Investigation of the Impact of Job Stresses Social Factors on Creating Identity Crisis in Nurses and Physicians

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ABSTRACT: The current research has been conducted to investigate social factors of job stresses in physicians and nurses. Objective: The research is an applied, descriptive research and is of survey study type. Statistical population of the research is all physicians and nurses of Imam Khomeini, Sina and Amiralmo/menin hospitals. Results: 100 people were selected as sample size using multi-step method. To gather data, Herzberg job satisfaction and standard stress questionnaire (SCL-90) were used. Conclusion: SPSS16 and squared X test proved that there is no relationship between job stresses social factors and identity crisis of nurses and physicians.

INTRODUCTION

In the present era, a considerable amount of individuals’ life is spent in work environment and this can include positive and negative tensions and sensitivities. Therefore, human should adapt continuously to surrounding world and internal changes all over his life. Job environment circumstances may affect industrial and official units' staff health negatively. In the past few decades, job stress has been propounded as an adverse phenomenon by researchers and WHO[7]. One of the jobs that contain a lot of stress is nursing. Nurses undergo a vast range of work stresses due to the nature of their job that contains 24-hour care, high competency, team work in different situations and the consequent emotional burden [9]. In fact nursing is a stressful job and nurses face high stress in their job and this can affect their physical and spiritual health and disrupt the social performance of the individual and therefore can threaten productivity and performance[1]. a large number of studies show that high stress in nurses can lead to job leaving, inter-employee conflicts, vulnerability in occupational communications and finally dissatisfaction and leaving job. Absence at job is 80 percent greater in nurses than other groups due to stress [8]. In this survey, American national hygiene institute announced after a study on health disorders that from among 130 jobs, nurses came 27 in referring to doctor due to spiritual health problems. Nurses undergo stress like patients and many of them experience stresses that cannot adapt to them[3]. There are many stressful factors in nurses work environment like shortage of personnel compared with patients, lack of preparation and competency to meet the patient and his family needs, relatives traffic and clients noise, confrontation with patients aches, watching and doing medical involvements in surgical operations, lack of access to physicians in emergency cases, problems related to supervisor and head of nurses, lack of job competency, contradiction in duties, responsiveness to decisions outcomes, volatile working shift, long working hours, relaxation and sleep disorders and long up-staying, inadequate salary, inappropriate working environment, infection diseases danger, contact with chemical material and radiation, shortage of medicine and equipment, non-standard instruments, and low social status[11]. Studies show that the mentioned work stress leads to burnout, job dissatisfaction and job change[8]. Weak job performance and grave physical conditions like hypertension, depression, sleep disorders and drug abuse are among high job stress results [10].

Therefore it can be said that there are many nurses in hospitals that were orderly and interested people in the beginning of their job but after several years and confronting with high stress, feel tired and tend to leave their job [3], because pressures and stresses of nursing and its short-term and long-term effects on nurses, creates a kind of crisis in the form of doubtfulness about continuing cooperation, job satisfaction, burnout and Many studies have been conducted concerning nurses job stress: Ghasemi et al (2010) studied job stress in the...
nurses of medical educational centers in Zanjan[4]. The results of this research showed that different job situations involve high tension in 4.57 of the nurses, moderate tension in 40 percent of the nurses and low for 6.2 percent of nurses. Spearman correlation coefficient showed relationship between education level and tension level. Other factors of the research (age, sex, unit type, marital status, work shift, working experience, and added time hours and children number) did not show any significant relationship with job stress. Zeighami Mohammadi (2008) investigated the relationship between job stress and burnout in nursing personnel[11]. The results showed that 86 percent of nurses had average job stress, 57 percent average emotional fatigue, 52 percent low depersonalization and 64 percent low individual success and that there was significant relationship between job stress and emotional fatigue, depersonalization and individual achievement. Kanay, Pak, 2008 in a study on 5956 nurses in 302 units showed that 56 percent of the nurses had high job stress. Based upon what was said it seems that nurses undergo great stresses and undoubtedly these factors can affect their job quality and satisfaction. Since nursing is among the most stressful jobs, therefore understanding stress degree and job satisfaction is an affective step in preventing and curing stress. To this end, the current research tries to determine the relationship between nurses’ job stress and identity crisis.

**Methodology:**

The current research is of applied type and is a descriptive survey study. Statistical population for this research was the physicians and nurses of Imam Khomeini, Sina and Amiralmomenin hospitals and by multi-step sampling method, 100 people were selected as sample size. In order to gather data, standard stress questionnaire SCL-90 which first was used to measure mental and spiritual characteristics of patients was applied. The primary form of the test was introduced by Dragotis, Lipman and Kuri (1937) and according to clinical experiences and psychological analysis, it was revised and was finalized like what we have today. The answers were based on a 5-point scale from none to very high. The answers showed the level of disorder and gives information about number of symptoms and unhappiness degree. Herzberg model job satisfaction questionnaire that includes 48 questions and in order to investigate each of the mentioned variables 3 questions based upon Herzberg's definition was presented. Each question from among 48 questions has a spectrum from minus 5 to positive 5 so that the respondent expresses his/her opinion easily (positive or negative or indifferent) and using SPSS and X-squared test, data were analyzed[5].

**Findings:**

Table 20: Shows the information related to X-squared test in order to investigate the relationship between 16 factors of job satisfaction with GSI indices.

<table>
<thead>
<tr>
<th>row</th>
<th>Satisfactory factor</th>
<th>Calculated x-squared</th>
<th>Table 1 x-squared</th>
<th>Degree of freedom</th>
<th>Significance level</th>
<th>H' reject</th>
<th>Agreement coefficients Kendall Tau</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Salary</td>
<td>1/792</td>
<td>5/99</td>
<td>2</td>
<td>0/408</td>
<td>0/095</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Job security</td>
<td>2/527</td>
<td>5/99</td>
<td>2</td>
<td>0/286</td>
<td>0/150</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Supervision</td>
<td>1/289</td>
<td>5/99</td>
<td>2</td>
<td>0/525</td>
<td>0/102</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Organizational policy</td>
<td>4/473</td>
<td>5/99</td>
<td>2</td>
<td>0/107</td>
<td>0/188</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Working conditions</td>
<td>0/945</td>
<td>5/99</td>
<td>2</td>
<td>0/623</td>
<td>0/006</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Relationship with supervisor</td>
<td>0/0050</td>
<td>5/99</td>
<td>2</td>
<td>0/975</td>
<td>0/017</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Relationship with colleagues</td>
<td>2/541</td>
<td>5/99</td>
<td>2</td>
<td>0/281</td>
<td>0/089</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Relationship with subordinates</td>
<td>1/359</td>
<td>5/99</td>
<td>2</td>
<td>0/244</td>
<td>0/060</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Occupational position and status</td>
<td>3/080</td>
<td>5/99</td>
<td>2</td>
<td>0/241</td>
<td>0/113</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Personal life</td>
<td>2/750</td>
<td>5/99</td>
<td>2</td>
<td>0/523</td>
<td>0/122</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Responsiveness</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Advance and promotion</td>
<td>1/163</td>
<td>5/99</td>
<td>2</td>
<td>5/99</td>
<td>0/103</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Work identity</td>
<td>3/498</td>
<td>5/99</td>
<td>2</td>
<td>0/174</td>
<td>0/163</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Growth possibility</td>
<td>5/536</td>
<td>5/99</td>
<td>2</td>
<td>0/063</td>
<td>0/198</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Recognition and gratitude</td>
<td>5/294</td>
<td>5/99</td>
<td>2</td>
<td>0/071</td>
<td>0/215</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Success</td>
<td>0/912</td>
<td>5/99</td>
<td>2</td>
<td>0/634</td>
<td>0/043</td>
<td></td>
</tr>
</tbody>
</table>

-no significant relationship between salary satisfaction and employees general stress was observed.
- No significant relationship between job security and employees general stress was observed.
- No significant relationship between satisfaction from supervision method and employees general stress was observed.
-no significant relationship between working conditions and employees general stress was observed.
- no significant relationship between satisfaction from colleagues relationship and employees general stress was observed
- no significant relationship between satisfaction from relationship with subordinates and employees general stress was observed
- no significant relationship between satisfaction from personal life factors and employees general stress was observed.
- no significant relationship between satisfaction from responsiveness and employees general stress was observed
- no significant relationship between satisfaction from promotion and advancement and employees general stress was observed
- no significant relationship between satisfaction from work identity and employees general stress was observed
- no significant relationship between satisfaction from growth possibility and employees general stress was observed
- no significant relationship between satisfaction from gratitude and recognition and general stress was observed
- no significant relationship between satisfaction from success and employees general stress was observed

<table>
<thead>
<tr>
<th>6-Motivation factors</th>
<th>6/07/06</th>
<th>5/99</th>
<th>2</th>
<th>0/0148</th>
<th>X</th>
<th>-0/196</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-hygienic factors</td>
<td>3/177</td>
<td>5/99</td>
<td>2</td>
<td>0/204</td>
<td></td>
<td>-0/157</td>
</tr>
<tr>
<td>All satisfaction factors</td>
<td>4/983</td>
<td>5/99</td>
<td>2</td>
<td>0/83</td>
<td></td>
<td>-0/190</td>
</tr>
</tbody>
</table>

In general satisfaction dimensions, satisfaction from hygienic factors and satisfaction from motivation factors were not considered in relation to employees' general health.

Discussion and conclusion:
The present research was conducted to determine stress degree in Imam Khomeini, Sina and Amiralmomenin hospitals nurses. The results showed that the average work experience of the sample was 12 years and age average was 40 where 85 percent had work experience of higher than 10 years and 76 percent were higher than 35 years old.

Satisfaction average of all factors was 84 percent and work environment factors satisfaction was 79 percent and these show that in general, the respondents express moderate satisfaction and as a whole they have relative satisfaction. Although satisfaction from 16 factors was different and factors like salary, job security and promotion or advancement conditions and gratitude and recognition from motivation factors had low average satisfaction and relationship with colleagues, subordinates and supervisors from responsiveness and success factors from motivation factors showed high satisfaction average. The results from questions of the questionnaire also verifies these conclusions and from this viewpoint, it matches very well with the results of job satisfaction questionnaire and the explanatory questions such that the factors whose satisfaction average was in the questionnaire were emphasized more by employees in the explanatory opinions to be regarded by the organization. Employees explanatory emphasizes on factors like salary, job security, promotion conditions and meritocracy, recognition and gratitude system shows that these factors have not been noticed well in the organization. In this study, about 30 percent of the respondents were suspicious of spiritual disorders. In all of the sample, scales like anxiety, depression, fuss and inter-personal sensitivity (timidity) in relationships had the most prevalence and phobia scale had the least prevalence and in 22 people suspicious of disorders, fuss, depression and sensitivity in relations had more prevalence and can be another reason for high stress of this number of the respondents. Based on the statistical tests, no significant relationship was observed between any of the variables education level, people under sponsorship, work experience, membership type, age, job type and even income level, and employees general stress and this can be indicative of the fact that stress in them is less than the other employees but as it was pointed is very week and ignorable.

In this study, the hypothesis "there is no relationship between job satisfaction and stress of the physicians" was rejected and in general, no significant relationship between employees job satisfaction in the dimensions general satisfaction, sanitary factors satisfaction, satisfaction from motivation factors and employees general stress was observed.

- no significant relationship between salary satisfaction(from Herzberg motivation factors) and employees general stress was observed.

- No significant relationship between job security (from Herzberg motivation factors) and employees' general stress was observed.

- No significant relationship between satisfaction from supervision method(from Herzberg motivation factors) and employees general stress was observed.

- no significant relationship between working conditions (from Herzberg motivation factors) and employees general stress was observed.

- no significant relationship between satisfaction from colleagues relationship(from Herzberg motivation factors) and employees general stress was observed.

- no significant relationship between satisfaction from relationship with subordinates(from Herzberg motivation factors) and employees general stress was observed.

- no significant relationship between satisfaction from personal life factors(from Herzberg motivation factors) and employees general stress was observed.

- no significant relationship between satisfaction from responsiveness(from Herzberg motivation factors) and employees general stress was observed.

- no significant relationship between satisfaction from promotion and advancement(from Herzberg motivation factors) and employees general stress was observed
- no significant relationship between satisfaction from work identity(from Herzberg motivation factors) and employees general stress was observed
- no significant relationship between satisfaction from growth possibility(from Herzberg motivation factors) and employees general stress was observed
- no significant relationship between satisfaction from gratitude and recognition(from Herzberg motivation factors) and general stress was observed
- no significant relationship between satisfaction from success(from Herzberg motivation factors) and employees general stress was observed

In this research, a weak relationship between depression, anxiety and anger was observed. Therefore it can be said that there is no relationship between jobs stresses social factors and nurses and physicians identity crisis.

Based on the results of the research, stresses of nursing job cause qualitative and quantitative downfall in hygiene and medicine service. Therefore, identification of nurses' stress in work environment will help reduce stress side effects and improving service quality. Therefore it must be said that:

- lack of satisfaction from salary and weak satisfaction from job security, an also promotion conditions and gratitude systems and employees suggestions to deal with these factors, besides employees emphasis on observing meritocracy and discrimination elimination in welfare service depicts that if the authorities admit to the upper problems, they must pay more attention to these factors and in case they do not see these factors justifiable, they should try to remove the negative feelings through appropriate informing systems.
- it seems there are many ambiguities from individuals expectations point of view, work conditions and mutually supervisors viewpoint and until these expectations have not been satisfied and exact performance evaluation systems do not exist in the organization, some of the feelings forms based upon unwritten expectations between people and the organizations. It is suggested to remove such problems through publishing booklets like Code of Ethnic and Staff Manual.

- it seems the current systems of salary payment, internal gratitude and employment regulations causes employees dissatisfaction, discrimination feeling and lack of job security feeling and it is suggested to revise and investigate such problems.

REFERENCES