The Impact of Workplace Loneliness and Ostracism on the nurses' Turnover Intentions: The Role of Workplace Alienation as a Mediator at the Governmental Hospitals in Egypt

By

Dr. Dina Abou-bakr Mohammed Mahmoud
Lecturer of Business Administration
Faculty of Business, Benha University,
dina.Mahmoud@fcom.bu.edu.eg

Dr. Doaa Gamal El-din Ali Nasser
Lecturer of Business Administration
Faculty of Business, Benha University,
doaa.nasser@fcom.bu.edu.eg

Dr. Ahmed Gamal Ghazaly Radwan
Lecturer of Business Administration
Faculty of Business, Benha University, Egypt
ahmed.ghazaly@fcom.bu.edu.eg

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Dr. Dina Abou-bakr Mohammed Mahmoud; Dr. Doaa Gamal El-din

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1.Introduction

As the population increases and expands, the demand for health care services rises, fostering the development of the nursing profession, which subsequently increases the requirements for nursing staff (Amarat et al., 2019). The World Health Organization reported a shortage of 9 million nurses by 2030, presenting a significant challenge to health systems (Zhang et al., 2023).

In Egypt, the nursing shortage constitutes a significant concern, with medical teams in general, and nursing staff in particular, frequently working extended hours under considerable pressure, which may result in feelings of isolation and exclusion within their professional environment (Easa, 2021; Kama et al., 2015; Zhang et al., 2020). These experiences of loneliness and ostracism, whether stemming from organizational dynamics, interpersonal conflicts, or excessive workloads, can adversely affect nurses' mental health, job satisfaction, and overall performance, as well as increase their intention to leave their positions. According to conservation of resources (COR) theory, which elucidates how individuals endeavor to acquire and maintain valuable resources in their lives, stress occurs when individuals perceive a threat of resource loss. Turnover intentions, or the inclination to leave one's job, often arise particularly when the necessary resources are diminished (Aytac, 2015; Demirbas & Hasit, 2016).

In nursing, factors such as excessive workloads, workplace ostracism, workplace loneliness, and inadequate social support can deplete resources. Previous studies have demonstrated that loneliness and ostracism in the workplace not only engender negative emotions such as depression and anxiety but also work alienation, which serves as the mediating variable in this study (Polat et al., 2023; Uslu, 2021). The

association between the variables that constitute the study model becomes more significant when considering research revealing that the experience of work alienation among individuals increases their desire to leave the organization (Ozturkciftci, 2021).

This research aims to investigate the hypothesis concerning the impact of employees' level of workplace loneliness and ostracism on their intention to leave employment and concerning the mediating role of work alienation in this impact. As a result of systematic review of the literature, no research investigated this linkage of these variables on the current study model. Therefore, this research is predictable to contribute to academic literature.

2.Research problem

The demand-driven nature of healthcare services, particularly in nursing, frequently necessitates medical professionals to engage in tasks beyond their formal job descriptions. Such extraneous responsibilities may have adverse effects at both organizational and individual levels, potentially leading to increased job-related stress and burnout. Studies indicate that nursing professionals face heightened occupational, social, and psychological stress due to their duties in patient care, extended working hours, and exposure to hazards such as infectious diseases and life-threatening situations (Easa, 2021; Talaee et al., 2021; Zhang et al., 2020).

This strain is especially evident among nurses and doctors in Egyptian hospitals, where high levels of occupational stress have been shown to affect their psychological well-being, personal lives, and overall job performance (Kama et al., 2015; Easa, 2021; Said & El-Shafei, 2021).

As central social environments, government hospitals provide nurses with opportunities for interaction with other healthcare teams and patients. While social interaction has recognized benefits, it also poses challenges; in some cases, employees may experience intentional social exclusion, or ostracism, defined as the extent to which a nurse perceives being excluded or ignored by others (Said & El-Shafei, 2021). Workplace ostracism is increasingly gaining attention among social researchers for its detrimental impact on organizational outcomes as well as on individual behaviors and performance (Easa, 2021).

The Egyptian nursing sector faces serious workforce challenges, including high turnover rates, which exacerbate the strain on an already overburdened healthcare system. A key factor contributing to this turnover is the prevalence of negative workplace dynamics, such as workplace loneliness—a state of social disconnection experienced even in the presence of others (Uslu, 2021; Amarat et al., 2019).

Therefore, this study aims to explore the psychological and social factors influencing turnover intentions among nurses, focusing on work alienation as a critical mediating variable. By understanding this mediating effect, healthcare administrators can develop targeted interventions to alleviate feelings of exclusion, cultivate a supportive work culture, and ultimately reduce turnover rates in Egypt's nursing sector.

Depending on what is previously mentioned, a research problem can be formulate in the following questions:

- What is the direct effect of WL on TIs at the Governmental hospitals in Qalyubia Governorate?

- What is the direct effect of WO on TIs at the Governmental hospitals in Qalyubia Governorate?

- What is the direct effect of WA on TIs at the Governmental hospitals in Qalyubia Governorate?

- Does WA play a mediating role in WL - TIs relationship?

- Does WA play a mediating role in WO - TIs relationship?

3. Theoretical background and hypotheses development

3.1 Workplace Loneliness (WL)

Workplace loneliness occurs when an individual's experience workplace has low-quality interpersonal relationships and social interactions (Amarat et al., 2019). Numerous studies have been noted that loneliness and workplace loneliness are various from each other. Loneliness expressed as an individual's feeling of isolated and disconnected from others (Uslu, 2021; Amarat et al., 2019), reverberates a social pain, and a negative psychological mood that increase risk of certain mental health problems (Alper, 2015), whereas workplace loneliness is stated as employees' felling of disengaged is stated as employees' feeling of disengaged and disconnected from colleagues or managers and unable to make healthy relationships at work (Wright, 2015).

The prior literature showed two shapes of loneliness: positive and negative, positive loneliness reflects the voluntary distance from people and being away from their problems, while negative loneliness is associated with displeasure that occurred due to being ostracized individual from co-workers in their environment (Uslu, 2021; Wright, 2015).

Workplace loneliness is generally investigated by two dimensions: emotional deprivation and social loneliness (Yilmaz & Altinok, 2009; Wright et al., 2006). Emotional deprivation is described as a failure to emotionally attach to others; it also means to a condition in which individuals are unable to build strong connections with colleagues that result in hiding their feelings and thoughts with them (Uslu, 2021). Social loneliness appears from the absence of social connection and social networks (Wright, 2015), as well as individuals need to feel belonging to a community or social environment (Amarat et al., 2019).

3.2 Workplace Ostracism (WO)

Workplace ostracism has been researched in the organizational behavior aspect and has been considered as an undesirable social phenomenon (Uslu, 2021). Based on literature, there are different concepts for WO. Ostracism was defined by Sarfraz et al. (2019) as the degree to which people realize a feeling of being excluded and ignored by others. whereas Ferris et al. (2008) indicated the definition of organizational ostracism in the workplace as employees being neglected by other employees in the workplace being ostracized from group members (Polat et al., 2023). On the other hand, Robinson et al. (2013) extended the field of workplace ostracism and determined this concept as a negative phenomenon where individuals perceive attitudes or actions such as avoiding eye contact, not responding to greetings, hiding necessary information, avoiding speaking and acting coldly.

Although WO is highly abnormal and harmful social phenomenon between employees, WO differs from other misbehaviors in organizations that involve acts of workplace deviance, bullying, aggression, harassment and social undermining (Polat et., 2023). In addition, various researchers have indicated that WO resulting in many negative consequences or outcomes, such as high tension or stress in work, mental and physical health, emotional exhaustion, depression and anxiety; various scholars categorized it into main aspects. (1), WO has negative impact on individual's physiology, psychology and actual behaviors (2), WO has negative influence on organizations as low task performance, lower organizational commitment, high turnover intention and diminish organizational citizenship behaviors (Uslu, 2021; Sarfraz et al., 2019; Ferris et al., 2008; Polat et al., 2023).

3.3 Work Alienation (WA)

Work alienation is a negative phenomenon in work life between employees (Chen et al., 2024). Work alienation is defined as a status of psychological detachment in which the work condition is realized to need the possibly for matching the requirements or expectations of the individuals in workplace (Amarat et al., 2019; Tummers & Den Dulk, 2013).

There are three main dimensions of work alienation that developed by Mottaz (1981): (a) powerlessness, which indicates to the sense that one has no control over decision-making processes. Individuals in workplace have restricted freedom to say opinion in organizational processes they work for; (b) meaninglessness occurs when employee recognizes his or her work as in essential or value less, or unable to understand his or her achievements in organizational objectives; (c) self-estrangement is when individuals feel they are need to comply to their own desires and requirements (Mottaz, 1981; Ozer et al., 2017).

3.4 Turnover Intentions (TIs)

Turnover intention can be defined as the situation where an employee has a perceived willingness to voluntarily quit his/her job over a specific period of time (Mobley et al., 1978). Qadeer et al. (2011) emphasized that the notion of giving up employment begins with inclination toward the thought, persists with various alternates of jobs and lastly terminates when an appropriate alternative exists.

3.5 Relationship between workplace loneliness and work alienation

Workplace loneliness is stated as an employee's feeling of disengagement and disconnect from colleagues or managers at work (Wright, 2015). This evidence suggested that loneliness is related to reduce employees' engagement (Bowers et al., 2022). Disengaged employees have rates of anxiety, stress, emotional exhaustion and work alienation (Amarat, 2019; Ertosun & Erdilb, 2012).

In line with this view, Amarat et al. (2019) confirmed the mediating role of work alienation in the effect workplace loneliness on nurses' performance. Moreover, Deiz et al. (2024) showed that workplace loneliness has a positive effect on work alienation, and workplace loneliness had a

mediating role in the effect of resilience on work alienation. Thus, it seems that individuals experiencing workplace loneliness are likely to cause a number of negative effects on the individual level such as work alienation anxiety, stress, emotional exhaustion and depression (Amarat et al., 2019; Rokach, 2004); in the work context, it influences negatively on job performance, job satisfaction and intention to leave (Aytac, 2015; Demirbas & Hasit, 2016).

Based on the results of previous studies, we propose the following hypothesis:

Hypothesis (H1a): Workplace loneliness positively associated with work alienation.

3.6 Relationship between workplace ostracism and work alienation.

According to Deniz & Cimen (2022), inclusive studies have not yet investigated the associations between WO and WA. In the literature, WO is mostly researched in linkage to job engagement, and self-esteem (Zhang et al., 2023), stress, burnout, anxiety, depression and knowledge hiding (Lee et al., 2022; Polat et al., 2023). However, limited focus has been directed toward examining the impact of WO on WA (Deniz & Cimen, 2022; Akturk & Yesiltas, 2024).

The situation created in workplace environment by WO such as negative psychological mood, mental fatigue, anxiety, emotional exhaustion and disengagement are expected individuals to be isolated from the groups to which they belong, and it indirectly leads ostracized individuals to alienation (Deniz & Cimen, 2022; Akturk & Yesiltas, 2024). The findings of a study by Deniz & Cimen (2022) suggested that WO has appositive effect on WA, While Akturk & Yesiltas (2024) Showed that serial mediating effect of WO and WA between seasonal employee leadership and turnover intention. In light of relevant literature, the hypothesis developed concerning the positive association between WO and WA is as follows:

Hypothesis (H1b): Workplace ostracism positively associated with work alienation.

3.7 Relationship between workplace loneliness and turnover intentions.

Workplace loneliness is associated with various individual and organizational variables. Based on previous literature, loneliness among workers can be considered as a factor that negatively impacts organizational citizenship behaviors and reduce social connections (Bowers et al., 2022). In line with this, individuals whose sentimental expectation cannot be matched in the work environment that causes entry towards loneliness feeling that contributes to greater employee job withdrawal behaviors, which adversely impact on workforce engagement and consequently higher turnover intention (Mobley et al., 1978). Compatible with this view, many researchers such as Ozturkciftci (2021), Ertosun & Erdilb (2012) and Bowers et al. (2022) reached results in their studies conducted with employees working at distinct organizations that confirm the positive relation between workplace loneliness and intention of leaving employment. Based on the above review, we propose the following hypothesis:

Hypothesis (H2a): Workplace loneliness positively associated with turnover intentions.

3.8 Relationship between workplace ostracism and turnover intentions

Workplace ostracism is more unclear than other counterproductive behaviors (Sarfraz et al., 2019), therefore, it is much more threatening and harmful to control WO than bullying, harassment and emotional exhaustion. As a support to this approach, extent studies indicated that WO led to higher intention to exit organization. This relationship occurs for two reasons. First, coming from social identity theory, Kim & Ishikawa (2021) states that WO decreases the feeling of self-esteem and self-meaning are critical motivating for organizational culture. Second, based on job stress theory, Singh & Randhawa (2024) claimed that ostracism is an interpersonal stressor that breaking social relations and failure in social engagement, resulting in numerous psychological reactions such as anxiety, emotional and depression.

Few empirical studies such as Singh & Randhawa (2024) and Kim & Ishikawa (2021) have indicated that there is a positive association between workplace ostracism and turnover intensions. Based on the results of previous studies, we prose the following hypothesis:

Hypothesis (H2b): Workplace ostracism positively associated with turnover intentions.

3.9 Relationship between work alienation and turnover intentions.

The COR theory clarifies that the resources acquired by individual are lack or lose may cause experience stress, negative outcomes and threatened behavioral motivation (Singh & Randhawa, 2024). In line with this view, alienated employees sense that they unable to obtain the resources such as (respect, Support or empowerment) that they appreciate (Zhao et al., 2022). Therefore, employees may try to inhibit further lack of their psychological resources or attempt to acquire more resources by drifting away from their job (Srivastava et al., 2024).

Alienated employees often begin searching for appropriate employment alternatives after a while (Adams et al., 2021), as a result, it is raising social identification disputes, thus causing higher turnover intention (Zhao et al., 2022). In connection with this theoretical consideration, previous studies have also emphasized the positive influence of work alienation on turnover intention (Zhao et al., 2022; Singh & Randhawa, 2024; Srivastava et al., 2024; Ozturkciftci, 2021). Based on the preceding discussion we propose the following hypothesis:
Hypothesis (H3): Work alienation positively associated with turnover intentions.

3.10 The mediating role of work alienation

As discussed above, workplace loneliness, and workplace ostracism are associated with work alienation, which in turn are associated with turnover intentions. Besides, sporadic studies revealed that workplace loneliness and workplace ostracism are also associated with turnover intentions (Singh & Randhawa, 2024; Kim & Ishikawa, 2021; Ozturkciftci, 2021; Ertosun & Erdilb, 2012, and Bowers et al., 2022). These hypothetical associations at fit for the mediation model furthermore, Singh & Radhawa (2024) found that WA mediates the relationship between employees' self-efficacy and their turnover intentions. A study by Amarat et al. (2019) also revealed that work alienation played a mediating role in the effect of workplace loneliness on job performance. In addition, Deniz & Cimen (2022) concluded that WA has a mediating role in the effect of WO on employee voice. In the same direction, Tasneem & Uzma (2019) found that WA mediates the association between workplace bullying and its outcomes.

The effect of workplace loneliness and workplace ostracism variables on work alienation and turnover intentions are explained above theoretically. This proposes that becoming isolated or lonely at work and / or feeling of excluded and ostracized leads employees to become feeling alienated and to begin with giving up employment because of this mediating feeling of alienation. Within the context of the relations between the variables and the above-mentioned explanations, the following hypotheses were formed:

Hypotheses (H4a): Work alienation has a mediating role in the effect of workplace loneliness on turnover intentions.
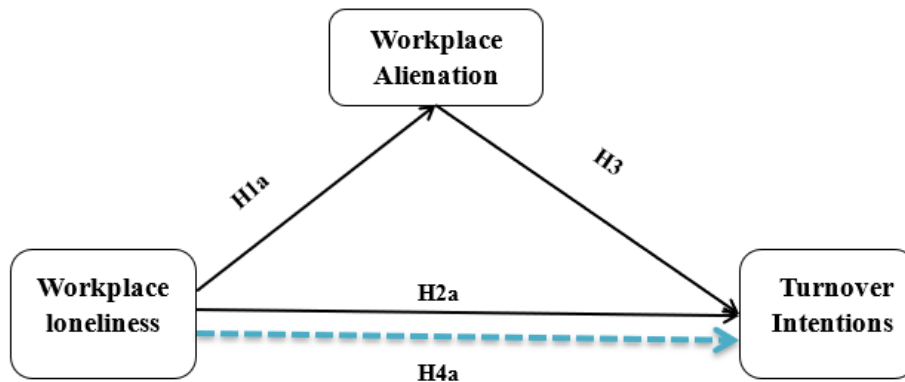

Figure.1 Research Model represented H4a

Hypotheses (H4b): Work alienation has a mediating role in the effect of workplace ostracism on turnover intentions.
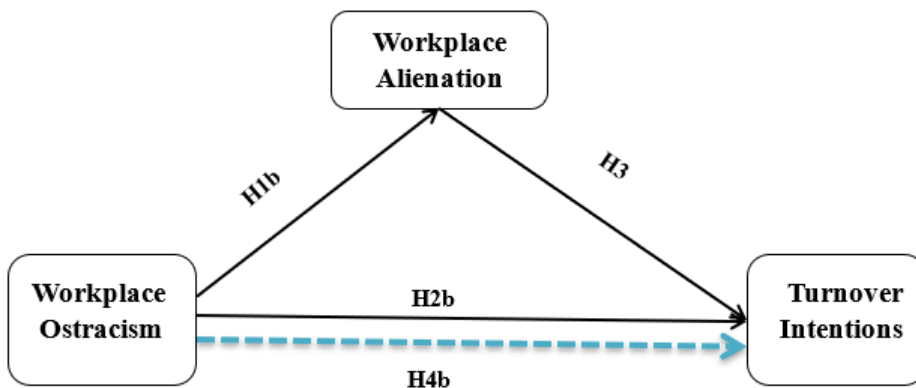

Figure.2 Research Model represented H4b

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4. Research methodology

4.1 Constructs and Measurement items

We adopted a five-point Likert-type scale ranging from 1= strongly disagree to 5=strongly agree. Except for the reverse statements, the coding was reversed. Workplace loneliness construct was measured with 16 items adapted from (Wright et al., 2006). The Workplace Ostracism was measured with seven items adapted from (Ferris et al., 2008). The workplace alienation was measured with eight items adapted from (Nair & Vohra, 2009). The Turnover intension was measured with four items that adapted from (Bluedorn, 1982). See appendix (A).

4.2 Data collection and sampling

This is a survey study through a random sampling technique, in which data were collected at one point of time. The study population consists of all nursing staff at the Governmental hospitals in Qalyubia Governorate, the Governmental hospitals in Qalyubia Governorate include 10 hospitals with 6922 nursing staff (CAMPAS, 2022 p53:55). The present study relied on online sampling calculators, to determine the sample size, so the sample size was 377 participants. Data collection took around three months. We received 326 questionnaires, the next stage involved cleaning data, which is an essential part of the process as the occurrence of erroneous or inconsistent data can considerably affect the outcomes of the analysis (Hellerstein, 2008). The number of complete and usable responses is 319 out of 377 responses, with a response rate of 84.6%. Accordingly, the analysis was based on a sample of 319 responses.

Statistical analysis was performed through SPSS 26 and AMOS 20 to test the proposed hypothesis. AMOS is a multivariate data analysis technique widely used in social science research.

4.3 Respondents' profile

As shown in Table.1, the Sample Characteristic, based on which approximately 79.62% of the respondents were Female (n=254) and 20.38% male (n=65). Majority of sample age from 25 to less than 45-year-old, about 56.74% of the respondents (n=181), and the lowest percentage of respondents in sample from more than 45-year-old, about 20.38% of the respondents (n=65). The greater percentage of sample marital was married with children 67.4% of respondents (n=215), and the lowest percentage of respondents was unmarried 11.91% of the respondents (n=38). Most of respondents had BSC

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degrees, 49.84% of the respondents (n=159), but those who had PhD were two only about 0.63% of the respondents. Regarding the Tenure, the majority of respondents were 54.23% from 5 to less than 10 years (n=173), and the lowest percentage of respondents was less than 5 years 21.63% of the respondents (n=69).

Table (1) frequency distribution of demographic and organizational characteristics

demographic and organizational characteristics		Frequency (N=319)	Percentage %
Gender	Male	65	20.38
	Female	254	79.62
Age	less than 25	73	22.88
	From 25 to less than 45	181	56.74
	More than 45	65	20.38
Marital	Unmarried	38	11.91
	Married with children	215	67.40
	Married without children	66	20.69
Education	Technical institution	123	38.56
	Bachelor	159	49.84
	Master's degree	35	10.97
	PhD	2	0.63
Tenure	Less than 5 years	69	21.63
	From 5 to less than 10 years	173	54.23
	More than 10 years	77	24.14

Source: Prepared based on statistical analysis results

Table (2) Descriptive Statistics and correlation matrix for variables

Construct	Mean	Std. Deviation	WL	WO	WA
WL	3.79	1.00	1		
WO	3.50	1.19	.825**	1	
WA	3.70	1.14	.783**	.804**	1
TI	3.85	0.98	.606**	.538**	.520**

** Correlation is significant at the 0.01 level.

Source: Prepared based on statistical analysis results.

The previous table indicates that the respondents agree to all variables that range between (3.50 - 3.85). In addition to the most agree variable is turnover intension (M=3.85, SD=0.98), also the minimum agree variable is workplace ostracism (M=3.50, SD=1.19).

Correlation values are given in Table 3, values of coefficient of Pearson's correlation between variables are positive and significant. Correlation values range between (0.520 to 0.825). the greater values of correlation in the relationship between WL and WO (0.825), but the lowest values of correlation in the relationship between WA and TI (0.520).

4.4 Measurement Models

We use standardized loading estimates that should be 0.5 or higher, and ideally, .7 or higher, to indicate convergent validity, Average Variances Extracted (AVE) should be 0.5 or greater to suggest adequate convergent validity, Composite Reliability (C.R) a measure of internal consistency reliability, which, in contrast to Cronbach's alpha, does not assume equally weighted indicator loadings. Composite reliability should be above 0.60 in exploratory research, and above 0.70 as a general guideline (Hair et al., 2019).

As shown in table (3), the CFA was conducted to each construct to calculate the average variances extraction (AVE) which reflects convergent validity but is also used to check discriminative validity in conjunction with intercorrelations of the constructs. The previous table shows that all values of AVE, C.R and model fit indicators suggest an acceptable model fit for all variables measures.
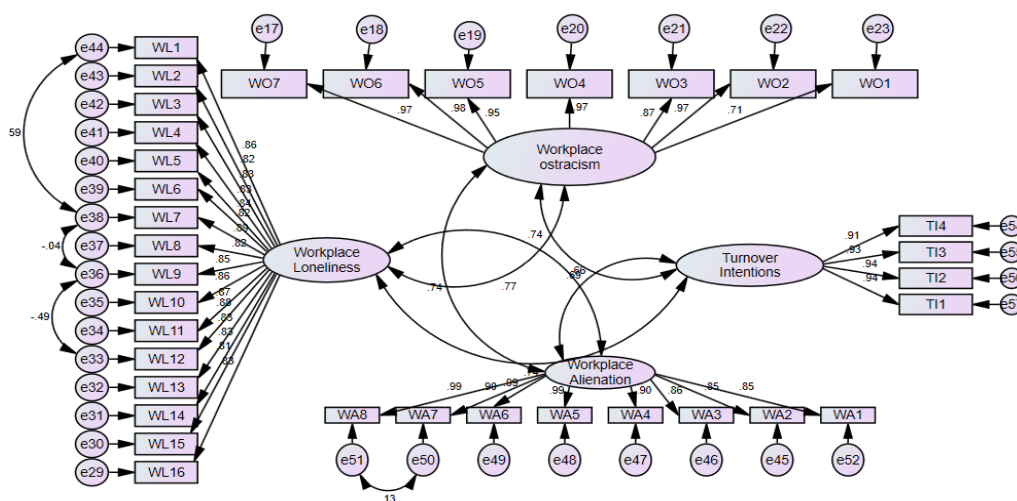

Figure.3 Measurement Model

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Table (3) Factor loading, Reliability and Validity

Construct	items	factor loading	items	factor loading	N	Reliability and Validity	
						AVE	C.R
WL	WL1	0.862	WL9	0.852	16	0.715	0.962
	WL2	0.822	WL10	0.860			
	WL3	0.829	WL11	0.867			
	WL4	0.831	WL12	0.879			
	WL5	0.839	WL13	0.830			
	WL6	0.824	WL14	0.834			
	WL7	0.889	WL15	0.815			
	WL8	0.821	WL16	0.829			
WO	WO1	0.712	WO5	0.952	7	0.849	0.975
	WO2	0.970	WO6	0.977			
	WO3	0.869	WO7	0.972			
	WO4	0.972					
WA	WA1	0.853	WA5	0.994	8	0.802	0.97
	WA2	0.847	WA6	0.995			
	WA3	0.859	WA7	0.901			
	WA4	0.905	WA8	0.985			
TI	TI1	0.935	TI3	0.932	4	0.829	0.951
	TI2	0.941	TI4	0.909			

Source: Prepared based on statistical analysis results

4.5 Structural equation model for mediation WL, WA and TI

Hair et al. (2019) indicated that Goodness-of-fit indicates how well the specified model reproduces the observed covariance matrix among the indicator items. There are several GOF measures available to the researchers:

▪ The degrees of freedom (CMIN/DF) for a model. The value less than (5) indicates a good fit. Goodness-of-Fit Index (GFI) was an early attempt to produce a fit statistic that was less sensitive to sample size. GFI calculates the proportion of variance that is accounted for by the estimated population covariance. It shows how closely the model comes to replicating the observed covariance matrix. GFI value ranges from 0 to 1. A GFI value that is more than 0.90 indicates an acceptable fit.

- Comparative Fit Index (CFI) compares the covariance matrix predicted by your model to the observed covariance matrix of the null model. CFI value ranges from 0 to 1. A CFI value that is more than 0.90 indicates an acceptable fit. Root Mean Square Error of Approximation (RMSEA) is a badness of fit test where values close to (0) means the best fit. A good model fit is present if the RMSEA value is less than 0.08.

- Root Mean Square Residual (RMR) is the square root of the average squared amount by which the sample variances and covariances vary from their estimates. An RMR of zero indicates perfect fit. The smaller the RMR is, the better. Tucker-Lewis's index (TLI) to measure goodness of fit about our models, a model with a higher value suggests a better fit than a model with a lower value.
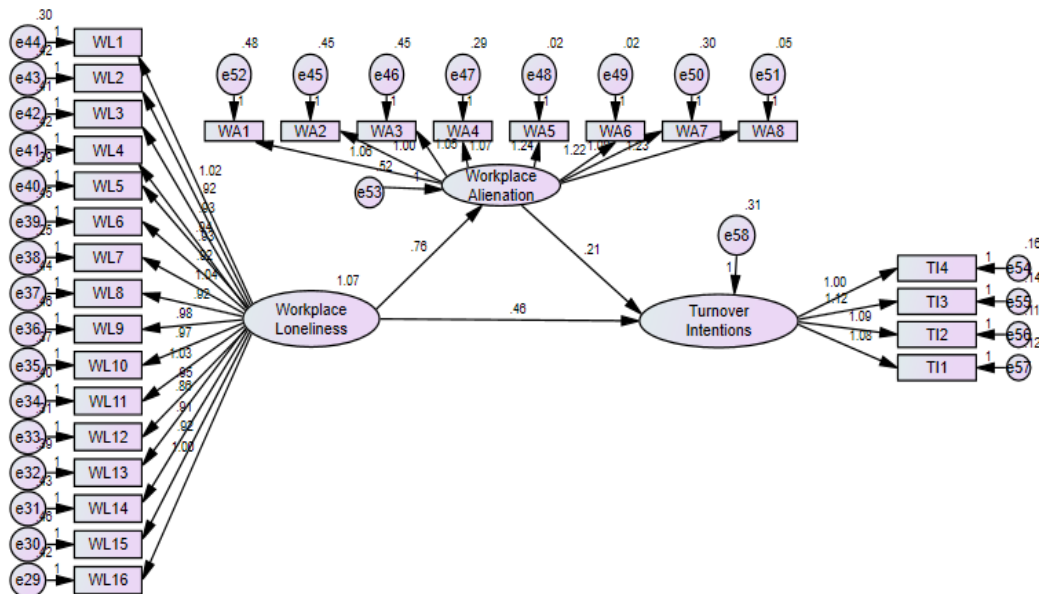

Figure.4 Structural Model on WL, WA and TI relationships

Notes: CMIN=985.092, DF=340, CMIN/DF=2.897, CFI=0.925, GFI=0.757, TLI=0.916, RMSEA=0.096, RMR=0.066.

Table (4) direct effects between variables

Hypothesis	Relationship	Beta	t-value	P- value	Decision
H1a	WL → WA	0.761	11.157	0.000	supported
H2a	WL → TI	0.459	7.069	0.000	supported
H3	WA → TI	0.207	3.499	0.000	supported

Source: Prepared based on statistical analysis results

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The results in Table 5 suggest that Workplace loneliness has a positive impact on workplace alienation (β= 0.761, p= 0.000), thus, (H1a) supported. Also, Workplace loneliness has a positive impact on Turnover intension (β= 0.459, p= 0.000). Thus, (H2a) supported. Additionally, Workplace alienation has a positive impact on turnover intention (β= 0.207, p= 0.000). Thus, H3 supported. Furthermore, all relationships are significant.

Table (5) Mediation Analysis WL, WA and TI

Hypothesis	Relationship	Direct effect	Indirect effect	confidence interval (95%)		p-value	Decision
				lower bound	upper bound		
H4a	WL → WA → TI	0.459	0.157	0.079	0.246	0.001	Supported (partial mediation)

Source: Prepared based on statistical analysis results

The total indirect effect of workplace loneliness to turnover intention through workplace alienation as a mediator is 0.157, and significant because our indirect test of workplace loneliness to turnover intention through workplace alienation, the lower bound confidence interval is 0.079 and the upper bound is 0.246. Since there is no zero between the lower and upper bound, this shows significant indirect effects. The value of 0.001 indicates that we can conclude that workplace alienation mediates the relationship between workplace loneliness and turnover intention. According to data in table 6 that the direct effect between WL and TI is significant, and the indirect effect also is significant. This means that the effect of WL on TI is partially mediated through the construct of WA. Thus, (H4a) supported.

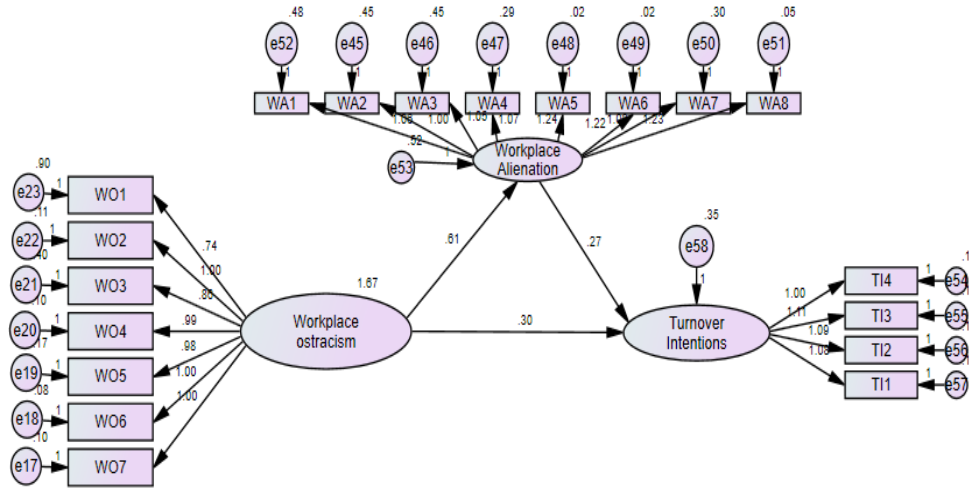## 4.6 Structural equation model for mediation WO, WA and TI

Figure.5 Structural Model on WO, WA and TI relationships

Notes: CMIN=189.982, DF=92, CMIN/DF=2.065, CFI=0.973, GFI=0.902, TLI=0.965, RMSEA=0.072, RMR=0.032

Table (6) Direct effects between variables

Hypothesis	Relationship	Beta	t-value	P- value	Decision
H1b	WO → WA	0.610	12.605	0.000	supported
H2b	WO → TI	0.299	5.871	0.000	supported

Source: Prepared based on statistical analysis results

The results in Table 7 suggest that Workplace ostracism has a positive impact on workplace alienation (β= 0.610, p= 0.000), thus, (H1b) supported. Also, Workplace ostracism has a positive impact on Turnover intension (β= 0.299, p= 0.000). Thus, (H2b) supported. Additionally, all relationships are significant.

Table (7) Mediation Analysis WO, WA and TI

Hypothesis	Relationship	Direct effect	Indirect effect	confidence interval		p-value	Decision
				lower bound	upper bound		
H4b	WO →WA → TI	0.299	0.164	0.091	0.263	0.000	Supported partial mediation

Source: Prepared based on statistical analysis results

The total indirect effect of workplace ostracism to turnover intention through workplace alienation as a mediator is 0.164, and significant because our indirect test refers to the lower bound confidence interval is 0.091 and the upper bound is 0.263. Since there is no zero between the lower and upper bound, this shows significant indirect effects. The value of 0.000 indicates that we can conclude that workplace alienation mediates the relationship between workplace ostracism and turnover intention. According to data in table 8 that the direct effect between WO and TI is significant, and the indirect effect also is significant. This means that the effect of WO on TI is partially mediated through the construct of WA. Thus, (H4b) supported.

5. Discussion of results

This study attempts to identify the impact of workplace loneliness and workplace ostracism on the intention of leaving employment and whether work alienation has a mediating role in this impact. The mediator has to be examined to investigate such a mechanism, which plays an important role in nursing staff workplace loneliness and ostracism effect on their turnover intentions at the Governmental hospitals in Qalyubia Governorate. Alongside the changing nature of work, workplace loneliness and ostracism are seen as stressors that deplete employees' work alienation and negatively affect their attitude toward turnover intentions in the light of the conservation of resource (COR) theory. This study takes the perspective of COR theory which clarifies that the resources acquired by employees are lost may cause experience negative outcomes and threatened an attempt from employees to acquire more resources by drifting away from their jobs.

In our study, according to the empirical evidence confirmed the positive and significant effect of workplace loneliness on work alienation, loneliness is related to reduce employees' engagement and increase rates of anxiety, stress, emotional exhaustion and work alienation. Our results are consistent with (Ozturkciftci, 2021; Bowers et al., 2022), who established that there is a positive relation between workplace loneliness and work alienation. This is in line with the previous studies that have suggested that the mediating role of WA in the effect of WL on nurses' performance (Amarat et al., 2019), as well as the results by Deiz et al. (2024) showed that WL has a positive effect on WA, and WL had a mediating role in the effect of resilience on WA. On other hand, Stanescu & Romascanu (2024) revealed the WA emerged as a

mediator in the relationship between perceived social support and WL. Also, the results of this study reveal a positive link between WO and WA, where this created in workplace environment by WO such as negative psychological mood, anxiety and disengagement are expected individuals to be isolated and ostracized which leads to feeling of alienation. This finding aligns with pervious research study that has established a positive association between WO and WA (Deniz & Cimen, 2022), while others demonstrate the mediating effect of WO and WA between seasonal employee leadership and turnover intention (Akturk & Yesiltas, 2024).

Furthermore, worker loneliness was significantly related to increase turnover intentions. Lonely workers reported higher rates of intention of leaving than those who were not lonely. The results of the current study support hypothesis H2a and affirm much prior studies on loneliness' influence on employee intention to quit (Ozturkciftci, 2021; Ertsun & Erdilb, 2012). In the same direction, Bowers et al. (2022) affirmed the positive association between workplace loneliness and intention of leaving. Moreover, the finding of the recent research clarifies that workplace ostracism has a positive and significant effect on turnover intentions. WO has a negative feeling detach the individual from the recent job and lead to a strong need to leave the organization to join with another organization. Our result is consistent with Singh & Radhawa (2024) and Kim & Ishikawa (2021), who showed that WO has a positive and significant effect on turnover intention.

In line with the past studies related to WA and turnover intentions, this study also proved that WA significantly and positively affects turnover intentions. According to COR theory, alienated employees sense that they unable to obtain the resources that they appreciate that lead to lack of their psychological resources or attempt to acquire more resources by drifting away from their job (Zhao et al., 2022). Our result establishes the result asserted by Singh & Randhawa (2024) the positive effect of WA on the turnover intentions of employees. The employee's' desire to leave or remain in their current organizations is significantly affected by perception of existence or absence of basic physiological factors such as WA. This conclusion is in line with Ozturkciftici (2021), who found there is a positive relation between WA and the intention of leaving employment. Indeed, WA has a significant positive relationship with employees' intention to leave work, which is also similar to prior literature (Adams et al., 2021; Zhao et al., 2022). The current study was performed to set the influence of loneliness and ostracism

experienced by individuals on the intention of departing employment and the role of the WA in this influence. Our results confirmed that WA partially mediated the impact of WL and WO on TIs. The findings of this study are consistent with a study by Sigh & Radhawa (2024). In addition to a result by Amarat et al. (2019), which stated that WA played a mediating role in the effect of WL on job performance. Moreover, Deniz & Cimen (2022) determined and confirmed in their study that WA has a mediating role in the effect of WO on employee voice.

6. Research recommendation

Due to the currently low number of nurses and the progressively increasing volume of services, so the present study introduce some recommendations would be suggested to healthcare service staff working at the Governmental hospitals in Qalyubia Governorate based on the aforementioned findings, table (8).

7. Future research

For future research, the relationships of workplace loneliness and workplace ostracism with other work outcomes, like absenteeism, knowledge hiding behaviors and job frustration could be examined. Furthermore, the mediating role of job stress and quitting intention between workplace loneliness and distinct work outcomes could be investigated. Moreover, the moderating role of job mobility and perceived social support between workplace ostracism and withdrawals behaviors could be tested. In addition, a comparative study of private and public sector healthcare service on the relationships mentioned in the particular mode is another suggestion for future research. As well as future researchers can also find other predicting variables to employee attitude and turnover intentions such as job engagement or perceived organizational support to recognize these complex associations. In addition, the moderate impact of demographic variables for examining in future research.

Dr. Dina Abou-bakr Mohammed Mahmoud; Dr. Doaa Gamal El-din

Ali Nasser and Dr. Ahmed Gamal Ghazaly Radwan

Table (8) Research recommendation

N	Recommendation	Responsibility	Indicators
1	Careful with mental health care staff working in harmony with each other.	-Hospital administrations -Nurse's managers	-Solve problems in a short time. -Accepting suggestions and complaints. - Focus on the participation of nurses to determine flexible working times.-
2	Training courses for nurses to be aware of strategies and ways of coping with ostracism, loneliness and alienation.	Human resource management	-Training using role-playing to deal with awkward situations. - Conducting group activities, recreational trips and group competitions in exchange for symbolic prizes.
3	Building strong communication between nurses and their co-workers for decreasing nurse's negative emotions.	-Hospital administrations -nurse's managers	-Team building. - Improve working relationships by sharing experiences and knowledge. Preparing periodic meetings such as workshops or seminars.
4	Setting up a support network that can help to raise levels of cooperation and their involvement in decision making processes.	Nurse's managers	- Forming working relations between nurses in all departments of the hospital. - Job rotation to ensure movement between departments due to the weight of expertise and the network of work relations.
5	Decrease work overload and stress should be excluded.	Hospital administrations	- Participation of nurses in preparing the work schedule commensurate with their health and family conditions. - Establishing a children's area that includes the children of nurses during the work period. -There is a space to choose between working hours day and night.
6	Create a WhatsApp number or email to receive nurses' complaints and suggestions.	Hospital administrations	- Avoid disclosing the name of the complainant or suggestion. -Reply in a short time. - Continuous communication and expressing the desire of the administration to receive suggestions and complaints. - Honoring the owners of innovative proposals.

Source: prepared by authors

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Dr. Dina Abou-bakr Mohammed Mahmoud; Dr. Doaa Gamal El-din Ali Nasser and Dr. Ahmed Gamal Ghazaly Radwan

أثر الوحدة والنبذ في مكان العمل على نية دوران العمل: دور الاغتراب في مكان العمل كوسيط في بعض المستشفيات الحكومية في مصر

ملخص البحث

يهدف البحث الحالي إلى دراسة الدور الوسيط للاغتراب في مكان العمل على العلاقة بين الوحدة والنبذ في مكان العمل ونية دوران العمل لدي الممرضين في بعض المستشفيات الحكومية بمحافظة القليوبية. تم استعراض الخلفية النظرية لمتغيرات البحث وكذلك العلاقات فيما بينها، وتم صياغة أربعة فروض. كما أجريت الدراسة الميدانية باستخدام عينة مكونة من 319 من الممرضين في بعض المستشفيات الحكومية بمحافظة القليوبية. تم تحليل البيانات التي تم جمعها من خلال برنامجي (– SPSS V.26 AMOS V.20) وذلك لاختبار فروض البحث. أوضحت نتائج البحث أن هناك تأثيرا ايجابياً مباشراً بين كلا من الوحدة، والنبذ، والاغتراب في مكان العمل وبين نية دوران العمل للممرضين. كذلك اشارت النتائج الي التوسط الجزئي للاغتراب في العمل للعلاقة الإيجابية بين الوحدة والنبذ في العمل وبين نية دوران العمل للممرضين. كانت ابرز توصيات البحث هي محاولة حل المشكلات في وقت قصير، وقبول الاقتراحات والشكاوي والتركيز على مشاركة الممرضات لتحديد أوقات العمل المرنة.

الكلمات المفتاحية: الاغتراب في مكان العمل، والوحدة في مكان العمل، والنبذ في مكان العمل، ونية دوران العمل.