

Bennett, P., LOWE, R., Matthews, V., Dourali, M. & Tattersall, A. (2001).

Stress and Health, 17, 55-63.

Stress in nurses: Coping, managerial support and work demand.

106 ward-based nurses (aged 21-63 yrs) of 340 approached completed questionnaires measuring sources of stress within their work, the managerial support available to them, the strategies they used to cope with work stress and levels of anxiety, depression, and work satisfaction. Univariate analysis identified consistent relationships between work stress and each of these outcomes. Lack of managerial support was also associated both with negative mood states and, particularly, with low levels of work satisfaction. Multivariate analyses showed the key predictors of negative affect to be lack of management support, job overspill, having to make decisions under time pressure and lack of recognition by the organization. These data fit well into existing models of work stress, and their implications for organizational change are discussed.