QUESTOINNAIRE FORMS

A STUDY ON STRESS AND COPING STRATEGIES AMONG TRAINED NURSES WORKING IN WARDS AT HOSPITAL UNIVERSITI KEBANGSAAN MALAYSIA.

Instruction to respondents:
This questionnaire contains 11 printed pages (including front page)
Please answer all questions
Thank you for your cooperation

NOTICE:
All information obtained is confidential. Information given is only for researcher’s reference and research purposes only.
SECTION 1:

1A: PERSONAL INFORMATION

1. Unit/ Department / Ward ______________________

2. Age: ________ years old (from the year of birth)

3. Ethnicity (Race):
   a. Malay □
   b. Indian □
   c. Chinese □
   d. Others ________________ (please specify)

4. Marital status:
   Single □ (if respondent is currently single, please continue with question 5)
   Married □
   Divorced □

4a. Are you currently pregnant? Yes □ No □

4b. Number of children: __________

4c. Age of children: __________

5. Monthly salary: __________

6. Do you suffer from any of the following diseases (You may mark more than one if applicable)
   a. DIABETES □
   b. THYROID □
   c. GOUT □
   d. CANCER □
   e. OTHERS, please specify ______________________

1B: WORK INFORMATION

1. How long have you been working as a nurse?
   ________ years ________ months

2. How long have you been working in this unit?
   ________ years ________ months
SECTION 2: SOCIODEMOGRAPHIC FACTORS

PERCEPTIONS ON STRESS CONTRIBUTING FACTORS AT HOME

**Directions:** For each of the following questions, please circle the numbers provided for response that best describes the stress you are experiencing NOW. Please make every effort to answer each question to the best of your ability. If you are not experiencing any stress at the moment, please circle the number “0” for your response. For questions that are not applicable to you e.g. you are single, a divorcee or have no children, please circle the number “4”. Thank you very much!

**Note:** The interpretation of the scale used is as follows:

0 – None at all  
1 – A little  
2 – Sometimes  
3 – Very frequently

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<tbody>
<tr>
<td>1. Financial problems</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>2. Conflicts with spouse</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>3. Conflicts over household tasks</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>4. Problems or conflicts with children</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>5. Pressures from relatives or in-laws</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>6. Fixing the house up</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>7. Not enough time to spend with family</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>8. Sexual frustration or sexual conflicts</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>9. Dangerous or stressful surroundings/ neighborhood</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>10. Conflict with close friends or relative</td>
<td>0</td>
<td>1</td>
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<td>11. Personal problems that is causing strain in the family</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>12. Difficulty in finding baby-sitters; problems in getting out of home</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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SECTION 3: FACTORS CONTRIBUTING TO STRESS IN THE WORKPLACE

Directions: Below is a list of situations that commonly occur in a hospital. For each item circle how often on your job you have found the situations to be stressful. Please rank each item on a scale from 0 to 3. Thank you!

Note: The interpretation of the scale used is as follows:

0 – Never
1 – Occasionally
2 – Frequently
3 – Very frequently

A: WORKLOAD
1. Breakdown of computer 0 1 2 3
2. Unpredictable staffing and scheduling 0 1 2 3
3. Responsibility to perform tasks that has nothing to do with nursing care, such as clerical work 0 1 2 3
4. Not enough time to provide emotional support to a patient 0 1 2 3
5. Not enough time to complete all of my nursing tasks 0 1 2 3
6. Not enough staff to adequately cover the unit 0 1 2 3

B: DEATH AND DYING
1. Performing procedures that patients experience as painful 0 1 2 3
2. Feeling helpless in the case of a patient who fails to improve 0 1 2 3
3. Listening or talking to a patient about his/her approaching death 0 1 2 3
4. The death of a patient 0 1 2 3
5. The death of a patient with whom you developed a close relationship 0 1 2 3
6. The absence of doctor when a patient dies 0 1 2 3
7. Watching a patient suffer 0 1 2 3

C: INADEQUATE PREPARATION
1. Feeling inadequately prepared to help with the emotional needs of patients’ family 0 1 2 3
2. Being asked a question by a patient for which I do not have a satisfactory answer 0 1 2 3
3. Feeling inadequately prepared to help with the emotional needs of a patient 0 1 2 3
<table>
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<th></th>
<th>0 – Never</th>
<th>1 – Occasionally</th>
<th>2 – Frequently</th>
<th>3 – Very frequently</th>
</tr>
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**D: LACK OF SUPPORT**
1. Lack of an opportunity to talk openly with other unit personnel about problems on the unit  
2. Lack of an opportunity to share experiences and feelings with other personnel on the unit  
3. Lack of opportunity to talk openly with other personnel on the same unit about negative feelings toward patients

**E: UNCERTAINTY CONCERNING TREATMENT**
1. Inadequate information from a physician regarding the medical condition of a patient  
2. A physician ordering what appears to be inappropriate treatment for a patient  
3. Absence of doctor in a case of emergency  
4. Not knowing what a patient or a patient’s family ought to be told about the patient's condition and its treatment  
5. Uncertainty regarding the operation and functioning of specialized equipment

**F: CONFLICTS WITH PHYSICIANS**
1. Criticism by a physician  
2. Conflict with a physician  
3. Fear of making a mistake in treating a patient  
4. Disagreement concerning the treatment of a patient  
5. Making a decision concerning a patient when the physician is unavailable

**G: CONFLICT WITH OTHER NURSES**
1. Conflict with a supervisor  
2. Being sent to other units when there are shortages of nurses in that particular unit  
3. Difficulty in working with a particular nurse (or nurses) outside the unit  
4. Criticism by a supervisor  
5. Difficulty in working with a particular nurse (or nurses) on the unit
SECTION 4: HEALTH PROBLEMS

Directions: For each of the following questions, please circle the numbers provided for response that best describes the health problems you are experiencing NOW. Please make every effort to answer each question to the best of your ability. If you are not experiencing any health problems at the moment, please circle the number “0” for your response. Thank you very much!

Note: The interpretation of the scale used is as follows:

0 – Never
1 – Once or twice
2 – Every week
3 – Nearly every day

A: MUSCULOSKELETAL SYSTEM
1. Muscle tension
2. Back pain
3. Headache
4. Grinding teeth

B: GASTROINTESTINAL SYSTEM
1. Stomach ache or stomach upset
2. Heartburn
3. Vomiting
4. Diarrhea
5. Constipation
6. Abdominal pain

C: OTHER PHYSICAL SYSTEMS
1. Cold or hay fever
2. Chest pain
3. Skin rash
4. Dry mouth
5. Laryngitis
6. Heart palpitations

D: DEPRESSION
1. Depression
2. Fearfulness
3. Hopelessness
4. Crying easily
5. Highly self-critical
6. Frustration
### E: TENSION / ANXIETY
1. Tremor or trembling
2. Muscle twitching
3. Dizziness
4. Nervousness
5. Anxiety
6. Tension and jitters
7. Keyed-up feeling
8. Upset
9. Worrying
10. Unable to keep still or fidgeting
11. Fear of certain objects or phobia

### F: ENERGY LEVEL
1. Fatigue
2. Low energy
3. Apathy or nothing seems important

### G: SLEEP
1. Insomnia
2. Difficulty awakening
3. Nightmares or disturbing dreams

### H: ATTENTION
1. Accident / injury
2. Difficulty concentrating
3. Mind going blank
4. Forgetting important information
5. Cannot turn off certain thoughts

### I: EATING
1. Loss of appetite
2. Overeating or excessive hunger
3. No time to eat

### J: ACTIVITY
1. Overwhelmed by work
2. No time to relax or unable to relax
3. Unable to meet commitments or complete tasks

### K: RELATIONSHIPS
1. Withdrawing from relationships
2. Feeling victimized or taken advantage of
3. Loss of sexual interest or pleasure

*Please ignore question K3 if you are currently single or a divorcée*
SECTION 5: COPING STRATEGIES COMMONLY UTILIZED

We are interested in how people respond when they confront difficult or stressful events in their lives. There are lots of ways to try to deal with stress. This questionnaire asks you to indicate what you generally do and feel when you experience stressful events. Obviously, different events bring out somewhat different responses, but think about what you usually do when you are under a lot of stress.

Directions: Respond to each of the following items by blackening one number on your answer sheet for each, using the response choices listed just below. Please try to respond to each item separately in your mind from each other item. Choose your answers thoughtfully, and make your answers as true FOR YOU as you can. Please answer every item. There are no "right" or "wrong" answers, so choose the most accurate answer for YOU, not what you think "most people" would say or do. Indicate what YOU usually do when YOU experience a stressful event.

Note: The interpretation of the scale used is as follows:

0 - I usually don't do this at all
1 - I usually do this a little bit
2 - I usually do this a medium amount
3 - I usually do this a lot

1. I try to grow as a person as a result of the experience 0 1 2 3
2. I turn to work or other substitute activities to take my mind off things 0 1 2 3
3. I get upset and let my emotions out 0 1 2 3
4. I try to get advice from someone about what to do 0 1 2 3
5. I concentrate my efforts on doing something about it 0 1 2 3
6. I say to myself "this isn't real“ 0 1 2 3
7. I put my trust in God 0 1 2 3
8. I laugh about the situation 0 1 2 3
9. I admit to myself that I can't deal with it, and quit trying 0 1 2 3
10. I restrain myself from doing anything too quickly 0 1 2 3
11. I discuss my feelings with someone 0 1 2 3
12. I use alcohol or drugs to make myself feel better 0 1 2 3
13. I get used to the idea that it happened 0 1 2 3
14. I talk to someone to find out more about the situation 0 1 2 3
15. I keep myself from getting distracted by other thoughts or activities 0 1 2 3
0 - I usually don't do this at all
1 - I usually do this a little bit
2 - I usually do this a medium amount
3 - I usually do this a lot

16. I daydream about things other than this
17. I get upset, and am really aware of it
18. I seek God's help
19. I make a plan of action
20. I make jokes about it
21. I accept that this has happened and that it can't be changed
22. I hold off doing anything about it until the situation permits
23. I try to get emotional support from friends or relatives
24. I just give up trying to reach my goal
25. I take additional action to try to get rid of the problem
26. I try to lose myself for a while by drinking alcohol or taking drugs
27. I refuse to believe that it has happened
28. I let my feelings out
29. I try to see it in a different light, to make it seem more positive
30. I talk to someone who could do something concrete about the problem
31. I sleep more than usual
32. I try to come up with a strategy about what to do
33. I focus on dealing with this problem, and if necessary let other things slide a little
34. I get sympathy and understanding from someone
35. I drink alcohol or take drugs, in order to think about it less
36. I kid around about it
37. I give up the attempt to get what I want
38. I look for something good in what is happening
39. I think about how I might best handle the problem
40. I pretend that it hasn't really happened
41. I make sure not to make matters worse by acting too soon
42. I try hard to prevent other things from interfering with my efforts at dealing with this
43. I go to movies or watch TV, to think about it less
44. I accept the reality of the fact that it happened
45. I ask people who have had similar experiences what they did
0 - I usually don't do this at all
1 - I usually do this a little bit
2 - I usually do this a medium amount
3 - I usually do this a lot

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<tbody>
<tr>
<td>46.</td>
<td>I feel a lot of emotional distress and I find myself expressing those feelings a lot</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>47.</td>
<td>I take direct action to get around the problem</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>48.</td>
<td>I try to find comfort in my religion</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>49.</td>
<td>I force myself to wait for the right time to do something</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>50.</td>
<td>I make fun of the situation</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>51.</td>
<td>I reduce the amount of effort I'm putting into solving the problem</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>52.</td>
<td>I talk to someone about how I feel</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>53.</td>
<td>I use alcohol or drugs to help me get through it</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>54.</td>
<td>I learn to live with it</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>55.</td>
<td>I put aside other activities in order to concentrate on this</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>56.</td>
<td>I think hard about what steps to take</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>57.</td>
<td>I act as though it hasn't even happened</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>58.</td>
<td>I do what has to be done, one step at a time</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>59.</td>
<td>I learn something from the experience</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>60.</td>
<td>I pray more than usual</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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SECTION 6: STRESS MANAGEMENT

**Direction:** For each of these questions, please fill in the answers in the space provided and insert a ‘tick’ wherever applicable. Thank you!

1. In your opinion, what are the work stressors commonly faced by nurses?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

2. Please suggest ways on how nurses could eradicate stress problems at work.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

3. Are you interested in joining stress management programs?

☐ Yes  ☐ No

If **Yes**, which of the stress management program(s) would you choose?

☐ Stress management workshop

☐ Work stress counseling

☐ Exercises / aerobic classes

☐ Sports activities / entertainment

☐ Others, please specify

________________________________________________________________________