THE MEDIATING-MODERATING EFFECTS OF JOB STRESS AND ORGANIZATIONAL SUPPORT ON THE RELATIONSHIP BETWEEN JOB DEMANDS RESOURCES AND NURSES’ JOB PERFORMANCE IN SAUDI PUBLIC HOSPITALS

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By
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ABSTRACT

This study examined the determinants of nurses’ job performance in public hospitals in Saudi Arabia. Specifically, the objectives were: (1) to identify the job performance level of nurses in Saudi Arabia; (2) to examine the relationship between job demands and resources, and nurses’ performance; (3) to investigate the effect of job stress as a mediating variable on the relationship between job demands and resources, and nurses’ performance; and (4) to determine the moderating effect of organizational support on the relationship between job stress and nurses’ performance. The study utilized a survey method and questionnaires which were distributed to a sample of 1,443 nurses at nine hospitals. Several statistical techniques were used including reliability, factor analysis, bivariate correlation analyses, multiple regression, and hierarchical regression analyses. The study found the level of nurses’ job performance to be moderate. Also the study found direct significant relationships among the tested job demands and job resources variables with nurses’ job performance. Moreover, the study found partial support for the role of job stress as a mediator in the relationship between job demands and resources (JD-R) and nurses’ job performance. Job stress mediated the relationship between the job demands resources variables (except job security) and two dimensions of job contextual performance (compliance and volunteering for additional duties). In addition, the study found that organizational support moderated the relationship between job stress and all dimensions of nurses’ job task performance (i.e. provision of information, coordination, provision of support and technical care), and two dimensions of nurses’ job contextual performance (i.e. interpersonal support and volunteering for additional duties). Contributions, limitations, and implications of the study are also discussed.

Keywords: nurses’ job performance, Job Demands Resources Model (JD-R), job stress, organizational support
ABSTRAK

Kajian ini mengkaji penentu prestasi kerja jururawat hospital awam di Arab Saudi. Secara khususnya, matlamat kajian adalah untuk: (1) menentukan tahap prestasi kerja jururawat di Arab Saudi; (2) meneliti hubungan antara tuntutan dan sumber kerja dengan prestasi kerja jururawat; (3) mengkaji kesan tekanan kerja sebagai pemboleh ubah pengantara dalam hubungan antara tuntutan dan sumber kerja, dan prestasi kerja jururawat; dan (4) menentukan kesan penyederhanaan sokongan organisasi dalam hubungan antara tekanan kerja dan prestasi kerja jururawat. Kajian ini menggunakan kaedah tinjauan dan soal selidik yang telah diagihkan kepada 1,443 jururawat sebagai sampel kajian di sembilan buah hospital. Beberapa teknik statistik digunakan termasuk kebolehpercayaan, analisis faktor, analisis korelasi bivariat, analisis regresi pelbagai, dan analisis regresi hierarki. Kajian ini mendapat bahawa tahap prestasi kerja jururawat berada pada tahap sederhana. Kajian ini turut mendapat hubungan langsung dan signifikan antara pemboleh ubah tuntutan dan sumber kerja dengan prestasi kerja jururawat. Di samping itu, kajian ini mendapat sokongan separa ke atas peranan tekanan kerja bertindak sebagai perantara dalam hubungan antara tuntutan kerja dan sumber kerja (JD-R) serta prestasi kerja jururawat. Tekanan kerja didapat menjadi pengantara dalam hubungan antara tuntutan dan sumber kerja (kecuali jaminan kerja) dengan dua dimensi prestasi konteksual (kepatuhan dan melakukan kerja tambahan secara suka rela). Kajian ini juga mendapat bahawa sokongan organisasi menyederhanakan hubungan antara tekanan kerja dan semua empat dimensi prestasi tugas jururawat (iaitu memberikan maklumat, menyelaras, menyediakan sokongan, dan penjagaan teknikal), dan dimensi prestasi konteksual jururawat (iaitu sokongan antara perorangan dan membuat kerja tambahan secara suka rela). Sumbangan, limitasi, dan implikasi kajian turut dibincangkan.

Kata kunci: prestasi kerja jururawat, Model Tuntutan Sumber Kerja (JD-R), tekanan kerja, sokongan organisasi
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<td>Coefficient of Determination</td>
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CHAPTER ONE
INTRODUCTION

1.1 BACKGROUND OF RESEARCH

During the last decade, the Kingdom of Saudi Arabia has achieved remarkable success with regards to its healthcare development. Knowing that understanding the economic progress and the health of the nation generally comes hand in hand, the Saudi Government has showered the health care system with serious considerable attention such as increasing the health care budget (Aldossary, While, & Barriball, 2008; Al-Husseini, 2006). In 2009, the Saudi government allocated USD 7.58 billion to the Ministry of Health as compared to USD 4.49 billion in 2005, showing a marked increase of 75% (Ministry of Health, 2009). In addition to the financial support to upgrade the health care quality services, the Saudi government has also expanded efforts to develop the human resource side of health care particularly the nursing sector (Al-Husseini, 2006). For instance, the Kingdom has set up and developed health institutions and health colleges to cater to the study of bachelor of nursing and to increase the graduates’ quality. The main reason for carrying out these developments particularly in the area of nursing is because nurses make up the backbone of health care centers as they are the ones who deal first hand with patients (Al-Husseini, 2006; Ida et al., 2009). In 2009, nurses represented about 48.25% of health care workers in Saudi Arabia, while doctors represented 23.89%.
The contents of the thesis is for internal user only
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