

The relationship between Job-related Stress, Quality of Work Life, Work-related Empowerment, and Quality of Nursing Care among Critical Care Nurses in Jordan

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Abstract

There are many issues that affect the nurses' particularly those who are working in critical care units. These issues include job-related stress, quality of work-life, work-related psychological empowerment, and quality of nursing care. There is a lack of studies regarding these issues among critical care nurses in Arab countries, including Jordan. Thus, this study purposed to examine the correlation between job-related stress, quality of work life, work-related psychological empowerment, and quality of nursing care among critical care nurses in Jordan. A cross-sectional, descriptive correlational design was adopted. Data were collected from 480 registered nurses working in critical care units from three health sectors, including government, private, and educational. Findings showed that the mean scores of job-related stress, quality of work-life, work-related psychological empowerment, and quality of nursing care were as follows: 2.96 (SD=0.65), 4.01 (SD=0.60), 5.22 (SD=0.92), 3.75 (SD= 0.62), respectively. These results indicate that nurses had a, occasionally to frequently level of job-related stress, moderate level of quality of work life, high level of psychological empowerment, and very good level of quality of nursing care. There was a negative relationship between job-related stress and quality of nursing care ($r = -0.088$, $p =$

0.05). However, a positive relationship was found between quality of nursing care and quality of work life ($r = 0.638, p < 0.001$) and psychological empowerment ($r = 0.519, p < 0.05$). Quality of work life had the strongest influence on quality of nursing care. The results of the study reflect the need for induction programs and strategies to minimize job-related stress, enhance quality of work life, and promote psychological empowerment in order to achieve high quality of nursing care. Additionally, the correlating factors of quality of nursing care should be taken into consideration upon implementing these programs.

Keywords: Critical care nurses; Job-related stress; Quality of nursing care; Quality of work life, Work-related empowerment