

Occupational Stress versus job satisfaction in the healthcare arena

Kotrotsiou S.^{1,B,C,F}, Fountouki A.^{2,C,D,E}, Theofanidis D.^{3,A,D,F}

1. University of Thessaly, Thessaloniki, Greece
2. Nursing Department, School for Health, International Hellenic University, Thessaloniki, Greece
3. Nursing Department, School for Health, International Hellenic University, Thessaloniki, Greece

A- Conception and study design; B - Collection of data; C - Data analysis; D - Writing the paper; E- Review article; F - Approval of the final version of the article; G - Other (please specify)

ABSTRACT

Purpose: The main aim of this critical review is to cite, analyze and evaluate the core theoretical models on occupational stress with particular reference to the nursing profession.

Materials and methods: A systematic literature search was undertaken in Medline, Google Scholar and Cinhal databases with the keywords 'nursing', 'occupational stress', 'job satisfaction', and 'burnout', from 1980 to 2021 which yielded 121 articles that were finally reduced to 72. Furthermore, the results were elaborated upon further to form a concise table on theoretical models for occupational stress in the nursing profession. The nine theoretical models were elaborated further in chronological date order.

Results: There are 8 main theoretical models that explore emotional exhaustion as characterized by a marked lack of physical energy, and a feeling that there are no further reserves or resources from which to

renew his energy. In general, the individual feels that he or she is no longer in the mood required to make an emotional investment in his or her work and is further suffering from the demands of his or her clients and/or the wider working environment. Perhaps the most unpleasant thing is that he cannot foresee a solution to such problems and loses perspective on what the next day may hold.

Conclusions: Emotional exhaustion and depersonalization are the two stages that preceded professional incapacitation and a worker's sense of diminished personal achievements where hope is lacking. Therefore, active measures need to be taken by management and other coworkers who might identify such a problem in order to take steps to protect and ease the stress so that much needed staff can be retained.

Keywords: Occupational Stress, nursing profession

DOI: 10.5604/01.3001.0015.6430