

## **OCCUPATIONAL STRESS, PSYCHOLOGICAL WELL-BEING AND JOB PERFORMANCE: A GLANCE AT FEMALE NURSES IN SOME SELECTED HOSPITALS IN SOKOTO STATE**

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### **ABSTRACT**

*The study examines Occupational stress, psychological and Job performance of female Nurses in three selected Hospitals from the local government in Sokoto state. The questionnaire was adopted as the research instrument to elicit the needed data from 377 respondents. Smart PLS SEM 3.2.8 was used to analyze the data analysis collected. PLS is a second-generation statistical methodology developed to address the drawbacks of first-generation statistical methods, including Manova, Factor analysis, and Analysis of Variance. The results indicate a significant relationship between occupational stress, psychological well-being and Job performance. The paper also discusses implications, and suggestions for further studies are provided.*

**Keywords:** Occupational Stress, Psychological Well-Being, Job Performance, Hospital, Sokoto.

### **INTRODUCTION**

Work-related stress and psychological well-being challenges have caught the organizations' attention. Organizational behaviorists have recently become interested in work stress and psychological well-being concerns. According to the literature, work experiences might lead to various issues. In actuality, these have impacted how well workers perform. Stress is defined by McGratt (1998), Bakare (1997), and Abiona (2001) as disagreement or conflict between concepts, which Freudians interpreted as an imbalance between the lower and upper egos. It is considered a physiological homeostasis considering all illnesses, emotional problems, and deprivation. Olagunju (2010) defines stress as a persistent, complicated emotional state characterized by apprehension and present in various neurological and mental diseases. Stress is a person's outward manifestation of their degradation of basic requirements in a world of conflicting needs.

Stress, according to Smith (2011), Coleman (2012), Famojuro (2004), Udoh, and Ajala (2003), is a very nebulous concept that may be described in terms of its three linked concepts, anxiety, conflict, and frustration. Adu (2004) argues that the condition and symptoms that appear in the victim are a more meaningful way to understand stress. According to him, stress is a victim's reaction to external expectations. In a similar vein, Brandy and Cox (2002) assert that workplace stress has a negative influence on employees' physical and mental health, which has an impact on their outlook on their jobs. According to the authors, there is a strong correlation between

professional stress and daily activities and events, including financial status, job performance, family conflict, academic performance, and other occurrences.

According to Dunhem (1992) and Parkes (2002), occupational stress, such as microbe or noise pollution, might endanger the organism. The authors concluded that there is less stress and significantly better job performance when the working environment is considered favorable. Studies have revealed that workers' health and job performance are significantly impacted by occupational stress. Buchans (2009); Cole (2010), According to Mojinyinola (2001), Zajons (2005), and Bakare (1998), people who feel watched and judged generally do better when given straightforward or previously learned tasks. The authors go on to say that tension in a person's relationship with them may be caused, in part, by anxiety. This has prompted several academics (Fielder et al., 2000; Borden, 2002). According to Davies (2012), the supervisor's stress at work is the most significant factor influencing the effectiveness and output of coworkers.

Stein, Mayer, and Roger (1998) also discovered that neither sex nor socioeconomic status impacted how well black American women handled stress at work. Dohremwell & Dohremwell (2003), and Johnson (2011), Women scored highly on psychological symptoms, including neurosis and sadness, according to Welsman and Werman (1997) and Philips and Segal (1996). In contrast, men consistently scored higher on personality disorders and were more conscious of societal demands for expressive control. For municipal police officers (MPO), Lester (2002) found that the subjective stress level was more positively associated with work environmental factors than stress from home, particularly the issue of favoritism in the police department and having to intervene in crises. Lester (2002) investigated which of the fifteen sources contributed the most to the subjective feeling of stress by senior police officers (SPO). As a result, the MPO's degree of stress appears to be linked to standard police duties and issues with peers and family. For the SPO, the subjective stress level was positively correlated with the officer's assessment of the stress as being more significant than the stress caused by the absence of support from the courts and prosecution and local politicians' intervention. In light of this, people's stress levels and lack of support for SPO are related. Lester concluded that although MPO and SPO did not have significantly different levels of stress overall on the Wechsler exam, the sources of stress were highly different for the two groups.

The dependent variable of this study is employee job performance, a variable that is an extensively studied area of organizational psychology. Job performance is "the level of productivity of an individual employee, relative to their peers, on several job-related behaviors and outcomes. The present study differs significantly from the past studies in that past studies concentrated on stress as it impacted workers' health, morale, job satisfaction and performance effectiveness at the workplace in isolation. This study will explore the relationship between occupational stress, psychological well-being and Job performance of female Nurses in some selected Hospitals within Sokoto state, Nigeria. This was to ascertain the Relationship between Dependent and independent variables (occupational stress, psychological well-being and job performance). Also, the effects of age and gender differences on workers' reactions to occupational stress were determined in the study.

### **Statement of the Problem**

Occupational stress in nursing has been extensively studied, but most of these studies were conducted outside Nigeria (Makie, 2006; Menze, 2006; Kane, 2009; Lu, 2008; Patrick & Lavery, 2007). As a result, few research studies have been done on the impact of occupational stress, psychological well-being, and job performance of female nurses in Sokoto state Nigeria. Nigeria has embraced a primary healthcare model, and clinics serve as the country's entry point for healthcare services. Most female nurses lament the demanding nature of their jobs in urban hospitals. Therefore, this study investigates the connection between psychological well-being, job performance, and occupational stress among female nurses working in a few chosen hospitals in Nigeria's Sokoto state. This determined the association between the dependent and independent variables (workplace stress, mental health, and job performance). Also, the effects of age and gender differences on workers' reactions to occupational stress were determined in the study.

### **Objectives of the study**

The main objective of this research is to explore the relationship between occupational stress, psychological well-being and Job performance of female Nurses in some selected Hospitals within Sokoto state, Nigeria. Others include

1. To determine the influence of occupational stress on the psychological well-being of the respondents.
2. To examine the impact of occupational stress on Job performance
3. Make plausible recommendations on the effective ways of managing stress and its Effects in work organizations in Nigeria.

## **LITERATURE REVIEW**

### **Job Performance**

Job performance is frequently linked to workplace-related industrial and organizational psychology. It frequently relates to how well somebody does their work Well. Job performance, according to Campbell, is "an individual level variable. To put it another way, a single individual performs. According to a general definition, it is "an aggregate construct of effort, skill, and outcomes that are important to the employee and outcomes that are important to the firm (e.g., Behrman and Perreault 1984; Lusch & Serpkenci, 1990; Walker et al., 1977)". A few studies, like Bagozzi's (1978), define job performance narrowly based on actual sales or other objective productivity measurements. By definition, job performance is "work performance related to quantity and quality that is predictable from each employee" (business dictionary).

### **Occupational stress**

The Cannon Research team developed the concept of stress in 1915. According to studies, workplace stress can lead to psychological issues in workers (French & Caplan, 1972). There are three categories of occupational stressors: job factors, individual variables, and organizational issues. (1998, Cartwright and Cooper). The interplay between the employee and the working



environment leads to occupational stress. The impact of stress on employees' mental and physical health and poor organizational performance is acknowledged globally (Park, 2007). There are many definitions of stress and occupational stress in the literature; even experts disagree on the definition of stress. Albrecht, Carr, Kelly and Keaton (2011) define occupational stress as a perceived difference between professional demands and a person's ability to carry out those demands.

Meanwhile, Gardner and Cummings (1998), as cited by Bowen, Ferris, Hall, Hochwarter, Perrewe and Treadway (2006), argue that occupational stress occurs whenever job-related stimuli cause a job holder's experienced activation level to deviate substantially from one's characteristic level of activation. When an employee's resources have reached disequilibrium, the employee will experience an elevated strain level. Therefore, occupational stress may occur under certain conditions and not others and be experienced by some individuals.

### **Causes of Occupational Stress**

Empirical studies (Agolla and Ongori, 2008, Hannan, Hussain, Mahmood, and Muhammad, 2010; Mojinyinola, 2008, Clements, Milliken and Tillman, 2007, Chang, Eatough, Djurdjevic and Rosen, 2010:3) have identified the following as the general causes of occupational stress to a broad spectrum of employees:

- Work Overload;
- Time Pressure;
- Role Ambiguity;
- Long Work Hours;
- Inadequate Staffing Levels;
- Shift work;
- Exposure to Infectious Hazardous Substances;
- Lack of Supervision;
- Inadequate Training;
- Inappropriate Working Conditions;
- Poor relations with colleagues; and
- Lack of Social Support at Work

### **Relationship between Job Performance, Occupational Stress and Psychological Well-being**

Governments and organizations alike rely on employee performance to accomplish their stated objectives. According to Chang et al. (2010), job performance refers to an employee's Behavior at work that is consistent with the organization's objectives. Employee underperformance will substantially impact enterprises, resulting in low productivity and the collapse of those firms. Stressful workplaces harm productivity and poor service delivery (Bhaga, 2010). As mentioned above, it was discovered that South African nurses had an unusually high-stress level; as a result, their productivity is anticipated to be low. Menze (2006) defined productivity as measuring the amount and quality of work completed while considering the

resources used to complete the activity. The author said that an employee's performance is influenced by their ability to complete the task, their effort, and the assistance they receive. These three factors relate to each other in the following way: performance (P) is derived from the result of ability (A) multiplied by effort (E) multiplied by support (S), that is:  $P = A \times E \times S$ . If any of the three factors is reduced or diminished, performance will be negatively affected. Occupational stress has a tremendous effect on an organization's effectiveness and affects productivity on many fronts:

- High rate of Absenteeism
- High Staff Turnover
- Increasing unsafe Working Practices and Accidents rates
- Increasing complaints from Patients and Patients' Family members
- Staff Recruitment
- Increasing Liability to Legal claims
- Organization's Image

Menze (2006) concluded that several organizational outcomes, including a loss in performance, job discontent, a lack of motivation and commitment, as well as an increase in Absenteeism and turnover, may be caused by occupational stress. After studying Malaysian businesses, Sambasvani, Joari, and Rashid (2003) concluded that organizational commitment and culture are intertwined and significantly impact employee performance. Silverthorne, Chen, and Hung (2006) examined the relationship between organizational commitment, communication, and job performance. They discovered a strong link between organizational dedication, work output, and communication. The findings demonstrate that organizations improve their methods of communication to foster more outstanding organizational commitment and job effectiveness.

According to several research, stress and job satisfaction are negatively correlated (Healy & McKay, 2000), whereas commitment to an organization and job satisfaction are positively correlated. This research indicates a bad relationship between organizational commitment and job stress (Lee (2007; Boyas & Wind, 2009). Although Research by Wells et al. (2009) demonstrated a favorable relationship between job stress and organizational commitment, this conclusion deviates from those findings. Additionally, there was no discernible link between organizational commitment and occupational stress in the study by Yaghoubi et al. While continuous commitment has no significant link, affective and normative commitment have a substantial relationship with job stress (Somers, 2009).

According to Felton and Cole (2010), men who suffer from psychoneurotic and personality disorders, anxiety, migraine headaches, and smoking combined account for 22.8 million lost workdays in the United Kingdom. Stressful work environments are also linked to receiving psychiatric care. According to Smith (2011), occupational stress significantly contributes to several ailments that industrial employees encounter, commonly manifest both during active employment and after retirement. Based on the above findings, this paper hypothesis that,

*H1: There is no significant relationship between Occupational stress and Job performance*

*H2: There is no significant relationship between Psychological well-being and Job performance*

### **CONCEPTUAL FRAMEWORK**

The concept of stress is buried in a heavy fog of conceptual ambiguity and ideological diversity. For example, Alluisi, 1982; Beehr & Newman, 1978; Cofer & Appley, 1964; Hogan & Hogan, 1982; Janis & Leventhal, 1968; McGrath, 1976; Schuler, 1980, all underlined the lack of agreement on even a definition of stress. We offer a straightforward model incorporating our understanding of stress into a conceptual framework rather than evaluating many definitions, themes, and theoretical disagreements. Our model is based on the ideas of Lazarus, Deese, and Osier (1952) and Janis and Leventhal (1968), who saw stress as an intervening variable having antecedent causes and behavioral implications. We perceive stress as an unpleasant emotional state containing fear, dread, worry, aggravation, irritation, anger, sadness, grief, and melancholy, much like Janis and Leventhal did. We highlight the negative consequences of stress because we are primarily concerned with its possibly dysfunctional and expensive societal impacts on workplace performance. Additionally, we do not concentrate on subjective stress's physiological or arousal aspects but on its affective implications for work performance.

In a nutshell, our model presupposes that specific events at work create subjective stress and that these events cause affective states like anxiety, hostility, sadness, and declines in some aspects of job performance. The amount of subjective stress increases with the frequency and intensity of the stressful occurrences for a particular person. Workplace circumstances partially influence the frequency of these occurrences. Individual traits like professional experience, a Type A personality, and a fear of criticism can affect how frequently and intensely stressful situations arise for particular people. The model is depicted in Figure 1 and will be covered in greater detail later.

### **RESEARCH FRAMEWORK**

The research framework was framed to examine the impacts of Occupational stress, psychological well-being and Job Performance—a glance at Female Nurses in some selected hospitals in Sokoto State.

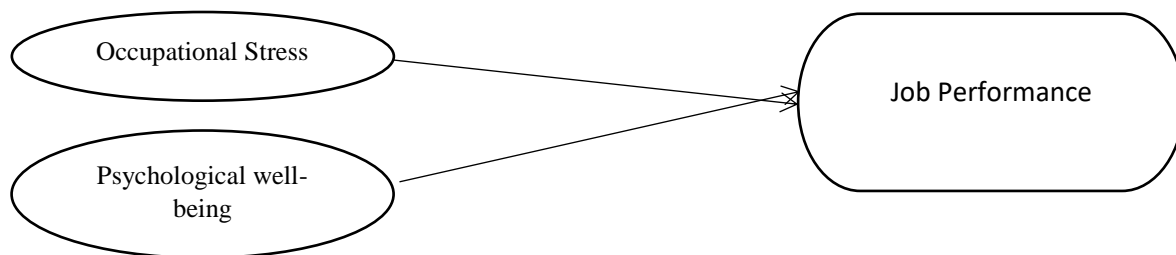


Figure 1: Research Methodology

Through random sampling, 377 Questioners were distributed to the respondents, selected from three hospitals in the Local governments in Sokoto State, Nigeria (Illela, Isa, and Sabon Birni local governments). However, out of the 377 questionnaires distributed, only 228 copies were retrieved by the researcher. Details on the demographic features of the respondents are shown in Table.

**Table 1**  
*Demographic Profile of Respondents*

S/N	Characteristics	Frequency	Percentage	Valid percentage
1	Age	20-39 years old.	141	61.8
		40-59 years old.	62	27.2
		60 years and above	25	10.9
2	Marital Status	Married	198	86.8
		Single	30	13.1
3	Work Experience	1-10 years	98	42.9
		11-20 years	105	46
		20 years and above	25	10.9
4	Qualification	SSCE certificate	62	27.1
		Diploma	111	48.6
		Degree	43	18.8

Table 1 shows that about 61.8 percent of the research population is within the 20-39-year age bracket; 27.2 percent were within the 40-59 age range. In comparison, about 10.9 percent of the respondents were between 60 and above. The Table also reveals that 86.8 percent of the respondents are married, while 13.1 percent are still single. The Table further disclosed that 42.9 percent of the respondents have 1-10 years of work experience, 46 percent have spent 11-20 years, and 10.9 percent have worked for 20 years and above. Concerning the educational qualification of the respondents, the Table shows that 27.1 percent of the respondents possessed SSCE; 48.6 percent have a Diploma, and 18.8 percent have a first degree.

**Instruments**

The paper investigated variables such as Occupational stress and psychological well-being as independent variables and Job Performance as the dependent variable. A five-point item scale was used to measure the variables, and scales ranged from 1 = strongly disagree, 2= = agree, 3= = neutral, 4= = disagree, and 5 strongly agree. The items were adapted from previous studies. The researcher conducts multivariate analysis using Smart-PLS version 2 to examine the model and test the study hypothesis. Using the PLS-SEM modeling method allows the researcher to assess the entire measurement model and examine the relationship with their respective measurements



(Hair, Black, Babin & Anderson, 2010). Hence, this paper used PLS-SEM algorithms to evaluate the measurement and structural models.

**Validity and Reliability of Measures**

As mentioned earlier, the paper applied PLS-SEM algorithms to measure the construct's reliability and validity by assessing the measurement model. Reliability and validity assessment of constructs are the standards used in PLS-SEM analysis to assess the goodness of fit models (Hair, Hult, Ringle, & Sarstedt, 2013). The researcher, therefore, conducted a reliability analysis to determine the measure's internal consistency. The detailed result of validity and reliability conducted based on the Composite reliability and Average Variance Extracted is shown in Table 2. As can be viewed from the Table, the composite reliability of the constructs in the model is above the benchmark of 0.70, as the values vary between 0.853 and 0.913, respectively (Hair et al., 2014).

Furthermore, the Average Variance Extracted (AVE) falls between 0.541 and 0.538, signifying that the minimum standard of 0.50 is achieved (Hair et al., 2013). The significance of the path coefficient ( $R^2$ ) was also presented in the Table. It shows that the variables explained 89.1 percent of the variance for a direct relationship. Hence, all the constructs were believed to have adequate reliability.

**Table 2**

*Showing the AVE, CR and  $R^2$*

Constructs	CR	AVE	R2
Occupational Stress (OS)	0.853	0.547	0.891
Psychological well-being (PW)	0.913	0.638	
Job Performance (JP)	0.853	0.541	

**Table 3**

*Latent Variable Correlations and Square Roots of AVE*

Constructs	1	2	3
<b>OS</b>	<b>0.936</b>		
<b>PW</b>	0.736	<b>0.749</b>	
<b>JP</b>	0.761	0.772	<b>0.925</b>

The current study employed one of the most popular technics for establishing discriminant validity, the Fornell and Larcker criterion. This method is achieved by comparing the squared correlations among the constructs and the AVE for the separate constructs (Fornell & Larcker, 1981). Table 3 reveals the results of the discriminant validity test through the Fornell and Larcker criterion conducted by this paper. From the result, it is clear that squared correlations of all the variables in this study were below the AVE by the indicators measuring them. This signifies that both discriminant and convergent validity are up to standard.





### Hypothesis Testing

In testing the Hypothesis, the current study used the PLS-SEM bootstrapping mechanism to measure the path coefficients' significance. The paper hypothesized that H1. There is no positive relationship between Occupational stress and Job Performance; H2, there is no positive relationship between psychological well-being and Job Performance; The statistical results from PLS-SEM bootstrapping confirmed that a negative relationship exists between occupational stress and Job Performance OS and JP ( $\beta = -0.06$ ,  $t = 1.95$ ,  $p < 0.000$ ), it also established that a negative relationship exists between psychological well-being and Job Performance PW and JP ( $\beta = 1.03$ ,  $t = 35.05$ ,  $p < 0.000$ ) as can be seen in Table 4.

**Table 4**

Table 4.4 Summary of Findings and Hypothesis Testing

Hypotheses	Construct	Beta	Standard Error	T Statistics	P-value	Decision
H1	OS -> JP	-0.06	0.03	1.95	0.00	Supported
H2	PW-> JP	1.03	0.02	35.05	0.00	Supported

### DISCUSSION

The paper examined the relationship between occupational stress, psychological well-being and Job Performance in three selected Hospitals of local governments in Sokoto State, Nigeria. The respondents' demographic data was calculated using the SPSS software version 23. The PLS-SEM analysis revealed statistical proof of a negative correlation among the latent variables (OS and JP) (PW and JP). The findings of the study were similar to the results of previous studies on the relationship between the target variables (Baba & Ghazali, 2017; Bakhshi & Rani, 2009; Cagliyan et al., 2017; Durrani et al., 2017; Rezaeizadeh et al., 2015; Yazicioglu & Topaloglu, 2009). This indicates that occupational stress and psychological well-being may negatively affect workers' performance, particularly females. Workers who suffer occupational stress and psychological well-being will find it difficult to concentrate on their job. This is in line with Manouchehri, Branch and Katoul (2014), argument, who noted that Whenever workers perceived equity in their treatment, they tended to exhibit positive behaviors that led to a high commitment to work and prevented turnover intentions which in turn led to performance in organizations (Manouchehri et al., 2014).

### CONCLUSION

The study explored the influence of occupational stress, psychological well-being and Job Performance of female workers in three selected Hospitals of local governments in Sokoto State, Nigeria. Out of the 377 questionnaires distributed, only 228 valid responses were retrieved from the respondents. The data obtained was analyzed through Smart PLS-SEM version 2, and empirical evidence indicates strong support for the two hypotheses statements. As an extension of past studies, the current study revealed that all the Hypotheses were confirmed, and these findings have



implications, particularly to administrators, managers and policymakers in organizations, that justice and fairness should be strictly adhered to in virtually all organizational processes, such as recruitment, promotion, transfer, remuneration, discipline etc. In addition to that, the finding has also disclosed that workers are always ready to remain and pursue the goals and objectives of the organization if there is justice in the organization. Based on the above findings, the paper recommends the inclusion of an intervening variable, such as a moderator or mediator, in the model. A similar study should be conducted in other country zones to generate the findings. Further research can also consider the private sector organizations.

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