Client-Inflicted Workplace Violence, Burnout, Job Satisfaction, and Turnover Intention: A Comparative Analysis between Institution-Based and Home-Based Direct Care Paraprofessionals

National Home and Community Based Services Conference

Shelly S. McDowell, PhD, LCSW

Howard University School of Social Work

September 3, 2015

Why this Study?

- Poor immigrant, women of color doing unskilled labor at extremely low wages, and poor benefits

- Vulnerable to abusive work conditions, and challenged by the need to make use of available

Social Work Issue

- Resilient

- Women's issue, family issue, immigrant issue, human rights and more importantly a human rights issue

Overview of Presentation

- Why this Study?
- Background to the Research Problem
- Statement of the Research Problem
- Purpose of the Study
- Research Questions, Hypothesis
- Methodology
- Results
- Theoretical Framework
- Discussion, Implications, and Recommendations
- Limitations of the Study
- Future Studies

Background of Research Problem

- ▪ "16 times more likely to be attacked on the job than any other service professional"(CPPS), 2011, p. 4).
  ▪ "two out of three physical assaults happen in the social service and medical labor sector" (OSHA, p. 3).

- Yet there is little known about the DCP population as it relates to client-inflicted WPV

- ▪ **Isolated, No coworkers, No supervisors, No alarms, No**

- Yet even less is know about the HB-DCP experience with client-inflicted WPV

1.Barling et al., 2001; Bussing, & Hoge, 2004; Canton, Sherman, Magda, Pearson, Raveis, & Gershon, 2009; Fitzwater & Gates, 2000; Geiger-Brown, Muntaner, Lipscomb, & Trinkoff, 2004; Geiger-Brown, Muntaner, McPaul, Lipscomb, & Trinkoff, 2007)

Statement of Research Problem

WPV is undefined, unregulated, and detrimental to the well-being of DCPs

2. (Barnes, 2011; McPhaul, & Lipscomb, 2004; National Domestic Care Worker Alliance [NDCWA], 2012)
3. Abu-Bader, 1999; Abu-Bader, 2000; Hegney, Tuckett, Parker & Eley, 2010; Juthberg, Eriksson, Norberg, & Sundin, 2008; Magnavita & Heponiemi, 2011; Maslach, Jackson, & Leiter, 1996; Moreno-Jiménez, Gálvez-Herrer, Rodríguez-Carvajal, & Sanz Vergel, 2012.

Purpose of Study

To better understand and describe the prevalence and levels of client-inflicted WPV experienced among institution-based and home-based DCPs.

To examine the impact of personal characteristics, work conditions, and job behaviors (burnout, job satisfaction and turnover) as risk factors for client-inflicted WPV among DCPs.

To examine personal characteristics, work conditions, and client-inflicted WPV as predictors of job behaviors.

To create a baseline for monitoring trends and examining the effects of policy changes within and across the major sectors of long-term care services

Research Questions & Hypothesis

Research Hypothesis	Hypothesis

RQ1: Is there a statistically significant relationship between client-inflicted WPV and job behaviors (burnout, job satisfaction, and turnover intention) among DCPs, based on job location (home-based, institutional-based).	Ho1: There are no statistically significant relationships between client-inflicted WPV and job behaviors (burnout, job satisfaction, and turnover intention) among institution-based and home-based DCPs.
	    That is, $r = 0$.
	$Ha1_1$: There is a statistically significant positive relationship between client-inflicted WPV, burnout and turnover intention among institution-based and home-based DCPs. The greater the level of WPV among DCPs is, the greater the level of job burnout and turnover intention.
	    That is $r > 0$.
	$Ha1_2$: There is a statistically significant negative relationship between client-inflicted WPV and job satisfaction among institution-based and home-based DCPs. The greater the level of WPV among DCPs is, the lower the level of job satisfaction.
	    That is $r < 0$.

RQ2: Is there a statistically significant difference between institution-based and home-based DCPs with regard to job behavior (burnout, job satisfaction and turnover), controlling for levels client-inflicted WPV?	Ho2: Controlling for levels of client-inflicted workplace violence, there are no significant differences between the institution-based and home-based DCPs, in regard to job behaviors (burnout, job satisfaction, and turnover intention).
	    $\mu^*_{IB} = \mu^*_{HB}$; adjusted means are equal.
	$Ha2_1$: Controlling for levels of client-inflicted WPV, there are significant differences between the institution-based and home-based DCPs, in regard to job behaviors (burnout, job satisfaction, and turnover intention).
	    $\mu^*_{HB} \neq \mu^*_{IB}$; adjusted means are not equal.

Research Questions

RQ3. Which set of the following factors best predicts levels of client-inflicted WPV among DCPs: age, gender, race, level of education, marital status, children status (no minor children or minor children), citizenship status (US citizen or non-US Citizen), language (English or non-English speaking), salary, average hours (per week), co-workers (no coworkers or coworkers), job location (institution or home-based), tenure, and health insurance (no insurance, insurance)?

RQ3. What set of personal characteristics (age, gender, race, level of education, marital status, children status (no minor children or minor children), citizenship status (US citizen or non-Us citizen), language [English or non-English speaking]), and work conditions (salary, number of 13
hours worked per week, co-workers (no coworkers or coworkers), job location (institution or home-based), tenure, health insurance (no insurance, insurance) and level of client-inflicted WPV) best predicts job behaviors (burnout, job satisfaction, an turnover intention) among DCPs?

Methodology

Research Design

- Cross-sectional research design
- Collect data at the same time, from the same group
- Good for administration to a large national sample
- Prevalence and risk of a specific phenomenon, among a specific population at one point in time.
- Determine how many people are affected by the frequency of the phenomenon under study by **groups or population characteristics** (Rubin & Babbie, 2011; Anastas, 1999).
- Determine if a **phenomenon is significantly associated with a specific set of characteristics or behaviors** for the population under study.

Sampling Methods

Priori Power Analysis
Minimum Sample:
n = 190 [CC]
Actual Sample:
n = 501

Inclusion Criteria
-18 y/o
-DCP at least 1 year
-Work w/Adults

Recruitment
Convenience Sample [Direct Care Alliance & SEIU 1199]

Data Collection Procedures

*Self Administered Surveys [69 Questions]

- Violent Events at Work Scale (LeBlanc & Kelloway, 2002)
- Index of Job Satisfaction (Brayfield & Rothe, 1951)
- Correlates of Work Satisfaction (Abu-Bader, 1998)

Duration
25 minutes

Incentive
Six $150 Gift card Raffle

*Primary mode of data collection web-based, via Qualtrics. However hard copies provided by request

*Includes Preamble, which details rights, risk, and benefits according to Howard University Institutional Review Board (IRB) standards.

Quantitative Data Analysis

Preliminary Analyses	Descriptive Statistics	Multivariate Inferential/Parametric Statistics	Re-Establishment of Psychometric Properties Reliability and Validity
Data cleaning and transformation	**Demographic variables**	**Research Question # : Independent T-test Pearson Product Moment Correlation**	**Reliability coefficient Cronbach's Alpha (.70 and above)**
Data were screened for test assumptions prior to conducting analyses following the guidelines of Abu-Bader (2010)	**Major study variables**	**Research Question #2: MANCOVA**	
Normality, linearity, homoscasticity, multicolinearity, sample size, and normality of residuals		**Research Question #3: Stepwise Multiple Regression**	
Calculation of total scores for individual scales/summative variables		**Research Question #4: Canonical Correlation Analysis (CCA)**	

Results

Measures

Inter-Item Correlation Analysis for DCP Client Inflicted WPV and Job Behaviors Questionnaire

	N of Items	Minimum	Maximum	Mean	Range	Reliability
Burnout	10	.26	.81	.59	.55	**.94** (.90)
Job Satisfaction	17	.26	.81	.59	.55	**.94** (.87)
Turnover Intention	7	.32	.96	.43	.32	**.84** (.79)
Workplace Violence	18	.26	.81	.59	.55	**.94** (.82)

Note: The numbers in the parenthesis are the reliability coefficients of original measurements

Note: Excellent = greater than .80; Very Good = .70 to .80; Acceptable = .60 to .69; Weak = less than .60 (Abu-Bader, 2011)

Descriptive Statistics for Subscales

	Mean	Median	SD	Range
Workplace Violence	33.0419	27.0000	17.38644	18-95
Job Satisfaction	61.9800	64.0000	11.17871	17-85
Turnover Scale	18.9701	64.00	6.18491	7-35
Burnout	20.7545	19.0000	9.70019	10-50

Low WPV, high job satisfaction, moderate burnout and turnover intention

Sample Demographics

Table . Direct Care Paraprofessionals Demographics

Variable	National Findings	This Study	t-Test	Chi-Square
Age	All DCPs-42 yrs	All DCP- 45 yrs	$t_{(df = 475)} = .17, p > .05$	
	Institution-Based-40 yrs	Institution-Based-43 yrs	$t_{(df = 402)} = 1.9, p > .05$	
	Home-Based-44 yrs	Home-Based-45 yrs	$t_{(df = 72)} = 2.3, p > .05$	
Gender	91% Female	88.4% Female		$X^2 = 4.1, p < .05$
Race				
Citizen Status				
Education				
Marital				
Average				
Average				
Health Unins				$(X^2_{(df=1)} 17.04, p < .001)$

One sample T-test and Chi square results showed statistically significant differences between the national population (Paraprofessional healthcare Institute, 2014) and sample for the following characteristics:
- **Gender**
- **Marital status**
- **Foreign born status**
- **Level of education**
- **Average salary**
- **Health insurance**

These findings limit the generalizability or external validity of study results to this sample only.

Paraprofessional Healthcare Institute (2014). America's Direct Care Workforce Paraprofessional Healthcare Institute. New York: National Clearinghouse on the Direct Care Workforce. Retrieved from http://phinational.org/sites/phinational.org/files/phi-facts-5.pdf

Results for Research Question #1a

Results of Independent t-test for Client-Inflicted WPV(log)

Variable	N	Mean	SD	*T*	*p**
Job Location					
Home-Based	424	1.43	.18	-10.77	<.001
Institution-Based	77	1.67	.18		

*One tailed p

A Priori (Before Study)	Posteriori (After the Study)
Medium Effect Size = 0.5	Large Effect Size = 1.33
Specified Power = .80	Achieved Power =0.99

Results for Research Question # 1b

Relationship between Client-Inflicted WPV(log) and Job Behaviors for **all DCPs (N =501)**

Variables	R	r^2	$p*$
Burnout	.56	.31	<. 001
Job Satisfaction	.00	.00	>. 05
Turnover Intention	.24	.06	<. 001

*One tailed p

- **69%** of the variance in burnout unaccounted for by extraneous variables
- **94%** of variance in turnover intention unaccounted for by extraneous variables

Relationship between Levels of Client-Inflicted WPV and Job Behaviors for **HB- DCP (N =424)**

Variables	R	r^2	$P*$
Burnout	.55	.30	<. 001
Job Satisfaction	.06	.00	>.05
Turnover Intention	.26	.07	<. 001

*One tailed p

- **70%** of the variance in burnout unaccounted for by extraneous variables
- **93%** of variance in turnover intention unaccounted for by extraneous variables

Relationship between Client-Inflicted WPV and Job Behaviors for **IB-DCP (N =77)**

Variables	R	r^2	$P*$
Burnout	.42	.18	<. 001
Job Satisfaction	-.19	.04	>.05
Turnover Intention	.18	.03	>.05

*One tailed p

- **82%** of the variance in burnout unaccounted for by extraneous variables

Note: **A correlation coefficient of .30 (-.30) or less is considered very weak;** 31 to .50 (or -.31 to -.50) is weak (Abu-Bader , 2011, P. 166)

MANCOVA Summary Table

Source	Dependent Variable	SS	df	MS	F	p
Intercept	Burnout	1022.746	1	1022.746	15.720	.000
	Job Satisfaction	9017.999	1	9017.999	208.058	.000
	Turnover Intention	680.496	1	680.496	82.167	.000
[a]WPV (log)	**Burnout**	**6048.298**	**1**	**6048.298**	**92.967**	**.000**
	Job Satisfaction	35.606	1	35.606	.821	.365
	Turnover Intention	**118.442**	**1**	**118.442**	**14.301**	**.000**
[b]Job Location	Burnout	26.053	1	26.053	.400	.527
	Job Satisfaction	146.191	1	146.191	3.373	.067
	Turnover Intention	1.189	1	1.189	.144	.705
[c]**Job Location**	Burnout	36.434	1	36.434	.560	.455
* WPV(log)	**Job Satisfaction**	**174.567**	**1**	**174.567**	**4.027**	**.045**
	Turnover Intention	2.808	1	2.808	.339	.561

- Client-inflicted WPV (log) had a statistically significant effect on burnout and turnover intention ($p < .001$)
- Job Location **did not** have a significant effect on any variable ($p > .05$)
- Combination of WPV(log) and job location had an effect on Job satisfaction ($p < .05$)
- Specifically, IB-DCP (**n = 68**) who experienced greater levels of WPV (log), experienced decreased levels of job satisfaction (**mean = 48.41, SD= 6.36**), compared to IB-DCP (**n = 9**) who experienced lower levels of WPV (log) (**mean = 51.11, SD = 4.88**)

Turnover Intention   4397.489   500

[a]Wilk's lambda = .83, $F_{(df = 32.75)}$, $p < .001$, $\eta^2 = .17$
[b]Wilk's lambda = .99, $F_{(df = 1.22)}$, $p > .05$, $\eta^2 = .01$
[c]Wilk's lambda = .99, $F_{(df = 1.44)}$, $p < .05$, $\eta^2 = .01$

MANOVA-All Direct Care Paraprofessionals (n = 501)			
A Priori	Posteriori WPV	Posteriori Job Location	Posteriori WPV*Job Location
Small Effect Size = 0.5	Small Effect Size = .166	Small Effect Size = .007	Small Effect Size =.009
Specified Power = .80	Achieved Power = 1.00	Achieved Power = .31	Achieved Power = .37

Results for Research Question #3

Multiple Regression Analysis-Predictors of Client Inflicted WPV(log)

Variable	R	R^2	β	t	p	F	p
Job Location	.46	.21	.36	7.6	< .001	112.06	<.001
Average Hours (SQRT)	.51	.26	.21	5.1	< .001	73.50	<.001
Gender	.53	.28	-.13	-3.3	< .001	53.97	<.001
Race	.54	.29	.11	2.7	< .01	43.02	<.001
Coworkers	.49	.24	.11	-2.4	< .05	36.00	<.001

Regression: Personal Characteristics, Work Conditions as Predictors of WPV (Log) (n = 501)	
A Priori	**Posteriori**
Small Effect Size = 0.15	Large Effect Size = .31
Specified Power = .80	Achieved Power = 1.00

- Female, Caucasian, institution-based DCP, with coworkers, working a greater number of hours
- Overall, the 5 factor-model explained **24%** of the variance in client-inflicted WPV(log) (R = .49, F (df=5,420) = 36, p <.001).
- **76%** of the variance in client-inflicted WPV(log) is unexplained by extraneous factors.

Larger work setting (IB-DCP) ⟶ **More clients** ⟶ **More hours** ⟶ increased opportunity for WPV

Results for Research Question #4

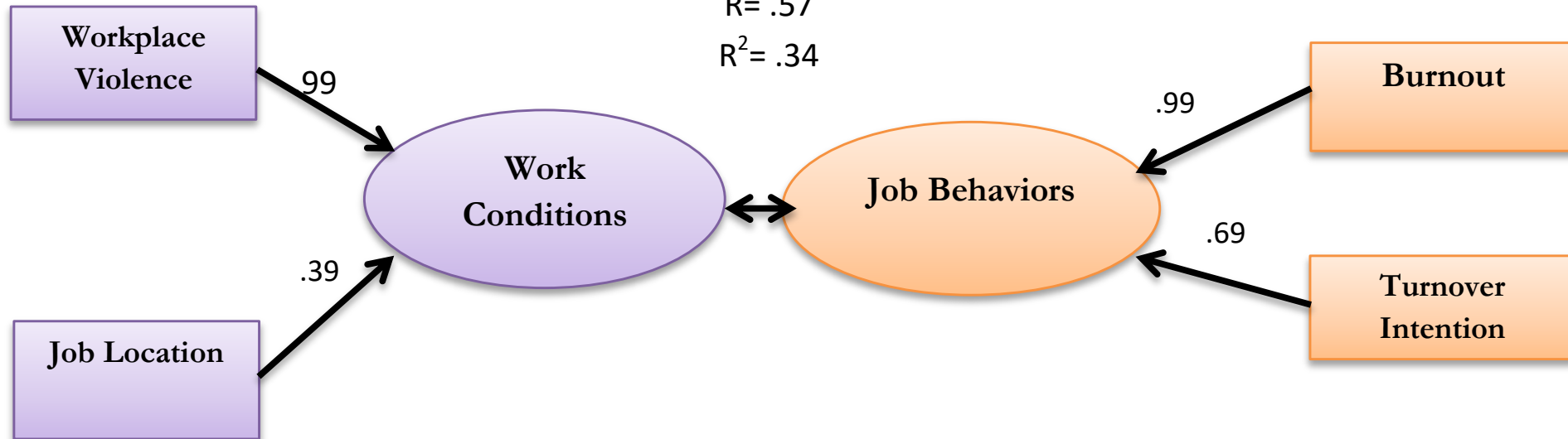Figure.Canonical Correlation Path Diagram for Study Variables
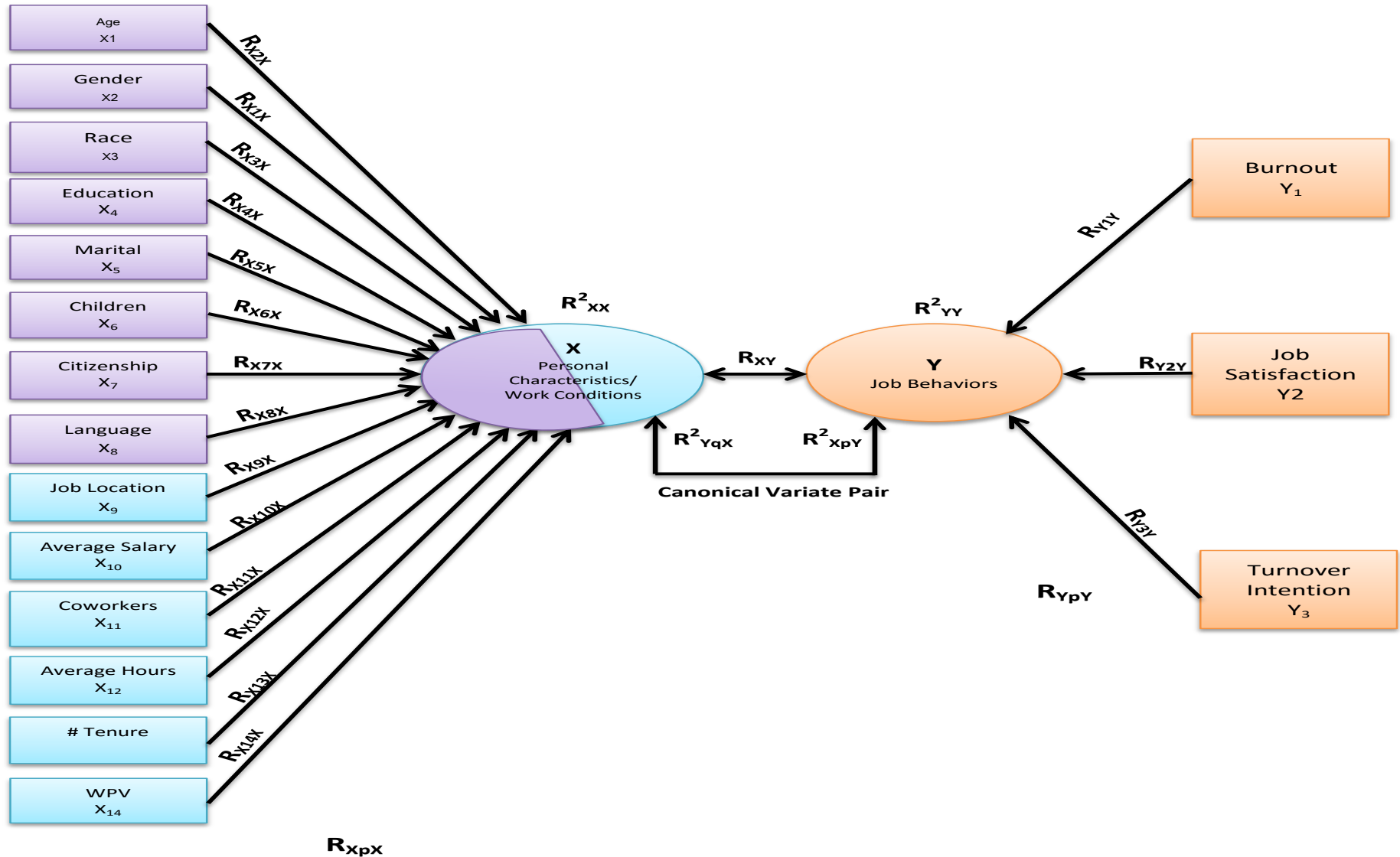
Note: This diagram has been adapted from Abu-Bader, S. H. (2010). *Advanced and multivariate statistical methods in social science research with a complete SPSS guide*. Chicago: Lyceum Books.

Results for Research Question #4

Figure. Canonical Correlation Path Diagram-Variate Pair

R= .57

R^2= .34

Wilks' = .66, $F_{(15, 1361.36)} =$14.73, p < .001

- **IB-DCP who experienced higher levels of client-inflicted WPV(log), experienced high levels of burnout, and as turnover intention.**
- **Job location and WPV[(Log])pair accounted for 49% of the variance in burnout and turnover intention.**
- **Approximately 51% of the variance is unaccounted for by extraneous variables**

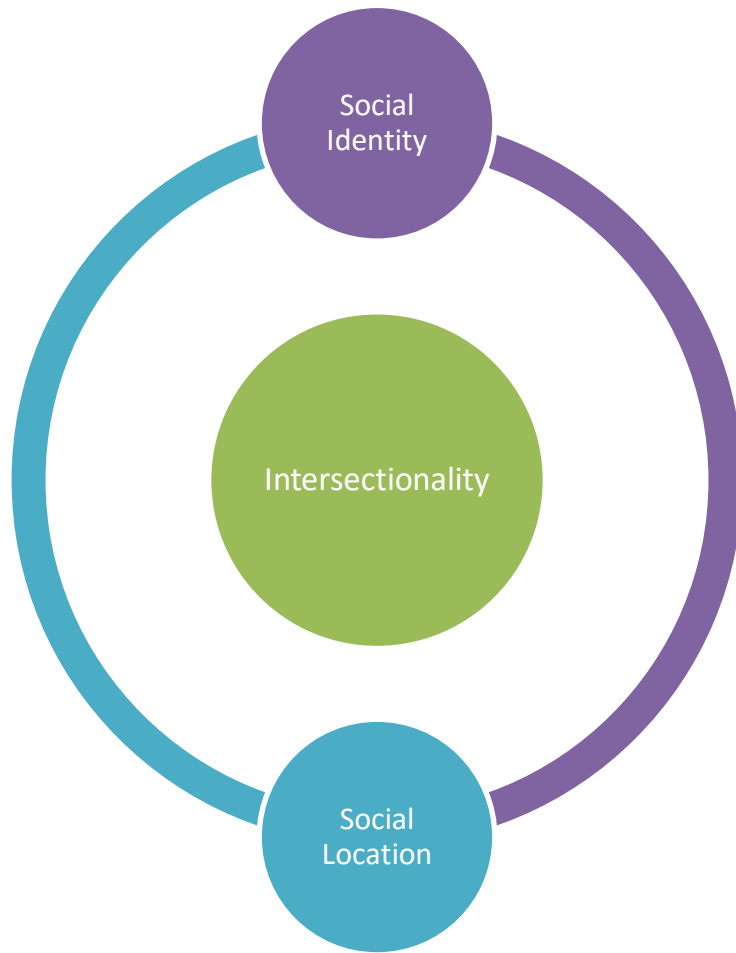| Canonical Correlation Analysis: Work Conditions as (n = 501)		
A Priori	**Posteriori** **Burnout**	**Posteriori** **Turnover Intention**
Small Effect Size = 0.15	Large Effect Size = .45	Medium Effect Size = .19
Specified Power = .80	Achieved Power = 1.00	Achieved Power = 1.00

Theoretical Framework

Figure. Intersectionality Factors

Matrix of domination "overall organization within which intersecting oppressions originate, develop, and are contained (Collins, 2000)
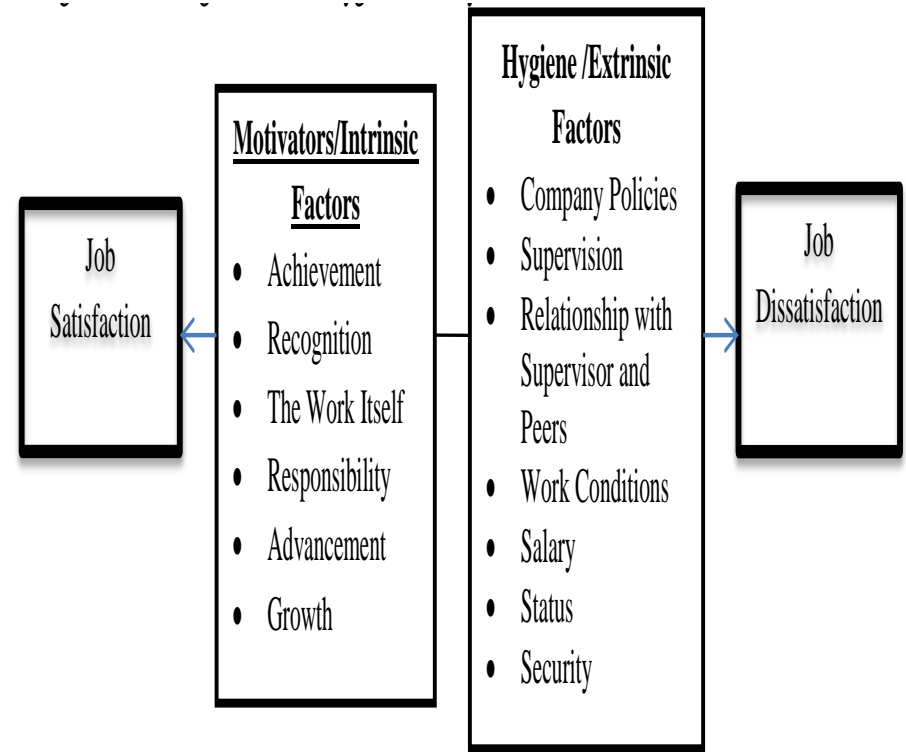

Figure 1: The Hertzberg motivation-hygiene theory conceptual model adapted from Abu-Bader, S. H. (1998). Predictors of work satisfaction between Arab and Jewish social workers in Israel. PhD dissertation. Salt Lake City, UT: University of Utah.

In Conclusion...

Discussion, Implications, and Recommendations

Social Work Practice

- Accurately define client-inflicted WPV as abuse
- Create an environment of cohesion and shared responsibility among the human service workers
- WPV standard curriculum
- State and federal funded awareness campaigns on WPV
- Dedicated research and development of measures

Social Welfare Policy

- Enforce standard state and federal management policies to protect workers and hold client offenders accountable
- Adopt as a NASW legislative agenda item
- DCP inclusion on global agenda for work equitable and safe workplaces for poor, immigrant women of color

Limitations of Study

- Quantitative
- Cross-sectional causality
- Non-probability sampling and generalizability
- Self-administered survey that relied on self-reported data
- Bias and social desirability
- Affiliation with Direct Care Alliance and SEIU 1199
- Questionnaire is only offered in English
- Computer Access, proficiency & literacy

Future Study

- Mixed methods research to add insight and understand extraneous variables

- Qualitative purposive sampling, case studies

- Culturally diverse and gender sensitive/specific research

- Comparative groups of healthcare workers

- Missing "gray" workforce

- Coping mechanisms as it relates to job satisfaction, when controlling for WPV

- Social Support of coworkers in institution-based setting

- Management practices on WPV, and Job behaviors

- Client perceptions

- Family Caretakers

Thank you & Questions