THE INFLUENCE OF JOB STRESSOR AND SPRITUALITY TO WORK STRESS AND PERFORMANCE OF NURSES IN PIRNGADI GENERAL HOSPITAL MEDAN- INDONESIA

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ABSTRACT*: The purpose of this research was to examined the influence of job stressors perceived by nurses, nurse's level of spirituality to work stress and performance of nurses who work in Pirngadi General Hospital of Medan and construct a theoretical model that can describe the influence of endogenous variables to exogenous variables. This research was conducted in January 2014 until July 2015, which starts from a preliminary survey to the making of research reports. The number of samples in this study as many as 150 people. Methods of data collection using questionnaires. Data were analyzed by descriptive and inferential, hypothesis testing is done with path analysis, to test the suitability of the model used goodness of fit test. Structural Equation Modeling Analysis of the model is done by using AMOS 21.0. Results showed that: job stressors and spirituality have significant effect on work stress and performance of nurses, as seen from the suitability of Goodness of Fit (GoF) on Structural Equation Modeling.*

KEYWORDS: Job Stressors; Spirituality; Work Stress; Performance; Nurse

INTRODUCTION

Advances in science and technology have an impact on health services. causing smooth transport distance closer so that clients can easily reach the health-care facilities. Progress is causing health services is currently facing a very tight competition, so that health care organizations implement certain strategies to meet the expectations of patients. One such strategy is the management of the performance of nurses. The management of the nurse's performance is expected to improve organizational performance (Huber.LD, 2006). Nurses performance is closely associated with the quality of health services provided by hospitals, as professional nurses occupy the largest proportion in comparison with other professions who work at the hospital, so it is important for nursing professionals to ensure effective performance (Hayajneh, 2000)

Nurse's performance can be measured from the results achieved in providing nursing care, nursing care standard is a statement of desired performance level. Nursing care to clients / patients can be assessed using the standard of nursing care. Optimal nursing care is one indicator of the performance of the nurse (Christensen, 2009). Results of preliminary survey that has been done in Pirngadi General Hospital of Medan to 30 nurses showed that: nurses' performance is still not good.

Poor performance of nurses is influenced by various factors, one of the factors that affect the performance of nurses is work stress experienced nurses, several studies have been conducted by experts showed that nurses experiencing work stress. Work stress can produce consequences both psychological and physiological defects are obvious, affect personal well-being and productivity (Seward et al, 2007). Work Stress is one of the occupational diseases caused by exposure to psychosocial. work stress is an important part of public health which has increased relating to changes in the work environment. Work stress be an important part of public health since workers are members of the family, so that health workers concerned with family health and will determine the level of public health. (Tulchinsky and Varavikova, 2000).

Occupational health support the improvement and maintenance of physical, mental and social wellbeing of all workers. Occupational health program requires organizations to take reasonable precautions against the occurrence of health problems, risk control, adjust work with people. (Tulchinsky and Varavikova, 2000). One of the diseases caused by work that work stress. stress as a risk factor for non-communicable diseases are also experienced by nurses, work stress is one of the occupational health issues that will impact on the performance of nurses. Some research suggests that work stress associated with the performance of nurses. According to Jehangir et al, (2011) work stress is negatively related to job performance and job satisfaction, while according Kofoworola and Alayode (2012) the inability of individuals to cope with stress can lead to feelings of depression, frustration and anxiety.

Work stress experienced by a person is manifested in the form of: 1). Somatic symptoms include: insomnia, fatigue, gastrointestinal disorders, 2). Emotional symptoms include: feelings of sadness, feelings of depression, emotional exhaustion, negative feelings, irritability, 3). Cognitive symptoms include: decreased creativity, attention decreased and 4). Interpersonal Symptoms include: defensive, blaming the other, an increase in cynicism and negative world view. (Chayu and Kreitler, 2011). Burnout is a symptom of work stress were prevalent among health professionals in different domains (Halbesleben, 2008), include: 1) the development of a negative work attitude, 2). Professional self-concept are bad, 3). Reduce the sense of personal accomplishment, 4). Tends to reduce contact with patients or staff, and 5). The loss of care to patients. Burnout is identified as a major factor in the turnover, absenteeism, tardiness, the use of prescription drugs, the job is not effective, moral decline, and a variety of personal dysfunction. Relationship work stress with the performance is depicted in inverted U shape. The low to moderate stress levels will stimulate the body to increase its ability to react to a stressor were there so that someone will perform the tasks well, more regular and faster. While greater stress or moderate stress experienced in a long time will cause a decrease in performance (Matteson in Robbins, 2007). The impact of work stress on individuals is determined by its ability to utilize spiritual assessment of the stressor, the use of spiritual coping and connectedness. Stressor perceived as a threat significantly lowers welfare, so that spirituality could potentially mediate or moderate the adverse effects of stress on welfare (Bell et al, 2012) According to Levin (2003) Spirituality may serve as a protective factor for health in healthy populations and therapeutic factor for individuals in a state of healing, through the psychological process by increasing feelings of control (Newton and McIntosh, 2010), which can reduce stress (George et.al ., (2002).

According to Milliman et al, (2003) a spirituality of work involves efforts to find the highest purpose in life, develop strong relationships with co-workers, and others associated with the job, and has a consistency between a person's core beliefs and values of the organization. Spirituality will affect the individual in the face of job stressors, spirituality serves as a defense

mechanism may provide a protective effect on the nurses in the face of job stressors, high spirituality will encourage nurses to provide nursing care to good (Levin, 2003). Work stress experienced by nurses caused by a variety of stressors, both of which are in the workplace or outside the workplace. Nurses in providing health services are always dealing with patients with various health problems, the number of patients who are many, diverse types of disease, the severity of the patient is a nurse job stressors. Job stress experienced nurses is influenced by various factors both from within him, the organization and outside the organization. Rout and Rout (2002) identified six main factors work stressors, namely: 1). Intrinsic factors of work, 2). Career development, 3). Role in the organization, 4). Labor relations, 5). Organizational structure and climate, 6). Interface home/work.

LITERATUR REVIEW AND DEVELOPMENT OF HYPOTHESIS

The influence of job stressors to work stress of Nurses

Many studies and literature that show a variety of factors that affect the job stress of nurses. A number of job stressors have been identified by experts include: Matteson and Ivancevich (1979) suggests four types of stressors of work, namely: individual stressors, group stressors, organization stressors and ekstra organization stressors. Robbins (2003) suggested a model of stress consisting of three potential stressor, namely: environmental factors, organizational factors and individual factors, while Cooper, et al, (1988), suggests six job stressors, namely : Job intrinsic factors, the role of management, relationship with others, career and achievements, organizational structure and climate, the interface work/home. Rout and Rout (2002) identified six job stressors on the health of workers, namely: intrinsic factors of work, career development, role in the organization, labor relations, organizational structure and climate, interfaces home/work. Jarinto and Krit (2011) suggests eight stressor in the workplace. From the description above, this study will examine the influence of job stressors to work stress of nurses. The hypothesis is as follows

Hypothesis 1 = Job stressors has an influence on work stress of nurses

The influence of spirituality to work stress of nurses

Levin, (2003) states that spirituality is a determinant of health protective factors for a healthy individual and a factor that accelerates the healing (healing) for individuals who are sick. Spirituality as a coping that individuals use to cope with or perceive the stressor. coping spirituality will affect the individual in interpreting the stressors they face. According to Lazarus and Folkman (1984), spirituality as a coping that individuals use to deal with stress that is in accordance with the transactional model of stress. According to Holt-Lusted. et al, (2011), spiritual well-being is positively correlated with lower stress, and risk factors for heart disease are low. Research Greeson et al, (2011), which examines the influence of spirituality on the reduction of stress found that spirituality serves as a mechanism of moderation to the reduction of stress. Research Safaria et al, (2010) shows that spirituality is negatively correlated with job stress. Results of the study Park (2007), which conducts research on the influence of spirituality on health shows that spirituality is negatively correlated with stress, anxiety and depression.

From the above description, this study will examine the effect of spirituality on the job stress of nurses. The hypothesis is as follows:

Hypothesis 2 = spirituality has an influence to work stress of nurses

The influence of job stressors to performance of nurses

The performance of nurses is influenced by various factors, according to Ahmadi (2009), factors that are positively correlated with the performance of nurses among others: organizational commitment, job satisfaction, individual variables and professionalism, nurse performance is positively associated with several personal factors that work experience , nationality, gender, marital status.

Research conducted by DeTienne et al, (2012) showed that moral stress increases fatigue, lower job satisfaction, increase the intensity of turnover. According to Jehangir et.al ,. (2011), that job stress is negatively correlated with performance and job satisfaction of nurses. In the study conducted by Gandhi et al, (2011) found that the role of nurse's and contribute to burnout. Research Sharma et.al. (2010), suggests that chronic fatigue syndrome contributes to the timeliness of the low, low adherence, low efficiency, low nursing knowledge, interpersonal communication is low.

AbuAlRub research (2004), about the effect of work stress, performance and social support showed that social support improves performance, and lower work stress, relationship between work stress and performance depicted in an inverted U shape. From the description above, this study will examine the effect of job stressors on the performance of nurses. The hypothesis is as follows:

Hypothesis 3 = Job stressors has an influence to performance of nurses

The influence of spirituality to performance of nurses

According to Marques et al, (2005) spirituality in the workplace as an environment that shows the relationship between workers optimal, because all workers participate in the process of work with the best of their mindset, and performed to their best capacity. According to Weston (2002), the organization expressing spirituality through the aspirations, goals, values, and ethics and comments on how organizations should treat people, the environment, and society. Marques (2005) concluded that the reluctance of top management to facilitate a work environment that is more spiritual cause general dissatisfaction exists among middle and lower level workers. According Tishler (2002), spirituality will lead to the development of the four competencies, namely: 1). Personal awareness, 2). Personal skills, 3). Social awareness, and 4). Social skills, the fourth this competence will cause a person to demonstrate the openness of the social good, have a good working relationship, able to work together and be able to respond to criticism well.

From the description above, this study will examine the effect of spirituality on the performance of nurses. The hypothesis is as follows:

Hypothesis 4 = spirituality has an influence to performance of nurses

The influence of work stress to performance of nurses

Lazarus and Folkman (1984) suggests the transactional stress theory that describes the relationship between job stressors with job stress is influenced by spirituality as a coping mechanism that individuals use to face the stressor.

Work stress and performance is described as an inverted U relationship by Matteson in Robin (2007) and research Jehangir et al, (2011) concluded that stress negatively correlated with job performance and job satisfaction. From the description above, this study will examine the effect of work stress on performance of nurses. The hypothesis is as follows:

Hypothesis 5 = Job stress has an influence on the performance of nurses.

MATERIALS AND METHODS

This study was conducted using quantitative methods. Quantitative research in the form of a survey using an explanatory research. This study aimed to analyze the influence of job stressors, spirituality, to work stress and the performance of nurses. Research to collect qualitative data from the respondents is done by conducting interviews to explore the perceived job stressors respondents, respondents spirituality and its influence on the work stress and the performance of the respondent.

Analysis of the data by using Structural Equation Modeling, namely the maximum likelihood estimation method.

Ethical issues and approvals

Institutional approval is given by the Health Research Ethics Committee of the Faculty of Medicine, University of North Sumatra. All participants individually signed an informed consent for participation.

RESULTS, DISCUSSION AND CONCLUSION

The results of Structural Equation Modeling Analysis of Early Stage

The test results with structural equation modeling, using AMOS program 21. The model is said to be good when fulfilling the requirements of the goodness of a model that is measured with some theoretical statistics. Results of the analysis of Structural Equation Modeling in the form of Early Stage path diagram, can be seen in Figure 1.
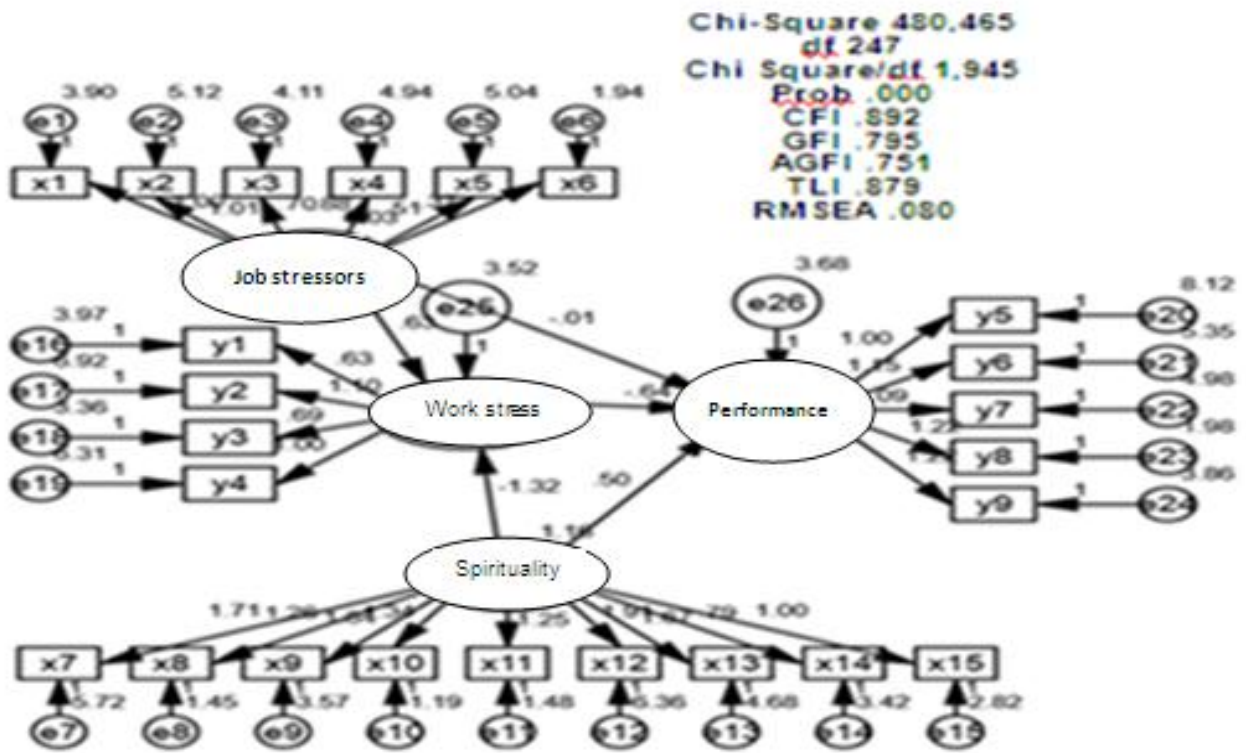
Source: Processed Primary Data with AMOS, 2015.

The result of the goodness of fit of default models in this study, can be seen in Table 1 below, while the results of the analysis show that the model has not been feasible to use for proving a hypothesis. Thus, the necessary modifications to the model.

Tabel 1 Goodness of Fit Indeks Early Stage

Criteria	Cut-off value n=150 α=0,05	AMOS Results	Description
df	>0	247	Fit
Chi – Square	< 142.138	480,465	Not Fit
P-value	≥ 0.05	0,000	Not Fit
CMIN/DF	≤ 2,00	1,945	Not Fit
RMSEA	< 0.08	,080	Not Fit
GFI	≥ 0.90	0,795	Not Fit
AGFI	≥ 0.90	0,751	Not Fit
TLI	≥ 0.95	0,879	Not Fit
CFI	≥ 0.95	0,892	Not Fit

n = sample size ; df = degree of freedom

Source: Processed Primary Data with AMOS, 2015.

Table 1 shows that: only Degree of freedom eligible goodness of fit of a model, while; Chi - square, P-value, CMIN/df, Root Mean Square Error of Approximation, Goodness of Fit Index, Adjusted Goodness of Fit Index, Tucker Lewis Index, Comparative Fit Index. not meet the criteria of goodness of fit index model, so that the necessary modifications to the model.

Modification of the model is done by referring to the modification indices, by modifying the model of relationship (covariance) between error and does not modify the pathways of influence.

The Results of Structural Equation Modeling Analysis on Final Stage

Results of testing with structural equation model with the AMOS program 21 on the final stage, that stage after the modification goodness of fit models provide a better model, as shown in Figure 2.
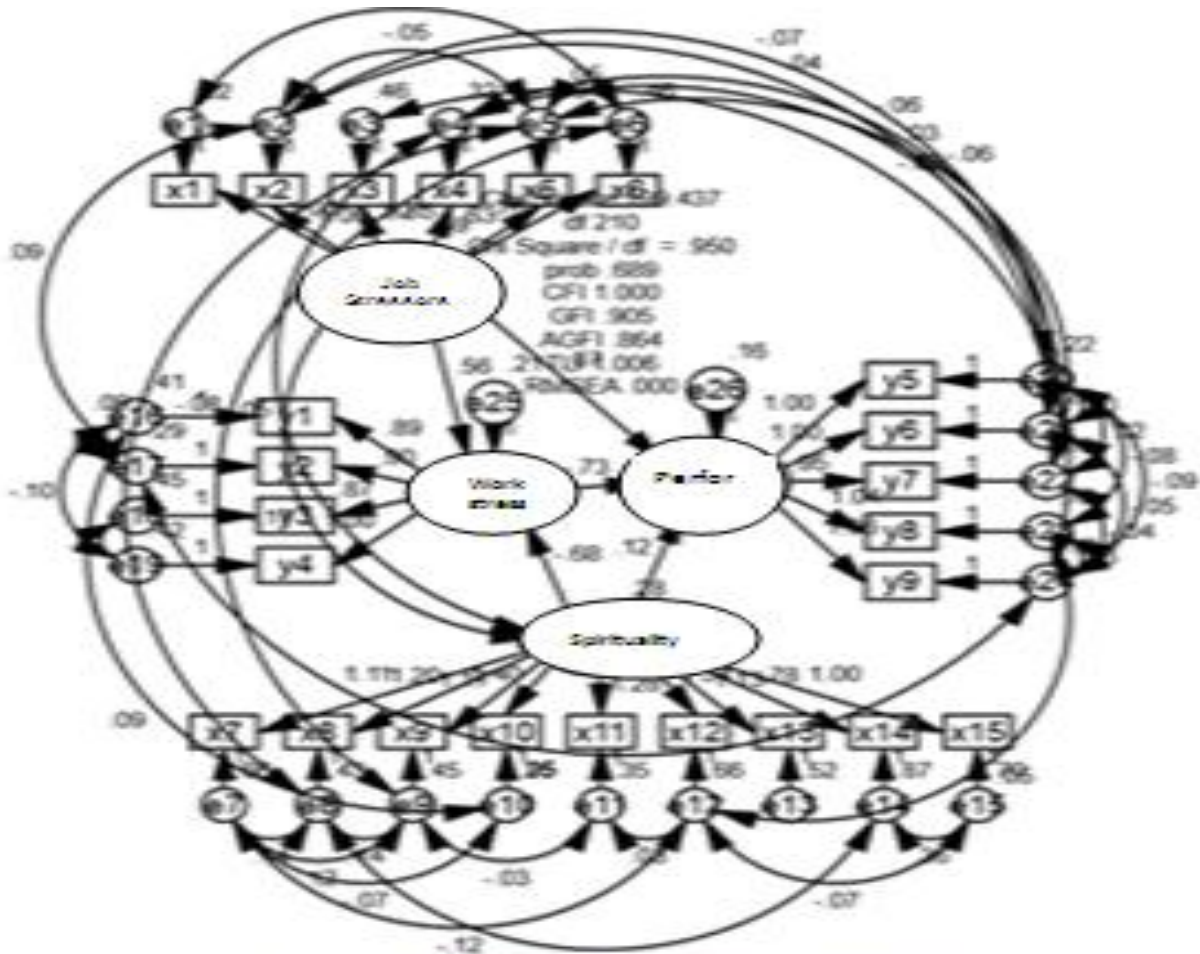

Figure 2. The Results of the SEM Analysis on Final Stage

Source: Processed Primary Data, 2015.

After modification of the model, the nine criteria used for judging the goodness of the model, namely: degrees of freedom, Chi - square, P-value, CMIN/DF, Root Mean Square Error of Approximation, Goodness of Fit Index, Adjusted Goodness of Fit Index, Tucker Lewis Index, Comparative Fit Index are met, as shown in Table 2.

Tabel 2 Goodness of Fit Indeks Final Stage

Criteria	Cut-off value n = 150 ; α = 0,05	AMOS Results	Description

Degree of freedom	>0	210	Fit
Chi – Square	< 244,808	199,437	Fit
P-value	≥ 0,05	0,689	Fit
CMIN/DF	≤ 2,00	0,950	Fit
Root Mean Square Error of Approxi mation (RMSEA)	< 0.08	,000	Fit
Goodness of Fit Index (GFI)	≥ 0.90	0,905	Fit
Adjusted Goodness of Fit Index (AGFI)	≥ 0.90	0,864	Marginal Fit
Tucker Lewis Index (TLI)	≥ 0.95	1,006	Fit
Comparative Fit Index (CFI)	≥ 0.95	1,000	Fit

Source: Processed Primary Data with AMOS, 2015.

Based on the results of SEM analysis, causal relationships between variables can be described, The results of testing the effect of job stressors to work stress, can be seen in Table 3 below.

Tabel 3 Results of Testing the Influence of Job Stressors to Work Stress

Variable	Model	Estimate	CR	Prob (p)	Description
Job Stressor (X) → Stress Kerja(Y)	Regression	0,558	6,382	< 0.001	**Signi ficant**
Standardized Regression		0,560			

Source: Processed Primary Data, 2015.

Results of calculations using AMOS program showed that job stressors have a significant and positive influence on the work stress. This can be seen from the path marked positive coefficient of 0.560 with the value of the critical ratio (CR) of 6.382 (greater than 1.96) and gained a significance probability (p) of <0.001. This value is smaller than the significance level (α) specified is 0.05. Thus, the research hypothesis has been answered, namely: job stressors have a significant effect on work stress, proved correct.

In other words, we can say the direct effect of job stressors to work stress is equal to 0.560 or 56%. This means, every increase of 10 units of job stressors, it will increase work stress at 5, 6 units. Then the results of the testing of the influence of spirituality on work stress can be seen in Table 4 below.

Tabel 4 The Results of Testing the Influence of Spirituality to Work Stress

Variable	Model	Estimate	CR	Prob (p)	Description
Spirituality →Work Stress	Regression	-0,683	-4,411	< 0.001	Significant
Standardized Regression		-0,680			

Source: Processed Primary Data with AMOS, 2015.

Results of calculations using AMOS program shows that spirituality has a significant and negative effect on work Stress. This can be seen from the path coefficient is negative amounting to -0.680 with critical value ratio (CR) of -4.411 (greater than 1.96) and gained a significance probability (p) of <0.001. This value is smaller than the significance level (α) specified is 0.05. Thus, the hypothesis of the study have been answered, namely: Spirituality has a significant effect on work stress, proved correct. In other words, it can be said that the direct influence of

the spirituality to work stress is equal to - 0.68 or 68%. This means that, every increase of 10 units of spirituality, it will reduce the work stress 6.8 units. Then the hypothesis is: The influence of job stressors to performance can be described as follows in Table 5 below.

Table 5 Results of Testing the Influence of Job Stressors to performance of Nurses

Variable	Model	Estimate	CR	Prob(p)	Description
Job Stressors(X)→ Performance (Y)	Regression	0,068	-2,003	< 0.001	Significant
Standardized Regression		-0,211			

Source: Processed Primary Data with AMOS, 2015.

Results of calculations using AMOS program showed that job stressors has a significant and negative effect on performance. This can be seen from the path marked negative coefficient equal to - 0,211 with the value of the critical ratio (CR) of 2.003 (greater than 1.96) and gained a significance probability (p) of <0.001. This value is smaller than the significance level (α) which is determined is 0.05. Thus, the research hypothesis has been missed, namely job stressors has a significant influence on performance proved to be correct. In other words, we can say the direct effect of job stressors to Performance is equal to -0.211 or 21.1%. That is means, every increase of 10 units of job stressors will decrease 2.1 unit performance. Furthermore, the results of testing the influence of spirituality to performance, can be seen in Table 6.

Tabel 6 The Results of Testing the Influence of Spirituality to Performance

Variable	Model	Estimate	CR	Prob (p)	Description
Spirituality→ Performance	Regression	0,117	2,071	< 0.001	**Significant**
Standardized Regression				0,283	

Source: Processed Primary Data with AMOS, 2015.

Results of calculations AMOS conducted, showed that spirituality has a significant and positive effect on performance. This is evident from, the path marked positive coefficient of 0.283 with the value of the critical ratio (CR) of 2.071 (greater than 1.96) and gained a significance probability (p) of <0.001. This value is smaller than the significance level (α) specified is 0.05. Thus, the research hypothesis has been missed, that spirituality has a significant impact on performance, proved correct. In other words, the direct influence of the spirituality of the performance is equal to 0.283 or 28.3%. This means, every increase of 10 units of spirituality, it will increase by 2.8 unit performance. Results of testing the influence of work stress to performance can be seen in Table 7 below.

Table 7 Results of Testing the Influence of Work Stress to performance of Nurses

Variable	Model	Estimate	CR	Prob (p)	Description
Job Stressors(X)→ Performance (Y)	Regression	0,117	-4,457	< 0.001	Significant
Standardized Regression		-0,732			

Source: Processed Primary Data with AMOS, 2015.

Results of calculations with AMOS program have shown that work stress has a significant and negative effect on performance. This can be seen from the path marked negative coefficient of 0.732 with the value of the critical ratio (CR) of -4.457 (greater than 1.96) and gained a significance probability (p) of <0.001. This value is smaller than the significance level (α) specified is 0.05. Thus, the research hypothesis has been missed, that job stress has a significant and negative effect on performance, proved correct. In other words, the direct effect of work stress on performance is 0.732 or 73.2%. This means, every increase of 10 units of work stress, it will increase by 7.3 unit performance.

**The Influence between Research Variables**

In a structural equation that involves many variables and paths between variables there are significant among the variables that includes direct influence, indirect influence and total influence. For that will be discussed in detail each of these influences. Direct relationship occurs between the exogenous latent variables: Work stressors, Spirituality with endogenous latent variables: Work Stress and Performance. In Table 8, presents the results of testing the direct effect that occurs between exogenous latent variables and endogenous latent variables.

Table 8 Direct effect between Research Variables

Influence between variables			Direct effect
Work Stress	←	Job Stressors	0,560
Work Stress	←	Spirituality	-0,680
Performance	←	Work Stress	-0,732
Performance	←	Job Stressor	-0,211
Performance	←	Spirituality	0,283

Source: Processed Primary Data with AMOS, 2015.

The relationship path between exogenous latent variables (job stressors and spirituality) against endogenous latent variables (job stress and performance), can be seen in Figure 3 below.
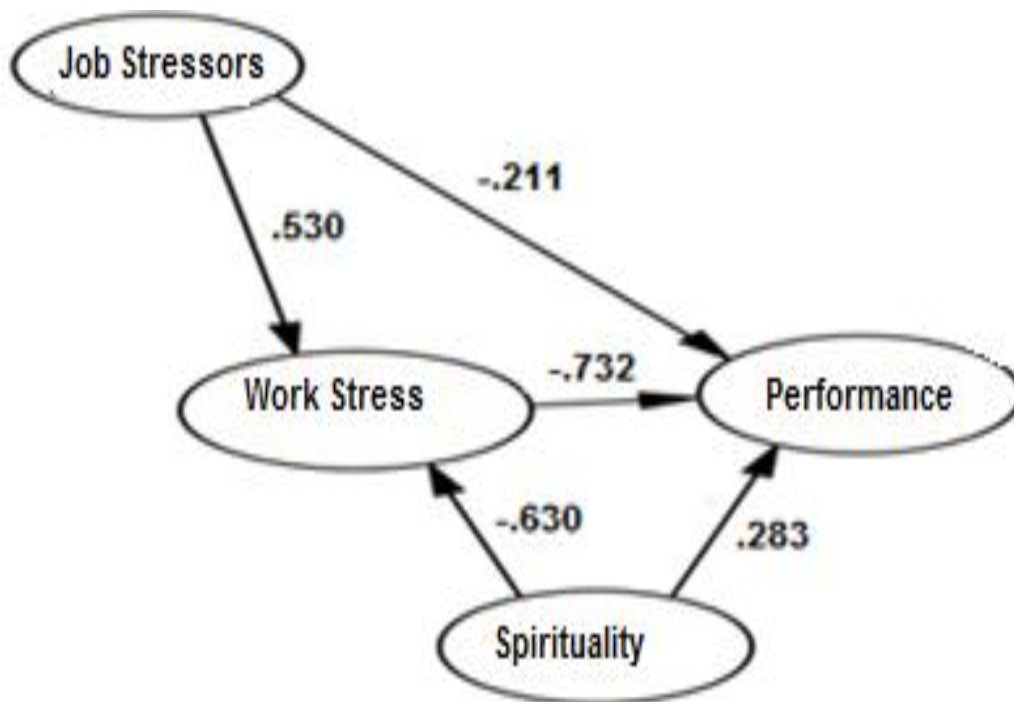
Source: Processed Primary Data with AMOS, 2015.

Figure 3 The relationship path between exogenous latent variables and endogenous latent variables

Table 8 and figure 3 shows direct effects of the exogenous latent variables to endogenous latent variables. Large of direct influence job stressors variable of the work stress equal to 0.560; large of direct effect work stressors on the Performance is -0.211, while large of direct influence Spirituality of the Work Stress is -0.680; large of direct effect Spirituality on the Performance is 0.283 and large of direct effect Work Stress to Performance is -0.732.

DISCUSSION

Results of this study indicate that, there is the effect of job stressors on work stress of nurses. The direct effect of job stressors to work stress is equal to 0.560 or 56%. Thus the results of this study support the research Mason et al, (2002); Hofboll (1988); Webster (2009), Lambert and Lambert (2011); Ivancevich and Matteson (1980); Rout and Rout (2002). Results of statistical tests of the influence of spirituality to work stress of nurses, shows that the direct effect of Spirituality of the work stress is equal to -0.451 or 45.10%. This shows that spirituality has a significant and negative effect on stress work. Job stressors has a significant and negative effect on performance. The direct effect of job stressors to performance is equal to - 0,211 or 21.1%. Results from this study support the research conducted by Gandhi et al, (2011); Webster (2009), it can be concluded that the role of the nurse's workload and contribute to burnout. Stressor work can be a challenge or obstacle occupations can increase performance or decrease performance. The results also support the study of experts, namely: Mrayyan (2008); Ahmadi (2009); Abualrub (2004), who found that the performance is influenced by the pattern of centralized decision-making, procedures and rules are rigid, support co-workers.

Spirituality has a significant and positive effect on performance. The direct influence of the spirituality of the performance is equal to 0.283 or 28.3%. Results from this study support the experts, among others: Marques et al, (2005); Weston (2002); Marques, (2005); Tishler (2002), it can be concluded that the spirituality in the workplace affect the performance by: an increase in the ability of self and the ability to control emotions, self-assessment is positive, able to be independent, flexible, able to adapt easily, works well, has social attitudes are more positive, more empathetic, show altruism are large, have a good working relationship, able to work together and be able to respond to criticism with good. Work stress has a significant and negative effect on performance. the direct effect of work stress on performance is 0.732 or 73.2%. Results from this study support the Jehangir et al, (2011); Seward (2007), which says that work stress is negatively related to job performance, the performance of nurses who are less favorably affected by various factors.

CONCLUSION

Job stressors and spirituality have a significant influence on the Job Stress and Performance, as seen from the suitability of Goodness of Fit (GoF) on a structural equation modeling.

Limitations of Research

The coverage and scope of the research is very broad, leading to the emergence of the limitations in this study can not be avoided, among other things:

The scope of research variables, namely: job stressors, spirituality, work stress and performance are basically very large, but in this study, job stressors using six indicators, spirituality using nine indicators, job stress using four indicators, and the performance of nurse using five indicators. Thus there might be other indicators of job stressors, spirituality, work stress and performance that are not found in this study.

This study only using cross sectional design. cross sectional design has limitations in explaining the stability of influence between variables were included in a study from time to time

Samples in this study were nurses working in inpatient room, consequently the results of this study may not have been able to deduce exactly true picture on the influence of job stressors, the spirituality to work stress and the performance of nurses, who responded to the study, as well as generalizations still very limited when used for all nurses who work in hospitals.

Acknowledgments

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