

Salary Satisfaction a Key Factor to Prevent Emotional Exhaustion and Work Incivility for Saudi Nurses

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Abstract

Background Nurses' happiness and performance on the job are significantly influenced by their salary. The purpose of this study was to investigate how Saudi nurses' wage satisfaction affects their ability to avoid emotional tiredness and rude behaviour at work.

Aim The purpose of this study is to investigate how Saudi nurses in Hafar Al-Batin, Saudi Arabia, evaluate their salaries as a crucial factor in reducing emotional weariness and rudeness at work.

Methodology Data were gathered from 500 nurses working at public and government hospitals in Hafar Al-Batin, Saudi Arabia, using a cross-sectional descriptive study approach. The factors were measured using the Workplace Incivility Scale, Emotional Exhaustion Scale, and Salary Satisfaction Questionnaire.

Results The results showed that among Saudi nurses, income satisfaction was significantly inversely correlated with emotional weariness and rudeness at work. Higher levels of wage satisfaction were associated with lower levels of emotional tiredness and rudeness at work among nurses.

Conclusion According to the findings of this study, income satisfaction among Saudi nurses is crucial in minimising emotional tiredness and rudeness at work. To improve nurse happiness and wellbeing, healthcare organisations should provide fair and competitive wage structures. Addressing pay issues and promoting a pleasant workplace culture can help nurses stay in the profession longer and provide better patient care.

Keywords: Salary Satisfaction, Emotional Exhaustion, Work Incivility, Nurses, Saudi Arabia.

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I. Introduction

an individual's level of contentment or happiness with the amount of money they receive for their work is termed as Salary or pay satisfaction. It is a subjective evaluation of how well the compensation matches the effort and value that an employee puts into their job. Salary or pay satisfaction is influenced by a range of factors, including an individual's personal financial needs and goals, the level of compensation offered by their employer, their perception of the fairness of the pay system, and the availability of alternative employment opportunities. (Mammen, Lam & Hills, 2023)

When employees feel they are not being compensated fairly for their work, it can lead to job dissatisfaction and disengagement, which can increase the likelihood of experiencing work incivility. Work incivility can then contribute to emotional exhaustion, which can further reduce job satisfaction and overall well-being. (Khan, Elahi & Abid, 2021)

Work incivility and emotional exhaustion are particularly common among nurses, who often work in high-stress environments and face high levels of workload and job demands. Research has shown that work incivility can significantly contribute to emotional exhaustion among nurses, which can have serious consequences for their health and well-being. (Faheem et al., 2022)

Nurses who experience work incivility, such as verbal abuse, bullying, or undermining behavior from colleagues or supervisors, are more likely to experience emotional exhaustion, burnout, and turnover intentions. This can lead to decreased job satisfaction and increased absenteeism, as well as increased risk of physical and mental health problems such as depression, anxiety, and cardiovascular disease. (Butt & Yazdani, 2021).

To address work incivility and reduce emotional exhaustion among nurses, healthcare organizations can implement policies and training programs that promote respectful and supportive workplace cultures. This includes providing education and resources for managers and employees to recognize and address incivility, as well as establishing systems for reporting and investigating incidents of incivility. While providing a better source of income and good package of salary is another significant way to tackle and handle such situation. (Mammen, Lam & Hills, 2023)

To address these issues, employers can take several steps. Providing competitive and fair compensation packages, with transparent and equitable pay structures, can help to promote salary or pay satisfaction among

employees. Additionally, promoting a culture of respect, civility, and inclusion can reduce incidents of work incivility and foster a positive workplace environment. (Butt & Yazdani, 2021).

Furthermore, providing resources and support for managing stress and promoting well-being, such as employee assistance programs or mindfulness training, can help employees to better cope with the demands of their jobs and reduce the likelihood of experiencing emotional exhaustion. By taking a holistic approach that addresses all three factors, employers can create a positive workplace culture that supports employee well-being and promotes job satisfaction and retention. (Faheem et al., 2022)

As in KSA, healthcare workers especially nurses are among those employees who get good amount as pay/salary. No doubt, still nurses face many of the issues such as workload and other problems. However, pay is a crucial factor, which at the end of month erase many of the complaints, and alarming factors during the month. According to the different websites of the healthcare institutions in KSA, the average per annum salary of a nurse is 58,200 SAR as entry level towards experience level is as 585,000 SAR approximately. Which is almost much better than many of the developed countries including Europe. (*Nurse salary in Saudi Arabia - average salary 2023*)

Problem Statement

The nursing profession is known to be demanding, both physically and emotionally, which can lead to high levels of stress and burnout among nurses. The nursing profession in Saudi Arabia is facing challenges related to high levels of stress, burnout, and turnover, which can be influenced by various factors such as salary or pay satisfaction and work incivility. There is a need to explore the relationship between these factors and emotional exhaustion among Saudi nurses to better understand the root causes of job dissatisfaction and attrition in the profession. (Albougami et al., 2022)

Despite some previous research on the topic, there is still a lack of comprehensive studies that have investigated the relationship between salary or pay satisfaction, work incivility, and emotional exhaustion among Saudi nurses. Therefore, this study aims to address this gap by examining the prevalence of these factors and exploring their interrelationships to determine their impact on the emotional exhaustion experienced by Saudi nurses...

Rationale and Significance

This topic is important due to the significant role nurses play in the healthcare system. Nursing is a high-stress profession that requires long hours, critical thinking, and complex decision-making. Nurses, who experience high levels of work stress, including work incivility and emotional exhaustion, are at risk of negative health outcomes, including burnout and turnover intentions (Salama et al., 2022). This can lead to a shortage of nurses and negatively affect the quality of care provided to patients. Therefore, understanding the factors that contribute to work stress among nurses, including salary or pay satisfaction, work incivility, and emotional exhaustion, is essential for developing effective interventions to improve nurses' well-being and job satisfaction.

A study found that, it can provide insight into the factors that contribute to work stress among nurses in Saudi Arabia, a country that is experiencing a shortage of nurses due to various factors, including low job satisfaction and high turnover rates (Mammen, Lam & Hills, 2023).

Furthermore, the study can help identify the specific types of work incivility that are prevalent among Saudi nurses, which can inform the development of interventions to reduce incivility and improve the work environment. Finally, the study can provide insight into the effectiveness of current interventions, such as salary, benefit packages, and support programs, in promoting nurse well-being and job satisfaction (Faheem et al., 2022).

As we know that KSA is moving with the idea of Saudi Health Vision 2030, which has aim to raise the wellbeing and health level of citizens particularly its aiming to raise wellbeing level of workers in order to work more efficiently and more productively. In addition, such study which is not only focusing on specific aspect and dark side of research to fill the gap. In addition, it will help to achieve the goals and objectives of the health vision 2030 as well.

Purpose of the Research

The primary purpose and goal of this study is to analyze the role of salary satisfaction as a key factor to prevent emotional exhaustion and incivility for Saudi nurses, Hafar Al-Batin. Further, this research will explored sub objectives such as:

Study Objectives

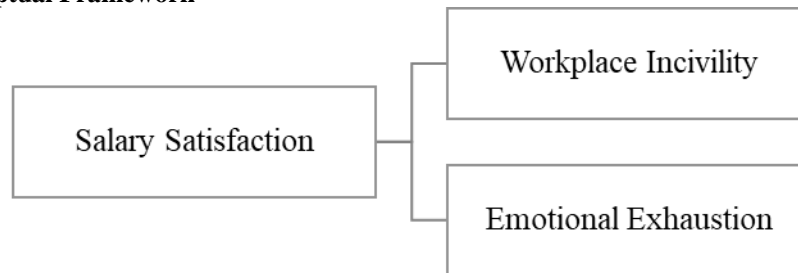
1. To explore the the level of salary or pay satisfaction among Saudi nurses.
2. To check the level of work incivility experienced by Saudi nurses.
3. To measure the level of emotional exhaustion experienced by Saudi nurses.
4. To understand the relationship between salary or pay satisfaction and work incivility among Saudi nurses.

5. To look out relationship between salary or pay satisfaction and emotional exhaustion among Saudi nurses.
6. To determine the relationship between work incivility and emotional exhaustion among Saudi nurses.

Research Questions

1. What is the level of salary or pay satisfaction among Saudi nurses?
2. What is the level of work incivility experienced by Saudi nurses?
3. What is the level of emotional exhaustion experienced by Saudi nurses?
4. Is there a relationship between salary or pay satisfaction and work incivility among Saudi nurses?
5. Is there a relationship between salary or pay satisfaction and emotional exhaustion among Saudi nurses?
6. Is there a relationship between work incivility and emotional exhaustion among Saudi nurses?

Research Conceptual Framework



II. Literature Review

The nursing profession in Saudi Arabia is facing numerous challenges, including high levels of job dissatisfaction, burnout, and turnover. The literature suggests that various factors contribute to these challenges, including salary or pay satisfaction and work incivility. Numerous research have investigated the link between wage satisfaction and a variety of workplace outcomes, such as emotional tiredness and rudeness at work. The importance of wage satisfaction as a critical element in mitigating these negative consequences among nurses is constantly highlighted in the research (Alquwez et al., 2019).

In a study of 1,126 nurses in the United States, Thompson et al. (2021) found in a cross-sectional quantitative research, that work incivility was significantly associated with emotional exhaustion and that job satisfaction mediated the relationship between work incivility and emotional exhaustion. They also found that salary satisfaction was a significant predictor of job satisfaction.

Salary or pay satisfaction has been identified as a critical factor in determining job satisfaction and turnover intentions among nurses in Australia. As Harvie, Sidebotham, and Fenwick (2019) found that job satisfaction was significantly associated with turnover intentions among Saudi nurses. Similarly, it was also found that work-related stress and low job satisfaction were the primary reasons for the high turnover rate among healthcare professionals in Saudi Arabia (Xie et al., 2021).

In a study of 358 nurses working in hospitals in Saudi Arabia, Alreshidi and Alsharari (2021) found that work-related stress, including work incivility, was a significant predictor of turnover intention and burnout among nurses. They also found that salary satisfaction was significantly associated with job satisfaction, which in turn was negatively associated with emotional exhaustion (Alquwez et al., 2019).

Similarly, a study of 322 nurses in Saudi Arabia by Masri et al. (2020), found that emotional exhaustion was significantly associated with lower job satisfaction and higher turnover intentions. They also found that salary satisfaction was a significant predictor of job satisfaction and emotional exhaustion.

Work incivility, which includes acts of rudeness, disrespect, and verbal aggression, has also been linked to high levels of job dissatisfaction and emotional exhaustion among nurses in Saudi Arabia. Alquwez et al. (2019) reported that work-related stress, including work incivility, was a significant predictor of turnover intention and burnout among Saudi nurses.

Emotional exhaustion is a common consequence of work-related stress among healthcare professionals and has been linked to a variety of negative outcomes, including decreased job satisfaction, poor health outcomes, and increased turnover intentions. In Saudi Arabia, the high prevalence of job stress and burnout among nurses has been associated with emotional exhaustion (Faheem et al., 2022).

The significance of income satisfaction for nurses is notably emphasised by research from Saudi Arabia. According to a research by Pu and Sang (2022), Saudi nurses' low salaries were a major source of unhappiness, which contributed to their heightened emotional weariness. Higher levels of emotional weariness were seen in nurses who thought that their pay did not reflect their contributions and efforts, which can be harmful to their physical and mental health.

Similar findings were found in a research by Alola et al. (2021), that investigated workplace rudeness among Saudi nurses and pointed to salary-related issues as one of the causes. Uncivil behaviour and poor relationships with coworkers and managers were more common among nurses who were unhappy with their pay. It was emphasised that one of the most important steps in building a courteous and encouraging work environment is to address salary-related concerns.

Additionally, research from various nations demonstrates the significance of income satisfaction in connection to emotional weariness and rudeness at the workplace. In a research done among German nurses, Sahputri and Ahyakudin, (2021), discovered a substantial correlation between emotional weariness and wage satisfaction. Lower levels of emotional weariness were indicated by nurses who thought their pay was appropriate and fair.

Similar to this, Prasetyo et al. (2021), investigated the link between wage satisfaction and rudeness at work. According to the research, nurses who were unhappy with their pay had a higher propensity for rude behaviours including verbal abuse and disrespectful speech.

A research by Chung et al. (2021), examined the impact of occupational stress and hostile customer behaviour on hotel staff retention. They looked at how assistance from coworkers and supervisors might lower turnover rates. According to the study, employees' intentions to quit the company were less negatively impacted by rude customers and work-related stress when they had the support of their managers and coworkers.

Gui et al. (2022), looked at how workplace rudeness affected workers' independence. They put out a model of moderated mediation that looked at the moderating impact of meaningful labour and the mediating impact of emotional weariness. According to the study, workplace rudeness was positively correlated with emotional weariness, which in turn had a detrimental effect on workers' ability to take initiative. Furthermore, it was shown that meaningful labour moderated this association, suggesting that it may be able to counteract the detrimental impacts of emotional tiredness on individual initiative.

In their study of the effects of workplace uncivility, Moon and Morais (2022), looked at how emotional weariness, acceptability, and political savvy affected these results. According to the study, workplace rudeness was adversely correlated with job acceptance and positively correlated with emotional tiredness. Additionally, it was shown that political skill moderated the association between workplace rudeness and emotional weariness, suggesting that those with greater political skill were better able to control the detrimental consequences of rudeness on emotional exhaustion.

In the context of the hotel business, Chen et al. (2021) looked at the connection between employee incivility towards clients and interpersonal incivility at work. According to the study, employees who encountered higher degrees of incivility at work were more inclined to act impolitely towards customers. According to the research, frontline workers may feel like "punching bags" as a result of the abuse they endure, which negatively affects how they engage with consumers.

Miller (2021), looked at how persecution of US journalists affected democracy. The study brought attention to the negative effects of harassment on journalists, such as psychological and emotional suffering, as well as possible repercussions for the democratic process. It provided insight into the difficulties journalists encounter in carrying out their duties and the need of resolving harassment to preserve a positive media environment.

A comprehensive review of job satisfaction among Saudi Arabian primary healthcare employees was undertaken by Alotaibi et al. (2022). The goal of the assessment was to find elements that, in this particular situation, contribute to work satisfaction. According to the results, organisational support, workload, possibilities for professional growth, and interpersonal interactions all had a substantial impact on Saudi Arabian primary healthcare employees' job satisfaction.

The incidence of compassion satisfaction and compassion fatigue among nurses was the subject of a systematic study and meta-analysis by Xie et al. (2021). In order to examine nurses' experiences in terms of their satisfaction and weariness connected to giving care, the study synthesised information from other studies. The analysis revealed that although nurses frequently had a strong sense of compassion fulfilment, they were also prone to compassion

fatigue, highlighting the significance of support systems to enhance their wellbeing and lessen the consequences of weariness.

Overall, the research repeatedly points to compensation satisfaction as a key element in reducing nurses' emotional tiredness and workplace rudeness. The well-being, job satisfaction, and creation of a healthy work environment for nurses may all be influenced by providing enough remuneration and resolving salary-related issues. The literature suggests that salary or pay satisfaction and work incivility are significant contributors to job dissatisfaction, burnout, and turnover intentions among nurses in Saudi Arabia. By investigating the relationship between these factors and emotional exhaustion, this study aims to contribute to a better understanding of the root causes of the challenges facing the nursing profession in Saudi Arabia.

III. Methodology

Research Design

This research was executed on the bases of cross-sectional descriptive research design.

Study Setting

This study was performed in the different nursing department of public and government hospitals located in Hafar Al-Batin, KSA.

Targeted Population

Nursing staff working in the targeted hospitals will be considered as targeted population of this research.

Sample and Sample Technique

Sample size was comprised on 500 nurses from different hospitals. For this purposive convenient sampling technique will be used. While sample was calculated by using, Google based online sampling formula.

Inclusion and Exclusion Criteria

Included participants indicated on will to participate, able to understand English, Arabic, and working in the targeted hospitals will be included. While others will be excluded.

Study Tools

Tool 1 Demographic Data

This part will be included about the basic information of nurses such as age, marital status, qualification, role of job, salary, duty hours, role, experience and number of dependent family members etc.

Tool 2 Salary Satisfaction Questionnaire

A 4-tiems based short questionnaire was developed by Asekun (2015). This has 5-point response option with one for not satisfied to five for extremely satisfied. This scale holds a good validity and reliability as it was reported in Nigerian study as 0.94. (Asekun, 2015)

Tool 3 Emotional Exhaustion Scale

McCall (2002) developed a nine item based questionnaire with 5 point response option as zero= Not at all and four= extremely. This scale holds a good validity and reliability as it was reported in Nigerian study as 0.81. (McCall, 2002)

Tool 4 Workplace Incivility Scale

Cortina et al. (2021) developed this scale to measure workplace incivility from co-workers as well as supervisors. This scale has 5 point response option as one for strongly disagree to five for strongly agree with 14 total items. The reliability of the tool is reported to be .85. (Cortina et al., 2021)

Plan and implementation process

Before start of study, a written permission will be acquired from the regional ethical review board as well as Nursing department by providing a brief research proposal. After that, with the IRB approval, from regional health directorate, data collection permission will be obtained. While from the participants, a written inform consent will be taken by mentioning a brief and goal of the study. With signing the inform consent form participant will be able to take part in the study. While researcher itself will collect the data, will assign coding, and will store all data in the password-protected drive. Further data analysis will be applied according to the research requirements.

Analysis of Data

For the current research, to analysis the data according to the objectives and hypothesis of the study, version 28of the Statistical Package for Social Sciences will be used. To evaluate the demographics, descriptive statistics will be used. To check the Alpha reliability of the scales, reliability statics will be used. To check the relationship among variables, Pearson Correlation method will be used. To check the level of education Anova will be used. To evaluate the casual effects there will be used linear regression and group comparison's mean differences, Post-Hoc comparison will be used.

Ethical Considerations

For the ongoing study, before starting the research process, Department of Nursing’s Ethical Review Board will provide all ethical approvals including inform consent, human rights, participant’s safety etc. Concerning ethical review board will finalize their review regarding measures and ways of this study. Before conduction of reseach, inform consent will be obtained from the participants. Data will be kept confidential and will be used only for the research purposes. It will be explained well to the participants that, they are allow to participate willingly in the study, and at any stage of this process, they may leave with their concerns.

IV. Results

The data analytic technique was used to conduct inferential and descriptive statistical analysis in the findings chapter. To assess the level of *salary or pay satisfaction, work incivility and* emotional exhaustion mean and standered deviatin measured. Pearson Product Moment The association between salary or pay satisfaction, work incivility and emotional exhaustion using correlation analysis.

Table # 1: Demographical Information of the study participants. (N=500)

Variable	Categories	f	%	
Gender				
	Female	201	40.2	
	Male	299	59.8	
Martial Status				
	Single	250	50.0	
	Married	250	50.0	
Age				
	21 – 30	150	30	
	31 – 40	120	24	
	41 – 50	100	20	
	51 +	130	26	
Hospital Name				
	KSH	80	16	
	BCH	80	16	
	KFSH	75	15	
	Al Rass	75	15	
	Al Mindhas	75	15	
	Al Badyia Hospital	55	11	
	Others	62	12.4	
Works in the Hospital department				
	OT	80	16	
	ICU	80	16	
	Continue :			
Table # 1: Demographical Information of the study participants. (N=500)				
	<u>Variable</u>	<u>Categories</u>	<u>f</u>	<u>%</u>
		Surgery	5	10
		OPD	50	10
		Pediatric	75	15
		Emergency	55	11
		Medical	62	12.4
		Other	50	10
Job role				
		Staff Nurse	151	30.2
		Nursing Assistant	148	29.6
		Nursing Supervisor	201	40.2
Salary Range				
		2500-5000 SAR	130	26
		6000-10000 SAR	120	24
		11000-20000 SAR	120	24
		20000 or above	80	16

Note: f =frequency, % = personage

Table 1 indicates that the frequency and percentage of demographic variable including

Table # 2 Psychometric Properties of Scales Used in the study (N=500)

	k	α	M	(SD)	Range		Skewness		Kurtosis	
					Actual	Potential	Stati	Std. E	Stati	Std. E
SSQ	500	.97	18.17	2.15	5 – 20	4 – 20	-1.21	.12	1.71	.24
EE	500	.95	55.18	4.75	11 – 36	9 – 36	-.49	.12	.40	.24
WI	500	.88	51.31	5.01	16 – 68	14 – 70	-1.75	.12	.47	.21

Note: Note: SSQ = Salary Satisfaction Questionnaire, EE = Emotional Exhaustion Scale, WI = Workplace Incivility. N = number of items, M = Mean, SD = standard deviation, α = Cronbach’s alpha, Range Min= Minimum Score, Range Max= Maximum Score,

Table 2 indicates that the psychometric properties indicating Salary Satisfaction Questionnaire (M = 18.17, S.D = 2.15), Emotional Exhaustion Scale (M = 55.18, S.D = 4.75), and Workplace Incivility (M = 51.31, S.D = 5.01).

Table # 3: Correlation between salary or pay satisfaction, work incivility and emotional exhaustion (N = 500).

Variables	SSQ	EE	WI
SSQ	-	.88**	.91**
EE	--	-	.85**
WI	-	-	-

Note: SSQ = Salary Satisfaction Questionnaire, EE = Emotional Exhaustion Scale, WI = Workplace Incivility.
 ** = highly significant at .01
 * = Significant at .05

Table 3 indicates that the correlation matrix between the study variable, salary or pay satisfaction with work incivility (r = .88, p < 0.05), and emotional exhaustion (r = .91, p < 0.05). work incivility with emotional exhaustion (r = .85, p < 0.05).

Table # 4: Correlation between salary or pay satisfaction, with demographic values (N = 500).

Variable	1	2	3	4	5	6	7	8
SSQ		.761**	.791**	.534**	.689**	.822**	.927**	.861**
Gender		-	.753**	.776**	.852**	.809**	.806**	.822**
Martial Status		-	-	.529**	.601**	.692**	.527**	.809**
Age		-	-	-	.638**	.529**	.664**	.792**
Hospital Name		-	-	-	-	.574**	.625**	.829**
Hospital department		-	-	-	-	-	.709**	.874**
Job role								.861**
Salary Range		-						-

Table 4 indicates the correlational matrix between the study variable of salary satisfaction and demographic variable with stronge correlation, significant of 95% confidence interval amd 5% margin of error.

Summary

The result from the study “Salary Satisfaction a Key Factor to Prevent Emotional Exhaustion and Work Incivility for Saudi Nurses” indicated that the level of Salary or pay satisfaction work incivility experience and motivational exhaustion experienced by the Saudi Arab nurses was high. resolved also indicated a significant and robust relationship between the salary or base satisfaction, work in similarity experienced, and motivational exhaustion experienced. Correlation between the demographic variables indicates the significant and stronge values. Results showed that the results of the analysis were with a 95% of the confidence interval and a 5% margin of error with a significance of less than 0.05 indicating a strong relationship among the research variable.

V. Discussion

In the current study, Saudi nurses in Hafar Al-Batin were asked to reflect on how important income satisfaction is in preventing emotional tiredness and rude behaviour at work. Three objectives of the study O₁ = “To explore the the level of salary or pay satisfaction among Saudi nurses.”, O₂ = “To check the level of work incivility experienced by Saudi nurses.”, and O₃ = “To check the level of work incivility experienced by Saudi nurses.”. The results showed that the individuals had significant degrees of job incivility, emotional tiredness, and wage satisfaction. Significant associations between wage (salary) satisfaction and emotional tiredness and rudeness at work were also discovered.

The findings of this study are consistent with other investigations on the connection between nurses' wellbeing and wage satisfaction. Similar results were found in a research done by Pu and Sang (2022), with wage satisfaction having a substantial impact on nurses' emotional tiredness levels. This uniformity of results across many contexts points to the crucial role that wage satisfaction plays in nurses' wellbeing on a global scale.

For workers in a variety of professions, including nursing, salary satisfaction is a critical element in determining job satisfaction and general well-being. According to Adams' equity theory (Alola et al., 2021), people evaluate their own inputs (such as time and effort) and results (such as pay and incentives) in comparison to those of people in comparable roles. People may feel emotionally spent and unsatisfied at work when there is perceived injustice, such as feeling underpaid or underappreciated. According to Akgunduz and Eser (2022), this may result in greater turnover intention and lower work performance.

Fourth objective of the study indicates that O_4 = "To explore the relationship between salary or pay satisfaction and work incivility among Saudi nurses". The significantly higher compensation provided to Saudi nurses in comparison to nurses in other nations can be blamed for the high degree of salary satisfaction observed in this study. By offering attractive compensation and benefits, Saudi Arabia has made an attempt to draw and keep talented healthcare workers, especially nurses (Pu & Sang, 2021). Although wage satisfaction was high in this study, it is crucial to remember that other factors, like workload, work environment, and career growth chances, significantly affect total job satisfaction and well-being (Chung et al., 2021).

Fifth objective of the study indicates that O_5 = "To look out relationship between salary or pay satisfaction and emotional exhaustion among Saudi nurses". The current study demonstrated the strong link between workplace rudeness and emotional weariness among Saudi nurses in addition to wage satisfaction. Workplace incivility is the term for disrespectful and impolite actions that go against the rules of the workplace, such as slandering, demeaning, and disregarding coworkers (Opoku et al., 2021). These unprofessional actions may have a negative impact on workers' health, resulting in emotional weariness, reduced job satisfaction, and higher intents to quit (Gui et al., 2022; Shin & Hur, 2022).

Sixth objective of the study indicates that O_6 = "To understand the relationship between work incivility and emotional exhaustion among Saudi nurses". The results of this study are in line with other studies that highlighted the detrimental effects of workplace rudeness on nurses' well-being. Moon and Morais (2022), for instance, it was discovered that nurses who encountered higher levels of workplace rudeness also reported higher degrees of emotional tiredness. In a similar vein, Maria Tresita et al. (2022), research in Taiwan found a strong link between nurses' emotional tiredness and workplace rudeness.

Incivility at work can produce a toxic workplace that is bad for nurses' mental health and job happiness. Due to the depletion of emotional reserves and elevated stress levels, it may cause emotional weariness (Zacher & Rudolph, 2022; Gustiawan et al., 2023; Khan et al., 2021). In order to establish a culture of civility and respect in healthcare settings and create a productive work environment that promotes nurses' wellbeing, interventions and tactics should be put into practise.

The study's considerable associations between emotional tiredness, rudeness at work, and wage satisfaction illustrate how intricately these factors interact. It is conceivable that nurses who are happy with their pay may feel that their efforts and incentives were fairly compensated, which would result in reduced levels of rudeness and emotional tiredness at work. In contrast, due to perceived unfairness and discontent, nurses who feel underpaid or undervalued may exhibit greater levels of workplace rudeness and emotional tiredness (Loh & Saleh, 2022; Chen et al., 2021; Doğantekin et al., 2021).

Organisations should concentrate on putting measures into place that aim to improve wage satisfaction, encourage a culture of respect and civility, and offer support systems for nurses' well-being in order to address these problems. This might involve open communication regarding pay scales, frequent compensation evaluations and modifications depending on economic conditions and cost of living, and chances for career progression.

The present study concludes by emphasising the significance of salary satisfaction in reducing emotional tiredness and rude behaviour among Saudi nurses. The results corroborate other studies that found poor wage satisfaction and rude coworkers negatively impacted nurses' well-being. Efforts to provide fair and competitive pay, promote respectful workplaces, and offer support systems for nurses' well-being should be prioritised by organisations. Healthcare organisations may improve nurses' overall job happiness and retention by addressing these variables, which will eventually raise the standard of patient care.

VI. Limitations, Recommendations and Conclusion

Limitations

The cross-sectional design of the study is one of its limitations. Cross-sectional studies only offer a glimpse of the data at one particular period, which makes it difficult to determine the causes of many factors. Without taking into account potential changes in these factors over time, the study evaluated the correlations between pay satisfaction, work rudeness, and emotional weariness at a certain period. Longitudinal study in the future would offer stronger proof of the temporal relationships between these factors.

The reliance on self-report measurements is another drawback. The study used self-report questionnaires to measure emotional tiredness, rudeness at work, and wage satisfaction. Self-report measurements are susceptible to biases, such as social desirability bias, where individuals may give answers they believe to be more favourable or acceptable in society. Scores on the measures may be inflated or deflated as a result. Self-report measurements

might also be impacted by personal interpretations of the questions and memory biases. To improve the validity of the results, future research would benefit from including objective metrics or different data sources.

Additionally, the study was limited in its capacity to generalise its findings to other groups and circumstances because it only examined a small sample of Saudi nurses in Hafar Al-Batin. The correlations between wage satisfaction, workplace rudeness, and emotional weariness may be influenced by the cultural and organisational elements unique to the research environment. The links between these variables may be further understood if the study were to be replicated using other samples of nurses from various geographic locations and healthcare settings.

In addition, the study did not take into account any further potential causes of nurses' emotional tiredness and rudeness at work. Workload, work-life balance, leadership support, and organisational culture are just a few of the many human, organisational, and contextual factors that can affect a nurse's well-being and job satisfaction. Future studies may evaluate a wider variety of factors' combined effects on nurses' experiences of emotional tiredness and rudeness at work.

Finally, the study did not examine potential processes by which income satisfaction affects emotional tiredness and rudeness at work. Interventions and methods focused at enhancing nurses' well-being would benefit greatly from understanding the underlying mechanisms and mediators at play in these connections. Future studies should look at the mediating elements, such as job happiness, organisational commitment, or psychological empowerment, that link wage satisfaction to rudeness at work and emotional weariness.

In conclusion, it is critical to recognise the limitations of the current study even if it advances our understanding of the connections among Saudi nurses' emotional tiredness, work incivility, and wage satisfaction. To overcome these constraints and expand the field's understanding, future research should use longitudinal designs, use objective measurements, diversify the sample, take into account other factors, and examine the underlying processes.

Recommendations

The following suggestions for further investigation can be made in light of the study's limitations:

- Conduct longitudinal research to look at the correlations over time between emotional weariness, rudeness at work, and wage satisfaction. This would offer a more thorough knowledge of the temporal dynamics and causal axes of these variables.
- Employ a mixed-methods strategy to collect data that is both quantitative and qualitative. This would enable a deeper investigation of the experiences, perceptions, and contextual factors affecting nurses' contentment with their salaries, workplace rudeness, and emotional tiredness.
- Self-report assessments should be combined with objective measurements to increase the reliability of the results. Physiological indicators of stress and tiredness, objective workload evaluations, and observational data of workplace interactions are some examples of objective metrics.
- Expand the research sample to include nurses from different healthcare facilities, geographic locations, and cultural backgrounds. This would give a more comprehensive knowledge of the connections among wage satisfaction, rudeness at work, and emotional tiredness in various circumstances.
- Develop a comprehensive model that takes into account a wide range of human, organisational, and environmental variables that affect nurses' well-being. Workload, work-life balance, leadership encouragement, organisational culture, job happiness, and organisational dedication are some factors to take into account.
- Investigate the mediating processes that connect emotional tiredness and workplace rudeness to wage satisfaction. Learn more about how nurses' experiences are influenced by factors including work satisfaction, organisational commitment, psychological empowerment, and job engagement.
- Explore and assess initiatives and plans targeted at enhancing nurses' job satisfaction with pay, lowering workplace rudeness, and minimising emotional tiredness. Evaluate the impact of measures including compensation restructuring, leadership development for supportive behaviour, workplace etiquette efforts, and stress management programmes.
- Compare the experiences of nurses in other nations or healthcare systems by conducting comparative studies. This would provide light on how organisational, economic, and cultural variables affect nurses' feelings of emotional weariness, rudeness at work, and wage satisfaction.
- Examine the long-term effects of wage satisfaction on nurses' happiness and turnover rates. Analyse the long-term relationships between burnout, turnover intentions, and overall work satisfaction and salary satisfaction.
- Policy Implications: Use the research's results to guide improvements of the healthcare system and policy-making. Encourage the creation of supportive workplace cultures that reduce workplace rudeness and foster emotional well-being, as well as fair and competitive pay structures for nurses.

Future study can better understand the factors impacting nurses' perceptions of wage satisfaction, workplace rudeness, and emotional tiredness by addressing these suggestions. This information can help to guide

evidence-based organisational practises, policies, and interventions focused at enhancing the well-being and job satisfaction of nurses. This will eventually result in improved patient outcomes and a more resilient nursing workforce.

Implications

- For a variety of stakeholders, including healthcare organisations, nursing management, policymakers, and nurses themselves, the study's results on the significance of wage satisfaction in reducing emotional tiredness and work incivility among Saudi nurses have significant implications. The following is a list of these implications:

Health Care organization

- **wage Structure:** The study emphasises how critical it is to create wage structures for nurses that are reasonable and competitive. Healthcare organisations should review their pay scales to make sure they are in line with industry norms and accurately represent the education, training, and duties of nurses.
- **Salary satisfaction** is a key element in nurse retention, according to retention strategies. Organisations should engage in programmes that increase nurses' pay satisfaction and take salary satisfaction into account when developing retention strategies. Salary adjustments, bonuses based on performance, and chances for career advancement might all fall under this category.
- **Workplace:** The research emphasises the importance of building a welcoming workplace that encourages decency and respect. To avoid emotional tiredness and its detrimental effects on nurses' wellbeing, healthcare organisations should promote a culture of teamwork, offer clear instructions for proper behaviour, and handle workplace incivility quickly.

Nursing Management

- **Nursing managers** are essential in providing their workers with assistance. They ought to receive training in good leadership techniques, such as emotional support, conflict resolution, and communication. Supportive management can improve nurses' overall job satisfaction, which can lessen emotional weariness and rudeness at work.
- **Staff Engagement:** Nurses' work satisfaction may be increased by including them in decision-making processes, acknowledging their efforts, and including them in quality improvement programmes. Nurse supervisors should aggressively seek nurses' feedback and make chances for their personal and professional development.
- **Employee Assistance Programmes:** Businesses can set up programmes that provide nurses support networks, stress management tools, and counselling services. These programmes can support nurses' wellbeing and job satisfaction by assisting them in coping with emotional tiredness and workplace pressures.

Policymakers

- **Salary Standards:** Policymakers should evaluate and set salaries for nurses that take into account their training, work history, and the demanding nature of their jobs. A trained workforce is available to address the population's healthcare demands if wages are competitive enough to draw and keep qualified nurses.
- **Planning your workforce:** Planning for the nursing workforce may be made more effective by being aware of how compensation satisfaction affects nurses' well-being and professional results. When formulating plans to solve the nurse shortage and enhance the general calibre of healthcare services, policymakers should take the link between wage satisfaction and retention rates into account.

Nurses

- **Self-Advocacy:** It is important to encourage nurses to fight for just pay and credit for their work. They can participate in pay negotiations, actively participate in professional organisations, and express their demands and concerns to nursing management and policymakers.
- **Well-being Practices:** Knowing the effects of emotional weariness, nurses should put self-care first and practise stress management and wellness practises. This could entail engaging in mindfulness exercises, looking for social support, and engaging in leisure pursuits or work-life balance-enhancing activities.
- Overall, the study's conclusions highlight the need of understanding and resolving the role that compensation satisfaction plays in reducing nurses' emotional tiredness and workplace rudeness. A supportive work.

Stakeholders may help create a friendly workplace, promote nurses' wellbeing, and guarantee the availability of a motivated and dedicated nursing staff by taking these consequences into account. This may ultimately result in better patient outcomes, increased work satisfaction, and the long-term viability of the nursing profession.

VII. Conclusion

In conclusion, this study showed that Saudi nurses' income satisfaction is essential in minimising emotional weariness and rudeness at work. The results showed a substantial correlation between lower levels of emotional tiredness and rudeness at work and wage satisfaction. These findings have significant ramifications for nurses, legislators, and healthcare organisations.

In order to increase nurse happiness and wellbeing, the study emphasised the necessity for healthcare organisations to provide fair and competitive wage structures top priority. Reducing emotional tiredness and workplace rudeness can also be achieved by fostering a supportive workplace environment. To recruit and keep skilled professionals, policymakers should take into account setting wage norms that match nurses' credentials and duties.

Nurses may speak out for just pay and put their own wellbeing first by practising self-care and getting help when they need it. The standard of nursing care may be raised by resolving wage issues and encouraging a positive workplace culture.

In conclusion, this study emphasises the significance of income satisfaction for nurses and illustrates how it affects emotional tiredness and workplace rudeness. Enhancing nurse wellbeing and providing high-quality healthcare services depend on addressing pay concerns and fostering a healthy work environment.

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