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Research Paper

Investigating the mediating role of job engagement in the relationship between faculty members' presenteeism and job satisfaction

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Abstract

This study was conducted with the aim of investigating the mediating role of job engagement in the relationship between faculty members' presenteeism and job satisfaction. The statistical population of this research consists of academic faculty members of Azad University of Fars province, whose number is about 1975 people. To select the sample size, a sample of 321 people was selected using the Cochran formula in a stratified random manner. In order to measure presenteeism, Lu et al questionnaire (2013), Schaufeli et al's job engagement (2004), and Weiss et al's minnesota job satisfaction questionnaire (1967) were used. The reliability of the questionnaire was examined and confirmed by Cronbach's alpha coefficient and composite reliability and its validity by construct and content validity. Research hypotheses were analyzed using the structural equation modeling technique. The results of the research indicated that presenteeism has a positive and significant effect on job engagement and satisfaction. Also, job engagement plays a mediating role in the relationship between presenteeism and job satisfaction.

Key Words: Key words: presenteeism, job engagement, job satisfaction, faculty members

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Introduction

Institutions of higher education have always been considered as the highest centers of thinking and production of science, and with the thoughtful activity of professors, staff and students, they play an essential role in the scientific and cultural improvement of society (Alavi Namour et al., 2021). On the other hand, higher education is facing criticisms such as quality reduction, productivity reduction, etc. Responding to such criticisms requires finding new solutions to improve the performance of the higher education system (Abdullahi, 2011). Meanwhile, there are external factors in organizations that can affect the activities of employees and organizations. One of these factors is presenteeism. Presenteeism is one of the new topics in organizational behavior and human resources (Kian & Qalipour, 2015).

Presenteeism can be defined as going to work while being sick (Johns, 2010). In recent years, research related to presenteeism has been investigated and shows that this attendance behavior is widespread among workers. In fact, the results of various studies of employees have shown that they worked while their health was not optimal (Aronsson et al., 2000; de Vroome, 2006; Hansen & Andersen, 2008; Leineweber et al., 2011; cited by Côté et al., 2020). Due to this important event, several studies have identified the determinants of presenteeism and showed that health (Allen et al., 2018; Lavoisier et al., 2017; Miraglia & Johns, 2016), absence policies and attendance management (Arnold, 2016; Baker-McLaren et al, 2010; Johns, 2011), and limited access to personal and professional resources (Mach et al., 2018; Miraglia & Johns, 2016) play a

role in the emergence of such a phenomenon in the organization.

In this regard, studies have shown that presenteeism has a significant impact on organizational health and productivity (Cooper & Dave, 2008; Fernando et al., 2017; Gotzel et al., 2004; Zhang et al., 2015; cited by Côté et al., 2020). Primarily, this attendance behavior represents a risk factor for the development of health conditions (Demrotti et al., 2009), as it can put others at risk by participating in the transmission of infectious diseases. (Vidra et al., 2010), and be associated with exacerbation of symptoms (physical and/or psychological) as well as delays in recovery (Demrotti et al., 2009), leading to more absenteeism (Johns, 2011). Moreover, by reducing employee efficiency, presenteeism also causes productivity losses for organizations, which in some cases can be greater than absenteeism (Götzel et al., 2004; Pawley et al., 2008; Zhang et al, 2015).

Although past and present studies show the effects of presenteeism on the health and productivity of employees, few of them have sought to identify the factors that may affect the cause and manner of working while sick on the engagement and motivation of their employees towards their work and explain their job satisfaction (Cooper & Lowe, 2016; Karanika-Murray et al., 2015; Lohaus & Habermann, 2019). Past studies have shown that presenteeism has a negative effect on job engagement (Côté et al., 2021). Job engagement is related to how they are involved in work and their interest in the job, and many studies show that job engagement is related to mysterious variables such as leaving the organization, job satisfaction, and service quality and performance, so that Enthusiastic employees are completely united with the organization and consider the organization as their identity and consider the

failure and success of the organization as their failure (Safarpour et al., 2017).

Another variable that can predict presenteeism is job satisfaction (Côté et al., 2020). Managers of any organization should present a more comprehensive picture of employees' job satisfaction in order to be dynamic and achieve ideal goals (Bahadori et al., 2013). It is a person's desires and personal characteristics (SeyyedJavadin et al., 2019). Therefore, knowing the needs, motivations, desires, factors of satisfaction and dissatisfaction of employees is not only necessary, but also necessary to adopt correct policies, appropriate strategies and effective programs. Although there have been many studies on employee satisfaction with the work environment, the job satisfaction of university faculty members with the educational environment in universities has been less evaluated (Monjamed et al., 2005). Academic faculty members form the main body of every university and as one of the pillars of education, they are effective in educating students and promoting education and research (Mehrabian et al., 2020). Akbari et al (2021) in a research investigated the phenomenon of presenteeism and reduced productivity related to health problems among the employees of Iran Gas Transmission Company. The results showed that there was a significant relationship between the phenomenon of presenteeism and the productivity subcategories of focusing on relations with the manager or boss, (impatience and irritability) and satisfaction with the work environment. In their study, Memarian & Hamidipour (2014) investigated how to measure the degree of presenteeism in the presence of organizational pressures. The results of this study showed that the motivational process of the JD-R model for presenteeism was not statistically significant, but at the same time, there was a positive relationship between the coordination of organizational behavior and

job enthusiasm for employees who were at higher levels and under the presence of organizational pressures. are significantly more than the employees who work at low levels of work.

Yildiz and Yildiz (2022) conducted a systematic review and meta-analysis in a study with the aim of explaining mixed results regarding job enthusiasm and job satisfaction. The results showed that job enthusiasm has a positive and significant effect on nurses' job satisfaction. In their study, Crystal Shi et al (2022) investigated the daily effects of work stressors on hotel employees' work engagement and job satisfaction. The results showed the effect of work engagement on employee satisfaction. Also, daily challenge stressors could boost employees' levels of engagement in daily work, but these stressors could also decrease employees' daily job satisfaction.

Côté et al (2020) investigated the mediating effect of work enthusiasm in the relationship between presenteeism and job satisfaction. results show. Presenteeism has a negative relationship with work participation and job satisfaction. Work participation is one of the factors through which job satisfaction is affected.

Vinod Nair et al (2020) in a study investigated the effect of challenges and hindering demands on job burnout, work enthusiasm, and presenteeism using the job demands-resources model. The results showed that challenging demands are positively related to job burnout and work enthusiasm, while hindering demands have a positive relationship with job burnout and a negative relationship with work enthusiasm. Ferreira et al (2019) in a study using the resource conservation theory and the job demand-resource model, examined how work passion can moderate the relationship between emotional exhaustion and negative affect and reduced productivity due to presenteeism in a country with recession.

Experience the economy, mediate? The results showed that negative affect and emotional exhaustion positively predict productivity decline caused by presenteeism, while work engagement negatively predicts productivity decline. In addition, they found that at the daily level, work enthusiasm mediates the effects of emotional exhaustion and the negative effect on productivity reduction due to presenteeism.

The Islamic Azad University of Fars province needs motivated professors as one of the pillars of education in order to be effective in educating students and improving the educational and research level of the society. Presenteeism can threaten physical and mental health, work quality and hinder the achievement of personal and social development goals. Therefore, this study has three main objectives. First, considering the theory of effort recovery (Meijman & Mulder, 1998), it deals with a better understanding of the destructive effects of presenteeism on the job attitudes of Shiraz academic staff members, and in particular, it tries to analyze the consequences of such behavior on the level of engagement of the staff members. Determine academic and job satisfaction. Second, it examines the mediating role of job passion in the present job satisfaction relationship. Based on this, the purpose of this study is to investigate the relationship between presenteeism, job satisfaction and job engagement of the academic staff members of the Islamic Azad University of Fars province.

Research hypotheses

1- There is a negative and significant relationship between presenteeism and job engagement.

2- There is a negative and significant relationship between presenteeism and job satisfaction.

3- Job engagement plays a mediating role in the relationship between presenteeism and job satisfaction.

Research method

This research is descriptive and correlational in terms of applied purpose and method. The statistical population of this research was all the faculty members of the Islamic Azad University of Fars province, about (1975 people). From this population, 321 people were selected as a sample using Cochran's formula and multi-stage sampling method. Thus, among the academic units of Fars province, Islamic Azad Universities (Abadeh, Arsanjan, Eglid, Beyza, Jahrom, Darab, Darion, Zarqan, Sepidan, Sarvestan, Shiraz, Safashehr, Fasa, Firouzabad, Kaderabad, Kazaron, Larestan, Lamard & Marvdasht) seven universities (Abadeh, Jahrom, Zarghan, Sepidan, Safashehr, Firozabad & Kazron) were selected by a simple random method and then two faculties were randomly selected from each university and all their full-time faculty members were selected as samples were chosen. The following questionnaires was used to collect information:

- **Job engagement:** In the present study, Schaufeli et al (2004) job engagement questionnaire with 17 questions was used, which measures the dimensions of energy (7 questions), passion (7 questions) ,and dedication (3 questions). The questionnaire is designed in the form of closed-ended questions with a seven-point Likert scale from 0 to 6 (never = 0 and always = 6).

- **Job satisfaction:** In this study, the Minnesota Standard Questionnaire (Weiss et al.,1967) was used to measure job satisfaction. This questionnaire has 19 questions and its purpose is to examine the dimensions of job satisfaction in 6

dimensions of payment system (3 questions), job type (4 questions), advancement opportunities (3 questions), organizational atmosphere (2 questions), leadership style (4 questions) and physical conditions (3 questions) which was evaluated based on 5-point Likert scale (completely agree to completely disagree).

- **Presenteeism:** In order to measure presenteeism, the standard questionnaire of Lu et al (2013) was used, which was measured in the form of 4 questions and based on a 5-point Likert scale (always, often, sometimes, rarely, never).

The content validity of the questionnaire was checked and confirmed by several professors of educational sciences, and the reliability of the questionnaire using the Cronbach's alpha coefficient was 0.77 for the Job engagement

questionnaire; job satisfaction 0.81; presenteeism was 0.83. Descriptive and inferential statistics were used to analyze the data. At the descriptive level, statistical characteristics such as frequency, percentage, average, standard deviation, etc. have been used, and at the inferential level, according to the nature of the topic and the research variables, the relationships between the variables have been investigated using the structural equation method (SEM) SPSS and PLS statistical software were used in the process of statistical analysis.

Research findings

The results of the descriptive indices of the mean and standard deviation of the variables are reported in Table 1.

Table 1. Average results and standard deviation of research variables

variable	Average	standard deviation
Energy	3.89	0.63
passion	3.52	0.80
Sacrifice	3.02	0.78
Job engagement	3.47	0.56
presenteeism	3.43	0.78
Organizational atmosphere	3.08	0.91
Leadership style	3.48	0.80
Physical condition	3.55	0.80
Advancement opportunities	3.65	0.76
Payment system	3.71	0.72
Job type	3.47	0.79
Job satisfaction	3.51	0.58

Table 2. Test of the assumption of normality of distribution of variables

Variable	Job satisfaction	Presenteeism	Job engagement
Z Kolmogorov Smirnov	0.060	0.150	0.098
level of significance	0.289	0.072	0.104

The results of the normality test of the variables are reported in Table 2. According to the results, because the significance level of all variables is greater than $\alpha=0.05$, then

the null hypothesis that they are normal is not rejected. Therefore, parametric tests should be used to test these variables.

Table 3. Internal consistency values in the final study

Variable	Job engagement	Presenteeism	Job satisfaction
Cronbach's alpha	0.743	0.829	0.822
CR composite reliability	0.853	0.886	0.872
Average variance extracted AVE	0.660	0.660	0.534

The value of the extracted average variance indices (AVE) for all constructs is greater than 0.5, which means that the variables have internal validity. The composite reliability index is more than 0.7, which shows the

internal consistency of the reflective measurement models of the research. Therefore, each of the model constructs has good validity and reliability to measure the research variables.

Table 4. Fornell Locker index to check the differential validity index

Variable	Job engagement	Presenteeism	Job satisfaction
Cronbach's alpha	0.743	0.829	0.822
CR composite reliability	0.853	0.886	0.872

Average variance extracted AVE	0.660	0.660	0.534
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Table (4) shows that the constructs are completely separated from each other, that is, the values of the principal diameter (second root of the average extracted variance) for each hidden variable are higher than the correlation of that variable with other reflective hidden variables in the model.

Model fit criteria

To check the quality of the model, goodness of fit (GOF) indices, validity check or

redundancy (Q2) and coefficient of determination (R2) are used. The main criterion for evaluating the internal criteria of the path model is the coefficient of determination. This index shows how many percent of the changes in the endogenous variable are made by the exogenous variable. Table (5) shows that 26% of the changes in the job engagement variable and 74% of the job satisfaction variable are predicted by the independent research variables.

Table 5. indicators of model quality

Model quality	The coefficient of determination	redundancy factor	Goodness of Fit
Job engagement	0.262	0.324	
Presenteeism	-	0.426	0.405
Job satisfaction	0.737	0.347	

The Indicator of redundancy, which is the same as the Stone-Geisler index, is used to check the ability of the structural model to predict by ignoring method. When the value of this Indicator is greater than zero, the observed values are well reconstructed and the model has the ability to predict. In this

research, this Indicator is equal to 0.324 for the variable, 0.426 for the Presenteeism variable, and 0.347 for the job satisfaction variable. Also, according to the obtained value of 0.405, the model used in this research has a relatively good goodness of fit.

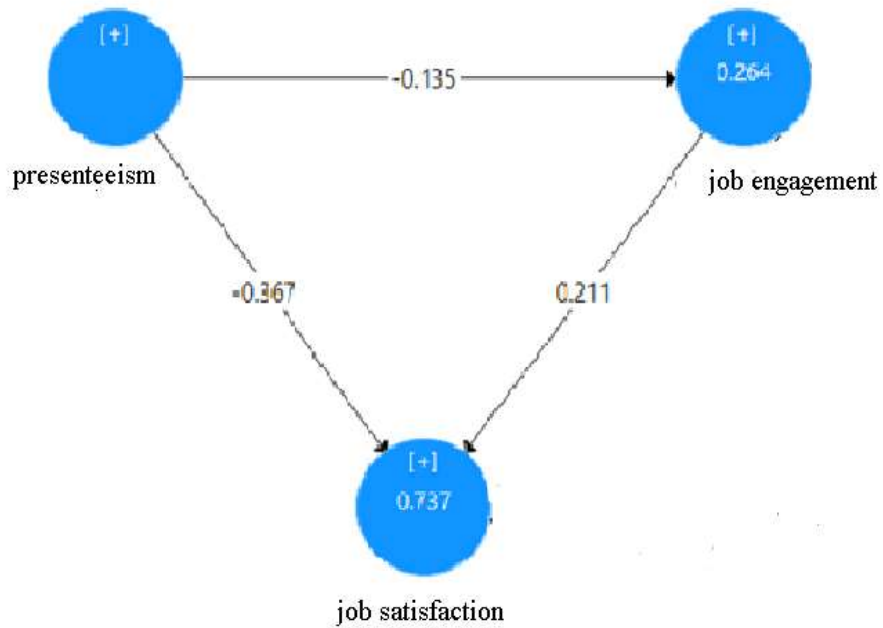


Fig1. final model to test the hypotheses in the standard mode

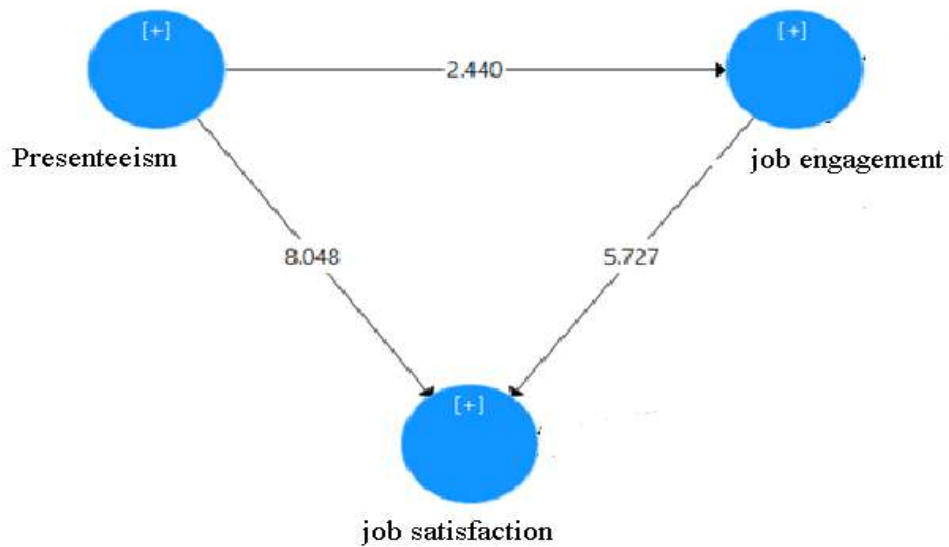


Fig2. The final model to test hypotheses with t values

Examining research hypotheses

Table 6. of hypothesis test results

hypothesis	Path coefficient	t-Value	Significance level	Result
presenteeism → job engagement	-0.135	2.440	0.007	confirmation
presenteeism → job satisfaction	-0.367	8.048	0.000	confirmation
presenteeism → job engagement → job satisfaction	-0.103	3.948	0.000	confirmation

Based on the results of table (6) and figures (1) and (2), it can be seen that the coefficient of the direct path of the effect of presenteeism on job engagement is equal to -0.135. The value of the t statistic is equal to 2.440; with a significance level of 0.007; The direct path coefficient of the effect of presenteeism on job satisfaction is equal to -0.367. The value of t statistic is equal to 8.048 with a significance level of 0.000, which is less than the assumed value of 0.05. Therefore, the coefficient of the above direct path is significant at the 95% confidence level. Therefore, the first and second hypotheses of the research are confirmed. Also, the coefficient of the indirect path of the effect of presenteeism on job satisfaction through job job engagement is equal to -0.103 with the value of t statistic equal to 3.948 at the significance level of 0.000, which is less than the assumed value of 0.05. Therefore, the indirect path coefficient above is significant at the 95% confidence level. Therefore, the third hypothesis of the research is confirmed.

Discussion and conclusion

The results of the present study support the Three proposed hypotheses, indicating that presenteeism is negatively associated with both job engagement and job satisfaction (H1, H1), and that job engagement mediates the association between presenteeism and job satisfaction (H3).

These results are in agreement with the findings of (Memarian & Hamidipour, 2014; Côté et al, 2021) for the first hypothesis and (Akbari et al. 2021., Cote et al, 2021) is consistent for the second hypothesis. Based on this, it can be said that the effort recovery theory presented by Meijiman and Mulder (1998) can help explain the destructive effects of presenteeism on employees' job attitudes. The process of attending work and completing a work day triggers a natural recovery response that prompts individuals to seek internal and external resources (e.g., emotion regulation, social support) or activities (e.g., relaxation, disengagement from work) that can help While recovering

under normal conditions, recovery occurs when employees are no longer faced with work demands, as well as when fatigue and stress are reduced (Geurts & Sonnentag, 2007). However, when exposure to high workload is prolonged and limits the recovery process, load responses accumulate and can provoke health problems and impairments in well-being (Van Hoof et al., 2018).

This effect is potentially stronger for employees who are present at work while their health status is suboptimal (i.e., presenteeism). Workers may suffer from the cumulative effects of their health disorders if they are not fully recovered by the time they return to work. In turn, emotional reactions to their work in general may decrease or become negative. Furthermore, it is suggested that although physically present, employees who are sick at work may be psychologically absent, which in turn can limit their ability to achieve expected results. (Karanika & Marai, 2015). Therefore, as workers are unable to perform at their best physically and psychologically, this can affect emotional and attitudinal responses (Admasachu & Dawson, 2011), including work enthusiasm and job satisfaction (Karanika & Marai, 2015). Although meta-analysis (Miraglia & Jones, 2016) has shown a positive relationship between job satisfaction and presenteeism, several studies have reported the opposite (Baker and McLaren, 2010). Even though engagement and job satisfaction can motivate employees to practice good attendance, Miraglia and Jones (2016) have shown that going to work when health is less than optimal can have a negative effect on job attitudes. In fact, some studies have found a negative relationship between presenteeism and job engagement (De Beer, 2014), which is defined as a positive emotional state characterized by energy, dedication, and engagement (Bakker & Demerouti, 2008). Notably, de Beer (2014)

found significant differences between employees with and without health conditions related to presenteeism. Indeed, workers who went to work and reported suffering from a health condition (or reported being present when sick) reported lower levels of enthusiasm and work engagement. Conversely, those who were absent from work when sick tended to report a higher level of work participation. In addition, several studies have found a negative relationship between presenteeism and job satisfaction (Baker-McClaren et al., 2010; Karanika-Murray et al., 2015; Lu et al., 2013), which refers to the positive and pleasant feelings of employees and attitude towards work). Also, Baker and McLaren et al. (2010) showed that employees who report presenteeism tend to describe their jobs as a stressful and satisfying environment. As for Lu et al.'s (2013) cross-sectional study, presenteeism was shown to have a negative relationship with job satisfaction due to the lack of adequate recovery opportunities. Therefore, it seems that positive work attitudes are a predictor of the likelihood of being at work when sick, but doing so can trigger various negative consequences such as reduced job satisfaction and work commitment.

In line with the explanation of the obtained results, it can be said that since the phenomenon of presenteeism can be seen as a type of organizational citizenship behavior and have a positive view of it, however, the possible idea is that presenteeism ultimately works against productivity and leads to decline. The health of faculty members leads. Accordingly, if the directors of Islamic Azad University of Fars province do not take action to reduce the factors affecting the phenomenon of presenteeism and eliminate them, it can lead to a decrease in job enthusiasm and satisfaction of academic staff members.

Also, the results of the third hypothesis are in line with the findings of (Akbari, 2021; Côté et al, 2021) and it can be said that from an emotional point of view, it seems that employees who are highly Engaged in their work, they experience positive emotions and cognitions because they feel a sense of meaning towards the work they do, strongly identifying with the position they occupy in the organization (Bakker & Demrouti, 2008) and perceive tasks as interesting and motivating. Siu et al (2010) these emotional states lead them to invest resources and skills to do their work. Several studies showed that work enthusiasm and job satisfaction are two separate constructs, but they are positively related to each other (Alarcon & Lyons, 2011). In fact, engaged employees also tend to be more satisfied with their jobs (Baker, 2011). From the perspective of effort recovery theory (Meijman & Muldar, 1998), going to work while sick can limit the recovery process and cause psychological disability, which requires more effort from the employee to meet the daily work demands. It affects their job attitudes. Hence, since being present at work when health is not optimal limits positive psychological presence at work, it seems that the negative effect of presenteeism on work enthusiasm is transferred to job satisfaction.

In order to explain the results, it can be said that as long as the academic staff members of Islamic Azad University do not have an acceptable job enthusiasm, other activities of the university will not have the necessary efficiency and results, and if attention is paid to the job satisfaction and enthusiasm of the professors in the academic position, the improvement of the quality of education will be much greater, and the negative effects of the phenomenon of attendance will also be greatly reduced. Therefore, by increasing job enthusiasm, it is possible to improve the job satisfaction of academic staff members and

ultimately reduce the negative effects of presenteeism.

According to the findings of the present research, it is suggested to the administrators of Islamic Azad University of Fars province that human resources are the most valuable production factor and the most important capital of any organization and the main source of generating competitive advantage and creating the basic capabilities of any organization; Therefore, one of the most important organizational planning is human resources planning, and if the human resources management of the university can carry out its planning in the best way in line with the well-being of academic staff members and material and spiritual support, we can see an improvement in satisfaction and engagement.

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