

Review Article

Nurses' Stressors Related to Business Environment and Their Coping Strategies

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Abstract: Stress is a sad situation that leads to the desperation of the individual, a situation that occurs when the physical and mental limits of the organism are forced and threatened, affecting the lives of the individual. Individual stress sources include individual needs, capacity and character. Perceived differences, experiences, family problems, relationships among family members, child rearing, education, relatives' work problems, divorce and death are also individual stress factors. The working environment can also be a stress factor. If the competition among the employees in the working environment is not controlled by the managers and the employers, it causes the employees to feel incapacitated and weak in the individuals and thus the working person has difficulty in adjusting to the organization. In terms of the nursing profession, there are many stressful situations in the working environment. In order for the nurse to work more effectively and efficiently, it is necessary to minimize the internal and external factors that cause this stress and to develop effective ways of coping with the stressors as much as possible when the stress is encountered. It is very important to know how to cope with the stressors of the nursing profession from the work and social life and to develop the positive behaviors both in terms of the nursing profession as well as the qualified care the society being served.

Keywords: Nursing, Stress, Coping, Workplace Stress

INTRODUCTION

Stress is a condition that causes the individual to feel desperate, a situation that occurs when the physical and mental limits of the organism are forced and threatened and affect the lives of the individual [1]. People's stress sources can often be their own personality, such as the person's sex, emotional introverted or outward-looking structure, being touchy, exhibiting a supportive or competitive attitude in terms of relationships [2, 3].

Individual stress sources include individual needs, capacity and character. Perceived differences, experiences, family problems, relationships between family members, child rearing, education, relatives' work problems, divorce and death are also factors that cause individual stress. The frequency and intensity of the emerging stressful events is about the interaction of the person's personality. Stressful events are more prevalent in some work environments than in other work environments, and in some people they are more intense than others, so endurance against the stress varies from person to person. Some people are affected more quickly and more aggressively, and the stress is quickly affected, while others are slower and later go into alarm. Similarly, some people have longer stress durability, some is shorter. It is emphasized in some

researches that personality trait is a source of stress [4-6].

Stress can be a negative effect on physical, mental and social aspects, whereas a certain dose of stress has a potent effect, improves the sense of responsibility in the individual and positively affects on maturation. For this reason, we must identify our stress and underlying cause well enough to cope with stress and to avoid the effects of harm, and should not allow our health to be adversely affected. However, since childhood, the individual who is constantly interacting with internal and external factors may be unwittingly and unintentionally exposed to stress, which after a while affects the individual negatively and makes some changes in his / her behavior. These changes can lead to significant mental problems, and as a result the individual uses various coping methods, but the coping methods can be ineffective at times. The ineffectiveness of these methods can develop in the individual with time depletion, difficulties in entering into cooperation, feelings of inadequacy, emotional imbalance, digestive problems, high blood pressure, depression, overeating, ingestion, inactivity, decrease in performance, separation from work and deterioration in interpersonal relations [7, 8].

The working environment can also be a stress factor. If the competition among the employees in the working environment is not controlled by the managers and the employers, it causes the employees to feel incapacitated and weak in the individuals and thus the working person has difficulty in adjusting to the organization. As a result, problems such as increasing stress-related diseases in business life, inefficiency in business life, not wanting to go to work and absenteeism arise, which can cause an uncomfortable tension in the individual. For this reason, stressors causing tension should be identified and individual coping mechanisms should be used. Because stress and coping processes are interrelated and must be considered together. Lazarus; [9], which focuses on problem-focused coping and emotional responses to which stress is directed and changed [9].

The coping describes an important concept that indicates the individual's resistance to being stressful for him [10]. If individuals can not use effective coping mechanisms, stress is alive, which disrupts the balance of the body and causes physical, mental and social problems [11]. In terms of nursing profession, there are many stress conditions in the working environment [12]. In the researches conducted, stressors that affect the nurses most in business environment; [12], excessive workload [13], death and fatal care [14], interpersonal relationships and problems related to promotion [15], verbal abuse, verbal intimidation, verbal sexual harassment and physical assault [16], resulting from the constantly confrontation of the nurse with patients and their relatives. In addition to this, due to excessive workload and shift working order, there may be many sleeping problems in long working hours, overtime, long standing, seizures, and consequently different physical and psychological complications such as distraction in the individual may occur. And the nurse's exposure to communication with his / her close relatives, the crowded services, the inappropriate organization, the concentration of the medical device and the noise, heat, light etc. on the nurses. Besides, nurses are often confronted with their relatives and sometimes they are exposed to verbal or physical attacks. This type of events that are frequently seen in the emergency services and psychiatric services are not enough measures to increase the stress of the nurses and psychological problems in the nurses, especially when the service is voluntary and reluctant to work if the negative impact on the performance and reduces it. In addition, injuries to infected nurses, exposure to infectious diseases, waist-back problems due to heavy lifting, exposure to physical trauma, the risk of verbal or physical attacks, and so on. The presence of occupational stressors also negatively impacts nurses and negatively affects the nursing care they provide and increases the rate of mistakes in practices and

initiatives. For this reason, it is suggested that nurses are the most affected group in health professions [8].

Work stress is a condition that affects the health of the employee negatively, reducing constructive thinking and job satisfaction [17]. Nurses use a variety of coping methods to cope with stressors and allow employers to nurse nurses to sleep, rest, provide safety, show compassion, help nurses, respect their profession, their most important personality, and realize their ideals and abilities Thus increasing its productivity. In other words, the individual who is satisfied with these needs and desires is motivated and motivated. When nursing literature is examined, it is seen that nurses use both emotion-oriented and problem-focused coping methods. Among the ways that nurses frequently resort to stressors include: Such as the use of ineffective coping methods such as alcohol and cigarette smoking, demonstration of escape behavior, excessive eating and drinking, conflict, withdrawal from work and forgetting, using problem solving methods, using recreational activities, resting, relaxation techniques and cognitive coping methods methods of coping [14, 17].

Nurses are individuals who play a primary role in the protection and development of the health of the community, and the nurses who provide health services to people should be in complete good condition and the continuity of this goodness is of great importance [18]. For this reason, it is very important for the nursing profession employees to know how to cope with stressors arising from work and social life and to develop their positive behaviors both in terms of nursing profession and in terms of getting quality care of the community waiting for them. Besides this, the nurses, It also affects the employees positively. Therefore, high quality care and better service for individuals on the basis of individual, in unit and institution, more time to spend with the patients and better communication which leads to increase of patient satisfaction, increase of work efficiency and satisfaction, as well as positive results.

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