



وزارة الصحة

كلية الصحة العامة
School of Public Health
القدس - فلسطين



جامعة القدس

**The Effect of Stress on Work Motivation among Hospital
Nurses in The Gaza Strip**

Prepared by

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B.Sc.: Computer Information Systems El-Quds Open University

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***A thesis Submitted in Partial fulfillment of requirements for the
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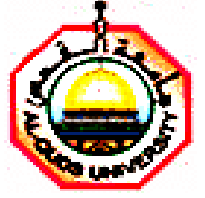
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بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ

« قَالُوا سُبْحَانَكَ لَا عِلْمَ
لَنَا إِلَّا مَا عَلَّمْتَنَا إِنَّكَ
أَنْتَ الْعَلِيمُ الْحَكِيمُ »

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Nurses in The Gaza Strip

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Dedication

I dedicate this humble work to my country Palestine

To my colleague nurses,

To the spirits of my beloved Father and mother

To my dear brothers and sisters,

To my wife, to my sons and to my daughter,

To my friends and all those that I haven't mentioned and
they are the closest to my heart.

Maheer

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 part of the same) has not been submitted for a higher degree to any other university or institution.

Signed:

Maher Wahba

14 /6 /2006

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Researcher

Maher Abed EL-Karim Wahba

Abstract

This study explored the sources of occupational stress and its effect on work motivation among hospital nurses who are working at ten governmental Gaza Strip hospitals; these hospitals include El-shifa hospital, Naser hospital, Al-Nasser Pediatric hospital, Al-Nasser Ophthalmic hospital, Al-Nasser Psychiatric hospital, Mohamed El-Dorah Pediatric hospital, Gaza European hospital, Abu Yousef Al-Najjar hospital, Shohda'a EL-Aqsa hospital, and kamal Odwan hospital. A sample of (125) nurses were randomly selected from a total target population of (1296) nurses using a descriptive cross sectional design. A self administered questionnaire was used with a likert scale from (0-4) showing the degree of effect for each given situation that might happen at work setting to identify occupational stressors at work environment and Another scale to identify work values or work motivators which is a self Administered questionnaire used to measure work values or work motivators asking subjects questions about eight different dimensions of work values and they had to choose whether to "agree, disagree, or I am not sure" about certain work values. The response rate was (83.3%) as (150) questionnaires were distributed and only (125) questionnaires were returned. Statistical tests were made to assure the reliability and the validity of the questionnaires. The study was applied in different departments of the mentioned ten hospitals. These departments include surgical, medical, obstetrics, oncology, burn units, intensive care units, emergency rooms, kidney units, chest units, operating rooms, and nursing administration offices. The study identified the most common work stressors and most common work values or motivators and tried to explore relationships between work stressors and work motivation. The study also tried to explore the relationship between work stressors and demographic variables such as age, sex, marital status, family size, Income, years of study, place of work, years of experience, job title, and work department. The study showed that: Firstly, the work environment dimension takes the first order of the occupational stressors dimensions with percentage of (76.3%) and, the least occupational stressor was the nurse interpersonal relations stressor with percentage of (58.02%). Secondly, strive for promotion dimension takes the first order of the motivational values dimensions with percentage of (63.19%) and, the least order of motivational values dimensions are for work preference dimension with percentage of (47.78%).The study also showed that there were significant differences between managerial stressors and family size in favor of large family size. There were significant differences between managerial stressors to income with favor to low salaries. There were significant differences between work environment stressor and the variable years of experience in favor to least years of experience . The study didn't find any significant differences with other socio-demographic variables. The study suggested many useful recommendations to control occupational stress which may increase the work motivation, productivity and quality of nursing care and decrease mistakes occurred due to occupational stress among hospital nurses in Gaza strip.

ملخص الدراسة

هدفت الدراسة إلى التعرف على ضغوط العمل الشائعة وتأثيرها على الدافعية للعمل لدى ممرضى عشرة مستشفيات حكومية في قطاع غزة هذه المستشفيات هي مستشفى الشفاء ومستشفى ناصر ومستشفى النصر للأطفال ومستشفى النصر للعيون ومستشفى النصر للطب النفسي ومستشفى الشهيد محمد الدرة للأطفال ومستشفى غزة الأوروبي ومستشفى الشهيد أبو يوسف النجار ومستشفى شهداء الأقصى ومستشفى الشهيد كمال عدوان. اشتملت عينة الدراسة على 125 ممرض وممرضة من ممرضى تلك المستشفيات العشرة بواقع 84 ممرض و 41 ممرضة حيث استخدم الباحث المنهج الوصفي التحليلي لإظهار نتائج الدراسة كما تم استخدام مقياس قيم العمل:

(علام وزايد، 1992) و مقياس ضغوط العمل : The Stress Scale Questionnaire (Gary-Toft and Anderson, 1981)

نتائج الدراسة:

إن أكثر ضغوط العمل تأثيراً على عينة الدراسة هي الناتجة عن بيئة العمل بنسبة (76.3%) وأقلها تأثيراً هي الضغوط الناتجة عن العلاقات الشخصية بنسبة (58.02%) كما أن أكثر قيم العمل أو أكثر القيم دافعية هي قيمة السعي للترقي بنسبة (63.19%) وأقلها دافعية هي قيمة أفضلية العمل بنسبة (47.78%). تبين وجود فروق ذات دلالة إحصائية بين الضغوط الإدارية تبعاً لمتغير حجم العائلة. وجود فروق ذات دلالة إحصائية بين الضغوط الإدارية تبعاً لمتغير الدخل الشهري. وجود فروق ذات دلالة إحصائية بين ضغوط بيئة العمل تبعاً لمتغير عدد سنوات الخبرة. لم تجد الدراسة فروق ذات دلالة إحصائية مع باقي المتغيرات الاقتصادية الاجتماعية لعينة الدراسة. كما أظهرت الدراسة أنه يوجد علاقة عكسية ذات دلالة إحصائية بين الضغوط الإدارية وكل من قيمة أفضلية العمل والانتماء للعمل. كما بينت الدراسة وجود علاقة ذات دلالة إحصائية طردية بين العلاقات الشخصية لعينة الدراسة وقيمة الانتماء للعمل. بالإضافة لذلك أوضحت الدراسة أيضاً وجود علاقة ذات دلالة إحصائية طردية بين ضغوط المعرفة والمهارة وقيمة الاندماج في العمل. كما أثبتت الدراسة أن هناك علاقة ذات دلالة إحصائية عكسية بين مجموع الضغوط و قيمة أفضلية العمل. لم تستطع الدراسة إثبات أي علاقة بين مجموع

الضغوط الخمسة ومجموع الدوافع الثمانية المستخدمة في الدراسة. أخيرا اقترحت الدراسة العديد من التوصيات الهامة عن كيفية التحكم في ضغوط العمل لدى ممرضي المستشفيات في قطاع غزة والتي من شأنها رفع مستوى جودة الخدمة والدافعية للعمل وتقليل الأخطاء الناتجة عن ضغوط العمل التي يتعرض لها الممرضين والممرضات في مستشفيات قطاع غزة.

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List of Abbreviations

Abb.	The complete part
RNs	Registered Nurses
PN	Practical Nurses
ICU	Intensive Care Unit
DU	Dialysis Units
PDU	Peritoneal Dialysis Units
AAH	Ahli Arab Hospital
CMH	Community Mental Health
ED	Emergency Department
EGH	European Gaza Hospital
ER	Emergency Room
GNI	Gross National Income
GNP	Gross National Product
GS	Gaza Strip
IMT	International Management Team
MOH	Ministry of health
NCHS	National Health Center For Health Statistics
NGOs	Non-Governmental Organizations
NHS	National Health Services
NIS	New Israeli Shekels
OPD	Out Patient Department
OR	Operating Room
PCOH	Palestinian Council Relief Work Agency
PHC	Primary Health Care
PNA	Palestinian National Authority
PTS	Post –Traumatic Stress
PTSD	Post –Traumatic Stress Disorder
UNRWA	United Nations Relief and Works Agency For Palestinian Refugees
US\$	United States Dollar
USA	United States of America
WB	West Bank
WHO	World Health Organization
ANOVA	Analysis of Variance
CCU	Coronary Care Unit
SPSS	Statistical Package for Social Sciences
Epi-Info	Epidemiological Package
CI	Confidence Interval
SSQ	Stress Scale Questionnaire
UK	United Kingdom
SDQ	Strength and Difficulties Questionnaire
TCSQ	Trait Coping Style Questionnaire
TSCC	The Trauma Symptoms Checklist for Children
WAYS	Ways of Coping Scale
WB	World Bank