



## RELATIONSHIPS BETWEEN PROFESSIONAL COMMITMENT, JOB SATISFACTION, AND WORK STRESS IN PUBLIC HEALTH NURSES

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### Abstract:

In the field of health care, nursing professionals are considered one of the strongest pillars in the provision of high-quality health care services and play a vital role in maintaining health status and achieving health-related goals such as health promotion, disease prevention, health restoration, institutional care and rehabilitation services. However, these healthcare workers remain an invisible workforce in the healthcare industry. This study examines the impact of work-related stress on the job satisfaction of healthcare workers working in hospitals. Work stress is considered one of the most important health risks in the workplace for patients, and job satisfaction is considered a crucial factor in providing high-quality services and outstanding performance in hospitals. This study presents a field survey. Drawing on a sample of 357 nurses working in Najran hospitals, we examined the extent to which stressors such as workload, conflict, career development, interpersonal relationships, and access to information influence aspects of job satisfaction such as the physical environment, job opportunities, and style. Management, job enrichment, rewards and job security. The results showed that conflict, heavy workload, and lack of job autonomy were negatively related to all dimensions of job satisfaction. Conclusion: Health care managers, especially HCWs, should consider the factors that contribute to job dissatisfaction and job stress, and attempt to eliminate them by designing and implementing beneficial policies and practices. One aspect that should also be addressed is increasing continuing education programs for health care professionals, especially programs that deal with stress and conflict management, enhancing coping mechanisms, enhancing personal skills and achievements, and updating knowledge.

### Introduction

Professional burnout is widespread among nursing staff in health institutions, as the nursing profession is considered one of the most rigorous professions. The stress felt by nursing staff is due to the constant demands and conditions in the workplace resulting from undesirable working conditions. This, in turn, is detrimental to the wellbeing of nursing staff, causing them to experience burnout. Burnout is characterized by nursing staff's decreased energy while working. This can be seen in lack of motivation, feelings of frustration, and emotional exhaustion that reduce the effectiveness of nursing personnel [1].

However, it is important to investigate the prevalence of stress in some health care professions, especially nursing, as nurses are considered the backbone of health care systems [2]. Unlike a single event that triggers stressful reactions or effects, it is necessary to investigate and report the effects of daily occupation-related stressors with the aim of mitigating the occurrence of this condition. Burnout is therefore a negative effect resulting from negative factors in the healthcare environment. A previous study by Dall'Ora et al showed that prolonged stress in the workplace can cause burnout among nursing staff. It has also been observed that burnout in the health sector often leads to decreased efficiency of workers in providing health services [3]. Furthermore, high workload, low staffing levels, long shifts, and decreased control are also associated with burnout in healthcare workers.

Job satisfaction plays a major role in nurses' productivity, and thus affects the health service provided. In fact, job satisfaction has proven to have a significant impact on nurses' performance. It was found that nurses have a safe haven amid stressful situations when establishing satisfactory relationships among their colleagues. These positive relationships alleviate the job stressors experienced by nurses, meaning that these interfaculty relationships have proven to be a valuable component of job satisfaction [4].

Stress, burnout, and low job satisfaction can change healthcare workers in Saudi Arabia. The relationship between job satisfaction and psychological stress. Burnout is important, and the lack of awareness and information exacerbates this problem. In addition to job satisfaction and stress, burnout is a work-related phenomenon. The research will examine the relationship between the two. Most previous studies conducted in Saudi Arabia focused on major cities, and we did not find any study that focused on job satisfaction, stress, and burnout in small city hospitals [5-8]. Therefore, this study investigates the job satisfaction, stress, and burnout of nurses working in hospitals in small cities in the Kingdom of Saudi Arabia, as the hospital work environment differs from that in large cities in the Kingdom of Saudi Arabia. It is necessary to address this issue and find a solution to the problem of burnout among Saudi nurses in the Najran region.

The aim of this paper is to evaluate the effect of work stress on job satisfaction among nurses working in the health sector in the Najran region - Kingdom of Saudi Arabia.

## **Materials and Methods**

### ***Study design and setting***

The current study is a descriptive, quantitative, cross-sectional study to determine the relationship between job satisfaction and work stress among nurses working in the private sector in the Najran region - the Kingdom of Saudi Arabia. A descriptive quantitative design will be used because the study will describe the level of burnout and job satisfaction of nurses in health care, and the data will be measured collectively to determine the extent of this. This design will enable the researcher to measure levels of work stress and satisfaction and describe their relationship among nurses working in the Najran region - the Kingdom of Saudi Arabia.

Obtaining ethical approval from the Ethics Committee of the Najran Health Directorate. The objectives and benefits of the study were explained to participants, and the importance of participant confidentiality and privacy was explained.

### ***Study participants***

The researcher used a census sample consisting of all nurses who work in government hospitals in the city of R for a year or more, which is expected to give a correct demographic indicator and a more reliable consultation pattern without errors in the sample. Data were collected in ten hospitals of Saudi Arabia. These 10 hospitals were chosen because they are public hospitals that provide different services and have registered nurses (~5000) working in different departments. The total sample is (357).

### ***Study instruments***

A structured questionnaire was used to conduct the survey. The measurement tool was carefully evaluated before release. The instrument was developed by adapting existing multidimensional scales

to capture occupational stress and job satisfaction for both patients. The Job-Related Stress Scale (JRST) was adopted to measure job stress.

### **Statistical methods**

Data were analyzed using SPSS version 23.0. The frequencies, percentage, mean and standard deviation were computed to describe the study variables and items. In order to conduct the statistical test, the normality was inspected using the one-sample Kolmogorov–Smirnov Test; as a result, work stress was considered as parametric data, while job satisfaction was determined to be non-parametric data. A p-value less than 0.05 was considered statistically significant

## **1. Results**

### **1.1. Socio-demographics of the participants**

**Table 1.** Sociodemographic traits of participants (n=71)

Variable		n	%
Your gender	male	152	42.6
	Female	205	57.4
Your age	≤ 30 years	109	30.5
	31-40 years	114	31.9
	41 50 years	91	25.5
	≥ 51 years	43	12.0
Nationality	Saudi	174	48.7
	Non Saudi	183	51.3
Highest qualification achieved	High School	95	26.6
	Diploma	223	62.5
	BA	35	9.8
	MS/PHD	4	1.1
Years of experience	≤ 5 years	98	27.5
	6 - 10 years	85	23.8
	10 – 15 years	91	25.5
	≥ 16 years	83	23.2

As shown in Table 1, 357 nurses participated in the study, 42.6% males and 57.4% females. The percentage of participants in the sample was 51.3% non-Saudis and 48.7% Saudis. Most of them (62.5%) hold diplomas. About (62.5%) of the participants were ≥ 40 years old, and (27.5%) were ≥ 5 years old.

### **Descriptive analysis of work stress**

**Table 2.** Descriptive analysis of work stress

no	Questions	Mean	Std. Dev	RII (%)	T value	P value Sig	Rank
1	My job requires a lot of focus and attention	2.43	0.84	81.00	5.92	0.001 *	1
2	I feel insecure in my job	2.41	0.84	80.29	5.72	0.001 *	3
3	I make crucial decisions	1.59	0.80	53.04	-5.98	0.001 *	9
4	I find it difficult to perform the tasks assigned to me	1.93	0.94	64.23	-0.91	0.367	7

5	I suffer from a lack of information about my work performance	1.42	0.68	47.20	-10.02	0.001 *	14
6	I suffer from a lack of training necessary to perform the tasks assigned to me	2.20	0.89	73.48	2.68	0.008*	4
7	The necessary resources and tools are available to carry out the professional tasks assigned to me	2.42	0.89	80.54	5.48	0.001 *	2
8	I suffer from health problems because of my work	1.47	0.69	48.91	-9.08	0.001 *	12
9	I am bored and routine in my work	1.55	0.83	51.58	-6.37	0.001 *	10
10	Too many hours of work makes me tired and stressed after the end of work	1.81	0.94	60.47	-2.24	0.027*	8
11	There is not enough time to rest at work	1.45	0.65	48.42	-9.82	0.001 *	13
12	It bothers me to work in shifts	1.48	0.67	49.39	-9.12	0.001 *	11
13	The number of employees within the department is sufficient	1.38	0.72	45.99	-10.10	0.001 *	15
14	There is overcrowding and a large number of visitors in the hospital	2.01	0.95	66.91	0.09	0.929	5
15	I do not receive enough support from my bosses at work	1.97	0.94	65.69	-0.36	0.716	6
16	I suffer from a lot of noise in the workplace	1.32	0.62	44.04	-12.87	0.001 *	16
17	I suffer from poor lighting and ventilation in the workplace	1.32	0.62	44.04	-12.87	0.001 *	17
<b>All statements</b>		<b>1.774</b>	<b>0.795</b>	<b>59.13</b>	<b>-4.109</b>	<b>0.001 *</b>	

Table (2) shows the descriptive analysis of work stress. For the whole paragraph, the RII is equal to (59.131%). This means that workers in hospitals in Saudi Arabia, suffer from work pressure. Table (2) showed that the paragraph "My job requires a lot of focus and attention" was ranked first by the respondents within this group, with a relative importance index equal to (81.00%). This means that workers in hospitals in the Najran region require a lot of focus and attention, which generates work pressure. However, the paragraph "I suffer from poor lighting and ventilation in the workplace" ranked last by respondents within this group, with a relative importance index equal to (44.04%), which explains the interest of the Kingdom of Saudi Arabia in advancing the health sector.

### *Descriptive Analysis of Job Satisfaction*

**Table 3. Descriptive Analysis of Job Satisfaction**

no	Statement	Mean	Std. Dev	RII (%)	T value	P value Sig	Rank
1	I feel satisfied with the work I do	0.86	0.39	95.38	26.05	0.001 *	11
2	The chances of promotion are equal for everyone	2.95	0.25	98.30	44.06	0.001 *	1
3	There is a remarkable development in all areas in the hospital	2.93	0.29	97.57	37.69	0.001 *	2
4	I feel an acceptable social status from the work I do	2.92	0.30	97.32	36.07	0.529	3
5	I feel satisfied with the vacations I get	2.88	0.38	96.11	26.87	0.001 *	8
6	I am satisfied with the salary I get	1.96	0.81	65.21	-0.63	0.529	15
7	I see that material incentives and income from work are commensurate with the tasks I do	2.81	0.49	93.67	19.23	0.001 *	12
8	The organization's wage system is characterized by its fairness	2.92	0.27	97.32	39.47	0.001 *	4

9	The wages I receive are sufficient for the costs of living requirements	2.88	0.34	96.11	30.02	0.001 *	9
10	I am satisfied with my retirement system	2.90	0.30	96.59	34.57	0.001 *	6
11	My boss treats me respectfully	2.89	0.34	96.35	31.02	0.001 *	7
12	My boss guides me in a good way when I make mistakes in my work	1.35	0.71	45.01	10.66	0.001 *	16
13	My superiors treat me with fairness and equality with others	2.62	0.75	87.35	9.70	0.001 *	13
14	There is an atmosphere of mutual respect with my co-workers	2.17	0.94	72.26	2.10	0.038*	14
15	My colleagues give me ample support and support	2.88	0.37	96.11	28.31	0.001 *	10
16	I feel satisfied with the number of working days	2.91	0.32	96.84	33.30	0.001 *	5
	All statements	2.55	0.45	89.22	25.53	0.001 *	

Table (3) shows the descriptive analysis of Job Satisfaction. For the whole paragraph, the RII is equal to (89.22%). This that nurse in Saudi Arabia, have a high level of job satisfaction. Table (3) showed that the paragraph "The chances of promotion are equal for everyone" was ranked first by the respondents within this group, with a relative importance index equal to (81.00%), Test value = 44.06, and P-value = 0.001 which is smaller than the level of significance ( $\alpha = 0.05$ ). The sign of the test is positive, so the mean of this paragraph is significantly greater than the test value (2). This means that those in charge of managing hospitals in the Najran region support nurse in career development and promotion, which encourages them to provide the best health services. However, the paragraph "My boss guides me in a good way when I make mistakes in my work" ranked last by respondents within this group, with a relative importance index equal to (45.01%). This requires working on setting specific procedures for dealing with health workers, training them on an ongoing basis, and working on building a strong working relationship between the manager and the nurse.

## Discussion

Job satisfaction and its association with work stress is a subjective experience related to the personal feelings and perceptions of nursing workers. Job satisfaction is also related to the workplace, so attention must be paid to the work environment of nurses and thus the quality of life of nurses must be improved. The purpose of this study was to evaluate the effect of work stress on job satisfaction among nurses in the health sector in the Najran region - Kingdom of Saudi Arabia.

The results of the current study indicated that 89.22% of the respondents were satisfied and 10.78% were dissatisfied with the quality of their working lives. Contrary to the results of the study conducted by Muhammad et al. Regarding the quality of work life among primary health care nurses in the Jazan region, they reported that primary health care nurses are dissatisfied with their work life [9].

In contrast, in a study conducted by Hamdan, on the quality of work life among nurses in the Hail region, it was described that nurses have an average quality of work life [10]. The results of the current study also indicate that the majority of participants are satisfied with the work environment, and reported that they were satisfied with their jobs. Despite the lack of staff in their unit, they were able to provide them with better quality care. Patients. Participants described that they were able to communicate freely with their supervisor. On the other hand, the results indicated dissatisfaction with the workload and the difficulty of the nature of their work. They also reported that they did not enjoy independence in the decision-making process. Most participants reported that they face many challenges and many explanations in performing many tasks that negatively affect the quality of their working lives. However, the result of this study was not consistent with several studies that found that nurses suffer from a high level of work stress and burnout, such as previous studies in Iran by [12] in Egypt [13], and in Saudi Arabia [14]. .

In contrast, the result of this study was consistent with some previous studies that found that health care workers had a high level of job satisfaction in Ethiopia [15] and in Oman [16].

The reasons for the low level of work stress and psychological burnout among nurses in hospitals in the Najran region are that each hospital followed the staff ratio policy of the Saudi Ministry of Health, which reduces the workload on employees. Moreover, although the nature of nurses' work was difficult and exhausting, nurses faced stress in their work. Nurses in the Najran region receive sick pay. In addition, the Najran Health Department followed a leave plan that encouraged nurses to be given their right to annual leave, which helped them stay away from the work environment and reduce the pressures associated with it.

## 2. Conclusions

This study examined the relationship between job satisfaction and work stress among nurses in several health care institutions in the Najran region, Saudi Arabia. This impact affects not only health organizations but also the nursing profession as a whole. Job dissatisfaction can be viewed as a real element of burnout risk, which in turn poses a clear threat to the practice role of nursing staff and the quality of health care provided to patients. The results of this work showed that workers in a private hospital agree that work pressures affect their job satisfaction. This is due to the large workload, time pressure, and feelings of job insecurity. For future work, the authors suggest adding experimental data and statistical correlation to better understand the relationship between job stress and job satisfaction. Finally, health care managers, especially nurses, must take into account the factors that contribute to job dissatisfaction and burnout and attempt to eliminate them by designing and implementing beneficial policies and practices, such as increasing the number of nurses in health care settings, which in turn will increase the number Nurses reduce the level of work stress and increase their job satisfaction. Focusing on meeting the personal and professional requirements of nurses is crucial if high-quality health care services are to continue. The third aspect that needs to be addressed is increasing continuing education programs for nurses, especially programs that deal with stress and conflict management, enhancing coping mechanisms, enhancing personal skills and achievements, and updating knowledge.

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