

## IMPACTS OF JOB DEMANDS ON NURSES' PERFORMANCE WORKING IN PUBLIC HOSPITALS

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### ABSTRACT

Job demands refers to the degree to which the working environment contains stimuli that require some effort, which suggests that job demands may lead to negative consequences if they require additional effort to achieve work goals. The aim of the study is to analysis the impacts of job demands on nurses' performance working in public hospitals. In order to achieve the study objective, a survey conducted. Questionnaires distributed to the public sector hospital's manager in Saudi Arabia. The findings of the study turn out to be true; the study will contribute to both theory and practice. Through the present study, the researcher expects the findings to shed light on the research conducted regression to analysis the impacts of job demands on nurses' performance.

**Keywords:** Job Demand, Nurse, Performance, Interacting Effect

### 1. INTRODUCTION

#### 1.1. Job Demands

In general, job demands refers to the degree to which the working environment contains stimuli that require some effort (Jones and Fletcher, 1996), which suggests that job demands may lead to negative consequences if they require additional effort to achieve work goals (Peeters *et al.*, 2005). It also refers to aspects of the job that require sustained effort and, as such incur certain costs as a result (Beutell, 2010). Job demands can be physical, psychological, social, or organizational.

Job demands are usually divided into two: challenge job stressors and hindrance job stressors. The term "hindrance job stressors" refers to "unpleasant, undesirable and excessive" factors in the course of work which get in the way of the ability of an individual to achieve goals associated with the specific job that he or she does such as role conflict, role overload and role ambiguity and are viewed as negative aspects of job demands (Judge *et al.*, 1998). On the other hand, the term "challenge job stressors" refers to stressors which

have the potential to promote the employee's personal growth and career growth as well and may include factors like high levels of workload, time pressure and numerous responsibilities and are viewed as positive stressors due to their characteristic potential to reward the employee (Cohen-Charash and Spector, 2001).

The following discusses four types of job demands that are purportedly able to contribute to job stress and hence job performance. They are quantitative demands, physical demands, emotional demands and shift work. These job demands are selected as they reflect the job nurses do.

#### 1.2. Quantitative Demands

Quantitative demand refers to the amount of work that individuals perceive is expected of them (Coetzer and Rothmann, 2007) within a little time and operationalized in terms of (high) work pace (Emmerik and Peeters, 2009). A concept associated with quantitative demand is workload. Broadly speaking, workload may refer to work time commitments such as the number of hours devoted to paid work and work-related activities (Jimmieson *et al.*, 2004), but it has also been referred to

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