

# Occupational Stress and Nursing Officer's Job Performance: An Empirical Study at Base Hospitals in Kalmunai Regional Director of Health Services Region

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## Abstract

This research goal of this survey is to examine the effect of nursing officers' occupational stress on their work performance in Base Hospitals located in Kalmunai Regional Director of Health Services region. In order to achieve these objectives data were collected from 196 nursing officers from selected four Base Hospitals by using structured questionnaire. The research framework of study consists of 6 variables of occupational stress such as demand, control, support, relationship, role, change which were expected to influence on worker performance. Findings revealed that there is negative connection between occupational stress and job performance among the nursing officers. Demand, change, relationship, support and control were the major factors for occupational stress than role. Change, support, role, control and relationship impact more on work performance than demand. The findings will immensely contribute to the service sector organization like hospitals to implement policies and actions over the nursing officers to enhance their performance by means of reducing the occupational stress.

**Keywords:** change, control, demand, occupational stress, relationship, role, support, work performance

## 1.0 INTRODUCTION

### 1.1 Background of the Study

Stress is the phrase usually applied to explain the pressures people feel in life time. It is a component of day-to-day life. Not anything can separate stress from social beings as is obvious from a variety of explorations and studies in the past. Stress can be handled successfully but we cannot easily go left from it. Formally, commonly recognized concepts regarding stress questioned by different researches and assumptions, which strongly formed earlier, might turn around totally. The proof indicated some amount of stress is essential to the well-being and a lack can be dangerous (Vernekar & Shah, 2018). Stress over the limit definitely causes some serious consequences and creates persons accident-prone.

Scholars on stress make it clear out that, to join into the complicated area of stress, particularly into the idea of occupational stress is very tricky. Workers consume nearly one third of their life expectancy in an managerial placing. That shows the importance of occupational stress to understand. Industrial stress can be described as the dangerous natural and sensitive reactions that happen when the desires of the work do not meet the abilities, assets or

demands of the employee. Occupational stress can take the lead to inadequate wellbeing consequences and can even lead to a damage. The theory of work-related stress is frequently puzzled with questions but these ideas are not the same. Challenge offers powermentally and physically and it encourages us to learn new abilities and genius in our professions. When a task is effectively met, we feel comfortable and contented (NIOSH, 1999; Deng et al., 2019).

During the past decade, in the health sector there are so many improvements in technology, secondary concentration in the health area and the need for excellence assistance. It starts to be a heightened degree of pressure between health care employees. Though many surveys performed previously on the psychosocial side of the modern strategy alterations in many areas, there are only few surveys, nearby and globally done on health division.

In the current workplace settings, stress seen as a common phenomenon. Employees are doing lengthier hours, bringing greater degree of obligations and utilizing themselves more energetically to meet the increasing hopes on industrial performance.

Occupational stress often referred as work performance described as "the overall expected value from employees' behaviors carried out over the course of a set period of time" (Motowidlo, Borman & Schmidt, 1997). Borman & Motowidlo (1993) divides the performance into two aspects, they are task and contextual performance. Task performance defined as "the effectiveness with which job incumbents perform activities that contribute to the organization's technical core" whereas contextual performance described as "act that is not formally required as part of the job but that helps shape the social and psychological context of the organization" (Borman & Motowidlo, 1997).

In this setting, this study focussed six variables of occupational stress to study the workers performance that are influenced by occupational stress of nursing officers in the health sector.

Study suggests that almost a one third of the employed people in industrialised nations account higher levels of stress (Hoel, Sparks & Cooper, 2001). At the same time, in the developing countries also stress is prevalent among the workers. Time stresses, unwarranted requirements, role disputes, ergonomic shortcomings, job protection and connection with customers are ordinary stressors among workers in the public services sector (Toivanen et al., 2013). Moreover, new stressors such as automated equipment failures, equipment stoppages and electrical execution observing have built because of improved human contact with computers (Smith et al., 2017).

Therefore, employees working in this health sector are currently necessitated to carry out a numerous duty and possess multiple abilities. Moreover, progressively rising time stresses and amounts of repetitive job and reducing degrees of personal influence have caused in more cases of physical and psychological strain and job dissatisfaction (Smith et al., 2017). Hence, there is a need to recognize the factors of occupational stress on nursing officers' performance in the health industry.

## 1.2 Statement of the Problem

The workforce of any firm is the most valuable source since they can have a good effect on performance in organization. Occupational stress clearly influences the functions of the workers. In the health sector, it is so critical and very important phenomenon in day-to-day employment set. Health division functions differ between every client, work involves handling human life and is possibly worrying as it involves high awareness and reveals workers to

continuous difficulties related to preventing errors. It is vital and appropriate to understand the reasons following the industrial stress in general, because employees' mental health might change the condition of a client into other direction. Founded on the statistics above the study problem categorized as "to what level work-related stress effect on performance of nursing officers in Base Hospitals in Kalmunai Regional Director of Health Services region".

### 1.3 Objectives of the Study

The research problem is referred to the following general objective to achieve through the research. "To examine the impact of occupational stress on work performance of nursing officers at Base Hospitals in Kalmunai Regional Director of Health Services region".

## 2.0 LITERATURE REVIEW

### 2.1 Concept of Occupational Stress

Occupational stress described as dangerous natural and sensitive reactions, which happen when the needs of the work do not meet the skills, assets, or demands of the worker. It can go ahead to poor condition outcomes and still damage.

The idea of occupational stress is a little bit puzzled with task, but occupational stress and challenge are not similar. Challenge motivates the individual mentally and bodily, and it inspires him to learn new abilities and learn on his professions.

Occupational stress stems specifically from circumstances in the job place (Deng et al., 2019; Ahamed & Haleem, 2020). These circumstances may act to affect stress originally or worsen the previously current stress from other outward or inside sources. In the existing average workroom, stress is converting more ordinary than previous periods. Working people seem to be working lengthier hours, taking on higher level of duties and using themselves even more vigorously to meet the increasing beliefs on industrial performance in words of competence and efficacy which precedes to productivity. Quality model appears very rapidly in the production businesses and service division. This also recognized as stress rather than disputes.

Organizational stressors also involve workers in a larger amount. Stress in an firm can be due to the organizational administrative guidelines and policies, organizational configuration and layout, organizational procedure and working requirements.

Organizational procedures and approaches cause professional pressure. It contains reducing the workers amount of the firm, compensation scheme studying the value of the worker, shift-working structure of the firm, and organizational type of leadership and improving equipment, that adjusts so fast to handle with it.

In the portion of project and construction of the firm, all the power and accountability are in one situation, extremely dedicated job role of staffs, uncertain working role of them, contradictory roles, not consuming the chance for development in carrier for development, limited role of labours and mistrustful philosophy of the organization.

In the manner of the organization, very strict influence on members, presence of top down interaction, a bit or no performance assessment and response, integrated decision making permission and workers have no position in decision creating procedure.

## **2.2 Organizational Factors of Occupational Stress**

### **2.2.1 Job demand**

Job demands areas emotional stressors, which involve the needs for being quick, having a fantastic agreement to do, and not getting sufficient time to make. Abbasi (2015) says that job requests or load are key parts of emotional demand. Fox, Dwyer, and Ganster (1993) declares as swift and disturbed job speed could force physical requests that can take the lead to exhaustion.

A Lot of the stress is embedded in the challenge linked with controlling the workload. It is perhaps one of the largest causes of stress. Any performing individual have faced work overload at some point of time during their working carrier. It disturbs the person significantly and he or she practices stress and tiredness due to that. Because it is unavoidable, its long-term impact is not excellent at all for workers. Work under load also generates as much stress as does work strain. Work under burden suggests that a person is not questioned in their work, and may be topic to periods of dullness or times of exhaustion come from dullness. Work under burden may also generate greater amounts of anxiety, sadness, and physical sickness as work load (Garfield, 2015). And also when the job needs high-level extent of expertise and teaching than the capacity of workers that may go ahead to stress.

Time stresses also trigger occupational stress (Abbasi, 2015). It indicates that the workers are pushed to work in high pace contained by the restricted time to completed the task. It will take the lead to stress.

### **2.2.2 Job control**

Job control involves the way workers are able to use their abilities and how much effort they can utilize in determining how their job is done. The element of 'control' correlates to the ability of an employee to be self-determining, for instance in deciding when to take a break or how to complete tasks. This concept established in combination with the idea of mental requirements and links to the capability to apply some control around one's atmosphere so that it enhances more satisfying or less frightening (Ganster, 1989).

The skill of the employee to utilize his or her abilities on the profession, to have ability to get choices concerning how the job is to be performed and to put out the agenda for finishing the job events and abilities to utilize, but not to influence others. This idea is utilized by the word 'decision authority' and 'skill discretion'.

Decision authority implies that the worker have the power to create judgments on how the job is to be performed and to set the agenda for finishing the work events. This level of influence on judgment aims on the capability of the employee to manage his or her own events. Skill direction involves the use of abilities of the worker, chiefly the capability of the employee to use his or her abilities for the job to be done. Rehman et al. (2010) underline that the faith in individual self-control in the office has the extremely substantial effect on experienced pressure or stress.

### **2.2.3 Support**

Help in words of managing assist and advice from superiors and from work partners is as crucial element, its absence induces stress at the same time its presence reduces stress. Luthans (2011) given proof that inadequate help from co-employees and managers, and relationship problems can increase stress in the working environment. Studies by Antonious et al. (2016) and Verneker and Shah (2018) coincide with the earlier discovering and strengthen its legitimacy.

The assistances attained from the co-employees when there is a want may assist to diminish the stress. The greater the boost may enhance the capability to cope of a worker. The survey of social assistance has become an unfriendly and complicated problem (Munro, Rodwell, & Harding, 1998). The accessibility of constructive or useful assistance from supervisors is named as a facilitator in the aetiology of stress (House, Umberson, and Landis, 1988).

Health workers are at greater risk than are others. Most at risk appear to be those employees who are working in emergency units such as emergency treatment unit, accident and emergency service (Chappell and Di Martino, 2000).

Researchers studied the connection between VDT (Video Display Terminals) work and stress. They found that those who severely affected by stress were the employees who were storing information at stations linked to a key computer. When that pc would go put down, there would be an automatic break down in the work, which improved the degree of stress. The amount of work remained to expand, and the pile of raw material that had to be stored would not diminish by itself. Because of the out of order of important tools such as anaesthesia machine, laryngoscope, multiparameter monitor, the employees who are working with them get stress.

Poor lighting, poor ventilation, lack of space, noise and disorganized working environment are potential causes of stress for employees.

#### **2.2.4 Relationship**

Relationship in terms with management as well as with superiors and work colleagues is an important factor, its absence induces stress at the same time its presence reduces stress. Luthans (2011) delivered proof that inadequate assist from co-employees and superiors, and relationship problems can increase stress in the working atmosphere. Experiments carry out by Verneker and Shah (2018) coincide with the earlier finding and strengthen its validity.

Good relationship with the co-employees can assist to decrease the stress. The greater the assistance could enhance the capability to handle of a worker. The study of social assistance has come to be an unfriendly and complicated issue (Munro, Rodwell, & Harding, 1998).

The availability of constructive or useful social collaboration from management is recognized as a facilitator in the aetiology of stress (House et al. 1998).

In healthcare setting most of the time health care workers are dealing with clients. It is a very important potential cause of stress, at the same time it is unavoidable.

#### **2.2.5 Role**

This is the duty to be done by the employee. When the role of an employee in the organization is clearly defined and the employee understands it clearly then stress can be kept to a minimum.

Loo and Leap (2012) defined organizational role as the anticipations of its role transmitters, which consist of the role occupant, the superior, the immediate reports (or assistants), the colleagues, clients, dealers, associates, team partners and process owners. He provided a comprehensive list of stresses commonly encountered with reference to role of an employee in the organization. The job accountability and the professional advancement chances in the future are also the prospective resources of stress.

Role conflict might occur when further than one individual anticipates dissimilar issues to be performed by the employee. During this kind of situation, stress is inevitable (Almatairi, 2013).

Role ambiguity arises when an employee does not know exactly what is expected from him or her (Yousuf, 2000). He or she does not know how to do the job. Because of the role

ambiguity stress arises in the employee.

The concern around too much duties and/or too much persons affects industrial stress, which is generally seen among managers.

### **2.2.6 Change**

The term 'workplace change' will be clarified to involve all adjustments in technology (raw material, equipment, machinery, and kits) as well as any changes in work practices and/or work structure and any work reorganization plan such as value circles, work improvement teams etc.. Change exclusive of discussion and interaction will involve staffs as well as the organization.

Job rotation is a technique which is termed cross coaching, signifying a worker of a unit or department can realize differentiated job abilities during a particular time, it is also considered as a sensible tactic to enhance and grow job. When, the workers are often replaced between the posts without discussion and timely interaction that starts to stress (Deng et al. (2019).

The initiation of new technology in the health sector has revolutionized not only the way healthcare employees work but also how they functioned earlier. Subsequently, employees engaged in this segment are now necessary to carry out numerous tasks and should acquire various skills.

Reorganization can cause in managerial change, budget cuts, heightened stronger loads of work, job insecurity, failure of managerial assistance, deficiency of fellow group assistance, and loss of period which start to give stress and reduced levels of job satisfaction (Denton et al, 2002).

## **2.3 Work Performance**

It is a multidimensional and energetic idea. Essentially, it can be judged in two methods, one is in the facet of result and the other one in the facet of behaviour (Vijayan, 2017). According to Motowidlo et al., (1997) work performance defined as "the overall expected value from employees' behaviours carried out over the course of a set period of time" and divided into two aspects, they are task and contextual performance.

### **2.3.1 Task Performance**

Task performance is defined as "the effectiveness with which job incumbents perform activities that contribute to the organization's technical core" (Vijayan, 2017; Ahamed, Niyas, & Rifky, (2018). This means what is done at work by workers. In this regard the achievement of the work for which the members are appointed. The result from the completed job indicates the performance of the specific employee or group which participate to the execution of the organization.

### **2.3.2 Contextual Performance**

Task performance is not sufficient for firms. It wants more than what is officially needed (Parker, Williams, & Turner, 2006; Ahamed & Haleem, 2020). Contextual performance is defined as "performance that is not formally required as part of the job but that helps shape the social and psychological context of the organization" (Vijayan, 2017).

It has some specific features, which are compatible for most of the jobs, forecasted by character and inspiration of labours, and it is the further part played by the employee for which there is no official payment scheme recognised. Contextual performance is labelled in five groups by Vijayan (2017)-Volunteering for actions outside a person's official job necessities,

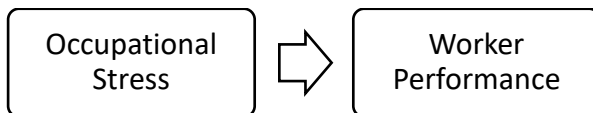
Determination of passion and submission when wanted to wholesignificantdutynecessities, Assistance to others, Subsequentinstructions and prescribed procedures and Flexiblydefensive organization objects.

### 3.0 RESEARCH METHODOLOGY

#### 3.1 Conceptual framework

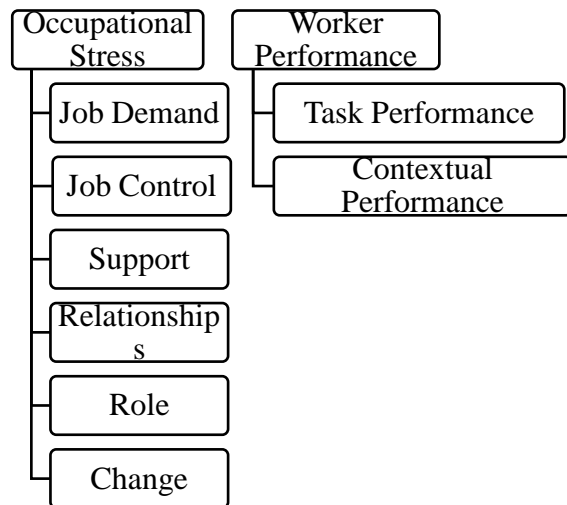
This conceptual framework is made to specify the connectionamong the variables, that are included in this study. In this study, understated six variables discover the jobconnectedissues that effects on work-related stress and the other two variables are discovering the employee performance. Subsequentfigure gives conceptualization framework to regulate the impact of work-related related features that can originto work-related stress and the effect on performance among nurses.

**Figure 3.1: Conceptual Framework**



*Source: Improved and Revised from Palmer, Cooper & Thomas, 2004 and Koopmans et al 2014.*

**Figure 2: Occupational Stress and Worker Performance**



#### 3.2 Operationalization

Operationalization is the way of growth of precise research actions. It is the procedure of taking a conceptual descriptions and create it more exact by connecting it to one additionalprecise, tangiblepointers or operational descriptions.

### **3.2.1 Job Demand**

Job demand is a stressor, which contains the necessities for employees quicker and harder, having a great deal to do in a certain time frame. Job demand includes time pressures, work load and job requirements. These are not physical demands that cause stress they are psychological demands. Time pressures, work load, and job requirement are dimensions of the construct job demand.

### **3.2.2 Job Control**

Job Control imitates the method workers are talented to practise their services and how much effort they have in determining how their work is to be done. The factor of 'control' means the ability to be self-determining, for instance in deciding when to take break or how to complete the task. Basically, the skill of the employee to use his or her skills on the work and to have authority to make conclusions concerning how the work is to be done and to set out the timetable for finishing work actions and the skills to be used, here control does not mean to control others. Decision authority and skill way are the measurement of the concept job control.

### **3.2.3 Support**

It refers the support from people in and out of the organization (supervisors, co-workers and clients) and the support by the work environment and tools and equipment to carry out the task given. Co-workers, superiors, and environmental support are the dimension of the construct support.

### **3.2.4 Relationship**

It refers the relationship with people inside the organization (supervisors and co-workers). The nature of relationship with the employees influences on the formation of occupational stress among the employees.

### **3.2.5 Role**

The role of an employee is what he is expected to do in performing his job in the organization to be clearly defined and understood by the employee, and employer. Role conflict, Role ambiguity and responsibility are the dimension of role.

### **3.2.6 Change**

It means all the variations in technology (such as sophisticated electric equipment, computer hardware and software, resources, machineries and tools), any variations in work procedures and/or work organization and any work restructuring/reengineering programs.

### **3.2.7 Task Performance**

It refers as "the effectiveness with which job incumbents perform activities that contribute to the organization's technical core" (Parker, Williams, & Turner, 2006). This means what is done at work by workers.

### **3.2.8 Contextual Performance**

Task performance is not sufficient for firms. It requests more than what is correctly essential. Contextual performance is described as "as portion of the job but that aids form the societal and mental context of the organization.



### 3.3 Research Design

#### 3.3.1 Study Setting

It brought the choice of healthcare segment in Kalmunai RDHS region to examine the occupational stress and the influence on work performance taking

#### 3.3.2 Study Design

The expressive cross sectioned study used to discover the impact of work related issues on occupational stress and their impact on work performance in Base Hospitals in Kalmunai RDHS area. It leaders the informationgathering and examination phase of the research. The nursing officers are the population of the study and the data will be gathered through the organised questionnaires.

### 3.4 Composition of Sample

#### 3.4.1 Sampling Frame

According to Sekaran & Bougie (2013), the statistic results of the sample will used for the total population. In this research, the sample of 196 of 398 nursing officers studied using simple random sampling.

### 3.5 Method of Data Analysis

For this study univariate analysis (descriptive statistics) has been assumedfor using the Statistical Package for Social Science (SPSS) 23.0. The modexamined by dominantpropositionstudy of mean, standard deviation and correlation. Thus, both the strength of the connection between variables and the degree of numericalimplication were evaluated.

## 4.0 DISCUSSION OF THE FINDINGS

### 4.1 Personal information

Table 1 depicts the sampling characteristics of the study.

**Table 1: Demographic Profile**

<b>Demographic Variable</b>	<b>Frequency</b>	<b>Percentage (%)</b>
<b>Gender</b>		
Male	51	26.08
Female	145	73.98
<b>Age</b>		
Below 25 years	4	2.04
Between 26-35 years	76	38.78
Between 36-45 years	74	37.76
Between 46-55 years	38	19.38
Above 56 years	4	2.04

<b>Education</b>		
G.C.E. O/L	2	1.00
G.C.E. A/L	194	99.00
<b>P. Education</b>		
Diploma in General Nursing	196	100.00
Post Basic Diploma in General Nursing	4	2.00
BSc in Nursing	12	6.10
Special Training	29	14.80
<b>Nursing Experience</b>		
one – 5 years	48	24.49
6 – 10 years	39	19.90
11 – 15 years	43	21.94
More than 15 years	66	33.67

*Source: Survey Data*

Among gender, 73.98% were female and this is a usual phenomenon in the nursing profession. Age distribution design of the nursing officers of the selected base hospitals was categorized in to five classes. Among them, 2.04% were found to be under 25 years old, 33.78% were among 26-35 years old, 37.76% were among 36-45 years old, 19.38% were among 46-55 years old, and 2.04% represents above 56 years. Among the nursing officers 99.% had studied up to overall certificate of education advanced level (GCE A/L) as their basic educational qualification. Regarding the professional qualification, all of them (100.%) had diploma in overall nursing.

The nursing experience of the respondents of the selected base hospitals had represented by the sample size of 196. Out of 196 respondents, 24.49% of them have been employed for 01 to 05 years, 19.90% of them employed for 06 to 10 years, 21.94% of them employed for 11 to 15 years, and 33.67% of them employed for more than 15 years.

#### 4.2 Descriptive Measures

Occupational stress was analyzed based on six variables such as demand, control, support, relationship, role and change based on 35 questions. The work performance was analysed based on task and contextual performance with 13 questions from 196 respondents. The means, standard deviations, individual percentage of each scores are shown in the Table 2.

**Table 2: Analysis of Occupational Stress and Work Performance among the Nursing Officers in the Sample**

Variable	Mean	Standard Deviation	Never	Seldom	Sometimes	Often	Always
Demand	2.8	1.17	15.69%	21.11%	37.88%	15.05%	10.27%
Control	1.9	1.14	50.09%	19.90%	19.30%	7.23%	3.49%
Support	2.0	0.97	36.51%	36.05%	20.63%	5.05%	1.76%
Relationship	2.2	1.04	30.23%	32.14%	26.91%	8.16%	2.55%
Role	1.2	0.65	86.02%	8.67%	2.86%	1.73%	0.71%

Change	2.3	1.14	27.21%	33.50%	23.30%	10.71%	5.27%
Occupational Stress	2.1	1.14	39.64%	25.29%	22.76%	8.08%	4.24%
Work Performance	3.7	1.27	4.24%	17.86%	18.68%	19.07%	40.15%

The means, standard deviations, individual percentages of each response of the independent variables and work performance are shown in the Table 3.

The average value of the variable demand is 2.8 ( $2.8 \pm 1.17$ ), which indicates that the demand is a moderately influencing factor for occupational stress. According to the analysis, 15.69% of the nursing officers never had stressed, 21.11% of the nursing officers seldom get stressed, 37.88% of the nursing officers sometimes get stressed, 15.05% of the nursing officers often get stressed and 10.27% of the nursing officers always get stressed due to demand.

The average value of the variable control is 1.9 ( $1.9 \pm 1.17$ ). This indicates that the control is a lower influencing factor for occupational stress. According to the analysis, 50.09% of the nursing officers never had stressed, 19.90% of the nursing officers seldom get stressed, 19.30% of the nursing officers sometimes get stressed, 7.23% of the nursing officers often get stressed and 3.49% of the nursing officers always get stressed due to control.

The average value of the variable support is 2.0 ( $2.0 \pm 0.97$ ), which indicates that the support is a lower influencing factor for occupational stress among nursing officers' According to the analysis, 36.51% of the nursing officers never had stressed, 36.05% of the nursing officers seldom get stressed, 20.63% of the nursing officers sometimes get stressed, 5.05% of the nursing officers often get stressed and 1.76% of the nursing officers always get stressed due to support.

The average value of the variable relationship is 2.2 ( $2.2 \pm 1.04$ ). This indicates that the relationship is a low influencing factor for occupational stress. According to the analysis, 30.23% of the nursing officers never had stressed, 32.14% of the nursing officers seldom get stressed, 26.91% of the nursing officers sometimes get stressed, 8.16% of the nursing officers often get stressed and 2.55% of the nursing officers always get stressed due to the relationship with peers and managers.

The average value of the variable role is 1.2 ( $1.2 \pm 0.65$ ) which indicates that the role is a low influencing factor for occupational stress among nursing officers. Further, 86.02% of the nursing officers never had stressed, 8.67% of the nursing officers seldom get stressed, 2.86% of the nursing officers sometimes get stressed, 1.73% of the nursing officers often get stressed and 0.71% of the nursing officers always get stressed due to the role.

The average value of the variable role is 2.3 ( $2.3 \pm 1.14$ ). This indicates that the role is a low influencing factor for occupational stress among nursing officers' in this study. According to the analysis, 27.21% of the nursing officers never had stressed, 33.50% of the nursing officers seldom got stressed, 23.30% of the nursing officers sometimes got stressed, 10.71% of the nursing officers often got stressed and 5.27% of the nursing officers always got stressed due to the change

The average value of the overall independent variable occupational stress is 2.1 ( $2.1 \pm 1.14$ ) and work performance is 3.7 ( $3.7 \pm 1.27$ ) which indicate that the occupational stress is low whereas work performance is at higher among nursing officers' in this study.

Overall, 39.64% of the nursing officers never had stressed, 25.29% of the nursing officers seldom got stressed, 22.76% of the nursing officers sometimes got stressed, 8.08% of the nursing officers often got stressed and 4.24% of the nursing officers always got stressed due to the

organizational factors.

Regarding work performance, 4.24% of the nursing officers' never had good performance, 17.86% of the nursing officers' seldom had good performance, 18.86% of the nursing officers' sometimes had good performance, 19.07% of the nursing officers' often had good performance and 40.15% of the nursing officers' always had good performance on task and contextual aspect.

### 4.3 Correlation between Independent Variables and Worker Performance

In this research, association was gained to inspect the connection between occupational stress factors and worker performance. Table 3 describes the r value with p value derived from the analysis.

**Table 3: Correlation between IVs and Worker Performance**

Variable	R value	P value
Demand	-.004	.958
Control	-.211 **	.003
Support	-.344 **	0.000
Relationship	-.114	0.113
Role	-.264 **	0.000
Change	-.361 **	0.000
Occupational Stress	-.293 **	0.000

(Source: Survey data)

The above table 4 shows the Pearson correlation and significance values.. The correlation (r) values of demand and WP is -0.004 where p value is 0.958 which is greater than 0.5 which is not significant which was supported by Cobb et al (1975). The responsibility work load among the staffs and directors make severe pressure among them. If they cannot handle with the enlarged tasks that may leads to severe some physical and psychological consequences among them. Saeed et al., (2013) found that individual problems, attitude of the manager, job satisfaction, and economic payments impact on performance.

The r value of control is -0.211 with 0.003 p value and relationship is -0.114 where p value is 0.113 with performance. It shows that there is no meaningful corelation negative connection between control and work performance as well as relationship and performance which are significant at the 0.01 level ( $P < 0.01$ ).

The r values of support -0.344 with WP at 0.000 sig. level. And the correlation between role and worker performance is -0.264 where p value is 0.000 which is significant at 0.01 level ( $P < 0.01$ ) which display that there is weak negative connection and significant at the 0.01 level ( $P < 0.01$ ). The (r) value among change and employee performance is -0.361 where p value is 0.000 which is significant at 0.01 level ( $P < 0.01$ ). It displays that there is negative connection between support and work performance.

General, the connection (r) value between occupational stress and employee performance is -0.293 where p value is 0.000 which is significant at 0.01 level ( $P < 0.01$ ). It displays that there is negative correlation between support and work performance among the nursing officers in this study.

There are numerous studies done on various settings. Rizwan, Khan and Saboor (2011) in

their study noted that participation of labours in the job growths the performance of workers. Yaghoubi et al. (2013) found in their study among nurses in Iran that capability, clearness, aid, encouragement, assessment, rationality, and environment are carefully connected to performance of nurses. Ekundayo (2014) and Iqbal et al. (2015)

specified that work-related stress is predominant among labours; it leads to absenteeism, increased accidents and low excellence of effort.

## **5.0 CONCLUSIONS AND RECOMMENDATIONS**

### **5.1 Conclusion**

The overall objective of this study is to study the influence of occupational stress on work performance of nursing officers. Occupational stress contains demand, control, support, relationship, role and change. Work performance comprises task performance and contextual performance.

Among the variables of occupational stress, change, support, role, and control were significant relationship with worker performance whereas the connection of demand and association were not important with worker performance in this study. The strong inspiration is produced by change, followed by support, role, control. The weakest influencing factor is demand. All the correlation values are negative values. Therefore occupational stress and work performance shows negative relationship.

### **5.2 Recommendations**

In this study it is observed that demand is the mostly contributing factor for occupational stress, the other factors in decreasing order of severity are change, support, control and change. Consequently, the events should be applied to alleviate the consequence of them on work performance.

Next in order of influence is change. This is more common among nursing officers work environment. Transparent clear well well-versed transference system should be applied inside hospitals deprived of bias.

Relationship and support come next in the list in these hospitals. Immediate superiors (nursing in-charge of the unit and nursing sister or matron) and peers play the major role in relationship and support. There should be opportunities to openly discuss their issues among them. Welfare activities, get together, religious activities should be arranged regularly with the participation all other categories. Going out for outing with the unit members also will increase the bond among them and help to reduce the stress and consequently will improve work performance.

Nursing officers are vital part of staff in providing healthcare facilities. They are dealing with life of customers with dissimilar desires and wants. To deliver high dependable service to the customers, the nursing officers should be stress free or stress at the smallest level. That will help to deliver responsive services with high excellence to clients.

### **5.3 Areas for Further Research**

In this study occupational stress is considered based on only organizational issues. There is a space to study the impact of these other issues producing occupational stress among nursing officers. That will deliver a better understanding concerning the issues on occupational stress.

There are other groups of staff who are carefully employed with the regulars such as medical officers and assistants. Future research can be done on these group of staff to find the most manipulating issue on their occupational stress and the influence on work performance.

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