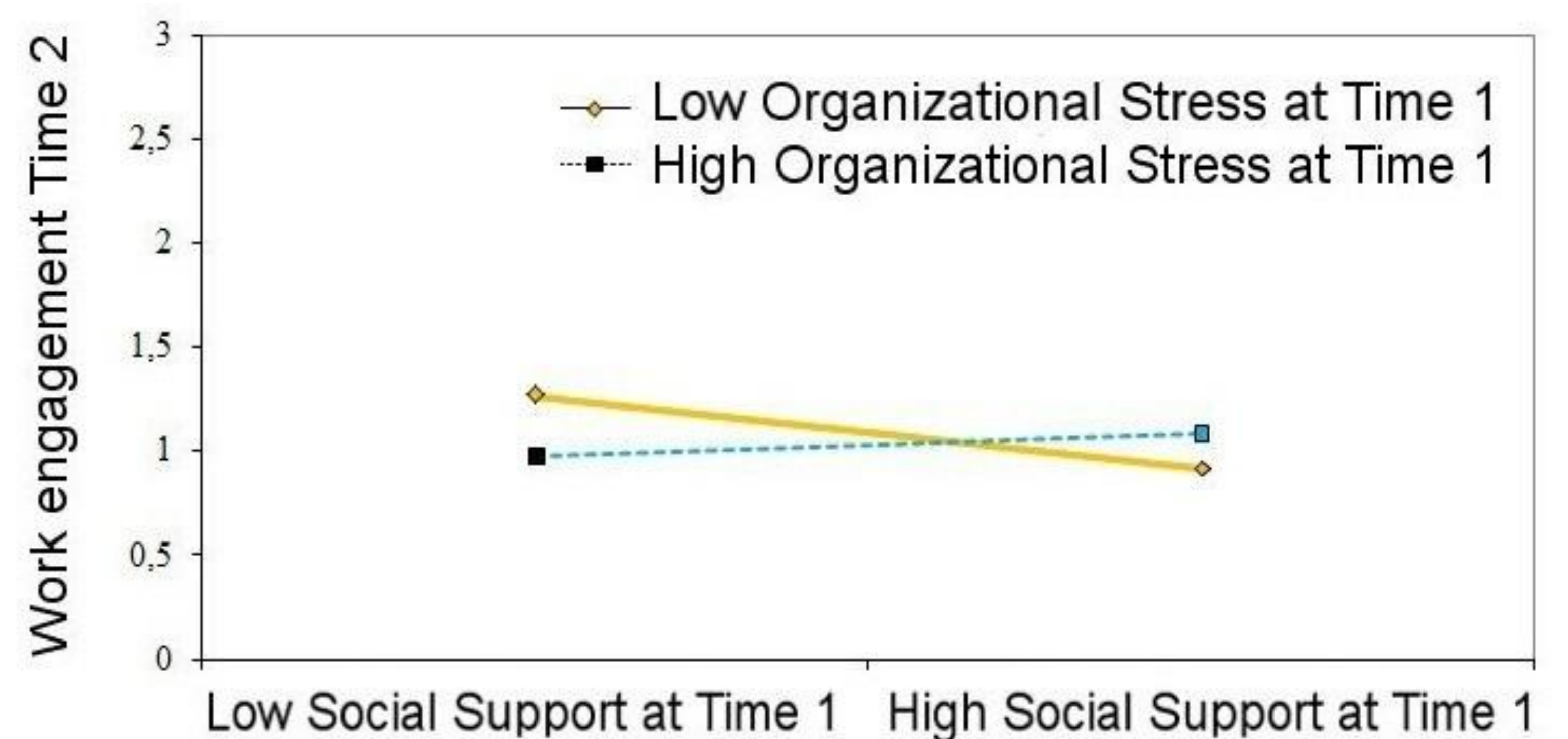


Figure 3. The effect of the mediator (i.e., Perceived social support at Time 1) on Work engagement at Time 2 is moderated by Organizational stress at Time 1. When Organizational stress is low, Social support does not prevent the reduction of Work engagement.

Table 1

Bootstrapped Indirect Effect of Self-efficacy at Time 1 on Work engagement at Time 2 for different levels of Organizational stress.

Organizational stress at Time 1	B	SE	95% LL BCA	95% UL BCA
- 1 SD	-.07	.04	-.227	-.009
Mean	-.02	.02	-.077	.003
+ 1 SD	.01	.02	-.013	.094

Note: BCA = bias corrected and accelerated confidence interval; LL = lower level; UL = upper level.

DISCUSSION

Enabling hypothesis was not supported (see Figure 1).

Cultivation hypothesis was supported.

The effect of self-efficacy on work engagement was mediated by perceived social support (see Figure 2).

Modified cultivation hypothesis, with moderating role of organizational stress, was supported.

Moderated mediation analysis with bootstrapping indicated that, controlling for the baseline level of work engagement, the indirect effect of self efficacy on work engagement through social support was significant only when organizational stress was low (see Figures 2 and 3, and Table 1).