

**JOB STRESSORS AND JOB RELATED STRESS
AMONG NURSES
AT NEW YANGON GENERAL HOSPITAL**

YIN YIN MYINT

M.B.,B.S

Dip.Med.Sc (Hospital Administration)

for the Degree of Master of Hospital Administration (MHA)

University of Public Health, Yangon

2019

**JOB STRESSORS AND JOB RELATED STRESS
AMONG NURSES
AT NEW YANGON GENERAL HOSPITAL**

**Thesis submitted to
the Postgraduate Academic Board of Studies,
University of Public Health, Yangon
as the partial fulfillment of the requirements
for the Degree of Master of Hospital Administration (MHA)**

YIN YIN MYINT

M.B.,B.S

Dip.Med.Sc (HA)

2019

ABSTRACT

In Myanmar, there was no systematic referral system and lack of primary screening of health care, there were increasing at the tertiary hospitals and there was workload burden and job stress occurred among nurses. The main purpose of this study is to explore the job stressors and job related stress among nurses in New Yangon General Hospital and to address the issue to reduce the job stress to improve their working behavior which had impact upon effectiveness and efficiency of health care system. The hospital based cross-sectional study design was conducted using self-administered questionnaires among 96 nurses with at least six months services. The questionnaires are adopted from Nursing Stress Scale (NSS) to determine the job stressors and General Health Questionnaires 12 (GHQ 12) to address the job related stress among nurses. The major job stressors were 'Feeling inadequacy of emotion support of the patient' (79.2%), 'Death and dying of the patient' (78.1%) and 'Workload' (56.2%). Some job stressors were positively correlated with each other such as 'Death and dying of the patient' and 'Feeling inadequacy' ($r=0.630$, $P\text{ value}<0.001$), 'Feeling inadequacy' and 'Relationship with physicians' ($r=0.448$, $P\text{ value}<0.001$) and 'Relationship with physicians' and 'Relationship with other nurses' ($r=0.507$, $P\text{ value}<0.001$). But there was only 3.1% of the respondents presented job related stress. The percentage of job related stress with high level of job stressor for 'treatment related to patient' was significantly higher than those low level of that stressor (15.4% and 1.2%, $P=0.047$). Qualitative findings revealed that the factors causing job stress were imbalance between workload and nurse resources in some department and nurses with low service duration had problems in communication with workers. Majority of the respondents had reported job related stress in communication with the patients and patients' attendants. Most of the respondents used self-relieved coping methods to reduce job stress such as room cleansing, staying alone, confided to roommates about stress, crying, coming out to have snacks and meditation. The job stress among nurses in NYGH was very low which was not problem. But this study pointed out that hospital administrator should find out the ways for better communication between doctors and nurses concerning treatment and information sharing about the patient. Further research regarding to the job stressors and job stress among medical doctors especially house surgeons and assistant surgeons should be carried out in NYGH.