**INFLUENCE OF STRESS AND WORK AMONG NURSES**

**ABSTRACT**

Occupational stress must now be recognised as a persistent issue that cannot be resolved with temporary solutions. It is currently a growing global occurrence that impacts workers of all types, in all types of workplaces, and in all countries, including the nurses of the Federal Medical Centre Abeokuta. This research aims to evaluate the impact of stress on the performance of nurses at Federal Medical Centre Abeokuta. The data for this study was collected from both primary and secondary sources. A total of 70 nurses were chosen for the study using the systematic random sampling method. The empirical findings from the data suggest that workload, interpersonal conflict among colleagues and supervisors are significant contributing factors to the stress experienced by nurses at Federal Medical Centre Abeokuta. This study has demonstrated that stress has a significant impact on the productivity and work quality of nurses, resulting in substandard healthcare for patients and increased job dissatisfaction among nurses. Hence, there exists a significant inverse relationship between stress, overall job operation, and the performance of nurses.

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**CHAPTER ONE**

**INTRODUCTION**

**1.1 Background study**

It is essential for any work environment, particularly within a hospital setting, to be accommodating, amicable, and free from stress in order to enhance the quality of treatment and well-being of healthcare personnel, whose job demands are progressively escalating. This is due to technological advancements and the increased demand from patients for high-quality healthcare in light of rising healthcare costs. Stress is commonly regarded as a typical aspect of life that can be beneficial at times, serving as a motivator to enhance one's ability to operate. However, when experienced for an extended period, stress becomes harmful to health and results in decreased productivity (Salleh, 2008).

Stress is a state where an individual perceives a challenging or overwhelming situation that exceeds their capacity and poses a threat to their overall well-being (Irving et al., 2009). Stress, in terms of itself, does not inherently cause harm to an individual. However, the way individuals evaluate an event, their perceptions and interpretations, as well as their ability to cope, ultimately determine whether events are perceived as hazardous or beneficial. Personality factors also play a role in determining how individuals respond to stress, since what may be considered challenging for one person could be seen as invigorating for another (Robinson, et al., 2011).

Since the mid-1950s, stress has been recognised as a risk associated with work, and occupational stress has been identified as a major health issue (Jennings, 2009). In the 1960s, nurses were found to experience anxiety due to factors such as patient care, decision making, taking responsibility, and dealing with change, which made them more susceptible to work-related stress (Menzies, 1960). The nurse's profession has traditionally been associated with high levels of stress due to the demanding physical tasks, exposure to human suffering, long working hours, staffing issues, and complex interpersonal connections that are inherent to their employment (Lukpata, et al., 2013).

The demanding nature of nursing might ultimately result in work discontent and burnout (Arafa, 2003). This statement aligns with research findings that suggest the delivery of healthcare services requires significant physical and psychological effort (Ilhan, 2005). Nursing is considered one of the most stressful professions globally due to the fact that nurses mostly interact with individuals during times of pain, suffering, and death (Lukpata et al., 2013).

Nurses provide unwavering care to patients who are critically or chronically ill and are in a precarious state between life and death. This demanding environment, which allows no room for mistakes, can place significant psychological and physical burdens on healthcare providers, potentially leading to stress or burnout syndrome (Rowe, 2003).

Nurses have been identified as the health care personnel most susceptible to burnout, according to a study by Abushaikha and Saca-Hazboun (2009). This is mostly due to the fact that nurses are required to provide compassionate, empathic, culturally aware, skilled, and ethical care in settings with limited resources, a decreased number of nurses, and growing duties. The disparity between delivering exceptional healthcare in a setting with restricted resources results in stress (Khamisa, 2015).

**1.2 Statement of the problem**

The significance of job satisfaction and burnout among health care personnel lies in their impact on turnover rates, staff retention, and ultimately the quality of patient treatment (Atencio, 2003). Burnout is characterised as a state of both physical and emotional tiredness, resulting from prolonged stress that can give rise to negative self-perception, bad job attitudes, and a diminished sense of care for customers. Burnout is also linked to elevated rates of employee turnover, excessive absenteeism, unfavourable job attitudes, diminished morale, and a decline in altruistic behaviour (Abushaikha & Saca-Hazboun, 2009).

An individual's perception and cognitive processing of stress play a crucial role in determining the intensity of stress experienced and the proximity to burnout. Perceptions of workplace stress and burnout are not solely determined by work conditions, as not all workers who are exposed to the same situations experience burnout or feel stress (Robinson et al., 2011). An individual may encounter a limited number of stressors, yet struggle to effectively cope with the stress, resulting in burnout. On the other hand, a someone may encounter numerous pressures, yet effectively manage and prevent burnout. The degree of proximity to burnout in an individual is heavily influenced by their unique characteristics (Truby, 2009).

Psychological theories propose that stress is influenced by the equilibrium between the perceived demands from the environment and an individual's capacity to fulfil those expectations (Ursin & Eriksen, 2004). According to the International Council of Nurses (ICN) (2008), nurses, doctors, and laboratory technicians face the most significant work-related stress, with 45 percent stating that their occupations are very or highly stressful. Similarly, the International Labour Organisation has recognised nursing as an industry with a comparatively high level of importance. These issues necessitate an examination of the impact of stress on work behaviour among nurses at the Federal Medical Centre Abeokuta (FMCA).

**1.3 Objectives of the study**

The primary aim of this study is to examine the impact of stress and work on Nurses in Federal Medical Centre Abeokuta. The precise aims are:

1. To determine the factors contributing to work-related stress among nurses at the Federal Medical Centre in Abeokuta.
2. The objective is to establish the correlation between stress levels and work dissatisfaction among Nurses at the Federal Medical Centre Abeokuta.
3. To investigate the impact of stress on patient safety among nurses at the Federal Medical Centre Abeokuta.
4. To examine the effects of extended working hours on the job performance of nurses at the Federal Medical Centre in Abeokuta.
5. To determine the impact of work-related stress on the development of negative job attitudes among nurses at the Federal Medical Centre in Abeokuta.

**1.4 Research questions**

The relevant research questions related to this study are:

1. What are the factors contributing to work-related stress among nurses at the Federal Medical Centre in Abeokuta?
2. What is the correlation between stress levels and work dissatisfaction among Nurses at the Federal Medical Centre Abeokuta?
3. What is the impact of stress on patient safety among nurses at the Federal Medical Centre Abeokuta?
4. What are the effects of extended working hours on the job performance of nurses at the Federal Medical Centre in Abeokuta?
5. What is the impact of work-related stress on the development of negative job attitudes among nurses at the Federal Medical Centre in Abeokuta?

**1.5 Significance of the study**

It is highly important for medical directors to read this study since it sheds light on some of the reasons that are responsible for the poor performance of nurses working in hospitals. Among nurses, the relationship between stress and the behaviour they exhibit on the job has been well investigated. The effects of long working hours on the productivity of nurses have been thoroughly researched, and it is one of the factors that contributes to the stress that nurses experience on the job.

This study also investigates the methods in which nurses working in hospitals can improve their stress levels at work. In the event that these measures are put into effect, it will have an effect on the improvement of individuals' safety. Those nurses who are under a lot of stress have a tendency to be aggressive towards their patients, which can hinder the patients' ability to recover. The findings of this research can also serve as a reference material for other researchers who are likely to conduct a study on a subject that is relevant to this one.

**1.6 Scope of the study**

The purpose of this study was limited to investigating the impact that stress has on the occupational behaviour of nurses working at the Federal Medical Centre in Abeokuta specifically.

**1.7 Limitation of the study**

One of the most significant challenges that the researchers had in the process of putting up this research was a shortage of time, another was a lack of willingness on the part of respondents to provide information, and there were also limited resources.

**CHAPTER TWO**

**LITERATURE REVIEW**

**2.0 Introduction**

Stress brought on by elements of the working environment is the topic of discussion in this information. The material presented here focuses mostly on stress that has happened as a result of elements that are present inside the job, despite the fact that circumstances that are not related to the workplace can contribute to an individual's overall stress reaction. Employees, employers, managers, supervisors, self-employed individuals, apprentices, and trainees are all susceptible to the effects of stress; therefore, this knowledge is pertinent to all of these groups.

**2.1 Conceptual Framework**

**Meaning of Occupational stress**

Stress is a ubiquitous phenomenon experienced by employees worldwide. Stress has emerged as a significant issue for employers, especially in developing countries where employers may not fully comprehend the impact of stress on employee performance, including excessive stress, managerial responsibilities, and stress management in relation to job performance. Individuals in their professional roles experience stress, as indicated by Jam Shed et al (2011). For instance, the workplace can be a significant stressor for bankers due to the extensive time they spend in their various banks, which can negatively impact their performance. Hence, the employment status of individuals could potentially be a significant catalyst for stress in the specific situation. Burnout occurs when individuals experience excessive stress as a result of varied occupational situations and are unable to effectively manage or cope with this stress.

The primary factors contributing to stress in industries are insufficient administrative support from superiors, excessive workload and time constraints, employment riskiness, unsatisfactory relationships with clients and colleagues, and challenges in maintaining work-life balance. These stressors ultimately lead to a decline in employee performance. In 1980, my masters made a significant contribution by identifying various factors that can produce stress, such as excessive workloads. Reduction in workforce, alteration in job duties, extended work schedule, rotational shifts, insufficient oversight, inadequate instruction, unsuitable working environment, excessive workload, and strained interpersonal relationships with coworkers. Ganster and Loghan (2005) highlighted that a substantial body of literature highlights various essential elements, such as work environment, management support, and work load, that determine the level of job-related stress and its impact on the physical and mental health of employees.

At the Federal Medical Centre Abeokuta, the higher management is not aware of the negative impact of stress on employee performance. This lack of understanding leads to serious managerial problems, as highlighted by Subha and Shakeel (2009), who stated that high levels of stress exist without any managerial efforts to find a solution. This ultimately results in decreased employee performance, damage to the organization's reputation, and the loss of skilled employees. To address this issue, effective stress management practices should be implemented to increase employee satisfaction and overall performance. One major source of stress is the excessive workload and time pressure to complete tasks within a short period of time. This stress significantly hampers employee performance, as noted by Baback et al (2010), who found that excessive pressure leads to an inability to meet job demands, exhaustion, decreased satisfaction, loss of motivation, and a decline in interest in the work, ultimately resulting in a negative trend in performance.

**2.1.1 Stress, Threat and Numbing Out**

When animals and other organisms encounter events that could potentially endanger their lives, their bodies produce endorphins, which act as natural pain-relievers. This phenomenon can be understood from a survival standpoint. If you are being assaulted by a predator and sustain injuries, it is not advisable to divert your attention towards the extent of your pain. This response does not alone occur in reaction to tangible but also prospective threats. When we experience a sense of threat or dread, our body releases endorphins. This can have significant intellectual and interpersonal implications, as endorphins impair our cognitive function and hinder our capacity for good decision-making and interpersonal skills, both of which are essential.

Dr. James Pennebaker's research at Southern Methodist University has revealed significant ramifications of unmanageable stress on cognitive functions. During the experiment conducted by Dr. Pennebaker, the subjects were instructed to engage in stream of consciousness writing, where they wrote about their thoughts and experiences as they occurred. One group experienced a loud noise during the exercise and were informed that they had no control over it. They were instructed to endure the disturbance and proceeded to engage in profound, contemplative, and imaginative thinking. Therefore, it was not the adverse external circumstances, but rather the perceived absence of control that led to a decline in administrative cognitive abilities.

**2.1.2 Implications from the Workplace**

In a workplace characterised by pervasive fear and insecurity, employees are at danger of adopting a defensive mechanism known as "numbing out." We observe this phenomenon in the expressionless countenances of clerks, the absence of enthusiasm displayed by front line workers, and the notably insensitive manner in which managers and employees treat one another. The inherent mechanism that enables an individual's survival also poses challenges in their ability to respond with sensitivity and empathy towards others.

The organisational dispute and its customer service repercussions are evidently highly expensive. The process of numbing has a significant impact that extends beyond the interpersonal aspects of organisational effectiveness.
Impaired cognitive function affects decision-making, innovation, and safety across all domains, increasing the likelihood of significant errors and accidents. Additionally, they are evidently less inclined to make prudent decisions and implement process enhancements.

**2.1.3 Stress and the Loss Of Creativity**

The learning organisation thrives on the core principles of imaginative and groundbreaking thinking. In organisations, the ability to innovate is arguably the most crucial factor. Those who possess the knowledge and skills to stimulate and harness new thinking are capable of responding more swiftly and effectively to market fluctuations and client demands compared to their slower and less imaginative competitors. Although innovation greatly contributes to organisations, the high-stress environment of the workplace can have negative physiological and psychological consequences on the human brain, hence hindering creativity and innovation.

Research indicates that individuals experience cognitive narrowing when subjected to stress. This restriction of attention inherently inhibits divergent thinking, which is the fundamental basis of creativity. Divergent thinking refers to the capacity to identify connections among ideas and contexts that are seemingly unrelated. It is crucial to possess the ability to think creatively and unconventionally when individuals experience stress. During such times, they are capable of recognising evident links and linkages between concepts. Conversely, when individuals are in a happy emotional state, their capacity to establish more distant and innovative connections and associations is enhanced. Stress, at its core brain level, is one of the essential abilities that underpin creativity and innovation. The concept of establishing a high-performance organisation is widely discussed and valued in the realm of training and development. In order to thrive in the current era of intense competition, companies cannot tolerate anything subpar. To establish a high-performing organisation, it is essential to comprehend the components that impact performance. One of the foremost contributors to stress.

Traditionally, stress has been perceived as an unavoidable outcome of professional life, or at most, a matter related to healthcare. Neither perspective adequately conveys the extent of the financial burden this issue imposes on employers. Studies indicate that stress disrupts various aspects of human cognitive, affective, and social functioning. Indeed, the intellectual, emotional, and interpersonal repercussions of stress have a direct negative impact on almost every widely-accepted training and organisational development programme.

Initiatives such as the learning organisation, process re-engineering, diversity training, collaborative teamwork, and the high-performance organisation are all influenced by the impact of stress on individuals. In a work environment characterised by persistent fear and insecurity, individuals face the risk of resorting to a state of emotional detachment as a means of self-protection. This numbing process has implications that extend beyond interpersonal dynamics and can significantly impact organisational performance. It has an impact on every facet of decision making, innovation, and safety. Individuals are more susceptible to committing grave errors and accidents. Additionally, they are evidently less inclined to make astute selections and generate enhancements in processes.

**2.1.4 Maximization of Employee Productivity and Performance**

In order to maximize employee productivities and performance, organization can:

Give employees as much control over their jobs as possible: they have control over the means of accomplishing their work. They can decide when, where and how the work is done. Employee control over work can reduce stress and enhance motivation and growth.

Communicate clearly and often about everything important: an organization can communicate to its employees clearly through letters on the notice board in a written form and in a language which they can understand clearly and most times meeting can be held in order to pass across information that are important to organization.

Talk with your employees about what makes your company great, how you bring value to your customers and how your employees make that possible: when organizations manage in ways that brings the best in people, they also reduce employee stress. Stress out, worn out, and burnt out employees is less likely to produce high quality products, give great customer service, or generate break troughs. To maximize employee productivity and performance and reduce employee stress organization can give employees as much control over their jobs as possible. Decades of research shows that control is the biggest factor in whether people feed stressed out or invigorated when facing a challenge. The ore control people have over their work, the greater their job satisfaction, the higher their work quality and lower their stress level. Giving employees control include giving them the power to make job related decisions, the flexibility to organize their job is done. Employee who feel passionate about their work and feel energized going to work they are the key to an- employers success.

Make sure supervisors know how to bring out their best in people: supervisor must make sure goals are attainable but challenging since employees are ultimately responsible for reaching their goals, they need to have a strong voice in setting them. Ask your employee to draft goals that directly contribute to the organization mission once she suggested mutual goals. Discuss whether her targets are both realistic and challenging enough. Stretch targets emerge as a process of negotiation between the employee and the manager says Srikant M. Datar,

Improve your hiring and orientation process:- the word orientation literally means getting the basic information that tells you where you are and how to get where you want to go, orientation to a new job should give a staff member the basic information about the organization, her position, the target population and the community. It’s worth it to make time for an orientation when it’s needed before and while the new staff member actually begging working. Conducting an orientation at the staff member, but for the organization as well.

Make sure employee have the resources and training t do their jobs well:- the process of identifying training needs in an organization for the purpose of improving employee job performance. Training performance is needed when employees are not performing up to a certain standard or at an expected level of performance. A successful training needs analysis will identify those who need training and what kind of training is needed. It is counted productive to offer training to individuals who do not need it or to offer the wrong kind of training resources to good use. The use of knowledge, skills, abilities, employee development, communication, customer focus, decision making, interpersonal skills, leadership, establishment objectives, risk management, planning, problem solving, self-management, team work e.t.c. are all needed to make sure employees are trained to do their job well.

**2.1.5 Occupational Stress and Employee Control**

Granting employees autonomy in their work can alleviate stress and foster increased motivation and personal development. Various significant discoveries have motivated businesses to seek methods to provide workers with an enhanced perception of autonomy. In order to enhance physical well-being, efficiency, and motivation.
**Findings**: Industrial psychologists have established that the level of autonomy employees have in their work significantly impacts their health, morale, and ability to manage their workload.
In 2010, Robert Karasela discovered that workers who had high job demands but low employee control, as measured by decision-making latitude, experienced significantly more post-work exhaustion, difficulty waking up in the morning, depression, nervousness, anxiety, and disrupted sleep compared to other workers. Increased autonomy among workers with heavy workloads resulted in reduced levels of stress.
This significant revelation on the impact of working pressures on health and well-being has resulted in continuous enhancements in the workplace.
Many organisations have launched programmes aimed at augmenting employee autonomy, as an illustration.
**Importance**: Kerrasek's discoveries demonstrated to employers that they may enhance mental well-being in relation to work without compromising productivity. This organisation has the potential to mitigate workplace strain by enhancing employee control or decision flexibility, while diminishing the real workload. Employers can strategically adjust their administrative structure to alleviate employee stress and safeguard workers' mental well-being, all while maintaining productivity. Additionally, the studies conducted by the expert and experienced researchers provide effective methods for managing and regulating emotional responses towards work on a larger scale. A 2002 poll conducted by the Society for Human Resource Management and USA Today, which involved 604 employees, found that 94 percent of respondents saw autonomy and independence as either "very important" or "important" for job satisfaction.
**Real-world implementation:** Many organisations have enhanced employee autonomy in order to improve job satisfaction. This often involves restructuring processes or altering the chain of command. For instance, Ford Motor Company has transitioned all of its manufacturing operations to a team-based approach, granting employees significantly more control over their work. Instead of simply following instructions from supervisors, employees now have the ability to directly communicate with suppliers regarding parts quality, explore more efficient equipment operation methods, and take independent action to rectify product defects. The initial pilot programme, implemented at Ford's Romeo, Mich. Engine plant in the early 1990s, resulted in increased productivity, improved quality, and higher job satisfaction. As a result, Ford expanded this approach, extending it to nearly all employees. Identifying targets and devising strategies to reach them.

**2.1.6 Job stress in nursing profession**

Work-related stress is a prevalent issue in all industries, but it is particularly prevalent in the human services sector, with nurses being the largest group affected (Schaufeli and Greenglass, 2001). The phenomenon of job-related stress in the nursing profession has been extensively studied for over four decades, and there is evidence suggesting that occupational stress among nurses is on the rise in numerous nations. The belief that nurses are susceptible to job stress and burnout, particularly in its most extreme manifestation, is supported by extensive research on occupational stress, which consistently shows that nursing is a demanding profession.

The subsequent quotation attests to the inherent presence of stress throughout the nursing profession. Nursing inherently entails a significant level of stress. Every day, the nurse confronts sadness, intense suffering, and mortality in a manner that is unique to only a few individuals. Many tasks are tedious and lack gratification. According to Sarafino (2002), some norms can be considered disagreeable, typical, repulsive, demeaning, and terrifying.
Nurses experience various job stressors, such as excessive workloads, irregular and isolating working hours, physical exhaustion, emotional burden from interacting with patients, their families, and challenging individuals, uncertainty regarding treatment, insufficient staff support, conflicts with supervisors, colleagues, and medical personnel, coping with death and dying, concerns related to patient care, managerial challenges, and anxieties about technical expertise (Robinson et al., 2003). In general, the research effectively shows that stress is a persistent issue for nurses, regardless of their nursing training, nationality, area of work, or whether it is clinical or non-clinical in nature.

**2.2 Theoretical Framework**

**Theories of Occupational stress**

The majority of earlier stress theories were formulated to explain responses to "inevitable" acute stress under circumstances that posed a threat to biological survival (Cannon 1935; Selye 1936). The Demand/Control model was specifically designed for work settings characterised by chronic stressors that are not immediately life-threatening and arise from complex decision-making processes within organisations. The controllability of the stressor is crucial, particularly as we advance in creating increasingly intricate and interconnected social structures, which impose more intricate constraints on human conduct. The Demand/Control model, developed by Karasek in 1976 and further expanded in 1979 and 1990 by Karasek and Theorell, focuses on the psychosocial aspects of employment. It examines the psychological demands placed on workers and their level of control and skill utilisation, which is measured by decision latitude. The model provides predictions for two main aspects: the likelihood of stress-related illnesses and the behavioural patterns associated with active or passive employment roles. Primarily, it has been employed in epidemiological investigations focused on chronic diseases, such as coronary heart disease.

From a pedagogical standpoint, this model is straightforward and effectively illustrates various significant matters that are pertinent to social policy debates on occupational health and safety.
The social organisational features of work, rather than solely physical risks, are responsible for causing disease and injury.

The concept of both "positive stress" and "negative stress" can be understood by considering the interplay between demands and control. A stress-inducing scenario is perceived as demanding when it activates bodily and psychological activity and engagement. When evaluating a challenge, an individual may perceive it as a chance to demonstrate their abilities and expect to gain, achieve mastery, or experience personal development from the endeavour. The individual perceives the situation as enjoyable, stimulating, and engaging, and they possess a sense of optimism, enthusiasm, and assurance in meeting the requirements.

**The Stress Concept**

In the theoretical framework of the 1970s, the concept of the individual's vulnerability or resistance to stress stimuli was introduced. Cassel (1976) proposed that the level of resistance exhibited by individuals plays a pivotal role in determining the outcome of stress and its effect on job performance. Many conflicting and contradictory data on occupational stress have been achieved due to the oversight of not considering host resistance. Cassel identified two crucial aspects that had a significant role in determining an individual's level of resistance to a host: their ability to cope and the social support they received.

While a certain degree of "demands" is essential for acquiring new knowledge and achieving optimal job performance (referred to as interest), an excessively high level of demands is evidently detrimental. This phenomenon is referred to as the inverted "U-shaped" curve of the "optional" level of demands in the renowned General Adaptation Syndrome proposed by Selye (1936), as well as in the classic theories on stress and performance by Yerkes and Dodson (1908) and Wundt (1922). Nevertheless, our research indicates that the majority of work environments experience an excess of workload rather than a deficiency.

Selye's model of stress, which depicted a "U-shaped" relationship between demands and stress, was initially thought to be one-dimensional along the stressor axis. However, it likely also incorporated a second dimension of constraint in his animal experiments. Therefore, it can be considered a composite model of stress-related physiological deterioration, which bears resemblance to the high demand, low control situation observed by other researchers (Weiss 1971).

Cognitive appraisals consist of two distinct processes: primary and secondary appraisals. Primary appraisal pertains to the personal interests and significance that an individual associates with a certain interaction or situation. During primary appraisals, individuals see a situation as either unimportant, positive, or distressing. Stressful experiences can be categorised into benefit, challenge, threat, and harm/loss. Threat arises when an individual thinks themselves to be in a state of danger, and it is felt when the person expects to incur injury or loss in the future. Harm or loss encompasses both physical traumas and agony, as well as assaults on an individual's self-esteem. Despite perceiving future prospects negatively in threat assessment, the individual's coping abilities are somewhat limited. They are making efforts to get a positive outcome in order to improve or regain their well-being. Threat, on the other hand, refers to the relationship between one's perceived ability to handle a situation and the possible harm that may come from the surrounding environment.

When pain or loss is experienced, it indicates that the person has already suffered some form of damage. Damages encompass the harm or loss of significant individuals, valuable possessions, self-esteem, or social status. Instead of striving to gain complete control over the circumstance, the individual gives up, feeling utterly powerless.

**2.3 Empirical review**

The presence of stress has a substantial influence on the performance of both companies and individuals, and it has a detrimental effect on the health of employees (Mimura and Griffiths, 2003 in Shah et al, 2012). Research undertaken in Western countries has demonstrated a negative correlation between Occupational Stress Inducers (OSI), which are the sources of stress examined in this study, and the well-being and work satisfaction of employees. The citation for this source is Robertson, Cooper, and Williams (1990).

In their study on the impact of stress on employee performance among teaching staff, Shah et al. (2012) discovered a negative correlation between organisational structure and employee efficiency, while rewards were found to have a positive correlation with employee efficiency, as anticipated. Rubina et al. (2008) also discovered a detrimental correlation between work-related stress and job performance. Nevertheless, the male employees were discovered to be more impacted than their female counterparts.

In their study, Munir and Islam (2011) examined the correlation between work stressors, such as role ambiguity, workload pressure, home-work interface, performance pressure, relationship with others, and role conflicts, and job performance. They also investigated the role of motivation as a mediator in this relationship. The results showed that contrary to common belief, there is a positive association between "role conflict" and "role ambiguity" with stressors. However, the relationship between other stressors and job performance was found to be negative.

According to Imrab et al. (2013), stress negatively impacts the performance of bank staff. Ahmed and Ramzan (2013) also discovered a negative association between stress and job performance. Specifically, when stress levels increase, job performance decreases, and vice versa. According to Usman Ali et al. (2014), the main factors that cause stress in employees and result in decreased efficiency include workload, role conflict, and insufficient monetary rewards. Deshinger (2003) proposed that stress can impact various dimensions of employee job performance, such as productivity, job satisfaction/morale, absenteeism, decision-making abilities, accuracy, creativity, attention to personal appearance, organisational skills, courtesy cooperation, initiative, reliability, alertness, perseverance, and tardiness.

**CHAPTER THREE**

**RESEARCH METHODOLOGY**

**3.1 Research Design**

The study employed a descriptive research design. This was intended to depict the scenario or phenomenon of the study as it naturally occurs in reality. The design is employed to collect data from a broader population and to offer descriptive and inferential insights into the study's variables (Polit & Beck, 2008; Cohen, Manion & Morrison, 2007; Fraenkel & Wallen, 2006).

**3.2 Sources of data**

The study collected data from both primary and secondary sources. The major source focused on data collected from specifically chosen nurses.
Data collection was conducted through the utilisation of questionnaires and interviews to obtain information from the nurses. In addition, the secondary data comprised of various written records from the hospital that were intended for purposes other than this research.

**3.3 Population**

The study's sample population consisted of 721 individuals, as reported by the Human Resource Department in 2012. A sample of 70 nurses, which accounted for 10% of the entire population of 700, was selected for the study. The sample size, as determined by Saunders (2006), is suitable for this particular group. It consisted of all nurses from different directorates at the hospital. A total of 70 questionnaires were delivered to the respondents.

**3.4 Sampling procedure**

The researchers employed a systematic random sample technique to choose nurses from different directorates in order to gather their perspectives on the topic at hand. This renders it a representative sample of all the nurses in the hospital.

**3.5 Instrumentation**

Information was gathered through the use of a questionnaire. The questionnaire of 35 items, which were categorised into four sections: Section A consisted of five (5) items that aimed to gather demographic information about the respondents. Section B contained ten (10) items that gathered information about the sources of stress. Section C also had ten (10) items and gathered information about the effects of stress. Lastly, Section D gathered information about coping strategies for stress.

The questionnaire demonstrated a reliability value of 0.87 through the utilisation of the test-retest method, while its validity was established based on its content. Participants were allotted a 24-hour period to fill out questionnaires, following which they were selected by the researchers.

**3.6 Method of Data Collection**

Data for this study was collected via questionnaires distributed to the study participants. Observation served as an additional means of data collection, alongside interviews. Interrogation and elucidation were conducted verbally.

**3.7 Method of data analysis**

The acquired data were analysed using frequency tables, percentages, and bar charts. The information collected from the nurses was initially edited and compiled into a frequency table. The numbers associated with frequencies were subsequently transformed into percentages to enable easier comparison among the responses. The analysis was conducted using Microsoft Excel, a spreadsheet software.

**CHAPTER FOUR**

**RESULTS AND DISCUSSION**

**4.1 Causes of Stress in Nurses**

Many individuals encounter daily stress, and the factors of stress are comparable among all individuals. Certain individuals possess an inherent inclination towards stress, making them more susceptible to being affected by situations that would not bother others as much. The most significant factor in predicting whether specific job conditions will result in stress is the dissimilarity in people's attributes, such as coping style and personality. It is important to acknowledge that stress is subjective, since what may be stressful for one person may not be stressful for another. While acknowledging the significance of personality differences, scientific evidence supports the notion that specific working environments tend to induce higher levels of stress in the majority of persons. The diagram presented below illustrates the factors contributing to stress experienced by nurses at FMCA.

Figure 4.1Causes of stress

**causes of stress**

0

5

10

15

20

25

30

35

Workload

Supervisors

Lack of logistics

Conflict with colleagues

others

**Causes**

**Frequency**

Series1

Source; Researcher‟s field work

The collected data revealed that workload was the primary factor contributing to stress among nurses in FMCA. This validates the assertion made by the American Nurses Association (Nursing World, September, 2001) that staffing problems are the primary worry for nurses across the country. The stress among nurses was attributed to it, accounting for 44.29%. Workload refers to a condition in which an individual is confronted with an excessive number of responsibilities or a wide range of expectations. Nurses with a substantial workload may become dissatisfied with their occupation, thereby impacting their drive to achieve high-quality performance.

Additionally, it was noted that disagreements contributed to 17% of the stress experienced by nurses in FMCA. This aligns with Greenfield's (1999) proposition that conflict is unavoidable in demanding environments like healthcare. It is present at various hierarchical levels among physicians, nurses, families, and supporting personnel. The absence of constructive input from supervisors accounted for 17% of the stress experienced by nurses in FMCA. The absence of efficient logistical support contributed to 4.29% of the stress experienced by nurses, while inadequate handling of issues accounted for 2.86%.

**4.2 Rate/frequency of Stress among nurses**

33 responders, accounting for 47% of nurses, were found to endure daily stress. The primary factors contributing to this issue include excessive workload, supervisory oversight, and interpersonal conflicts among colleagues. Furthermore, it was noted that 29 participants, accounting for 41% of the total, encounter stress on a weekly basis. Out of the remaining figures, 5, 1, and 2 correspond to 7%, 1%, and 3% correspondingly, representing the proportion of individuals who feel stress on a monthly, yearly, and other basis. These issues arise due to insufficient logistical support and inadequate handling of problems. The following diagram illustrates the aforementioned facts.

Figure 4 .2 Rate of stress

Source;

**rate of stress**

0

5

10

15

20

25

30

35

Daily

Weekly

Monthly

Yearly

other

**responses**

**Frequency**

Series1

Researcher‟s field work

**Table 4.1 Influence of stress on performance**

|  |  |  |
| --- | --- | --- |
| **Influence of stress on performance** | **Respondents**  | **Percent**  |
| Strongly agree  | 39  | 55.71  |
| Agree  | 29  | 41.43  |
| Disagree  | 1  | 1.43  |
| Strongly disagree  | 1  | 1.43  |
|  Total  | 70  | 100.00  |

Source; Researcher’s field work.

When asked about the impact of stress on performance, 39 respondents, accounting for 56% of the total, strongly agreed, while 29 respondents, representing 41%, agreed. Only one respondent, or 1%, expressed disagreement or strong disagreement.

 **Figure 4.3 Impact of stress on performance of nurses**

**Effects of stress on performance**

0

5

10

15

20

25

30

Output

Quality of

work

Client

satisfaction

Output,Quality

of work,Client

satisfaction

others

**responses**

**Frequency**

Series1

Source; Researcher‟s field work.

When queried about the impact of stress on their performance, 27 respondents, accounting for 38.57% of the total, acknowledged that stress adversely affects their job productivity. Additionally, 19 respondents, representing 27.14% of the total, stated that stress negatively impacts the quality of their work. Out of the total number of respondents, 13 individuals, accounting for 18.57% of the sample, reported that stress has a negative impact on their productivity, work quality, and client satisfaction. Additionally, 2 respondents, representing 2.86% of the sample, mentioned that stress impacts their personal lives, namely their relationships at home.

**Table4.2 Relationship between stress and performance of nurses in FMCA**

|  |  |  |
| --- | --- | --- |
| Relationship between stress & performance  | Respondents  | Percent (%)  |
| Yes  | 70  | 100  |
| No  | 0  | 0  |
| Total  | 70  | 100  |

Source; Researcher‟s field work.

When queried about the correlation between stress and performance, all 70 respondents, accounting for 100% of the sample, affirmed that stress indeed affects performance. They further asserted that stress has a detrimental correlation with performance. This indicates that when there is a rise in stress levels among colleagues, their performance tends to decrease, and conversely, when stress levels decrease, their performance tends to improve..

**Table 4.3 Management of stress on nurses in FMCA**

|  |  |  |
| --- | --- | --- |
| **Management of Stress**  | **Respondents**  | **Percent (%)** |
| Get a reality check  | 5  | 7.14  |
| Reflect on your situation | 3  | 4.29  |
| Seek out professionals  | 2  | 2.86  |
| Regular recreational exercise for tension reduction  | 7  | 10.00  |
| Enough rest  | 31  | 44.29  |
| Days off from work  | 17  | 24.29  |
| Discuss concerns with sympathetic person  | 5  | 7.14  |
| Total  | 70  | 100.00  |

Source; Researcher‟s field work.

The collected data revealed that sufficient rest was a crucial strategy for effectively managing stress among nurses in FMCA. Ensuring an adequate amount of sleep is an effective strategy for effectively coping with stress. It promotes relaxation and provides a respite from stressors, enhancing individuals' well-being and resilience in managing recurring stressors.

Among the 70 answers, 31 individuals, accounting for 44.29% of the total, expressed that sufficient rest is beneficial in the management of stress among nurses. Furthermore, it was noted that 17 participants, accounting for 34.29% of the total, expressed that taking time off from work can alleviate stress among nurses. Engaging in a reality check and discussing issues with a compassionate individual can help alleviate stress among nurses in FMCA, with each accounting for 7.14%. Two respondents, accounting for 2.86% of the total, indicated their intention to consult professionals on stress among nurses at FMCA. 10% of the participants indicated that engaging in regular exercise can effectively alleviate stress during periods of heightened stress.

**CHAPTER FIVE**

**CONCLUSION AND RECOMMENDATION**

**5.1 Conclusion**

Ultimately, it can be concluded that stress and work pressure are universal occurrence that affects individuals regardless of their gender or social standing. Therefore, it is crucial for the management of organisations like FMCA to have a deep understanding of this subject matter. This will enable them to establish effective policies that can foster high performance among nurses in hospitals and other healthcare institutions. Organisations may have reservations about investing in additional programmes and staffing, but they might be more open to the idea if they fully understood the significant financial impact of occupational stress.

This includes increased absenteeism, compensation claims, the potential for litigation due to errors, negative workplace atmosphere, and decreased patient satisfaction. Reducing stress for nurses in the workplace is a complex issue. It is crucial for organisations to acknowledge and embrace the fact that the work environment plays a significant role in causing stress for nurses. This is not a burden that nurses should solely bear on their own. Hence, administrators should be dedicated to implementing changes that can reduce some of the recognised stressors of nurses. It is crucial for nurses to have a sense of involvement in decision making, particularly when it comes to matters concerning patient care. Thus, implementing a decentralised democratic management approach would prove advantageous. It is crucial to enhance the visibility of nurses in the workplace by implementing programmes that acknowledge and appreciate their valuable contributions.

**5.2 Recommendation**

From the findings and conclusions of the study, the following recommendations are made:

1. It is recommended that the management of the Federal Medical Centre Abeokuta continue to organise seminars, workshops, and fora for nurses, but with a particular focus on issues that are related to factors of stress such as the management of conflicts, the amount of work that is required, and other related topics. By doing so, the staff at the Federal Medical Centre Abeokuta would be better able to plan to lessen the amount of stress experienced by nurses.
2. The supervisors could be provided with stress reduction programmes that target some of the most common sources of stress in order to better prepare them to provide assistance to the nurses of the organisation.
3. The ability to deal with stress should be taught to nurses, and they should also be brought into contact with activities that are not linked to nursing.
By providing facilities that are adequate and of high quality, the hospital will be able to improve its safe and secure environment.

**5.3 Implications for counselling**

1. Gender does not have a significant impact on stress levels, as suggested by the study's findings. It is thus the duty of counsellors to offer stress management strategies that consider the needs of both males and females in an equitable manner. Once again, the study's findings have led to the conclusion that nurses of different ages experience stress in a similar manner, with no significant differences in the types of stress they encounter. To effectively tackle the difficulties related to stress, it is crucial for counsellors to enhance their efforts in offering psychoeducation to nurses.
2. Providing guidance and instruction to supervisors in the field of administration, while also developing strategies to improve interpersonal relationships among nurses in the hospital.
3. Promoting a healthier work environment for employees can be achieved by enhancing the knowledge of nurses in stress management, along with offering comprehensive training in conflict resolution and assertiveness.
4. It is feasible to integrate stress management programmes into the curriculum of nursing training, equipping aspiring nurses with the essential skills to proficiently handle stress in their future careers.
5. In order to improve work planning and avoid job overload, it is crucial to undergo training in effective time management skills.

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**QUESTIONNAIRE**

Dear Sir /Madam,

The researcher is an undergraduate student of …………………………….. conducting a research titled: "The influence of stress and work among nurses”. This questionnaire is an integral part of the study and it is designed to seek your opinion on the subject under investigation as one of the requirements for the award of ….………………………………………

The researcher assures you that the information you will give is purely for academic purpose and will be treated as confidential. Your kind cooperation and honesty is greatly appreciated.

Thank you for your anticipated cooperation and kind consideration.

Yours faithfully

Fill the questionnaire by putting a tick √ in the appropriate box or by writing your response in the provided spaces.

**PART A: PERSONAL INFORMATION**

Please indicate your age?

18-23 B. 24-29 C. 30-35 D. 36-41 E. 42 and above

Indicate your Gender. Male Female

What is your level of education?

Certificate. B. Diploma C. Degree. D. Masters and Above

Any other please specify

**PART B: QUESTIONNAIRE QUESTIONS**

**Causes of stress among nurses**

1. Workload
2. Supervisor
3. Lack of logistics
4. conflict with colleagues
5. Others

Frequencies of stress among nurses

1. Daily
2. Weekly
3. Monthly
4. Yearly
5. Others

Influence of stress on performance of nurses

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

Impact of stress on performance of nurses

Output

1. Quality of work
2. Client satisfaction
3. Output, Quality of work and Client satisfaction
4. Others

Is there any relationship between stress and performance of nurses in FMCA?

1. Yes

B. No

**How is stress managed by nurses in FMCA?**

|  |  |
| --- | --- |
| Management of Stress  |  |
| Get a reality check  |  |
| Reflect on your situation  |   |
| Seek out professionals  |   |
| Regular recreational exercise for tension reduction  |   |
| Enough rest  |   |
| Days off from work  |   |
| Discuss concerns with sympathetic person  |   |