Stressors, Resulting Behaviors, and Resilience of Health Care Workers

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Abstract:
The study explored the experiences of Public Healthcare Workers – common stressors, resulting behaviours, and their levels and factors of resilience. A descriptive survey and The Brief Resilience Scale (BRS) were used in the study. Respondents for the study were 400 public healthcare workers from 4 Primary Regional Hospitals in Rizal. Survey results show that the most common stressors were time management, conflicting demands, uncomfortable conditions, unhealthy sleeping patterns, heavy workload, expectations or pressure from family and friends, financial problems, poor team dynamics, and worries of the future. The public healthcare workers reported listening to music, sleeping, and vices as the highest resulting behaviours due to perceived stress. The factors of resilience: Individual, Familial and Close peers, and Community and Contextual, showed that Familial and Close Peers was predominant among the respondents. Findings reveal that the higher the stress, the lower the resilience. It is recommended that intervention programs be designed focusing on stress prevention among public healthcare workers. Likewise, primary regional hospitals are encouraged to look into how they can make the compensation more efficient, and effectively give accessible counselling to their employees to make their work environment less stressful.

Keywords: Brief Resilience Scale, Healthcare Workers, Public, Resilience, Resulting Behaviours, Rizal Provincial Health System Hospital, Stressors.

I. INTRODUCTION

This may be seen as something ironic, but public healthcare workers are amongst the most stressed out jobs in the country thus making them prone to various illnesses and lead them to lean on vices as a form of relief. All in the healthcare workers are applying their different levels and factors of resilience to bounce back from the different stressors. The set-up of the four primary hospitals in Antipolo, Rizal will help showcase a more in-depth analysis on the work lives of the public health care workers in the country. Both are from the Rural areas but highly urbanized areas of their respective provinces. The researcher chose this topic as a public healthcare administrator who wishes to contribute to the initiation of programs that facilitate stress prevention and decrease the chances of stress-reared concerns. Research findings will benefit psychologists, current and aspiring public health care workers, and their families. Determining the top stressors, common resulting behaviours, factors of resilience, and their level of resilience will help in understanding what preventive stress programs and interventions can be provided.

II. RESULTS

Results from various studies reveal that common stressors for public healthcare workers are time management, conflicting demands, uncomfortable conditions, unhealthy sleeping patterns, heavy workload, expectations or pressure from family and friends, financial problems, poor team dynamics, and worries of the future. In the study of Hurd and Powell (2000), they reported that public healthcare workers experience an overload of information in which they have to understand and take action on within a given time period. Also, they tend to experience conflicting demands to attain the standards of a healthcare worker. Another study by Naggar, Alshagga, & Rampal (2011), other stressors include uncomfortable hospital or health center conditions, expectations or pressure within the family, friends, and their co-workers and superiors, financial problems, poor team dynamics, unhealthy sleeping patterns, and worries of the future. Additional stressors include time management (Esa and Yusoff, n.d.). Based on the findings of different studies, the common resulting behaviors for public healthcare workers are listening to music, sleeping, and vices. Similarly, Khaloon et.al., (2004) stated that 95% of stressed-out workers opt for the use of vices such as smoking while others resorted to using healthier forms of de-stressing such as engaging themselves in sports or other recreational activities, music, hanging out with friends, sleeping, withdrawal, and talking to family members. Other resulting behaviors may also include praying, going to church, meditation, watching Youtube videos, reading novels, and watching movies. It is important to note that the above behaviors are parallel to the individual factor of resilience and familial and close peers factor of resilience. An average number of healthcare workers experience high levels of stress. According to Philippines Survey (2015) the top 10 most stressful jobs last 2014 fall into two categories. First is any job that has big information in which they have to understand and take action on within a given time period. Also, they tend to experience conflicting demands to attain the standards of a healthcare worker. Another study by Naggar, Alshagga, & Rampal (2011), other stressors include uncomfortable hospital or health center conditions, expectations or pressure within the family, friends, and their co-workers and superiors, financial problems, poor team dynamics, unhealthy sleeping patterns, and worries of the future. Additional stressors include time management (Esa and Yusoff, n.d.). Based on the findings of different studies, the common resulting behaviors for public healthcare workers are listening to music, sleeping, and vices. Similarly, Khaloon et.al., (2004) stated that 95% of stressed-out workers opt for the use of vices such as smoking while others resorted to using healthier forms of de-stressing such as engaging themselves in sports or other recreational activities, music, hanging out with friends, sleeping, withdrawal, and talking to family members. Other resulting behaviors may also include praying, going to church, meditation, watching Youtube videos, reading novels, and watching movies. It is important to note that the above behaviors are parallel to the individual factor of resilience and familial and close peers factor of resilience. An average number of healthcare workers experience high levels of stress. According to Philippines Survey (2015) the top 10 most stressful jobs last 2014 fall into two categories. First is any job that has big expectations in time, and the second is any working situation that limits itself from making mistakes. The top 10 jobs were determined from 100 random correspondents around Makati and Quezon City, from the results of the survey, being a healthcare
worker (doctors and allied medicine practitioners) is top 2 on the list. Based on the results of different studies, there is a possibility of a lower significance on the factors of resilience among public healthcare workers. This indicates that factors of resilience are not associated with any of the stressors. This can be explained by Werner (1989) who identified several individual, family, and community factors, called the “protective factors” that correlated to resilience. These factors include dispositional attributes of the individual, such as their sociability and activity level, affectional ties within the family that give emotional support, and external support systems in the community, such as the church or the workplace. Tempski, Santos, Mayer, Enns, Perotta, Paro, et al. (2015) then defines resilience as a system wherein there is an “interaction among the individual, his/her social support environment and adversity, including his/her subject values, cultural, social and ethical influences.”

III. SUMMARY

Based on the Review of Related Literature above, stress is seen as a result of environmental stimulus or stressors that elicit different behaviors or responses from an individual. Resilience is the perceived interaction between certain characteristics of an individual and their environment. It is what keeps a person going in order to overcome stressors. Resilience makes use of both environmental and individual characteristics. Public Healthcare Workers experience a variety of stressors. The assumption is that they experience high levels of stress throughout their occupation. Some stressors include workload, financial problems, worrying too much about the future, their seniors or bosses, or even concerns with their own families. With this, they handle these stressors differently and may revert to behaviors such as smoking, drinking, and inability to sleep. Others may choose to relieve their stress by engaging in sports, hanging out with friends, listening to music, or other recreational activities. The factors of resilience capable of increasing the individual’s resilience are time spent with family, support from peers, self-motivation, and contentment in life.

Factors That are claimed to be associated to a medical student’s resilience are health, age, and prescribed drugs. Levels of resilience are said to have an effect on subjective well-being of a person. Public Healthcare Workers with higher levels of resilience experience lower stress, higher quality of life, and are more optimistic.

IV. CONCLUSION

With the results of the research, it can be concluded that the public healthcare workers of the four public primary hospitals in Rizal rely more on familial factor of resilience, thus having a high level of resilience.

Which is brought about the common stressors such as: workload, financial problems, lack of sleep, and concerns with family and lead to resulting behaviours that are commonly vices such as smoking and drinking? Areas in the hospital wherein they may rest such as proper sleeping quarters for night duties, making an action on the timely and efficient compensation and consider open and effective psychological care such as easy access to counsellors. Other stress-relieving activities such as sports or safe spaces to refrain them from engaging in vices.

V. BIBLIOGRAPHY


