

Psychological Stress for the Female Nurses Working in Hospitals in the Palestine

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Abstract

Female nurses representing big number from working force of nurses at governmental hospitals, and many demands that required from them like arrangement between their families, and home responsibility, and the hospital requirement, which eventually increase life stressor. The study goal to assess the psychological stress for the female nurses working in the south region of the Palestine. The methods used in this research quantitative approach. The study population comprised of female nurses in Hebron hospital, and bet jall hospital by giving questionnaires Nursing Stress Scale (NSS) that was designed to measure the frequency and sources of nursing stress experienced by nurses on different hospital units. Result: The level of psychological stress among the participant was mean 1.8 that was moderate. There were relation between the levels of psychological stress and age, Social status, and Family members. There were no statistically significance differences at ($\alpha \leq 0.05$) in the level of psychological stress among female nurse's levels of psychological stress among the participant in the two governmental hospital at southern region of West Bank due to income, and hospital. The conclusions the level of psychological stress among the participant was mean 1.8 that was moderate. There were relation between the levels of psychological stress and age, Social status, and Family members.

Keywords

Psychological Stress, Female Nurses, Hospitals

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1. Introduction and Background

As well known in Palestine and around the world, health services are provide around the clock to citizens, including the hours of the night because of their importance in maintaining the health of citizens. Stress in nurse's work cause depression, isolation from patients, absence and decrease in performance.

For nurses and their work, work stress is much cost and its side effects become clear in the form of fatigue, behavior, anxiety, increase of hypertension, effect of self-confidence, lack of satisfaction, and decrease in performance [13].

Stress amongst team of workers healthcare team is becoming a common occurrence in health job [19]. The high demand for effectiveness and productive of health service, nursing staff is region on a high duty to satisfy the demands of the general public and to satisfy their needs [22].

According [22]. Stress is something an feels person whilst faced with chance, constraints or commands appeared to be both uncertain and vital which can show itself in each nice and negative ways.

"Female nurses representing big number from working force of nurses at governmental hospitals, and a lot of demands that required from them like arrangement between their families, and home responsibility, and the hospital

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requirement, which eventually increase life stressor and work stressor and they have challenging to keep their job as nurses and keep their families and their self as well as they can and to be away from negative effect of working shift at hospital. In Arabian society, most of the families depend on men economically but in the other hand there are many nurses who are economically responsible toward their families [5].

For nurses and their work, work stress is much cost and its side effects become clear in the form of fatigue, behavior, anxiety, increase of hypertension, effect of self-confidence, lack of satisfaction, and decrease in performance

Stress is appear in terms of the fit among human beings' needs, abilities, and expectancies with environmental needs, modifications, and opportunities [3]. "Taking most of these definitions into consideration, the term stress is not applied in a vague or ill-defined way. The definition of stress incorporates most of the elements that researchers have used for identifying and analyzing the effects of this phenomenon. In conclusion, stress is an environmental action that locations special physical and/or psychological demands that produce an adaptive reaction this is influenced by an man or woman variations"[9].

According to [7], the stress due to work among hospital nurses in Northern West Bank district-Palestine, the sample consisted of 276 nurses who were chosen randomly from five hospitals, prevalence of psychological distress was 73.89%, about the prevalence of stress in nurses in Nablus hospitals in the West Bank was 75.6%. In Gaza, [14], study stress among nurses in Gaza nurse, showed the level of stress in nurses was 79.28%. Another study conducted in Gaza-Palestine about work stress among hospital nurses, the results of this study revealed a high prevalence of psychological distress (63), depression (59.7%) and trauma (69.4%), most severe occupational stressors were: not enough staff to adequately cover the unit, Lack of drugs and equipment is required for nursing care, and unpredictable staffing and scheduling, respectively. As subscales, workload and death and dying were the most frequent and severe occupational stressors.

A Study by [11], Concluded that shift and work-related stress are important for healthcare provider due to their possible negative impact on workers' health and safety, this includes heart disease, gastrointestinal complaints, sleep problem, mental health problems, fatigue, job dissatisfaction, accidents and injuries at work, reduced vigilance and job performance, absenteeism.

A Study by [10], 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 [4], and the Perceived Stress Scale (PSS) by [23], were use as the research instrument, and the result 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.

A Study by [7], the purpose of his study is to know the degree of job stress and its sources variables (sex, academic qualification, years of experience, marital status, place of living, kind of hospital, place of hospital, kind of word) of (276) nurses among Palestinian nurses working in Northern West Bank District Hospitals, the study found that the total degree of general average of job stress sources among Palestinian nurses working in Northern West Bank district hospital was moderate percentage of response amounted to (67.2%). The psychosocial stress domain was in the first place among job stress sources domains. Its percentage of response was (73.89%).

A Study by [11], "The purpose of study become to describe stressors of Jordanian nurses and the social support they obtained to decrease the have an effect on of those stressors. The results were: Workload and dealing with issues of loss of life were the most prevalent stressors among Jordanian nurses. significant correlations were found between nurse's stressors and social supportive behaviors, in addition to among nurse's stressors and shift worked, stage of education, and model of nursing care provision. moreover, significant correlations were found between social supportive behaviors and commitment for work and units decision-making style. Educational level and model of nursing care provision were the best predictors of the nurse's stressors. work shifts, model of the nursing care provision, marital status and unit's organizational structure were the best predictors of the social supportive behavior".

Study in Saudi Arabia on 148 nurses found that lack of staff the most stressful event perceived by staff nurses were patients' demands, their families' complaints and nurses load work [14].

A Study by [13], study the nursing performance and the

demographic variable effect of nursing performance in Hebron hospitals, the study used a quantitative design and stratified random sampling approach to select 181 nurses working in Hebron district Hospitals in the West Bank. The data was collected through questionnaire, which consisted demographic variable, and 15 statements, while the non-governmental hospitals, nursing performance not affect by demographic variable and nursing performance, on Hebron hospitals high, and appear no difference between nursing performance and demographic variables (gender, age, experience, qualification, hospital type, and income).

2. Goal and Objectives

The goal of the research is to assess the psychological stress and adapting methods for the female nurses working in the southern region of the west Bank of Palestine governmental hospitals. To achieve this goal the following objectives are set:

- 1 To identify the level of Psychological stress for the female nurses working in rotating shift in the two governmental hospital at southern region of West Bank.
- 2 To assess effect of demographic and non-demographic variables on stress level among female nurses working in rotating shift.

3. Research Questions of the Study

The main research question are: What is the level of psychological stress among female nurses working in the two governmental hospital at southern region of West Bank? Is there an association between psychological stress and independent variables?

4. Method

4.1. Study Design

A quantitative, descriptive analytical survey

4.2. Site and Setting

This study was conduct at the tow government hospital at the hospitals (Hebron government hospitals, Bet Jala hospitals) in the West Bank of Palestine.

4.3. Study Population and Sample Approach

The MOH report (2016), indicated there are 252 nurses in Hebron government hospitals and 200 nurses in Beit Jala hospital. the number of female and work in rotated shift in Bet jalla hospital 85 nurses, and will be take 60 nurses, in

Hebron female nurses and work in rotated shift 130 nurses will be 90 nurses.

4.4. Construction of Data Collection Instrument

The study questionnaire is scale that examine stress, of the female nurses working in the southern region of the West Bank of Palestine this tool based on literature review. Nursing Stress Scale (NSS) that was designed to measure the frequency and sources of nursing stress experienced by nurses on different hospital units [4], The questionnaire was developed into two main sections covering; the demographic information (gender, type of hospital, qualification, years of experience, income and age). Second section asks about stress and had 34 items. The questionnaires items were arranged into three points, Likert stress.

4.5. Pilot Study

A pilot study was conducted to determine the reliability and the validity of the questionnaire. The pilot study aimed to: Estimate the time required for the data collection, determine the reliability of questionnaires, obtain clarity and adequacy of the questionnaire and identify the barriers that may count during the data collection process. The pilot testing of the instrument was carried out on 15 nurses from the no a targeted hospitals. Al Ahli hospital, to decrease the effect of participation to other nurses. The results indicated that alpha correlation coefficient was (0.85) for reliability of the questionnaire and the answers showed consistency in understanding the questions where no changes or modification is needed.

4.6. Validity and Reliability of the Tool

Nursing Stress Scale (NSS) that was designed to measure the frequency and sources of nursing stress experienced by nurses on different hospital units [4], and seen by some experts the projects supervisor.

Reliability: The Cronbach alpha reliability obtained for overall scale was (0.85), indicating a high consistency among study items.

4.7. Data Analysis Procedure

All statistical analyses were conducted using the statistical software SPSS version 22.0. Frequency count, percentage, mean and standard deviation were employed to describe the demographic characteristics and to examine the Psychological stress for the female nurses working governmental hospitals in the southern of the west bank Palestine. One-way analysis of variance (ANOVA), independent samples t-test, and used. Cronbach's Alpha.

4.8. Ethical Consideration and Accessibility

Before starting this study, ethical approval was sought from the Institutional Review Board (IRB), at the Faculty of Health Professions at Al-Quds University. Permission obtained to access the MOH hospitals. The rights of the nurses, ensuring the nurses’ confidentiality throughout the research process, noting that their work will not be affected by their participation or non-participation. Informed consent was solicited from each participant to signify their voluntary. The study participant were informed through a consent form (attached with the questionnaire), and received thorough explanation about purpose of the study, confidentially and sponsorship was ensured. In addition, they were informed

about her right to refuse or to withdraw at any time during the study through the informed consent attached with each questionnaire.

4.9. Data Collection Procedures

The data was self-administered questionnaire given to each convenience-selected nurse in the targeted hospitals during the morning and evening shifts and under the supervision of the study investigator. The researcher explained the purpose of the study and discussed their right to answer or not. The data were collected in one month. Some of nurses did not cooperate to fill in the questionnaire, so the investigator chooses another nurse.

5. Result

Table 1. Level of psychological stress among female nurses working in the two governmental hospital at southern region of West Bank..

Ordinal	Item	Mean	Std. Deviation
7	Watching a patient suffering	2.117	0.6451
1	Performing procedures that patients experiencing as painful	1.650	0.7603
4	The death of a patient	1.530	1.030
2	Feeling helpless in the case of a patient who fails to improve the patient	1.567	1.0198
6	Physician not being present when a patient dies	1.208	1.1607
5	The death of a patient with whom you developed a close relationship	1.160	0.920
3	Listening or talking to a patient about his /her approaching death	1.134	1.0252
Grand total		1.80	0.751

As classified into the level of psychological stress among participants, working in rotating shift, in the two governmental hospital at southern region of West Bank 1.80, mean and with 0.75, Std. deviation, and we can be seen the highest paragraph is (Watching a patient suffer.), with mean (2.12) and std (0.70), next (Performing procedures that patients experiencing as painful.), with mean (1.75) and std (0.77), and next (The death of a patient.), with mean (1.63) and std (1.03), but the less stressful paragraph was (Listening or talking to a patient about

his /her approaching death) with mean (1.13) and std (1.02).

The result of hypothesis one There were no statistically significance differences at ($\alpha \leq 0.05$) in Of The level of psychological stress among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank due to age. To make sure if these means are significant or not, one way ANOVA test was used Table 3: of mean, standard deviation and one way ANOVA due to age.

Table 2. Mean and standard deviation in relation to stress and age.

Age	Number	Mean	Standard deviation
Less than 25 years	63	1.80	0.21
30 – 39 years	77	1.81	0.24
40 and more	10	1.79	0.32

Table 3. Mean, standard Deviation ANOVA.

Source variance	Sum of Squares	Degree if freedom	Mean Square	F value	Sig
Between Groups	0.106	6	0.053		
Within Groups	5.725	143	0.059	0.897	0.411
Total	5.831	149			

Results show that there was significance differences, at ($\alpha \leq 0.05$) in Of The level of psychological stress among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank, due to age, so therefore is accept this hypothesis.

Hypothesis 2: There is no statistically significant differences

at ($\alpha \leq 0.05$) in of The level of psychological stress among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank due to social states To make sure if these means are significant or not, T. test was used

Table 4. Mean, standard Deviation and T. Value due to Social state.

Social state	No	Mean	Std. deviation	Degree of freedom	T Value	Sig
Single	45	1.73	0.21	98	-2.601	0.015
Married	98	1.8	0.24			
Divorce	8	1.7	0.22			

Results show that there was significance differences, at ($\alpha \leq 0.05$), in The level of psychological stress among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank, due to Social state, with high degree, there for mean of single is 1.58, and married 1.73, divorce 1.6, and the so significance related to, therefore we reject this hypothesis.

Hypothesis 3: There were no statistically significant

differences at ($\alpha \leq 0.05$) in of The level of psychological stress among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank due to number of family members.

To make sure if these means are significant or not, T. test was used

Table 5. Mean, standard deviation and T. Value due to number family members.

Family members	No	Mean	Std. deviation	Degree of freedom	T Value	Sig
1 - 4	90	1.65	0.22	92	-2.537	0.13
5 - 8	60	1.48	0.24			

Results show that there was significance at ($\alpha \leq 0.05$) in Of The level of psychological stress among female nurses

hypothesis 4 There were no statistically significance differences at ($\alpha \leq 0.05$) in Of The level of psychological stress among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank due to years of experience.

Table 6. Difference in mean and standard deviation, due to years of experience.

Experience	Number	Mean	Standard deviation
Less than one year	15	1.83	0.20
1 - 5 year	48	1.82	0.21
6 - 10 year	40	1.81	0.27
11 - 15 year	27	1.79	0.21
More than 15 year	20	1.75	0.27

To make sure if these means are significant or not, one way ANOVA test was used.

Table 7. Mean, standard Deviation and one way ANOVA due to Experience.

Source variance	Sum of Squares	Degree if freedom	Mean Square	F value	Sig
Between Groups	0.239	7	0.060	1.065	0.379
Within Groups	5.096	140	0.056		
Total	5.334	147			

Results show that there was no significance differences at ($\alpha \leq 0.05$) in the level of psychological stress among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank, due to Experience, so we therefore accept this hypothesis.

Hypothesis 5: There were no statistically significant

differences at ($\alpha \leq 0.05$) in of The level of psychological stress among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank due to Education level, To make sure if these means are significant or not, T. test was used

Table 8. Mean, standard Deviation and T. Value due to education level.

Education level	No	Mean	Std. deviation	Degree of freedom	T Value	Sig
Diploma	72	1.81	0.26	149	1.411	0.162
BA	78	1.79	0.21			

Results show that there was no significance differences at ($\alpha \leq 0.05$) in Of The level of psychological stress among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank, due to Education

level, with high degree, there for mean of diploma is 1.73, and BA 1.66, therefore accept this hypothesis

Hypothesis 6: There were no statistically significant differences at ($\alpha \leq 0.05$) in of The level of psychological stress

among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank due

to Hospital To make sure if these means are significant or not, T. test was used.

Table 9. Mean, standard Deviation and T. Value due to Hospital.

Hospital	No	Mean	Std. deviation	Degree of freedom	T Value	Sig
Hebron	90	1.79	0.20	148	-2.348	0.023
Beit jala	60	1.81	0.27			

Results show that there was significance differences at ($\alpha \leq 0.05$) in the level of psychological stress among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank, due to Hospital, with low and high degree, there for mean of Hebron hospital is 1.65, and Beitjala 1.78,, therefore reject this hypothesis Beit Jala nurses had more psychological stress than Hebron hospital nurses

Hypothesis 7: There were no statistically significance differences at ($\alpha \leq 0.05$) in Of The level of psychological stress among female nurses working in the two governmental hospital at southern region of West Bank due to Family income N|S. To make sure if these means are significant or not, one way ANOVA test was used

Table 10. Psychological stress mean and standard deviation., due to Family income.

Family income N S	Number	Mean	Standard deviation
Less than 3500	12	1.72	0.17
3500 – 5500	110	1.79	0.21
5501 – 7500	28	1.84	0.28

Table 11. Difference in mean, using one-way ANOVA for family income.

Source variance	Sum of Squares	Degree of freedom	Mean Square	F value	Sig
Between Groups	0.568	5	0.284	5.247	0.007
Within Groups	5.030	143	0.054		
Total	5.598	148			

Results show that there was significance differences at ($\alpha \leq 0.05$) in The level of psychological stress among female nurses working in rotating shift in the two governmental hospital at southern region of West Bank, due to Family income N|S, so therefore we accept this hypothesis

6. Discussion

The finding begin with psychological stress among female nurses working (Bet Jala and Hebron governmental hospital). Psychological stress among female nurses the study showed that nurses in Palestine have a moderate level of stressor with result mean 1.8 its medium. and that’s accept with another study done previously, [2], study in Palestine hospital nurses were stressed. And another study it has been reported that nursing professionals who working in a rotating shift schedule are at a higher risk of psychosocial problems than are those who work the day shift, [15], The study [12], which investigated the prevalence of psychological disorders among hospital nurses in Japan indicated that psychological disorders in nurses on the night shift or who an irregular shift schedule (69.8%) were significantly greater than those in nurses. In a recent survey by American Journal of Industrial Medicine (2014), more than 70 percent of nurses interviewed indicated acute and chronic effects of stress and overwork as their top health and safety concerns..

Death and dying had a big effect on psychological stress among the participant. Means and SD for effect of 1.7 it's high. Nurses facing the tired patient or patient dying felt anxious and were uncertain how to deal with the procedures that surround death. A number of studies reported inverse statistically significant correlations between staff attitudes to death and intention to discuss death and dying. Depending on a nurses’ orientation to fear of death, nurses who held higher anxiety scores on fear of death were less likely to have a positive attitude towards caring for a patient at the end of life. "There was evidence that short courses in death education could reduce the death anxiety of registered nurses" [17]. Nurses face critical roles in world in preventing death, and they help patients and their family members with advanced directives, and end of life decision-making.

The effect of conflict with on psychological stress among participants, mean 1.7, its high from researcher opinion there is good experience of nurses with conflict or problem solving the conflict with other nurses” as a source of stress has been reported by many studies as well [16].

The working female need to play dual roles, are as mothers and housewives and the other as worker, being subjected to dual demands at home and work, they are liable to face a crisis of adjustments.

The mean for inadequate preparation to deal with the

emotional needs of patients and their families on psychological stress level among participants mean 1.13 its low. A study done by [12], explored the experiences of nurses in Gaynae wards, and how they dealt with patient's perinatal grief and emotional labour. Another study by [6], suggest that there is the potential for role conflict among nurses who deal with the needs of client while satisfying institutional require and attending to their own emotional requirements.

Workload has a high stress level with mean of 2.55 mean heavy workloads can cause feeling of anxiety which cause stress if it persist in a longer period of time. Previous study by [9], "among worker in Pakistan showed that there was positive relationship between workload and perceived stress among worker".

7. Recommendation

Initiate efforts to reduce/eliminate those identified work stressors; Collaborate with nursing staff to develop workplace interventions best suited for enhancing coping efforts. Healthcare institutions and management should as a matter of urgency, adapt stress evaluation and coping models specific for their units. This will help in assessing nurses' stress at work and the best and most effective way of managing it in order to promote healthy working environment. Nurses develop personal strategies that are specific to their nature of stress through constant education and research.

8. Conclusion

The study participants working in Hebron hospital 40% working in Beit Jala. There is 23.5% who have a work experience for more than 10 years, 60% work experience ranged from 0 to 10 years, 30% from nurses single, and 67% are married and 3% widow. It was noted that 44% of nurses are young with an age of less than 25 years with 46% with rang from range (30 – 39) years. The level of psychological stress among the participant was mean 1.8 that was moderate. There were relation between the levels of psychological stress and age, Social status, and Family members. There were no statistically significance differences at ($\alpha \leq 0.05$) in the level of psychological stress among female nurse's levels of psychological stress among the participant in the two governmental hospital at southern region of West Bank due to income, and hospital.

Abbreviation

MOH Ministry of health

PBCS	Palestinian Central Bureau of Statistics
ANOVA	Analysis of Variances.
BA	Bachelor
N/S	New shakal
NSS	Nurses Stress Scale

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