

WORK ENGAGEMENT AND SELF-EFFICACY IN RELATION TO THE PATIENT-CENTERED CARE OF NURSES

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ABSTRACT

Nurses play a very important role in the care of patients. In view of the important functions of nurses in the healthcare system, it is necessary to note that nurses must be engaged in their work and must have a goal set for oneself to accomplish good performance, or self-efficacy. The study aimed to determine the relationship of work engagement and self-efficacy with patient-centered care of nurses, using quantitative descriptive-correlational research design with an adapted survey questionnaire. The result shows that the nurses are in the age group of 30-39 years old; female; married; with contractual employment status. Most of the nurses have been working as nurse for 4-6 years with excellent work engagement in terms of vigor, dedication, and absorption. They also have excellent self-efficacy and they render excellent patient-centered care. Furthermore, there is a very strong correlation between work engagement and self-efficacy, and self-efficacy and patient-centered care, and strong correlation between work engagement and patient-centered care.

Keywords: *Work engagement, Self-efficacy, Patient-centered care, Agusan del Sur*

INTRODUCTION

Nursing is a dynamic profession where nurses have to perform various roles in order to give the optimum, holistic care to patients. It is important that nurses are constantly engaged in their work and must possess a belief in one's ability. Equipped with work engagement and self-efficacy, excellent job performance is sure to follow. Several studies have been undertaken on work engagement, self-efficacy and better patient-centered care. In the United States of America, a study showed that nurses' work engagement is associated with their job satisfaction, perceived quality of care, and intent to leave. Nurses' work engagement in this study is lower than in other studies, especially before the COVID-19 pandemic, which may indicate a possible association with the COVID-19 impact. Because nurses' work engagement is significantly associated with job satisfaction, nurse leaders need to find ways to promote nurses' job satisfaction and retention (Wei, et. al., 2023).

In Oman, a study showed that mentally engaged nurses are attached to work even when they are off duty (Al Mamari and Groves, 2023). In the Philippines, a study concluded that work engagement influences nurse work and patient outcome. Higher levels of work engagement prevent nursing staff from leaving their workplaces and may

help them find their work fulfilling personally and professionally. Nursing management should highly consider promoting work engagement through enhancing job resources to meet the needs of nurses and, eventually, improve professional work outcomes and quality patient care (Falguera, et. al., 2023). The study of Mejia, et. al. (2021) concluded that work engagement entails positive outcomes to the employees' personal development in the organization. Furthermore, another study provided evidence that professional self-efficacy, life satisfaction, and burnout could influence job performance through work engagement (Bernales-Turpo et al, 2022).

The researchers, however, has not found any study conducted in Agusan del Sur in the influence of work engagement and self-efficacy in relation to patient-centered care of nurses, particularly in a local hospital in Bunawan, Agusan del Sur; thus, inspiring the investigator to conduct this study which aimed to determine the influence of work engagement and self-efficacy in relation to patient-centered care of nurses. The result shall be used to plan strategies to increase nurses' self-efficacy to improve their work engagement thereby rendering better patient care. Post-pandemic and shortage of nurses can compromise patient care. Hence, self-efficacy as predictor to work engagement and better patient care must be assessed.

Statement of the Problem

The purpose of this study was to determine the influence of work engagement and self-efficacy in relation to patient-centered care of nurses. Specifically, it aimed to answer the following questions:

1. What is the demographic profile of the nurses in terms of:
 - 1.1 age;
 - 1.2 sex;
 - 1.3 marital status;
 - 1.4 employment status; and
 - 1.5 years of nursing experience/practice
2. What is the level of work engagement of the nurses in terms of:
 - 2.1 vigor;
 - 2.2 dedication; and
 - 2.3 absorption?
3. What is the level of self-efficacy of the nurses?
4. What is the extent of patient-centered care of nurses?
5. Is there a significant relationship between
 - 5.1 work engagement and patient-centered care?
 - 5.2 self-efficacy and patient-centered care?

FRAMEWORK

This study is anchored on goal-setting theory (Locke, 1990). This theory outlined five requirements for goals: clarity: A goal should be clear, specific, and easy to understand; challenge: A goal should push employees, but not so much that workers break down. Too easy or too hard of a goal could demotivate staff;

commitment: Employees should rally behind the goal and pursue the objective wholeheartedly from its inception; feedback: Leaders should provide feedback and direction throughout the process to maintain momentum or encourage improvement; and task complexity: Leaders should set reasonable expectations and should divide larger projects into smaller, easier to tackle tasks with steps, milestones, and regular reviews (Robinson, 2022). Locke asserted that goals should be concrete and non-vague. Providing incentive for employees to reach the target was another best practice. Though prizes could be helpful motivators, material rewards were not the only performance drivers. Explaining the importance and reasoning behind a goal could make a powerful impression.

In this study, the investigator was guided by the theory that defining objectives is a critical component of employee inspiration and fulfillment. When nurses connect to the organization's mission of patient-centered care, and lay out a clear plan of action, they to commit to the outcome and invest in a successful healthcare delivery.

METHOD

Research Design

The study used a quantitative research design. Quantitative descriptive-correlational design was used to determine the relationship between work engagement and patient-centered care; and self-efficacy and patient-centered care.

Research Participants

The participants of the study were the nurses who are working in Valentina Galido Plaza Memorial Hospital. They are the staff nurses who have a regular and / or contractual status of employment regardless of age, sex, number of years in service, and area of assignments. The demographic profiles of the respondents vary in terms of age, gender, marital status, employment status, number of years in service, area of assignment, and number of patients handled in a shift; thereby making this study responded by nurses of heterogenous demographics giving a wider view of the work engagement and self-efficacy nurses, and how they carry out patient-centered care. The researcher included all the staff nurses in the hospital; 22 regular/permanent and 38 contractual, and 1 part time, with a total of 61 respondents. A 10% margin was allowed for respondents who would not be able to participate in the survey, for whatever reason they may have. But fortunately, all the nurses were able to participate in the study

Statistical Tools

Descriptive statistics such as frequency and percentage, mean and standard deviation were used to summarize the characteristics of participant. Pearson product moment correlation was utilized to determine the relationship between the variables.

RESULTS AND DISCUSSION

Demographic Profile

Table 1 presents the demographic profile of the nurses. A total of 61 nurses were surveyed with the following results: In terms of age, majority of the nurses are between the ages of 30 to 39 years old with a frequency of 34 representing 55.7%. The least of the nurses are in the age group of 60 years old and above with a frequency of 2 representing 3.3% of the nurses surveyed. The result implies that majority of the nurses are in matured age but not yet considered midlife, to realize the importance of work engagement and self-efficacy in their chosen profession to render quality patient care. This is contrary to the 2020 National Nursing Workforce Survey, the average age of surveyed registered nurses was 52 years old, up from 51 in 2017.

In terms of sex or gender, majority are female with a frequency of 43 representing 70.5 %; and male nurses have a frequency of 18 representing 29.5%. This result is consistent with the study of Crimi, (2021), Approximately 70% of the global health-care workforce is made up of women, according to an analysis of 104 countries conducted by the World Health Organization, reaching 90% in Hubei province. A first gap sticks out: most of the health-care heroes that tackled COVID-19 in the frontline were women.

In terms of civil status, majority of the nurses are married with a frequency of 40 or 65.6%. 20 nurses or 32.8% are single and only one or 1.6% is separated. This implies that majority of the registered nurses working in the Valentina Galido Plaza Memorial Hospital are married. Marriage is understood as a milestone and it is expected that individuals will one day marry a suitable partner. Having children out of wedlock is generally frowned upon in Filipino society. Thus, many couples will marry prior to giving birth to their child to avoid social repercussions.

A report by the Philippine Statistics Authority (PSA) has revealed the number of marriages that happened in the country in recent years. According to the study, 1,183 marriages were solemnized each day in 2019 for a total of 431,972 registered marriages. This result is not consistent with the national statistics report of Philippine Statistics Authority in 2020 where married persons comprised only of 45% over a period of 2000 to 2010 and shrunk to only 41% in 2015 (PSA, 2020). Since PSA conducts census every 10 years, no new data were gathered yet to give a figure on the current married statistics in the Philippines.

In terms of employment status, only 22 or 36.1% of the surveyed nurses are permanently employed or with regular employment status; 38 which represents the majority of nurses at 62.3% are contractual workers. Only one or 1.6% is part time. Many young nurses do not reach the permanent status because of fast turnover of nurses in search of a greener pasture. New and younger nurses are faced with many issues such as low pay and salaries, significant workloads, lack of appropriate staffing levels, and the inability to strive for advancement in the profession where they consider

leaving. And the study says that there is a need to be a more focused approach by hospital administrators and their attention to those working in the nursing profession so as to assist with decreasing turnover of the nurses and continuity of the delivery of safe and effective nursing care. This may include development of an effective staffing plan, formulation and implementation of professional education programs, providing of adequate organizational support, and the provision of a positive working environment. Other measures may include review and revision of salary and pay policies, and formulation of career planning activities. And, enhancing the reward system in nurses may be helpful to reduce turnover intention. (International Journal of Nursing Sciences 2018)

In terms of years of experience as nurse, most nurses have 4-6 years of working experience with a frequency of 20 or 32.8%. The least is with less than one year of working experience with a frequency of 1 representing 1.6%. Some nurses have been working between 1 year to more than 10 years. The result implies the wide dispersion of years of experience among the nurses. There is a mixture of old and new nurses in the hospital which could be attributed to the stressful nature of the nursing profession. According to Bulbuloglu (2020), nurses in their work lives are frequently faced with long working hours, having to manage time continuously, insufficient break time, inadequacy of staff and physically poor working conditions. However, the years of nursing experience in table shows that there 19 or 31.1% of nurses who have worked for 10 years or more, this is a good indicator provided that they have stayed in that hospital for the duration of that years because according to the study of Hashempour and Ghahremanlou, (2018) that the turnover of nurses results in an increased cost for the institution to recruit qualified nurses, a decreased patient care quality, and the need to balance between actual and realistic needs, considering not only the organizational needs and desires, but also high-quality working conditions to keep qualified employees.

Table 1 Demographic Profile of the Nurses

Profile Variables		Frequency	Percentage
Age	20 – 29 years old	9	14.8
	30 – 39 years old	34	55.7
	40 – 49 years old	10	16.4
	50 – 59 years old	6	9.8
	60 and above	2	3.3
Sex	Male	18	29.5
	Female	43	70.5
Civil Status	Single	20	32.8
	Married	40	65.6
	Separated	1	1.6
Employment Status	Permanent/Regular	22	36.1
	Contractual	38	62.3
	Part time	1	1.6
Years in Service	Less than 1 year	1	1.6
	1 – 3 years	14	23.0
	4 – 6 years	20	32.8

7 – 9 years	7	11.5
10 years and Over	19	31.1

Work Engagement of the Nurses

Table 2 presents the mean distribution of work engagement of nurses in measured in terms of vigor, dedication, and absorption. The result shows that the overall work engagement of nurses has a mean of 4.75, responded as “all the time” to the statements on work engagement, described as very high, and interpreted as work engagement is always evident. Among the indicators for work engagement, dedication got the highest mean of 4.87, interpreted as dedication is always evident, followed by absorption with a mean of 4.70 interpreted as absorption is always evident and lastly the vigor with a mean of 4.68, also interpreted as vigor is always evident.

In terms of vigor, the statement, “At my work, I feel bursting with energy” got the highest mean of 4.82, interpreted as vigor is always evident and the statement with the lowest mean of 4.49, still interpreted as vigor is always evident is “When I get up in the morning, I feel like going to work”. This result was expected since when one gets up in the morning from sleep, the body has to adjust from resting to getting ready to work. Contrary to the statement with the highest mean in which when one is at work the engagement to the task is so immense that one feels to be bursting with energy, which is common among the nurses surveyed in the study. This result was consistent with the study of Shekari as cited by Jaya et al, (2021) which stated that employee engagement implied high employee energy at work and mental resilience and investment in actual work, along with a high level of persistence even when facing difficulties. Furthermore, good performance results require a person's level of awareness to carry out duties and responsibilities. Characteristics of vigor in the form of energy levels and mental resilience at work are shown with effort and perseverance even in difficulties; it could spur employee performance to be more optimal and it is based on organizational expectations. Someone would tend to do useful things for the organization on their own awareness and would be driven towards positive tendencies behavior. It could be concluded that vigor has a positive influence on employee performance (Masa'deh, et. Al, 2018).

In terms of dedication, statements “My job inspires me” and “I am proud on the work that I do” both got the highest mean of 4.90 described as very high, interpreted as dedication is always evident. The statements “ I am enthusiastic about my job” and “To me, my job is challenging” got the lowest mean of 4.84, still positively agreeing with the statements and interpreted as dedication is always evident. The nurses show excellent work engagement, as being always evident, in terms of dedication which according to Bamidele and Konya (2019), dedicated employees are assets for the company in achieving the set targets . It can be said that dedication has a positive effect on employee performance. This is in accordance with the results of research which states that dedication has a significant positive effect on productivity growth, resilience, performance (Bamidele and Konya, 2019). contextual and task performance.

In terms of absorption, the statement, “It is difficult to detach myself from my job” got the highest mean of 4.79, interpreted as absorption is always evident. The

statement that got the lowest mean of 4.64, interpreted still as absorption is always evident, is “When I am working, I forget everything else around me “. This results implied the extent of absorption of the nurses in their work that when they are at their work performing their tasks, they forget about other things and stay focused on what they are doing. This engagement, according to Schaufeli (2018) is measured by full concentration at work, feeling happy and engrossed in work so that time seems to pass quickly, and it is difficult to get away from work.

Table 2. Work Engagement of the Nurses

WORK ENGAGEMENT	Mean	Description	Interpretation
VIGOR:			
1. At my work, I feel bursting with energy	4.82	VeryHigh	Vigor is always evident
2. At my job, I feel strong and vigorous	4.77	Very High	Vigor is always evident
3. When I get up in the morning, I feel like going to work	4.49	Very High	Vigor is always evident
4. I can continue working for very long periods at a time	4.59	Very High	Vigor is always evident
5. At my job, I am very resilient, mentally 6. At my work I always persevere, even when things do not go well	4.67	Very High	Vigor is always evident
6. At my work I always persevere, even when things do not go well	4.74	Very High	Vigor is always evident
Level of Work Engagement in terms of Vigor	4.68	Very High	Vigor is always evident
DEDICATION:			
1. I find the work that I do full of meaning and purpose	4.85	Very High	Dedication is always evident
2. I am enthusiastic about my job	4.84	Very High	Dedication is always evident
3. My job inspires me	4.90	Very High	Dedication is always evident
4. I am proud on the work that I do	4.90	Very High	Dedication is always evident
5. To me, my job is challenging	4.84	Very High	Dedication is always evident
Level of Work Engagement in terms of Dedication	4.87	Very High	Dedication is always evident
ABSORPTION:			
1. Time flies when I'm working	4.77	Very High	Absorption is always evident
2. When I am working, I forget everything else around me	4.64	Very High	Absorption is always evident

3. I feel happy when I am working intensely	4.70	Very High	Absorption is always evident
4. I am immersed in my work	4.66	Very High	Absorption is always evident
5. I get carried away when I'm working	4.66	Very High	Absorption is always evident
6. It is difficult to detach myself from my job	4.79	Very High	Absorption is always evident
Level of Work Engagement in terms of Absorption	4.70	Very High	Absorption is always evident
Overall Level of Work Engagement	4.75	Very High	Work Engagement is always evident

Self-Efficacy of the Nurses

Table 3 shows the mean distribution of the self-efficacy of the nurses. Among the indicators for self-efficacy, the indicator with the highest mean of 4.87, interpreted as self-efficacy is always evident, is “use the Code of Ethics to maximize collaborative interactions within the healthcare team”, implying the awareness of the nurses to refer to the Code of Ethics as guide for a better professional relationship among the healthcare team. The indicator with the lowest mean of 4.51 is “challenge questionable orders, decisions or actions of other healthcare team members”; still interpreted as self-efficacy is always evident. This result could be attributed to the Filipino negative trait of “hiya” which according to Filipinero (2024), is a deep-seated fear of causing shame or embarrassment, often leads to self-censorship, an aversion to confrontation, and reluctance to challenge authority. However, nurses are empowered professionals; thus, the excellent self-efficacy result even with some reluctance.

The overall level of self-efficacy of the nurses is very high with a grand mean of 4.71. This result reflected confidence in the ability to exert control over one's own motivation, behavior, and social environment, corresponding to self-efficacy as defined by Bandura to be an individual's belief in his or her capacity to execute behaviors necessary to produce specific performance attainments (Garrido, 2023). The very high result of all the indicators for self-efficacy is a strong evidence that the nurses of Valentina Galido Plaza Memorial Hospital are able to perform their tasks and are firm in their beliefs of what is right and what must be done.

Table 3. Self-Efficacy of the Nurses

SELF-EFFICACY	Mean	Description	Interpretation
1. use the Code of Ethics to maximize collaborative interactions within the healthcare team	4.87	Very High	Self-Efficacy is always evident
2. make good practice decisions in the absence of agency policies and procedures	4.69	Very High	Self-Efficacy is always evident
3. use conflict resolution strategies when	4.69	Very High	Self-Efficacy is

necessary			always evident
4. challenge questionable orders, decisions or actions of other healthcare team members	4.51	Very High	Self-Efficacy is always evident
5. report a near miss in care (a narrow escape from a serious complication)	4.54	Very High	Self-Efficacy is always evident
6. demonstrate the broad knowledge base required for nursing practice	4.61	Very High	Self-Efficacy is always evident
7. demonstrate awareness about the emerging global health issues	4.70	Very High	Self-Efficacy is always evident
8. take part in nursing or health research by identifying research opportunities	4.69	Very High	Self-Efficacy is always evident
9. use the appropriate assessment tools and techniques for each body system (e.g. the neurological system) in consultation with clients and other healthcare team members	4.79	Very High	Self-Efficacy is always evident
10. complete your assessments in a timely manner following agency protocols	4.82	Very High	Self-Efficacy is always evident
11. demonstrate awareness of the health inequities of people who are affected by various kinds of discrimination	4.77	Very High	Self-Efficacy is always evident
12. manage multiple nursing interventions for clients with complex co-morbidities, seeking appropriate consultation when needed	4.74	Very High	Self-Efficacy is always evident
13. assist clients to understand the link between health promotion strategies and health outcomes (e.g. dietary methods to lower cholesterol)	4.54	Very High	Self-Efficacy is always evident
14. apply safety principles to prevent injury to clients, self, other healthcare workers, and the public	4.59	Very High	Self-Efficacy is always evident
15. manage therapeutic interventions safely (e.g. drainage tubes)	4.69	Very High	Self-Efficacy is always evident
16. prepare clients for diagnostic procedures and treatments (e.g. colonoscopy)	N/A	N/A	N/A
17. provide nursing care to meet hospice, palliative or end-of-life care needs	4.70	Very High	Self-Efficacy is always evident
18. demonstrate a good understanding of informed consent	4.72	Very High	Self-Efficacy is always evident
19. apply the Code of Ethics to address ethical dilemmas	4.80	Very High	Self-Efficacy is always evident
20. advocate for clients especially when they are unable to advocate for themselves	4.75	Very High	Self-Efficacy is always evident
21. demonstrate respect and knowledge of the unique and shared competencies of various members of the healthcare team	4.80	Very High	Self-Efficacy is always evident
22. take action in potentially abusive situations	4.85	Very High	Self-Efficacy is

to protect self, clients and colleagues from injury (e.g. bullying, nurse-to-nurse violence)			always evident
Level of Self-efficacy	4.71	Very High	Self-Efficacy is always evident

Patient-centered Care of the Nurses

Table 4 shows the mean distribution of the patient-centered care rendered by the nurses. The care with the highest mean of 4.90, described as very high and interpreted as patient-centered care is always evident, is, "PRIVACY: I provide privacy to patients". This implied that the nurses are very much aware of the right of patients to privacy. The statement with the lowest mean of 4.56, interpreted as excellent patient-centered care is always evident, is, "THE DAILY ROUTINE OF THE NURSES: I adjust my schedules to patient needs.". Adjusting one's schedule for patient's needs may be difficult for nurses considering that they ,too, have families and personal needs to attend to, but in the nursing profession, patients are always the priority; thus, the "very high" result.

The overall patient-centered care of the nurses in Valentina Galido Plaza Memorial Hospital got a grand mean of 4.76, interpreted as patient-centered care is always evident. This result is an implication that the care that nurses give to each patient is personalized, procedures may be routine but the interventions and the manner of undertaking the care for each patient is tailored to the patient's needs. This is evident in the use of the nursing process where the plan of care is based on the patient's needs as meticulously assessed by the nurses. According to O'Neill (2022), Patient-centered care is the practice of caring for patients (and their families) in ways that are meaningful and valuable to the individual patient. Moreover, a study in eight primary health practices in the Netherlands concluded that patient-centered care and co-creation of care were associated positively with satisfaction with care and the physical and social well-being of patients with multi-morbidity in the primary care setting. Making care more tailored to the needs of patients with multi-morbidity by paying attention to patient-centered care and co-creation of care may contribute to better outcomes (Kuipers et al, 2019).

Table 4. Patient-centered Care of the Nurses in Valentina Galido Plaza Memorial Hospital

PATIENT-CENTERED CARE	Mean	Description	Interpretation
1. INFORMATION PATIENTS ARE GIVEN: I give clear and complete explanations about tests, treatments, and what to expect.	4.87	Very High	Patient-centered care is always evident
2. INSTRUCTIONS: I explain to patients and families how to prepare for tests and operations.	4.77	Very High	Patient-centered care is always evident
3. EASE OF GETTING INFORMATION: I am willing to answer patients' questions.	4.70	Very High	Patient-centered care is always evident

4. INFORMATION GIVEN BY NURSES: I can easily communicate with patients, families, and doctors.	4.74	Very High	Patient-centered care is always evident
5. INFORMING FAMILY OR FRIENDS: I keep the patients informed about their conditions and needs.	4.70	Very High	Patient-centered care is always evident
6. INVOLVING FAMILY OR FRIENDS IN PATIENT CARE: I allow family or friend to help in patient's care if not contraindicated.	4.79	Very High	Patient-centered care is always evident
7. CONCERN AND CARING BY NURSES: I give Courtesy and respect to patients; I manifest friendliness and kindness to patients and families.	4.84	Very High	Patient-centered care is always evident
8. ATTENTION OF NURSES TO PATIENT CONDITION: I check on patients and how well they keep track of how they are doing.	4.75	Very High	Patient-centered care is always evident
9. RECOGNITION OF PATIENT OPINIONS: I ask patients what they think is important and I give them choices.	4.79	Very High	Patient-centered care is always evident
10. CONSIDERATION OF PATIENT NEEDS: I am willing to be flexible in meeting patient needs.	4.75	Very High	Patient-centered care is always evident
11. THE DAILY ROUTINE OF THE NURSES: I adjust my schedules to patient needs.	4.56	Very High	Patient-centered care is always evident
12. HELPFULNESS: I make patients comfortable and reassure them	4.79	Very High	Patient-centered care is always evident
13. COORDINATION OF CARE AFTER DISCHARGE: I make efforts to provide for patient needs even after they leave the hospital.	4.61	Very High	Patient-centered care is always evident
14. NURSING STAFF RESPONSE TO PATIENT CALLS: I am quick to help patients and respond to their calls.	4.75	Very High	Patient-centered care is always evident
15. SKILL AND COMPETENCE OF NURSES: I am competent in giving medicine and handling IVs.	4.74	Very High	Patient-centered care is always evident
16. COORDINATION OF CARE: I am a team player; I advocate teamwork between nurses and other hospital staff who take care of patients.	4.75	Very High	Patient-centered care is always evident
17. RESTFUL ATMOSPHERE PROVIDED BY NURSES: I see to it that patients get	4.82	Very High	Patient-centered care is always

adequate amount of peace and quiet rest.			evident
18.PRIVACY: I provide privacy to patients	4.90	Very High	Patient-centered care is always evident
19.DISCHARGE INSTRUCTIONS: I clearly and completely tell patients or families what to do and what to expect when they leave the hospital.	4.84	Very High	Patient-centered care is always evident
Extent of Patient-centered Care	4.76	Very High	Patient-centered care is always evident

Relationship Among Work Engagement, Self-Efficacy, and Patient-centered Care

Table 5 presents the correlation among the variables under investigation in this study namely: work engagement, self-efficacy, and patient-centered care. The results indicated strong correlation among the variables. The relationship between work engagement and patient-centered care were tested; as well as the relationship between self-efficacy and patient-centered care using Pearson Correlation Coefficient Test. The relationship between work engagement and patient-centered care is strong at $r = .768$ and $p\text{-value} = .000$. This implied that as work engagement increases, their patient-centered care also increases. Furthermore, as their self-efficacy increases, their ability to render patient-centered care also increases as seen in the very strong relationship between self-efficacy and patient-centered care at $r = .882$ and $p\text{-value} = .000$. These results in relationship among work engagement, self-efficacy, and patient-centered care correspond to a study that was conducted in South Korea (Kim and Seo, 2021) that showed a significant positive correlation between job engagement, person-centered nursing, and quality of nursing services. Person-centered nursing was found to have a mediating and moderating role in the relationship between job engagement and quality of nursing service. In conclusion, in the impact of job engagement on the quality of nursing service, it plays a buffering role, and the job engagement of nurses improves the quality of nursing services through improvement of person-centered nursing. Furthermore, a cross-sectional survey was conducted with medical professionals at public hospitals in Hangzhou. Results indicated that perceived social context and self-efficacy had direct and positive effects on medical professionals' patient-centered service behavior (Huang et al, 2022).

Table 5. Correlation Among Work Engagement, Self-Efficacy, and Patient-Centered Care of Nurses

Variables	Pearson r	P-value	Decision over H_0	Interpretation
Work Engagement and Patient-centered Care	.768	.000	Reject H_0	Strong Relationship

Self-efficacy and Patient-centered Care	.882	.000	Reject H ₀	Very Strong Relationship
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CONCLUSIONS

Based on the presented findings of the study, the researcher concluded that work engagement influences self-efficacy, which in turn, results to patient-centered care. Nurses are dedicated professionals and when they work, they put their full effort and energy to their work. They become so absorbed in their work that they always put themselves behind, always prioritizing the needs of the patients under their care. And as they become more engaged in their work, their conviction to their profession become stronger resulting to increased self-efficacy. And when their ability to perform tasks are further enhanced, patients experience the best quality of patient-centered care.

Anchored to the employee engagement theory of Kahn, this study follow the context of the theory that work engagement denotes the degree to which a person shows self-preference in job tasks to promote connections between self and job, which can increase role performance through cognitive, emotional, and physical self-investment. The supporting theories of this study, the social cognitive theory of Bandura included the construct of self-efficacy relating to one of the main tenets of social cognitive theory, which is human agency; self-efficacy is described as the most central factor of human agency. The goal-setting theory of Edwin Locke further suggests that the individual goals established by an employee play an important role in motivating him for superior performance. The nurses of Valentina Galido Plaza Memorial Hospital are highly motivated. They have excellent work engagement performing their tasks excellently and setting and achieving the goal of patient-centered care.

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