Impact of Job Stressors upon Health Staff Performances at Al Amara Hospitals

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ABSTRACT

Background: "Identify occupational stress which lead to physical and emotional responses, Thus, it effects on the job performance of the health staff."

Objectives: The study aimed to assess job stressors, assess health staff performance, and identify the relationships between job stressors and health staff performance.

Materials and Method: A descriptive study design was conducted. The study consisted of (3) parts: First part: Sociodemographic characteristics (age, gender, Level of Education, Years of Experience); Second part: involved of (15) items about the level of Job Stressors; Three part: consisted of (15) items to assess of health staff Performance in Al Amara Hospitals.

Results: The findings of the current study revealed that there is correlation found in Job Stressors with regard to health staff Performances, that means there are impact of Job Stressors upon health staff Performances.

Conclusion: The findings of the current study concluded that the sample have moderate level of job stress; have high level of performances, and there is a significant difference in health staff Performances with regarded to their sociodemographic characteristics.

Keywords: Impact, Job Stressors, Health Staff, Performance

INTRODUCTION

Job stress; It is a common occurrence among different professions around the world that the system as a chief well-being expert is difficult for patients. Business field for most medical service providers[1-3]. Health staff is a profession in the health care sector that distil on the attention and protection of humans, groups, and collections; likewise, that they can accomplish, preserve, keep, or put back best healthiness and life fineness. Health staff may be work at different departments in health institutions and do numerous practices in many specialties with varying levels of prescribing mastery[4-6]. When people went to a health institution, they suppose that they wish be given best modality of services and that health staff are fully-readiness to assist and support them. Occupational stress is the baleful bodily and affectional responses that take place when the requests of the job do not correspond the strength, purse, or needs of the staff[7,8]. WHO defined the occupational stress as "the biology and affectional responses that occur when the staff understood a variation between employee tension and related rewarding and repaying". Professional stress had become one of the maximum significant health issues in the modern world, that assaults the staff efficiency to deal with the difficulties[9,10]. Job performance defines as the validation of a personage for carry out his/her functions and duties related toward customer care; others defined it as the direct the assigned duties and liabilities successfully[11,12]. Performance can be classified into attitudes related to the practical core (labor performance) and attitudes that promote the public environment in which practical core should task (contextual performance). Generally, job performance is a having many facets episode with many factors assuming its standard, such as personal faithful, occupation capacity, work pleasure, singular competency, rating of fulfillment, social obligation, reassuring connections and responses, authority behavior and organizational environment[13,14]. Job stress within the staff is an international problem and about 9.2% to 68% of the staff may be suffered from job stress[7]. This problem among the staff may be accompanied with many psychological problems (anxiety, anger, depression, and poor attention); physical problems (tachycardia, hypertension, vascular diseases); also, job matters, satisfaction and lack of performance[15].

METHODOLOGY

A descriptive study design was carried out to identify the impact of job stressors upon health staff performance working at Al Amara Hospitals. Non – probability (purposive) sample of (60) participants; Male (46) while female (14). Data obtained since May 10th, 2022 extended to June 8th, 2022. For the purpose of the present study a questionnaire was

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developed by the researchers through a review of relevant literature; consisted of three main parts: First part: demographic characteristics (age, gender, level of education, years of experience); Second part: involved of (15) items about the level of Job Stressors; Third part: consist of (15) items to assess of health staff Performance in Al Amara Hospitals. Data were analyzed through the application of appropriate statistical methods by using (SPSS) V_ 23, in order to analyze and evaluate the results of the present study using both descriptive statistics (Frequencies, percentage, Means, and Standard deviation) and inferential statistics (Cronbach's Coefficient and Pearson Coefficient) which applied to determine the impact of job stressors upon health staff performances[16-20].

RESULTS

Table 1: Distribution of the sample according to sociodemographic characteristics

%	(N =60)	Demographic characteristics	NO.
		Age	1
28.3	17	20 - 29 years	1.1
45.0	27	30 - 39 years	1.2
20.0	12	40 - 49 years	1.3
6.7	4	50 and above	1.4
100.0	60	**Total**	
		Gender	2
76.7	46	Male	2.1
23.3	14	Female	2.2
100.0	60	Total	
		Level of Education	3
1.7	1	School of nursing graduates	3.1
41.7	25	Secondary school of nursing graduates	3.2
43.3	26	institute graduate	3.3
13.3	8	college graduate	3.4
100.0	60	Total	
		Years of Experience	4
36.7	22	1-5	4.1
28.3	17	6-10	4.2
18.3	11	11-15	4.3
11.7	7	16-20	4.4
5.0	3	>21	4.5
100.0	60	Total	
		Monthly Income	5
13.3	8	Sufficient	5.1
25.0	15	Barely Sufficient	5.2
61.7	37	Insufficient	5.3
100.0	60	Total	

Table 2: The level of job stressors for health staff

Level	SD	M.S	No, not much		Yes sometimes		Yes Definitely		Items	NO.
			%	F	%	F	%	F		
Moderate	0.83	2.05	31.7	19	31.7	19	36.7	22	I was happy to be a nurse before my work	1
Moderate	0.84	1.93	38.3	23	30.0	18	31.7	19	I stay after my shift has finished to complete my tasks	2
Moderate	0.82	2.08	30.0	18	31.7	19	38.3	23	At the end of my shift, I am fully exhausted, I will go home and sleep	3
Mild	0.83	1.68	55.0	33	21.7	13	23.3	14	I think my work become office work rather than work with patients	4
Moderate	0.67	2.25	13.4	8	48.3	29	38.3	23	My working hours are really long and stressful	5
Moderate	0.77	2.26	20.0	12	33.3	20	46.7	28	I don't have enough time for other tasks	6
Moderate	0.85	2.05	33.4	20	28.3	17	38.3	23	I'm facing a clash between work demand and family life	7
Moderate	0.77	2.15	23.4	14	38.3	23	38.3	23	Balancing between my work and my responsibility towards my family is very stressful	8
Moderate	0.81	1.95	35.0	21	35.0	21	30.0	18	My job makes me anxious and disorganized	9
Moderate	0.80	1.91	36.7	22	35.0	21	28.3	17	I am not in a good mood to even speaking with my family	10
Moderate	0.76	2.08	25.0	15	41.7	25	33.3	20	Some patients and families are difficult to manage because they refuse to follow the nurses' advices	11
High	0.72	2.33	15.0	9	36.7	22	48.3	29	Violent behaviors make me feel powerless, stressed and emotionally exhausted	12
High	0.72	2.43	13.3	8	30.0	18	56.7	34	I feel stress because of inequality between staff members by hospital administration	13
High	0.72	2.41	15.0	9	28.3	17	56.7	34	I feel stress because of my salary not appropriate with my work effort	14
Moderate	0.84	2.03	33.3	20	30.0	18	36.7	22	If I get a better opportunity, I will leave my job	15
Moderate		**2.27**	**Average mean**							

Table 3: Distribution of the sample according to the level of job stressors

%	F	Level of Job stressors
13.3	8	Mild
56.7	34	Moderate
30.0	18	High
100.0	60	Total

Table 4: The level of the health staff performance

Level	SD	M.S	None of the time		Some of the time		Most of the time		Items	No.
			%	F	%	F	%	F		
Moderate	0.61	2.30	8.4	5	53.3	32	38.3	23	I am planning and modifying patient care according to individual needs	1
Moderate	0.68	2.33	11.7	7	43.3	26	45.0	27	I am utilizing nursing research findings in nursing interventions and developed relationships with the patients	2
Moderate	0.71	2.28	15.0	9	41.7	25	43.3	26	I am making proposals concerning further development and research in nursing intervention and practices	3
High	0.66	2.40	10.0	6	40.0	24	50.0	30	I aware of my capabilities and limits of my own nursing resources	4
Moderate	0.73	2.26	16.7	10	40.0	24	43.3	26	I work and coordinate nursing activities with multidisciplinary teams and taking active steps to maintain and improve the professional skills	5
Moderate	0.66	2.36	10.0	6	43.3	26	46.7	28	I can handle with emergency cases and cooperate in emergency and rapidly changing situations	6
Moderate	0.69	2.30	13.4	8	43.3	26	43.3	26	I have decision-making and developing the treatment culture which guided by ethical values	7
High	0.58	2.60	5.0	3	30.0	18	65.0	39	I have ability to perform my nursing responsibilities in appropriate time	8
High	0.62	2.50	6.7	4	36.7	22	56.6	34	I have the ability to Provide a therapeutic counseling for patients	9
High	0.62	2.56	6.7	4	30.0	18	63.3	38	I am keeping nursing care equipment in good condition	10
High	0.61	2.61	6.7	4	25.0	15	68.3	41	I documented the nursing actions and patient care for each patient at suitable time	11
High	0.62	2.55	6.7	4	31.6	19	61.7	37	I provide an emotional support for the patients and their family	12
Moderate	0.67	2.25	13.4	8	48.3	29	38.3	23	Evaluating systematically patients' satisfaction with care	13
Moderate	0.66	2.36	10.0	6	43.3	26	46.7	28	I develop an orientation programs for new nurses who work with me	14
High	0.67	2.43	10.0	6	36.7	22	53.3	32	I am supporting student nurses in attaining practices, skills and goals	15
High		**2.40**	**Average mean**							

Table 5: Correlation of job stressors with regard to their performances

Correlations

		Job Stressors	Nurses' Performances
Job Stressors	Pearson Correlation	1	.308[*]
	Sig. (2-tailed)		.017
	N	60	60
Nurses' Performances	Pearson Correlation	.308[*]	1
	Sig. (2-tailed)	.017	
	N	60	60

DISCUSSION

The table 1 shows that the majority of the sample (45.0%) between age group (30-39 years); 76.7% were male; 43.3% had institute graduate; 36.7% had (1-5) years of experience in unit; and 61.7% of them had insufficient monthly income. The results of the table 2 indicate that the sample have Moderate level of job stress; the items (1,2,3,5,6,7,8,9,10,11,15) were at moderate level, the items (12,13,14) were at high level, and only the item (4) were at mild level. The table 3 shows that the majority (56.7%) of the sample have moderate level of job stressors; (30.0%) have high level of job stressors; whereas only 13.3% of them have mild level of job stressors. The results of the table 4 reveal that the sample have high level of performances. The items (1,2,3,5,6,7,13,14) were at moderate level, whereas, the items (4,8,9,10,11,12,15) were at high level. The results of the table 5 reveal that there are correlation found in Job Stressors with regard to health staff Performances at $p \leq 0.05$, that means there are impact of Job Stressors upon staff Performances.

CONCLUSIONS

The highest percentage of the sample between age group (30-39 years); male; had institute graduate; and had insufficient monthly income.

The findings of the current study concluded that the sample have Moderate level of job stress. The findings of the present study reveal that that the sample have high level of performances. The findings of the present study conclude that there is correlation found in Job Stressors with regard to their Performances, that means there are impact of Job Stressors upon staff Performances.

RECOMMENDATIONS

Hospital administration should give more attention for the staff needs, developing system to solve their problems, and provide special care for them.

Hospital administration should create the desire of the staff members to help clients permanently through training the staff members and improve their culture.

Educational programs for the staff members on improving interpersonal communication skills in respect of dealing with the clients.

Educational programs and training courses for staff members to help them overcome the job stressors and improve their performances.

Hospital administration is recommended to assess staff satisfactions toward their job by developing a complete system in the hospital, and thus improve their performance.

The necessity to pay attention to the financial income of health staff to overcome the job stressors and thus reflected on the quality of their performances.

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