

Stress and its psychological and social repercussions on nurses' performance -A field study in the multi-service National Reconciliation Clinic in Laghouat-

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Abstract:

This study aimed to try to detect the level of stress and functional performance of nurses in the multi-service clinic of national reconciliation in Laghouat, to identify the most important elements of functional performance of nurses, to know the most important psychological and social repercussions on the performance of nurses, and to identify the differences in symptoms of stress in the field of nursing between the categories of social status and seniority At work, where the descriptive approach was adopted using the questionnaire and distributed to a sample of 38 nurses, and after statistical processing and analysis of the data, the study resulted in the following results:

- There is a low level of stress and a high level of job performance among nurses.
- The most important repercussions of stress on nurses' performance are the social repercussions.
- The most important elements of performance for nurses are personal characteristics and abilities.
- There are differences in the degree of stress among nurses due to the interaction between social status and seniority at work.

Keywords: Stress - Psychological and Social Repercussions - Job Performance - Pathogen.

Introduction

In the modern age, individuals spend a significant portion of their lives in organizational environments that pose various and diverse risks and accumulated pressures. This is compounded by the rapid and continuous changes that are difficult to keep up with and adapt to at all levels. The inevitable result is that employees within their organizations are exposed to varying degrees of stress. Workers in different professions face different levels of job stress arising from various causes and sources. Some can confront and adapt to these pressures positively, using them as a motivation to work harder and be more productive. However, others fail to cope with these pressures, which negatively affects their mental, physical, and behavioral health, as well as their professional compatibility and performance levels. This inability to manage stress can lead to a failure to achieve expected organizational goals.

The topic of stress has garnered significant attention from scholars and researchers in the fields of public health, psychology, and organizational behavior. This interest stems from the negative effects of stress on both individuals and organizations. Researchers aim to understand the causes and sources of stress to develop strategies for managing it, thus minimizing the substantial losses organizations face and working towards providing a healthy organizational climate for employees, ensuring job satisfaction, and improving performance levels.

The role of nurses in the medical system has become increasingly important over time due to their intermediary role between doctors and administration and their special relationship with patients,

providing constant care and monitoring. Some studies consider nurses to be the cornerstone of hospital efficiency and the adequacy of healthcare services. Nursing is a demanding and strenuous profession due to the numerous responsibilities and burdens placed on nurses. The care and responsibility for others are significant factors contributing to professional exhaustion, including job-related pressures such as role burden, excessive workload, overtime work, night shifts, and unhealthy physical environments such as lack of medical equipment and noise, which can cause stress and anxiety for nurses. Additionally, the pressure from patients' companions, visitors, and reviewers, and the negative perception these groups often have towards nurses and their work, further exacerbate stress.

In light of the aforementioned issues, this study aims to investigate the topic of stress and its psychological and social impacts on the performance of nurses, considering both day and night shifts and some personal variables (gender, marital status, and seniority in work).

1–Problem Statement:

Human life has witnessed development and progress on various economic, social, and technological levels. Social institutions, such as hospitals, must keep pace with this development by accelerating routine procedures and the operations required by patients for swift treatment and the organization of medical and health services. This has necessitated that these institutions maintain continuous activity over 24 hours, leading them to adopt a system of day and night shifts.

The technological advancements and rapid changes we currently experience have impacted everyone, making work a necessary means to meet needs. This has increased work burdens and generated professional pressures in various professions. The healthcare sector, being one of the crucial sectors, faces many challenges due to the lack of financial and human resources, and a shortage of nurses. This is due to the high and increasing demand for this sensitive sector, which cares for the individual's health and safety.

One of the stressful situations in an individual's life is practicing difficult professions that require high concentration and precision, such as nursing, which is among the stressful professions. This profession necessitates a state of readiness to handle emergencies, as nurses deal daily with illness and pain. They are required to excel in their work and fulfill other social roles, making them vulnerable to continuous pressures that may lead to stress.

Long working hours, difficult responsibilities, and continuous pressure can cause job stress. Work that requires strict supervision and attention and exposes the worker to confusion or danger will cause additional stress. Working around the clock may have professional repercussions on nurses, affecting their performance as they face numerous situations and conditions that exceed their physical, psychological, and cognitive capacities. This is due to the increased workload and responsibility, making it difficult to live and adapt. The continuation of these situations and conditions can have repercussions on the job performance of nurses.

According to the study by Lamiaa Djanadi and Noura Ouchikh (2020) on "Psychological Stress among Workers in the Nursing Field," a comparative study of stress symptoms between nurses, published in the Journal of Psychological and Educational Studies, Volume 13, Issue 04, University of Abdelhamid Mehri – Constantine 2, the study aimed to diagnose psychological stress among nurses using the descriptive method on a sample of 70 nurses. The results revealed significant psychological stress among both genders, manifesting in physical, emotional, and relational symptoms.

This study aims to answer the problem: "Stress and its psychological and social impacts on the performance of nurses between day and night shifts," by posing the following question:

- Does stress have psychological and social impacts on the performance of nurses at the Multiservice Clinic of National Reconciliation in Laghouat?

This general question is broken down into the following sub-questions:

- What is the level of stress among nurses at the Multiservice Clinic of National Reconciliation in Laghouat?
- What is the level of job performance among nurses at the Multiservice Clinic of National Reconciliation in Laghouat?
- What are the main symptoms causing psychological stress among nurses at the Multiservice Clinic of National Reconciliation in Laghouat?
- What are the main components of job performance among nurses at the Multiservice Clinic of National Reconciliation in Laghouat?
- Are there differences in the average job performance scores among nurses attributable to the interaction between marital status and seniority in work?

2- Hypotheses of the Study:

- The level of stress among nurses at the Multiservice Clinic of National Reconciliation in Laghouat is low.
- The level of job performance among nurses at the Multiservice Clinic of National Reconciliation in Laghouat is high.
- The main symptoms causing stress among nurses at the Multiservice Clinic of National Reconciliation in Laghouat are psychological symptoms.
- The main components of job performance among nurses at the Multiservice Clinic of National Reconciliation in Laghouat are duties.
- There are differences in the average job performance scores among nurses attributed to the interaction between marital status and seniority in work.

3- Study Objectives:

- To reveal the levels of stress and job performance among nurses at the Multiservice Clinic of National Reconciliation in Laghouat.
- To identify the main symptoms causing stress among nurses at the Multiservice Clinic of National Reconciliation in Laghouat.
- To determine the main components of job performance among nurses at the Multiservice Clinic of National Reconciliation in Laghouat.
- To identify the differences in stress symptoms between nurses working day shifts and night shifts.
- To understand the differences in performance among nurses at the Multiservice Clinic of National Reconciliation in Laghouat based on marital status, seniority, and the interaction between them.

4-Importance of the Study:

- To understand the nature of night work and its various psychological and social impacts on nurses, and to compare these impacts with those experienced during day shifts at the Multiservice Clinic of National Reconciliation in Laghouat.
- To enrich the information and data provided by researchers and specialists in work and organizational psychology, and to draw the attention of concerned parties and officials to the various negative effects of night work on the health of employees.
- To focus on the effects of stress experienced by practitioners in the field of nursing, given its significant impact on various aspects of their lives, which may lead to burnout in the face of role conflicts.
- To inform hospital management about the key factors and elements necessary for improving the performance of nurses.

5- Operational Definitions of Study Variables:

Conceptual Definition of Stress:

Shaker Qandil sees psychological stress as the presence of external factors pressing on the individual wholly or partially to the extent that it creates a feeling of tension or distorts the integrity of their personality. (Quick, 2007, p. 7)

Operational Definition of Stress:

Stress is the sum of psychological, behavioral, and social responses resulting from the continuous interaction between the nurse and their environment, which they perceive in various situations and times that cause physiological and psychological strain. This may hinder their life processes and limit their proper adaptation to their social environment. It is expressed through the score obtained from the study sample's responses to the stress questionnaire prepared for the study.

Conceptual Definition of Job Performance:

Job performance is the execution of tasks as they should be accomplished, aligning with some researchers' focus on the individual's contribution to achieving organizational goals through the extent of task completion. Performance reflects the behavior measured by the individual's ability to contribute to achieving the organization's objectives. (Al-Kareem, 2005, p. 48)

Operational Definition of Job Performance:

Job performance is a set of various activities and tasks performed by a team (nurses) within an organizational framework governed by laws and work regulations. These provide direction and control over employee behavior and determine the methods of task completion to achieve institutional goals according to the shift work system for nurses. It is expressed through the score obtained from the study sample's responses to the job performance questionnaire prepared for the study.

Theoretical Background:

1. Psychological Stress:

Definition by Ali Askar:

Ali Askar defines psychological stress as a state of physical and emotional exhaustion resulting from continuous exposure to high pressures, characterized by various negative symptoms such as fatigue and exhaustion (Askar, 2000, p. 122).

Definition by Gomaa Sayed Youssef:

Gomaa Sayed Youssef describes it as a state of physical, emotional, and mental exhaustion occurring due to long-term involvement in emotionally charged and highly stressful situations that align with high personal performance and achievement expectations. Burnout is primarily associated with work (Youssef, 2001, p. 4).

2. Sources of Psychological Stress:

Sources of psychological stress can be categorized based on the effects of pressure, such as psychological stress, as well as the sources of these pressures. Here are some key sources:

- Role Conflict:

Role conflict occurs when the demands of two or more roles are in opposition, such as the conflict between work and family. For example, work may require absence from the family for a period, such as traveling for a specific task. This can lead to psychological tension, such as anxiety and stress, making it difficult to meet the requirements of the other role, like family duties. Social problems can lead to failure in meeting work requirements and lack of concentration at work (Al-Hasan, 2004, p. 402).

-Feeling of Inadequacy:

Stress arises from the individual's sense of imbalance between the reward they receive and the reward they expect to receive. Individuals assess their success by comparing themselves to others. This type of perceived injustice is accompanied by another form of stress stemming from the pressure exerted by colleagues (Al-Hasan, 2004, p. 406).

- Family Situations:

Family situations include living conditions and stressful events such as the death of a close friend, living among strangers, conflicts with chronic illness, or enduring a marriage full of conflicts (Life, 1990, p. 909).

3- Job Performance

Definition by Ali (2001):

Performance is the net effect of an individual's efforts, beginning with their abilities and role perception, which ultimately indicates the degree of achieving and completing the tasks that constitute the individual's job. From this definition, we can say that performance results from the interaction of three elements that constitute an individual's effort: abilities, role perception, and task execution (Ali, 2001, p. 45).

Definition by Al-Maashar (2009):

Performance refers to the individual's execution of various activities and tasks that make up their job. It can be distinguished by the quantity and quality of the effort exerted, as well as the pattern of performance used (Al-Maashar, 2009, p. 32).

Employee performance encompasses a range of managerial behaviors that express the employee's execution of their job. This includes the quality of performance, proper execution, job experience, communication style, interaction with organization members, and the diligence to respond effectively.

4- Determinants of Job Performance:

This topic has attracted considerable attention from researchers and practitioners in attempts to understand the factors that determine individual performance levels, and to explain the fluctuations in performance. The determinants of job performance include:

A. Individual Motivation:

Every individual must have motivation for work, which can vary in strength from strong to weak.

B. Work Climate or Environment:

The work climate must be conducive, whether at the organizational, managerial, departmental, or all levels, to satisfy individual needs. These needs reflect the individual's motivation for work.

C. Ability to Perform Required Work:

Individuals must possess the ability to perform the specific tasks assigned to them. Other factors resulting from the employee's interaction with the situation regarding required performance include:

- Understanding what needs to be done in the situation.
- Available means for performing the work in the situation.
- Capabilities that the individual possesses for the work in the situation.
- What the individual can satisfy in terms of needs as a result of work in the situation (Sleem, 2012, p. 51).
- What the individual knows about what should be done in the situation.
- The available means for work in the situation.
- The capabilities that the individual has for work in the situation.
- What the individual can satisfy in terms of needs resulting from work in the situation. (Fayez, 2010, p. 46)

5-Characteristics of the nursing profession:

The role of a nurse aims to achieve patient comfort through listening, guidance, advice, and support. Therefore, the nurse's role lies in assisting individuals in recognizing their potential capabilities, helping them accept and use them according to the nature of their suffering and daily activities, in order to strengthen their physical and psychological well-being and maintain it. The nursing profession is characterized by several features, the most prominent of which are:

- Nature of job mobility:

Among the characteristics of nursing work is a lack or absence of job mobility compared to other professions. Nurses remain nurses, and assistants remain assistants because each has a specific qualification level based on their education or the type of training they received from the beginning. As a result, there is a professional hierarchy that causes many conflicts. There is also a significant power dynamic between higher-ranking officials in the hospital's formal organization, who simultaneously hold prestigious social statuses as technical and administrative elites within the hospital.

- Individuals' perception of the nursing profession:

Many people believe that nursing roles in hospitals or health centers are marginal and less important compared to what doctors, pharmacists, and laboratory technicians do. This belief has led to some condescension among some, which could disrupt medical coordination and lead to other problems that employees in the nursing profession may face, including condescending attitudes, lack of trust in their technical knowledge and skills, and a perception among some doctors that nurses' work is limited to dressing wounds, administering injections, and providing food and medicine to patients.

- Duplication of nurses' subordination in hospitals:

Male and female nurses are subject to two different supervisors, one administrative and the other medical. A supervising nurse in a hospital faces paradoxes in her work; she does not answer to just one boss for orders and instructions but has to also follow the directives of the physician in charge of treating the admitted patients in the department where she works and supervises. The physician is considered more experienced and knowledgeable and is primarily responsible for patient treatment.

- Conflict in the nurse's role:

The position of a nurse represents a clear example of power struggles within the hospital between administrative workers and doctors. For example, a nurse is caught in the middle; she represents the hospital administration in implementing policies, rules, and procedures on one hand, and on the other hand, she represents the physician and is responsible for executing his treatment instructions for patients. Although these roles are inseparable, they often put the nurse in a puzzle-like situation where satisfying both the group of doctors (the treating physicians themselves) and the group of patients becomes unachievable. In addition to their professional roles, nurses also have personal social roles; a nurse may be a wife and mother to children for whom she is responsible away from parents and relatives, sometimes needing to rotate shifts in the hospital. (Al-Ghazali, 1998, p. 82)

Field Work:

1- Research Methodology:

The researcher cannot achieve the desired results of their study except through systematic steps, known as methodology. Descriptive methodology typically refers to a set of research procedures that integrate to describe a phenomenon or subject based on collecting, classifying, processing, and analyzing characteristics and data thoroughly and accurately to extract their significance and reach conclusions or generalizations about the phenomenon. (Zurwati, 2002, p. 191)

Choosing the study methodology is a crucial stage in the scientific research process, determining how data and information about the studied topic are collected. Based on our study topic titled "Psychological Stress and Its Psychological and Social Implications on Nurses' Performance between Day and Night Shifts," this topic necessitates the use of descriptive methodology.

2-Study Limitations:

2-1- Spatial Limitations: The study was conducted at the level of a multi-service clinic at the National Reconciliation Complex in El Oued city.

2-2- Temporal Limitations: Our study began in early March 2023 and initially involved gathering as much scholarly material as possible related to psychological stress, job performance, and nursing. The theoretical framework was completed within about a month. The field study itself took us approximately two months, starting from mid-April 2023 to late May 2023.

2-3- Human Limitations:

This refers to the community defined by the researcher, specifying the nature and characteristics of this human community. The human scope of this study includes nurses at the multi-service clinic in the National Reconciliation Complex in El Oued city.

3- Community and Study Sample:

Our study community consists of nurses at the multi-service clinic in the National Reconciliation Complex in El Oued city.

In social and human research, especially in field studies, researchers cannot do without a sample. Through the sample, researchers collect information and data that assist them in studying, analyzing, and interpreting the phenomenon under investigation. A sample is defined as "a subset of the study population in terms of characteristics and traits. Instead of studying all units of the population, which can be very large and difficult to study, the researcher studies a smaller sample of the community that represents the community effectively." (Kouider, 2011, p. 28)

The study sample consists of 38 nurses, chosen using a comprehensive census method of all individuals in the study population.

Table (1): Shows the study sample by gender

Percentage	Number	Gender
%57.9	22	Males
%42.1	16	Females
100%	38	Total

Source: Prepared by the researcher based on the survey analysis results using SPSS V.26 software.

According to the table showing the results of the sample by gender, we find that males represent the highest percentage at 57.9%, while females represent a lower percentage at 42.1%.

Table (2): Shows the characteristics of the study sample according to seniority

Seniority	Number	Percentage %
years From 1 to 5	16	%42.1
From 6 to 22 years	22	%57.9
Total	38	100%

Source: Prepared by the researcher based on the outputs of SPSS.

According to the table showing the results of the sample by seniority, we find that the highest percentage in this study is represented by 6-12 years at 57.9%, while the lowest percentage is represented by 1-5 years at 42.1%.

Table (3): Shows the characteristics of the study sample according to marital status

Marital Status	Number	Percentage %
Single	18	%47.4
Married	20	%52.6
Total	38	100%

Source: Prepared by the researcher based on the outputs of SPSS

According to the table showing the characteristics of the study sample by marital status, we find that the highest percentage in this study is represented by married individuals at 52.6%, while singles represent the lowest percentage at 47.4%.

4- Study Instruments:

Data collection tools are considered the means by which researchers obtain the data and information required for their study topic. The nature of the subject and the specificity of the data necessitate that researchers choose the appropriate tools for their topic. In this study, the following techniques were used:

Stress Scale: Occupational Stress Scale by Ben Zrouel Fatihah (2008), which measures stress levels through its symptoms and consists of 20 items across three dimensions: psychological, behavioral, and social.

Performance Scale: The Performance Scale by Nasser Mohammed Ibrahim Al-Sukran (2004) was used to measure nurses' performance levels. It comprises 20 items across three dimensions: duty dimension, characteristic dimension, and role perception dimension. Nurses are required to respond to 20 statements related to occupational stress and 20 statements related to job performance. Each statement is accompanied by three alternatives to choose from, as shown in the following table:

Table (4): Dimensions of the Questionnaire and their Sequence

Stress Scale	Psychological Symptoms: Items:1-3-5-6-10-13-17			
	Behavioral Symptoms: Items 2- 4- 8-9-14-18			
	Social Symptoms: Items 7 -11- 12-15- 16-19-20			
	Alternatives	Always	Sometimes	Never
Performance Scale	Job Duties Performance: Includes 6 items numbered as follows: (6, 5, 4, 3, 2, 1)			
	Individual Capabilities and Characteristics: Includes 7 items (13, 12, 11, 10, 9, 8, 7)			
	Employee Role Perception: Includes 7 items (20, 19, 18, 17, 16, 15, 14)			
	Alternatives	High	Average	Low

Source: Prepared by the researcher

5-Psychometric Properties of the Study Tools:

5-1 Validity:

Validity calculation relied on the construct's internal consistency validity, by assessing the correlation between the item and the total score of the Occupational Stress Questionnaire (Psychological) :

Table (5): Represents the results of the construct validity of the Stress Scale

Item Number	Correlation Coefficient	Item Number	Correlation Coefficient
Item 01	0.48*	Item 11	0.47*
Item 02	0.62**	Item 12	0.67**

Item Number	Correlation Coefficient	Item Number	Correlation Coefficient
Item 03	0.62**	Item 13	0.42*
Item 04	0.51*	Item 14	0.63**
Item 05	0.57**	Item 15	0.50*
Item 06	0.49*	Item 16	0.71**
Item 07	0.82**	Item 17	0.53**
Item 08	0.30	Item 18	0.07
Item 09	0.61**	Item 19	0.76**
Item 10	0.69**	Item 20	0.67**
** significant at 0.01- *significant at 0.05			

Source: Prepared by the researcher based on the survey analysis results using SPSS.

The table indicates that the correlation values range between **0.82 and 0.07, with most items in the tool being significant at the significance levels of 0.05 and 0.01.

Table (8): Represents the results of the construct validity of the Performance

Item Number	Correlation Coefficient	Item Number	Correlation Coefficient
Item 01	0.73**	Item 11	0.69**
Item 02	0.90**	Item 12	0.63**
Item 03	0.76**	Item 13	0.39
Item 04	0.46*	Item 14	0.74**
Item 05	0.63**	Item 15	0.32
Item 06	0.71**	Item 16	0.38
Item 07	0.72**	Item 17	0.67**
Item 08	0.45*	Item 18	0.76**
Item 09	0.59**	Item 19	0.53**
Item 10	0.77**	Item 20	0.48**
** significant at 0.01 - *significant at 0.05			

Source: Prepared by the researcher based on the survey analysis results using SPSS

The table shows that the correlation values range between 0.90 and 0.32 , with most items in the tool being significant at the significance levels of 0.05 and 0.01 .

Here is the translated text:

5-2- Reliability Calculation using Cronbach's α (Alpha) for the Questionnaire:

The data was statistically processed, and the following table illustrates the results of Cronbach's Alpha reliability test for the significant items.

Table (9): Represents the results of Cronbach's Alpha reliability coefficient

Questionnaire	Number of Items	Cronbach's Alpha Value
Stress	18	0.89
Performance	17	0.93

Source: Prepared by the researcher based on the survey analysis results using SPSS.

From the results obtained in the table, we observe that the reliability coefficient for the items of the Stress questionnaire reached a value of 0.89 , and the reliability coefficient for the items of the Performance questionnaire reached a value of 0.93 . This indicates that the questionnaires have a high level of reliability, and therefore, they can be applied to the sample.

6- Study Implementation Procedures:

We conducted a field visit to the National Reconciliation Multi-Service Clinic in El Oued starting from April 2023, where we held discussions with the clinic manager who directed us to various departments. After conducting field observations and confirming the availability of our research sample, consisting of nurses working both day and night shifts, we distributed 38 copies of the study measures in the emergency department, pediatric department, and dental surgery department.

7-Statistical Methods of the Study:

After collecting initial study data through survey responses, we processed them using the statistical software SPSS (Statistical Package for Social Sciences). We performed statistical analysis using the following methods:

- *Frequencies and percentages.
- *Pearson correlation coefficient (for calculating simple correlations).
- * t-test.
- * Calculation of Cronbach's Alpha coefficient to assess the reliability of the research tool.
- * Extraction of mean and standard deviation.

8- Presenting and Analyzing Study Results and Discussion:

8-1- Presenting Results of the First Question:

Text of the First Question: What is the level of stress among nurses working at the National Reconciliation Multi-Service Clinic in El Oued?

Table (10) shows the significance of the difference between the hypothetical mean and the calculated mean of nurses' scores.

Number of Individuals	Hypothetical Mean	Calculated Mean	Standard Deviation	Mean Difference	"t" Value	Degrees of Freedom (df)	Statistical Significance "P" Value	Level of Statistical Significance
38	36	29.23	5.80	-6.76	-7.18	37	0.00	significant at 0.01

Source: Prepared by the researcher based on the survey analysis using SPSS v.26.

According to Table, the difference between the hypothetical mean and the calculated mean for nurses' scores was -6.76 with a standard deviation of 5.80. The "t" value of 7.18 was statistically significant at 37 degrees of freedom, with a significance of 0.000, less than the significance level of 0.01. This indicates that the difference between the means favors the low level, suggesting that stress levels are low among the sample individuals.

This finding aligns with the study by Jannadilmya and Oushikh (2020) titled "Psychological Stress among Nursing Staff," which found significant psychological stress manifested in physical, emotional, and relational symptoms in both genders.

This corresponds to the fact that nursing is a challenging profession requiring high levels of concentration, accuracy, and vigilance in patient care, which may contribute to stress during practice. Work-related stress is a personal experience influenced by personal and environmental factors, including organizational factors, which can have physical, psychological, and behavioral effects on individuals, thereby affecting their work performance. Proper management of these effects is necessary (Hegyan Abdelrahman, 1997.)

In contrast, our current study differs from the findings of Karima Bougazi's study on "Occupational Stress and its Relationship with Coping Strategies among Nurses," which indicated a high level of occupational stress among nurses at Ibn Zohr Hospital.

8-2- Presenting the results of the second question:

Second question text: What is the level of job performance among nurses?

Table (11) shows the hypothetical mean and the calculated mean for nurses' scores.

Number of Individuals	Hypothetical Mean	Calculated Mean	Standard Deviation	Mean Difference	"t" Value	Degrees of Freedom (df)	Statistical Significance "P" Value	Level of Statistical Significance
38	34	44.92	4.35	10.92	15.44	37	0.00	significant at 0.01

Source: Prepared by the researcher based on the results of the survey analysis using SPSS V.26.

According to Table (11), the difference between the hypothetical mean and the calculated mean for nurses' scores was 10.92, with a standard deviation of 4.35. Additionally, the "t" value of 15.44 was statistically significant at degrees of freedom (df) 37 and a significance level of 0.000, which is less than the significance level of 0.01. Therefore, the difference between the means favors a high level, indicating that job performance is high among the sample individuals.

These results align with the findings of Deen Naima's study on nurses' performance in public hospital institutions in Ghardaia, which also indicated a high level of job performance among the sample.

8-3- Displaying results of the third question:

Third question text: What are the main symptoms causing psychological stress among nurses?

Table (12) shows the means and standard deviations of the questionnaire dimensions and their rankings.

Stress	Sample	Mean	Standard Deviation	Rank
Dimension 1 (Psychological)	38	10.97	2.22	2
Dimension 2 (Behavioral)		6.94	1.67	3
Dimension 3 (Social)		11.31	3.08	1

Source: Prepared by the researcher based on the results of the questionnaire analysis using SPSS V.26. It is evident from the data shown in the above table that the mean score for the first dimension (Psychological) was 10.97 with a standard deviation of 2.22. Additionally, the mean score for the second dimension (Behavioral) was 6.94 with a standard deviation of 1.67. As for the third dimension (Social), the mean score was 11.31 with a standard deviation of 3.08. Thus, we conclude that the symptoms contributing to psychological stress among nurses manifest primarily in the social dimension, followed by the psychological dimension, and finally the behavioral dimension, characterized by difficulties in performing daily tasks. Nurses working night shifts also struggle with establishing successful social relationships due to their altered lifestyle and sleep patterns, which necessitate adjustments to their social activities after work. Moreover, nurses may find it challenging to maintain marital harmony due to increased family and household responsibilities such as childcare and marital duties.

The findings of this study align with those of Djanadi Lamia (Psychological Stress Among Nurses), which revealed psychological stress affecting both genders, manifested in physical, emotional, and relational symptoms.

8-4- Displaying the results of the fourth question:

Text of the fourth question: What are the main components of nurses' job performance?

Table (13) shows the arithmetic means and standard deviations of the dimensions of job performance and their ranking.

Job Performance	Sample	Mean	Standard Deviation	Rank
Dimension 1 (Duties)	38	15.39	2.31	2
Dimension 2 (Attributes)		15.73	1.95	1
Dimension 3 (Role Perception)		13.78	1.18	3

Source: Prepared by the researcher based on SPSS outputs.

From the above table illustrating the dimensions of nurses' job performance, we observe that the mean for Dimension 1 (Duties) is 15.39 with a standard deviation of 2.31. The mean for Dimension 2

(Attributes) is 15.73 with a standard deviation of 1.95. Additionally, the mean for Dimension 3 (Role Perception) is 13.78 with a standard deviation of 1.18. Therefore, we conclude that the essential components of job performance among nurses manifest in personal attributes that qualify them to deliver expected levels of service, perform their duties without errors, and bear higher responsibilities. The nature of nursing work is primarily human-centered and directly impacts individuals' lives. The work hours also make nurses accountable for their tasks at the end of their shifts and for the nursing team on duty. Moreover, there is a good level of respect and appreciation between supervisors and their subordinates, aiming to provide the best healthcare services to patients. This is due to a type of collaboration and interaction among nurses that enhances their performance.

These findings align with the results of the study by Zahra Benbrika and Tarik Benksemmi (2015), which highlighted a strong correlation between organizational culture, organizational communication, and job performance among hospital employees.

8-5-Presenting the results of the fifth query: Interaction between social status and seniority at work:

Text of the fifth query: Are there differences in the average job performance scores among nurses?

Table (14) shows the results of the pairwise comparison analysis for hypothesis testing.

Source	Sum of Squares	Mean Square	"F" Value	Degrees of Freedom	Significance (p)	Level of Significance
Seniority	1.00	1.00	0.06	1	0.80	Non-significant 0.05
Social Status	15.87	15.87	0.99	1	0.32	Non-significant 0.05
Interaction between Seniority and Social Status	76.99	76.99	4.81	1	0.03	Significant 0.05
Error	544.29	16.00	00	34	00	/
Total	702.76	109.86	5.86	37	1.15	/

The source: Prepared by the researcher based on SPSS outputs.

The results of the analysis of variance test in the table above showed no differences among the sample individuals in their performance level attributed to the variable of age, as indicated by the non-significant p-value (0.80) for the F-test, which is higher than the accepted significance level (0.05) in psychological and social sciences, indicating a statistically non-significant result. Similarly, there were no significant differences in the performance level attributed to the variable of age, with a p-value (0.32) for the F-test also higher than the accepted significance level (0.05).

This result aligns with a study by Asker (1988) that examined levels of psychological stress and compared them among workers in various social professions, finding that nursing is one of the professions most exposed to stress. The study also found no statistically significant differences in stress levels among male and female nurses based on social status and gender.

The results indicated no differences among the sample individuals in their performance level attributed to the variable of social status. Nurses bear responsibilities outside their work environment, such as family responsibilities that they must fulfill alongside their professional duties. At work, their thoughts may often be focused on family matters, adding to the sensitive nature of their profession that

requires high concentration. Conflicting demands of these responsibilities can lead to psychological stress, making it difficult for nurses, especially those working night shifts, to achieve balance. This can affect marital harmony due to the multitude of family and household responsibilities, such as raising children and marital duties.

Regarding interaction, there was found to be an interaction between age and social status in influencing nurses' performance. The p-value (0.03) for the F-test was lower than the accepted significance level (0.05), indicating a statistically significant result. Therefore, we conclude that there is an interaction effect between the variables (age and social status) and their impact on nurses' performance.

To determine the categories and types of social status affected by the interaction of these variables on their professional performance, we calculate the means and standard deviations.

Table 15 illustrates the average scores of job performance among nurses attributed to the interaction between social status and age at work, including means and standard errors.

Social Status	Seniority	Means	Standard Error	Rank
Single	1-5 years	42.50	2.82	3
	6-12 years	46.87	1.00	1
Married	1-5 years	44.64	1.06	2
	6-12 years	41.16	1.63	4

Source: Prepared by the researcher based on SPSS outputs.

From the data in the table showing the average job performance scores among nurses attributed to the interaction between social status and age at work, we observe that the average score was 46.87 for single nurses with 6-12 years of tenure, which is higher compared to married nurses with 1-5 years of tenure, where the average score was 44.64. This indicates that single nurses with 6-12 years of work experience have higher job performance.

Conclusion:

Psychological stress has become an inseparable aspect of contemporary life, often termed the "age of stress" despite advancements. Coping with stress varies greatly depending on the situation and individual personality.

Nursing, being a challenging profession requiring intense focus, precision, and alertness in patient care, can significantly contribute to stress among nurses. This is exacerbated by various factors, such as long working hours leading to fatigue, reliance on light meals and stimulants during night shifts posing serious health issues, and disturbances in sleep patterns due to extended wakefulness during night shifts.

The study's findings indicate that nurses' job performance is influenced by variables such as gender, and the interaction between social status and tenure at work. Stress levels among nurses vary due to ambiguous roles, workload burdens, and the conflict between family and work responsibilities. Therefore, it is imperative to prioritize the study of this subject and understand its results to find

appropriate solutions to reduce professional problems and pressures faced by nurses, stemming from multiple psychological and social sources.

In conclusion, we hope that future research will continue to explore practical studies aimed at finding effective ways to reduce psychological stress among nurses, which plays a significant and vital role in both individual and community well-being.

Recommendations:

- Conduct further research on key topics that serve the mental, physical, and emotional health of nurses across their specialties to mitigate professional pressures.
- Improve nurses' working hours to prevent stress.
- Provide conducive conditions within hospitals and work towards improving them to alleviate stressful conditions within the professional environment for nurses.
- Provide financial and moral support to nurses, such as encouraging their involvement in decision-making processes related to their work, fair performance evaluations, salary increments, and career advancement opportunities.
- Ensure administrators provide clear job information about nursing, including precise and clear delineation of nurses' duties and responsibilities, to avoid abuse of power by physicians and their orders.

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