

Investigate the Impact of Workplace Stress on Job Productivity among Nurses

Krishnavellie Chetty

1. Introduction

Nurses are the largest working group in health care and they play a major role in the organisations success to meet the needs of the patients effectively and efficiently. As health care providers nurses are obliged to work during the day and night to cater for needs of the sick. Job stress in the nursing profession has been a persistent global problem for many years now. It has been associated with a variety of adverse attitudinal, behavioural, physical and emotional health consequences. Among behavioural and attitudinal consequences there has been diminished job satisfaction and decreased productivity. Medical science and technology development, rapid patient turnover and rising dependency of professionalism in nursing have increased the complexity and volume of nursing care. The researcher is of the opinion that for this reason, the nursing profession has increasingly characterized by workplace stress, frequent job turnover and decrease productivity. Studies have shown that shift work had created negative impact on job performance, sleep, physical and emotional health, social and family life and level of job related stress. These negative effects had consequences not only for the individual, but also for the workplace, as decreased alertness and reduced job performance endangered human lives.

2. Purpose

The purpose of this study was to investigate the impact of workplace stress on productivity amongst nurses by identifying the various sources, consequences and model of stress. The researcher has an expectation that the findings of this study will enable the organisation to implement preventative measures in reducing workplace stress and improving productivity. While the recruitment of agency nurses may provide temporary relief to staffing issues, hospital administrators are faced with the perennial problem of losing highly trained nurses with experience. It is argued that hospital administrators must start to pay attention to the employment status of nurses, psychological contract and the immediate environment in which they work to motivate, retain and maintain their well being to ensure that productivity is optimum. Job satisfaction and work productivity is constantly linked to high workplace stress, burnout or mental and physical exhaustion and high workloads (Adams and Bond, 2000:536). The researcher will determine the sources of workplace stress and relate this to individual productivity. This will be done by means of a questionnaire. The questionnaire will identify work related stress and would aim to provide recommendations on how to reduce and manage workplace place amongst nurses using effective coping strategies

3. Aims of the Study

The aim of this study is to investigate the impact of workplace stress on job productivity amongst nurses

4. Significance of the Study

The study was to ascertain relationships surrounding the issues of work related stress and productivity. Furthermore once the data has been analyzed, the results will be used to make recommendations to management on how to address the situation to decrease workplace stress amongst the nurses with the aim to improve job productivity.

5. Research Methodology

Research methodology has been defined as an operational framework within which the facts are placed so that their meaning may be seen more clearly (Leedy, 1989). Research methodology is a plan or design for the process of finding a solution to identify the impact of workplace stress on job performance. As stated in the previous chapter the aim of this research study is to investigate the impact of workplace stress on work performance amongst Nurses. The research methodology will then be the plan or design for finding solutions to these objectives. A survey was conducted using a questionnaire as a research instrument. Questionnaires are one of the most widely used survey data collection techniques. The standard questionnaires are designed to reduce the error that can be attributed to the interviewer, by scripting the question format and order and defining in detail how the interviewer is to proceed through the questionnaire. As each person is required to respond to the same set of questions, it provides an efficient way of collecting responses from a sample. A survey was found to be appropriate for this study because it was the most effective technique for the research.

6. Data Collection

For the purpose of this study, the quantitative data collection method was used. Questionnaires were distributed to all nurses in the various wards/ disciplines. The questionnaires were distributed at the beginning of each shift and collected at the end of the same nursing shift. It gave those 12 hours in total to complete the questionnaires to the researcher. This was done on different shifts until the desired sample was reached. The questionnaire was selected as the most suitable method of data collection for this study because of it has the advantages of being less costly, time saving and allowing participants the privacy and anonymity required for the purpose of the research.

Sample Size

The sample size is the number of subjects needed in the sample (Polit and Hungler, 1995). The population from which the subject sample was taken were registered nurses, enrolled nurses, enrolled nursing assistants and caregiver's different wards with a total target population of 150 nurses working in various departments. The sample consist of 115 nurses working in different wards. The study was conducted with questionnaires sent out for the nurses to complete. The surveys were distributed on both day and night shifts by the researcher.

7. Findings

Having formulating a numerous of hypothesis on the basis of available literature, this study has accumulative and analyzed data relevant to a specific sample of nurses. The aim of this study was to identify possible causes and frequency of work place stress experienced by nurses and to identify the coping strategies used. The aim of this research was essentially to examine the relationship between certain variables in the work place. The two variables that the researcher focused on were workplace stress and productivity. The results of the study indicated that the overwhelming majority of participating nurses are satisfied within their profession; however remuneration was a strong indicator that may be the productivity factor that may impact on job productivity. Encouragingly, no respondent from any group considered that they were dissatisfied with their overall career. It is with reference to this that a discussion follows which reflects on the research findings. Results from the main study showed that a percentage of the sample reported high or average levels of workplace stress. The present report describes further analysis of the impact of demographic and occupational variables on reported stress at work. The results may be suggestive of such a link but more in-depth research would be necessary to establish its validity.

8. Conclusion

Pearson's correlations indicated that there was a positive relationship between perceived stress and negative affect and as well as a moderate relationship between negative affect and the number of stressors amongst the nurses. At the 5% level there was a significant but negatively weak relationship between the work related stress and job productivity. The relationship is an inverse one i.e. as the work related stress increases the job productivity increases and vice versa. It was interesting to note that there are significant relationships between the physiological and psychological behaviour and coping skills and job productivity.

References

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