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Research Article

THE ROLE OF NURSING BETWEEN WORK PERFORMANCE AND JOB STRESS

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Abstract:

The aim of the study is the importance of the nursing role in performing work and job pressure, the importance of the manager's role in distributing work and tasks among employees, the importance of nurses knowing their job duties in health facilities. A questionnaire was created and designed via Google Drive and distributed on the social media network (WhatsApp) to health practitioners and practices in Mecca. 800 questionnaires were distributed and responses were obtained to 750 questionnaires from the targeted targets (Residents of Makkah aged 25-60 years).

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INTRODUCTION:

Nursing is a profession in the health care sector that focuses on caring for individuals, families, and communities so that they can achieve, maintain, or strive for optimal health and quality of life ⁽¹⁾. Nurses can be distinguished from other health care providers such as health practitioners by their approach to patient care, training, and scope of their work. Nurses practice in many specialties and their authority and ability to give prescriptions varies. Female nurses constitute the largest component of most health care settings ⁽²⁾⁽³⁾. There is evidence of a shortage of qualified nurses worldwide ⁽⁴⁾. Occupational stress is a state of stress and psychological pressure related to work. Occupational stress often stems from the accumulation of responsibilities and pressures that do not match the person's skills or expectations, which hinders their ability to deal with them. Occupational stress can increase for workers who do not feel supported by their supervisors or colleagues, or who feel as if they have little control over the course of their work ⁽⁵⁾. Occupational stress is a concern for both employees and employers because stressful work conditions are associated with employees' emotional well-being, physical health, and job performance ⁽⁶⁾⁽⁷⁾. Stress is considered an integral part of our daily life, and therefore its causes cannot be ignored or overlooked, especially after the increase in the complexity of life and the increase in its requirements and the constant tension that accompanies it, and rapid and continuous change in all aspects and fields of life, and in view of what our world is witnessing today, the individual's needs and requirements have increased in an accelerating and diverse environment, creating a set of psychological, health, and social effects at the level of individuals and organizations ⁽⁸⁾. Work pressures result in positive and negative effects. They differ from one individual to another. Some of them are driven by work pressures to achieve achievement and sharpen their motivation, and some of them are accustomed to it with negative psychological, intellectual and behavioral effects. In addition, work pressures affect the performance of employees, and one of the most important manifestations of this effect is the decline in The level of their productivity and professional

performance, as they often make errors and are slow in achieving the required tasks, increasing rates of absenteeism at work, and low morale for workers ⁽⁹⁾. Job commitment is one of the important phenomena in human life in general, and organizations in particular. Job commitment is a vital element that achieves organizational goals and enhances stability and trust between the management of institutions and employees. Job commitment represents the extent of employees' connection and integration into the organization, and is based on belief in the organization's goals and acceptance, and the desire to Making an extra effort at work and staying at work ⁽¹⁰⁾. If workers are exposed to pressure, whether of a high, medium, or low level, it may affect their job commitment, as workers will expend their energies trying to control and adapt to these pressures. In addition, these pressures cause feelings of tension, psychological burnout, and inaccuracy in performing and performing the required tasks ⁽¹¹⁾. A landmark study by the World Health Organization and the International Labor Organization found that exposure to long working hours, which is presumed to act through increased psychosocial occupational stress, is the occupational risk factor with the greatest disease burden, according to these official estimates causing an estimated 745,000 workers due to ischemic heart disease and stroke in 2016⁽¹²⁾. A number of disciplines in psychology are interested in occupational stress including occupational health psychology ⁽¹³⁾, human factors and ergonomics, epidemiology, occupational medicine, sociology, industrial and organizational psychology, and industrial engineering ⁽¹⁴⁾. Because stress results from complex interactions between a large system of interconnected variables, there are many psychological theories and models that address occupational stress. There are a number of psychological theories that at least partially explain the occurrence of occupational stress. Theories include the demand-control support model, the effort-reward imbalance model, the person-environment fit model, the job characteristics model, the stress model, and the job demands-resources model ⁽¹⁵⁾.

2-MATERIAL AND METHODS:

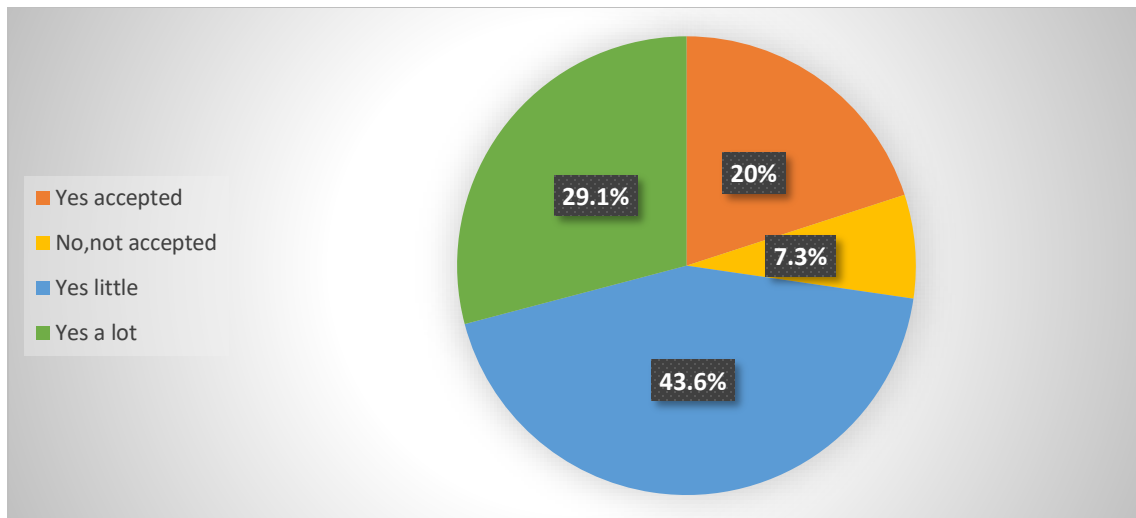
The is begun in (the holy city of Mecca in Saudi Arabia), writing the research and then recording the questionnaire in April 2023, and the study ended with data collection in September 2023. The researcher used the descriptive analytical approach that uses a quantitative or qualitative description of the social phenomenon (The role of nursing between work performance and job stress). This kind of study is characterized by analysis, reason, objectivity, and reality, as it is concerned with individuals and societies, as it studies the variables and their effects on the health of the individual, society, and consumer, the spread of diseases and their relationship to demographic variables such as age, gender, nationality, and marital status. Status, occupation ⁽¹⁶⁾, And use the Excel 2010 Office suite histogram to arrange the results using: Frequency tables Percentages ⁽¹⁷⁾. A questionnaire is a remarkable and helpful tool for collecting a huge amount of data, however, researchers were not able to personally interview participants on the online survey, due to social distancing regulations at the time to prevent infection between participants and researchers and vice versa (not coronavirus participation completely disappearing from society). He only answered the questionnaire electronically, because the questionnaire consisted of twelve questions, all were closed. The online approach has also been used to generate valid samples in similar studies in Saudi Arabia and elsewhere ⁽¹⁸⁾

3- RESULTS:

The participation rate in the research questionnaire was 100%. The ages of the participants were as follows: from 25-34 years old, their percentage was 3.6%, from 35-44 years old, their percentage was 62.5%, from 45-54 years old, their percentage was 25%, and from 50-60 years old, their percentage was 8.9%. Their gender was male: 46.4%, and female: 53.6%. Their nationalities were 100% Saudi, and their

occupations were as follows: student 0%, professional 0%, government employee 100%, private sector employee 0%, housewife 0%, freelancer 0%. . As for their educational status, it was as follows: neither read nor write 0%, primary 0%, intermediate 0%, secondary 0%, diploma 42.9%, university 37.5%, master's 17.9%, doctorate 1.7%. As for the research questionnaire questions, they were: The first question is: Are you comfortable dealing with your manager currently? Yes 76.8% and no 23.2%. The second question is: Are you comfortable in your current job? Yes 76.8% and no 23.2%. The third question: Are you currently suffering from work pressure? Yes 58.9%, 41.1%. The fourth question: Does your manager give you comfort in performing your work with ease? Yes 67.9% and no 32.1%. The fifth question: Does your manager interfere in your work performance? Yes 48.2% and no 51.8%. The sixth question: Is there fairness in the distribution of work between you and your colleagues by your manager? Yes 60.7% and no 39.3%. The seventh question: Is there equality between you and your colleagues in your manager's appreciation for setting the annual job performance evaluation? Yes 73.2% and no 26.8%. The eighth question: Does your manager motivate his employees to improve their job performance at work (complete their studies, enroll them in training courses)? Yes 58.2% and no 41.8%. The ninth question: Do you suffer from job pressure, inequality and injustice at work? Yes 46.3% and no 53.7%. The tenth question: Are you one of the employees who attends their work regularly? Yes 98.1% and no 1.9%. The eleventh question: Do you have good relationships with your colleagues and superiors at work? Yes 94.6% and no 5.4%. The twelfth question: If you are surprised by working a lot on this day? Do you welcome him? (Choose a paragraph between the following)? Yes, a lot 29.1%, yes, a little 43.6%, I do not accept it 7.3%, yes, I accept it 20%. (figure N0.1)

Figure No.1: Opinions and attitudes of participants in the research questionnaire in nursing homes between work performance and job stress



4-DISCUSSION:

We conclude from this study that, From the opinions of the participants, we find that they welcome a little more work, while the vast majority do not welcome it. This indicates that most of them are exposed to great pressure at work and inequality in the distribution of work tasks by their manager.

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