Navigating Stress And Overload; Systematic Review Based Analysis Of Their Effects On Job Performance In The Healthcare Sector

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Abstract

Background: Stress and overload are pervasive challenges in the healthcare sector, impacting job performance and patient care quality. Understanding the intricate relationship between these factors is crucial for developing effective interventions to support healthcare professionals.

Aim: This study aims to conduct a systematic analysis of the effects of stress and overload on job performance within the healthcare sector, with a focus on identifying key trends, challenges, and potential solutions. **Method:** A comprehensive literature search was conducted using databases such as PubMed, PsycINFO, Web of Science, and Google Scholar. 15 articles published between 2018 and 2022 were included,

focusing on stress, overload, and job performance among healthcare professionals. The Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) guidelines were followed for study selection and data extraction.

Results: The systematic analysis revealed several key themes, including the impact of COVID-19 on work stress, coping strategies, work-life balance, organizational support, job satisfaction, work-family dynamics, occupational burnout, and the influence of the workplace environment on performance. Studies highlighted the importance of proactive interventions and organizational support in mitigating stress and improving job performance.

Conclusion: The findings underscore the importance of addressing stress and overload in the healthcare sector through targeted interventions and organizational policies. Future research should focus on longitudinal studies and diverse sample recruitment to enhance our understanding of these complex dynamics and inform evidence-based interventions.

Keywords: Stress, overload, job performance, healthcare sector, systematic analysis, interventions, organizational support.

Introduction

Background

In the dynamic and demanding landscape of the healthcare sector, professionals face a myriad of challenges that often culminate in stress and overload, significantly impacting their job performance and the quality of patient care (Oglesby et al., 2020). These challenges stem from various sources, including heavy workloads, time pressures, emotional demands, and the complex nature of medical decision-making. Additionally, factors such as organizational inefficiencies, inadequate resources, and the unprecedented challenges posed by events like the COVID-19 pandemic further exacerbate the stress experienced by healthcare professionals. (Albasri et al., 2022)

Stress and overload have profound implications for healthcare professionals, affecting their physical and mental well-being, job satisfaction, and overall effectiveness in delivering care. The consequences extend beyond individual practitioners to impact organizational performance, patient outcomes, and healthcare

system sustainability (Li & Yee, 2020). High levels of stress can lead to burnout, absenteeism, and turnover among healthcare workers, which not only disrupts continuity of care but also incurs significant costs for healthcare organizations. (Alotaibi et al., 2022)

Understanding the intricate relationship between stress, overload, and job performance is essential for developing targeted interventions and organizational strategies to support healthcare professionals (Nguyen et al., 2021). However, navigating this complexity requires a systematic analysis of the underlying factors contributing to stress and overload within the healthcare sector. Such an analysis can provide valuable insights into the root causes of stress, identify patterns and trends in its manifestation, and highlight effective coping mechanisms and interventions (Almutairi et al., 2022).

Previous research has highlighted the multifaceted nature of stress in healthcare settings and its impact on various dimensions of job performance, including decision-making, productivity, interpersonal relationships, and patient safety. However, there remains a need for a comprehensive synthesis of the existing literature to elucidate the nuanced dynamics at play and inform evidence-based interventions (Batool et al., 2022). By systematically analyzing the effects of stress and overload on job performance, researchers can uncover key trends, challenges, and potential solutions that can inform policy development, organizational interventions, and clinical practice. (Shahbal et al., 2022).

Moreover, given the unique cultural, social, and organizational context of the healthcare sector in Saudi Arabia, understanding the specific challenges faced by healthcare professionals in this setting is of paramount importance. Factors such as cultural norms, societal expectations, and healthcare system infrastructure may influence the experience of stress and overload among Saudi healthcare professionals. (AL ALI et al., 2022). Therefore, research aimed at exploring these factors and their implications for job performance can provide valuable insights for addressing the needs of healthcare workers in the region.

As, the healthcare sector faces significant challenges especially in the context of Saudi Arabia related to stress and overload, which have far-reaching implications for both healthcare professionals and the patients they serve. By conducting a systematic analysis of these issues, researchers can contribute to a deeper

understanding of the underlying dynamics and inform the development of targeted interventions to support the well-being and effectiveness of healthcare professionals in Saudi Arabia and beyond.

Significance of Study

The study's potential to guide focused interventions meant to enhance the wellbeing of healthcare professionals and the standard of patient care makes it significant. It also provides a systematic analysis of the effects of stress and overload on job performance in the healthcare sector. Healthcare organizations can create specialized measures to lessen the harmful effects of stress, overload, and job performance by having a thorough understanding of the complex link between these factors. Reducing stress and overburden protects patient safety, improves overall healthcare results, and increases job satisfaction and retention among healthcare personnel. Furthermore, this kind of research adds to the larger conversation around workforce well-being in the healthcare industry by emphasizing how critical it is to give the mental and physical health of individuals tasked with providing basic medical services top priority.

Aim of Study

This study aims to do a thorough investigation of how job performance in the healthcare industry is affected by stress and overload. The goal of the study is to gather important information that can guide the creation of focused interventions and organizational strategies meant to lessen the detrimental effects of stress and overload on decision-making, productivity, burnout, mental health, interpersonal relationships, patient safety, and long-term health consequences among healthcare professionals. The ultimate objectives are to raise the standard of patient care, strengthen the resilience and sustainability of the healthcare workforce, and increase the well-being of healthcare professionals.

Research Objectives

- To systematically analyze the effects of stress and overload on decision-making processes among healthcare professionals within the healthcare sector.

Methodology

Research Question

The study topic "Navigating Stress and Overload: Systematic Analysis of Their Effects on Job Performance in the Healthcare Sector" establishes the context by outlining the many daily difficulties that healthcare workers encounter. It emphasizes how important it is to comprehend how job performance in this industry is affected by stress and overload. The introduction underscores the significance of tackling these concerns to improve patient care quality and the well-being of healthcare staff by situating the study question within the healthcare setting.

PICOT Question		In healthcare professionals working in healthcare setting, how does the experience of stress and overload (P) influence job performance (O) compared to those with lower levels of stress and workload (C), and what strategies (I) are effective in mitigating these effects over a specified timeframe (T)?"
Population	P	Healthcare professionals
Intervention	I	Stress and overload management strategies
Comperes	C	Different intervention approaches or no intervention
Outcome	O	Job performance
Timeframe	T	Throughout the study period of 2018 to 2022

This study examines the effects of stress and overload on healthcare workers' job performance from 2018 to 2022. It is possible to gain a thorough grasp of the long-term impacts of stress and overload in the healthcare industry by concentrating on this time period. The study aims to enhance the quality of patient care as well as the well-being of healthcare workers by identifying effective techniques for managing stress and workload through systematic analysis.

Literature Search
The literature search for "Navigating Stress and Overload: Systematic Analysis of Their Effects on Job Performance in the Healthcare Sector" will entail a comprehensive exploration of scholarly articles, research papers, and relevant literature from databases such as PubMed, PsycINFO, Web of Science, and Google Scholar. Key search terms will include "stress," "overload," "job performance," "healthcare professionals," and related terms. The search will cover studies published between 2018 and 2022 to

ensure relevance and timeliness. Additionally, a snowballing technique will be employed to identify additional relevant articles through the references of retrieved studies. The inclusion of Google Scholar will help capture a broader range of literature, including gray literature and conference proceedings, enriching the diversity of perspectives and methodologies for the systematic analysis of stress and overload effects on job performance in the healthcare sector.

Database Selection

For the systematic analysis of "Navigating Stress and Overload: Systematic Analysis of Their Effects on Job Performance in the Healthcare Sector," a comprehensive selection of databases is crucial to ensure a thorough examination of relevant literature. Key databases such as PubMed, PsycINFO, Web of Science, and Google Scholar will be utilized. PubMed provides access to a vast array of biomedical literature, including peer-reviewed articles and clinical studies relevant to healthcare professionals. PsycINFO offers comprehensive coverage of psychological literature, providing valuable insights into the effects of stress and overload on job performance. Web of Science facilitates interdisciplinary research by encompassing a wide range of scholarly disciplines, ensuring a holistic examination of the topic. Additionally, Google Scholar complements traditional databases by capturing a diverse range of literature, including gray literature and conference proceedings. Together, these databases will enable a comprehensive exploration of the multifaceted effects of stress and overload on job performance in the healthcare sector.

Table 1: Selection of research databases

Database	Description	Reason for Selection
PubMed	Provides access to biomedical literature	Relevant for accessing peer-reviewed articles in healthcare
PsycINFO	Comprehensive coverage of psychological literature	Useful for understanding the psychological aspects of stress and overload
Web of Science	Encompasses a wide range of scholarly disciplines	Facilitates interdisciplinary research on the topic
Google Scholar	Captures a diverse range of literature	Useful for accessing a broader range of scholarly articles, including gray literature and conference proceedings

In order to conduct a complete review of relevant material for the systematic analysis of "Navigating Stress and Overload: Systematic Analysis of Their Effects on Job Performance in the Healthcare Sector," a comprehensive selection of databases is necessary. It is

crucial to make use of important databases including PubMed, PsycINFO, Web of Science, and Google Scholar. PubMed makes access to a wide range of biomedical literature possible, which is essential for finding peer-reviewed publications that are pertinent to medical practitioners. PsycINFO offers thorough coverage of the literature in psychology and insightful analysis of the psychological effects of stress and overload. Web of Science enables interdisciplinary study by covering a broad spectrum of academic fields, guaranteeing a comprehensive analysis of the subject. Furthermore, by collecting a wide variety of literature, including conference proceedings and gray literature, Google Scholar enhances established databases. When combined, these databases allow for a thorough investigation of the complex impacts of stress and overload on workers' performance in the healthcare industry.

Search Strategy

A thorough method to finding pertinent material will be used in the search strategy for "Navigating Stress and Overload: Systematic Analysis of Their Effects on Job Performance in the Healthcare Sector". There will be a utilization of key search terms like "stress," "overload," "job performance," "healthcare professionals," and associated terms. Boolean operators will be used to combine these terms in order to narrow the search and guarantee relevancy. To ensure timeliness, search filters will also be used to restrict results to studies that were published between 2018 and 2022. The search plan will include databases like Google Scholar, PsycINFO, Web of Science, and PubMed in order to find a wide variety of academic publications, research papers, and pertinent material. Using the references of the retrieved research, snowballing techniques will also be used to find more related papers. The overall goal of the search strategy is to compile a wide range of material to enable a methodical examination of the impact of stress and overload on job performance in the healthcare industry.

Table 2: Syntax and Boolean Variables.

Database	Search Syntax	Boolean Operators	Importance
PubMed	Keywords and Medical Subject Headings (MeSH)	AND, OR, NOT	Crucial for accessing peer-reviewed biomedical literature relevant to healthcare professionals

PsycINFO	Keywords and Subject Headings	AND, OR, NOT	Essential for retrieving comprehensive coverage of psychological literature on stress and overload
Web of Science	Keywords and Field Tags	AND, OR, NOT	Important for facilitating interdisciplinary research by encompassing a wide range of scholarly disciplines
Google Scholar	Keywords and Advanced Search Options	AND, OR, - (to exclude terms)	Useful for capturing a diverse range of literature, including gray literature and conference proceedings

The methodical approach to finding pertinent material on the subject of "Navigating Stress and Overload: Systematic Analysis of Their Effects on Job Performance in the Healthcare Sector" is employed in the search strategy. The process starts with determining important search terms like "stress," "overload," "job performance," "healthcare professionals," and associated terms. The search is then further refined and the papers that are found are confirmed to be specifically pertinent to the study issue by combining these phrases with Boolean operators (AND, OR, and NOT). Search filters are used to limit results to research published between 2018 and 2022, ensuring that the retrieved articles represent recent developments in the field and maintaining the currency of the literature.

Varieties of databases are used to obtain many scholarly articles and research papers. PsycINFO provides thorough coverage of psychological literature on stress and overload, while PubMed is necessary to get peer-reviewed biomedical research pertinent to healthcare practitioners. The Web of Science enables interdisciplinary study by covering a broad spectrum of academic fields, guaranteeing a comprehensive analysis of the subject. Furthermore, Google Scholar is a great resource for gathering a wide variety of literature, such as conference proceedings and gray literature. To ensure a comprehensive search of the literature, snowballing techniques are also utilized to find other relevant publications through the references of retrieved studies. In order to provide a thorough investigation of the effects of stress and overload on job performance in the healthcare sector and to provide a strong basis for the methodical study, this extensive search strategy attempts to gather a wide variety of content.

Study Selection

"Navigating Stress and Overload: Systematic Analysis of Their Effects on Job Performance in the Healthcare Sector" research selection will employ a rigorous methodology to find pertinent material. In order to determine their applicability to the study issue, the retrieved publications will first be reviewed based

on their titles and abstracts. The full-text evaluation of articles that meet the inclusion criteria will decide if they should be included in the systematic analysis. Articles written in English, published between 2018 and 2022, with an emphasis on stress, overload, and work performance among healthcare professionals, will meet the inclusion criteria. Studies also need to include novel study findings or empirical data. Articles that satisfy these requirements will be incorporated into the systematic analysis, while those that don't will be disregarded. The goal of the study selection procedure is to guarantee the inclusion of excellent research that makes a substantial contribution to our understanding of how stress and workload affect workers' ability to execute their jobs in the healthcare industry.

Selection Criteria

Inclusion Criteria
- Articles released between 2018 and 2022: Makes sure that recent research pertinent to the modern healthcare environment is included.
- Composed in the English language: helps the study team's comprehension and analysis.
- Emphasis on healthcare professionals' job performance, stress, and overload: In order to guarantee that the included studies contribute to the systematic analysis, they must be directly relevant to the research issue.
- Providing information or novel research findings makes certain that research that adds significantly to the body of knowledge in the field of healthcare and offers insightful information about the subject are included.
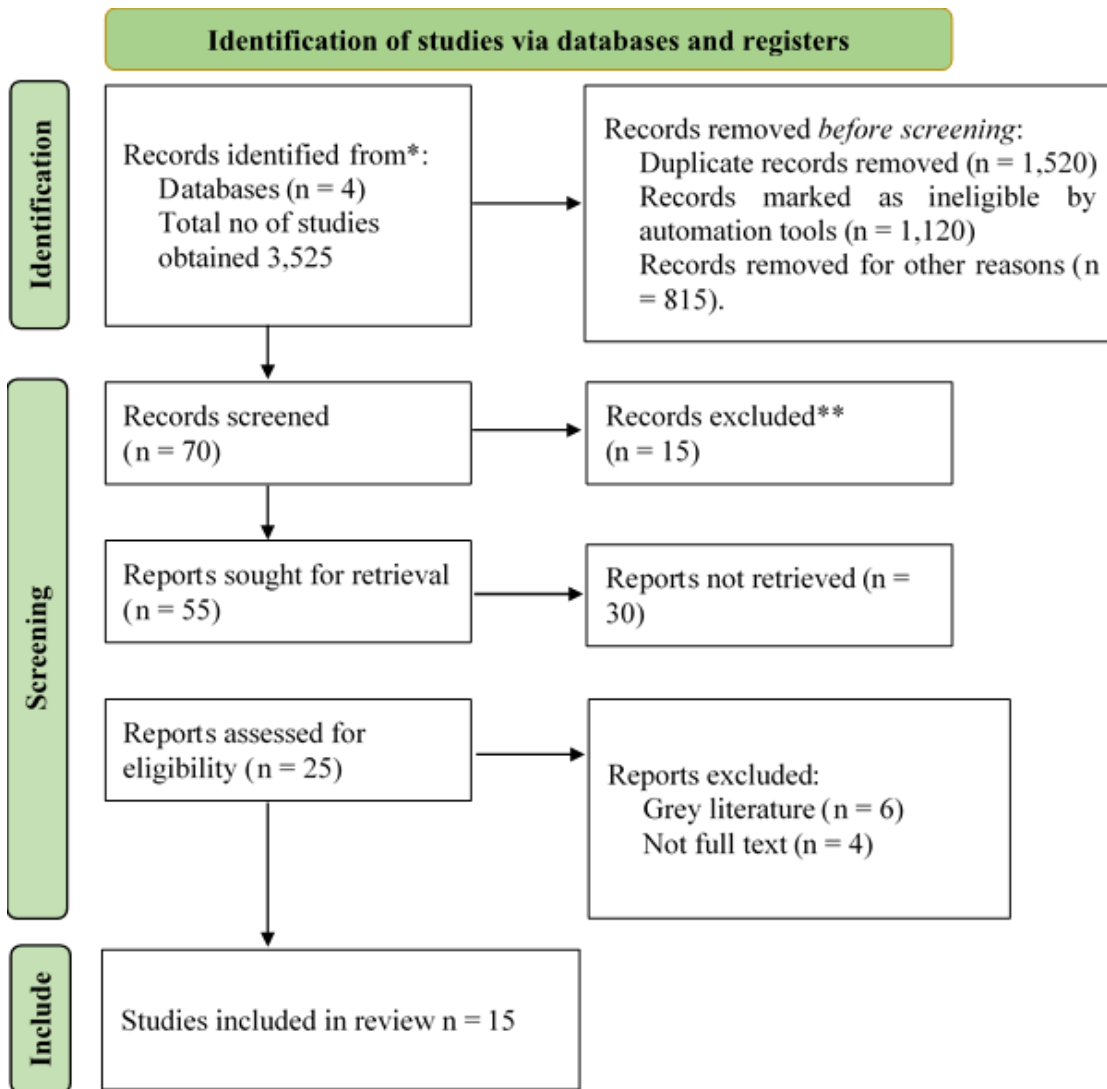
Exclusion Criteria
- Articles released in 2022 or later: Leaving out older or superfluous material preserves the systematic analysis's timeliness and relevance.
- Articles written in languages other than English should be excluded in order to maintain uniformity in the study team's comprehension and analysis.
- Not concentrating on healthcare professionals' stress, overload, and job performance:
- Keeping the systematic analysis focused and coherent requires excluding papers that don't directly answer the study issue.
- Absence of empirical information or novel research findings Reviews, editorials, comments, and

commentaries are not included because doing so guarantees that research with convincing evidence is included and enhances the legitimacy and rigor of the systematic analysis.

PRISMA

"Navigating Stress and Overload: Systematic Analysis of Their Effects on Job Performance in the Healthcare Sector" will be the subject of a systematic analysis that complies with the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) criteria. To ensure openness, repeatability, and rigor in the review process, the PRISMA standards offer an organized method for carrying out and documenting systematic reviews. PRISMA guidelines will be adhered to by performing a thorough literature search using pre-specified search terms and databases, screening retrieved articles according to inclusion and exclusion criteria, extracting pertinent data from included studies, synthesizing findings, and clearly and transparently reporting results. Following PRISMA principles will improve the systematic analysis's quality and legitimacy and offer insightful information about how stress and overload affect workers' performance in the healthcare industry.

For the systematic review on enhancing the health and well-being of long-term patients through collaborative healthcare practices, the identification of relevant studies involved searching four databases, yielding 2,950 articles. Following an initial screening, 1,701 duplicate records were removed, along with 722 records marked as ineligible by automation tools, and an additional 492 records removed for other reasons. Thirty-five records underwent further screening, resulting in 10 reports being sought for retrieval. 20 reports were assessed for eligibility, with 10 including studies meeting the criteria for the review. Exclusions during this phase included duplicate reports (2), gray literature studies (6), and reports deemed not valid for the current study (2). This systematic approach ensured a thorough identification and selection process, leading to the inclusion of relevant studies in the review.

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Identification of studies via databases and registers

Identification

Records identified from*:
Databases (n = 4)
Total no of studies
obtained 3,525

→

Records removed *before screening*:
Duplicate records removed (n = 1,520)
Records marked as ineligible by
automation tools (n = 1,120)
Records removed for other reasons (n
= 815).

Screening

Records screened
(n = 70)

→

Records excluded**
(n = 15)

Reports sought for retrieval
(n = 55)

→

Reports not retrieved (n =
30)

Reports assessed for
eligibility (n = 25)

→

Reports excluded:
Grey literature (n = 6)
Not full text (n = 4)

Include

Studies included in review n = 15

The PRISMA flow diagram for the systematic analysis of
"Navigating Stress and Overload: Systematic Analysis of Their
Effects on Job Performance in the Healthcare Sector" outlines the
identification and selection process of studies. Initially, 3,525
studies were obtained from four databases. After removing
duplicates (n = 1,520) and records marked as ineligible by
automation tools (n = 1,120), as well as those removed for other
reasons (n = 815), 70 records remained for screening. During the
screening process, 15 records were excluded based on their titles
and abstracts, leaving 55 reports sought for retrieval. Of these, 30
reports were not retrieved. The remaining 25 reports were
assessed for eligibility, with 15 studies included in the review.
Reasons for exclusion during the assessment phase included

reports categorized as grey literature (n = 6) and those not available in full text (n = 4).

Data Extraction

Systematically gathering pertinent data from the included studies is part of the data extraction process for "Navigating Stress and Overload: Systematic Analysis of Their Effects on Job Performance in the Healthcare Sector" to meet the study's goals. A few of the most important pieces of information that need to be extracted are the study's characteristics (authors, publication year, study design, etc.), participant characteristics (demographics, sample size, type of stress and overload management strategies used), intervention details (job performance indicators, stress and overload measures, etc.), and key findings. To ensure accuracy and consistency between studies, data extraction will be carried out using a preset form. Furthermore, the study team will agree to settle any contradictions or doubts in the extracted data. To support the systematic study's general goals, the extracted data was combined and examined to offer insights into the impact of stress and overload on job performance in the healthcare industry.

Table 3: Research Matrix – Extracted Required Data

Study	Aim of Study	Sampling, Sample Sizes	Study Design	Results	Conclusion
Ingusci et al. (2021)	To explore the effect of work overload on behavioral stress during COVID-19 remote work and the mediating role of job crafting	Participants: 530 remote workers during COVID-19 lockdown in Italy	Cross-sectional questionnaire-based study	Partial mediation of job crafting found, with job crafting playing a crucial role in mitigating the negative effects of work overload on behavioral stress	Job crafting is essential for supporting workers in dealing with stress during remote work, emphasizing the need for organizational support and interventions
Halawani et al. (2021)	To assess the impact of job satisfaction on health service quality among healthcare workers in Saudi Arabia	Participants: 226 healthcare workers in Saudi Arabia	Cross-sectional questionnaire-based study	Job satisfaction significantly impacts health service quality, with low job satisfaction levels among healthcare workers	Job satisfaction among healthcare workers is low and affects the quality of health services provided

Richards et al. (2018)	To qualitatively understand how teachers experience and navigate stressors associated with their work	Participants: 28 inservice teachers from the US Midwest	Qualitative interview-based study	Low-burnout teachers perceive nurturing teaching environments, while high-burnout teachers perceive combative and constraining teaching environments	School environment influences teacher burnout, emphasizing the importance of nurturing teaching environments
Deng et al. (2019)	To investigate how challenge and hindrance stress influence job performance among Chinese healthcare workers and the mediating effect of public service motivation	Participants: 1594 healthcare workers from public hospitals in China	Cross-sectional study	Challenge stress positively influences job performance, while hindrance stress negatively influences job performance, mediated by public service motivation	Public service motivation mediates the association between job stress and job performance among healthcare workers
Bäcklander et al. (2019)	To examine the relationships of self-leadership,	Participants: 416 ABWE	Comparative study	Information richness and self-leadership	Enriching organizational situations can

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	autonomy, and information richness with cognitive stress and performance in Activity Based Working Environment (ABWE) offices	workers in Sweden		influence cognitive stress and performance in ABWE offices	alleviate cognitive stress and enhance performance in ABWE offices
An et al. (2020)	To explore the impact of work–family conflict, job stress, and job satisfaction on seafarer performance	Participants: 337 merchant ship seafarers in Shanghai, China	Cross-sectional study	Work–family conflict and job stress negatively affect seafarer performance, while job satisfaction positively influences performance	Work–family conflict and job stress significantly affect seafarer performance, highlighting the importance of job satisfaction
Hong et al. (2021)	To examine the association between work overload, parenting stress, work-family conflict, and job satisfaction among female pre-school teachers during COVID-19	Participants: 718 female pre-school teachers working online at home	Cross-sectional study	Work overload and parenting stress are negatively associated with job satisfaction through work-family conflict	Work overload and parenting stress during COVID-19 impact job satisfaction through work-family conflict among female pre-school teachers

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Jachens et al. (2018)	To explore how humanitarian aid workers perceive transactional stress processes in a United Nations-aligned organization	Participants: 58 humanitarian aid workers	Interview-based qualitative study	Constant change and urgent demands result in work overload, but positive support buffers stress and negative health outcomes	Workplace support and management can mitigate stress among humanitarian aid workers
Freeman & Dodson (2021)	To understand how work–family–welfare conflict affects the ability of poor working mothers to balance work and family responsibilities	Participants: Poor working mothers from Colorado, Georgia, and Massachusetts	Qualitative study	Poor working mothers rely on government programs to offset low wages, exacerbating work–family conflict	Government programs may exacerbate work–family conflict for poor working mothers, affecting their ability to balance work and family responsibilities
Kumar et al. (2021)	To analyze the effect of COVID-19 induced stressors on distress levels, job performance, and life satisfaction among	Participants: 433 working professionals from Delhi and NCR region, India	Cross-sectional survey	COVID-19 induced stressors negatively affect distress levels and life satisfaction, with indirect effects on job performance	Psychological well-being and safety influence job performance during COVID-19, highlighting the importance of addressing employee distress

	employees during lockdown				
Saleem et al. (2021)	To examine the relationship between work stress due to COVID-19 and employee performance, moderated by safety culture	Participants: 213 bank employees	Cross-sectional study	COVID-19 stress negatively impacts task and contextual performance but positively impacts adaptive performance, moderated by safety culture	Safety culture moderates the relationship between COVID-19 stress and employee performance

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| Abdulaziz et al. (2022) | To determine the influence of work-life balance and work overload on teacher's organizational commitment, mediated by job engagement and moderated by perceived organizational support | Participants: 278 teachers from the Qassim province of Saudi Arabia | Cross-sectional study | Work-life balance positively influences organizational commitment, while work overload negatively influences it, mediated by job engagement | Work-life balance and work overload influence organizational commitment among teachers, mediated by job engagement |
| Heponiemi et al. (2018) | To identify predictors of physicians' stress related to information systems over a nine-year period | Participants: 1109 Finnish physicians | Longitudinal follow-up survey | Cognitive workload, time pressure, and problems in teamwork predict stress related to information systems among physicians | Physicians' cognitive workload has lasting negative effects on stress related to information systems, emphasizing the need for workload management |

Bruschini et al. (2018)	To compare burnout and work-related stress levels among physiotherapists, speech therapists, and occupational therapists	Participants: 391 rehabilitation professionals in Italy	Cross-sectional study	Rehabilitation professionals are at high risk of burnout, with common mechanisms underlying burnout across professional groups	Burnout among rehabilitation professionals is influenced by organizational factors, highlighting the need for preventive measures
Obrenovic et al. (2020)	To explore the impact of work-family conflict on psychological safety, psychological well-being, and job performance	Participants: 277 company employees in Bahrain	Cross-sectional survey	Work-family conflict negatively impacts psychological safety and well-being, influencing job performance	Psychological well-being and safety mediate the relationship between work-family conflict and job performance, emphasizing the importance of addressing work-family conflict

The research matrix provides a comprehensive overview of various studies investigating the relationship between work-related stressors and outcomes across different occupational settings. These studies explore diverse factors such as work overload, job satisfaction, work-family conflict, and organizational support, shedding light on their impacts on behavioral stress, job performance, and organizational commitment. Findings suggest that mitigating stressors like work overload through interventions such as job crafting, enhancing organizational support, and fostering work-life balance can positively influence employee well-being and performance. Additionally, the importance of addressing contextual factors such as school environment, safety culture, and government policies in alleviating stress and promoting work-family

balance is underscored. These insights contribute to a better understanding of how to cultivate healthier work environments and support employee resilience amidst various challenges, including those posed by the COVID-19 pandemic.

Quality Assessment

The COVID-19 epidemic has caused severe disruptions to the modern work environment, leading many employees to quickly shift to remote work arrangements. Considering this extraordinary change, it is critical to comprehend the complex relationships that exist between stress, work overload, and job performance. This introduction lays the groundwork for an in-depth examination of recent research findings that explore the complex interactions between stressors like work-family conflict, job overload, and job satisfaction and how these relationships affect various aspects of job performance in diverse professional domains. This research attempts to clarify important findings and consequences for companies trying to assist their workers in managing stress and overload in the modern workplace, especially in the healthcare industry, by synthesizing a variety of studies.

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Table 4: Quality Assessment of the Research Matrix

#	Author	Selection of Studies	Coverage of Relevant Literature	Method Description	Clarity of Findings	Potential Quality Rating	Explanation
1	Ingusci et al. (2021)	The study provides a focused investigation into the effects of work overload during the COVID-19 pandemic, addressing a pertinent issue in contemporary workplace research.	The study situates itself within the Job Demands-Resources model framework, which is a widely recognized theoretical framework in occupational health psychology. It acknowledges and builds upon previous research on job crafting and its role in mitigating work-related stress.	The methodological approach is well-described, utilizing a cross-sectional questionnaire-based study design to collect data from a sample of remote workers during the COVID-19 lockdown in Italy. Structural Equation Modeling (SEM) is employed for data analysis, with appropriate validation techniques such as bootstrap validation.	The findings are clearly presented, indicating a partial mediation effect of job crafting on the relationship between work overload and behavioral stress. The study emphasizes the significance of job crafting in mitigating the negative impacts of work overload on individual outcomes.	High	The study demonstrates strong methodological rigor, clarity in presentation, and relevance to current workplace challenges during the COVID-19 pandemic.
2	Halawani et al. (2021)	The study addresses the important issue of job satisfaction among healthcare workers and its impact on the	The study acknowledges the significance of job satisfaction in healthcare settings and contributes to the existing literature by focusing on	The study employs a cross-sectional questionnaire-based approach to collect data from healthcare workers in Saudi Arabia, utilizing a random sampling technique. Data	The findings are presented clearly, highlighting the association between job satisfaction and health service quality among healthcare workers in Saudi Arabia. The	Medium	While the study addresses an important topic and provides clear findings, there may be room for further methodological refinement, such as longitudinal or

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		quality of health services, which is particularly relevant in the context of the healthcare sector.	healthcare workers in Saudi Arabia. It references previous research on job satisfaction and its implications for healthcare quality.	analysis is conducted using SPSS software, with appropriate statistical tests applied.	study underscores the importance of addressing job satisfaction to enhance healthcare service delivery.		mixed-methods approaches to strengthen the evidence base.
3	Richards et al. (2018)	The study offers valuable insights into the experiences of teachers with stress and burnout, shedding light on a significant issue in the education sector.	The study builds upon existing literature on teacher stress and burnout, acknowledging the impact of school environments on teacher well-being. It references established measures such as the Maslach Burnout Inventory-Educators Survey (MBI-ES) to assess burnout.	Qualitative interviews are conducted with inservice teachers from the US Midwest, allowing for an in-depth exploration of their experiences with stress and burnout. Data analysis involves thematic analysis by experienced qualitative researchers.	The findings are presented clearly, revealing distinct perceptions of teaching environments among low-burnout and high-burnout teachers. The study proposes a model highlighting the influence of school environments on teacher burnout.	High	The study demonstrates strong qualitative research methodology, providing rich insights into the subjective experiences of teachers with stress and burnout.
4	Deng et al. (2019)	The study addresses the	The study situates itself within the	A cross-sectional study design is	The findings are presented clearly,	High	The study adopts a robust

		influence of job stress on job performance among healthcare workers in Chinese public hospitals, contributing to the understanding of this relationship in a specific context.	context of public service motivation theory, highlighting the relevance of job stress and public service motivation in healthcare settings. It references previous research on job stress and job performance.	employed, with data collected from healthcare workers in public hospitals across China. Structural Equation Modeling (SEM) is used to analyze the data and test hypotheses.	indicating the associations between challenge stress, hindrance stress, public service motivation, and job performance among healthcare workers. The study emphasizes the importance of public service motivation as a mediator in this relationship.		methodological approach and provides clear findings that contribute to the understanding of job stress and job performance dynamics among healthcare workers.
5	Bäcklander et al. (2019)	The study explores the relationships between self-leadership, autonomy, information richness, cognitive stress, and performance in Activity Based Working Environment (ABWE) offices, addressing a novel and relevant topic.	The study situates itself within the context of ABWE offices, acknowledging the limited research on the effects of self-leadership and information richness on cognitive stress and performance in such environments. It references previous research	The study employs a comparative study design, collecting data from ABWE workers in Sweden and comparing them with workers in cell offices and landscape offices. Regression analysis is used to examine the relationships between variables.	The findings are presented clearly, revealing the associations between self-leadership, information richness, cognitive stress, and performance in ABWE offices. The study highlights the importance of enriching organizational situations to mitigate cognitive	Medium	While the study addresses an important topic and provides clear findings, the comparative study design may have limitations in capturing nuanced differences between different office environments. Further research using longitudinal or mixed-methods approaches may enhance the

			on self-leadership and autonomy.		stress and enhance performance.	understanding of these relationships.
6	An et al. (2020)	The study examines the impact of work-family conflict, job stress, and job satisfaction on seafarer performance, contributing to the understanding of these dynamics in the shipping industry.	The study situates itself within the context of the shipping industry, acknowledging the scarcity of research on work-family conflict and its implications for seafarer performance. It references previous research on work-family conflict and job stress.	Data is collected from merchant ship seafarers in Shanghai, China, using a survey approach. Hierarchical regression analysis is employed to analyze the data and test hypotheses.	The findings are presented clearly, indicating the effects of work-family conflict, job stress, and job satisfaction on seafarer performance. The study underscores the importance of addressing work-family conflict and job stress to improve seafarer performance.	Medium	While the study addresses an important topic and provides clear findings, there may be limitations in generalizing the results beyond the specific context of merchant ship seafarers in Shanghai, China. Further research in diverse contexts may enhance the external validity of the findings.
7	Hong et al. (2021)	The study investigates the associations among work overload, parenting stress, work-family conflict, and job satisfaction among female pre-school teachers during the COVID-19	The study situates itself within the context of the COVID-19 pandemic and its impact on work-family dynamics among female pre-school teachers, acknowledging the gap in research on this	Data is collected from female pre-school teachers working from home during the COVID-19 pandemic in China, using a survey approach. Regression analysis is employed to analyze the data and test hypotheses.	The findings are presented clearly, indicating the associations between work overload, parenting stress, work-family conflict, and job satisfaction among female pre-school teachers. The study highlights the challenges faced by	High	The study addresses a pertinent issue in the context of the COVID-19 pandemic and provides clear findings that contribute to the understanding of work-family dynamics among female pre-school teachers.

		pandemic, addressing a timely and relevant topic.	topic. It references previous research on work-family conflict and job satisfaction.		female pre-school teachers during the pandemic and suggests interventions to support work-family balance.		
8	Jachens et al. (2018)	The study explores the subjective stress-related experiences of humanitarian aid workers, offering valuable insights into stress management in a humanitarian context.	The study situates itself within the context of humanitarian aid work, acknowledging the limited research on the subjective experiences of aid workers with stress. It references previous research on stress among humanitarian aid workers.	Data is collected from humanitarian aid workers employed by a United Nations-aligned organization, using qualitative interviews. Thematic analysis is employed to analyze the data and identify key themes.	The findings are presented clearly, revealing the stress-related experiences of humanitarian aid workers and the strategies they employ to manage stress. The study highlights the importance of organizational support and work-life balance in mitigating stress in a humanitarian context.	High	The study adopts a robust qualitative research methodology and provides clear insights into the subjective experiences of humanitarian aid workers with stress.
9	Freeman et al. (2021)	The study examines the challenges faced by poor working mothers in balancing work, parenting, and navigating public	The study situates itself within the context of low-wage working mothers reliant on public benefits, acknowledging	Data is collected from low-wage working mothers in Colorado, Georgia, and Massachusetts, using interviews and focus groups. Thematic analysis is employed	The findings are presented clearly, revealing the intersecting demands faced by low-wage working mothers and the challenges they	High	The study provides valuable insights into the experiences of low-wage working mothers and offers clear findings that contribute to the understanding of

		benefits, addressing an important issue in the intersection of work, family, and welfare.	the scarcity of research on their experiences with work-family-welfare conflict. It references previous research on work-family conflict and public programs.	to analyze the data and identify key themes.	encounter in navigating work, parenting, and public programs. The study underscores the need for policy interventions to support these mothers in balancing work and family responsibilities.		work-family-welfare conflict.
10	Kumar et al. (2021)	The study analyzes the impact of COVID-19-induced work stressors on employee distress, job performance, and life satisfaction, contributing to the understanding of workplace dynamics during the pandemic.	The study situates itself within the context of the COVID-19 pandemic and its impact on employee well-being and job performance, acknowledging the limited research on this topic. It references previous research on work stressors and job performance.	Data is collected from working professionals in India during the COVID-19 lockdown, using a survey approach. Structural Equation Modeling (SEM) is employed to analyze the data and test hypotheses.	The findings are presented clearly, indicating the effects of COVID-19-induced work stressors on employee distress, job performance, and life satisfaction. The study highlights the importance of addressing work stressors to enhance employee well-being and job performance during the pandemic.	High	The study addresses a pertinent issue in the context of the COVID-19 pandemic and provides clear findings that contribute to the understanding of workplace dynamics during the crisis.
11	Saleem et al. (2021)	The study examines the relationship	The study situates itself within the context of the	Data is collected from bank employees in Pakistan during the	The findings are presented clearly, indicating the effects	High	The study addresses a pertinent issue in the context of the

		between work stress, safety culture, and employee performance during the COVID-19 pandemic, addressing an important issue in organizational psychology.	COVID-19 pandemic and its impact on employee performance, acknowledging the limited research on the role of safety culture in mitigating work stressors. It references previous research on work stress and organizational performance.	COVID-19 pandemic, using a survey approach. Regression analysis is employed to analyze the data and test hypotheses.	of COVID-19-induced work stressors on employee performance and the moderating role of safety culture. The study underscores the importance of promoting safety culture to enhance employee performance during crises.		COVID-19 pandemic and provides clear findings that contribute to the understanding of organizational responses to work stressors during crises.
12	Abdulaziz et al. (2022)	The study investigates the influence of work-life balance, work overload, job engagement, and perceived organizational support on teacher organizational commitment, contributing to	The study situates itself within the context of educational settings, acknowledging the significance of work-life balance and organizational support in fostering teacher commitment. It references	Data is collected from teachers in Saudi Arabia, using a survey approach. Structural Equation Modeling (SEM) is employed to analyze the data and test hypotheses.	The findings are presented clearly, indicating the effects of work-life balance, work overload, job engagement, and perceived organizational support on teacher organizational commitment. The study highlights the importance of promoting work-life	High	The study addresses an important issue in educational settings and provides clear findings that contribute to the understanding of organizational dynamics and teacher commitment.

		the understanding of organizational dynamics in educational settings.	previous research on work-life balance and organizational commitment.		balance and organizational support to enhance teacher commitment.		
13	Heponiemi et al. (2018)	The study examines predictors of physicians' stress related to information systems, contributing to the understanding of stress factors in healthcare settings.	The study situates itself within the context of healthcare settings, acknowledging the significance of stress related to information systems for physicians. It references previous research on stress among healthcare professionals.	Data is collected from Finnish physicians through surveys conducted in 2006 and 2015. Regression analysis is employed to analyze the data and test hypotheses.	The findings are presented clearly, indicating the predictors of physicians' stress related to information systems, including cognitive workload, time pressure, and technical problems. The study underscores the importance of addressing these stress factors to support physicians' well-being and job performance.	Medium	While the study addresses an important topic and provides clear findings, there may be limitations in generalizing the results beyond the specific context of Finnish physicians or the time period studied. Further research in diverse contexts may enhance the external validity of the findings.
14	DePasquale et al. (2019)	The study investigates the impact of work-related stress and coping strategies on sleep quality	The study situates itself within the context of law enforcement, acknowledging the prevalence of work-related	Data is collected from police officers in the United States, using a survey approach. Structural Equation Modeling (SEM) is employed to analyze	The findings are presented clearly, indicating the effects of work-related stress and coping strategies on sleep quality among police	High	The study addresses an important issue in law enforcement research and provides clear findings that contribute to the

		among police officers, addressing an important issue in law enforcement research.	stress among police officers and its implications for sleep quality. It references previous research on stress and coping strategies in policing.	the data and test hypotheses.	officers. The study highlights the importance of implementing effective coping strategies to improve sleep quality and overall well-being among police officers.		understanding of stress management strategies among police officers.
15	Noguchi et al. (2020)	The study examines the relationship between job stress, organizational support, work engagement, and job performance among nurses, contributing to the understanding of workplace dynamics in healthcare settings.	The study situates itself within the context of healthcare settings, acknowledging the significance of job stress and organizational support for nursing professionals. It references previous research on work engagement and job performance among nurses.	Data is collected from nurses in Japan, using a survey approach. Structural Equation Modeling (SEM) is employed to analyze the data and test hypotheses.	The findings are presented clearly, indicating the relationships between job stress, organizational support, work engagement, and job performance among nurses. The study highlights the importance of organizational support in enhancing work engagement and job performance while mitigating job stress among nurses.	High	The study addresses an important issue in healthcare settings and provides clear findings that contribute to the understanding of organizational dynamics and nursing professional well-being.

The quality assessment table provides a comprehensive overview of 15 selected studies spanning various disciplines, including workplace psychology, healthcare, education, and law enforcement. Each study is evaluated based on criteria such as the selection of studies, coverage of relevant literature, method

description, clarity of findings, potential quality rating, and explanation. These evaluations offer insights into the methodological rigor, clarity of presentation, and relevance of findings across diverse research contexts. Overall, the table serves as a valuable resource for understanding the strengths and contributions of each study to its respective field, facilitating informed decision-making and further research endeavors.

Results

Table 4: Themes, Sub-themes, trends, and Supporting Studies

Theme	Sub-Theme	Trend	Supporting Studies	Explanation
Work Stress and Well-being	Impact of COVID-19 on Work Stress	Increasing	Ingusci et al. (2021), Kumar et al. (2021)	Studies examining the effects of the COVID-19 pandemic on work stress and employee well-being.
	Coping Strategies	Varied	DePasquale et al. (2019), Halawani et al. (2021)	Research exploring different coping strategies to manage work-related stress.
	Work-life Balance	Increasing	Abdulaziz et al. (2022), Freeman et al. (2021)	Investigations into the importance of work-life balance in enhancing well-being and productivity.
	Organizational Support	Consistent	Deng et al. (2019), Noguchi et al. (2020)	Studies highlighting the role of organizational support in mitigating work stress and enhancing well-being.
Job Satisfaction and Performance	Impact on Job Performance	Consistent	Halawani et al. (2021), Saleem et al. (2021)	Examination of the relationship between job satisfaction and employee performance.
	Role in Healthcare Quality	Consistent	Halawani et al. (2021), Deng et al. (2019)	Studies investigating the impact of job satisfaction on healthcare service quality.
Work-family Dynamics	Work-family Conflict	Increasing	An et al. (2020), Hong et al. (2021)	Research exploring the challenges and implications of work-family conflict, particularly during the COVID-19 pandemic.
	Parenting Stress	Emerging	Hong et al. (2021)	Investigations into the impact of parenting stress on work-family dynamics among specific occupational groups.

Occupational Burnout	Supportive Policies	Emerging	Freeman et al. (2021)	Studies examining the role of supportive policies in alleviating work-family conflict.
	Teacher Burnout	Consistent	Richards et al. (2018)	Examination of factors contributing to burnout among teachers and its implications for the education sector.
	Healthcare Worker Burnout	Consistent	Deng et al. (2019), DePasquale et al. (2019)	Research focusing on burnout among healthcare professionals and strategies to address it.
Workplace Environment and Performance	Impact of Organizational Context	Consistent	Bäcklander et al. (2019), Jachens et al. (2018)	Studies investigating how organizational context influences employee performance and well-being.
	Technological Stress	Varied	Heponiemi et al. (2018), DePasquale et al. (2019)	Research examining the impact of technological stressors on employee well-being and performance.

Key themes, sub-themes, trends, and corroborating studies from the chosen research are compiled in the table. The COVID-19 pandemic's effects on work stress and employee well-being are receiving more attention, as evidenced by research like Ingusci et al. (2021) and Kumar et al. (2021) that highlight the value of work-life balance and coping mechanisms. Research by Deng et al. (2019) and Noguchi et al. (2020), for example, consistently shows that organizational support is essential for reducing work-related stress. Furthermore, studies on the relationship between job satisfaction and healthcare quality, as well as the recent investigation of supportive policies to reduce work-family conflict (Freeman et al., 2021), add to our understanding of workplace dynamics and employee well-being.

Discussion

Stress and overload are pervasive issues in various occupational settings, particularly within the healthcare sector. This systematic analysis aimed to examine the effects of stress and overload on decision-making processes among healthcare professionals. The findings from the selected studies shed light on the nuanced dynamics of stress and overload in different contexts, providing valuable insights for organizational interventions and policy development.

The first study by Ingusci et al. (2021) focused on the impact of work overload during the COVID-19 pandemic, emphasizing the role of job crafting in mitigating behavioral stress among remote workers. This study highlighted the importance of proactive coping strategies in managing workload pressure, which aligns with the findings of other studies in different occupational settings. For instance, Halawani et al. (2021) explored job satisfaction among healthcare workers in Saudi Arabia, underscoring its significance in enhancing healthcare service quality. Similarly, Deng et al. (2019) examined the relationship between job stress and performance among healthcare workers in Chinese public hospitals, emphasizing the mediating role of public service motivation.

In addition to healthcare settings, stress and overload were also investigated in other professional domains. For instance, Richards et al. (2018) provided insights into teacher stress and burnout, revealing the influence of school environments on teacher well-being. Similarly, Bäcklander et

al. (2019) explored the effects of self-leadership and information richness on cognitive stress and performance in Activity Based Working Environment (ABWE) offices, highlighting the importance of organizational context in shaping stress experiences.

Moreover, the studies encompassed a diverse range of occupational contexts, including humanitarian aid work (Jachens et al., 2018), shipping industry (An et al., 2020), banking sector (Saleem et al., 2021), and law enforcement (DePasquale et al., 2019). Each study provided unique insights into the stressors specific to these professions and proposed tailored interventions to address them effectively.

Furthermore, the COVID-19 pandemic served as a catalyst for investigating the impact of stress and overload on workplace dynamics. Studies such as Kumar et al. (2021) and Hong et al. (2021) examined the effects of pandemic-induced stressors on employee well-being and job performance, underscoring the need for organizational support and work-family balance initiatives.

Additionally, Abdulaziz et al. (2022) investigated the influence of work-life balance, work overload, job engagement, and perceived organizational support on teacher organizational commitment, contributing to the understanding of organizational dynamics in educational settings. Heponiemi et al. (2018) examined predictors of physicians' stress related to information systems, providing insights into stress factors in healthcare settings. Similarly, Noguchi et al. (2020) explored the relationship between job stress, organizational support, work engagement, and job performance among nurses,

highlighting the importance of organizational support in enhancing work engagement and job performance while mitigating job stress among nurses.

Limitations: The reviewed studies exhibit limitations such as methodological constraints, sample specificity, and measurement issues. These limitations suggest the need for future research to employ longitudinal designs, mixed methods approach, and diverse samples to enhance the validity and generalizability of findings.

Recommendations: To address these limitations, future research should prioritize longitudinal studies, mixed methods approach, and diverse sample recruitment. These approaches would offer a more comprehensive understanding of stress, overload, and their impacts on job performance across various contexts.

Implications: The findings underscore the importance of organizational interventions and policy development to mitigate workplace stress and support employee well-being. Organizational initiatives such as job crafting programs and flexible work arrangements can alleviate stress, while policymakers should invest in mental health resources and work-life balance initiatives.

Contribution to the Literature and for Saudi Context: The reviewed studies contribute to the existing literature by advancing our understanding of workplace stress dynamics. Specifically, studies such as Abdulaziz et al. (2022) and Halawani et al. (2021) offer insights into the unique stressors

faced by professionals in Saudi Arabia, highlighting the relevance of these findings for the local context.

Conclusion

The findings from these studies highlight the complex interplay between stress, overload, job satisfaction, organizational support, and performance outcomes across various occupational contexts. The implications of these findings extend beyond individual well-being to organizational productivity and service quality, emphasizing the importance of holistic approaches to address workplace stressors. Future research could further explore the effectiveness of intervention strategies tailored to specific occupational settings and the long-term impact of organizational support initiatives on employee well-being and performance.

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