

## Consideration of Job Stress Scopes in Occupying Nurses

Garshad Afsaneh<sup>1</sup>, Hashemi Mitra<sup>2</sup>, Mirzaei SeyedHossein<sup>3</sup>

<sup>1</sup>M.Sc Nursing, Faculty member, Department of Nursing and Midwifery, North Khorasan University of Medical Science, Bojnord, Iran Email: [garshadfafsanah12@gmail.com](mailto:garshadfafsanah12@gmail.com)

<sup>2</sup> Hashemi Mitra, M. Sc Statistical, North Khorasan University of Medical Science, Bojnord, Iran Email: [Pajohe.hashemi@yahoo.com](mailto:Pajohe.hashemi@yahoo.com)

<sup>3</sup>PhD student of Psychology, Department of Psychology, Yerevan State University, Yerevan, Armenia

**Abstract:** With regard to their occupational conditions, the nurses always exposed to the various stressor factors of their workplace. The research has been executed to determine the scopes of occupational stress in the occupying nurses in the hospitals of Medical Sciences of northern Khorasan. The study is a descriptive-survey. It was executed on 154 occupying nurses in the hospitals of Medical Sciences University of Northern Khorasan. The samples were selected by accidental sampling of cluster classification. Instruments for collecting data include questionnaire which contains the two parts of occupational-individual specification and occupation stress. The sampling was during one month and execution of the research was within six month. Analysis of data was in Spss 15 software, based on proportionality, through descriptive statistic analysis. The research showed that majority of individuals had experienced the least occupational stress in the scope of relation with workmates and the most one in the scope of salary, physical environment and occupational facilities. Among the individuals under study, 96 persons (62%) have experienced low stress, 45 persons (30%) average stress and 13 persons (8%) high stress. The research concluded that the managers and authorities of nurses should consider the condition and provide alternatives to reduce tensions in the nurses, increase quality of patients care and enhancing level of society health.

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### Introduction

In general, everybody involves in psychic stress and stress. We encounter various stressor incidents in our daily life. Charles Worth (J Nathan, 1998). Occupation is the most important source of tension in everybody (Baghk Jamie, M., 2003). All stresses are not harmful for human. (Seliyeh, 1976) applied the terms "eustress" for useful stress and distress for harmful stress (Samadipour, T, 1994). It is believed that 50-80% body-psyche diseases are natural result of tension. If individual encounters many changes in a short term of his/her life, he/she will be exposed to the possibility of increase in various disease (Baghk Jamie, M, 2003). Seliyeh named the factors which cause tension as stressor. Vahidzadeh also believes in possibility of emergence of stressor factors between individual's relationships in their workplace or home. Salmani Bruq (2004), according to American researches in 1997, reports that average of occupational absence, because of intensive, has been 4 times more than those of other occupational harms and non-deadly disease. In fact, occupational stress causes problems for individuals as well as inadequate results for organizations and administrations. In California, for example, stress is the first reason for occupation disability and it is followed by some milliards dollars economic costs annually (Stacciarini Jar, et al, 2004). For nurses,

occupation is essentially stressor and the tension affects the quality of life and health of nurses (Reseal, N, 2006). By their delicate profession, the nurses are always under the psychic stress. In fact, tension is a well-known component of modern nurse (Mc Neely E, 2005). Occupation stress means a bodily, psychic, and behavioral maladjustment to the job (Boyle Agra M, I, 1991). believes that reaction to the permanent jobs in the nurses get manifestation in the form of job exhaustion which has three dimensions including: emotional fatigue, indifference and lack of personal accomplishment (Payee borsary, M, 2002). Job or factors in the nurses: as lack of enough protection and problems with workmates. (Mehrabi et al, 2006) believe that, there are many stressor factors in nurse job which is in relation to the nurse health. The job affects quality of nurse yield in patients care. He mentions the following stressor factor: opposition to physicians, shortage of protective sources opposition to nurses (Maharani, T. et al, 2005). B) Inadequate atmosphere of workplace. In a research, Molazem et al. determined non-satisfaction of salary and advantages (72/5%), working in the holydays (52/1%), low prestige of job in the society (51/4%) as the job or factors, Attached. Zahra et al (2004). C) Confrontation to the psychic needs of patients, their pain, suffering and mortality: (Rahimi, Ahmadi and Akhond, 2003), reported that

confrontation to the death of patient is a stressor factor. Also, 38% of their total sample expressed that the fear of decline in the health of patient is the most important (Ached, M, 2003). Lack of readiness and enough skill: (Samadpur 1991) and Farzin reported that lack of readiness and enough skill in confrontation to the patient's needs are stressor factors for nurses (Farina, AH, 1994). E) Inadequacy of work place and conditions: In a research, (Baghak, 2003) reported that care of patient, touch with polluted instruments, shortage and limit access to physicians are the most or factors in the emergency case (Baghk Jamie M, 2003). In short, the results show that the most stresses are in the critical atmosphere of unit which causes the risk of psychic and bodily health of nurse as well as job exaction [6. E) Density and high work and lack of enough personnel: In a research, by Muruni, majority of nurses have mentioned lack of enough personnel for better services as the most important or factor (Khorshidiyan, M, 2005). (Stacciarini and Trukuli, 2004) reported that high work is a stressor factor, Mohammad Nori also remembered that psychic stress of hygienic specialist, in particular nurses, is very current. He emphasized that ignorance of understanding and coping with the jobs, in particular nurses, who should communicate with patients and take care of the vulnerable group of society, will be resulted in the great damages, Christine (2007). Regarding the point that (tension) is one of determining factors in quality and quantitative decrease of work return as well as causing many psychic and bodily problems in the nurses (Faraday .M, 1996), the present study tries to consider the job stress in order to have a role in improving the background information about work problem of the nurses. In other words, it tries to urge hygienic managers and administrations apply the information's in order to prevent the harmful results of job stress as well as decrease in the related costs including treatment, absence of nurses and decline in qualities of treatment, hygienic services (Yqvbyan M, 2002]; therefore, the researcher intent to study the job stress in the occupying nurses in the hospitals of Medical university of northern Khorasan and suggested some alternatives.

#### **Method**

This is a descriptive-survey research executed on 154 occupying nurses in the hospitals of Bujnurd, Shirvan Faruj. Asfarin, Ashkhanegarme and Jajarm related to the Medical University of northern Khorasan in 2008. It was performed in accidental cluster classification. The target samples were selected accidentally, with regard to their personal number, among the nurses with minimum 6 month work experience, diploma, B.A and M.A degrees.

The questionnaires were distributed between nurses in their work place in the morning, afternoon and evening working times. The nurses filled them. The instrument for gathering questionnaire based data was: 1 personal and job specification, 2 questionnaire of job stress. The second one is derived from Kuitze's Job Questionnaire, Salimie's job stress Questionnaire (1997) and Stainmen's Job Stress Questionnaire which includes 52 phrases and contains the scopes of: Job essence 5 questions, Relation to workmates 5 questions, work stress 7 questions, limitation of freedom (authorities) 4 questions, laws and regulation, 5 question, administration 4 question, job facilities 3 questions, physical place of work 3 questions, salary and advantages 6 questions. Scientific validity of the questionnaire was confirmed by method of content validity (Salimi, K, 1997). In other words, the questionnaire was distributed between 10 faculty members of psychology of Rasht and Mashhad Medical universities; then, the necessary modifications were performed Reliability of the questionnaire of job stress was confirmed through re-examination with  $r = 0/96$ .

Scoring was based on Likret Scale. If the mark was from 52-130, it showed low job stress, between 131-160 showed average job stress and from 161-208 showed high job stress. Each phrase consists of four items from 1 to 4 advantages. Maximum advantage was 208 and minimum advantage was 52. Division is based on the scale of 3 parts, 50 percent, and 25 percent that 50 percent, low advantage as low job stress, the first 25 percent as average job stress and the second 25 percent as high job stress. The computed scores of each scope have been divided on the number of questions of that scope to do other analysis. Before doing the study, the researcher got permission of administrations and managers of the universities and presented a formal letter of introduction. Moreover, the researcher did not mention the name and last name in the questionnaire and informed the confidentiality of their information. The data was analyzed by Spss 15 by used of descriptive statistic and independent T test, analysis unilateral variance analysis and pursuance test of Tuki.

#### **Finding:**

Among 154 persons under study, 121 persons (78/6% were women and 33 persons (21/4%) were men, 18 persons (76/6%) married and 36 persons (23/4%) single. Among the married persons, 34 persons (36/2%) have two children, 88 persons (57/1%) have private house, 54 persons (35/1%) have rented house and 12 persons (53/9%) were working in Bojnurd and the rest of individuals under studies were working in the other cities, 28 persons (20/1%)

were working in the sugary unit and 93 persons (61/6%) were nurses, 11 persons (7/3%) were head nurse, and 7 persons (4/6%) were supervisors and work time 130 persons (85%) were moving and (67/5%) had the work experience under 10 years and others were more than 10 years. The mean of the age of individuals under study were 32/59±96 persons (62/3%) expressed low job stress, 45 persons (29/2%) average job stress and 13 persons (8/4%) high job stress. The K2 Test showed that the individuals with low, average and high job stress were not the same. ( $p < 0/001$ )

The study showed that the mean of standard deviation of job essence was 1/86±0/56, relations with workmates was 3/2±0/54, work stress was 2/3±0/6, freedom limitation was 2/4±0/75, law and regulation was 2/4±77, administration was 2/7±0/93, job facilities was 2/1±0/86, salary and advantages was 1/9±0/68, family and work was 2/2±0/66, conveniences and instruments were 2/2±0/8, job improvement was 2/5±0/7, job satisfaction was 2/6±0/68 and physical environment was 2±0/86.

Table 1 - Mean and standard deviation of various dimensions of job stress

Different dimensions of job stress	M±SD
Nature of Job	1/86± 0/56
Relationship with colleagues	3/2 ±0/54
Working time	2/3 ±0/6
Options range	2/4 ± 0/75
Terms and Conditions	2/4 ± 0/77
Management	2/7 ± 0/93
Facilities Job	2/1 ± 0/86
Salary	1/9 ± 0/68
Family and Work	2/2 ± 0/65
Equipment	2/2 ± 0/8
Career Advancement	2/5 ± 0/7
Job Satisfaction	2/6 ± 0/68
Physical environment	2 ± 0/86

The independent T test showed that the mean of job stress (2/9±0/5) of married individuals was more than those of unmarried individuals (2/1±0/44). In other words, the married persons had more job stress than unmarried persons:  $p=0/04$ . Also, the unilateral variance analysis test showed that the mean of the job stress had a significance difference in different parts:  $P=0/03$ . Highest mean belonged to the occupying persons in the ICU with the mean of 3/05±0/57; then, the psyches unite with the mean of 3±0/34 (table 2).

There was not a significance difference between the mean of job stress of employee of official-temporal university and other employees of universities and job stress of women and men.

Unilateral variance analysis test did not show a significance difference between the mean of job stress of individuals with private, rented house and others as well as employees of the towns under study, present position of occupying persons in the different unites, work times and occupying individuals in the hospitals. There was not a significance difference between the mean of scope of job satisfaction, relation to workmate and job essence in the personal-occupational variable.

Table 2 - Mean and standard deviation of job stress in different parts

Ward	Average employment pressure
Ccu	2/5 ± 0/37
Hem dialysis	2/26 ±0/33
Operating Room	2/7 ± 0/13
NICU	2/4 ± 0/48
Orthopedics	2/3 ± 0/09
Emergency	2/5 ± 0/53
Nursing Services	2/7 ± 0/34
Children	2/5 ± 0/45
Women	2/3 ± 0/46
Radiology / Lab	2/2 ±0/34
Internal	2/1 ± 0/52
Surgery	2/2 ± 0/49
ICU	3/05 ± 0/57
psychic	3 ±0/34

Tukie's pursuance test showed that the mean of scopes of work stress, laws and regulation, salary and advantage were not significantly different between the shifts (morning, evening, night). The mean of the scopes in the night work time was more than the other times. The mean of scope of family and work was not significantly different between the items of the present and previous position of the individuals under study. Behyaran, in fact work stress, job stress. The mean of scope of work stress, job facilities, conveniences and instruments of job improvement were not significantly different between various unites. The mean of scope of work stress in the internal unite, job facilities and improvement in the psychic unit, scope of convenience and instruments in the ICU, had the highest mean. The mean of scope of job improvement, work and job stress were not significantly different between unmarried individual, married individuals in this scope had the highest scope. The mean of scope of management, administration and salary and advantages were not significantly different according to their monthly income. 82 persons (54/7%) had an average income as well as a higher mean. The mean of the scopes of administration, family and work were significantly different between persons with a

house (private, rented...). The mean of the scope of family and work of persons with a private house was higher than others. The mean of scopes of salary, advantages, conveniences and instrument were significant between the hospitals under consideration. In both scopes the hospital of Javad al Aemeh of Jajem had the highest mean

### Discussion

In the executed research, it became clear that the job of the majority of unite under study was low. The result matches those of Hayati Fallah (1983). The majority of unite under study faced low. But, the results of Gharshad's research in Gilan (2002) showed that majority of nurses had experienced the average to high job stress (Garshad A and etal, 2002). The results of a research by Purdehqan on the nurses in Mashhad city showed that 52 percent has experienced an average job, and stress, 12/7, a high stress job, and 35/3% a low stress job (Poordehghan, M, 1999). There was not a significant difference between the mean of work in unite of work place. The mean of job in the ICU and psyche was more than the rest of unites.

Also, a study in 2008 on 707 Japanese nurses showed that exhaustion was in a close relation to the work place and resulted from communication to patients (Samadipour, T, 1996). (Rahimi Ahmadi Akhond 2004) also reported dealing to mortality as a stressor factor. They reported 38 percent of total samples of the research expressed the fear of patient's health status as the most important or factor (Radii, A, 2003). In short, the results show that the most stresses are by critical atmosphere of unites (Faith M, 2002). The results showed that the mean of job stress had a significant difference in different unites but it was not the same about the hospitals under study. Also, job stress in females in age 26-35, married, without a child and work experience more than 5 years was high. This finding matches those of Garshad's research. Majority of females had work experience less than 10 years and between 28/2±10/5. It is because of young population of country. With regard to the accidental selection of samples, it seems that increase of women in the present research is because of their increase in the statistical society.

Also, the results showed that there was not a significance difference between the mean of job stress of universities employees with various kinds of employment (formal, contract, company, but finding of the study in 2006 on 206 Iranian nurses showed that or factor or factors in the two groups of nurses in which one group only works in university and a group who was working out of university, showed that the nurses occupying in hospital have experienced a higher stress (Schimizutani M, 2008). The results of scientific studies show that job stress is

resulted in manifestation of a negative experience in the employees. In contrast, it will cause negative experience in the patients. Therefore, naturalization of stress should be privileged. Also, negative effects of job stress in employees should be privileged. Also, negative effects of job stress on nurse and organization can affect directly or indirectly or indirectly quality of nurse from patient. Possibility, the results of the research is different in some cases with the other researchers. It is because of variables as physical work place, cultural place and assessment instrument. Among limitation of the study we can mention non-cooperation of majority occupying nurses in filling questionnaire and instrument of hatefulness toward such researches. In this case, the nurses mentioned indifferent reaction of researchers and ignorance of the investigation results. In spite of researchers in this field, the results have not left a positive effect in changing condition, solving and height of challenges for them. Thus, the researcher hopes the results of the research as well as administrations and authorities have a role in improvement of organizational place and honor of prestige and value of the nurses.

### Conclusion

The individuals under the study had the highest mean in the scope of relation to workmates; then, scopes of administration, job satisfaction and improvement, while in the scope of job essence, they had the least mean. Charles Worth, I. J Nathan, (1998). The mean of job stress in the ICV and psychiatric unit was more than rest of unites and it has a significant difference with rest of unites. Among what is necessary for presentation of hygienic-treatment- services, humans forces are the most valuable and cost source. That is why it is necessary to pay attention this source. The results of the study can be used in the follow cases:

The nursery managers and supervisors should recognize behavioral and organizational characteristics of job stress. They should discuss the employees and consider the reasons of the cases and try to solve this problem. Moreover, the nursery managers should recognize the essence of work place and try to remove them. With regard to the results of the research, the educational programmers can put the notion of stress, job and its characteristics and results in their educational program.

### Corresponding Author:

Garshad Afsaneh M.Sc Nursing, Faculty member, Department of Nursing and Midwifery, North khorasan University of Medical science, Bojnord, Iran .

Email: [garshadfafsaneh12@gmail.com](mailto:garshadfafsaneh12@gmail.com)

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