FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

UNIVERSITI TEKNOLOGI MARA

A STUDY ON WORKING ENVIRONMENT AS ONE OF THE STRESS FACTOR AMONG NURSES IN SEVERAL PUBLIC AND PRIVATE HOSPITALS AROUND KOTA KINABALU, SABAH.

MOREN JACOB

(2008287922)

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EXECUTIVE SUMMARY

The aim of this study was to examine the work environment factor as one of the contributing stress factors amongst nurses as well as identifying the stress level for the each stressor factor. Besides, the research design will be cross-sectional survey; the research demands for information from several of public and private hospitals around Kota Kinabalu. It includes the types of nursing unit/wards and age from the focus group within the hospital and the types of approach involving a questionnaire survey.

The sample size for this study consists of 100 respondents which are the nurses of several the public and private hospitals around Kota Kinabalu. The stressor factor includes of dealing with death and dying patient, problems with peers, workload, uncertainty concerning treatment, and inadequate preparation.

The involvement of this study already existed in the framework of stress as one of the factor especially in the working environment. Thus, it could recommend to the nurses to handle the stress as well as improving their customer service and organizing clinical performance improvement policies; the environment in which nurses' work has suffered with the hospital management would deal with the problems.

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CHAPTER 1

INTRODUCTION

1.1   Introduction

Stress is mainly can be seen as occupational stress, which is the major interest to employers in view of bad effects, especially on personal performance, productivity, job satisfaction and health. Besides, Stress involves transactional relationships between individuals and their environment that are appraised as challenging or exceeding their resources and endangering of their well-being.

According to Wheeler & Riding, 1994; Wheeler, 1997; Stress affecting nurses is receiving increased attention. A large number of studies on stress in nurses have been conducted in high dependency units, especially within general nursing (Wheeler & Riding, 1994). (Tyler & Cushway, 1992) Researchers have shown that hospital nurses were under high levels of stress from a number of sources. Tyler et al. (1991) found that conflict with doctors was an important stressor for highly trained nurses in the private sector. In a number of studies, it was revealed that work overload was the most significant predictor of poor mental health outcome (Hipwell et al., 1989). Although stress among nurses has been extensively studied in a variety of nursing groups for example, midwives mental health nurses (Power & Sharp, 1988), and nurses working in operating theatres (Davies, 1989), intensive care units (Hague, 1987), hospices (Fox all et al., 1989) and nursing homes (Dunn et al., 1994) known as about stress experienced by district nurses.