

A Study on the Determinants of Human Rights Awareness of Caregivers, Focusing On Work Ethics

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Article Info

Volume 83

Page Number: 5716 - 5721

Publication Issue:

May - June 2020

Abstract

Korea's long-term care insurance system has dramatically expanded the elderly care industry infrastructure. However, side effects such as lack of professionalism of caregivers and unstable employment and treatment have emerged. Due to the nature of caregiving providing services through people, the job-related attitudes of caregivers determine the quality of services for the elderly. This is why awareness of human rights and ethical values are important for care workers in carrying out services. This study empirically analyzed the effects on care and job satisfaction of raising the human rights awareness of caregivers. A summary of the study is as follows. In the test results of Hypothesis 1, first, human rights awareness had a significant effect on basic ethics. Second, human rights awareness had a significant effect on elderly ethics. Third, human rights awareness had a significant effect on fellow ethics. Fourth, human rights awareness had a significant effect on facility ethics. The test results of Hypothesis 2 are as follows. First, basic ethics did not have a significant effect on job satisfaction. Second, elderly ethics did not have a significant effect on job satisfaction. Third, fellow ethics had a significant effect on job satisfaction. Fourth, facility ethics had a significant effect on job satisfaction.

Article History

Article Received: 19 November 2019

Revised: 27 January 2020

Accepted: 24 February 2020

Publication: 17 May 2020

Keywords: Human rights awareness, Work ethic, Job satisfaction, Caregiver

1. INTRODUCTION

Long-term care services for the elderly have been actively developed with the caregiver at the core. Due to the nature of the caregiving providing services through people, the job-related attitudes of the caregiver determine the quality of services that guarantee the quality of life of the elderly (Hwang et al. 2019). This is why awareness of human rights and ethical values are important for care workers in carrying out services. In addition, the work of caregivers belongs to the field of elderly welfare among social welfare areas, which is in line with the ethical standards and human rights awareness of social workers (Goh 2019). Therefore, caregivers should take senior citizens' rights advocacy as their primary value and have sensitive human rights awareness and strong ethical standards as professionals (Kim and Kim 2019). The human rights awareness of caregivers at the site of care can improve the satisfaction of the elderly who receive

services. In addition, job satisfaction will be positively changed by strengthening the occupational ethics of caregivers. Prior studies on the effects of caregivers' human rights awareness, work ethics and job satisfaction have been insufficient.

The purpose of this study is to analyze the effects of human rights awareness on work ethics and job satisfaction. As a result of reviewing previous studies, it was found that many studies divided work ethics into basic ethics, elderly ethics, fellow ethics and facility ethics. Work ethics focuses on human rights awareness and job satisfaction in many studies. In this study, empirical analysis was conducted after reviewing previous studies on human rights awareness, work ethics and job satisfaction. Basic ethics, elderly ethics, co-worker ethics, and facility ethics were selected as work ethics. The purpose of this study is as follows. First, this paper empirically analyzes whether human

rights awareness has a significant effect on work ethics. Second, this study empirically analyzes whether work ethics significantly affects job satisfaction.

2. THEORETICAL BACKGROUND

2.1. CAREGIVER

A nursing care worker is a person who provides physical and household support services in an aged care and home facilities for the elderly, who are unable to perform independent daily life due to senile diseases such as dementia and stroke. A national qualification system for caregivers was established to strengthen the level of knowledge (Jin et al. 2019). In addition, the establishment and operation of elderly welfare facilities should have caregivers who specialize in the physical and housework activities of the elderly, as prescribed by Ordinance of the Ministry of Health and Welfare (Priyanka 2016, Choi 2018).

2.2. HUMAN RIGHTS AWARENESS

Human rights awareness is a compound of human rights and consciousness, which includes an accurate judgment of situations in which human rights are violated, emotional sharing of human rights violations, responsibility for solving such situations and a willingness to act (Son et al. 2019). In 2008, human rights education evaluation tools developed by the National Human Rights Commission of Korea, and a revised study, were used to measure the human rights awareness of caregivers in terms of equality, liberty, survival and social rights. It was a three-factor study on human rights consciousness that measured cognitive factors that refer to human rights situations, beliefs, knowledge, and judgments among cognition, behavior, and emotion (Kim 2010, Kwak 2018).

2.3. WORK ETHIC

Caregivers need ethical consciousness that respects human life such as a morality-based mission, professional spirit, community spirit and fair competition ethics. The ethical attitudes that caregivers should have are as follows (Kwak and Cho 2018, Yang et al. 2016). First, caregivers should respect those who need help as a person. Second, the motives for becoming a caregiver should be checked and they should maintain a

humble attitude. Third, caregivers should work responsibly with a sincere and calm manner. Fourth, caregivers should have a cooperative and harmonious attitude. Fifth, caregivers should continue to learn and develop themselves by actively participating in education and training programs. Sixth, caregivers should strive to use kind language based on polite attitudes.

2.4. JOB SATISFACTION

In order to improve the job satisfaction of caregivers, it is necessary to provide role recognition and systematic support to enhance psychological satisfaction and self-esteem in their professional role (Oh et al. 2019). Job satisfaction refers to an individual's subjective emotional state or attitude toward a job. In particular, since caregivers deliver services to people on a daily basis, job satisfaction reflects their subjective well-being. In addition to affecting them and consequently the quality of care, there is a direct relationship with customer satisfaction (Cheong and Cha 2017, Kim 2018).

3. RESEARCH DESIGN

3.1. RESEARCH MODEL

This study focuses on analyzing the relationship between a caregiver's human rights awareness, work ethics (basic ethics, elderly ethics, fellow ethics, facility ethics) and job satisfaction. The research model is presented in [Figure 1].

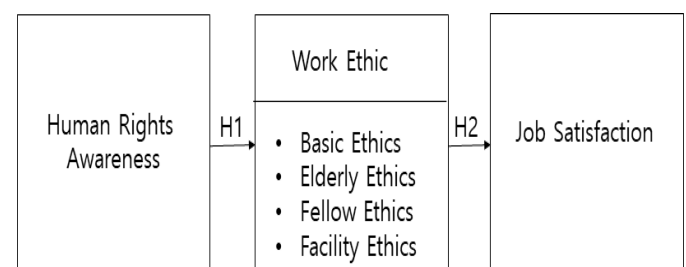


Fig. 1 Research Model

3.2. RESEARCH HYPOTHESES

Hypothesis about Human rights awareness and Work ethic. Elderly human rights can be classified into five types based on the National Human Rights Commission's human rights education textbooks: liberty rights, equal rights, survival rights, social

rights, and suffrage (Kim 2019). Subtypes include freedom of expression and information, freedom of entrance and exit, self-determination, freedom of religion, non-discrimination, medical and health, the right to life, physical and mental safety, family and economic rights, labor and education, 15 categories of social security rights, freedom of political expression and voting rights (Gang 2017). Based on this, the hypotheses revised to fit the human rights awareness of caregivers are as follows.

Hypothesis H1 Human rights awareness has a significant impact on work ethics.

Hypothesis H1-1 Human rights awareness has a significant impact on basic ethics.

Hypothesis H1-2 Human rights awareness has a significant impact on elderly ethics.

Hypothesis H1-3 Human rights awareness has a significant impact on fellow ethics.

Hypothesis H1-4 Human rights awareness has a significant impact on facility ethics.

Hypotheses on Work Ethics and Job Satisfaction.

The main factors affecting the job satisfaction of caregivers were categorized into four categories. There are basic ethics, elderly ethics, fellow ethics, and facility ethics. Based on previous studies, the hypotheses were set as follows.

Hypothesis H2 Work ethics have a significant impact on job satisfaction.

Hypothesis H2-1 Basic ethics have a significant impact on job satisfaction.

Hypothesis H2-2 Elderly ethics have a significant impact on job satisfaction.

Hypothesis H2-3 Fellow ethics have a significant impact on job satisfaction.

Hypothesis H2-4 Facility ethics have a significant impact on job satisfaction.

3.3. EMPIRICAL ANALYSIS AND RESULTS

Data Collection and Sample Characteristics. A total of 85 people answered the survey, and 75 faithful responses were used for analysis. The basic statistics of the survey are as follows: 92% of the respondents were female and 8% were male. The distribution by age was 34% in their 50s and 40% in their 60s and 74% in their 50s and over. This is a

reflection of the current job market, where mostly elderly women are employed (Cho and Lee 2016).

Data analysis method. For the analysis of the survey, the structural model used Smart PLS 2.0. Concentration validity checked the factor loading, compositional reliability (CR) and variance extraction index (AVE) of each factor. In general, the factor loading value is 0.6 or more, configuration reliability value is 0.7 or more and variance extraction index value is 0.5 or more. There was no problem in discriminant validity since the square root value of the variance extraction index was compared with the correlation coefficient.

Table I. Reliability and Internal Consistency

Variables	Factor Loading	AVE	C. R.	Cronbach's α
Human rights awareness	0.771	0.444	0.755	0.586
	0.706			
	0.699			
	0.441			
Basic ethics	0.797	0.504	0.752	0.530
	0.666			
	0.659			
Elderly ethics	0.641	0.608	0.821	0.676
	0.860			
	0.822			
Fellow ethics	0.927	0.789	0.882	0.740
	0.848			
Facility ethics	0.821	0.609	0.823	0.687
	0.819			
	0.695			
Job satisfaction	0.772	0.664	0.855	0.748
	0.858			
	0.811			

Table II. Correlation and Discriminant Validity

Variables	AVE	1	2	3	4	5	6
Human rights awareness	0.44	0.66					
Basic ethics	0.504	0.559	0.710				
Elderly ethics	0.608	0.615	0.604	0.780			
Fellow ethics	0.789	0.365	0.409	0.498	0.888		
Facility ethics	0.609	0.360	0.336	0.540	0.581	0.780	
Job satisfaction	0.664	0.365	0.432	0.514	0.561	0.594	0.815

Verification of Research Model. For the structural model, Smart PLS 2.0 was used. The path coefficient and the coefficient of determination (R^2) between the variables of the research model were derived with the structural model. It expressed goodness of fit below 0.13 as “high” if the R^2 value was more than 0.26 and “middle” if it was 0.26 ~ 0.13 (Shin 2013). The coefficient of determination for basic ethics (0.313), elderly ethics (0.378), and job satisfaction (0.464) was found to be “up.” fellow ethics (0.134) and facility ethics (0.129) can be rated as medium.

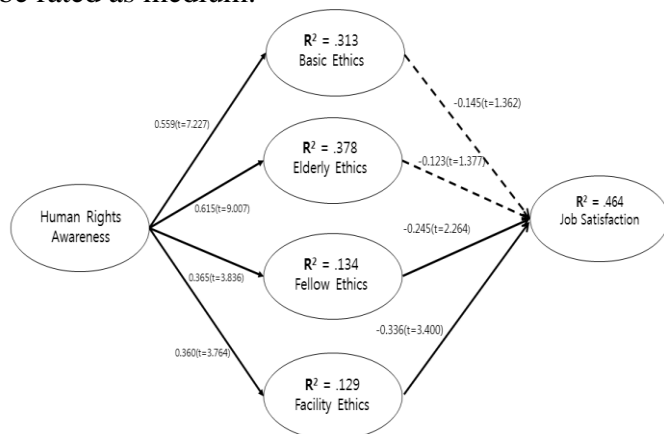


Fig. 2 Verification of Research Model

In Hypothesis H1-1, human rights awareness and basic ethics ($\beta = 0.559$, $t = 7.227$, $p < 0.05$) were found to have a significant effect. Among the

impacts on work ethics, human rights awareness is based on basic ethics, which means not punishing the elderly for their behavior, not using verbal language for intimacy, allowing the elderly to choose their own clothing, and not limiting family contact with the elderly. Basic ethics means not discriminating against the elderly by appearances, not taking snacks from the elderly or their guardians, and not revealing personal information without the consent of the elderly. In hypothesis H1-2, human rights consciousness and elderly ethics ($\beta = 0.615$, $t = 9.007$, $p < 0.05$) were found to have significant effects. Among the impacts on work ethics, human rights awareness pays attention to elderly ethics, which means not inviting senior citizens to employees' private events, having no bond/debt relationship with senior citizens, and allowing them to have private feelings. In Hypothesis H1-3, human rights awareness and fellow ethics ($\beta = 0.365$, $t = 3.836$, $p < 0.05$) were found to have significant effects. Among the impacts on work ethics, human rights awareness is based on fellow ethics, which means not tolerating the negligence of a colleague and not leaking elderly people's data without their consent. In Hypothesis H1-4, human rights awareness and facility ethics ($\beta = 0.360$, $t = 3.764$, $p < 0.05$) have significant effects. Among the impacts on work ethics, human rights awareness is based on facility ethics, which means that employees do not engage in personal contact in the facility, do not personally notify the facility of unfair treatment, and do not leave the workplace.

Hypothesis H2-1 showed no statistically significant relationship between basic ethics and job satisfaction ($\beta = -0.145$, $t = 1.362$, $p > 0.05$). This is different from basic theoretical research. Among the effects on job satisfaction, basic ethics is not significant. Job satisfaction means that you are satisfied with your job and do not plan to leave it. Basic ethics with the elderly is an important factor, and the direct job performance and relative causal relationship were weak, and did not significantly affect job satisfaction. In Hypothesis H2-2, there was no statistically significant relationship between elderly ethics and job satisfaction ($\beta = -0.123$, $t = 1.377$, $p > 0.05$). This is different from basic theoretical research. Among the effects on job satisfaction, elderly ethics are not significant. Elderly ethics mainly prohibit private behavior with

the elderly, and are often perceived as the formation of rapport based on intimacy with the elderly, and thus did not affect job satisfaction. In Hypothesis H2-3, fellow ethics and job satisfaction ($\beta = -0.245$, $t = 2.264$, $p < 0.05$) were found to have a significant effect. Among the effects on job satisfaction, fellow ethics is significant. In Hypothesis H2-4, facility ethics and job satisfaction ($\beta = -0.336$, $t = 3.400$, $p < 0.05$) were found to have a significant effect. Among the effects on job satisfaction, facility ethics is significant.

Table III. Hypothesis Test Results

Hypothesis Path	Standardized Coefficient (β)	t-value	Decision
H1.1: Human rights awareness \rightarrow Basic ethics	0.559	7.227	Accept
H1.2: Human rights awareness \rightarrow Elderly ethics	0.615	9.007	Accept
H1.3: Human rights awareness \rightarrow Fellow ethics	0.365	3.836	Accept
H1.4: Human rights awareness \rightarrow Facility ethics	0.360	3.764	Accept
H2.1: Basic ethics \rightarrow Job satisfaction	-0.145	1.362	Reject
H2.2: Elderly ethics \rightarrow Job satisfaction	-0.123	1.377	Reject
H2.3: Fellow ethics \rightarrow Job satisfaction	-0.245	2.264	Accept
H2.4: Facility ethics \rightarrow Job satisfaction	-0.336	3.400	Accept
$t=1.97^*$, $p < 0.05$			

4. CONCLUSION

The effects of caregivers' human rights awareness on work ethics and job satisfaction are the same as those identified in this study. Hypothesis 1 on human rights awareness and work ethics was adopted. Human rights awareness affected basic ethics, elderly ethics, fellow ethics and facility ethics. Hypothesis 2 on work ethics and job satisfaction was partially adopted. Hypothesis H-2-1 and Hypothesis H-2-2 were rejected. Fellow

ethics and facility ethics have a significant impact on job satisfaction. On the other hand, basic ethics and elderly ethics have no significant effect on job satisfaction. Fellow ethics and facility ethics are deeply related to work, while basic ethics and elderly ethics are organized into the private sector of caregivers who are not related to work. In other words, basic ethics and elderly ethics were important ethical factors with the elderly, and their direct job performance and relative causal relationship were weak, and did not significantly affect job satisfaction. Therefore, the latter tended to be recognized as personal emotions such as rapport formation and intimacy with the elderly, so there was no correlation with job satisfaction.

Based on the results of this study, the following implications can be suggested. First, a variety of education is needed to improve the human rights awareness of caregivers. Differentiated human rights education should be expanded according to demographic and job characteristics. Second, ethical standards that caregivers can easily recognize and practice in the field of social welfare should be presented. Based on this, regular work ethics education and structural alternatives to enforce some ethical standards should be prepared. Third, in order to secure the human rights awareness and professional ethics of caregivers, it is necessary to take realistic measures to improve job satisfaction, such as improving the welfare level of caregivers and the work environment.

The level of human rights awareness and work ethics of caregivers affects job satisfaction (Kwak and Cho 2018). Thus, raising human rights awareness and work ethics can contribute to raising the level of well-being of the elderly by increasing caregivers' job satisfaction (Goo 2011, Sripathi et al. 2015). However, previous studies have shown a low awareness of basic ethics and elderly ethics, such as having private encounters with the elderly or having snacks with the elderly or their guardians (Yoo 2010). In this study, basic ethics and elderly ethics among the work ethics did not have a significant effect on job satisfaction, but this is necessary because of the general characteristics of respondents and the lack of diversity in measuring tools (Kim and Kim 2019).

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