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Al Quds University**



**Workplace Aggression, Psychological Distress and Job  
Satisfaction among Nurses in Governmental Clinics  
in Gaza Governorates**

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**MPH Thesis**

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**Workplace Aggression, Psychological Distress and Job Satisfaction among Nurses in Governmental Clinics in Gaza Governorates**

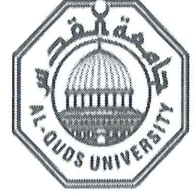
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## Thesis Approval

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## **Dedication**

This thesis is dedicated to:

My Parents who devoted their life for us.

My wife who was beside me in every moment.

My brothers, my sisters and my family.

My friends and colleagues.

Everyone who contributed to get this study a reality.

Thank you.

Khalil N. El Halabi

## **Declaration**

I certify that this thesis submitted for the degree of Master is the result of my own research, except where otherwise acknowledged, and that this thesis (or any of its parts) has not been submitted for higher degree to any other university or institution.

Signed:

**Khalil N. El Halabi**

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## **Abstract**

Workplace aggression against health care workers become serious and distrusted widespread phenomenon. The overall aim of the study was to determine the aggression in workplace against nurses in Governmental Clinics in Gaza governorates, and to examine the relationship between exposure to workplace aggression and the occurrence of psychological distress and job satisfaction.

The study design was a mixed triangulated design, 215 nurses were selected from clinics with different level at primary health care in Gaza Strip from, and the participants were selected through a simple random sampling, with respond rate 81.4%. Quantitative data was collected by using Interviewed questionnaires which , adopted from a questionnaire by World Health Organization 2003, which include three main part, workplace aggression, psychological distress with the twelve version of the General Health Questionnaire (GHQ-12) and job satisfaction was measured with the ten items Generic Job Satisfaction Scale, in addition using key informant interview (KII) for qualitative part which involved a group of victims of primary health nurses in the GS during the period of study. Data was entered and analyzed using the SPSS program for the quantitative data, descriptive and inferential was used.

Results showed that 38.2% of the participants said that they subjected to verbal abused, while 24.7% of participants said that they subjected to physically abused. 26% of the participants said that taking appropriate action against aggressors is the most important contributing factor to prevent workplace aggression.

There was a statistically significant difference in job satisfaction of nurses due to physical attack. While there were no statistically significant differences in job satisfaction of nurses due to verbal abuse, or bullied/ mobbed in workplace. The patients and the patients' relatives were the main sources of physical and verbal aggression, whereas colleagues were the main source of bullying.

There is a statistically significant difference in job satisfaction of nurses due to physical attack. While there are no statistically significant differences in job satisfaction of nurses due to verbal abuse, or bullied/ mobbed in workplace.

The study concluded that the nurses were being subjected to different types of aggression in their workplace.

The study recommended that the policy maker should pay more attention to provide educational training programs for health care workers on stress management and more training for staff about coping strategies, communication skills and conflict resolution

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## List of Abbreviations

<b>CMPH</b>	Community Mental Health Programme
<b>E-health</b>	Electronic Health
<b>EDs</b>	Emergency Departments
<b>FCPP</b>	Family Child Protection Program
<b>FGD</b>	Focus Group Discussion
<b>FHT</b>	Family Health Team
<b>FMDP</b>	Family Medicine Diploma Programme
<b>GBV</b>	Gender Based Violence
<b>GS</b>	Gaza Strip
<b>MBI</b>	Maslach Burnout Inventory
<b>MHPSS</b>	Mental Health and Psychosocial Support services
<b>MoH</b>	Ministry of Health
<b>NGOs</b>	Non-Governmental Organizations
<b>NIOSH</b>	National Institute for Occupational Safety and Health
<b>OSHA</b>	Occupational Safety and Health Administration
<b>PCBS</b>	Palestinian Central Bureau of Statistics
<b>PHC</b>	Primary Health Care
<b>SPSS</b>	Statistical Package for Social Science
<b>UNRWA</b>	United Nations Relief and Works Agency for Palestinian Refugees in the Near East
<b>WB</b>	West Bank