Scientific Paper Entitled: The Impact of Work Stress on the Performance of Health Personnel in the Government Health Sector in the Kingdom of Saudi Arabia

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Abstract:

The study aimed to identify the work pressures on the performance of health personnel in the government health sector in the Kingdom of Saudi Arabia and to identify the level of performance of health personnel in the government health sector in the Kingdom of Saudi Arabia. The descriptive and analytical approach was relied upon because it is the most appropriate to the subject of the research as it aims to describe and analyze phenomena.

The researcher selected a simple random sample of employees at King Faisal Hospital in Riyadh, where a questionnaire was distributed to 250 individuals working in the hospital's health care field. The study reached several results, namely that increasing work pressures on health personnel in the government health sector may lead to a decrease in the quality of services. Provided that the increase in work pressures may contribute to an increase in the rate of medical and administrative errors in the government health sector. The study recommended the necessity of providing training programs and workshops for health personnel to learn the skills of managing stress and dealing with it effectively.

Keywords

- work pressures, health personal, government health sector.

Introduction

In light of the rapid development and major changes taking place in the healthcare sector in the Kingdom of Saudi Arabia, health personnel are the backbone that supports this important sector. However, these cadres face many challenges, including the enormous work pressures they are exposed to on a daily basis. These pressures have negative effects on their performance and on the quality of the health services they provide.

Work pressures are considered one of the most prominent challenges facing employees in any organization. Working in an evolving and changing environment requires leaders and managers to deal with a variety of pressures and challenges that affect their performance and their ability to achieve the organization's goals. (B.S. Sahay, Sumeet Gupta, Vinod Chandra Menon, 2015)

Work stressors are diverse and include several factors such as time pressures and deadlines, excessive work pressures and

large responsibilities, competitive pressures and technological changes, and the pressures of communicating and collaborating with multicultural and multilingual teams (Mackay CJ, Cousins R, Kelly PJ, Lee S and McCaig RH, 2004,)

These pressures affect senior and middle management directly and indirectly. Directly, work stress affects the health and well-being of leaders and managers, as it can lead to increased levels of stress, stress and burnout. This may negatively affect their ability to make correct decisions and think strategically. (Murphy LR, 2003,)

Indirectly, work pressures affect internal relationships in the organization. When there is a lot of pressure on leaders and managers, it may lead to increased tension and conflicts between teams and individuals. This can affect cooperation and coordination between different departments and thus affect the overall performance of the organization. In addition, work pressures can affect the ability to innovate and develop in an organization. When there is great pressure on leaders and managers to achieve results in a short time, they may focus on short-term goals and ignore innovation and long-term development. (James E. Driskell et Eduardo Salas, 2013,)

Therefore, health personnel must be aware of work pressures and develop effective strategies to deal with them. A healthy and stimulating work environment must be provided, tasks and responsibilities must be distributed fairly, communication and cooperation between teams must be encouraged, and innovation and continuous development must be encouraged.

Therefore, this research explores and analyzes the impact of work pressures on the performance of health personnel in the government health sector in the Kingdom of Saudi Arabia, with the aim of understanding this impact and proposing appropriate solutions to improve working conditions and enhance the performance of health personnel.

Study Problem

The research seeks to know the impact of work pressures on the performance of workers in the government health sector in the Kingdom of Saudi Arabia, as we find that there are many institutions that do not care about the impact of work pressures on departments and workers, especially on the performance of health personnel in the government health sector in the Kingdom of Saudi Arabia, so the research came to highlight The role of work stress and its effects on explaining how to overcome work stress.

Study questions

1. What are the most prominent types of pressures faced by health personnel in the government health sector in the Kingdom of Saudi Arabia?
2. How can the level of pressure on health personnel be measured?
3. What are the internal and external factors that contribute to increasing pressure on health personnel in the government sector?
4. What are the effects of practical pressures on the performance of health personnel in the Kingdom of Saudi Arabia?
5. How can we reduce the pressures on health personnel and enhance their performance in the government health sector?

Objectives of the study

1. Identifying the work pressures on the performance of health personnel in the government health sector in the Kingdom of Saudi Arabia
2. Identify the level of performance of health personnel in the government health sector in the Kingdom of Saudi Arabia
3. Identifying the impact of work pressures on the performance of health personnel in the government health sector in the Kingdom of Saudi Arabia

Study limitations

1. Lack of time: Health personnel may find it difficult to allocate enough time to study due to their busy work schedule and daily responsibilities.
2. Financial challenges: The cost of continuing education and training courses can be high for health sector workers, making access difficult.
3. Work pressures: Working in the health sector can be stressful due to psychological and physical pressure, leaving workers with little energy or desire to study after working hours.
4. Lack of support and resources: Health sector workers may lack the necessary support from management or stakeholders to help achieve their educational and professional goals.

Previous studies

{1} - A study by Baiti, Nima Muhammad (2021), work pressures and their impact on the performance of female employees within the organization. This study aimed to shed light on the components and sources of work stress, its results, and its

effects, by reviewing some models presented by authors and scholars of management and human behavior in this field. The study also shows the results of the field study conducted on Sudanese Airlines employees to measure the relationship between work stress variables and the quality of work performance in the company and to determine the method that should be used to deal with the problem of work stress and its negative effects, whether at the individual level or at the collective level. At the level of the organization as a whole. The study used the descriptive analytical approach for data collected from a sample of employees in departments at various levels at Sudanese Airlines (head office). The elements of the research sample were chosen randomly. (120) questionnaires were distributed, and (116) valid questionnaires were retrieved and used in the analysis, and the recall rate among the targeted individuals reached (96.7%). Iterative statistical methods and the Spearman-Brown equation were used to calculate the reliability coefficient. mediator. Chi-square test to determine the significance of differences between respondents' answers. Simple linear regression analysis to test the study hypotheses. The study found that there is a statistically significant relationship, which leads to adopting the hypothesis that there is a direct relationship between the type of work performed by an individual and the level of workload. There is a statistically significant relationship between work pressure and increased employee productivity. There is an inverse relationship between work stress and the quality of employee performance.

{2} Rabahi, Fawzia, 2016, entitled The Impact of Work Stress on the Administrative Creativity of Employees. This study aimed to identify the level of work stress among members of the study sample and the degree of its impact on the administrative creativity of employees at the university under study. The target population for the study consists of university administrative employees, numbering (101) men and women. We used the random sample method, which included (53) male and female employees, and a questionnaire was distributed to them. Multiple statistical methods were used to analyze the data, including: descriptive statistics scale, data analysis. Variance, multiple regression analysis. This study reached several conclusions, the most important of which are: that work pressures at the Faculty of Arts and Languages at the University of Biskra were moderate, and the level of administrative creativity among employees at the same

university was at a high level. . It has been shown that there is a statistically significant effect of work pressures as a group on the level of administrative creativity among administrative employees at the university. The subject of the study in which the work stress variable explained 42.4% of the variance in the level of administrative creativity based on the value of the coefficient of determination R2. The most important recommendations were: educating and raising awareness among employees about the phenomenon of work stress and its consequences. Management must also alleviate work pressures resulting from limited advancement opportunities by developing and implementing a clear career advancement program and by providing advancement and development opportunities for all employees. In addition, we recommend conducting more studies that combine the variables of work pressure and administrative creativity

{3} Study by Dr. Mabrouk Ben Takouka, Al-Ayachi Saed Al-Masoud, 2022, The impact of work stress on the employee's performance in public administration, a case study of the Bordj Bou Arreridj Employment Directorate. This study aims to know the impact of work stress, with its internal dimensions, on the performance of employees in public administration, and thus the impact of the relationship between the independent variable, work stress. Internal behavior in its four dimensions (role tension, role conflict). role ambiguity), and the physical work environment), and the dependent variable of employee performance was clarified. By presenting the theoretical results in this field to a public administration represented by the Bordj Bou Arreridj Employment Directorate, the appropriate study tool for this topic was resorted to, which is the questionnaire distributed to all thirty employees and workers of the studied directorate. The workers were counted. The study found that work pressure has a negative impact on employee performance. The strongest effect was the physical work environment dimension, then the role pressures dimension, followed by the role conflict dimension, while the results showed no negative effect of the role ambiguity dimension on job performance.

{4} Study by Aisha Abdel-Al, 2019, Work stress and its impact on the quality of job performance. This study aimed to shed light on the components and sources of work stress and its results and effects, by reviewing some models presented by authors and scholars of management and human behavior in this field. The study also shows the results of the field study conducted on Sudanese Airlines employees to measure the

relationship between work stress variables and the quality of work performance in the company and to determine the method that should be used to deal with the problem of work stress and its negative effects, whether at the individual level or at the collective level. At the level of the organization as a whole. . The descriptive approach was followed for the data collected from the sample studied from a sample of employees in departments at different levels in Sudanese Airlines (head office). The elements of the research sample were chosen randomly. (120) questionnaires were distributed, and (116) valid questionnaires were retrieved and used in the analysis, and the recall rate among the targeted individuals reached (96.7%). Iterative statistical methods and the Spearman-Brown equation were used to calculate the reliability coefficient. The median is a chi-square choice to show differences between participants' answers. Simple linear regression analysis to test the study hypotheses. The study found that there is a statistically significant relationship, which leads to adopting the hypothesis that there is a direct relationship between the type of work performed by an individual and the level of workload. There is a statistically significant relationship between work pressure and increased employee productivity rates. There is an inverse relationship between work pressure and the quality of employee performance.

Study methodology

The descriptive analytical method was relied upon because it is the most appropriate to the research topic as it aims to describe and analyze various phenomena and topics. This approach relies on collecting data and information from multiple sources, such as interviews, observations, and documents, and then analyzing and interpreting them accurately and systematically. This approach helps in understanding phenomena and the relationships between them, and analyzing the causes and factors that affect them.

Study participants

- Participants selected all health personnel and workers in the field of health care at King Faisal Specialist Hospital in Riyadh to participate in the study, using a questionnaire that was distributed to all members of the study population.

The study sample

The researcher selected a simple random sample of employees at King Faisal Hospital in Riyadh, where a questionnaire was

distributed to 250 individuals working in the hospital's health care field.

Study tool and design stages

- The researcher used the data collection tool in this study which was a questionnaire

External validity (content validity) of the study tool:

Validity of an instrument refers to ensuring that it measures what it purports to measure. The researcher designed the questionnaire based on the observations and suggestions made by experts in this field.

After completing a questionnaire on the impact of work stress on the performance of health personnel in the government health sector in the Kingdom of Saudi Arabia

By applying it to King Faisal Specialist Hospital in Riyadh, it was distributed to a group of doctors and specialists with experience in the field. The questionnaire was divided into two axes:

1. The first section contains primary data about the respondents
2. The second axis includes the study axes, and each axis has a set of options

Results

Validity and Reliability Tests:

Internal Consistency Reliability Calculation:

The study tool was constructed, and after being shown to a panel of knowledgeable and experienced arbitrators to confirm its apparent validity, Pearson's Coefficient Correlation was calculated to confirm the validity of the internal consistency between each goal's statement and the belonging axis' overall score. The questionnaire was administered to a pilot sample of 40 healthcare staff to confirm internal reliability, with researchers calculating correlation coefficients to assess the internal validity of the study tool, as the following tables show:

Table (1): Correlation coefficients of each item in the total score of work stress

Statement number	r
1	0.751**
2	0.762**
3	0.852**
4	0.696**
5	0.748**
6	0.634**
7	0.419**

8	0.627**
9	0.854**
10	0.621**

**: p value <0.001

It is clear from the previous table that all of the statements are significant at the 0.01 level, as the values of the dimensional correlation coefficients ranged between (0.419 - 0.854), which are good correlation coefficients, indicating high internal consistency coefficients as well. It indicates high validity indicators that can be trusted in applying the current study tool.

Reliability of the study tool:

As for measuring the reliability of the questionnaire, we used Cronbach's alpha coefficient, and the following table shows the reliability axes of the study tool as follows:

Table (2): Cronbach's alpha coefficient reliability coefficient for the total score of the questionnaire

	No. of statements	Cronbach's alpha
Work stress	10	0.841

The table showed that Cronbach's alpha reliability coefficient for the total score of the questionnaire was (0.841), which is a high-reliability coefficient suitable for the study.

Application Method of the Study Tool:

Prior to entering the study data into the computer for statistical analysis, the researchers examined it after gathering it. They then analyzed it, put it into the relevant tables, and made connections to earlier research. Five points were awarded for different responses: strongly disagree (1 point), disagree (2 points), agree (4 points), and agree (3 points). The range (5-1=4) was computed and divided by the number of questionnaire cells to give the correct cell length (4/5=0.80), which was then utilized to establish the length of the pentavalent scale cells used in the study Phrases. The upper limit of the cell was then calculated by adding this number to the scale's lowest value, which is one, or the scale's beginning. The following table illustrates the method for correcting the Likert pentavalent scale.

Table (3): Method for correcting the scale.

Scale	The weight	The average arithmetic mean value ranges
Strongly Disagree	1	From 1 to less than 1.80
Disagree	2	From 1.81 to less than 2.60
Neutral	3	From 2.61 to less than 3.40

Agree	4	From 3.41 to 4.20
Strongly agree	5	From 4.21 to 5.

Table (4): Socio-demographic characteristics of the studied participants

Sociodemographic variables	Cases (n=250)	
	No.	**%**
Age category (years)		
Min – Max	20 – 59	
Mean + SD	39.36 ± 14.25	
Gander		
Male	119	47.6%
Female	131	52.4%
Marital status		
single	102	40.8%
married	74	29.6%
Divorced	23	9.2%
Widow	51	20.4%
Type of the work		
governmental work	136	54.4%
private job	114	45.6%
Educational status		
University	81	32.4%
Non-university.	50	20%
Master	74	29.6%
Ph.D	45	18%

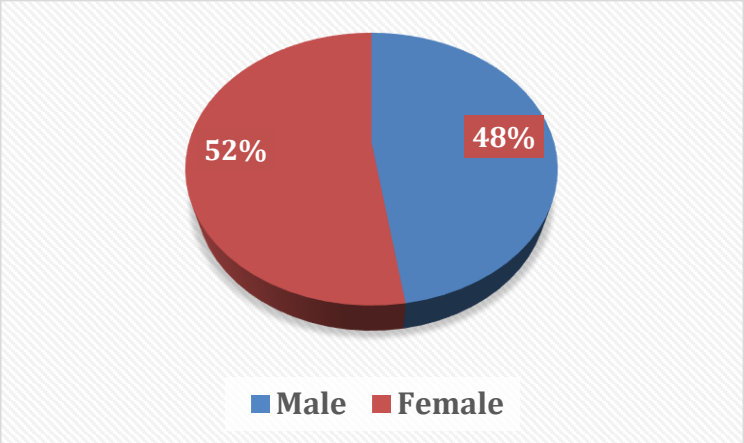

Fig (1): gander distribution among the studied participants

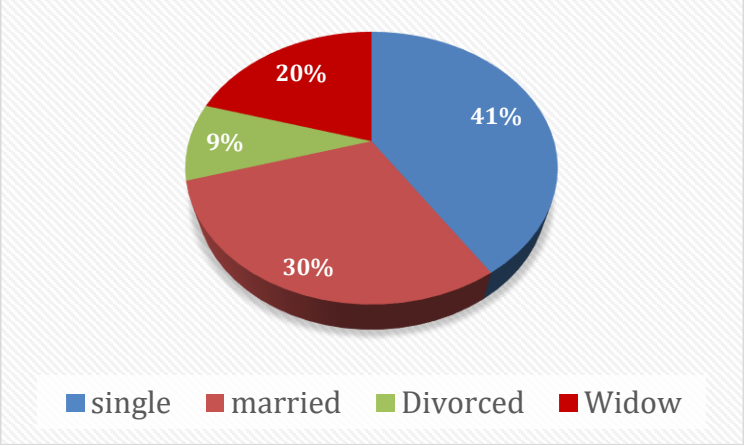

Fig (2): marital status distribution among the studied participants

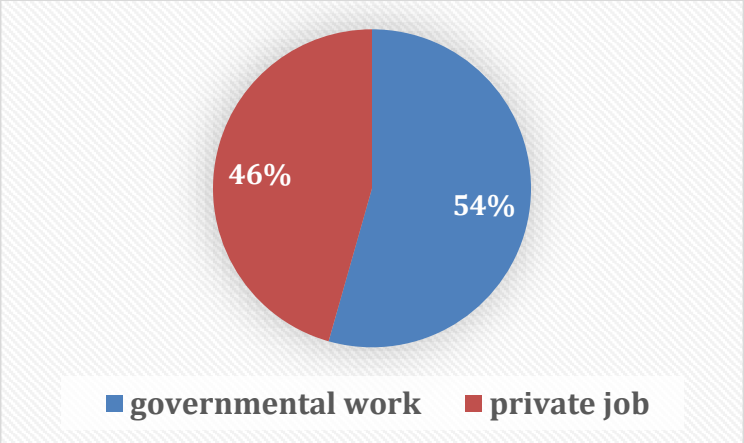

Fig (3): type of work among the studied participants

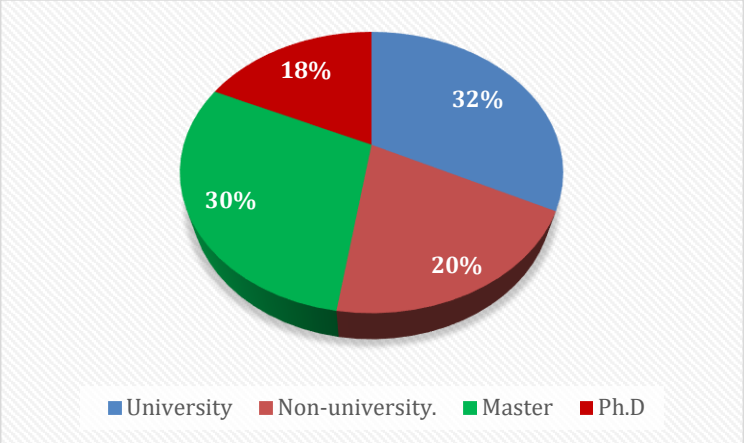

Fig (4): educational level distribution among the studied participants

Table (1) & Figure (1-4) showed that the age of the studied participants ranged from 20 – 59 with a mean of 39.36 + 14.25. Regarding the gander, 47.6% were males and 52.4% were females. 40.8% were single. As regards the type of work, 54.4% worked in government places. 32.4 %of the studied participants were university educated while 20 % were non-university.

Secondly: Results Related to impact of work stress on the performance of health personnel in the government health sector in the Kingdom of Saudi Arabia

Table (5): response of the studied participants regarding to work stress

No.	work stress	Cases (n=250)			
		Mean	**SD**	**Category**	**Rank**
1-	You feel that practical pressures affect your job performance	4.54	0.77	**Strongly Agree**	**1**
2-	Work pressures affect your mental health	4.32	0.85	**Strongly Agree**	**5**
3-	You receive adequate support from management to deal with practical pressures	4.22	0.80	**Strongly Agree**	**6**
4-	There are sufficient resources (such as personnel and equipment) to meet the requirements of sanitary work	4.51	1.17	**Strongly agree**	**2**
5-	Practical pressures affect your relationship with patients and colleagues	2.77	1.28	**Neutral**	**10**
6-	There is a need for new procedures or policies to reduce work stress in the health sector	3.70	1.05	**Agree**	**7**
7-	Psychological and social support is sufficiently available for health sector workers to deal with work stress	3.02	0.99	**Neutral**	**9**
8-	Practical pressures affect the quality of health care you provide	4.36	0.79	**Strongly Agree**	**3**
9-	Improving the work environment and reducing pressures will positively impact the quality of health care provided	4.35	0.76	**Strongly Agree**	**4**
10-	There is a negative impact of practical pressures on the quality of health services provided	3.41	0.79	**Neutral**	**8**
Total score		4.21	0.71	**Agree**	

Table (5) showed the response of the studied participants as regard to impact of work stress on the performance of health personnel in the government health sector in the Kingdom of Saudi Arabia. It was found that the majority strongly agree with statement(1): You feel that practical pressures affect your job performance and this came in the first rank (4.54), statement (4) There are sufficient resources (such as personnel and equipment) to meet the requirements of sanitary work and this came in the second rank (4.51), statement (8) Practical pressures affect the quality of health care you provide and this came in the third rank (4.36), statement (9) Improving the work environment and reducing pressures will positively impact the quality of health care provided and this came in the fourth rank (4.35), statement (2) Work pressures affect your mental health and this came in the fifth rank (4.32). while they agree with statement (3) You receive adequate support from management to deal with practical pressures and this came in the sixth rank (4.22), statement (6) there is a need for new

procedures or policies to reduce work stress in the health sector and this came in the seventh rank (3.7). however, they neutrally agree with statement (10) There is a negative impact of practical pressures on the quality of health services provided and this came in the eighth rank (3.41), statement (7) Psychological and social support is sufficiently available for health sector workers to deal with work stress and this came in the ninth rank (3.02) and statement (5) Practical pressures affect your relationship with patients and colleagues and this came in the last rank 2.77.

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