LITERATURE REVIEW OF THEORY AND RESEARCH ON THE IMPACT OF WORK-RELATED STRESS ON NURSES' JOB SATISFACTION: TOWARDS A CONCEPTUAL MODEL

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Abstract

The purpose of the study is to propose a conceptual model to examine the impact of work-related stress on job satisfaction among nurses. We reviewed 50 articles, written in English that examined the relationship work stress and job satisfaction. Twelve articles were included in the final analysis. Based on the review a conceptual framework is developed with the variables such as Role Conflict (RC), Role Ambiguity (RA), Workload Pressure (WP), Family-Work Interference (FWI) and Job satisfaction. It is critical to note that Role Conflict (RC), Role Ambiguity (RA), Workload Pressure (WP), Family-Work Interference (FWI) are significantly affect the job satisfaction in the health care sector. The findings will assist management in developing new strategies to boost nurse job satisfaction. As a result, this outcome will increase nurses' work performance and patient care.

Keywords: *Work stress, Job satisfaction, Role Conflict, Role Ambiguity, Job performance*

Introduction

Employment stress and work satisfaction has been a hot topic among nurses worldwide. It is an important area of research because it affects the work performance of the nurses and consequently the quality of hospitals and patient care. Employment stress is closely associated with work satisfaction and stress is negatively correlated with job satisfaction(Cheng, Liou, Tsai, & Chang, 2015). Nursing stress has been associated with reducing physical and mental wellbeing, decreased satisfaction at work, increased workers' turnover and reduced dedication to the workplace (Elsayed, Hasan, & Musleh, 2018).

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Heavy workload, poor peer support, poor organizational setup, autonomy and pay are the principal factors for affecting satisfaction of a job. Further, the workload, position conflict, roles uncertainty, interpersonal relationships and performance pressures have been the determinants of the stress in many studies. Job dissatisfaction and nursing scarcity, however, have adverse effects on health sector. Work life is a central aspect of our everyday life that can cause tremendous stress. Work-related stress has been identified as a common issue with a wide range of negative outcomes. Its higher prevalence in an institution is linked to the crisis and conflict that drives it to cope with. Stress is caused by an individual environmental situation that cannot be met by the available resources. A healthy job is likely to be one where the pressure on employees is appropriate in terms of their abilities and resources, the amount of control they have over their work, and the support they receive from people who matter to them. Thus, a healthy working environment is essential for the employees (Kundu & Lata, 2017).

In addition, work-related stress induces employee negative behavior as a result of increased frustration, poor mental health and increased stress (Elsayed et al., 2018). If the organization does not identify the importance of its workers, it can be stressed

and pressurized if it lacks the significance of its staff, which affects its efficiency. Every organization, which contributes to a positive role from its workers, is committed to improving its job satisfaction. Many clinical studies have assessed and determined the health and well-being effects of work stress. The quality of working life associated with stress, induces physical and mental illness. Furthermore, the work-related stress is a common problem among nurses in the hospital. Thus, there is a need to identify a framework to study the effect of the work-related stress on job satisfaction of nurses. Thus, the aim of this study is to propose a framework to identify the causes of job-related stress and how this affects job satisfaction among nurses.

Theoretical basis

The subsequent section describes the theories related to stress and job satisfaction.

Demand-Control Model

A stress model, which applies to the current setting in this study-a demand control model-has been developed by (Theorell, Karasek, & Eneroth, 1990).This model predicts that the interaction between job demands and decision-making attitude is the result of mental stress. The model clarifies previous conflicting findings based

on separate impacts of demands for jobs and latitude for decision-making. Mental stress and job dissatisfaction are associated with the combination of low decision latitude, decision power and skills discretion and high demands. Redefining the work processes enables a broad range of workers to decide more, thus reducing their mental strain without affecting demands for work related to the level of organizational output (Yu, Raphael, Mackay, Smith, & King, 2018).

The Dispositional model of Job Satisfaction

This approach says that satisfaction with work is relatively constant and stays with people in different circumstances. According to this conceptualization, even though the jobs are different, people who like the jobs they do at once also like the jobs they can do at another time(Judge & Larsen, 2001). In support of this strategy, researchers found that, although people had many different positions over that time, people liked or hated their employment for a ten-year period. Such evidence is consistent with the assumption that satisfaction with the job functions is close to the stable provisions for positive and negative effects (Duan et al., 2018).

Empirical findings on the nexus of stress and satisfaction

Stress is a recurrent concern among workers around the world. Several scholars have studied stress experience and their relationship to work satisfaction. A variety of factors have been associated with high occupational stress among nurses, from person to social to environmental, organizational factors.

Faremi, Olatubi, Adeniyi, and Salau (2018) found that the most widely observed cause of occupational stress among nurses was excessive workload. This has been the effect of the lack of health services in many patients with fewer nurses. In addition, the most common stressors identified by other researchers were workload, shift, overtime, and covering the absent colleagues (Faremi et al., 2018).

The working environment and institutional conditions themselves were linked to work stress. The lack of decision-making participation of nurses, lack of organisation's communication all contribute to the style of management that influences stress among nurses(Hayward, Bungay, Wolff, & MacDonald, 2016). The contributing factors were the poor physical working conditions, ward overcrowding, noise, poor ventilation, air pollution, reduced lighting, low ergonomics and inflexible or unpredictable hours.

A survey of 341 nurses serving in the Jimma Zone Public hospitals in South-Western Ethiopia conducted by Dagget, Molla, and Belachew (2016).The results indicate that the overall level of work-related stress among nurses working in public hospitals in Jimma Zone was high among a third. Job-related tension in the handling of illness and death, confusion with respect to patient care and workload, whereas sexual assault and conflict were less likely. Overall work-related stress is different from one work unit to another. In addition, it was higher among nurses in the ambulatory department and lower among nurses employed in chronic disease clinics. Not enough personnel to properly cover the unit was also overwhelming. Work in the follow-up clinic, shared work awareness and job satisfaction were negative predictors of job-related stress(Dagget et al., 2016).

Another examine performed by Tao, Guo, Liu, and Li (2018) in West china hospitals on correlation between work strain and job pride in Community Health Nurses (CHNs) in Southwest of China revealed that there was a slight sizeable poor correlation between work stress and task pleasure, which is probably harmful for the steadiness of human sources within the network because better work stress can result in low satisfaction, and on the same time, it'll result in high turnover intention.

Further evaluation showed that that age, training, task education on community nursing, "professional and profession advancement", "working conditions and resources", "management and interpersonal relationships", "workload and time" had been sizable determinants to job satisfaction.

According to Jaradat et al. (2016), the self-reported level of challenging working conditions among nurses is clear when socio-demographics and physiological characteristics are included. 12.3% of nurses reported low-annoying working conditions, 47.4% reported medium-disturbing working conditions, and 40.2 percent indicated high-stress working conditions.

In recent research executed on 1594 Chinese healthcare people from public hospitals to research the association among task stress, PSM, and process overall performance. The findings explored the impact of work stress in Chinese public hospitals, and it provides empirical help for studies of the effective impact of work stress. Although work stress has been a subject of steady problem, there is a lack of empirical research at the consequences of various types of job pressure on productivity related outcomes. Finally concluded as to enhance work performance and public medical institution administrators have to be aware of the

relationship among work stress, avoiding stress, PSM, and work performance (Deng, Guo, Ma, Yang, & Tian, 2019).

Work related stress not an uncommon phenomenon in Sri-Lankan nurses, study by Nishshanka, Arnold, and Kendangamuwa (2015)"An assessment of level of work-related tress among nursing officers in Sri Jayewardenepura General Hospital In Sri Lanka" shown that a high degree of work related pressure among Nursing Officers is an extensive health issue which needs to be addressed by relevant authority instigating real coping techniques.

Conceptual framework

The Relationship between Role Conflict and Job Satisfaction

According to the study conducted by Lankau, Carlson, and Nielson (2006), conflicts occur in distinct roles are negatively related to work pleasure. They additionally discovered that lower level of work conflict increases work satisfaction and organizational obligation. Besides, Khamisa, Peltzer, Ilic, and Oldenburg (2016) notified functional conflict as one of the process stressors is also negatively related to nurses" work satisfaction in his study of analyzing the connection of work pressure and work stressors with personnel" work satisfaction. Moreover, the excessive degree of functional conflict

was also observed to lead emotional exhaustion so as to affect their work satisfaction (Tao et al., 2018). Based at the literature, it's expected that the role conflict of nurses in Sri Lanka is associated with their work satisfaction.

Role Ambiguity

When roles for a certain position are uncertain, ambiguous, or poorly specified, role ambiguity emerges. Performers depart from position expectations not due to function conflict, but because function expectations are ambiguous. A process description, for example, is a list that a person might use for general obligations or features and responsibilities of a role. It may also include who the position reviews, specifications, and the credentials or skills desired by the person in the task. If these aren't properly discussed or mentioned, function ambiguity will arise.

Moreover, the role ambiguity arises when people lack a clear measurement and definition of the role that is expected of them (Yousef, 2000). According to Safaria, bin Othman, and Wahab (2011), functional ambiguity would result in negative outcomes such as stress and depression among personnel. In nursing, role ambiguity is uncommon. As a result, it is believed that the ambiguity of nurses' positions in Sri Lanka is related to their work satisfaction

Workload Pressure

According to the study conducted by Aziz, Kumar, Rathore, and Lal (2015), they discovered a significant relationship between workload and work satisfaction and that they are negatively related. This indicates that as the workload increases, the task superiority stage decreases. When too much work is assigned at once, the staff will get overburdened at their jobs as well as their organization. Their work happiness gradually declines, and their productivity may suffer as a result. When they realize that their task can no longer please them, they will try to halt their process (Lu et al., 2017). Based on the literature, it is expected that the workload pressure of nurses in Sri Lanka is associated with their job satisfaction.

Family-Work Interference

According to Loh, Gan, Lim, Loh, and Yong (2016) work-family interference affects the people position in a family. This is due to the fact while individuals have heavy workload or conflicts with their colleagues, they may be not able to manipulate their emotions and will vent their emotions in the direction of their family. Another cause is it is hard for the individuals to keep their interest at their work when the people are facing troubles in their works. Based at the literature, it is expected that the family-work interference

of nurses in Sri Lanka is associated with their job satisfaction.

Conclusion: a conceptual model for future research

Job pressure takes place whilst the man or woman doesn't have the competencies and capabilities to carry out the task efficiently, whilst he isn't always given the proper training or some vital sources have not been given to carry out the process or while he's confronted with conflicting task demands (Heifetz, 2020). If stress is not dealt with and managed effectively, it accumulates within a man or woman. Job stress is multidimensional in nature. Workload stress, time strain, performance pressure, role conflict, role ambiguity etc. Moreover, a study in Malaysia Ahsan, Abdullah, Fie, and Alam (2009), found that the task stress consists of workload strain, control role, performance pressure and role ambiguity. While in the study of Essiam, Mensah, Kudu, and Gyamfi (2015) in Ghana, it was found that job stress is result of role overload, role ambiguity, physical environment, poor relation with colleagues and supervisor. Further (Baqutayan, 2015) studied in Pakistan job stress factors such as role conflict, role ambiguity, work overload had impact on job satisfaction. The following conceptual framework, as represented in figure 01, is developed based on the relevant literature.
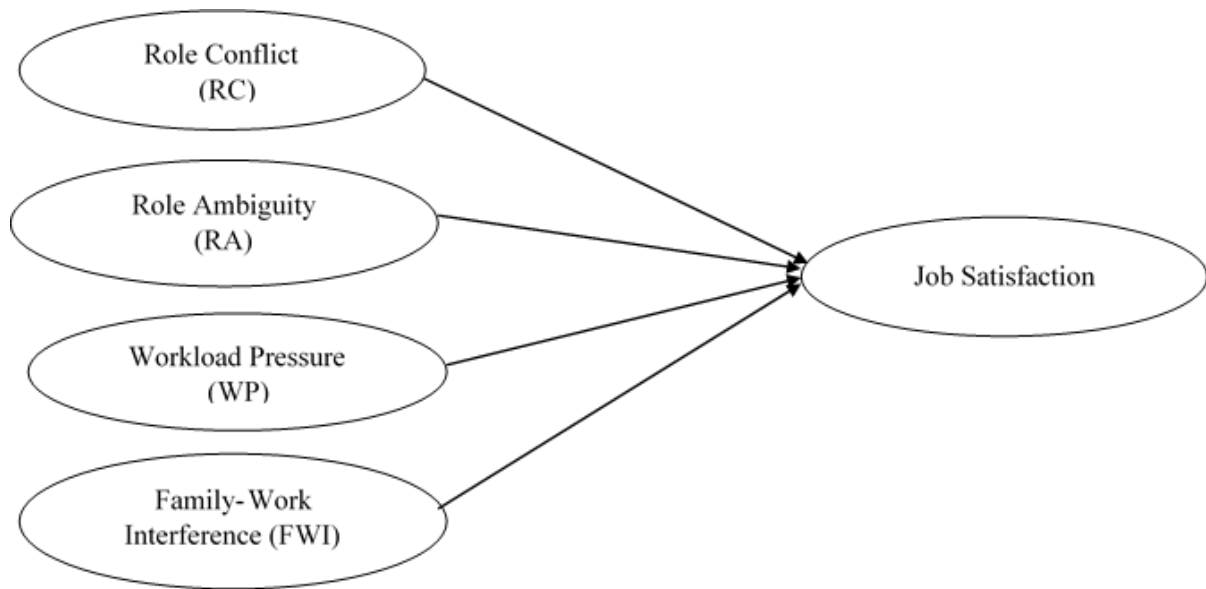
Figure 1 proposed conceptual model

Concluding remarks

Detailed and comprehensive literature review about the variables of work-related stress and job satisfaction based on the relevant existing literature. Based on the review a conceptual framework is developed with the variables such as Role Conflict (RC), Role Ambiguity (RA), Workload Pressure (WP), Family-Work Interference (FWI) and Job satisfaction. It is critical to note that Role Conflict (RC), Role Ambiguity (RA), Workload Pressure (WP), Family-Work Interference (FWI) are significantly affect the job satisfaction. Besides, the conceptual framework, the findings will help the management to formulate new strategies to improve nurses' job satisfaction. Therefore, this result will improve job performance and patient care.

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