

Work stress syndrome among public health employee "An exploratory study in some public hospital institutions in Algiers and Ouargla"

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Abstract:

The study aims to detect the level of occupational psychological stress among a sample of public health workers in some public hospital institutions, and also aimed to identify the extent to which the gender variable and years of professional experience affect their level of occupational stress. To achieve the objectives of the study, a questionnaire was used. It includes three dimensions (administrative, technical, personal, and psychological pressures, as well as pressures related to place and equipment), and this study was applied to a sample of 82 employees in some public hospital institutions in the state of Algiers and Ouargla. The study found that:

- ✓ The level of occupational stress among health employees is very high.
- ✓ The level of occupational stress in an employee does not vary according to gender and years of professional experience.

Keywords: psychological pressure, administrative pressure, health sector.

1. Introduction:

Stressful situations are part of human life, involving unwanted experiences and events that involve a lot of concerns, risk factors, and threats in all areas of life, so you find the individual looking for stability, and safety, going behind the comfort that gives him balance, he seeks to reduce the burden of life on his shoulders. As life became complicated and expanded and its demands and needs increased, the pressures on him to meet those demands increased, so he cannot stop keeping up with that, because he will fail to catch up with them, forcing him to keep pace with the acceleration to achieve desires and demands, this acceleration

increased him again from the pressure on the soul and overloaded to catch up with the procession of urbanization with all its cruelty and prosperity. Medical reports in the United States indicate that 75% of health problems are related in one way or another to psychological stress. (Askar Ali, 2000, p. 20).

Therefore, the psychological and professional pressures of workers in different sectors and organizations are Topics that have attracted the attention of many researchers, especially recently because of the negative results it causes on the psychology of workers And their low performance, the increase in days of absence, and perhaps a rise in Work

accidents, and therefore these pressures have effects on the individual and the institution or body in which he works.

For example, you estimate the costs caused by work stress. For the US economy in amounts ranging from 100 to 300 billion dollars per year. Statistics also show that work stress affects health. physical and mental for more than half a million workers daily. Jadallah, 2002, p. 30).

The study carried out by Askar and Ahmed (1988) aimed to identify "the extent to which workers are exposed to work pressure in some social professions" with the identification and comparison of pressure levels to which workers in each teaching profession are exposed in private institutes, the health profession, the psychological services profession, and the social services profession, and the study also aimed to identify the extent to which workers in the four professions are exposed to pressures arising from working conditions and to identify differences at the pressure levels to which they are exposed. The results showed that stress levels in the four occupations are not considered high and that health professionals are the most exposed to work pressure.

In the same context, this study came to reveal the degree of occupational psychological pressure to which health employees are exposed through the performance of their work in public institutions. Hospitalization.

Based on the following questions:

- ✓ What is the level of occupational psychological stress among health employees working in public hospital institutions?

- ✓ Are there statistically significant differences between the average scores of public health employees on occupational stress due to the gender variable?
- ✓ Are there statistically significant differences between the average scores of public health employees on occupational stress due to the years of professional experience variable?

2. Importance of the study:

The importance of the study can be summarized as it contributes to covering part of the studies Related to occupational psychological stress among health workers. It is also one of the topics that can be updated, developed, and improved. And open the way for more future studies that are concerned with the health and well-being of workers.

3. Objectives of the study:

The study aims to find out the level of occupational psychological stress among employees working in public hospital institutions in the state of Algiers and Ouargla and to reveal the extent to which gender and years of professional experience affect the assessment of the level of occupational psychological stress.

4. Procedural definition of the concepts of the study:

4.1. Occupational psychological pressure: is a set of influences or stressful situations from different sources exposed to the employee of public hospital institutions in the capital and Ouargla and lead to non-adaptive responses physiological and psychological and create a state of tension, discomfort, and exhausting thinking, require the individual to deal with and confront. It includes (administrative, technical, personal,

psychological, and pressures related to the place and equipment).

4.2. Public health employee: Any member of the public health sector, regardless of his gender, nature of work, or experience.

5. Theoretical framework of the study:

5.1. Definition of occupational stress:

Definition of stress in general: Pressure is defined in nature as forces directed at the body, for example, tons of rocks compress the ground. Some scientists believe that stress is the state resulting from the imbalance between the demands of a situation and the individual's ability to respond to that situation. (Sayed Mahmoud Al-Tawab, 2008, p. 90)

Many specialists also find it difficult to define psychological stress. It can be defined in different ways depending on the point of view of The world and the theoretical direction to which it belongs.

Sarafino's definition of stress is a phrase about "the state that results when the interaction between The person and the environment of the individual to perceive a contradiction may be real or Unreal between the demands resulting from the situation and resources biological, psychological and social of the individual" (Sarafino,1994, 74)

Based on this, we consider that the pressures are nothing but a series of external events that the individual faces as a result of his dealings with the surrounding environment Tags, which impose on him the speed of compatibility in the face of it for these events to avoid negative psychosocial effects and reach compatibility.

5.2. Sources of occupational psychological stress:

"There are occupations that inherently generate a high level of work pressure, while there are other occupations that inherently generate low levels of work pressure" .(she says. Al-Hindawi, 1994, p. 101).

In another study (Al-Hindawi, p. 102), she points out: "The type of work carried out by the individual and the duties, responsibilities, and burdens it includes are one of the important determinants of the amount and type of pressure to which he is exposed.

- Management men are more vulnerable than engineers and scientists to various forms of work stress due to increased workloads.

- Responsibility for individuals is also a powerful source of pressure to a greater degree than responsibility for objects and possessions.

Hence, this type of work pressure is experienced by workers in the fields of police, firefighting, nursing, teaching, and air traffic control, as well as managers. "

Another study conducted by Al-Hindawi on strategies for dealing with work stress confirms that "Individuals' perception of the causes of work stress varies according to their nature, and their perception of those causes varies according to their age.

The results indicate that the lower the age of workers, the greater the level of work pressure they feel than older workers " (Al-Hindawi, op. cit., p. 102).

" Gmelch et al. (1994) attribute the sources of work stress among workers in educational administration to: "The work

environment where they practice administrative work is exposed to work pressure in both the administrative and academic fields." (Hind Majid Al-Khuthila, 1997, p. 88).

5.3. Some theories explaining occupational psychological stress

Theories explaining psychological stress within different frameworks and premises dealt with, which led to the difference of these theories among themselves, which will be shown in this study in the brief presentation as follows:

First: Spielberger's theory

It is not possible to address the concept of stress when Spielberger without examining his famous theory of anxiety based on the distinction between anxiety as a trait Anxiety and anxiety as the case of State Anxiety, Spielberger defined anxiety as a trait as: "It is an acquired behavioral predisposition, which remains latent until it is alerted and activated by internal or external stimuli that raise the state of anxiety, and the level of anxiety in humans depends on the level of His predisposition to anxiety (i.e. the level of anxiety as a trait)". (Al-Zu'bi, Ahmed, 1997, p. 111)). Spielberger stressed the characteristic of anxiety as a relatively fixed trait in personality, and a relatively constant tendency for the individual to respond to different life situations in a predominantly stressful way, and this susceptibility to anxiety makes the individual look at the world around him as a source of danger and threat to him. (Haddad Afaf, 1995, p. 933))

This means that anxiety, as a state, is not fixed but changes from one situation to another, depending on the severity and

type of danger or threat, and decreases according to the situation. Spielberger linked to pressure and state anxiety, and the resulting pressure is considered pressure-causing anxiety, and this is excluded from anxiety as a trait where one of the individual's personality traits is already anxious, and a person who is high in susceptibility to anxiety tends to realize a great danger; in his relationships with others; which include threats to his self-esteem Self-Esteem and he responds to these self-threats with a very high level of anxiety or in the level of motivation. (Gharib, Abdel Fattah, 1998, p. 356)

Second: Hans Selye's Theory:

Hans Seeley, by his specialization as a physician, was influenced by the physiological interpretation of stress. His theory proceeds from the postulate that pressure is a non-independent variable and is a response to a stressor that distinguishes a person and puts it based on his response to the stressful environment, and that there is a response or certain patterns of responses from which it can be inferred that the person is under the disturbing environmental influence, and "Selye" considers that the symptoms of the physiological response to pressure are global and its goal is to preserve the entity and life (Osman Faruq Alsayed, 1999, p. 98).

Selye identified three stages of defense against pressure:

1- **Alarm Phase:** " In which the body shows changes and responses when the individual realizes the threat he faces, such as increased breathing, increased sugar and fat in the circulatory system, and tightens the muscles to prepare the body

for the confrontation process, and these changes are known as general arousal.

2- **Resistance Phase:** It occurs when the body turns from a general resistance to certain vital organs that can repel the source of the threat, and the changes that appeared on the body in the first stage disappear, and other changes appear indicating adaptation.

3- **Exhaustion Phase:** The resistance tracking phase if the threat persists, but the necessary energy is exhausted, and if the defensive responses are intense and persistent for a long time, it may result in death in certain cases. (Askar, Ali, 2000, 2nd Edition, p. 35).

6. Field Study Procedures:

gender	
Male	34
Female	46
Total	82 employee

Table N° (01): Represents the distribution of sample members by gender

Number of years of professional experience	
Less than 5 years of work	32
5 to 10 years of work	28
More than 10 years of work	22
Total	82 employee

Table N° (02): represents the distribution of respondents according to the number of years of professional experience

6.3. Data collection tools:

6.3.1. Study Tool:

To answer the questions of the study, we used the Occupational Stress Scale, which is a questionnaire prepared by the research group. Where it relied on the preparation of this scale on a set of scales, studies, and articles that dealt with occupational psychological pressure and the scale consists of a set of 30 items and three dimensions (administrative pressures, technical, personal pressures, and pressures related to place and equipment).

6.1. The approach followed in the study:

In the current study, we used the descriptive approach, which depends on collecting, classifying, processing, and analyzing facts and data to reach results.

6.2. The population and sample of the study:

The total sample of the study (was 120) individual of employees working in some hospital institutions in the capital and Ouargla, and after the application reached the total members of the sample (82) affiliated, where (26) individuals abstained from answering, and (14) forms were canceled for not meeting the conditions of the answer.

6.3.1.1 Authenticity of the study tool

The authenticity of the instrument was verified using internal consistency, by calculating the correlation coefficient between the score of each item and the total score of the instrument, and most of the correlation coefficients were a function at the level of (0.01). The correlation coefficient between the total score of the field and the total score of the instrument was also calculated.

The internal correlation between the dimensions of the scale and the total score: The correlation between the dimensions of the scale and the total score of the scale, which can be used as an indicator of the sincerity of the construction (concept), Table N ° (3), shows this:

Table N° (3): Correlation coefficients between the dimensions of the instrument and the total degree

Correlation coefficient with the total score	Dimension
0.92	1. Administrative and technical pressures
0.84	2. Personal and psychological stress
0.88	3. Pressures related to space and equipment

From the table, it is clear that all the correlation coefficients extracted between the dimensions of the instrument and the total degrees are a function at the significance level of 0.01, which confirms the validity of the instrument.

6.3.1.2. Stability of the study tool

Stability by half-segmentation: Then find the stability coefficient by half-segmentation between the first half and the second half of the scale, and the stability coefficient after correction by Spearman-Brown equation (0.96). It is a high value that qualifies it for use in measurement.

Stability of internal consistency with Cronbach's alpha coefficient: The stability of Cronbach's alpha coefficient was calculated and amounted to (0.98), which is a high value that qualifies it for use in measurement.

6.4. Statistical processing methods

For data processing, the statistical package program (19 SPSS) was used, to answer the first question, the arithmetic mean and standard deviation of the dimensions of the instrument, and to answer the question the second was the use of multiple variance analysis.

Presentation and discussion of study results

1- Presentation of the result of the first question: it states:

What is the level of occupational psychological stress among employees working in some public hospital institutions?

To answer this question, the range and length of the category were determined to measure the level of occupational psychological stress according to the following table:

Table N° (4): Measure of judgment on the level of occupational psychological stress through arithmetic averages

Mid-range division	Pressure level	Range = 5-1 = 4 Class length = 4/5 = 0.80
1 – 1.80	Very low	
1.81 – 2.60	Low	
2.61 – 3.40	Medium	
3.41 – 4.20	High	
4.21 – 5	very high	

After determining the range and length of the category to measure the level of occupational psychological stress, the arithmetic averages and standard deviations of the items and dimensions of the tool were calculated according to the following table:

Table N° (5): shows the arithmetic averages and standard deviations of the dimensions of the tool

N°	Dimensions	Average Arithmetic	Standard deviation	Level
Professional psychological stress	1. Administrative and technical pressures	4.64	1.21	very high
	2. Personal and psychological stress	4.36	0.97	very high
	3. Pressures related to space and equipment	4.72	1.09	very high
	4. The arithmetic mean and standard deviation of the instrument	4.57	0.94	very high

From Table (5), it is clear that the arithmetic mean of the dimension of administrative and technical pressures is (4.64). And the arithmetic means of the dimension of personal and psychological stress (4.36). And the arithmetic means of the dimension of pressures related to place and equipment (4.72). And the arithmetic means of the tool (4.57). All values obtained from the arithmetic averages of the dimensions express a very high level of occupational psychological stress.

Interpretation of the result of the question: Through the results shown in Table (5), the study revealed that the level of occupational psychological pressures is

very high among employees working in some public hospital institutions in the capital and Ouargla, whether in the study tool as a whole or the dimensions of the study, which are represented in (administrative and technical pressures, personal and psychological pressures, and pressures related to place and equipment). According to the findings of the current study, work in public health is characterized by very high occupational psychological pressure as a result of the presence of administrative and technical pressures represented in the uncertainty in determining responsibilities in the hospital, which are sometimes

overlapping. As well as the lack of fair opportunities for promotion and improvement of the level in the hospital. This is explained by one of the studies (Samir Ahmed Askar 1988) on a sample of employees of one of the organizations. The ambiguity of the role or insufficient information related to the job is a source of work pressure." And a study (Ahmed Al-Hindawi 1994) where this study refers to the type of work carried out by the individual and what it includes of duties, responsibilities, and burdens is one of the important determinants of the amount and type of pressure he is exposed to, and the study showed that responsibility on individuals is a strong source of pressure with a greater degree of responsibility for things and possessions. The individual's sense that opportunities for promotion and advancement and Career growth within the organization to which he belongs is weak or governed by criteria other than performance efficiency is one of the important sources of work pressure as it conflicts with the aspirations of the individual and the attempt to assert his professional future.

The very high personal and psychological pressures are that the health sector employee feels that the effort he spends daily in working in the hospital is greater than his capacity and the financial return is not enough for a decent life. He also feels that working in

the hospital is stressful and stressful. Caplan (1978) showed the nature of the relationship between workload and stress level: "The existence of a positive correlation between these two variables, as increasing the volume of burdens assigned to an individual to a higher rate than the acceptable rate causes a high level of pressure."

As for the pressures related to the place and equipment, the health sector workers, including doctors, nurses, and workers, consider the facilities they use in the hospital unsafe and unsound, the cleanliness and arrangement are inappropriate in the work environment in the hospital and do not conform to sound medical specifications and the scarcity of quiet sessions at work in the hospital. All these indicators contributed to raising the level of occupational psychological pressure among employees working in some public hospital institutions in the capital Ouargla.

2 - Presentation of the result of the second question: states:

Is there a difference in the level of occupational stress according to gender and years of professional experience?

To answer this question, multiple variance analysis was used, as shown in the following tables:

Table N° (6): Results of the analysis of multiple variances to indicate the differences between the variables of gender and years of professional experience in assessing the level of administrative and technical pressures.

Source of contrast	Sum of Squares	Degrees of freedom	Mean of squares	Value "D"	Level of significance
gender	0.061	1	0.061	0.30	0.58
Years of professional experience	0.13	2	0.066	0.33	0.71
Error	15.399	78	0.197		
Total	1546.45	82			

Through Table N° (06), which represents the results of the analysis of the multiple variances of the significance of the differences between the two variables of gender and years of professional experience in assessing the level of administrative and technical pressures, we notice in the gender variable that the value of D (0.30) and the level of significance (0.58). In the variable of years of professional experience, the value of D (0.33) and the level of significance (0.71). According to the results obtained in the study of differences, they are not indicative of differences in the assessment of the level of administrative and technical pressures, according to the gender variable and years of Professional ink.

Table N° (7): Results of the analysis of multiple variances to indicate the differences between the variables of gender and years of professional experience in assessing the level of personal and psychological stress.

Source of contrast	Sum of Squares	Degrees of freedom	Mean of squares	Value "D"	Level of significance
gender	0.003	1	0.003	0.023	0.88
Years of Professional Experience	0.237	2	0.119	0.870	0.42
Error	10.644	78	0.136		
Total	1514.19	82			

Through Table (07), which represents the results of the analysis of the multiple variances of the significance of the differences between the variables of gender and years of professional experience in assessing the level of personal and psychological stress, we notice in the gender variable that the value of D (0.02) and the level of significance (0.88). In the variable of years of professional experience, the value of D (0.87) and the level of significance (0.42). According to the results obtained in the study of differences, they are not indicative of differences in the assessment of the level of personal and psychological stress according to the gender variable and the years of occupational ink.

Table N° (8): Results of the analysis of multiple variances to indicate the differences between the variables of gender and years of professional experience in assessing the level related to the place and equipment.

Source of contrast	Sum of Squares	Degrees of freedom	Mean of squares	Value "D"	Level of significance
gender	0.245	1	0.245	0.828	0.35
Years of Professional Experience	0.478	2	0.239	0.847	0.43
Error	22.027	78	0.282		
Total	1505.57	82			

Through Table N° (8), which represents the results of the analysis of the multiple variances of the significance of the differences between the two variables of gender and years of professional experience in assessing the level of pressures related to place and equipment, we notice in the gender variable that the value of D (0.83) and the level of significance (0.35). In the variable of years of professional experience, the value of D (0.85) and the level of significance (0.43). According to the results obtained in the study of differences, they are not indicative of differences in the evaluation of the level of pressures related to the place and equipment, depending on the gender variable and the years of occupational ink.

Interpretation of the result of the second question: Through the results obtained in tables (06), (07), and (08), we note that there are no differences between gender (males and females) and between the years of professional experience in assessing the level of occupational psychological pressures, represented in (technical and

administrative pressures, personal and psychological pressures, and pressures related to place and equipment).

The explanation for this is that the organizational climate in the hospital institution is uniform, as well as the system of work and morning and evening shifts are also uniform for all employees, regardless of their gender or years of professional experience, and they are exposed to the same pressure, i.e. in the sense of similar working conditions between those affiliated with the public health sector. Our study coincided with a study (Yahya Abdel Gawad 2003) on the sources of work stress among nurses working in hospitals, where the study found that there were no differences in the sources of stress. The work to which nurses are exposed is attributable to gender variables. The nature of work in the health profession is considered one of the most difficult and arduous professions according to (Farouk Al-Sayed, 1999). McLane has identified two main variables that lead the worker to exceed the limits of endurance and thus lead to psychological stress

associated with work :(The quantitative burden is to increase the volume of work to be done and the qualitative burden is that the work requires difficult tasks to achieve). In the nursing profession, medicine, or health in general, the quantitative burden and the qualitative burden are hardly inseparable from the worker in hospital institutions, regardless of his gender or professional experience.

Conclusion:

Public health workers face many stressful situations, including technical, administrative, personal, psychological, and venue and equipment pressures. These pressures are undesirable, as they are considered one of the risk and threat factors in various areas of life for the health sector affiliate, which affects his work within hospital institutions, and therefore the reform of the health system must take into account the professional psychological pressures to which workers in this sector are exposed and in Other sectors, and its advancement, development, and modernization to keep pace with the rapid development witnessed by the world in all fields.

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