

## Assessment of Job Stress among Nurses Working in Akre Teaching Hospitals

Mohanned Khaleel Abdullah\*

Zikri Mahmood Mirza\*\*

Shevan Younis Othman\*\*\*

### ABSTRACT

**Background and Aim:** The phenomenon of Job Stress remains a reality that touches on different areas of work with inequality. Sources and levels of pressure from one field to another, particularly affecting the humanitarian field as it has proved. Many studies compare careers, under the study of job stress in particular the fields of teaching and nursing as they involve a number of tasks and responsibilities relationships. The study aimed to identify the relationship between job stress and nurses' demographical characteristics.

**Materials and Method:** A quantitative descriptive study was applied to determine job stress for nurses in Akre teaching hospitals in Dohuk city. About 75 nurses participants from two hospitals, Gulan General Teaching Hospital and from Akre General Emergency Teaching Hospital were chosen randomly. A questionnaire is constructed by researchers is divided into two sections, the 1<sup>st</sup> section is the demographical characteristics of nurses and the 2<sup>nd</sup> section consists of 23 items about job stress.

**Results:** The study shows that high percentage of the study population where less than 30 years old and most of them married and male the findings show that 61.3% of nurses where graduated from medical institutes. The study revealed that 61.3% of the sample had less than seven years of experience. The finding displayed that there is a significant difference between job stress among nurses' age, years experience, Position, Marital status and Salary, While there is no significant difference in relation to Education levels, Setting, Gender and Hospital.

**Conclusion:** The results revealed that the young, single and new employed with low salaries nurses suffer from job stress more than the older, married, wide experienced senior nurses. And all the sample have follow almost the same curriculum and instructions to deal with stress in the hospitals.

**Recommendations:** The researchers recommended for improving the working conditions of workers in sectors of a humanitarian nature, including a sector education and nursing sector so that their employees can provide better services.

**Key words:** job stress, Akre hospital, assessment, nurses.

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\* Assist. Lecturer / College of Nursing / University of Mosul / mohannedkhalil2016@yahoo.com

\*\* Assist. Lecturer / Duhok Polytechnic University / Technical Institute of Akre / Department of Nursing Zekri75@yahoo.com

\*\*\* Assist. Lecturer / Duhok Polytechnic University / Technical Institute of Akre / Department of Nursing / shevanyounis@yahoo.com

## INTRODUCTION

Currently, there is a sizeable lack of nurses around the world (Bargagliotti, 2012). Work stress among nurses has become a global phenomenon occurring in many countries (Seo *et al.*, 2004), It often makes nurses feel dissatisfied with their jobs leading to high absenteeism, intention to leave the institution, increased turnover rate, and shortage of nurses (Lim *et al.*, 2010; and Wu *et al.*, 2010). Work stress is a set of examples that appear in work environments. A group of actions occur in the behavior, physical or physical functioning of individuals, or in the performance of their work as a result of individuals interacting with their stressful work environment. (Beehr *et al.*, 2001). As such Stress is defined as "attitudes affecting the interaction between a person's personality and working conditions that have negative effects on the mental or physical state of the worker and prompting them to take different behaviors." Working stress is a multi- And the pressures are met by different responses to intensity and impact from one person to another and that their effects appear on the functional behavior of the individual (Millward, 2005). The subject of labor pressure has attracted the attention of researchers in organizational behavior, The individual, the institution and society as a whole, where these pressures affect the level of job satisfaction of individuals, which hinders institutions from achieving its organizational objectives are highly effective Nursing is considered as a risk

profession with high levels of stress and burnout (Garrosa *et al.*, 2010). A significant increase in work- related burnout among nurses working was observed , particularly among those who were directly caring for patients in hospitals and nursing homes (Faller *et al.*, 2011).

Job satisfaction and burnout among health care providers are important issues since they affect turnover rates, staff retention and ultimately the quality of patient care (Atencio *et al.*, 2003). Job stress occurs when there is no coordination between the job demands and human abilities, capabilities, and requirements (Aminian *et al.*, 2011). Job stress is the stress which catches specific individual in specific job. That is, both individual's characteristics and job related factors are involved in it, because the individual and the environment have interaction (Hosseini *et al.*, 2011). Job stress is one of the important issues related to human behavior which has entered to human resource occupational performance for different reasons. This variable is observed at complicated and widespread level in all human activities and it is as a problem which can lead to mental collapse of human beings and incidence of different psychological – behavioral disorders in the society at its severe level (Jafar *et al.*, 2013). Nursing is an immensely stressful job. The nurses face with the personal, communicative, and organizational stress clinical practice, nursing professionals are often faced with difficult and emotionally charged situations, such as the

prolonged suffering and death of a patient, generating feelings of sadness, anxiety,

frustration, helplessness and even guilt (Martins *et al.*, 2014).

**MATERIALS AND METHOD**

A descriptive analytical designed study in order to achieve the objectives of study for assessment of job stress for nurses in Akre teaching hospitals in Dohuk city, the period of study starting from 21<sup>st</sup> December 2015 to 10th of March 2016. Participants were conducted from two hospitals, first from Gulan General Teaching Hospital, Second from Akre General Emergency Teaching Hospital. About 75 nurses were chosen randomly from the two hospitals accepted to participate freely and willingly in the study. The study was conducted using a questionnaire constructed by researchers for the present study divided into two sections, the 1<sup>st</sup> section consists of general information (demographical

characteristic) of nurses that include: age, gender, marital status, level of education, years of experience, position, hospital, setting and salary. The 2<sup>nd</sup> section consists of 23 items related to job stresses face the nurses during the duty at hospitals. The researchers used computer statistical applications like SPSS and Microsoft Excel to perform the appropriate statistical methods in analyzing data which are, first descriptive data analysis, this approach was performed through the determination of Frequencies (F), Percentage (%), Mean (M), and Standard Deviation (S.D). Second, inferential data analysis, which included the independent t-test, and analysis of variance (ANOVA).

**RESULTS**

**Table (1): Distribution of the Study Samples According to Demographic Data:**

Variable	Group	F.	%
Age	Less than 30 years	45	60.0
	30 - 40	17	22.7
	More than 40 years	13	17.3
Gender	Male	44	56.7
	Female	31	41.3
Marital status	Single	35	46.7
	Married	40	53.3
Education levels	Training courses	8	10.7
	Secondary school	13	17.3
	Medical institute	46	61.3
	College of nursing	8	10.7
Experience	Less than 7 years	46	61.3

Variable	Group	F.	%
	8 - 14	12	16.0
	More than 15 years	17	22.7
Position	Head nurse	3	4.0
	Assistant nurse	7	9.3
	Chief nurse	19	25.3
	Nurse	46	61.3
Hospital	Emergences	35	46.7
	General	40	53.3
Setting	Emergences	25	33.3
	ICU	19	25.3
	Wards	31	41.3
Salary	Less than 500000	20	26.7
	500000-less than 800000	43	57.3
	800000- less than 1100000	5	6.7
	More than 1100000	7	9.3
<b>Total</b>		75	100.0

This table shows that high percentage of the study population where less than 30 years old, (60.0% of study sample), most of them are married and male, 53.3%, 56.7% respectively. Concerning with the education levels, the findings showed that 61.3% of nurses where graduated from medical

instituted. Regarding to the nurse Experience and position, the study revealed that 61.3% of the sample had less than seven years experience in wards. More than half of the study sample received salary between 500,000 ID less than 800,000 ID.

**Table (2): One way analysis of variance in job stress with regard to (Age, Level of education, years' experience, Occupation, Setting and Salary).**

Variables		Sum of Squares	df.	Mean Square	F	Sig.
Age	<b>Between Groups</b>	18.608	2	9.304	11.202	.000*
	<b>Within Groups</b>	59.799	72	.831		
	<b>Total</b>	78.407	74			

Variables		Sum of Squares	df.	Mean Square	F	Sig.
Education levels	Between Groups	6.494	3	2.165	2.137	.103
	Within Groups	71.912	71	1.013		
	Total	78.407	74			
years' experience	Between Groups	18.393	2	9.196	11.033	.000*
	Within Groups	60.014	72	.834		
	Total	78.407	74			
Position	Between Groups	11.130	3	3.710	3.915	.012*
	Within Groups	67.277	71	.948		
	Total	78.407	74			
Setting	Between Groups	1.257	2	.629	.587	.559
	Within Groups	77.149	72	1.072		
	Total	78.407	74			
Salary	Between Groups	21.448	3	7.149	8.912	.000*
	Within Groups	56.959	71	.802		
	Total	78.407	74			

This table shows that there is a significant difference between job stress among nurse in relation to their (Age, years of experience, Position and Salary).

**Table (3): Independent T- test analysis in job stress with regard to (Gender, Marital status and Hospital ).**

Variables	Group	Mean	S.D	t
Gender	Male	4.1409	.96384	.142
	Female	4.1065	1.13194	
Marital status	Single	4.6371*	1.15328	4.513*
	Married	3.6800	.64219	
Hospital	Akre Emergences Hospital	4.1086	1.25144	.141
	Gulan General Hospital	4.1425	.80284	

This table shows that there is a significant difference between job stress among nurse in relation to their (Marital status), While there is no significant difference in relation to Gender and Hospital.

## DISCUSSION

The result of study showed that male nurses were more than female nurses; this is considered normal because of the difficulties of work as there is direct dealing with dangerous injuries and death, furthermore the job needs night shifts and because of our society that dislike sending females to work at night. Mustafa and Intisar (2014) stated that majority of sample was male. The study of Hajjaj (2007) reported that 70% of sample was male.

Our study showed that there is no significant difference between job stress and gender. This is due to the professional protocol used in the hospital especially in distributing duties among the nurses, in addition to that the profession promotions are distributed equally among all nurses. The study of Joudeh (2003) and Azizollah, et. al (2017) agreed with our results. In the other hand, the study of Seyedeh, et. al (2015) and Dessalegn, et. al (2016) disagreed with our results.

Our study results revealed that nurses who were singles had experienced higher level of stress than the married nurses and it was significant. According to our culture, most of young people prepare to get married after graduation and employing, and to do that, they need to spend more efforts to fulfill the marriage requirements which need too much money, and with these low salaries they fear the delay of their marriage. And they feel that they are not paid enough for their efforts, so they always think of finding some other part jobs. Some studies indicated that occupational stress was higher among single nurses

(Marium, 2008; Emilia & Hassim, 2007), while others found it higher among married nurses (Mehrabi et al, 2007). The study Mustafa and Intisar (2014) stated that there is no significant differences between job stress and the demographic data maternal status.

Considering the age and years of experience, our study shows that there is significant differences between job stress from a side and age and years of experience from another side. This means that the job stress level is reduced with increasing age and years of experience, this indicates that the increase of age and experience will increase one's control over business affairs. The study Emmanuel, et. al (2012) agreed with our results. whereas the study of Gharibi, et. al (2013 ) and Lotfizadeh, et. al (2011) disagreed with our results and showed no significant differences between job stress and age. The study of Mohite, et. al (2014) showed no significant differences between job stress and years of experience.

In this study, no significant relationship was observed between job stress and level of education. This is due to that all sample of the study have received and studied almost the same studying curriculum and the same instructions of how to deal with people need health care. The result is consistent with the study of Gulavani and Shinde (2014). According to nurses' position, the results of our study revealed that there is significant differences as the new employed nurses undergo job stresses because of the too much work they have to do in duty, while the senior

nurses sometimes are not in direct contact with clients, they do some documentary and official work which is lesser stressing. The study of Ojekou and Dorothy (2015) reported that there is significant differences between job stress and position.

As it related to setting, our study showed that there is no significant differences reported between setting and job stresses among nurses. This indicates that all nurses in emergency unit, ICU and wards do the job efficiently according to the profession protocol and cooperate with the other health care staffs. The study of Patel (2014) agreed with our results, while the some other studies showed

## **CONCLUSIONS**

This study has provided an insight into the problem of job stress amongst nurses and deciphered the factors responsible for the same. The study results showed that there is significant differences relationships between job stress and age of nurses, years of experience, position, salary and marital status. In other words, the young, single and new employed with low salaries nurses suffer from job stress more than the older, married, wide

## **RECOMMENDATIONS**

Based on the results of the study, some recommendations were made with specific indication to nursing research, education and practice. These recommendations are as follows. First of all, provide for long-term job security, salary increases, and promotions. Establishment of courses and training inside and outside of

that there is significant differences between setting and job stresses, like the study of Valizadeh, et. al (2012). And finally, in regarding to salary, our study results showed that there is significant differences reported between salary and job stress. The low average salaries that are not efficient with the efforts of nurses and the frequent delay of receiving salary affect the nurses' work negatively. This is due to the financial crisis the country suffers from recently. The study of Patel (2014) agreed with our results, while the study of Saini, et. al (2011) showed that there is no significant differences between salary and job stresses.

experienced senior nurses. In the other hand the results showed that there is no significant differences between job stress faces nurses and educational level, setting, gender and hospital. In other words, that all the sample of the study have received and studied almost the same studying curriculum and the same instructions of how to deal with people need health care and how to cope with this stress in the hospitals.

country in order to develop of nurses' skills on how to deal with stress that face them at work according to scientific programs through development of nurses abilities and performance. Provide media programs to educate society people to respect the nursing profession as a humanity profession and avoid stressing nursing staff by making noise,

problems and crowd around them. Older, married, wide experienced and senior nurses must keep on helping and teaching the young, single and new employed with low salaries nurses to deal with clients and how to cope with job stress in the hospitals. And finally,

more studies should be conducted on the same subject in more hospitals and other cities, to find out the general common factors that cause job stress and find the propitiate solutions to reduce these causes.

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