

Original Article: The Survey of Psychological Pressure and Job Stress in the hospital nursing Staff(Case Study: One Hospital in Iran)

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ABSTRACT

From the past until now, the issue of work stress has been raised among all human societies and organizations. Healthcare organizations and hospitals are no exception to this. The purpose of this study was to investigate the status of stress in the population of hospital nurses. The present research is a field-based survey. The nursing of the hospital were selected by random sampling method. For the measurement of variables (personal psychological pressure), Psychiatric symptoms questionnaires have been used. Given that, for data collection studies have been initially done on the sources of mental stress and stress that disturbs the state of stress, and then a Psychological Sensing questionnaire was designed. For data analysis, the standard Z method has been used. In addition, the standard Z method has been used for data analysis. Based on the evidence and data analysis, the Z-standard was rejected by the research hypothesis and psychological stress was high in the nursing staff of the hospital.

Introduction

In a study, it was stated that about 60.9% of employees worldwide are worried about their work and endure job stress (Shimo et al., 2021). So far, the issue of work stress has been raised among all human societies and organizations. Healthcare organizations and hospitals are no exception to this. More advanced and developed organizations pay more attention to human resources and try to minimize job stress and pressure with proper work planning. Favorable and intimate work atmosphere, collaborative management, job

design, and greater importance to the social and psychological needs of human resources can eliminate job pressure. The motivated nursing staff provides better and quality services. Their abilities are used to the maximum and they have a great effect on the progress of the hospital. The existence of stress and work pressure in the nursing staff of hospitals has bad consequences, such as increasing work mistakes, conflicts, reducing the quality of services, etc. Nervous pressure in nurses is a factor in stress and mental stress in the workplace, lack of concentration, causes aggression and mental and psychological

problems. Likewise, it is affected by various stressors in quality of life. Stressing people is affected by their work, their relationships, and responsibilities in life. Work pressure can be one of the most important physical and mental depression in these individuals, and the negative impact of stress on the efficiency and effectiveness of the organization through poor performance and job quitting.

Research Question

The present study was done to find an answer to the following reaserch question:

(*) What is the state of nervous pressure in the nursing staff of Chamran Hospital?

Research Hypothesis

(*) Psychological stress in the nursing staff of Chamran Hospital in Boroujerd is low.

Background

Job stress can cause psychological pressure and subsequently affects the work performance of healthcare human resources (Hosseini & Azami, 2023). A research showed that stress inoculation training is effective in reducing stress and improving performance (Jackson *et al.*, 2019). It increases employee harassment, anxiety, and stress level (Rasoul *et al.*, 2020). The research results of Feng *et al.* (2018) showed that social support and self-confidence have an effective role in reducing the stress of Chinese nurses. The results of the research by Blairheit *et al.* (2020) in Morocco Hospital showed that responsibility and ambiguous work process most likely play an effective role in frustration. Jafari *et al.* (2009) investigated a topic of organizational cultural predictability and job stress in Tabriz Oil Refining Company.

The results show that despite the low level of psychological stress, long-term participatory organizational culture can be used to prevent stress. Shakirinia (2011) studied hidden psychology in nursing profession at the Faculty of Humanities of Guilan. Nursing health has a significant impact on the quality of hospital services and its improvement (Ilanloo *et al.*, 2020). Job burnout is a syndrome caused by

emotional fatigue, depersonalization, and a decrease in individual success, and it also occurs among people who perform some kind of human services (Latifi *et al.*, 2020).

Fatigue, unusual behaviors, psychological illness, depression, and poor job performance are caused by job burnout (Rezaei *et al.*, 2020). Based on this research, it can be inferred that increasing workload, consecutive shifts without rest, over time provides the basis for burnout (Aghili *et al.*, 2022). Stress, burnout, and organizational support as important and influential variables on nurses' intention to quit their job during the COVID-19 pandemic can be considered and intervened by those involved in the field of treatment (Shomali Ahmadabadi & Barkhordari Ahmadabadi, 2022).

The results indicate that the complete recognition of moral disturbance and its negative and positive dimensions would enhance the awareness of nurses. By introducing appropriate strategies for coping with nursing stress, nurses will be created. Moeen *et al.* (2016) studied the topic of the effect of attention on the accuracy of volleyball service in conditions of stress in the Islamic Azad University of Najaf Abad. The results indicate that when people are asked to pay attention to tasks, they try to control their movements step by step. In contrast, unrelated attention allowed individuals to control the automated and unlucky processes of movement, thereby leading to more effective implementation.

Saffari *et al.* (2012) examined neuropathy, opposition, and factors affecting them in a sample of male adolescents in Tehran. The result showed that the perceived stress by adolescents had a significant relationship with variables such as cumulative stress, social support, and parenting education. Therefore, by reducing the challenging problems and enhancing parent's awareness and social support, a positive step can be taken to reduce stress by adolescents.

Besak Nejad and Davoudi (2009) reviewed a of the study of symptoms of post-traumatic stress disorder and its relationship with psychopathology in nurses in Ahvaz Emergency Department and the results showed that there are common symptoms of post-traumatic stress

disorder in nurses, which can be manifested in forms of interpersonal relationships or mental illnesses. However, the psychological stress of the event affects their psychological aspects and causes reactions such as physical pain and problems in individual relationships.

Mostaghni (2012) reviewed the relationship between personality traits and psychological hardiness with mental stress among nurses were government hospitals in Shiraz and the result was that responsiveness and inferiority were accompanied by the most powerful commitment and struggle between job stress.

Alavi *et al.* (2014) examined the issue based on the effect of job pressure on the mental health of the administrative staff. The result was that nearly one-sixth of the administrative staff surveyed were suspected of mental health disorder. Most people had a high or inactive job pressure, both of which were considered as unfavorable situations, and people with lower job pressures had higher mental health.

Ghanei *et al.* (2013) examined a topic called the relationship between personality traits and occupational stress in nurses. The result shows that there is a relationship between neuroticism and occupational stress and attention to neuroticism as a predictive factor of occupational stress in nurses is necessary.

Asadi Fakhr *et al.* (2017) examined the amount of factors such as the cause of stress in the operating room nurses. In addition, the result suggests that more than half of the people with high stress were in relation to psychological stressors and the environmental domain should be seriously taken. It is suggested that interventions with the goal to support the operating room nurses against work stress should be designed and implemented. Bigane *et al.* (2018) investigated the effect of occupational stress on burnout among nurses. The results showed that increasing some aspects of occupational stress such as conflict with physicians, lack of preparation, lack of support, and death and dying, and also improving the work shift system can reduce the burnout of nurses.

Alavi Arjmand *et al.* (2012) examined the effect of stress management on work stress and work-life conflict among nurses. The results indicate that stress management training can

reduce work stress and conflict of work-life of nurses. Therefore, teaching stress management skills in clinical management and nursing education is necessary. Zandi *et al.* (2011) examined the frequency of depression, anxiety, and stress in military nurses. Furthermore, the results showed that high degrees of depression, anxiety, and stress in military nurses were alarming. Advancement in providing adequate care and services leads to the provision of healthy nurses and, as a result, the promotion of community health.

Moral confusion, is a pain or emotional distress, where the person is aware of the moral issue. It also makes moral judgments about the right thing but in practice, because of real or subjective limitations, it becomes morally wrong (Nathaniel, quoted from Shakirinia, 2012).

Psychological stress as a factor or combination of factors that raises the importance of good performance in certain situations. Individuals in high stress situations find that the correct function of the skill is important and may change the behavior and accuracy of a person (Bumster, 1984; quoted by Moein *et al.*, 2013). According to Kabirzadeh *et al.*, men have more mental health. The lower mental health of women may be due to the pressure of various house chores with the work as an employee in the workplace.

People with a conscience, had high stress, but in situations with high control feelings, job stress decreased. People with a high conscience had a low level of freedom and in terms of stress and job pressure, they were placed in two inactive states and high work pressures that both are unfavorable (Hassani *et al.*, 2007; quoted by Alavi *et al.*, 2016).

Job pressure is a factor for the conflict between work and life from their effects, stress transmitted from one environment to another (Grzywacz, 2009; quoted by Alavi *et al.*, 2016). If nurses do not have a job improvement based on the amount of work and their work experience over time uniformity and reduced job satisfaction which provides for the creation of job stress (Quoted by Ghulam Nejad and Nick Paima, 2009). Increasing work skills and also increasing amount of control over the environment and working conditions of many

occupational stress are eliminated (Willy et al., 2006; quoted by Ghulam Nejad and Nick Paima, 2009). Nursing is one of the most stressful professions and ranked 27th in the referral to the doctor for problems caused by mental health problems (Lambert et al., 2006; quoted by Shahrakyvahed et al. 2010).

There is a negative and significant correlation between stress, extroversion, conscientiousness, flexibility, and consistency, and also there is a between neuroticism and stress direct correlation, but there insignificantly (Ebstrup et al., 2011; quoted by Ghani et al., 2013). Because nursing work environments, especially the operating room environment is considered as a stressful environment and this stress affects the performance of the operating room staff (quoted by Asadi Fakhr et al., 2017). Emotional exhaustion was reported conflicting labor, conflict with colleagues, and doubts about insufficient preparedness time (Bana Yosnama et al., 2014; quoted by Bigane et al., 2018).

Emotional exhaustion by creating conflict with doctors, burdock, conflict with colleagues, and doubts about insufficient preparation time was reported (Bannu Yessenuma et al., 2014; quoted by Bigane et al., 2019). Nurses woman working in a hospital critical condition and because of long working hours, overtime, high workload, time pressure, conditions of death and life of patients, and responsibilities full of stress, they are confronted with more conflict in their lives (Karimi & Nouri, 2009; quoted by Alavi arjmand et al., 2012).

Work stress and conflict of work and life can lead to specific problems in management and

work things, such as increased absenteeism, reduced productivity, drop work standards, unmotivated at work, reduce personal satisfaction, leaving jobs and shortage of human resources in the profession, and so on (quoted by Alavi Arjmand et al., 2012). Nurses working in military environments in addition to heavy work pressures and severe work responsibilities from nursing jobs, should always be ready to serve people in critical and disaster situations (quoted by Zandi, 2011). A lot of workload causes fatigue, exhaustion, unmotivated and reducing job satisfaction. Workload is the major stress for people who have forced overtime (Zeim et al., 2008; quoted by Ghulam Nejad and Nick Payma, 2009). Stress in jobs such as medicine can cause physiological and psychological damage (Safaian et al, 2017).

Research Methodology

The present research is applied and is descriptive-survey in terms of purpose. Data collection was done by a questionnaire. Self-made questionnaire has 15 items which is in the field of stress and occupational stress in the nursing staff. To analyze the data of the present study, standard Z is used. The statistical population consisted of all nursing staff working in the hospital. A sample of 15 nursing staff was randomly selected as a sample.

Specification of Statistical Community

Descriptive indicators related to the gender in the statistical community (all nurses present in the hospital) are indicated in [Figure 1](#).

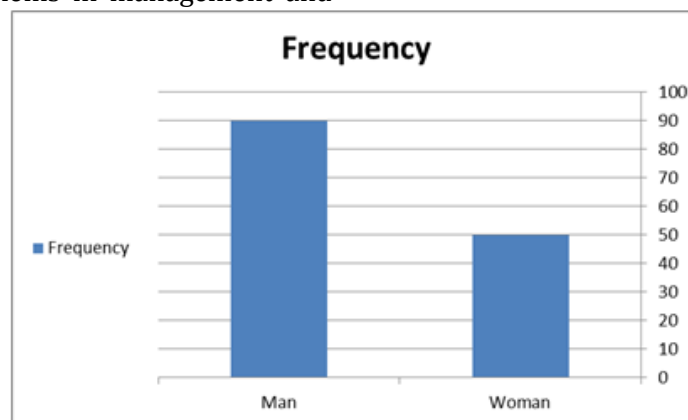


Figure 1 Segmentation of statistical population on gender

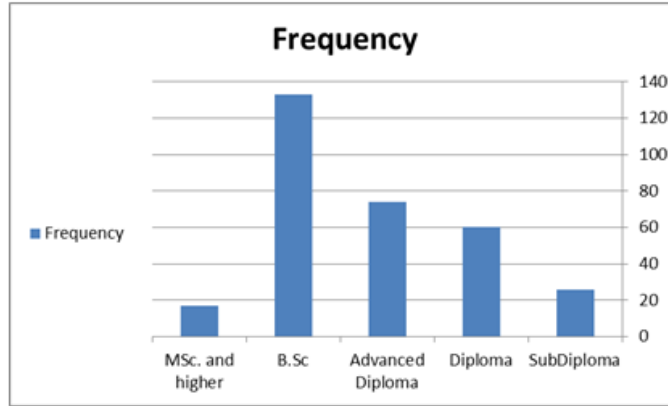


Figure 2 Separation of statistical population by the degree of education

Data Analysis

$$Z = \frac{\bar{x} - \mu}{\delta} \begin{cases} H_0: \mu \geq 3 \\ H_1: \mu < 3 \end{cases} 1.96 = Z_{\alpha_{0.5}}$$

To analyze the data of the present research, the standard Z is used.

Research Questionnaire

Table 1 Research questionnaire

	Question	Very weak	Weak	Medium	Good	Very good
A.	How clear are your goals and career goals?					
B.	How good are your career expectations?					
C.	How do you think organizational decisions make cause calm employees?					
D.	How much do you appreciate the joking between colleagues?					
E.	How do you know the working time to perform tasks?					
F.	How do you assess the mental and emotional state of your colleagues?					
G.	How much joy is based on calm?					
H.	How do you rate the communication between the presidential staff?					
I.	How satisfied are you of your job?					
J.	How do you assess the risks of your job?					
K.	How stressful and stressful are you at work?					
L.	How much do you feel dissatisfied at work?					
M.	How much do you stress and nervous pressure in colleagues?					
N.	How strong is your exercise?					
O.	How justly is the employee performance appraisal system?					

Table 2 Research data

	Very weak	Weak	Medium	Good	Very good
A.	0	6	15	8	0
B.	0	8	9	12	0
C.	0	4	6	8	10
D.	0	0	15	16	5
E.	2	2	18	4	5
F.	0	2	18	8	0
G.	4	4	12	0	0
H.	2	2	15	8	5
I.	2	6	9	8	0
J.	0	12	3	8	15
K.	0	0	3	8	35
L.	0	0	15	8	15
M.	0	0	12	14	15
N.	1	6	0	16	10
O.	2	2	15	8	0

Table 3 Item score

	Very weak	Weak	Medium	Good	Very good	Question Score
A.	0	6	15	8	0	2.9
B.	0	8	9	12	0	2.9
C.	0	4	6	8	10	2.3
D.	0	0	15	16	5	3.6
E.	2	2	18	4	5	2.6
F.	0	2	18	8	0	2.5
G.	4	4	12	0	0	2
H.	2	2	15	8	5	3.2
I.	2	6	9	8	0	2.5
J.	0	12	3	8	15	2.8
K.	0	0	3	8	35	0.4
L.	0	0	15	8	15	1.2
M.	0	0	12	14	15	0.9
N.	1	6	0	16	10	1.7
O.	2	2	15	8	0	2.7

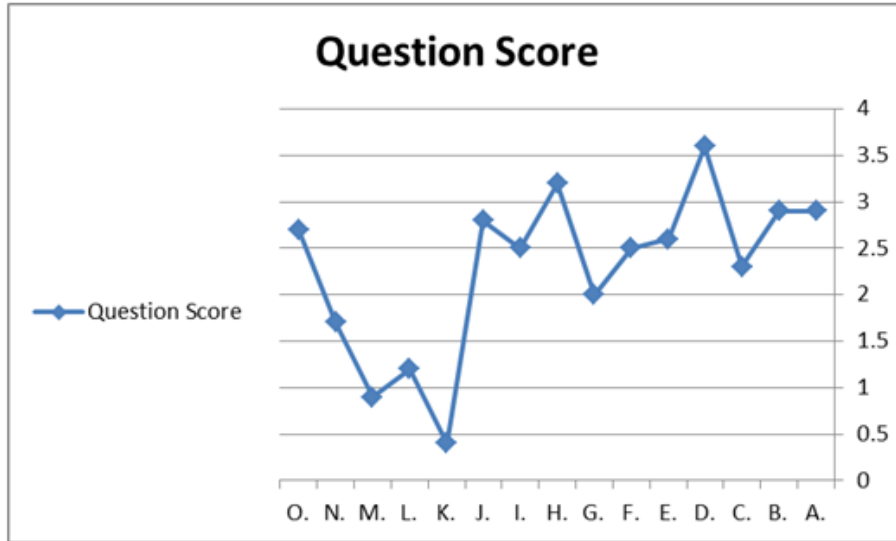


Diagram 1 Question score

Coefficient of importance of items

of the indicators, the following table was assigned by the author.

In the following (coefficient of significance of variables), according to the importance of each

Table 4 Importance coefficient of variables (weight W_j)

	Weight W_j
A.	0.04
B.	0.04
C.	0.07
D.	0.09
E.	0.05
F.	0.09
G.	0.07
H.	0.1
I.	0.06
J.	0.05
K.	0.1
L.	0.09
M.	0.08
N.	0.04
O.	0.03

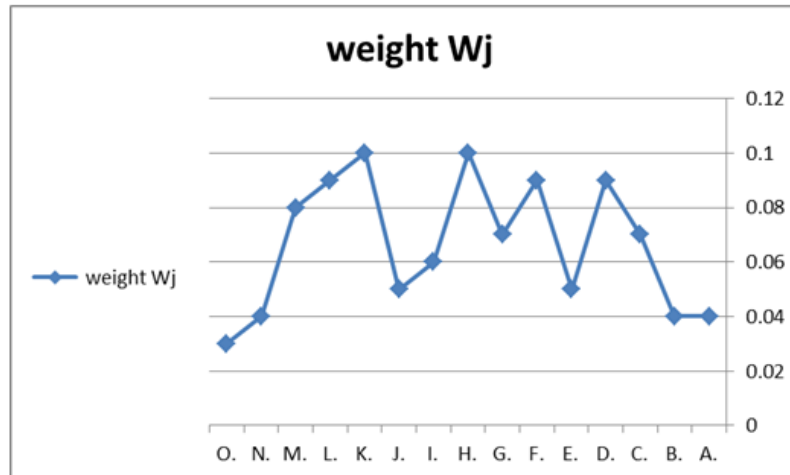


Diagram 2 Importance coefficient of variables (weight Wj)

Table 5 EMV score variables

	EMV
A.	0.116
B.	0.116
C.	0.224
D.	0.324
E.	0.13
F.	0.325
G.	0.14
H.	0.32
I.	0.15
J.	0.16
K.	0.004
L.	0.108
M.	0.072
N.	0.068
O.	0.081

The standard deviation of the following sample is estimated at 20% by the author. In the following, to convert the raw points of the questions into standard scores, using the standard Z formula, the data standardization operations were performed as follows:

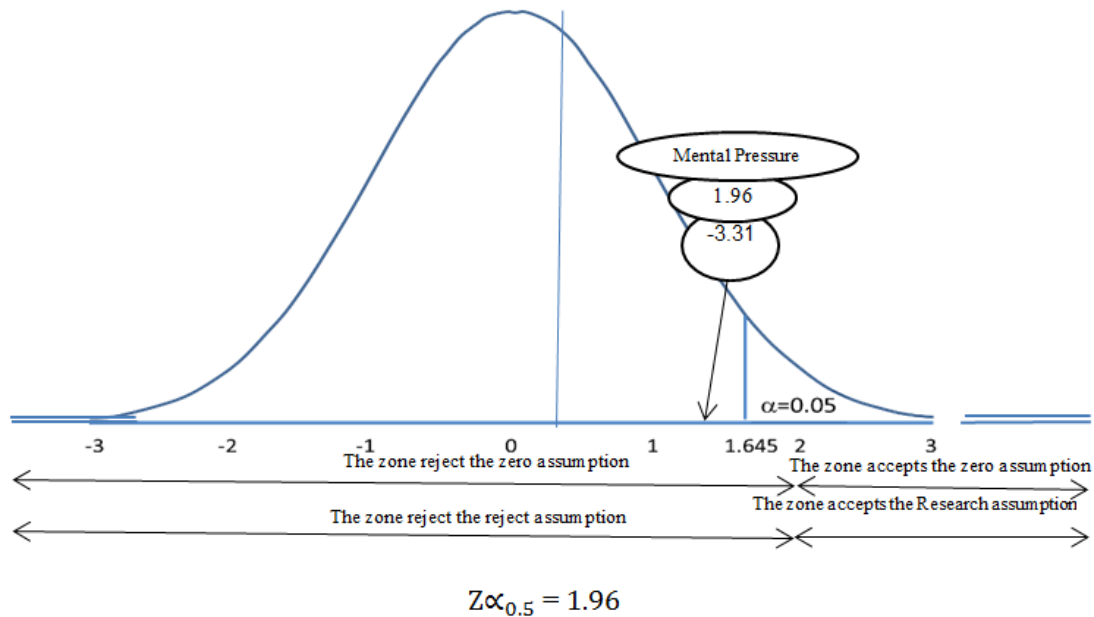
$$z = \frac{\bar{x} - \mu}{\delta} \delta = \%203 = \mu$$

The results of data analysis in the sample group with standard deviation (0.20) and the Z grades of the research data standard are as follow:

$$z = \frac{\bar{x} - \mu}{\delta} = \frac{2.338 - 3}{0.20} = -3.310$$

$H_0 = X \geq 3$ The stress in nursing staff is low.

$H_1 = X < 3$ The stress in nursing staff is high



According to the study and the data analysis obtained in this study, the hypothesis of H_1 is confirmed, which means that the mental pressure in the hospital's nursing staff is high.

Discussion and Conclusion

So far, the issue of work stress has been raised among all human societies and organizations. Healthcare organizations and hospitals are no exception to this. More advanced and developed organizations pay more attention to human resources and try to minimize job stress and pressure with proper work planning. Favorable and intimate work atmosphere, collaborative management, job design, and greater importance to the social and psychological needs of human resources can eliminate job pressure. The motivated nursing staff provides better and quality services. Their abilities are used to the maximum and they have a great effect on the progress of the hospital. The existence of stress and work pressure in the nursing staff of hospitals has bad consequences, such as increasing work mistakes, conflicts, reducing the quality of services, etc. If nurses do not have a job improvement based on their workload and work experience, their job satisfaction gradually decreases, which provides the basis for stress. The results showed that intimate joking among colleagues had the highest score

that is what it means. The most important point of psychological strength in the nursing staff is the intimate joke between colleagues.

Nurses should feel safe and relaxed and have access to supportive systems in the workplace and communication between colleagues and other nurses is more favorable which also provides more job satisfaction in the workplace. The aim of this study was to investigate psychological pressure and stress in the hospital nursing staff. After data collection and data analysis using the standard Z variable, the results indicate that the H_1 hypothesis was confirmed and the research hypothesis was confirmed and finally, it can be mentioned that there is a lot of psychological stress in the nursing staff of the hospital.

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