

FACTORS INFLUENCING PERCEIVED STRESS AMONG NURSES; THE
CASE AT NATIONAL CANCER INSTITUTE

By

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ABSTRACT

The aim of this study was to investigate the factors influencing perceived stress among nurses; the case at National Cancer Institute (NCI). The independent factors studied are: workload, patient's death and dying, inadequate preparation, lack of staff support, uncertainty concerning treatment by physician, conflict with physicians and conflict with other nurses. This study examined the level of perceived stress encountered by nurses at the NCI and to identifying the influential among the occupational stressor on nurses at NCI. The Nursing Stress Scale (NSS) by Gray-Toft and Anderson (1981) and the Perceived Stress Scale (PSS) by Cohen *et al.*, (1983) were use as the research instrument. A total of 182 nurses were selected as respondents from a population of 390 nurses. Data were analyzed using descriptive statistics (mean and standard deviation) and inferential statistics (correlation and multiple regressions). Overall, the findings indicate low level of perceived stress experienced by nurses in NCI. The results of the correlation analysis showed that out of seven factors, six have a low and positive relationship with perceived stress while (uncertainty concerning treatment by physician) shows no relationship at all. Based on multiple regression result study, 19.7% of the perceived stress could be explained by the factors studied. The most influential factors are the inadequate preparation and conflict with physicians factor. This study would like to suggest to the NCI management to initiate proactive measures to address the stress issues exist by providing a range of appropriate on-going training courses that would include techniques of handling stress at work in order to produce productive worker with an excellent work culture.

Keywords : *Nurses, National Cancer Institute, Perceived Stress*

ABSTRAK

Tujuan kajian ini adalah untuk mengkaji faktor yang mempengaruhi tekanan dalam kalangan jururawat; di Institut Kanser Negara (IKN). Faktor-faktor bebas yang dikaji ialah: beban kerja, kematian pesakit, persediaan yang tidak mencukupi, kurang sokongan rakan sekerja, ketidakpastian mengenai rawatan oleh doktor, konflik bersama doktor dan konflik bersama jururawat yang lain. Kajian ini turut mengkaji tahap tekanan yang dihadapi oleh jururawat di Institut Kanser Negara selain dari mengenal pasti faktor yang mempengaruhi tekanan dalam kalangan jururawat di IKN. *Nursing Stress Scale* (NSS) oleh Gray-Toft and Anderson (1981) dan *Perceived Stress Scale* (PSS) oleh Cohen *et al.*, (1983) telah digunakan sebagai instrumen kajian. Seramai 182 jururawat telah dipilih sebagai responden daripada populasi 390 jururawat. Data yang diperolehi dianalisis menggunakan statistik deskriptif (min dan sisihan piawai) dan statistik inferensi (korelasi dan pelbagai terurus). Secara keseluruhan, dapatan kajian menunjukkan kadar tekanan yang rendah dalam kalangan jururawat di Institut Kanser Negara. Hasil kajian korelasi menunjukkan bahawa, daripada tujuh faktor, enam daripada mereka mempunyai hubungan yang positif dan rendah terhadap tekanan, manakala satu daripadanya (ketidakpastian mengenai rawatan oleh doktor) menunjukkan tiada hubungan terhadap pembolehubah bersandar. Berdasarkan kajian regresi berganda, 19.7% daripada tekanan yang dialami dijelaskan oleh faktor yang dikaji. Faktor yang paling mempengaruhi ialah persediaan yang tidak mencukupi dan konflik bersama doktor. Penyelidik mencadangkan agar pihak pengurusan mengambil langkah proaktif dalam menangani tekanan yang wujud dengan memberikan pelbagai pendedahan melalui kursus dan latihan yang bersesuaian secara konsisten termasuklah teknik menangani tekanan yang wujud agar kakitangan yang produktif dan budaya kerja cemerlang dapat dilahirkan.

Kata kunci: *Jururawat, Institut Kanser Negara, Tekanan*

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LIST OF ABBREVIATIONS

NCI : National Cancer Institute

NSS : Nursing Stress Scale

PSS : Perceived Stress Scale

RCN : Royal College Nursing

WHO : World Health Organization

OSH : Occupational Safety and Health

CHAPTER 1

INTRODUCTION

1.1 Background of the study

Occupational stress has become a great issue since years ago. This result has become an attention among healthcare organization as most of the workers feel the stress while working in order to get maximum output with good quality. According to (Babatunde, 2013), occupational stress mostly described as developing when there are difference between physiological needs in a workplace or an organization and failure to deal with the demands. Stress can be classified as a unique situation where an individual meet the opportunity, demands or anything that is linked to what people wants and when the results can be both either ambiguous or significant (Robbins S. P. and Judge T. A., 2013). Stress is too universal. It can be good, but at the same time it can be oppositely. Occupational stressors that were faced in a low level produce under pressure and this helps us to motivate ourselves to perform better. But, if we feel the pressure constantly, our mind and body will react differently. It is important to know your stress level in order to control it. Stressors are the things on how we react our environment which can be classified as agent or stimulus that causes stress, the under pressure feelings. According to (Nordqvist, 2014), the more stressors we experience will result in increase of stress feeling.

According to Nad (2009), the nursing profession is known to be stressful throughout the world and has detrimental consequences on the physical and psychological health of an individual which includes emotionally, physically and

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