Araştırma Makalesi • Research Article

Sense of Responsibility and Intrinsic Job Satisfaction in Healthcare Employees: Exploring the Moderator Roles of Emotion Regulation and Workplace Violence*

Sağlık Sektörü Çalışanlarında Sorumluluk Duygusu ve İçsel İş Tatmini: Duygu Düzenleme ve İşyeri Şiddetinin Düzenleyici Rollerinin İncelenmesi

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MAKALE BİLGİSİ	ÖZ
	İçsel iş tatmini, sağlık çalışanları için zorlu koşullarda insanla iç içe olmaları nedeniyle önem taşımaktadır. Bu çalışma, duygu düzenleme ve işyerindeki şiddeti dikkate alarak sorumluluk duygusunun çalışanların içsel iş tatmini üzerindeki etkisini araştırmayı amaçlamaktadır. Ayrıca duygu düzenleme, sağlık çalışanlarının kaotik olaylara en iyi şekilde tepki verebilmesi için yaşamsal bir etmen olup, Türkiye'de işyerinde şiddet yaygın bir olgudur. Bu çalışma, sorumluluk duygusu ile içsel iş tatmini arasındaki ilişkide duygu düzenleme ve işyerinde şiddetin düzenleyici rollerini araştırmaktadır. İstanbul'daki 381 sağlık çalışanından elde edilen veriler, SPSS Process Macro programı kullanılarak analiz edilmiştir. Sonuçlar, sorumluluk duygusunun içsel iş tatminini etkilediğini ve duygu düzenlemenin ile işyeri şiddetine maruz kalmanın bu ilişkiyi düzenlediğini göstermektedir. Bu çalışma, sağlık kuruluşlarındaki politika yapıcılara, insan kaynakları uzmanlarına ve yöneticilere işyeri şiddetini yönetmede rehberlik sağlayabilecektir.

ARTICLE INFO	ABSTRACT
	Intrinsic job satisfaction is crucial for healthcare employees due to their involvement with individuals in extreme conditions. This study explores how responsibility, the trait of being accountable for outcomes, influences intrinsic job satisfaction, considering emotion regulation and workplace violence. Also, emotion regulation helps healthcare employees respond optimally in chaotic events, while workplace violence is prevalent in Turkey. The study investigates the moderating roles of emotion regulation and workplace violence in the relationship between responsibility and intrinsic job satisfaction. Using SPSS Process Macro, data from 381 healthcare employees in Istanbul were analyzed. Results indicate that responsibility affects intrinsic job satisfaction, moderated by emotion regulation and workplace violence frequency and type. This study offers insights for policymakers and healthcare managers.

Introduction

Healthcare sector employees constitute a significant amount of the workforce in nearly every country. The healthcare sector, characterized by its unique processes that profoundly impact people's lives, also presents challenging working conditions. Hence, numerous studies have been conducted to determine the factors necessary for effective performance and job satisfaction in the face of these demanding conditions (Alsaleem et al., 2018). The concept of job satisfaction, encompassing two primary dimensions, emphasizes intrinsic satisfaction for healthcare workers. Given the long working hours and the intense one-on-one interactions inherent in their roles, healthcare workers experience significant emotional labor. Thus, intrinsic motivation is importance in healthcare sector. The significance of prioritizing intrinsic job satisfaction over general job satisfaction is rooted in the unique characteristics and significant influence of intrinsic variables on the motivation of healthcare workers. Healthcare employees could have a natural inclination to sincerely care for and demonstrate concern for their patients (Brotheridge & Grandey, 2002). Furthermore, studies consistently showed a significant correlation between intrinsic job satisfaction and favorable employee outcomes, such as enhanced job performance, increased organizational commitment, and reduced levels of burnout. These outcomes are especially crucial in the demanding healthcare settings (Judge et al., 2005).

Sense of responsibility in the workplace refers to how accountable employees feel for their duties and the resulting outcomes. Sense of responsibility encompasses a common sense of obligation rooted in the concept of universal duty and necessitates fundamental values such as mindfulness, honesty, and continuous communication regarding one's obligations (Robinson, 2009). Thus, sense of responsibility is a crucial determinant of job satisfaction, influenced by intrinsic and extrinsic factors (Beikzad et al., 2014). For healthcare workers, a sense of responsibility plays a crucial role in achieving effective outcomes and enhancing intrinsic job satisfaction. Sense of responsibility is vital for healthcare workers as it ensures effective patient care and upholds professional integrity. This responsibility contributes to intrinsic job satisfaction by providing sense of purpose and fulfillment regarding work.

Emotional intelligence is recognizing, acknowledging, and regulating one's own emotions as well as the emotions of others (Salovey & Mayer, 1990). This involves precise emotional recognition, the utilization of emotions in reasoning, emotional comprehension, and the skillful regulation of emotions. Emotion regulation involves the processes through which individuals exert control over the feelings they experience, including the timing of these emotions and how they are perceived and expressed. Gross (1998) delineates these processes into sequential steps, including context selection, situation transformation, attentional deployment, cognitive change, and response modulation. Emotion regulation has been found to

moderate job satisfaction (e.g., Awwad et al., 2020; Hagemeister et al., 2018; Hwang & Park, 2022), suggesting that it enhances job satisfaction depending on other contextual factors. Thus, emotion regulation could serve as a moderator in the relationship between sense of responsibility and intrinsic job satisfaction among healthcare workers. Considering that individuals with higher emotion regulation abilities may navigate the emotional challenges associated with their responsibilities more effectively, they are likely to reduce stress and emotional strain related to job satisfaction.

Many factors may adversely affect the psychological and physical well-being of healthcare employees. One of them is workplace violence, which could cause increased levels of stress and anxiety, feelings of remorse, insecurity, and exhaustion (Mento et al., 2020). Workplace violence encompasses any instance or indication of physical aggression, harassment, or other forms of threatening conduct that take place inside a work environment. It could include a broad spectrum of actions, ranging from verbal mistreatment and intimidation to physical aggression. To better understand the scope and kind of workplace violence, metrics such as incident reporting, surveys, record analysis, and comparison to industry standards are used to quantify its occurrence. Özveren (2023) conducted in-depth interviews with healthcare sector employees and identified several themes. The research found that the most repeated psychological themes among healthcare workers who experienced violence were fear, anxiety, and worthlessness. Additionally, the primary professional reaction of healthcare workers who experienced violence was the intention to leave their jobs.

There is a scarcity of research in literature investigating the impact of the sense of responsibility on intrinsic job satisfaction (Aliakbari & Babanezhad Kafshgar, 2013). Moreover, prior research indicates that healthcare workers experience a high level of violence (Coombes, 1998; Dalphond et al., 2000; Jackson et al., 2002). Highly demanding work settings, exposure to high levels of alcohol and drug use, and the provision of round-the-clock continuous assistance are significant risk factors for the potential occurrence of violence against healthcare employees (Yeşilbaş, 2016). Also, the impact of emotional intelligence on the job satisfaction of healthcare professionals has been extensively studied in the literature on healthcare management (e.g., Giménez-Espert & Prado-Gascó, 2020; Srivastava et al., 2021; Wang et al., 2019) indicating its potential to moderate the links between sense of responsibility and intrinsic job satisfaction. Due to the highly demanding conditions prevalent in healthcare sector organizations and the global phenomenon of workplace violence, it is essential to explore the mechanism between the sense of responsibility and intrinsic job satisfaction among healthcare employees in Turkey. Hence, the current study aims to examine the complex relationship between healthcare employees' sense of responsibility, their intrinsic job satisfaction, and the moderator role of emotion regulation strategies and exposure to workplace violence, particularly within

the Turkish healthcare sector. This study seeks to address a gap in the psychological and professional well-being of healthcare workers in Turkey, considering the frequent reports of violence. This study aims to investigate the Turkish healthcare sector, which is characterized by a high prevalence of violent occurrences. By doing so, it aims to address a significant social concern and provide valuable insights that have the potential to enhance the resilience of healthcare workers. Moreover, the investigation of emotion regulation as a moderator presents a novel perspective on coping strategies that may be utilized to reduce the consequences of workplace violence, therefore improving employee satisfaction and retention. Furthermore, the results might have broader implications, including legislative changes and workplace protocols aimed at protecting the welfare of healthcare practitioners.

2. Sense of Responsibility and Intrinsic Job Satisfaction

In the study of workplace dynamics, sense of responsibility emerges as a critical component, defining the extent to which workers see themselves as accountable for their given activities and subsequent results within their professional roles. In accordance with the Job Characteristics Model (Hackman & Oldham, 1976), which emphasizes the essential role of accountability for outcomes as a key component in job satisfaction, the sense of responsibility emerges as a significant element influencing individuals' engagement and fulfillment in their professional efforts. Also, Herzberg's Two-Factor Theory (1966), serving as a theoretical foundation for understanding motivation, highlights the distinction between intrinsic and extrinsic factors influencing job satisfaction, with intrinsic variables, including sense of responsibility, exerting a profound impact on individuals' contentment and fulfillment within their roles (Herzberg et al., 1959).

Intrinsic job satisfaction, characterized by internal sources of fulfillment and contentment derived from the inherent aspects of one's job, emerges as a critical dimension in the broader landscape of job satisfaction (Tietjen & Myers, 1998). Intrinsic motivation, rooted in personal growth and professional interest, plays a pivotal role in shaping individuals' perceptions of job satisfaction, as evidenced by empirical studies (Raza et al., 2015). Notably, the interplay between a high sense of responsibility and intrinsic motivation underscores the intrinsic rewards inherent in fulfilling professional obligations, thereby fostering job satisfaction among healthcare professionals (Gagné & Deci, 2005). Moreover, empirical evidence suggests an association between job satisfaction among healthcare professionals and factors such as employment autonomy, which shows a significant connection to the sense of responsibility (Wang et al., 2022). Healthcare workers who perceive their roles as meaningful and possess autonomy in decision-making exhibit higher levels of job satisfaction. Therefore, a higher sense of responsibility is assumed to influence intrinsic job satisfaction among healthcare professionals positively. Thus, it was hypothesized:

H1: Sense of responsibility is positively related to the intrinsic job satisfaction of healthcare employees.

3. Emotion Regulation and Workplace Violence as Moderators

The relationship between emotional intelligence, workplace dynamics, and job satisfaction has received considerable attention in recent organizational psychology studies (Othman et al., 2024). Wong and Law (2002) proposed a comprehensive model of emotional intelligence, highlighting four core abilities: "*recognition and expression of emotions in oneself, recognition and understanding of emotions in others, utilization of emotions to enhance performance, and regulation of one's emotions*". Emotion regulation, a central element of emotional intelligence, encompasses processes through which individuals exert control over their emotions, encompassing their production, perception, and expression (Gross, 1998). According to the theory of emotional intelligence, individuals with higher emotional intelligence have diverse strategies for effectively managing positive emotions and attenuating or modifying negative emotions, both in themselves and others (Sutton & Harper, 2009). Moreover, the capacity for emotional regulation is posited to influence individuals' expression of emotions, coping mechanisms for stress, and interpersonal interactions (Lopes et al., 2005).

Within organizations, emotional regulation is a critical factor influencing burnout and job satisfaction (Brackett et al., 2005). However, the role of emotional regulation as a moderator in the relationship between adverse workplace events and professional outcomes has received relatively limited attention (Hegemeister & Volmer, 2018). Matta et al. (2014) demonstrated the moderating effect of an emotional control strategy on adverse emotional reactions, underscoring the importance of emotional regulation in shaping individuals' responses to workplace stressors. Similarly, research suggests that emotional management serves as a moderating factor in the correlation between emotional demands in the workplace and employees' motivation levels, with individuals possessing advanced emotion management skills exhibiting higher job motivation and well-being, particularly in the face of high emotional job demands (Donoso et al., 2015; Hegemeister & Volmer, 2018). Moreover, effective emotion regulation in the healthcare sector holds the potential to decrease the adverse impacts of job stress and increase job satisfaction among healthcare professionals (Brotheridge & Grandey, 2002). Given the growing body of evidence supporting the critical role of emotional regulation in workplace outcomes, including job satisfaction, it is hypothesized that emotional regulation moderates the relationship between sense of responsibility and intrinsic job satisfaction among healthcare employees.

H2: Emotion regulation moderates the relationship between the sense of responsibility and intrinsic job satisfaction of healthcare employees, suggesting the relationship is stronger when emotion regulation levels of employees are high.

The pervasive nature of workplace violence, encompassing instances of aggression, harassment, and threats targeted at employees within their professional environment, poses significant risks to their physical security, welfare, and overall well-being (Mento et al., 2020; Havaei et al., 2021). Notably, the prevalence of non-physical violence surpasses that of physical violence in both private and public sectors, with hospitals witnessing a concerning uptick in violent attacks, often attributed to declines in patient-physician interactions (Peng et al., 2018; Volz et al., 2017). According to institutional authorities as well as prior empirical investigations, workplace violence can be classified as either physical violence, verbal violence, or a combination of both (California Occupational Safety and Health Administration (Cal/OSHA, 1995; WHO, 2022; ILO, 2002). In healthcare settings globally, particularly among nurses, workplace violence manifests in various forms, including verbal abuse, physical assault, and relational resentment, perpetrated by co-workers, patients, or patient's family members (Liu et al., 2017; Chowdhury et al., 2022). Moreover, research from the World Health Organization (WHO) underscores the escalating frequency of violence faced by healthcare personnel worldwide, with a notable prevalence of both physical and verbal assaults (WHO, 2002). In Turkey, a study by Sari et al. (2023) revealed that a significant proportion of workplace violence incidents involved verbal abuse, highlighting the pervasive nature of non-physical violence. Similarly, research by Cheung et al. (2018) indicated high rates of both physical and psychological violence experienced by physicians, predominantly in the form of verbal abuse, physical assault, bullying, sexual harassment, and racial discrimination. Nurses are disproportionately affected, facing threats primarily from patients, family members, and colleagues (Cheung et al., 2018).

Workplace violence frequency refers to the number of incidents of physical, sexual, verbal, and racial violence (Fegan & Walsh, 2022). This escalating trend of workplace violence has detrimental implications for the job satisfaction of healthcare employees, as evidenced by studies demonstrating its adverse effects on nurses' and physicians' job satisfaction (Duan et al., 2019; Liu et al., 2019; Heponiemi et al., 2014). Furthermore, previous research highlight the positive correlation between feelings of safety and job satisfaction among healthcare workers, emphasizing the critical importance of addressing workplace violence to foster a conducive work environment (Ekici et al., 2017). The current study assumed that the frequency of workplace violence and the severity of exposure to violent behaviors and threats significantly impact employees' feelings of job satisfaction. Increased rates of violence at work might promote a culture of stress and anxiety, making it more challenging for healthcare workers to find fulfillment in their employment. Furthermore, it was hypothesized that the correlation between the frequency and type of workplace violence would strengthen the overall influence on employees' sense of responsibility and intrinsic job satisfaction. When both moderators are high, indicating repeated exposure to different kinds

of violence, employees could experience elevated levels of anxiety and stress, eventually impairing their capacity to find satisfaction in their jobs. Thus, it was hypothesized:

H3: The combined effect of workplace violence frequency and workplace violence type moderates the relationship between the sense of responsibility and intrinsic job satisfaction of healthcare employees, suggesting the relationship is stronger when both moderators are high.

4. Method

This study utilizes a quantitative research approach to investigate the relationship between sense of responsibility and intrinsic job satisfaction within the healthcare sector, emphasizing the moderating effects of emotion regulation and workplace violence. The sample consists of healthcare workers recruited through convenience sampling at a single point in time, which is appropriate for research in healthcare settings (Alwali & Alwali, 2022). Participants were mainly recruited from hospitals and clinics. Despite its limits regarding generalizability, convenience sampling is frequently employed in similar healthcare research due to accessibility concerns (Alwali et al., 2022). Data analysis was conducted using SPSS Process Macro (Hayes, 2022) to evaluate the hypothesized associations. Moderation analyses have been performed to explore whether workplace violence and emotion regulation significantly moderate the relationship between sense of responsibility and intrinsic job satisfaction. The ethics committee permission for the survey application of this study was given by the Istanbul University Rectorate Social and Human Sciences Research Ethics Committee in its meeting dated 03.04.2023 and numbered 04.

5. Participants

The data were collected using the convenience sampling method, utilizing both face-to-face and online survey forms. Each participant provided ethical consent through the survey forms. Participants were selected based on their current employment in the healthcare industry and their experience of verbal or physical violence at least once. The study sample comprised 381 medical staff from various hospitals in Istanbul, and ethical approval was obtained from the Ethics Committee of Istanbul University (March 23, 2023; number 1696690), following the principles of the Declaration of Helsinki.

Regarding gender distribution, 222 participants (58.3%) were female, while 159 (41.7%) were male. The distribution of participants based on the frequency of workplace violence was as follows: 276 individuals (72.4%) encountered workplace violence rarely, 20 individuals (5.2%) experienced it infrequently, 31 individuals (8.1%) encountered it occasionally, 12 individuals (3.1%) encountered it often, and 42 individuals (11%) encountered it consistently. In terms of the type of workplace violence, 226 participants (59.3%) reported instances of verbal violence, 141 (37%) reported instances

of physical violence, and 14 (3.7%) reported instances of both verbal and physical violence.

6. Measures

Sense of Responsibility. Self-perceptions regarding responsibility were measured with the "Responsibility" sub-dimension of the "Altruism Scale" developed by London and Bower (1968). The Turkish version of the scale was validated by Akbaba (1994). The 5-point Likert scale was used (1 for completely disagree and 5 for completely agree). An example item is "...the extent you should help and feel responsible for others". Higher scores indicate higher levels of responsibility perceptions.

Intrinsic Job Satisfaction. Intrinsic job satisfaction was measured with the "Intrinsic Job Satisfaction" sub-dimension of the "Minnesota Job Satisfaction Questionnaire" (University of Minnesota, 1977). The 5-point Likert scale was used (1 for completely disagree and 5 for completely agree). An example item is "*on my present job; I feel that I have the chance to do things for other people.*" Higher scores indicate higher levels of intrinsic job satisfaction.

Emotion Regulation. Emotion regulation levels of employees were measured with the "Emotion Regulation" sub-dimension of the "Emotional Intelligence Scale" developed by Wong and Law (2002) The Turkish version of this scale was used (Uslu, 2019). an example item is "*I am able to control my temper so that I can handle difficulties rationally.*" Higher scores indicate higher emotion regulation levels.

Workplace Violence Frequency. Workplace violence frequency has been generally measured from frequency scales of 1 to 5 (1= rarely, 5= all the time), indicating the density of violence experienced by healthcare employees who experienced some form of violence at least once in 12 months (Ayrcancı et al., 2006; Alsaleem et al., 2018). For instance, Türkmenoğlu and Sümer (2017) measured workplace violence frequency using the following scale: None,

Once, 2-4 times, 5-10 times, and more than 10 times. This approach is common in determining the severity of workplace violence among employees (e.g., Bensley, L., et al. 1997).

Workplace Violence Type. As institutional authorities and previous empirical studies have proposed, workplace violence is categorized as physical, verbal, or a combination of both (California Occupational Safety and Health Administration (Cal/OSHA, 1995; WHO, 2022; ILO, 2002). Thus, in this study, workplace violence was measured categorically based on 1 = physical violence, 2 = verbal violence, and 3 = both of them. This study used the same terminology as Sari et al. (2023) when describing verbal violence, characterized as *"insulting, threatening, or shouting and arguing".* As for physical violence, it was defined as either "*an attempt, such as throwing objects, or physical contact, such as punching, kicking, pushing, or hitting*".

Data Analysis

Descriptive statistics were determined via IBM SPSS. Construct validity was evaluated with confirmatory factor analyses for each measurement tool via IBM AMOS. In addition, the IBM SPSS Process Macro was used to analyze the moderator effects on the link between altruism and intrinsic job satisfaction.

Table 1 displays the descriptive statistics of the measurement instruments, including means, standard deviations, bivariate correlations, and Cronbach's alphas. Significant relationships were observed among all the constructs. Table 1 shows a significant positive link between altruism and intrinsic job satisfaction (r = 0.68, p < 0.01) as well as emotion regulation (r = 0.49, p < 0.01). Also, altruism positively correlates with emotion regulation (r = 0.62, p < 0.01). According to the results H1 is accepted. The Cronbach's alpha values for the scales, as shown in Table 1, are 0.86, 0.91, and 0.88.

Table 1: Descriptives

Variables	M	SD	1	2	3	Alpha	Skewness	Kurtosis
1. Sense of responsibility	3,67	0,88	1			0,86	-0,77	0,24
2. Intrinsic Job Satisfaction	3,77	0,80	0,68	1		0,91	-0,43	-0,22
3. Emotion Regulation	3,48	0,87	0,61	0,49	1	0,88	-0,30	-0,38
N=381								

Confirmatory factor analyses (CFA) were performed via SPSS AMOS to check the validity and reliability of the current study's data collection tools. The results are presented in Table 2.

Table 2: CFA Results

Items	Factor Loadings			AVE	CR
A1	0,863			0.63	0.87
A2	0,862				
A3	0,76				
A4	0,682				
IJS1		0,721		0.61	0.91
IJS2		0,791			
IJS3		0,873			
IJS4		0,916			
IJS5		0,837			
IJS6		0,612			
IJS7		0,676			
ER1			0,714	0.64	.88
ER2			0,657		
ER3			0,931		
ER4			0,871		
Fit Indices	**CMIN/df**	**SRMR**	**RMSEA**	**CFI**	
A	3.383	0.01	.07	.99	
IJS	4.17	0.02	.09	.98	
ER	4.066	0.01	.09	.99	
N = 381, A: Sense of responsibility, IJS: Intrinsic Job Satisfaction, ER: Emotion Regulation					

As seen in Table 2, factor loadings of sense of responsibility are between 0.628 and 0.863, intrinsic job satisfaction is between 0.612 and 0.916, and emotion regulation is between 0.657 and 0.931, indicating all items' loadings are above the threshold of 0.50. The average variance extracted values are 063 for the sense of responsibility, 0.61 for intrinsic job satisfaction, and 0.64 for the emotion regulation scale. Additionally, the composite reliability values of the measurement tools were 0.87, 0.91, and 0.99. Also, fit indices indicate an acceptable fit for each scale considering the thresholds Fornell and Larcker (1981) suggested.
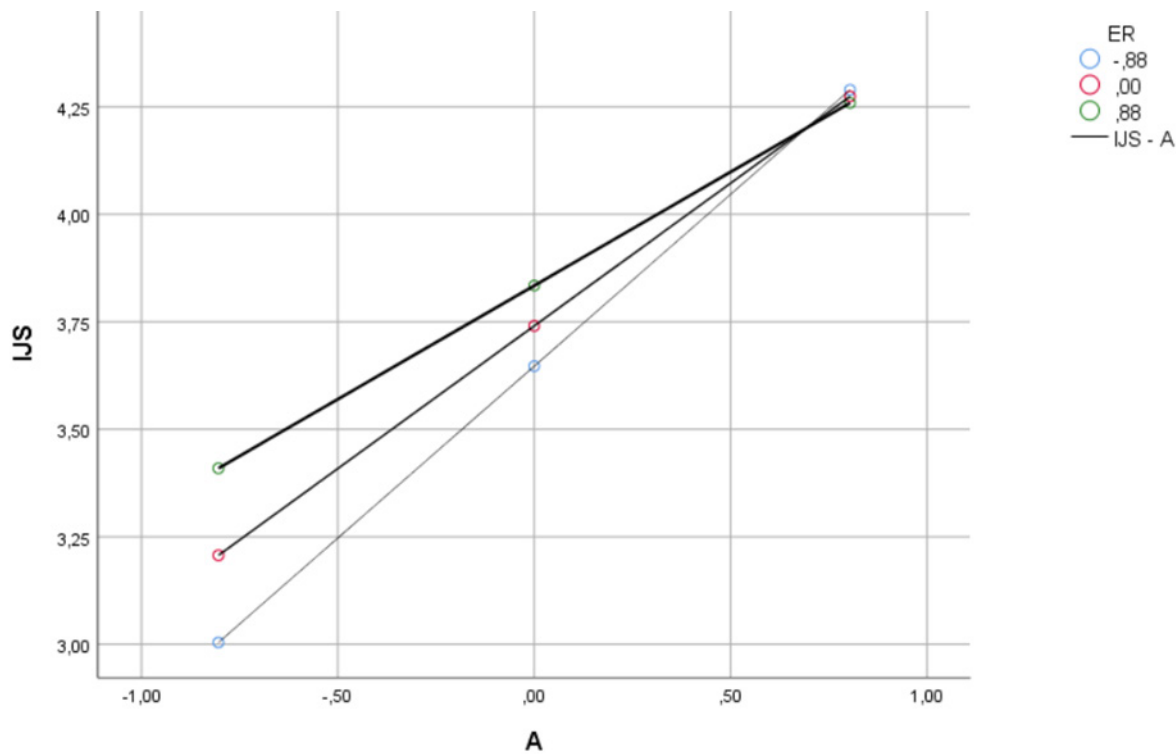
To assess the moderator effect of emotion regulation on the relationship between altruism and intrinsic job satisfaction, SPSS PROCESS Macro was used. Model 1 by Hayes (2022) was used to test the moderation role of emotional regulation. As seen in Table 3, sense of responsibility has a significant and positive effect on intrinsic job satisfaction (b = 0.663; p < 0,01) with significant model statistics (R^2= 0,01 F = 12.88; p<0,001). Also, the results showed that the moderator role of emotional regulation was statistically significant (p<0,01). Thus, H2 was supported.

Table 3: Moderator's Role in Emotion Regulation

Variable	b	SE	t	p	LLCI	ULCI
Independent Variable (Intrinsic Job Satisfaction)						
Sense of Responsibility	0.663	0.051	12.88	0.000	0.562	0.765
Emotion Regulation	0.106	0.047	2.26	0.023	0.014	0.199
Model Summary		R	R^2	MSE	F	p
		0.70	0.495	0.402	123.471	0.000
Index of Moderation		$R^2\Delta$	F	df1	df2	p
Sense of Responsibility X Emotion Regulation		0.02	12.534	1.000	377.000	0.000
Notes. N=381						

Source: Table by the authors

Figure 1. Graph of the Moderator Role of Emotional Regulation

As seen in Figure 1, emotion regulation mediates the impact of a sense of responsibility on job satisfaction. Individuals with low emotion regulation experience a stronger relationship between job satisfaction and responsibility. The impact of responsibility on job satisfaction diminishes as emotion regulation improves. Individuals who exhibit high emotion regulation continue to exhibit a positive relationship; however, the influence of responsibility on their job satisfaction is less pronounced.
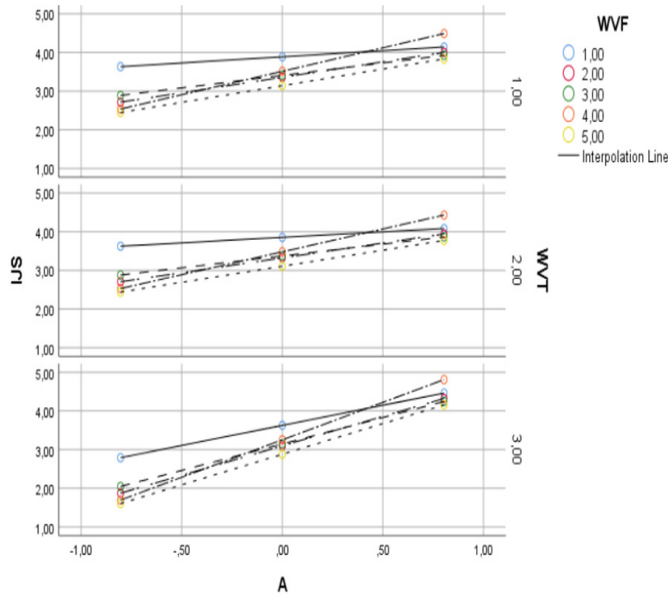
Table 4: Moderator Role of Workplace Violence Frequency and Type

Variable	b	SE	t	p	LLCI	ULCI
Independent Variable (Intrinsic Job Satisfaction)						
Sense of responsibility	0.316	0.047	82.586	0.000	3.794	3.979
Model Summary		R	R²	MSE	F	p
		0.798	0.637	0.297	49.615	0.000
Index of Moderation		R²Δ	F	df1	df2	p
Sense of responsibility X Workplace Violence Frequency		0.033	8.868	4.000	367.000	0.000
Sense of responsibility X Workplace Violence Type		0.004	2.221	2.000	367.000	0.109
Sense of responsibility (Workplace Violence Frequency + Workplace Violence Type)		0.066	11.240	6.000	367.000	0.000
Notes. N=381						

Workplace violence was taken into consideration from two perspectives: frequency and type. In order to assess the combined moderator effect of workplace violence frequency and workplace violence type on the relationship between sense of responsibility and intrinsic job satisfaction, SPSS PROCESS Macro was used. Model 2 by Hayes (2022) was used to test the dual moderation approach through the utilization of the SPSS Process Macro Hayes Model 2, workplace violence frequency, and type moderators within a single analysis. As seen in Table 4, sense of responsibility has a significant and positive effect on intrinsic job satisfaction (b = 0.316; p < 0.01) with significant model values (R^2 = 0.637; F = 49.615; p<0.001). When taken separately, the interaction of sense of responsibility and workplace violence frequency (b = 0.033; p < 0.01) was significant, whereas the interaction of sense of respon-

sibility and workplace violence type (b = 0.004; p > 0.01) was statistically insignificant. Nevertheless, the combined moderator roles of workplace frequency and type were statistically significant (b = 0.066; p< 0.01) (Table 4). Hence, H3 was supported.

Figure 2. Graph of the Moderator Role of Workplace Violence Frequency and Type

The graph presented in Figure 2 illustrates the impact of workplace violence frequency and type on the association between altruism and intrinsic job satisfaction. The graphic representation demonstrates that the correlation gets significantly stronger when both the frequency and type of workplace violence are increased, highlighting the collective influence of these attributes on the intrinsic job satisfaction levels of the participants.

7. Conclusion

The present study investigates the effect of sense of responsibility on intrinsic job satisfaction among healthcare professionals and examines the moderating roles of emotion regulation abilities and workplace violence. The results of the study indicate that sense of responsibility has a significant and positive impact on intrinsic job satisfaction. The statistical evidence that supports this result emphasizes how crucial it is to view oneself as responsible in an organizational setting. This finding implies that individuals with a greater perception of responsibility towards their respective tasks are likelier to experience intrinsic job satisfaction. This finding holds significant implications for managers and organizational leaders, as it suggests that developing a culture that promotes a higher feeling of responsibility among employees has the potential to increase levels of job satisfaction.

The findings of this study highlight the critical role of emotion regulation in influencing the relationship between individual emotional capacities and workplace dynamics. Emotion regulation abilities

also moderate the relationship between sense of responsibility and intrinsic job satisfaction. As control of emotions improves, the influence of sense of responsibility on job satisfaction decreases, while it remains positive and significant at all levels. This pattern suggests that employees with better emotion regulation could rely less on their sense of responsibility for job satisfaction since they probably apply alternative coping strategies to sustain their well-being. Healthcare professionals equipped with higher emotion regulation skills can adeptly navigate the emotional demands of their work, resulting in heightened job satisfaction. This observation aligns with previous research indicating that effective emotion regulation moderates job satisfaction among healthcare employees (Fegan & Walsh, 2022). Madrid et al. (2020) pointed out the importance of emotion regulation in job satisfaction, suggesting that employees' skills for managing their emotions could enhance positive views about their work and organization. Also, the ability to control emotions has a considerable impact on job satisfaction, not only when considered alone but also when considering its interaction with other job-related elements, such as sense of responsibility, to influence intrinsic job satisfaction. This emphasizes the relationship between personal traits and job characteristics and how these influence individuals' work experiences and levels of satisfaction.

The influence of workplace violence frequency and type on the relationship between sense of responsibility and intrinsic job satisfaction is particularly significant in the healthcare industry. The considerable link between the sense of responsibility and the frequency of workplace violence, as opposed to the absence of significance in the type of violence, indicates that the frequency of violent events is more important to employees than the specific type of these incidents. This suggests that frequent exposure to any kind of violence might gradually diminish the job satisfaction that arises from a feeling of responsibility. The findings of this study reveal that the impact of a sense of responsibility on job satisfaction increases with the frequency and intensity of workplace violence. The interaction effects indicate that in contexts of increased workplace violence, employees with a heightened feeling of responsibility could experience more satisfaction, possibly as a coping technique or due to a sense of responsibility in adverse conditions. The statistical significance of the combined moderator functions of workplace violence frequency and type sheds light on the complex relationship of these factors. The presence of both frequent and diverse forms of workplace violence has a significant impact on the intrinsic job satisfaction of employees in the health sector, highlighting a synergistic effect. This finding is consistent with the prior studies, which state the adverse effects of workplace violence on employee well-being and job satisfaction (Spector et al., 2014). Also, Cao et al. suggested (2022), encounters with workplace violence partially mediate the link between elevated emotional intelligence and reduced job burnout. This underscores the urgent requirement for comprehensive policies aimed at preventing workplace violence, which should encompass measures that reduce

the occurrence and variety of violent incidents to protect employee satisfaction and well-being. In conclusion, this study underscores the interplay among sense of responsibility, workplace violence, emotion regulation, and intrinsic job satisfaction within healthcare professionals, emphasizing the need for targeted interventions by healthcare organizations to enhance job satisfaction.

The study has several theoretical and practical implications. It theoretically contributes to the organizational psychology and healthcare management literature by increasing the current understanding of the intricate relationships between sense of responsibility, workplace violence, emotion regulation, and intrinsic job satisfaction among healthcare employees. Foster et al. (2018) suggest that preventive measures such as resilience-promoting interventions and protective strategies can enhance individuals' capacity to cope with stress in the workplace, promote overall health and well-being, and avert unfavorable consequences linked to occupational stressors. Moreover, emotion regulation skills are vital in helping employees manage the intense work stress they often experience, particularly in the demanding healthcare sector. This emphasizes the crucial importance of these skills, as their effectiveness becomes even more evident in environments characterized by high stress levels.

Liu et al. (2019) conducted an empirical investigation into the prevalence of workplace violence, revealing that such incidents were notably more common in Asian countries compared to European countries. The observed disparity in prevalence may, to some extent, be attributed to variations in healthcare delivery, cultural contexts, or the implementation of specific workplace interventions. Furthermore, legislators and institutional administrators hold significant responsibilities in formulating regulations, enacting laws to safeguard healthcare workers against potential acts of violence and revising existing legislation. In addition, healthcare professionals on a global or regional level must actively support, participate in, and contribute to efforts and mechanisms for reducing or eliminating the possibility of violence in the workplace (Morphet et al., 2018). Moreover, enhancing job satisfaction among healthcare professionals is crucial for improving patient care, decreasing turnover rates, and

cultivating a favorable workplace atmosphere. Strategies such as providing professional development opportunities, and a supportive work environment can be implemented by organizations. Prioritization of job satisfaction by healthcare organizations has the potential to improve patient outcomes, minimize costs, and foster a more efficient and long-lasting healthcare system. On the other hand, to reduce workplace violence, organizations could apply several measures. Firstly, they could create explicit rules and protocols for reporting and handling incidents of violence. Also, organizations should frequently assess their violence prevention programs and make necessary modifications to manage emerging risks properly.

This study has several limitations. Firstly, the data relied on self-report scales and was cross-sectional. Self-reported surveys have the potential to introduce response biases, with participants possibly either exaggerating or underestimating their levels of responsibility, job satisfaction, exposure to workplace violence, or emotional regulation skills. Future research should incorporate objective metrics or diverse data sources, such as peer reviews or supervisor assessments, to reduce these biases. Furthermore, future studies could encompass individuals from various healthcare settings and cultural contexts. Through comparing outcomes among different subcategories, it could be determined whether the observed connections are applicable in wider contexts or are dependent on circumstances. Despite the fact that the study offers valuable insights, it is crucial to acknowledge that the data were collected cross-sectionally, which restricts the capacity to draw causal inferences. In order to gain a more comprehensive understanding of the dynamic relationships between these variables over time, future research would be enhanced by incorporating a longitudinal design. Moreover, future research should explore different moderator and mediator variables to enhance our understanding of the factors influencing intrinsic work satisfaction. Examining variables such as the level of organizational or coworker support, the availability of psychological counseling opportunities, and the balance between work and personal life could provide a more comprehensive understanding of improving job satisfaction among healthcare employees.

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