

THE IMPACT OF WORK STRESS ON EMPLOYEE'S BEHAVIORS AND JOB SATISFACTION AND ITS REFLECTION ON THE SUCCESS OF THE HEALTH SECTOR IN IRBID-JORDAN

Dr. Nasser Assaf

(Talal Abu-Ghazaleh University College for Innovation (TAGUCI), Jordan)
nassaf@taguci.edu.jo

Hadeel Salameh

(Talal Abu-Ghazaleh University College for Innovation (TAGUCI), Jordan)
hadeelsalameh1@yahoo.com

Introduction

The health sector represented by studying in hospitals and health centers is one of the most areas subject to work pressures: due to the diversity of individuals who deal with workers in this field, workers in hospitals and health centers are exposed to varying degrees of psychological and social pressures related to work, as they feel lack of appreciation, attention and motivation, so Working in the health sector and its various centers is considered one of the professions that includes many tasks and more pressures. Some workers are not satisfied with their profession and are not reassured about it, which has negative effects that are reflected on the efficiency of their work and their psychological and professional compatibility and job satisfaction among workers in the health sector as a field study on the health sector in Irbid Governorate.

Abstract

The employee is the basis for the success of any organization through the work he performs and the amount of effort he exerts, as he is the only one who is able to manage other resources in the organization, which requires attention to him and follow-up on his level of performance and the pressures he suffers from at work in a way that leads to raising his morale and thus the level of his performance and the performance of the organization in which he works out. Where the study aims to know the effect of work stress on the behaviors and job satisfaction of workers in the health sector in Irbid governorate. The sample consists of 100 workers in the health sector who were chosen randomly. The results of the study showed that there was an effect of three factors (available resources, work environment, incentives and rewards) on job satisfaction for workers in the health sector, while there was no effect of job relations factor on job satisfaction. Through these results, the study recommended a number of recommendations, including (preparing training and rehabilitation programs that encourage workers to accept the functional conditions of their profession, and granting material and moral incentives and incentive rewards that are commensurate with the effort exerted, in addition to conducting more studies such as (the role of the Ministry of Health in reducing stress experienced by health sector employees).

Key words: (job satisfaction, work stress, behaviors, sector health)

Problem statement and research questions

Health services provided by hospitals and government centers play an important role in societies, and since they provide their services free of charge, the number of auditors and beneficiaries of these services is constantly increasing, which constitutes a great burden on health sector workers, making them vulnerable to pressure as a result of the additional tasks entrusted to them and as a result Work stress may affect job satisfaction among workers in the health sector in Irbid, and accordingly, the problem of the study is determined in answering the following questions:

1. What is the impact of work stress on job satisfaction among health sector workers in Irbid?
2. What are the types of work pressures on job satisfaction among workers in the health sector of the study sample?

Research Objectives

The study seeks to achieve the following objectives:

- 1- Knowing the impact of work stress on job satisfaction among workers in the health sector in Irbid.
- 2- Clarifying the types of work pressures that workers in the health sector are exposed to in Irbid.
- 3- Knowing the level of job satisfaction among workers in the health sector in Irbid.
- 4- Suggest solutions and recommendations based on the results of the study in order to control the sources of stress and address the impact of stress in order to develop the level of performance of workers in the health sector.

Literature review

Many studies have examined work stress and its relationship to employees' behaviors and job satisfaction. These studies include the following:

1. The study (Glazer, 2016) aimed to know the sources of work stress that nurses face in hospitals. The sample consisted of 5 nurses from five different countries (Hungary, Palestine, Italy, Britain, America). The results showed that the reason for pressure at work is due to a group of The reasons are (low salary, lack of resources and tools, lack of skills of nurses, quality of patients in the hospital.
2. The study (Al-Wafi, 2013) aimed to know the relationship of material incentives (such as wages, rewards and social services) and moral incentives (such as promotion, training and participation in decision-making) with the performance of workers in the health sector. to lower their motivation to work Absenteeism, protests, and sometimes strikes.

3. Warraich, Ahmed, Nawaz, and Khoso (2014) found that workload, role conflict, and inadequate monetary reward as the prime reasons of causing job stress in employees that leads to reduced employee efficiency.
4. A study (Christine, 2000) applied this study to a sample of workers in Australian hospitals, aiming to identify work stress, coping strategies and job satisfaction. Where the results of the study showed that there is a positive relationship between stress and psychological state and bad attitudes in the research sample, as well as the results showed a negative relationship between stress and job satisfaction.
5. Rana and Munir (2011) analyzed the relationship between work stress like role ambiguity, workload pressure, performance pressure, relationship with others, role conflicts, and job performance with employee's behavior and their motivation as a mediator. The study revealed "role conflict" and "role ambiguity" to have a positive correlation with stressors. However, there was a negative relationship between other stressors and job performance.
6. The study (Mohammed, 2016) aimed to know the impact of work stress on the performance level of health sector workers in Syrian hospitals, and the study concluded that there is work pressure as a result of conditions related to the availability of equipment and property, attention to public appearance, and behaving tactfully and respectfully with patients.

Types of work stress

The studies varied in their treatment of the types of pressures at work, and the opinions of researchers about them varied based on several criteria in terms of (comprehensiveness, source, and their implications), which are as follows:

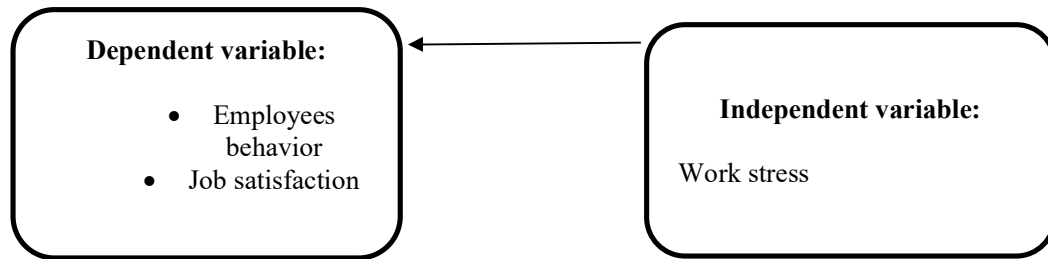
- Types of work pressures in terms of comprehensiveness "two types":
 - 1- Comprehensive total pressure: it is related to what the worker is exposed to at work in all respects, whether it is from a functional, behavioral or environmental point of view.
 - 2- Sub-partial pressure: It is related to a part of the administration or the work environment, and this is often when the interest of the individual conflicts with the interest of the work.
- Types of work pressures according to the source "three types":
 - 1- Pressures resulting from the physical environment (which includes ventilation, lighting and public safety)
 - 2- Pressures resulting from the social environment (which includes mutual relations and social ties in the work environment)
 - 3- Pressures caused by an individual's personal system ((It includes the different skills between individuals within the work environment in addition to the disparity in gender, religion, color and race)
- Types of work pressures in terms of their effects: "Two types":
 - 1- Positive pressures: pressures that the individual succeeds in adapting to turn them into positive motives that contribute to increasing his ability to work and complete tasks.

2- Negative pressures: pressures that negatively affect the individual's performance and achievement of tasks and may lead to negative effects on the worker's health and his feeling of anxiety and tension.

Research method and data analysis

The descriptive analytical approach was used to answer the questions of the study that relate to the impact of work stress on employee’s behaviors and job satisfaction and its reflection on the success of the health sector in Irbid, where the study sample consists of (100) workers in the health sector of different professions, whether they are doctors, nurses or administrators. The study sample was randomized from various hospitals and health centers affiliated to the government health sector in Irbid.

Figure (1): conceptual model



❖ **Hypothesis:**

Based on the objectives, the following hypothesis were put are:

H0: The work stress has no influence on employee’s behavior.

H1: The work stress has no influence on job satisfaction.

Table (1) describes the characteristics of the study sample

variable	variable class	Number	percentage
Gender	Male	46	42%
	Female	54	58%
Marital status	Married	80	78%
	Single	16	20%
	other	4	2%
Age	less than 30yr	22	18%
	31-40	56	42%
	41-50	20	39%
	more than 50yr	2	1%
Educational level	Diploma	12	17%

	BA	78	70%
	Master's	10	13%
Job title	Doctor	34	29%
	Nurse	50	60%
	Administrative	16	11%
Job experience	Less than 5yr.	20	15%
	5-10 yr.	44	51%
	11 yrs. and over	36	34%
Monthly Salary	less than 500JD	38	21%
	500-900	62	16%
	More than 900	10	9%
Total		100	100%

Table (2) to verify the reliability of the questionnaire

variable	number of paragraphs	reapply	Cronbach's alpha
Job Satisfaction	10	0.62	0.63
Work environment	5	0.43	0.57
Incentives and rewards	5	0.61	0.73
functional relationships	5	0.84	0.92
questionnaire	25	0.62	0.63

Conclusions

The study reached a set of conclusions, the most important of which are:

- The special levels of work stress experienced by the study sample members were generally high, whether it was a result of the work environment, available resources, incentives and rewards.
- There is a significant effect of the sub-dimensions of work stress represented by (work environment, available resources, incentives and rewards) on the responsive variable (job performance).

Recommendations

Based on the conclusions, the study suggested a set of recommendations, the most important of which are:

- Activating the concept of human relations in management as it has an impact on enhancing the motivation of workers.
- Finding the appropriate structure in effectively dealing with pressures and converting them into motivators for action.
- Preparing training and rehabilitation programs that encourage workers to accept the job conditions of their profession.
- Granting material and moral incentives and incentive rewards that are commensurate with the effort expended.
- Holding various meetings and workshops with the local community of health institutions in order to educate the auditors on communication skills with health sector workers.
- Conducting more studies such as (the role of the Ministry of Health in reducing the psychological pressure experienced by health sector employees).

References

1. Ashfaq, S., Mahmood, Z. and Mehboob, A. (2013) “Impact of work-life conflict and work overload on employee performance in banking sector of Pakistan”, *Middle-East Journal of Scientific Research*, Vol. 14, No. 5, pp. 688-695.
2. Glazer Sharon, (2010). Sources of occupational stress among nurses in five countries, *International Journal of Intercultural Relations*, 16 (5).49–66.
3. Iskanto, Dedi. “Stress and Its Impact on Employee Performance.” *International Journal of Social and Management Studies* 2 (June 25, 2021): 142–48.
4. Kenny, A. (2015) *Work-related Stress: Survey of academic staff in the Institutes of Technology Sector*, Dublin Institute of Technology, Level 3, Issue 13, June 2015.
5. Nowrouzi, B., Lightfoot, N., Lariviere, M., Carter, L., Rukholm, E., Schinke, R., & Gardner, D.B. (2015). Occupational Stress Management and Burnout Interventions in Nursing and Their Implications for Healthy Work Environments. *Workplace Health & Safety*, 63(7), 308-315.
6. Rana, B. U. I., & Munir, K. (2011). Impact of stressors on the performance of employees. *Munich Personal RePEc Archive*.
7. Robbins, S. & Judge, T. (2018). *Organizational behavior* (17th ed.). Essex, England: Pearson.
8. Saranani, F. (2015) “Role conflict and stress effect on performance of employees working in public work departments”, *The International Journal of Engineering and Science*, Vol. 4, Issue. 6, pp 01-10.
9. Sharma, J., & Dhar, R. L. (2016). Factors influencing job performance of nursing staff: mediating role of affective commitment. *Personnel Review*,45(1).
10. Warraich, U. A., Ahmed, R. R., Nawaz, A., & Khoso, I. (2014). Impact of stress on job performance: An empirical study of the employees of private sector universities of Karachi, Pakistan. *Research Journal of Management Sciences*, 23,19-1171.