



Workplace ostracism in healthcare and it's association with job satisfaction, stress, and perceived health

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Workplace ostracism – what it is?

- **Without any words or explanations** someone excludes, rejects, or ignores another person from social interaction

An old and used way of showing someone that they no longer belong to the community.

- An universal phenomenon that occurs in all ages, cultures, and in different organizations (Williams 1997).
- Can be one type of workplace bullying but **can occur also unintentionally** (Chung 2015).





Data and analysis

- Collected 1/2021 from two Finnish university hospitals (N=569)
 - **Education (n)**
 - Nurses (325)
 - Managers (87)
 - Doctors (73)
 - Practical nurses (65)
 - Social workers (19)
- Analyzed by linear regression analysis and mediator models

WORK UNIT	N	%
POLICLINIC	194	34.3
WARD	173	30.4
OPERATIONAL UNIT	128	22.7
EMERGENCY	26	4.6
SOCIAL CARE	19	3.5
GOVERNMENT	25	4.6
TOTAL	569	100



Aims

- To increase understanding of WOS
- To examine the association between
 - job satisfaction
 - stress
 - and experienced health
- whether this relationship is mediated by loneliness and self-esteem





Results

- **72 %** of respondents had perceived workplace ostracism (WOS)
 - **83 %** was observed that someone else was become ostracized
- WOS had a clear association with job satisfaction, stress, and perceived health
- **Loneliness fully mediated** the association between WOS, **stress (78.2%), and perceived health (65.5%),** and **partly mediated** the association between **WOS and job satisfaction (19.3%).**
- **Self-esteem partly mediated** the association between WOS, job satisfaction (8.8%), stress (30.5%), and perceived health (42.3%).





Proportions of WOS within occupational groups

EDUCATION	% IN RELATION TO THE SAME OCCUPATION (N)
PRACTICAL NURSE	76.9 % (50/65)
NURSE	74.5 % (242/325)
DOCTOR	71.2 % (52/73)
SOCIAL WORKER	78.9 % (15/19)
MANAGER (ALL LEVELS)	67.4 % (58/86)
TOTAL	73.4 % (417/568)





Discussion

- The number of ostracized is worrying and is in line with recent studies (e.g., El-Guindy et al., 2022; Ahmed & Mahmoud 2020)
- WOS has the strongest association with job satisfaction -> do not enjoy their work -> considered leaving it
 - Loneliness explained only 19% of the total effect of WOS on job satisfaction
- "We need only more money and more staff." -> Are you serious?

*If the healthcare sector can **pay more attention to inclusion and belongingness** in work environments, this may result in higher numbers of workers willing to work in healthcare fields.*



Please, read the article:
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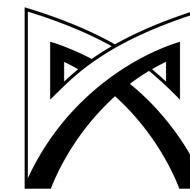


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