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## THE RELATIONSHIP BETWEEN LEVELS OF CONSCIENCE, PATIENCE, AND PSYCHOLOGICAL RESILIENCE: A FOUR-PROFESSION STUDY

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### ABSTRACT

Employee's patience, conscience and resilience are important organizational behavior patterns that affect both organizational climate and productivity. The purpose of this study is to ascertain how employees in various professions differ in terms of their degrees of conscience, patience, and psychological resilience. The study, which has a causal comparative design from quantitative research methods, uses critical case sampling. The sample group in the current instance consists of 781 employees from four major professions, including police officers, teachers, nurses, and religious officials. The study's findings revealed a strong and favorable association between patience and conscience. The association between patience and psychological resilience is strong and favorable. Employees who are married and female are more likely to display all three behavioral traits than single and males. More often than other professions, teachers and nurses demonstrate all three of these traits. Religious officials have lesser levels of psychological resilience, patience, and conscience than other professions. Professional tenure had little bearing on how the employees exhibited any of the three characteristics. In addition to highlighting fresh discussion points on the topic, this study is groundbreaking in its determination of the relationship between all three variables.

**Keywords:** Conscience, patience, psychological resilience, profession, organization

## INTRODUCTION

Employees, who are the core of modern corporate life, might adopt behavioral patterns that differ from their personalities by being exposed to various sorts of behaviors at work. Because of the interpersonal aspect of work, employees may be required to moderate their conduct. At this moment, powerful internal and external control mechanisms might restrict an employee's behavior toward supervisors, coworkers, and organizational stakeholders. Employee attributes such as conscience and patience are emphasized in internal control of behavior, whereas external control is frequently related with resilience. The major aim for this study is to examine whether an employee's patience with others is connected to his or her conscientious advancement and psychological resilience.

When the positive adaptation of the employee in the face of life's difficulties and stressful events is described as psychological resilience, the literature indicates that psychological resilience is closely related to the concepts of patience and conscience. According to the literature, consciousness, which is a deeper sensation, allows the individual to be patient, while both behaviors foster psychological resilience. This study contributes to the literature by attempting to discover how these behaviors evolve while concentrating on whether there is a substantial difference between conscience, patience, and resilience among different professions.

Conscience, as a mental activity, is a multifaceted internal reference source with philosophical, ethical, and moral dimensions that influence attitudes and actions in both private and professional life (Sulmasy, 2008). Conscience is also linked to controlling conduct and it is an internal control system that is influenced not just by personal ideals, but also by a society's cultural values and social structure (Stout, 2010). In business, we experience conscientious discomfort when confronted with a circumstance that contradicts the personal and cultural ideals of the society in which we live. Ignoring this pain might strain one's mental health while also jeopardizing one's personal integrity with society (Goodpaster, 2011). According to Demirkol and Kilic (2017), the idea of conscience has four dimensions: (1) personal conscience, (2) societal conscience, (3) behavioral conscience, and (4) spiritual conscience. The personal conscience is concerned with our inner challenges, whereas the societal conscience is focused on the moral element. While the behavioral conscience governs the degree to which laws are internalized, the spiritual conscience is associated with surrender and fear of a transcendent power. Conscience comes to the fore when making judgments in some ambiguous situations, particularly among workers who are responsible for decision making; actions that differ from conscience call into question the notion of fairness within the organization (Nelson, 2013).

Patience is often defined as an endeavor to maintain one's calm and serenity in the face of adversity in daily life. In other words, it is a person's ability to stay calm in the face of adversity, grief, or disappointment (Comer & Sekerka, 2014). Patience, a diverse and emotionally powerful personality quality, is a reflection of the amount of tolerance that grows with time. Patience involves both emotive and cognitive components. The cognitive dimension of patience, what is patience, its relevance, how to be patient, the outcomes of patience and impatience, and so on, create the cognitive part of this idea and indicate the patience inclination. Individuals' conduct in the face of others and circumstances is directed in this manner by their predisposition to

be patient. Patience's emotional dimension may be psychologically separated into two subgroups: emotion and conduct. In this case, the affective part of patience is expressed as an internal condition through the sense of patience (Schnitker & Emmons, 2007). Patience conduct, on the other hand, indicates a visible reaction to unfavorable circumstances. It is defined as not just a state of serenity when confronted with an unpleasant incident, but also the capacity to wait patiently in the face of a deeply desired anticipation (Schnitker et al., 2017). In this regard, it is a significant idea in terms of a person's psychological resilience.

Psychological resilience may be defined as the ability to withstand stress and unpleasant events and be impacted by them to a minimum, to cope with difficult conditions in business life, to get rid of unfavorable situations, or to adjust to this new scenario (Vella & Pai, 2019). While the resilient individual has no trouble adapting to the changing and differentiating order, he can recover quickly and continue his life (Gooding et al., 2012). Employees with a high level of psychological resilience will have a healthier, happier, and more productive career. Resilience is defined as a personality attribute composed of three constructs: attachment, control, and difficulty. Attachment is a sense of purpose and meaning that develops when a person actively engages with daily events. Attachment, defined as the urge to join in ongoing life events, signifies purpose, meaningfulness, and self-understanding, according to resiliency. Control recognizes that he can influence circumstances in the way he wants rather than being negatively impacted when obstacles arise and responding accordingly. When an individual is in control, he gains the ability to modify his ideas and behaviors in his life. If confronted with a task, he feels he can affect the outcome. The challenge is the conviction that change is a necessary condition in life and that it is preferable to go forward rather than disrupt the existing state (Herrman et al., 2011; Pietrzak & Cook, 2013; Svanberg, 1998).

Employees who can regulate their emotions well and respond with good emotions even in challenging situations can demonstrate conscientious and patient conduct, cope with stressful events with greater ease, and have a high level of psychological resilience. This circumstance improves both the employee's balanced life and the organization's efficiency (Hartmann et al., 2022). Additionally, individuals with high psychological resilience control their emotions well, are more patient, and can cope with negative events in the workplace more easily by putting their conscience forward (C. L. Cooper et al., 2013). Employees who are patient with others' conduct and can utilize conscience control mechanisms against them have a high degree of psychological resilience and stress threshold, and their level of commitment and affiliation with the organization strengthens. Also employees with a high degree of conscience and patience are thus more psychologically resistant and important to the organization (Malik & Garg, 2020; Wut et al., 2022).

Levels of patience, conscience, and psychological resilience may differ between professions in working environments. This distinction between professions may also be attributable to the nature of the profession and the employee's character attribute. The varying degrees of patience, conscience, and psychological resilience of police, nurse, teacher, and religious officer (imam) personnel were evaluated, as were existing preconceptions (common belief that the job stipulates the employee's character, etc.). The aim of this study

was to examine the link between the conscience, patience, and psychological resilience levels of employees from various professions. The following are the research's quantifiable objectives:

1. What are the degrees of conscience, patience, and psychological resilience of various professional groups?
2. How strong is the relation between conscience, patience, and resilience?
3. Do the degrees of conscience, patience, and resilience of various professional categories change based on demographic variables?

## **METHOD**

### **Research Design**

In the study, the causal comparative design was employed as a descriptive survey design. The causal comparison design is a sort of study that is used to discover the causes of a phenomena or event that has occurred or is currently occurring, as well as the interactions between factors that are effective on these causes (Schenker & Rumrill Jr, 2004). An inventory comprising of scales developed independently for each variable was utilized in this context to measure the degrees of conscience, patience, and psychological resilience of individuals working in different professions. In the following step, a comparison was done between the degrees of demonstrating conscience, patience, and psychological resilience based on various demographic features of the employees.

For this research, Ethical Compliance Approval was requested from Artvin Coruh University and ethical approval was given by the Ethics Committee of the relevant university with the letter dated 18.07.2023 and numbered 98151.

### **Population and Sample**

The research population consisted of 228716 people working in 39 districts of Istanbul, including 42920 police officers, 3319 religious officers (imam), 166715 teachers, and 15762 nurses. The sample size was computed using theoretical tables, and the number was 358 for the 0.05 confidence interval (Noordzij et al., 2011). The "critical situation sampling" approach was used in the study to guarantee that each professional category was adequately represented (Baltacı, 2018; Teddlie & Yu, 2007). The research started in June 2023 and concluded in July of the same year. The sample group was approached using social media outlets, and 1012 scales were submitted. 89 of these scales were excluded from the study because they were incomplete, 93 were erroneously filled in, and 49 were excluded owing to outliers. As a consequence, the sample of this study is made up of 781 persons who represent the universe and fulfill the sample size. Table 1 contains information about the sample group.

**Table 1.** Demographic Characteristic of the Sample Group

Variables		N	%	Total
Gender	Male	404	51,73	781
	Female	377	48,27	
Age	25 and below	198	25,35	781
	26-39	299	38,28	
	40 and upper	284	36,36	
Tenure	5 and below	167	21,38	781
	6-10	372	47,63	
	11 and upper	242	30,99	
Marital Status	Married	393	50,32	781
	Single	388	49,68	
Profession	Policeman	203	25,99	781
	Nurse	196	25,10	
	Teacher	183	23,43	
	Imam	199	25,48	

Table 1 shows that 51.73% (N=404) of the 781 individuals in the sample group were male, 50.32% (N=393) were married, and 38.28% (N=299) were between the ages of 26 and 39. The professional tenure of 47.63% ranges from 6 to 10 years. The sample's profession distribution is balanced (25.99% police officer, 25.10% nurses, 23.43% teachers, and 25.48% imams).

### Data Collection

Several items from the "University Students Patience Tendency Scale" developed by Celikoz and Gul (2018) were revised and used for employees in the study. The scale was created in a five-point Likert format, with 21 questions and three dimensions; it explained 60.5% of the total variance, and the Cronbach coefficient for the entire scale was found to be 0.86. The Cronbach's coefficient of the scale was determined to be 0.84 in the current study.

To determine the participants' perceptions of conscience, the "Perception of Conscience Scale" established by Dahlqvist et al. (2007) and modified into Turkish by Aksoy et al. (2020) was utilized. The five-point Likert-type scale, which includes 13 questions and two dimensions, accounts for 52.5% of the total variation. The Cronbach coefficient was determined to be 0.84 for the entire scale. The Cronbach's coefficient of the scale was determined to be 0.85 in this study.

The "Resilience Scale for Adults" established by Friborg et al. (2003 and Hjemdal et al. (2011) and modified into Turkish by Basim & Cetin (2011) was used to assess the participants' resilience levels. The scale's Cronbach's coefficient was determined to be 0.86 from 33 items and six dimensions of five-point Likert type. The Cronbach's coefficient for the scale utilized in this investigation was 0.87.

## DATA ANALYSES

Statistics algorithms written in the R programming language were utilized to analyze the data gathered for the study. Basic diagnostic analyses, such as total scale scores and arithmetic mean and standard deviation, were performed in this context; moreover, descriptive statistics, such as Spearman correlation, were employed to establish the associations between variables. The normality of the data set was tested using skewness and kurtosis coefficients, Skewness and Kurtosis values were checked for normality test for the scales. For the conscience variable, it was observed that the Skewness value varied between  $-.493$  and  $.209$ , and the Kurtosis value varied between  $1.06$  and  $-.416$ . For the patience variable, it was observed that the Skewness value varied between  $-.627$  and  $.199$ , and the Kurtosis value varied between  $1.22$  and  $-.824$ . For the psychological resilience variable, it was observed that the Skewness value varied between  $-.729$  and  $.169$ , and the Kurtosis value varied between  $1.11$  and  $-.326$ . When the mentioned Kurtosis and Skewness values are  $-1.5$  to  $+1.5$ , it is considered to be a normal distribution (Tabachnick and Fidell, 2013). And after confirming that the data were normally distributed, parametric statistical procedures were used. To determine the differences between the demographic features of the participants and the variables, the T-test and one-way analysis of variance were utilized. All statistical techniques had significance tests conducted at  $p > .05$ .

Table 2 shows the association between the variables based on the data collected within the scope of the research.

**Table 2.** Relationships between variables

Variables	$\bar{X}$	Sd	(1)	(2)	(3)
(1) Conscience	3,40	0,47	*		
(2) Patience	3,49	0,49	.85	*	
(3) Psychological Resilience	3,22	0,55	.66	.81	*

Table 2 shows that the individuals' levels of conscience ( $\bar{X}=3.40$ ), patience ( $\bar{X}=3.49$ ), and resilience ( $\bar{X}=3.22$ ) are moderate. Similarly, a high positive association exists between conscience and patience, a moderately positive relationship appears between resilience and conscience, and a high positive relationship occurs between resilience and patience. Table 3 illustrates the differential of the aforementioned factors based on the gender of the participants.

**Table 3.** Levels of differentiation of variables by gender

Variables	Gender	N	$\bar{X}$	Sd	t	p
Conscience	Male	404	3,31	0,55	-3,67	0.02
	Female	377	3,49	0,39		
Patience	Male	404	3,27	0,53	-8,79	0.01
	Female	377	3,71	0,45		
Psychological Resilience	Male	404	3,11	0,52	-4,13	0.16
	Female	377	3,33	0,58		

Table 3 shows that females ( $\bar{X}$ = 3.49; N=377) have a stronger awareness of conscience than males; their levels of patience ( $\bar{X}$ =3.71) and psychological resilience ( $\bar{X}$ =3.33) are likewise higher than males. All three variables are found to differ significantly by gender ( $p$ .05). Table 4 depicts the degrees of consciousness, patience, and psychological resilience of the subjects based on their marital status.

**Table 4.** Levels of differentiation of variables according to marital status

Variables	Marital Status	N	$\bar{X}$	Sd	t	p
Conscience	Married	393	3,46	0,51	2,44	.022
	Single	388	3,34	0,43		
Patience	Married	393	3,59	0,51	3,99	.017
	Single	388	3,39	0,47		
Psychological Resilience	Married	393	3,38	0,61	6,03	.009
	Single	388	3,06	0,49		

According to Table 4, married people have greater levels of conscience ( $\bar{X}$ =3.46), patience ( $\bar{X}$ =3.59), and psychological resilience ( $\bar{X}$ =3.38) than singles. The perception of conscience, patience, and resilience levels differ considerably by marital status ( $P$ .05). Table 5 demonstrates the individuals' degrees of consciousness, patience, and psychological resilience based on their professions.

**Table 5.** Levels of differentiation of variables by profession

Variables	Professions	N	$\bar{X}$	Sd	F	p
Conscience	Policeman	203	3,45	0,46	4,06	.007
	Nurse	196	3,57	0,51		
	Teacher	183	3,79	0,47		
	Imam	199	2,79	0,43		
Patience	Policeman	203	3,34	0,43	3,04	.028
	Nurse	196	4,15	0,22		
	Teacher	183	3,45	0,73		
	Imam	199	3,01	0,56		
Psychological Resilience	Policeman	203	2,89	0,78	2,82	.038
	Nurse	196	4,09	0,35		
	Teacher	183	3,11	0,39		
	Imam	199	2,77	0,67		

Table 5 revealed that the perception of conscience was at the level of teachers ( $\bar{x}$  =3.79), nurses ( $\bar{X}$ =3.57), police officers ( $\bar{X}$ =3.45) and imams ( $\bar{X}$ =2.79). Imams have the lowest perception of conscience. Patience levels were determined as nurses ( $\bar{X}$ =4.15), teachers ( $\bar{X}$ =3.45), police officers ( $\bar{X}$ =3.34) and imams ( $\bar{X}$ =3.01). Psychological resilience is at the level of nurses ( $\bar{X}$ =4.09), teachers ( $\bar{X}$ =3.11), police officers ( $\bar{X}$ =2.89) and imams ( $\bar{X}$ =2.77). Imams' patience and resilience levels are low compared to other professions.

## CONCLUSION AND DISCUSSION

To regulate the volatility and variety in business life, it is vital to engage individuals who are not only physically strong but also psychologically healthy. Furthermore, it is true that patient and conscientious control

mechanisms are important to the organization's stakeholders. Psychological resilience, patience, and conscience, which may be characterized as the ability to cope with the obstacles individuals confront, were identified as essential character traits in this study.

According to the study findings, there is a modest association between the perception of conscience and degrees of psychological resilience. Similarly, in his study, Lentz et al. (2021) and Padyab et al. (2016) discovered a substantial association between conscience and resilience. Conscience is an internal control system that inhibits an individual's conduct; this minimizes the amount of psychological vulnerability in persons who display violent actions. Moreover, it has been determined that there is a strong positive relationship between conscience and patience, one of the variables examined (Dahlqvist et al., 2007; Juthberg et al., 2010). Rochester (2019) argued that being patient contributes to the individual's conscientiousness, which is essential in overcoming difficulties, and that individuals with a high level of psychological resilience are less likely to suffer from mental disorders and that mental illnesses are less common in such individuals.

However, it was discovered that there is a strong positive relationship between psychological resilience and patience. It confirms this conclusion; Cooper et al. (2020) and Wut et al. (2022) claimed that as self-esteem improves, so does psychological resilience; it has been discovered that the stronger the individual's self-esteem, the simpler it is to overcome the issues that they encounter. Similarly, Mortazavi et al. (2012) asserted that those who are patient had high levels of psychological well-being. Individuals who are psychologically resilient are those who can struggle patiently when confronted with a problem, adapt to difficult circumstances, and have developed conscientious control mechanisms (Chmitorz et al., 2018). Based on the literature, individuals with strong psychological resilience have a psychological reaction that is proportional to their endurance levels, and a high level of patience enhances psychological resilience. Increasing the psychological resilience of the employees positively affects the relations between the employees and the organizational climate, while increasing the efficiency of the organization (Chadwick & Raver, 2020; Emerson et al., 2023; Prayag et al., 2020).

It is significant that females have a stronger perception of conscience than males. Bridges et al. (2023 and Soomro et al. (2023) discovered results that were similar to the findings of this study. The stronger perception of conscience in females than in males might be related to the gender roles assigned to females (motherhood, etc.). Despite the aggressive propensity of males, females distinguish out in evolutionary terms with their tranquil and patient personalities (Bonanno et al., 2007). However, the study's findings show that levels of patience, conscience, and psychological resilience differ significantly by gender. Females exhibit higher levels of behavior in all three factors than males. Many studies in the literature back up current research findings. In line with the findings of this study, females' psychological resilience levels are greater than men' psychological resilience levels. When the literature is reviewed, the conclusions of whether the amount of resilience varies by gender are conflicting. While some researchers claim that psychological resilience levels do not differ significantly by gender, other studies claim that males outperform females (Bowling et al., 2019; Polat & İskender, 2018; Rossouw & Rossouw, 2016).



The perception of conscience, patience, and resilience varies greatly depending on marital status. Married individuals have better levels of conscience, patience, and psychological resilience than singles. In their research Wade et al. (2013) discovered that married instructors had greater conscience impressions than singles. According to this viewpoint, the capacity to handle emotions provided by marriage makes individuals more receptive to new experiences, which raises their degree of patience and conscience. Additionally, psychological difficulties in marriage contribute to the development of psychological resilience among spouses over time. In this regard, the study's married status conclusion complements support existing literature (Spahni et al., 2016; Taku, 2014).

The shift in participants' conscience perceptions based on their profession (teachers, nurses, police officer, and imams). Teachers, nurses, and police officers all have professional features that need the deployment of a conscientious control mechanism. Although the level of conscience of imams is low in comparison to other professions, it is a phenomenon that requires further investigation, though it can be explained by factors such as this profession's limited interaction with people and the difference in the concept of overtime. On the other hand, the widespread belief that religious officials can be patient and conscientious has been refuted by these research findings (Fradelos et al., 2018; Milstein, 2019).

Owing to this study, nurses have the highest level of patience. Teachers, police officers, and imams were discovered to be rated. The psychological resilience ranking is from high to low: nurses, teachers, policemen and imams. Teachers are shown to be superior in all three factors. Nurses and teachers are supposed to be patient, honest, dependable, helpful, tolerant, nonjudgmental, empathizing, valuing learners, being courteous, and aware of their duties. However, while it was determined that police officers and religious officials should be conscientious and patient due to their professions, the findings were the opposite. Policemen are personnel that are intended to provide patient security services. Although religious officials are regarded as exemplars of both conscience and patience, it is possible to argue that the situation is far worse in reality. In summary, the conscience and patience inherent in the nursing and teaching profession are exhibited more than other professions. The other reason that imams, who are meant to have a high degree of patience and conscience, are lower than other occupational groups is because this profession lacks a performance field that demands patience and conscience. Teachers, nurses, and police officers are occupational groupings that must give services to the underserved or aggrieved elements of society. However, such work performance is not required for the profession of imams.

Employees' conscience perception, patience, and resilience levels are also essential organizational abilities. Employees' resilience will improve, making it simpler for them to deal with stress, burnout, and emotional tiredness (Costa & Pinto, 2017; Prada-Ospina, 2019). As a result, the expenses paid due to workforce loss diminish, while the efficiency and quality of work life improve, while the degree of commitment to the company grows and their desire to quit the business significantly reduces (Curry & O'Brien, 2012; Hao et al., 2015). Resilient employees can defend themselves from circumstances that will harm their mental health or

survive with minimal damage. They can act in a controlled manner by choosing to act calmly and reasonably in the face of workplace negativity (Robertson et al., 2015; Winwood et al., 2013).

### SUGGESTIONS

This study examined the amount of conscience, patience, and psychological resilience across different professional categories using a small sample size. Future research might be broadened to cover more varied occupational groupings and larger samples. To improve these attributes of employees in organizations, in-service trainings might be arranged. It can be advised in the orientation trainings to be used during the early periods of work to build employment policies based on the profession by assessing the personality features of each employee in relation to the job needs.

### Ethical Text:

For this research, Ethical Compliance Approval was requested from Artvin Coruh University and ethical approval was given by the Ethics Committee of the relevant university with the letter dated 18.07.2023 and numbered 98151.

In this article, the journal writing rules, publication principles, research and publication ethics, and journal ethical rules were followed. The responsibility belongs to the author for any violations that may arise regarding the article.

### Author's Contribution Rate Statement:

The author's contribution rate is %100 percent.

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