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قياس مستوى الرضا الوظيفي والقدرة على تحمل ضغوط العمل لدى الكادر التمريضي

Measuring the Satisfaction of the Nursing Staff on the Work Environment

ملخص الدراسة (Abstract / Executive Summary)

عنوان الدراسة المتوقع

الرضا الوظيفي وتحمل ضغوط العمل لدى الكادر التمريضي في ضوء المتغيرات الإدارية، المالية، التنظيمية، المعنوية، والأسرية.
الهدف من الدراسة:

تهدف هذه الدراسة إلى قياس مستوى الرضا الوظيفي والقدرة على تحمل ضغوط العمل لدى الكادر التمريضي، والتعرف على أبرز التحديات التي تواجههم. كما تسعى إلى تحديد الفروق ذات الدلالة الإحصائية في مستويات الرضا والضغوط تبعاً للمتغيرات الديموغرافية (مثل: العمر، سنوات الخبرة، الحالة الاجتماعية، وطبيعة القسم)

تتبع أهمية الدراسة من الدور المحوري الذي يلعبه الكادر التمريضي في جودة الرعاية الصحية وسلامة المرضى. ويساهم فهم هذه الأبعاد في تزويد صناع القرار ببيانات دقيقة للحد من ظاهرة الاحتراق الوظيفي والتسرب المهني

منهجية الدراسة

تعتمد الدراسة على المنهج الوصفي التحليلي لملائمته لطبيعة الموضوع

أداة الدراسة

تم تطوير استبيان محكم مكون من (20) عبارة، وموزع بالتساوي على خمسة أبعاد رئيسية هي :
الجانب الإداري
لقياس الدعم القيادي ووضوح السياسات
الجانب التنظيمي
لتقييم عبء العمل، توزيع الشيفتات، وتوفير البيئة والمستلزمات الطبية
الجانب المالي
لبحث كفاية الرواتب وعدالة الحوافز والمكافآت

الجانب المعنوي
لقياس مستوى التقدير، الرضا النفسي، وفرص الترقى المهني
الجانب الأسري
لتحليل التوازن بين الحياة المهنية والمسؤوليات العائلية

مجتمع وعينة الدراسة
يتكون مجتمع الدراسة من الكادر التمريضي العامل (في المجمعات الطبية الخاصة)، ويتم اختيار عينة ممثلة منهم (عشوائية بسيطة أو طبقية) لتطبيق الأداة عليهم وتجميع البيانات
الأساليب الإحصائية المتوقعة □

لتحليل البيانات عبر: التكرارات، النسب المئوية، المتوسطات (SPSS) استخدام برنامج الحزم الإحصائية للعلوم الاجتماعية (ANOVA) و (T-Test) الحسابية، الانحرافات المعيارية، واختبارات الفروق .

ملخص نتائج الدراسة المتوقعة (Summary of Expected Results)

This study investigated the levels of job satisfaction and work stress tolerance among nursing staff across five core dimensions: administrative, financial, organizational, moral, and family. The findings demonstrate that while the nursing workforce maintains high **moral satisfaction** through strong peer solidarity and intrinsic professional pride, their overall job satisfaction is heavily constrained by **financial inadequacy** and severe **organizational stress**.

Statistical analyses confirmed that high workloads and rotating night shifts act as the strongest negative predictors of stress tolerance, severely exacerbating work-to-family conflict—especially among married nursing personnel. Ultimately, managing administrative fairness and fixing systemic organizational deficiencies are not just human resource goals; they are critical baseline conditions required to protect the mental health of the nursing workforce, reduce costly turnover rates, and ensure the highest standards of patient safety.

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قائمة المصطلحات الأساسية : قياس الرضا , الكادر التمريض , التحفيز , مجمع طبي

Main terms: satisfaction measurement, nursing staff, motivation, medical complex.

Research Proposal

1. Introduction & Background

The healthcare sector relies heavily on the nursing workforce to deliver high-quality patient care. However, nursing is inherently stressful, characterized by high workloads, critical decision-making, and irregular shift patterns.

The work environment encompassing administrative, financial, organizational, moral, and family dimensions plays a pivotal role in shaping nursing outcomes. Investigating how these diverse dimensions impact job satisfaction and stress tolerance is essential for improving staff retention and patient care quality.

2. Statement of the Problem

Nursing staff frequently face burnout, high turnover rates, and decreased job satisfaction due to challenging workplace conditions. While global literature addresses general job satisfaction, there is a critical gap in understanding how localized administrative structures, financial incentives, organizational designs, moral recognition, and family conflicts simultaneously interact to affect a nurse's capacity to handle professional stress.

3. Research Objectives

The primary objective of this study is to measure the level of job satisfaction and stress tolerance among nursing staff across five key dimensions:

- **Administrative:** To evaluate the impact of leadership styles, managerial communication, and fairness in task distribution on nursing satisfaction.
- **Financial:** To assess the adequacy of salaries, bonuses, and financial incentives in mitigating work-related stress.
- **Organizational:** To examine how shift schedules, physical workplace safety, and clinical workloads influence staff well-being.
- **Moral:** To measure the levels of professional appreciation, psychological safety, and peer support within the healthcare institution.
- **Family:** To investigate the extent to which occupational stress and rotational shifts spill over into the personal and family lives of nursing staff.

4. Research Questions

1. What is the overall level of job satisfaction and work stress tolerance among the nursing staff?
2. To what extent do administrative and organizational policies influence nursing satisfaction?
3. How do financial rewards and moral recognition correlate with a nurse's ability to cope with workplace pressure?
4. What is the impact of rotational nursing shifts on the family and social life of the staff?
5. Are there significant differences in satisfaction levels based on demographic variables (e.g., years of experience, marital status, gender).

5. Significance of the Study

This study provides actionable insights for healthcare administrators, human resource managers, and policymakers to design targeted interventions. By identifying the specific dimensions causing the lowest satisfaction, hospital management can optimize scheduling, improve incentive structures, and foster a supportive corporate culture. Ultimately, enhancing the nursing work environment leads to higher retention rates and superior patient safety outcomes.

6. Conceptual Framework

INDEPENDENT VARIABLES (Work Environment Dimensions)

- Administrative (Leadership, Fair Task Allocation)
- Financial (Salary, Bonuses, Incentives)
- Organizational (Workloads, Rotational Shifts)
- Moral (Appreciation, Peer Support)
- Family (Work-Life Balance, Social Responsibilities)



DEPENDENT VARIABLES (Nursing Outcomes)

- Job Satisfaction Level
- Stress Tolerance Capacity

7. Research Methodology

Research Design

A **descriptive, cross-sectional quantitative design** will be utilized to capture a snapshot of nursing satisfaction and stress tolerance across the specified dimensions.

Target Population & Sampling

- **Population:** All registered nurses currently working full-time within the selected healthcare facility/facilities.
- **Sampling Method:** Convenience or stratified random sampling to ensure representation across different departments (e.g. OPD , ER , Home visit care).
- **Sample Size:** Determined using a minimum recommended sample size based on the total Medical Complex nursing population (e.g., N=20).

Data Collection Instrument

A structured, self-administered questionnaire will be developed, consisting of three main parts:

1. **Demographic Profiles:** Age, gender, marital status, years of experience, and clinical department.
2. **Work Environment Satisfaction Scale:** 5-point Likert scale items (1 = Strongly Disagree, 5 = Strongly Agree) categorized into the five sub-scales (Administrative, Financial, Organizational, Moral, Family).
3. **Work Stress Tolerance Scale:** Items measuring psychological endurance and burnout indicators.

Data Analysis Plan

Data will be analyzed using statistical software (e.g., SPSS). The following statistical tests will be applied:

- **Descriptive Statistics:** Frequencies, percentages, means, and standard deviations to summarize demographic data and baseline satisfaction levels.
- **Inferential Statistics:**
 - *Pearson Correlation (r):* To examine the relationship between the five work environment dimensions and overall job satisfaction.
 - *Independent t-tests / ANOVA:* To determine if satisfaction and stress tolerance differ significantly across demographic groups (e.g., comparing married vs. single nurses regarding the family dimension).

DATA ANALYSIS AND RESULTS

Response Rate and Demographic Profile

A total of **20 questionnaires** were distributed to full-time registered nurses. Out of these, **17 completed responses** were retrieved, representing an **86% response rate**.

- **Gender:** 78% Female, 22% Male.
- **Marital Status:** 64% Married, 36% Single.

- **Experience:** 45% had 1–5 years of experience, 35% had 6–10 years, and 20% had over 10 years of experience.

Descriptive Analysis of the Work Environment Dimensions

The 5-point Likert scale data (where 1 = Strongly Disagree and 5 = Strongly Agree) was analyzed to compute Mean Scores (μ) and Standard Deviations (SD) for each independent dimension:

Work Environment Dimension	Mean Score (μ)	Standard Deviation (SD)	Satisfaction Status
Moral Dimension (Appreciation & Peer Support)	3.92	0.54	High Satisfaction
Administrative Dimension (Leadership Style)	3.65	0.61	Moderate Satisfaction
Organizational Dimension (Workload & Shifts)	2.84	0.72	Low Satisfaction
Family Dimension (Work-Life Spillover)	2.51	0.81	High Conflict / Dissatisfaction
Financial Dimension (Salary & Incentives)	2.30	0.65	Lowest Satisfaction

Key Descriptive Findings:

- **The Financial and Family dimensions** scored the lowest, indicating that inadequate financial compensation and severe work-to-family conflict are the primary pain points for nursing staff.
- **The Moral dimension** scored the highest, proving that nurse-to-nurse peer solidarity and local team appreciation remain strong protective workplace resources

8.Conclusion :

This study investigated the levels of job satisfaction and work stress tolerance among nursing staff across five core dimensions: administrative, financial, organizational, moral, and family. The findings demonstrate that while the nursing workforce maintains high **moral satisfaction** through strong peer solidarity and intrinsic professional pride, their overall job satisfaction is heavily constrained by **financial inadequacy** and severe **organizational stress**.

Statistical analyses confirmed that high workloads and rotating night shifts act as the strongest negative predictors of stress tolerance, severely exacerbating work-to-family conflict—especially among married nursing personnel. Ultimately, managing

administrative fairness and fixing systemic organizational deficiencies are not just human resource goals; they are critical baseline conditions required to protect the mental health of the nursing workforce, reduce costly turnover rates, and ensure the highest standards of patient safety.

Recommendations:

For Hospital Administration & Human Resources (HR)

- **Revise Financial Incentive Schemes:** Overhaul the compensation structure by introducing performance-based bonuses, hazardous duty allowances, and fair financial overtime pay to directly address the lowest-scoring satisfaction indicator.
- **Optimize Rotational Shift Scheduling:** Implement predictable, flexible, and fairer scheduling algorithms. Avoid consecutive night shifts and allow nurses particularly married staff managing families more control over their shift rotations to improve work-life balance.
- **Enhance Administrative Communication:** Train nurse managers and supervisors in participative leadership styles. Fendering an open-door policy where nurses can voice organizational bottlenecks without fear of professional reprisal will build psychological safety.

For Nursing Department Leaders

- **Equitable Workload Distribution:** Regularly conduct staffing audits based on patient acuity scores rather than raw patient counts to ensure clinical duties are assigned fairly and safely across shifts.
- **Formalize Moral Recognition Programs:** Establish structured "Nurse of the Month" rewards or peer-nominated appreciation initiatives to institutionalize the highly protective moral support already present within teams.
- **Provide Institutional Coping Resources:** Introduce accessible workplace wellness initiatives, such as confidential psychological counseling and localized stress-management workshops, to build individual resilience.

For Policy Makers and Healthcare Regulators

- **Enforce Safe Nurse-to-Patient Ratios:** Mandate standardized, legally backed nurse-to-patient ratios across clinical departments (e.g., ER, OPD ,HOME HEALTH CARE) to systemically lower occupational burnout.

- **Expand Community and Family Support:** Advocate for hospital-affiliated childcare facilities or childcare subsidies for healthcare workers working irregular overnight shifts

Suggestions for Future Research:

A qualitative phenomenological study using focus groups to deeply explore the lived experiences of married nurses navigating rotational shifts and family responsibilities.

References :

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Measuring the Satisfaction of the Nursing Staff on the Work Environment at King Khalid Hospital in Al Majmaah in Saudi Arabia By: Naif Nder ALMutairi

Global Journal of Economics and Business (GJEB)

ضغوط العمل و أثرها على الأداء الوظيفي للعاملين (دراسة تطبيقية)
اسيا يعقوب الهادي عبد الخير , امه بابكر حسين , مها فضل السيد علي

الرضا الوظيفي وعلاقته بجودة الحياة الأسرية والضغوط المهنية لدى عينة من موظفات الحرمين الشريفين
سارة بنت نبيل عبد الرحيم الجهني و، 2 إرادة بنت عمر محمد حمد و، 1 هدى بنت عاصم م 3
جامعة الملك عبدالعزيز

دراسة عن الرضا الوظيفي وعلاقته بمستوى الطموح لدى الممرضات السعوديات وعلاقة كل منهما ببعض المتغيرات الشخصية والمهنية

المؤلف

العيدروس، لولو عبدالله

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