

# Exploring The Effects Of Job Stress On The Performance And Well-Being Of Nurses

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## ARTICLE INFO

## ABSTRACT

Occupational stress among nurses is far more common in certain countries than in others. The emotional, physical, familial, and patient care aspects of nursing are all allegedly negatively impacted by the high levels of stress experienced by the profession. This study aimed to examine the relationship between occupational stress and performance among nursing staff at in-patient care hospitals in Guntur and Vijayawada, Andhra Pradesh. A cross-sectional design was used with 240 nurses who were involved in inpatient treatment at hospitals. To gather this data, we looked at people's demographics, their PSS and ENSS scores, and how much stress they self-reportedly felt due to six different factors: workload, supervisor/peer attitude, role ambiguity, role overload, coworkers, and career/performance. To analyze the data, we used analysis of variance. Both overall and nursing-specific levels of perceived stress (ENSS) were positively correlated with each of the six traits. Nurses face a complicated kind of stress on the job, as shown by the fact that stress levels varied significantly across all categories. It is crucial to address the work environment's influence on performance in order to enhance the performance of the nursing staff, as shown by the research. Implementing job-stress-reduction strategies, especially in organizational structure and work environment elements, and improving coping mechanisms and resilience among nursing staff may be beneficial for hospital administrators and lawmakers. Insights gained from this study will be useful for stakeholders and for future studies in a variety of contexts and locations, adding to what is already known about the relationship between occupational stress and the performance of Yemeni nursing personnel.

**Keywords:** Job stress, Performance, Perceived Stress Scale, Expanded Nursing Stress Scale, Work Overload, Role Ambiguity, Supervisor/Peer Attitude, Role Overload, Co-workers

## 1. Introduction

There is a complicated relationship between a person's work environment and the occurrence of job stress. An individual's mental and physical well-being is affected by this link, which in turn impacts their ability to do their job well (Richardson & Rothstein, 2008). A person's physical and mental health may be negatively impacted by work-related stress, leading to lower productivity as a consequence of elevated stress levels (Unaldi et al., 2020; Labrague et al., 2020). The World Health Organisation reports that stress on the job is a growing and expensive issue in today's workplaces (Sveinsdottir et al., 2006; Sarafis et al., 2016). Eighty percent of all work-related injuries and forty percent of all workplace financial expenses are attributed to stress, according to the American Institute.

A person's physiological and psychological responses may be triggered by external stimuli, which are referred to by Lazarus R. S. (2006) as stress. Occupational stress is the name given to tensions that arise while working. It happens in certain work settings when there is a mismatch between objective requirements and subjective reactions. The term "occupational stress" was first used by Malta (2004) to describe an

individual's emotional and mental state when confronted with demands at work that are both too great and too frequent for them to manage well.

Women in the workforce may benefit from a variety of stress-reduction techniques that target the unique challenges they face on the job. Job stress is described by the Chartered Society of Physiotherapy (2004) as negative physiological and psychological reactions that arise when an individual's skills, knowledge, and resources are inadequate to meet the demands of their job. Unhealthy or even harmful health outcomes might result from job stress. Workers are put at risk of stress and negative health effects when the expectations and pressures they face on the job do not correspond with the resources they have access to, whether those resources come from inside the company or from themselves.

Major obstacles for Indian nurses include mental aggression in the workplace, staff shortages, health dangers on the job, long hours, lack of coordination, under appreciation, and non-nursing responsibilities (Chhugani and James, 2017). The stress that nurses endure on the job is a result of all these factors. Stress in the workplace is common among nurses for a variety of reasons, including the growing demand for and complexity of the nursing profession. Migraines, back pain, joints, hypertension, chronic diseases, irritable bowel syndrome, duodenal ulcers, immune system disorders, and endocrine system disorders are only some of the physical health issues linked to professional stress, according to research by Sarafis et al. (2016). High levels of occupational stress among nurses are associated with a decrease in the quality of care they provide. For instance, Baye et al. (2020) suggests that a greater patient fatality rate might be caused by a nurse who is too stressed out to provide thorough nursing care. Overall, nurses have a toolbox full of strategies for handling stress on the job. The top three coping methods for Chinese nurses, according to Tesfaye (2018), were positive reappraisal, self-control, and planned problem-solving. In contrast, the most common coping mechanisms for Australian nurses were planned problem-solving, self-control, and seeking social support. Conversely, nurses who rely on negative coping mechanisms may end up being inactive or abusing substances including food, alcohol, and tobacco (Scholze et al., 2017).

## 2 Objectives of this Study:

1. To examine the nature of job stress among nurses in an inpatient care health setup.
2. To investigate the effect of job stress on nurses' performance in a hospital setup.
3. To study the various factors which lead to occupational stress among nurses employed in select in-patient hospitals in Guntur and Vijayawada cities of Andhra Pradesh.
4. To ascertain the strategies for dealing with job stress among Nurses.

## 4. Hypothesis:

H1: There is significant relationship between job stress level and Work Overload among the nurses.

H2: There is significant relationship between job stress level and supervisor/Peer attitude among nurses

H3: There is significant relationship between job stress level and Role Ambiguity among nurses

H4: There is significant relationship between job stress level and to Role Overload among nurses

H5: There is significant relationship between job stress level and Co-workers among nurses

H6: There is significant relationship between job stress level and Career and Performance factors among nurses

## 5. Methodology

This article used a quantitative approach, collecting data from a large-sample survey, to evaluate hypotheses. Below, you will find the measurements, methods for collecting samples and data, and strategies for analyzing the results.

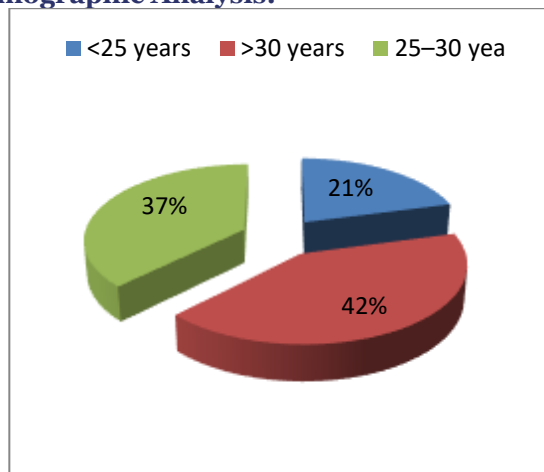
The study was carried out using a sample size of 240 nurses employed at select inpatient care facilities located in Guntur and Vijayawada, Andhra Pradesh. The sample size for this study was chosen using a cross-sectional descriptive design, following the technique provided by Bill Godden (2004). Using a presumed population proportion of 40%, a sample size of 240 was calculated. The research was carried out over duration of six months, focusing on nursing workers in these two locations.

Data collection entails the completion of a demographic information form that captures data pertaining to age, gender, educational achievement, and job experience. In addition, two standardized stress assessments will be employed: the Perceived Stress Scale (PSS) consisting of 10 questions, and the Expanded Nursing Stress Scale (ENSS) including 15 items. The potential stressors will be classified into many elements, such as excessive job demands, the attitude of supervisors and peers, uncertainty about roles, excessive role expectations, relationships with colleagues, and issues related to career and performance. Each element will be evaluated based on five specific items using a 5-point Likert scale.

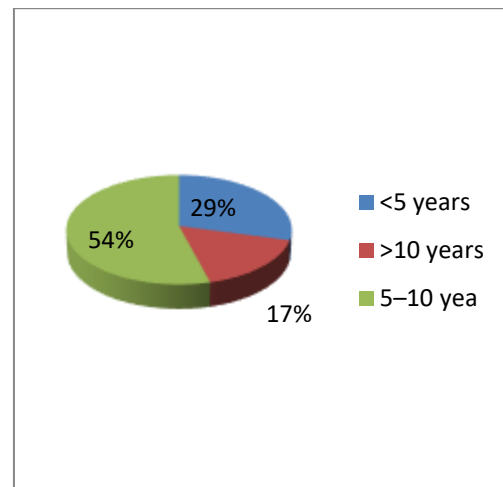
First, frequency analysis was carried out using bar charts. Then, all hypotheses were tested using the ANOVA.

## 6. Result and Discussion

### 6.1 Demographic Analysis:



**Figure 1: Pie chart on frequency analysis on Age**



**Figure 2: Pie chart on frequency analysis on Years of experience as a nurse**

#### Key results from figures 1 and 2 are as follows:

The data indicates that the population is relatively youthful, with just 20.8% of individuals being under the age of 25 and 41.7% being above the age of 30. The most significant demographic segment, with 37.5% of the total population, is between the ages of 25 and 30. These findings might have significant significance for comprehending the risk factors, preferences, and career objectives of the participants.

More over half of the participants (54.2%) had 5-10 years of experience, while 29.2% have less than 5 years and 16.7% have more than 10 years. This indicates a high number of experienced nurses, which may influence their views on work contentment, educational requirements, and professional advancement.

### 6.2 Hypothesis Testing

**Hypothesis 1:** There is significant relationship between job stress level and Work Overload among the nurses. (Accepted)

**Table 1: ANOVA test on job stress levels due to Work Overload among the nurses**

		Sum of Squares	df	Mean Square	F	Sig.
Perceived Stress Scale	Between Groups	1688.250	11	153.477	8.680	.000
	Within Groups	4031.333	228	17.681		
	Total	5719.583	239			
Expanded Nursing Stress Scale	Between Groups	8283.000	11	753.000	11.284	.000
	Within Groups	15215.333	228	66.734		
	Total	23498.333	239			

Work Overload was significantly related to both the Perceived Stress Scale (f test value: 8.680) and the Expanded Nursing Stress Scale (f test value: 11.284, significance: 0.000), according to the results shown in the aforementioned analysis of variance table. %.

The findings of the ANOVA test give substantial evidence to support hypothesis H1, indicating a significant relationship between work overload and job stress levels in nurses. Both the Perceived Stress Scale (PSS) and the Expanded Nursing Stress Scale (ENSS) revealed statistically significant changes in ratings depending on job overload. These findings offer compelling evidence that work overload is a major contributor to increasing occupational stress among nurses. This conclusion is consistent with prior studies demonstrating the harmful effect of excessive workload on nurses' well-being and mental health. Significant variations were seen in both generalized stress evaluated by the PSS and nursing-specific stress assessed by the ENSS, emphasizing the complex character of work-related stress for nurses.

These results underscore the need of dealing with work overload in healthcare settings in order to promote nurses' well-being and job satisfaction. Implementing techniques such as workload management, staffing modifications, and improved resource allocation may assist to offset the negative impacts of job overload on nurses, resulting in better patient care and health outcomes.

**Hypothesis 2:** There is significant relationship between job stress level and supervisor/Peer attitude among nurses (Accepted)

**Table 2: ANOVA test on job stress levels due to supervisor/Peer attitude among the nurses**

		Sum of Squares	df	Mean Square	F	Sig.
<b>Perceived Stress Scale</b>	Between Groups	2044.917	12	170.410	10.527	.000
	Within Groups	3674.667	227	16.188		
	Total	5719.583	239			
<b>Expanded Nursing Stress Scale</b>	Between Groups	13932.000	12	1161.000	27.549	.000
	Within Groups	9566.333	227	42.142		
	Total	23498.333	239			

The results of the ANOVA table above show that there was a significant relationship between supervisor/peer attitude and both the Perceived Stress Scale and the Expanded Nursing Stress Scale. The supervisor/peer attitude with the Perceived Stress Scale had a f test value of 10.527 with significance at 0.000%, and the supervisor/peer attitude with the Expanded Nursing Stress Scale had a f test value of 27.549 with significance at 0.000%.

The findings corroborate the hypothesis, indicating that nurses with unfavorable supervisor/peer interactions had greater levels of occupational stress. This conclusion is consistent with earlier studies demonstrating the influence of workplace connections on stress levels in healthcare practitioners. These findings underline the importance of work connections in molding nurses' well-being. Unfavorable interactions with supervisors and colleagues may produce a stressful work environment, resulting in emotional weariness, burnout, and low job satisfaction. This may have a severe impact on both nurses and patients, as stressed nurses may exhibit poorer focus, worse patient care quality, and greater turnover rates. Several possible reasons for this connection need additional investigation. Negative relationships between supervisors and peers may cause emotions of isolation, lack of support, and a perceived loss of control, all of which add to stress. Furthermore, aggressive or critical work situations may cause physiological stress reactions, such as elevated heart rate and cortisol levels, worsening stress symptoms.

**Hypothesis 3:** There is significant relationship between job stress level and Role Ambiguity among nurses (Accepted)

**Table 3: ANOVA test on job stress levels due to Role Ambiguity among the nurses**

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
<b>Perceived Stress Scale</b>	Between Groups	2288.750	10	228.875	15.277	.000
	Within Groups	3430.833	229	14.982		
	Total	5719.583	239			
<b>Expanded Nursing Stress Scale</b>	Between Groups	11220.833	10	1122.083	20.929	.000
	Within Groups	12277.500	229	53.614		
	Total	23498.333	239			

The aforementioned ANOVA table results show that there was a significant relationship between role ambiguity and both the expanded nursing stress scale and the perceived stress scale, with the former having a f test value of 15.277 and the latter having a f test value of 20.929 and significance at 0.000%.

This research looked at the link between position ambiguity and work stress among nurses, especially the influence on perceived stress and stress as assessed by the Expanded Nursing Stress Scale (ENSS). The data back up the idea that role ambiguity contributes considerably to higher occupational stress levels in nurses. These results show the negative effects of job ambiguity on nurses' well-being. Uncertainty and conflicting demands can lead to increased stress for nurses, hindering their ability to prioritise tasks and perform effectively.

Uncertainty regarding jobs may lead to taking on obligations beyond one's skills, resulting in workload overload and stress.

Uncertain work positions may lead to low job satisfaction and motivation, raising stress levels.

In conclusion, this research adds greatly to our knowledge of the negative impacts of position ambiguity on nurses' occupational stress. Recognizing this relationship emphasizes the necessity of developing clear and well-defined responsibilities in healthcare environments, which ultimately benefits both nurses and the quality of patient care.

Hypothesis 4: There is significant relationship between job stress level and to Role Overload among nurses (Accepted)

**Table 4: ANOVA test on job stress levels due to Role Overload among the nurses**

		Sum of Squares	df	Mean Square	F	Sig.
<b>Perceived Stress Scale</b>	Between Groups	1335.298	8	166.912	8.794	.000
	Within Groups	4384.286	231	18.980		
	Total	5719.583	239			
<b>Expanded Nursing Stress Scale</b>	Between Groups	11015.690	8	1376.961	25.482	.000
	Within Groups	12482.643	231	54.037		
	Total	23498.333	239			

According to the results of the ANOVA table above, there was a significant relationship between role overload and both the perceived stress scale (f test value = 8.680, significant at 0.000%) and the expanded nursing stress scale (f test value = 11.284, significant at 0.000%).

**Table 5: One-Sample Test on job stress levels due to Role Overload among the nurses**

	Test Value = 0					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
<b>Perceived Stress Scale</b>	86.955	239	.000	27.45833	26.8363	28.0804
<b>Expanded Nursing Stress Scale</b>	64.708	239	.000	41.41667	40.1558	42.6775
<b>Role Overload</b>	115.881	239	.000	21.12500	20.7659	21.4841

The one-sample t-test observed t-values for the Expanded Nursing Stress Scale (64.708), Role Overload (115.881), and Perceived Stress Scale (86.955), as well as the degrees of freedom (239) and statistical significance (p-value) (0.000).  $p < .01$  in this instance ( $p = .000$ ). Thus, it can be said that there are variations in the degree of job stress among nurses as a result of role overload.

The following are the significant conclusions from Tables 7 and 8.

The current research emphasizes the negative effects of role overload on nurses' well-being. Nurses who are overburdened with various obligations and feel pushed beyond their ability may be more prone to stress. This is consistent with earlier studies demonstrating the negative impact of role overload on nurses' mental and physical health, work satisfaction, and retention rates.

The large disparities identified in both standardized stress measures (PSS and ENSS) support this link. Nurses who reported greater degrees of role overload had higher scores on these measures, suggesting larger implications for their overall stress experience and professional well-being.

This research contributes to a growing body of data documenting the negative consequences of duty overload on nurses' work stress. Addressing this problem via comprehensive interventions is key for supporting the well-being and retention of this vital workforce in the healthcare system.

Hypothesis 5: There is significant relationship between job stress level and Co-workers among nurses (Accepted)

**Table 6: ANOVA test on job stress levels due to Co-workers among the nurses**

		Sum of Squares	df	Mean Square	F	Sig.
<b>Perceived Stress Scale</b>	Between Groups	1314.167	8	164.271	8.614	.000
	Within Groups	4405.417	231	19.071		
	Total	5719.583	239			
<b>Expanded Nursing Stress Scale</b>	Between Groups	11750.833	8	1468.854	28.883	.000
	Within Groups	11747.500	231	50.855		
	Total	23498.333	239			

According to the results of the ANOVA table above, coworkers who reported higher levels of perceived stress had f test values of 8.614% and 28.883%, respectively, with significant correlations with the Expanded Nursing Stress Scale and Perceived Stress Scale. These results suggest that coworkers had a significant relationship with both the Expanded Nursing Stress Scale and Perceived Stress Scale.

This research looked at the link between workplace stress and colleagues in nurses, especially their reported stress levels and possible stressors associated with coworker dynamics. The results support the idea that colleagues have a major influence on nurses' stress levels. The results are consistent with earlier studies demonstrating the impact of colleague interactions in nurses' workplace stress levels. Negative relationships, a lack of support, and difficult dynamics with coworkers may all lead to feelings of isolation, tiredness, and burnout. This research underlines the importance of treatments aimed at creating good and supportive work environments within nursing teams. This research offers convincing evidence that coworkers have a major impact on nurses' working stress. Healthcare organizations may build supportive work cultures that promote both professional well-being and excellent patient care by examining the particular elements at play and adopting tailored interventions.

**Hypothesis 6:** There is significant relationship between job stress level and Career and Performance factors among nurses (Accepted)

**Table 7: ANOVA test on job stress levels due to Career and Performance factors among the nurses**

		Sum of Squares	df	Mean Square	F	Sig.
<b>Perceived Stress Scale</b>	Between Groups	2377.917	11	216.174	14.749	.000
	Within Groups	3341.667	228	14.656		
	Total	5719.583	239			
<b>Expanded Nursing Stress Scale</b>	Between Groups	12784.167	11	1162.197	24.732	.000
	Within Groups	10714.167	228	46.992		
	Total	23498.333	239			

Career and Performance factors had a significant relationship with both the Perceived Stress Scale and the Expanded Nursing Stress Scale, according to the results of the above ANOVA table, where the f test value for the Career and Performance factors with the Perceived Stress Scale was 14.749 and the f test value for the Career and Performance factors with the Expanded Nursing Stress Scale was 24.732 with a significance level of 0.000%.

This research looked at the link between career and performance characteristics and work stress levels among nurses. The data show that these characteristics have a substantial influence on both the Perceived Stress Scale (PSS) and the Expanded Nursing Stress Scale (ENSS).

The results emphasize the need of addressing career and performance stressors in order to enhance nurses' well-being and minimize occupational stress. To encourage job security and career advancement, nurses should implement rules and procedures, provide frequent feedback and chances for professional progress, and create a supportive work environment that appreciates their contributions.

The current results are consistent with earlier studies emphasizing the negative impact of career and performance expectations on nurses' well-being. Concerns about work stability, development prospects, performance reviews, and a perceived lack of acknowledgment may all add to stress, affecting both physical and emotional well-being. This research found that career and performance criteria had a substantial impact on occupational stress among nurses. Addressing these issues via a variety of ways may boost their well-being and create a more happy and productive workplace.

## 7. Conclusion

Job stress in contemporary society may result in a range of health issues, both physical and mental, which ultimately contribute to decreased productivity and increased expenses for organizations. Several studies have focused specifically on the working classes, nurses, midwives, teachers, and the principal. The objective of this research was to examine the many variables that contribute to job-related stress among nurses. The results present persuasive evidence that certain crucial factors have a major influence on stress levels, providing vital insights for enhancing the well-being of nurses and establishing a more supportive work environment.

Work Overload, Supervisor/Peer Attitude, Role Ambiguity, Role Overload, Co-workers, and Career & Performance variables were shown to have strong correlations with perceived stress and workplace stress, as particularly assessed for nurses. This underscores the complex and diverse character of the work-related stress that nurses encounter.

The findings consistently demonstrate statistically significant variations in stress levels depending on each examined component. This underscores the need for all-encompassing therapies that target different stressors in order to efficiently diminish total occupational stress in nurses.

Significant fluctuations were seen in both overall stress levels (measured by the Perceived Stress Scale, PSS) and stress specifically related to nursing (measured by the Nursing-Specific Stress Scale, ENSS). This highlights the intricate nature of stress encountered by nurses and emphasises the need of using thorough stress assessments in future studies.

This research emphasizes the imperative need to tackle diverse issues that contribute to occupational stress among nurses. Through the implementation of focused interventions and the cultivation of a nurturing work environment, we may establish a more gratifying and enduring professional trajectory for nurses, eventually resulting in enhanced healthcare outcomes for patients. According to Stamper and Johlke (2003), management support may either decrease or raise stress levels in nurses. This support from the organization functions as a buffer and has a good effect on lowering work-related stress in workers. In a study conducted by Rose (2003), it was shown that increased levels of stress in the work environment lead to a drop in workers' desire to perform better in their employment. This is due to the demoralizing effect of stress on employees' thinking and their reduced inclination to work effectively. Undoubtedly, stress is essential for enhancing employee performance, but only to a limited extent. In this research, the workers consistently carry out their job responsibilities. However, their performance diminishes as a result of excessive workloads and time limitations.

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