

Stress and Job Satisfaction among Nurses in Hospitals in Palakkad District – An Evaluation

Sreeja P.,

Assistant Professor of Commerce,
Department of Commerce and Management
Studies, Sree Neelakanta Govt. Sanskrit
College, Pattambi, Kerala, India.

Dr. B. Vijayachandran Pillai,

Professor,
Department of Commerce and Management
Studies, University of Calicut,
Kerala, India.

ABSTRACT

This study aims at finding out the main causes of stress among Nurses in Government and Private Hospitals and the level of job satisfaction among them in both sectors. Nurses randomly selected from both sectors numbering 80 were used for the study. Statistical tests like Simple percentages, t-test, ANOVA and correlation were used to analyze the data. The findings from the study revealed that causes of stress among Nurses in Government and Private Hospitals are the same except in four variables, viz. lack of opportunity to share experiences, Fear of making mistakes, Dealing with violent patients and inadequate time to complete tasks which is higher in Private Hospital. It also showed that job satisfaction among Nurses in both sectors is statistically significant. It is also found that there is a weak negative correlation between work stress and job satisfaction among nurses in the two sectors.

Keywords: Job Satisfaction, Stress, Nurses.

INTRODUCTION:

Job Satisfaction among Nurses is of great concern to any hospital, as nurses are the backbone of any hospital. The quality of the nurses lead to the reputation and any laxity in the performance of nurses will result in either making or marring the future of any hospital. Nurses hold most number of positions in the health care organization and replacement of experienced personnel is difficult and time consuming. Job satisfaction is the most consistent predictor of nurses' intention to leaves and has been reported as explaining most of the variance on their intention to leave. The study emphasises on the satisfaction of monetary and non-monetary benefits of nursing staff. Along with job satisfaction the stress level of the nurses is studied. The extreme distress will lead to dissatisfaction and thereby lack of motivation in doing the job and will give a negative result. This will affect the smooth functioning of the organisation.

Nursing is considered as a stressful occupation (Marshall, 1980; Bailey, 1985; Riding and Wheeler, 1995). Stress has an implication for health and the satisfaction level of the Nurses involved which eventually has an impact on the quality of care for the patients they attend to (Price and Mueller, 1981). However, some common stressors include poor working relationship between Nurses and other health team members, demanding communication and relationship with patients' relatives, emergency cases, high workload, understaffed and lack of support or feedback from their seniors (Nichols et al., 1981; McGrath et al., 1989). Job stress is a timely and important topic for workers, that is the condition in which some factors or combination of factors interferes with the worker to disrupt his or her physical, psychological, or social homeostasis (Lou. 1997). This present study, therefore, is aimed to find out the prevailing stressors in the Hospitals of both Govt. and private sectors and other levels of job satisfaction among the nurses. In addition to this, this study seeks to identity the relationship between stress and job satisfaction among Nurses. The study is also intended to help the managements of hospitals to improve the job satisfaction level and suggest them some measures to reduce the stress of nursing staff.

LITERATURE REVIEW:

The relevant studies conducted so far on the related area are briefly given under the two heads are shown below

Studies on Job stress of Nurses:

Bhatia N, K (2000) studied occupational stress amongst nurses from two tertiary care hospitals in Delhi. They concluded that the prevalence of occupational stress amongst nurses was 87.4%. Time Pressure, High level of skill requirement, handling various issues of life simultaneously with occupation such as caring for own children/parents, own work situation and personal responsibilities were found to be the most stressful factors. Other significant work related stressors were the fact that their jobs required them to learn new things and that they had to attend to too many patients at the same time.

Al Hosis KF; Fathia A, Mersal and Keshk LI (2013) conducted a study on Effect of job stress on health of Saudi nurses working in Ministry of Health Hospitals. The findings of the study showed that the most common type of work-related stress for Saudi nurses was job pressure followed by poor rapport with managers. Nearly half of nurses was suffering from physical and mental illness. Findings also revealed that there is a highly significant relation between mental problems and working stress and significant relation among working stress, physical problems and marital status. Also there was highly statistically significant relation between physical problems and mental problems.

Saini R, Kaur S, Das (2011) found workload, decreased job autonomy, inadequate supervisory support, less opportunities of learning on job and inappropriate feedback were significant predictors of stress among nurses. Nurses with high levels of personal accomplishment perceived significantly lesser degree of stress. More than half (56%) prefers to choose the same job if they were given another chance and 11(44%) responded that they will try another job, if given an option to choose a job.

Studies on Job Satisfaction of Nurses:

Charlotte Petersen (2011) studied job satisfaction and intention to leave among new nurses. The study found that 57% of the respondents irrespective of age and rank was not satisfied with their working conditions at government hospital in Capricorn District of the Limpopo Province, South Africa. A more detailed analysis showed that the majority felt that the work was unpleasant. They also indicated that the working conditions at the hospital were the worst that they have experienced so far in their working lives. However, most of them indicated that the working conditions were not bad for their health. Overall, most of the nursing staff was dissatisfied with their supervisors. The majority of respondents was unhappy with Pay. However, most of them did not feel insecure and felt that the organization had enough resources to pay more salaries. Only 49% of the respondents was satisfied with their organization.

Juhani AM. Kishk NA (2012) studied job satisfaction among primary health care physicians and nurses in Al-Madinah Al Munawwara As much as 67.1% of the nurses & 52.4% of physicians working in Al- Madina Al-Munawwara, Saudi were dissatisfied. Professional opportunities, patient care and financial reward were the most frequently encountered domains with which physicians were dissatisfied. The dissatisfying domains for majority of nurses were lack of professional opportunities, workload and lack of appreciation reward

Sathyajith S, Dr. R. Haridas (2014) conducted a study to examine job satisfaction among nurses of private hospitals in Kerala and found that 30 (15%) are highly satisfied on their job, 144 (72%) are moderately satisfied and 26 (13 %) showed low level of satisfaction. Significant relation was found between Job satisfaction and age, sex, experience. Self-efficacy was significantly related to intention to leave the profession among new nurses.

The Problem Statement:

The Present Study is on stress and Job satisfaction level among nurses in Government and Private hospitals in the Palakkad District in the State of Kerala. Now a days, stress in the Nursing profession has been a major worldwide problem. Nurses are generally not satisfied with the pay and perks they receive, the working hours, working atmosphere, etc. A study among a large sample of Swedish Nurses revealed that more than 80% of the Nurses reported high to very high job strain (Peterson et al., 1995). A study among personnel of a UK health authority reported that Nurses were under the greatest pressure among all health care personnel (Rees and Cooper, 1992). Stress and the negative outcome of stress have been considered as high costly to any health care organization. Negative outcome of job stress among Nurses include illness, decline in overall quality of care, job dissatisfaction, absenteeism, and staff turnover (Schwab, 1996). Stress in the workplace and other negative effects include reduced efficiency, decreased capacity to perform, dampened initiative, reduced interest in working, increased rigidity of thought, a lack of concern for the organization and colleagues, and a loss of responsibility.

In these Circumstances, it is imperative to promote interest in work to make job satisfactory and stress free. Hence, in this paper an attempt has been made to identify the factors contributing to job satisfaction by reducing the stress. Further, the relationship between stress and job satisfaction is also analyzed.

Significance of the Study:

The study is aimed to find out the stress and job satisfaction level of nurses in Government and Private hospitals of Palakkad District. Job satisfaction is closely associated with job stress. If the nurses are satisfied with their job, the performance from them will also be more. The aim of the study is to explore the full satisfaction level of nursing staff. It includes not only the monetary and non-monetary benefits leading to satisfaction but also the negative stress. There will be no satisfaction until they are free from stress. Improvement in working conditions, working hours and pay packets will naturally improve the satisfaction level of nurses and thereby elimination of stress. This paper gives a practical knowledge about the satisfaction level of nursing staff concerned with the factors of job satisfaction and stress management. Therefore, the researchers want to evaluate the effect of stress on job satisfaction of nursing staff in hospitals and to suggest ways and means to reduce the negative stress by improving the job satisfaction level of nurses in the selected hospitals.

OBJECTIVES OF THE PAPER:

1. To examine the satisfaction level of nursing staff of Government and Private Hospitals towards their service benefits.
2. To analyse the stress level of nursing staff in the government and private sector hospitals and
3. To examine the relationship between stress and job satisfaction level of nurses

Hypotheses Formulated and Tested:

1. There is a significant difference in the causes of stress among nurses on the basis of selected demographic variables
2. There is significant difference in the level of satisfaction among nurses on the basis of selected demographic variables
3. There is a significant difference between nurses in government and private sector in respect of causes of stress level
4. There is a significant difference between nurses in government and private sector in respect of job satisfaction
5. There exists a significant relationship between stress and job satisfaction of nursing staff

RESEARCH METHODOLOGY AND DATA BASE:

This is a Descriptive research undertaken with the help of both primary and secondary data. Secondary data was collected from the publications, journals, books and hospital records. The sample size taken for the present study is 80 (40 nurses each from private hospitals and government hospital). Primary data were collected through a specially designed interview schedule. For the purpose of collecting primary data a five dimensional scaling technique has been followed ranging from 'strongly agree to strongly disagree' and neutrality in the middle. The scale designed for the study has three parts - part I deals with demographic information, part II concerned with Stress Level and part III covers Job satisfaction. A pilot study was conducted among 20 sample nurses and suitable modifications were incorporated and thus finalized. A private and a government hospital were selected by simple random method (lottery method). Purposive sampling technique was employed for the selection of sample employees.

The data collection have been analysed with the help of SPSS. The mathematical and Statistical tools used include simple percentage, mean, standard deviation, t-test, ANOVA and correlation analysis.

RESULTS AND DISCUSSIONS:

The results of the analysis based on primary data are presented in the following pages.

Table 1: Age wise Distribution of Sample Employees

Age level	No. of Respondents	Percentage
21 - 25	40	50
26 - 30	20	25
31 – 35	10	12.5

Age level	No. of Respondents	Percentage
36 – 40	5	6.3
41 - 45	5	6.3
Total	80	100

Source: Primary data

The table 1 reveals that out of 80 respondents, majority of the nurses(50%) belongs to the age group of 21 – 25 years, while 25% of the respondents is in the age group of between 26 – 30 years.

Table 2: Frequency and percentage distribution of Staff Nurses according to the gender of the respondents

Sector	No. of Respondents		Percentage	
	Male	Female	Male	Female
Government	9	31	22	78
Private	11	29	28	72
Total	20	60	25	75

Source: Primary data

Table 2 shows that among the 40 staff nurses employed in Government sector 78% was female and 22% male. Likewise among the 40 staff nurses in private sector 72% was female and 28% male.

TESTING OF HYPOTHESES:

There is a significant difference in the causes of stress among nurses with regard to gender:

The first hypothesis seeks to find out whether the causes of stress will vary among the Nurses on the basis of gender in the Hospitals. This was tested by using an independent sample t-test to compare the mean score of the Nurses in the various Hospitals. The mean score, standard deviation and t-test are shown in the table 3

Table 3: Causes of Stress among Nurses with regard to Gender

Sl. No	Causes	Gender	Mean	S.D	D F	t value	P value	Remarks
1	Inadequate information from Physician	Male	3.35	1.04	78	-1.037	.309	Not Significant
		Female	3.08	.850				
2	Conflict with doctor	Male	2.20	1.005		.961	.346	Not Significant
		Female	1.97	.712				
3	Lack of opportunity to share experiences	Male	3.40	.940		-1.45	.885	Not Significant
		Female	3.43	.871				
4	Fear of making a mistake	Male	3.55	.759		.082	.935	Not Significant
		Female	3.53	.791				
5	Blamed for anything that goes wrong	Male	2.55	.999		1.414	.170	Not Significant
		Female	2.22	.585				
6	Dealing with violent patients	Male	3.50	1.051		.070	.944	Not Significant
		Female	3.48	.873				
7	Accountable for things which have no control	Male	2.95	1.050		2.215	.030	Significant
		Female	2.48	.725				
8	Dealing with abuse of patients' and families	Male	2.75	1.020		1.109	.271	Not Significant
		Female	2.53	.650				
9	working through breaks	Male	2.20	.768		.755	.429	Not Significant
		Female	2.07	.607				
10	Inadequate time to complete tasks	Male	3.70	1.174		.350	.727	Not Significant
		Female	3.62	.825				

Source: Primary data

Here since the P-value indicates more than significant value (0.05) null hypothesis is accepted that all the causes of stress like inadequate information from Physician, conflict with doctors, Lack of opportunity to

share experiences, fear of making mistake, blamed for anything that went wrong, dealing with violent patients, dealing with abuse of patients and families, working through breaks, inadequate time to complete tasks are same among male and female nurses in both private and government hospitals. In case of factor like accountable for things which have no control, there is significant difference between male and female nurses of both hospitals of private and government, as P-value (0.030) is less than significant value (0.05) and hence null hypothesis is rejected.

There is significant difference in the causes of stress among nurses with regard to age group:

The result of ANOVA of mean scores of causes of stress level among nurses belong to different age group has been presented in the table.

Table 4: Age wise analysis of Causes of Stress

Age	No.	Mean	S D	F Value	P Value	Remarks
21 - 25	40	24.02	3.99	68.70	0.001	Significant
26 - 30	20	30.80	1.10			
31 - 35	10	33.90	.875			
36 - 40	5	35.40	1.67			
41 - 45	5	43.00	1.87			

Source: Primary data

Significance at 5% level

The result of ANOVA reveals that there is statistically significant difference between the mean scores of cause of stress level of nursing staff belong to different age groups ($F=68.70$, $P=.001$). Further administered post hoc test clearly specify that the nursing staff belonging to age group of 21 - 25 years significantly differed with age group of 36 – 40 years and 41 – 45 years at 5% level. Age group 26 – 30 years is significantly differed with 31- 35 years/ 36 -40 years and 41 – 45 years at 5% level.

There is significant difference in the causes of stress among nurses with regard to Sector wise Classification of hospitals:

The next hypothesis aims to find out whether the causes of stress will vary among the Nurses of both government and private Hospitals. This was tested by using an independent sample t-test to compare the mean score of the Nurses in the two Sectors. The mean score, standard deviation and t-test are shown in the table 5

Table 5: Causes of Stress among Nurses of both Government and Private Hospitals

Sl. No	Causes	Hospital	Mean	S D	D F	t- Value	p- Value	Remarks
1	Inadequate information from Physician	Govt	3.23	.679	78	.703	.484	Not Significant
		Private	3.10	1.015				
2	Conflict with doctor	Govt	3.20	.714		.1.538	.128	Not Significant
		Private	1.92	.829				
3	Lack of opportunity to share experiences	Govt	3.26	.944		2.378	.020	Significant
		Private	3.70	.702				
4	Fear of making a mistake	Govt	3.33	.872		3.594	.001	Significant
		Private	3.87	.434				
5	Blamed for anything that goes wrong	Govt	2.37	.765		1.640	.524	Not Significant
		Private	2.26	.694				
6	Dealing with violent patients	Govt	3.26	.629		.3.359	.001	Significant
		Private	3.87	.986				
7	Accountable for things which have no control	Govt	2.80	.847		1.677	.098	Not Significant
		Private	2.48	.814				
8	Dealing with abuse from patients and families	Govt	2.77	.679		1.656	.102	Not Significant
		Private	2.48	.789				
9	working through breaks	Govt	2.00	.700		1.807	.075	Not Significant
		Private	2.27	.521				

Sl. No	Causes	Hospital	Mean	S D	D F	t-Value	p-Value	Remarks
10	Inadequate time to complete tasks	Govt	3.44	1.013		2.893	.005	Significant
		Private	3.97	.625				

Source: Primary data

The table 5 is the computed t values of the all the stressors measured. The table revealed that, among all ten stressors that have been measured - lack of opportunity to share experiences, Fear of making mistakes and Inadequate time to complete tasks were found significantly different between government and private hospitals at 0.05 level of significance. This shows that these factors cause more stress among Nurses of Private Hospital than those of government Hospital. All the other factors are the same among the Nurses in both the Sectors.

There is significant difference in the level of satisfaction among nurses with regard to age group:

The results of the age wise comparison of level of satisfaction among nursing staff are exhibited in table

Table 6: Age wise analysis of Job Satisfaction

Age	No.	Mean	S D	F value	P Value
21 - 25	40	35.00	1.69	68.51	0.001
26 - 30	20	34.10	.307		
31 - 35	10	36.00	.942		
36 - 40	5	27.80	2.05		
41 - 45	5	26.80	1.30		

Source: Primary data

Significance at 5% level

The results of ANOVA conducted to test the significance of difference between the mean scores of job satisfaction level among nurses belonging to different age groups indicate that there is statistically significant difference ($F = 68.51$, $P = 0.001$). The Post hoc test reveals that the age group of 21 – 25 years is significant differed with 26 – 30, 31 – 35, 36 – 40 and 41- 45 years and the age group of 26 – 30 years is significantly differed with 36 – 40 years and 41 – 45 years at 5% level . But there is no significant difference between the age group of 26 – 30 years and 31 - 35 years towards the mean score of job satisfaction among nurses

There is significant difference in the level of satisfaction among nurses with regard to gender:

This is the second hypothesis which is aimed at comparing the level of satisfaction of the Nurses with regard to gender of both the Sectors. In view of this, the most appropriate statistical test is the independent sample t - test since the mean scores of their levels of satisfactions are measured.

Table 7: Gender wise Distribution and Job Satisfaction level of Sample Employees

Sl.No	Variables	Gender	Mean	SD	DF	t-value	P-Value	Remarks
1	Job satisfaction	Male	32.75	3.415	78	-2.142	.035	Significant
		Female	34.33	2.659				

Source: Primary data

The table 7 shows computed Independent t test of the job satisfaction of Nurses of both government and private hospital on the basis of the gender wise category of the hospital – Male nurses ($M = 32.75$, $SD = 3.415$) and Female nurses ($M = 34.33$, $SD = 2.659$). At a .05 level of significance, the satisfaction with Nurses shows t (78) = - 2.142, $p = .035$, one tailed). Since the p value $0.035 < .05$, significant difference exist between male and female nurses on Job satisfaction. This means that the Female nurses are more satisfied towards job than that of male nurses of hospitals since mean score of female nurses (34.33) is more than that of male nurse (32.75).

There is significant difference in the level of satisfaction among nurses with regard to Sector wise classification of hospitals:

This is the hypothesis 4, which is aimed at comparing the level of satisfaction of the Nurses of both Hospitals. The results are shown below:

Table 8: Job Satisfaction level of Sample Nurses of both Government and Private Hospital

Sl. No	Factors	Hospital	Mean	S D	DF	t-value	P-value	Remarks
1	Working time	Govt	3.80	.823	78	13.87	.034	Significant
		Private	2.83	.533				
2	Work Place	Govt	3.80	1.238		-.834	.407	Not Significant
		Private	3.05	1.176				
3	Working Atmosphere	Govt	2.93	1.289		.182	.856	Not Significant
		Private	2.85	1.159				
4	Leisure time	Govt	3.83	1.107		-2.551	.013	Significant
		Private	3.75	.899				
5	Sufficient time with family	Govt	3.25	1.276		.620	.537	Not Significant
		Private	3.08	1.248				
6	Pay	Govt	3.98	.660		14.81	.001	Significant
		Private	1.88	.607				
7	Non monetary benefits	Govt	2.60	.955		.240	.811	Not Significant
		Private	2.55	.904				
8	Superiors' attitude	Govt	3.10	1.215		1.210	.230	Not Significant
		Private	2.78	1.817				
9	Job Security	Govt	4.15	.427		22.89	.001	Significant
		Private	1.98	.423				
10	Overall job satisfaction	Govt.	26.50	3.13		9.08	.020	Significant
		Private	25.55	2.82				

Source: Primary data

The table 8 shows computed Independent t test of the job satisfaction of Nurses of both government and private hospitals. The t-test reveals that among the above ten factors which determine the level of satisfaction among nurses of Govt and Private Hospitals, there is no significant difference between them in five factors. However, there is a significant difference in other five factors viz., working time, leisure time, Salary, job security etc, which are more for nurses of govt hospitals. This shows that nurses of government hospitals are having more satisfaction level than nurses of Private hospitals. However comparing the overall job satisfaction of nurses, Govt.hospital nurses (M= 36.50, SD = 3.13) and Private hospital nurses (M =25.55, SD =2.82). At .05 level of significance, the satisfaction with Nurses shows t (78) = 9.08, p = .020). Since the P value .020<.05, a significant difference exist between Government and Private Nurses on Job satisfaction. This means that the nurses of Government hospitals have more satisfaction level than those of Private hospitals.

Relationship between Job stress and Satisfaction level of Nurse of Hospitals:

The aim of the Fifth hypothesis is to establish the relationship between stress and job satisfaction among Nurses at Government and Private Hospitals. This is done by using the Pearson Product Moment Correlation Coefficient (Pearson r) to find the relationship. This was computed at 0.01 level of significance. The result is exhibited in the table below.

Table 9: showing the relationship Between Job Satisfaction and Stress

Sl. No	Variables	Mean	S D	DF	R	P-value
1	Stress	28.85	6.32	78	-.485	.001
	Job Satisfaction	33.94	2.93			

Source: Primary data

Correlation is significant at 0.01 level (2 tailed)

The table shows the computed Pearson r (correlation) between Job satisfaction and Stress. The mean scores were: Job Satisfaction (M=33.94, SD= 2.93) and stress (M=28.85, SD= 6.32). Since the computed value of r (-.485) is significant at 1% level and this value is less than .01 (.001<.01), the result reveals a weak negative

correlation between job satisfaction and stress among Nurses in both Hospitals. This shows that the nurses experience a high level of stress and resultantly a less level of job satisfaction.

CONCLUSIONS AND SUGGESTION:

The findings of the study revealed that there is no significant difference in the stress among the staff nurses working in private and government sector with the regard to gender but there is a significant difference in the job satisfaction between the male and female nurses. Female Nurses are more satisfied than male Nurses. The results of the study also showed that there is a weak negative correlation between job stress and job satisfaction of nurses. The study also found that there is no significant difference in the stress level among the staff nurses working in private and government sector but satisfaction level among nurses in both the sectors are also statistically significant.

Therefore, it is concluded that the nurses working in both private and government sector experience stress and that influences their satisfaction at job. Hence, there is a need to reduce the stress level among the nurses by improving the job satisfaction. Job satisfaction can be improved by providing better salary, better working condition, elimination of extra working hours, less conflict between nurses and supervisors, etc. The job satisfaction will reduce the stress and the same will reflect in their performance, which ultimately result in the fame and development of the hospital.

Job Satisfaction and stress is co-related. Where there is job satisfaction, there will be less stress. Better pay, improvement in working conditions, avoiding extra working hours, etc. will lead to job satisfaction. The study revealed that the nurses of govt. hospital enjoy more satisfaction in a few factors like working time, leisure time, salary, job security etc even though there is significant difference between the satisfaction level of nurses of both sectors. Optimum Stress may be achieved at work and is reflected in job performance when job performs adequate challenge, but not too little and too much pressure. But if the stress is after optimum it is over stress and is known as Distress. Distress occurs when there is a feeling of insecurity, helpless or desperate or high pressure etc. Eustress is directly co-related to job satisfaction. But, distress is inversely or negatively co-related. Some of the nursing staff are facing extreme stress in some cases. Extreme stress leads to distress and will result in job dissatisfaction. So there should be no Eustress and no Distress.

- Prompt and better salary will help to improve the satisfaction level of employees and thereby increase their job performance.
- Adequate time may be provided while assigning a task so that nurses can complete work effectively.
- Enough leisure time should be provided for relaxation, so as to increase their performance.
- Adequate information should be provided to nurses by superiors so that fear of making mistakes can be avoided.
- Relaxation techniques like yoga, meditation, counselling can be provided to reduce the tensions and health problems so that the nursing staff can maintain a reasonable balance between the work life and family life.
- There should be periodical meetings of the nurses and their supervisors, where opportunity to share experiences and feelings can be provided to reduce stress effectively.
- There should be a periodical revision of salary commensurate with the increased prices so as to meet the increasing family expenditure.
- Improvement in working conditions will result in job satisfaction and will reduce absenteeism among nurses.
- Adequate training and proper information on new technologies will help in doing the job effectively and properly. It will give confidence for them to perform better.
- Facilities like Creche should be provided to the nurses in the hospital to enable them to visit their children during leisure time so as to reduce their anxiety and stress.

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