

# THE IMPACT OF JOB STRESS AND JOB SATISFACTION ON NURSES PRODUCTIVITY OF ICU DEPARTMENT IN INSTITUTE OF CARDIOLOGY, HOSPITAL FAISALABAD

**Fareeha Moeen**, Student of BSN(Post RN),<sup>2</sup> Principal of Nursing Department, Independent college of Nursing Fsd.  
**Shafquat Inayat**, Principal of Nursing Department, Independent College of Nursing, Faisalabad.

Date of Received: 11/04/2018

Date of Acceptance: 24/08/2018

## ABSTRACT

**Background:** Workforce productivity influenced by two important factors; job stress and job satisfaction. Researches indicate strong relationship among job stress job satisfaction and productivity or creativity Job stress and job dissatisfaction may have not only a negative impact on productivity of the institute but also on health of the employees. This study was carried out to investigate the impact of job stress and job satisfaction on nurses productivity in FIC hospital, Faisalabad. **Objective:** **Methodology:** It is cross sectional study and structure questionnaire tool is used. Non probability sampling technique is used for data collection. The sample size is 75 including head nurses and registered nurses working in ICU department of FIC hospital Faisalabad. **Study Design:** Descriptive, Cross-sectional study. **Period:** Four month (Feb- May 2018) **Setting:** ICU departments of Faisalabad Institute of Cardiology. **Result:** The levels of respondent's job stress and job satisfaction and their productivity were moderate-high and moderate. The result showed that salary, efficiency in work, fringe supervision and co-worker relation are the most important factors contributing to job satisfaction. The overall job satisfaction of the nurses of ICU department is at the positive level **Conclusion:** Work stress is a vital factor to improve productivity and this alternately increase job satisfaction.

## Correspondence Address

**Shafquat Inayat**,  
 Principal of Nursing  
 Department, Independent  
 College of Nursing,  
 Faisalabad.  
 shafquat.rana@hotmail.com

**Keyword:** Job stress, Job satisfaction, Productivity, Job Dissatisfaction.

**Article Citation:** Moeen F, Inayat S. The Impact of job stress and job Satisfaction on Nurses Productivity of ICU Department in Institute of Cardiology, Hospital Faisalabad. *IJAHS*, Apr-Jun 2019;02(82-87):01-06.

## INTRODUCTION

Job stress is defined as a tension or an uncomfortable sensation arising in a person that related to the demands of job or work of the nurse.<sup>1</sup> Job stress is a vital factor that impact on productivity. Modern organizations consider job stress and job satisfaction of their employees as two important work place issues. Job stress is one of the most important workplace health risk for employees in developed and developing countries.<sup>2</sup>

Job satisfaction has been the most frequently investigated variable in organizational behavior. Job satisfaction means how much people feel positive about their job and the difference of their job<sup>3</sup>. Low job satisfaction can be an important indicator of decrease in employee production and can result in behavior such as absenteeism<sup>4</sup> and

turnover intentions.<sup>5</sup>The previous studies suggest that higher level of job stress causes less job satisfaction.<sup>6</sup>

Work-related stress is considered to be harmful when physical and emotional responses occur when there is a mismatch between job requirements and the workers' capabilities, resources, or needs.<sup>7</sup> Most researchers agree that workplace factors can cause work-related stress.<sup>8</sup> These factors are divided into physical and psychosocial hazards. Exposure to physical hazards in the workplace can be associated with anxiety that, in turn, drives experiencing work-related stress. Psychosocial hazards include factors related to work design, organization, and management, together with workplace social structure that can have negative effects on individuals<sup>9</sup> Work-related stress usually

influences individual and organizational issues including behavioral, mental, as well as physical outcomes, performance, job satisfaction, and organizational commitment<sup>10</sup>

It has been reported that difference in working environment may create the difference in job satisfaction. A survey conducted on nurses' job satisfaction in 5 countries. Findings were low satisfaction among nurses. Job dissatisfaction among nurses was highest in the United States (41%) followed by Scotland (38%), England (36%), Canada (33%) and Germany (17%). One third of nurses in England and Scotland and more than one fifth in the United States planned on leaving their job within 12 months of data collection, in that, there were 27–54% of nurses under 30 years of age planned on leaving in all countries. Regarding the work climate, only about one third of nurses in Canada and Scotland felt that they have autonomy in their work in comparison with more than half in the other three countries. When compared with other countries, the nurses in Germany (61%) reported that they were more satisfied with the opportunities for advancement while the nurses in the United States (57%) and Canada (69%) felt more satisfied with their wages.<sup>11</sup>

However, there are some studies that also have shown nurses were satisfaction with work. A survey conducted with 2095 nurses in four different hospitals in Norway. The results showed nurses' actual satisfaction with their job, the most satisfaction is professional status (5.50) followed closely by interaction as second, and autonomy as third. However, 3 remaining components have the score that is much lower, with task requirement (3.75), organizational politics (3.77), and pay (2.62).<sup>12</sup> Job satisfaction was measured by Job Satisfaction Survey developed by Spector (Norbu, 2010; Pemo, 2004). The findings of these studies indicated that nursing staffs had moderate levels of job satisfaction. They found that staff nurses felt satisfied with coworkers and nature of work, while less satisfied with fringe

benefits, contingent rewards, and operating procedures. Norbu (2010) revealed supervisor social support had positive correlation, and workload had negative correlation with job satisfaction among staff nurses.<sup>13</sup>

In brief, many studies have explored nurses' job satisfaction from various perspectives. Some studies have shown that many factors in working environment associated with nurses' job satisfaction following either positive (i.e. such are as pay, benefits, promotion, recognition, communication with partner, autonomy, etc.) or negative ways. From the review, there are negative factors which are job stress and role stress. This study concerns to examine level of nurse's job satisfaction among these factors.

### **Objective of the Study**

1. To investigate the levels of job stress, job satisfaction, and productivity of nurses of ICU
2. To examine the effects of job stress and job satisfaction on workforce productivity
3. To identify the factors associated with productivity among nurses.

### **REVIEW OF LITERATURE**

**Savery**<sup>14</sup> highlighted the job satisfaction of nurses in Perth, Western Australia. The job satisfaction level of the nurses was mainly due to interesting and challenging work which was followed by a feeling of achievement wherein, he even said salary was ranked as a very low satisfied. The job satisfaction level increased as the person grew old where in the variables like gender, time in hospital, position held were controlled. Organizations should always focus on satisfying the three basic needs (Individual motivators, Employee relationships and personal relationships) of an employee which will in return help the employees in achieving job satisfaction.

**Omey**<sup>15</sup> discusses the relationship between educational level and job satisfaction. He says though there is a relationship it also says that there is no relationship as well. Higher educated

workers are always satisfied in comparison with the lower educated workers, the fact being higher educated people obtain a job of better quality. He adds lower educated workers can also have higher educational level leading to different degree of job satisfaction. Job characteristics have a big role as here one gets a scope to use his or her own skills. Therefore the author suggests that organizations should focus more on job quality than educational level. **Warn**<sup>16</sup> highlighted on work place dimensions leading to stress & eventually reducing job satisfaction. Stress is generally experienced due to loss of control of the desired outcomes of the job. Stress is felt at the work place due to lack of power, role conflict and role ambiguity leading to job dissatisfaction. The concept of controllability brings in a solution in decreasing the stress and leading to job satisfaction, wherein an individual brings in a mindset of expectations and needs which is dependent on the individual's aspirations and control over various aspects of work situations. A positive working atmosphere like positive learning environment or no harassment environment or not being fearful in work place helps in reducing stress and achieving job satisfaction.

**Mudor and Tookson**<sup>17</sup> discusses about the link between human resource management practices, job satisfaction and finally the turnover. Supervision, training and pay practices which are the three variables in HRM Practices are very adversely associated with job satisfaction. Effective jobs help in achieving job satisfaction with continuous training and good pay. Job satisfaction is directly related to turnover.

**Al-Zoubi**<sup>18</sup> studies the relationship between job satisfaction of various private and public Jordanian organizations and Salary.

He found that salary is not a prime factor that influences job satisfaction. Though financial effect is fast but has very sort effect.

Job satisfaction is always a long-term requirement by an organization. Therefore, organizations should think of innovative ways that will enhance all job aspects including salaries as well as psycho-social variables that enhances the work life quality.

**Singh & Jain**<sup>19</sup> highlights on employees job satisfaction and its impact on their performance. Employees' attitude reflects the moral of the company. Happy employees play an important role in the areas of customers' service and sales as they are the one to interact with the customer on a daily basis. Work environment is the key factor in job satisfaction. Good work environment and good working conditions leads to job satisfaction at the same time helps in increasing employee work performance, profitability, customer satisfaction as well as retention.

**Aristovnik**<sup>20</sup> discusses influence of organizational and environmental factors on employee job satisfaction. The police employees rated salary and security as the least motivator and support from the management as high. Police employees rate trust and belongingness as the key factor to job satisfaction.

**ANALYSIS AND DISCUSSION**

This chapter describes answers of the questions in a precise manner. Each of research question is addressed separately using relevant statistical techniques.

**Demographic Analysis**

**Classification of the respondents according to their age**

**Classification of the respondents according to**

**Table 1: Classification of the respondents according to their age**

Category	Frequency	Percent
25-30	16	21.33
31-35	37	49.33
35-40	17	22.67
40 and above	5	06.67
Total	75	100.0

**their Education**

**Classification of the respondents according to**

**Table 2: Classification of the respondents according to their Education**

Category	Frequency	Percent
Nursing and Midwifery	35	46.67
Diploma and specialization	9	12.02
BSN and Above	3	4.00
Other	28	37.33
Total	75	100.0

**their Department**

**Table 3: Classification of the respondents according to their Department**

Category	Frequency	Percent
Emergency ICU	33	44.00
Surgical ICU	35	46.67
Pediatric ICU	7	9.33
Total	75	100.0

**Classification of the respondents according to their Experience**

**Table 4: Classification of the respondents according to their Experience**

Category	Frequency	Percent
Less than 5 years	21	28.0
5-10 years	29	38.67
above 10 years	25	33.33
Total	75	100.0

Results indicate that age wise classification 25-30year age were 16(21.33%),31-35 year were 37(49.33%)and the percentage of 36-40year were 17(22.67%).

Results indicate that experience wise classification less than 5 years were 21(28%),5-10years were 29(38.67%)and more than 10years were25(33.33%)

**Satisfied work environment**

**Table 5: Satisfied work environment**

Opinion	F	%	Mean	Std. Deviation
Strong agree	16	21.3		
Agree	18	24.0		
Neutral	14	18.7		
Disagree	12	16.0	2.89	1.439
Strong Disagree	15	20.0		
Total	75	100.0		

**Result describes the level of satisfaction related to working environment. Result indicate that 24%respndent were agree, were 16% disagree and the neutral were18.7%with the statement. The mean is 2.89 with 1.439 standard deviation.**

**Work according qualification and skills**

**Table 6: Work according qualification and skills**

Opinion	F	%	Mean	Std. Deviation
Strong agree	18	24.0		
Agree	12	16.0		
Neutral	15	20.0		
Disagree	13	17.3		
Strong Disagree	16	21.3	3.0133	1.54652
Total	75	100.0		

**Result describes about work according to skills and qualification. Result indicates that 16%respondents were agree, were 17.3% disagree and the neutral was 20% with the statement..The mean is 3.0133 with 1.54652 standard deviation.**

**Satisfactory salary**

**Table 7: Satisfactory salary**

Opinion	F	%	Mean	Std. Deviation
strong agree	12	14.7		
agree	22	29.3		
Neutral	11	14.7		
disagree	10	13.3	3.1333	1.51865
strong disagree	20	26.7		
Total	75	100.0		

**RESULT**

describes about salary satisfaction. Result indicates that 29%respondents were agree, were 13.3% disagree and the neutral was 14.7% with the statement. The mean is 3.133 with 1.51865 standard deviation.

**CONCLUSION**

Employees under excessive stress tend to find their jobs less satisfying. Some of their intrinsic or extrinsic needs may be thwarted or not met

sufficiently. As per many studies in the literature (Caplan 1991; Keller, 1975), the findings of the present study also reveal the same. The subjects with lower job satisfaction were found to experience more stress in the form of workload, role conflict and physical environment compared to those with higher job satisfaction. Due to excessive workload and physical working conditions causes stress that decreases employee's job satisfaction.

Employee job satisfaction can improve service quality and increase employee satisfaction. Based on the results for the standardized values, we are able to see that work conditions, promotions and pay are key factors affecting employees' job satisfaction.

## RECOMMENDATIONS

It is recommended that:-

- Create favorable conditions for the employees.
- It is suggested that guide the nurses to communicate effectively, in order to create good working environment.
- To improve the pay treatment of employees. Health department should improve the overall salary packages of employees; on the other hand, two shifts or three shifts is a way to reduce the workload of employees.
- Evaluate employee work performance and evaluate employee service quality.
- Ensure rightsizing strategy within the organization where have shortage of employees and train-up them appropriately for future positions.
- Identifying and optimizing the factors influencing job stress and job satisfaction.
- Providing direct staff support by management.

- Employing individuals according to their expertise and abilities.
- Providing exact definition and description of job for employees.
- Selecting fit employees for shift working.

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**AUTHORSHIP AND CONTRIBUTION DECLARATION**

Sr. #	Author-s Full Name	Contribution to the paper	Author=s Signature
1	Fareeha Moeen		
2	Shafquat Inayat		