

# Job Stress Level Among Islamic Hospital Nurses

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## ABSTRACT

National Institute for Occupational Safety and Health (NIOSH) assigns nurses as professions that are at a very high risk of stress. Nurses who experience stress can cause physical and mental complaints, so they cannot work optimally. This research conducted to determine the job stress level of nurses at the Islamic Hospital Malang. This research was a descriptive observational study with a cross-sectional design conducted against 82 nurses in July 2018, at one Islamic Hospital in Malang. Job stress levels measured using a Job Stress Survey questionnaire. It measured the intensity level, frequency, and index value of occupational stress against several factors causing the job stress. The results showed that 24.39% of respondents experienced moderate-level job stress and the rest experienced low-level job stress. The highest level of occupational stress was experienced by nurses in emergency institutions (19.51% of the population) and surgical rooms (4.88%). The lowest working stress level was experienced by nurses in outpatient installations (4.88%) and intensive care (12.2%). Job stress was experienced by nurses in Islamic hospitals, most likely due to the low career development opportunities (24.09%) and the less comfortable working environment felt by the nurse (23.18%). This study concluded that the highest job stress level was experienced by nurses in emergency installations and surgical rooms. The highest causes of occupational stress included career development opportunities and working environment conditions. The suggestion for this research is necessary to study using a comparative gauge to measure the level of occupational stress on the nurses.

**Keywords:** Job stress level, Islamic hospital nurses, Job stress survey.

## 1. INTRODUCTION

Nurses play a fairly important role as a healthcare provider. In addition to the forefront of providing healthcare services, nurses also make contact with patients longer than doctors, laboratory officers, and others. So not only a physical condition but also the psychological condition of the nurse is required to always be in prime condition while working [1].

When a perceived workload exceeds its ability, a nurse is risky to experience working stress. The National Institute for Occupational Safety and Health (NIOSH) establishes nurses as a very high risk of stress [2]. Nurses who are stressed can lead to physical and mental complaints, so they cannot work optimally. According to the survey results from PPNI (Indonesian National Nurses Association) in 2006, about 50.9% of nurses working in four provinces in Indonesia experienced working stress, often giddy, tired, cannot

rest because the workload is too high and time-consuming [1].

Occupational stress on nurses is one of the problems in the management of human resources in hospitals. Occupational stress is a depressed feeling experienced by employees in the face of work, caused by stressors that come from a working environment such as environmental, organizational and individual factors. The level of occupational stress depends on the stress management conducted by the individual to face the environmental stressors of the work. Individual responses that are incapable of managing the occupational stressor are referred to as distress conditions and can impact health disorders as well as a decreased performance of such individuals [3].

Job stress may lead to a high level of turn over the intention of the employees [3]. Employees' performance report of Malang Islamic Hospital in 2017, shows that from 15% from 42% of employees who turned over, are done by the nurses. This figure is supported by the data

in 2016 and 2015, in which the nurses ranked first as the most profession who had the turn over experience (41% and 39.2% of the population).

Workloads, working environment conditions, role ambiguity, interpersonal relationships, career development opportunities, and organizational conditions are considered as the causative factor of the job stress. This research was conducted to know the level of job stress among nurses in Malang Islamic Hospital.

## 2. METHOD

This research was a descriptive observational study with a cross-sectional design and conducted in July 2018. The population of this study is the whole nurse of Malang Islamic Hospital (82 people) that come from seven working units. The job stress level on this research measured by using the Job Stress Survey questionnaire, which consisting of working conditions variable (includes the workload and working environment), role ambiguity variable, workers relationships variable, career development opportunities variable, and organizational structures variable. Job Stress Survey questionnaire measures the intensity level (severity), frequency and the index value of the job stress.

## 3. RESULTS

Based on data from the questionnaire, it obtained that the job stress level experienced by the nurses in the Malang Islamic Hospital was at a low to moderate level. The highest job stress levels, according to the intensity, frequency, and stress index value, felt by nurses in the emergency room (46.4, 42.9, 19.93) and the surgical room (45.0, 40.0, 17.81). Meanwhile, the lowest job stress index value felt by nurses in the outpatient unit (5.27) and the intensive care unit (7.48). The average of Malang Islamic Hospital nurses, experiencing a low-level intensity of job stress (37.03), low-level frequency of job stress (33.33), and a low level of job stress index (12.34).

**Table 1. Nurse's job stress level in malang islamic hospital**

Working Unit	Intensity	Freq.	Stress Index	% population
Emergency room	46.4	42.9	19.93	19.51
Outpatient unit	23.0	23.0	5.27	4.88
Inpatient room – 1st& 2nd class	33.8	32.6	11.00	18.29
Inpatient room – 3rd & pediatric	36.8	35.9	13.19	19.51

Working Unit	Intensity	Freq.	Stress Index	% population
Surgical room	45.0	40.0	17.81	4.88
Intensive care unit	34.2	22.0	7.48	12.20
npatient room – VIP class	34.3	30.4	10.43	20.73

Table 1 shows that emergency room nurses (19,51% of the population) and surgical room nurses (4,88%) have a job stress level, either from stress intensity levels, the frequency of stressful events and the work stress index value, are at the highest level among other working units. While nurses in outpatient units (4.88% of the population), have the lowest level of stress among the other.

**Table 2. Percentage of nurses's job stress causing factors**

Job Stress Causing Factors	Percentage (%)
Career development	24.09
Working environment	23.18
Work load	18.18
Workers relationships	16.38
Role ambiguity	9.09
Organizational structures	9.09

The causes of job stress experienced by nurses in Islamic Hospitals were mostly due to career development factors (24.09%). An uncomfortable work environment (23.18%) was the second most important factor as a cause of stress for the work of nurses. The organizational structure and role ambiguity factor were considered to have a small role as the cause of job stress among nurses in Malang Islamic Hospitals (Table 2).

## 4. DISCUSSION

Job stress is a tension condition that creates a physical and psychic imbalance, affecting emotions, thought processes, and the condition of an employee [4]. Great stress can threaten a person's ability to confront the environment. Job stress also defined as an emotional state arising from the inconsistency between the level of job demand and the individual's ability to cope with the working stress he faced. It is subjective and always present to individuals who are unable to cope with the demands of the work environment [5].

The result of this research showed that the job stress level experienced by the nurse in Malang Islamic Hospital was at a low to moderate level. The highest intensity, frequency, and stress index value of moderate job stress levels, experienced by nurses in the emergency room unit and nurses in the surgical room

section. Meanwhile, the lowest working stress index value experienced by nurses in the outpatient installation and intensive care unit. The majority of the nurses in Malang Islamic Hospital, experienced a low intensity, low frequency and low level of occupational stress index values.

These results supported by the research at the emergency department of Semarang Hospital which concluded that workload was related to the occurrence of work stress on nurses [6], [7]. Research in the Harbin region-China illustrated that nurses at the emergency department generally experience work stress as a result of workload and working hours [8]. Study conducted at the Wates General Hospital showed that 64.4% of the nurses experienced mild stress and 35.6% of them experienced moderate stress [9]. While another research showed that 65.6% of nurses in the operating room experienced moderate levels of work stress and 41.2% of nurses in the emergency department have a mild level of stress [10], [11].

This research also showed that the causes of job stress were mostly due to career development factors and an uncomfortable work environment for the nurses. The organizational structure and role ambiguity factor were considered to have a small role as the cause of job stress among nurses in Malang Islamic Hospitals.

The research at Semarang Hospital concluded that the variables related to the occupational stress of the surgical room nurses were physical workloads, mental workloads, individual roles in organizations and career development. While factors of age, gender, employment, shift work, routine work and relationships in the work, were not related to the surgical room nurse job stress [12]. Research in Bangkalan Hospital stated that career promotion (the salary factor) on job stress has a moderate relationship level [13]. Research conducted at Cilacap General Hospital showed that poor working environment conditions create work stress on nurses by 79% [14]. While another research stated that the interpersonal relationship workplace had a weak level of relationship emergence of work stress. Good interpersonal relationships, impact workers to get good social support so that it can reduce stress work [13], [15].

These results supported by research at the Jimma region, Ethiopia, which 58.46% of nurses were suffered from the work stress. The highest level of stress was due to the condition associated with life and death, which made this condition are common in the emergency department, operating rooms and intensive care units. The study also mentioned that the workload ranks third as the cause of working stress after the uncertainty factor of the treatment plan [16]. While the research at the Swami Vivekanand Hospital-India, explained that the stress of working nurses was due to the lack of good relations with the doctor, the unwanted placement of

work units (primarily and intensive care unit), and the high workloads [17].

## 5. CONCLUSION

The job stress level experienced by the nurses in the Malang Islamic Hospital was at a low to moderate level. The highest level of job stress was experienced by the nurse of emergency room unit, followed by the surgical room, the 3rd class inpatient room and pediatric, the VIP inpatient room, the inpatient classroom 1-2, the intensive care unit, and the outpatient unit, sequentially. The sequence of factors caused the most job stress was the career development opportunities, workload, working environment, role ambiguity, relationship with other workers, and organizational structures. The suggestion for this research is a further study to determine the relationship between variable which causes job stress and comparative research using the other gauge to measure the level of occupational stress on the nurses.

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