A STUDY TO ASSESS THE LEVEL OF JOB STRESS AND ITS EFFECT ON JOB PERFORMANCE AMONG STAFF NURSES WORKING IN SELECTED HOSPITALS, HUBLI, WITH THE VIEW TO DEVELOP AN INFORMATION BOOKLET

Harish Kurandawad

Msc (nursing). Medical Surgical Nursing. (CTVS) KLE'S institute of nursing sciences, Hubli. Nursing tutor/ clinical instructor. College of Nursing, IMS, BHU. Varanasi. (Banaras Hindu University).

INTERNATIONAL JOURNAL
OF PURE MEDICAL RESEARCH

ABSTRACT
Nurses are no doubt the prime care givers who undergo tremendous stress. The comprehensive nursing care activities, workload, time pressure, emotional problems and are some of the sources of stress for nurses. The aim of the study was assess the level of job stress and its effects on job performance among staff nurses, with the view to develop an information booklet. Objectives, to assess the level of job stress among staff nurses, to assess the effect of job stress on job performance among staff nurses, to find out correlation between the level of job stress and job performance among staff nurses, to find out association between level of job stress and job performance among staff nurses with their selected demographic variables. Method 60 staff nurses are selected in selected hospitals Hubli, India, through non-probability purposive sampling technique. Data was collected by stress rating scale, structured job performance questionnaires. The data was analyzed by descriptive statistics and inferential statistics. Result of overall stress ratting scores of the staff nurses revealed that majority of staff nurses 41(68.33%) had moderate stress, 14(23.33%) had mild stress, 05(08.33%) had severe stress. Whereas in job performance questionnaire majority of staff nurses 34(56.66%) had moderate performance, 16(26.66%) had high performance and 10(16.88%) had low performance. Hence it is evident that most of the staff nurses are moderately stressed and moderately job performer, so maintenance of job stress is necessary for the better job performance for the nurses, it in turns to influence the quality of care to the patient also health side effects to the staff nurses.

INTRODUCTION
"Give your stress wings and let it fly away":- Terri Guillem
Stress has been a growing concern among health care professional especially nurses, every day the nurse confronts stark suffering, grief and death. Stress results in absence from work and high nursing turnover which leads to a lack in continuity of care, many study conducted among nurses have revealed that stress effects the level of job performance and in turn if influence the quality of care. Hence, it was found necessary to assess the level of stress and its effect on job performance, therefore a descriptive study was conducted "to assess the level of job stress and its effect on job performance among staff nurses working in selected hospitals, Hubli. with the view to develop an information booklet".

"Hans Selye" is the foremost researcher who introduced stress in life science. Originally, it was conceived as pressure from the environment, then as strain within the person. The generally accepted definition today is one of the interactions between the situation and the individual. It is the psychological and physical state that results when the resources of the individual are not sufficient to cope with the demands and pressures of the situation. Thus, stress is more likely in some situations than others and in some individuals than others.2 Stress may be acute or chronic in nature, It

exists in different forms. It may be psychological, emotional, social, occupation or job related.3 Stress has been considered as one of the major factors in work organization.1 Stress experienced by workers at work is called job stress. A few number of factors such as poor working condition, excessive work load, shift work, long hours of work, role ambiguity, role conflicts, poor relationships with the boss, colleagues or subordinate officers, risk and danger, to mention a few.3

NEED FOR THE STUDY
It's not stress that kills us, it is our reaction to it :- Dr. Hans Selye.
Job stress could be as a result of a number of factors, which can be broadly classified into (1) external factors relating to organization and work-family conflicts, and (2) internal factors.

Figure 1: External factors are well described by Cooper and Marshall's sources of stress.

Organisational factors: -Stress could be due to factors intrinsic to the job, such as poor physical working conditions, work overload or time pressures. Often, one's role in the organization and the ambiguity associated with the job resulting from inadequate information concerning expectations, authority and responsibilities to perform one's role as well as the conflict that arises from the demands placed on the individual by superiors, peers and subordinates could also result in stress.

Cary Cooper and Judi Marshall:- Additional sources of stress documented in the ASSET model include the impact a person's working life has on their life outside of work (work-life balance), the amount of satisfaction people derive from their work, the degree of control and autonomy people have in the work place, and the levels of commitment in the work place both from the employee to the organization and from the organization to the employee.

Work family interaction:- Work and family integration can result in both negative (i.e., work-family conflict) and positive interactions (i.e., work-family enrichment). Work-family conflict and work-family enrichment can occur in either direction - "work-to-family or family-to-work". Work demands, family demands and work flexibility are recognized to be important determinants of the work- family interaction.

Personality: Besides external factors, there are internal factors too that can cause stress, like the age of the individual, sex, education and a personality that is deemed Type A or inherently stressful.4

Certain responses indicate the presence of job stress in an individual, or group. It may manifest by the presence of headache, sleep disturbances, difficulty in concentration, short temper, upset stomach, job dissatisfaction and low morale. Other manifestations or indications of presence of job stress include muscular tensions and ache, tightness in the chest, high blood pressure, heart problems, snapping and arguing with others, aggressive or hostile behaviour, blaming others or administration for stress, absenteeism and high staff on job turnover. The above manifestations can be clearly observed in hospital nursing staff, which may have negative effects on their health, personal and work behaviours.[3]

REVIEW OF LITERATURE
A descriptive correlation study was conducted to find out Relationship betweenjobstresslevel and coping strategies used by Hong Kong nursesworking in an acute surgical unit, Data was collected from 98 Hong Kong surgical nurses using the Nursing Stress Scale and the Jalowiec Coping Scale, study revealed that workload (M = 15.36), lack of support (M = 13.32), and inadequate preparation (M = 12.33) are the most common stressors for Hong Kong surgical nurses. The most frequent strategies used by nurses to cope with stress can be characterized as evasive (M = 19.23), confrontive (M = 17.46), and optimistic (M = 15.81), all of which are also rated as the most effective strategies in reducing stress levels.[5]

A correlation study was conducted on Occupational stress,jobsatisfaction andjobperformanceamong 333 nurses from four hospitals in Kampala, Uganda. A questionnaire used to measuring occupational stress, job satisfaction and job performance, data were analyzed using descriptive statistics and ANOVA. The result reveals that there were significant differences in levels of occupational stress, job satisfaction and job performance between public and private not-for-profit hospitals, nursing experience and number of children. The study concluded that Organizational differences between public and private not-for-profit hospitals influence the study variables.[6]

A cross sectional study was conducted on the effect of stress on job performance of nurse employees at Mangalore. Study used simple random sampling method to include 50 staff nurses who had two years of experiences and data were collected through questionnaire method. Findings of the study revealed that, nurses had frequent stress due to work (54.45%) and stress level due to interpersonal relationship at work was moderate (39.5%). Further stress due to work is significantly contributed by the factor such as shortage of staff, dealing with difficult doctors, dealing with difficult patients, patients sufferings, risk posed by the contact with patients and demand of patients.[7]

STATEMENT OF THE PROBLEM
"A study to assess the level of job stress and its effect on job performance among staff nurses working in selected hospitals, Hubli, with the view to develop an information booklet".
Material and Methods

Research design: The research design selected for present study was non-experimental descriptive research design

Variables:
Independent Variables: Level of job stress among staff nurses, Effect's on job performance among staff nurses.

Attribute variables: socio-demographic variables such as age, gender, educational qualification, work experience, and in-service education regarding stress management.

Setting of the study: The area selected for the data collection was three hospitals that is Life line 24X7 hospital, Vivekananda Hospital, Sushruth Hospital, Hubli.

Population: Population of the study is staff nurses working in selected hospitals, Hubli. Karnataka.

Sample and Sampling Technique:- 60 staff nurses who fulfil the selection criteria were selected as samples for the study

Sampling technique :-The sampling technique used for study was non-probability purposive sampling technique.

Criteria for Selection of Samples:
Inclusive criteria: All staff nurses who;
•   have completed their basic nursing education (diploma and degree) and presently Working in hospital.
•   were available at the time of data collection.
•   were willing to participate in the study.

Exclusion Criteria: All the staff nurses who were;
•   sick at the time of data collection.
•   at the level of manager/supervisor/administration.

Sampling technique:
In this study non-probability purposive sampling technique was used to select the samples based on inclusive and exclusive criteria.

Sample size: The sample size for the present study was 60 staff nurses**.**

Development of the tool:
After an extensive review of literature and discussion with the experts in the field of nursing and psychiatry, stress rating scale item and structured job performance questionnaire were developed by the researcher and validated.

Reliability:
•   Reliability for the study tool was done by using test-retest method and applying Karl Pearson's correlation coefficient formula.
•   Correlation coefficient of stress rating scale items was **r= 0.70** and structured job performance questionnaire was **r=0.76** This indicates tools were reliable.

Procedure for data collection:
Formal permission to conduct study was obtained from the concerned authorities. The study was conducted from 17/09/2012 to15/10/2012. With 60 staff nurses selected as samples using purposive-sampling technique. After introducing about self and purpose of the study, written consent from the samples was obtained assuring maximum anonymity, investigator was obtained data by administering stress rating scale items and structured job performance questionnaire.

Plan for data analysis:
The data analysis was planned to include descriptive and inferential statistics.

Descriptive statistics: Mean, mean percentage and standard deviation was used to describe level of job stress and it's effect on job performance.

Inferential statistics:- Karl pearson's coefficient of correlation to measure the correlation between level of job stress and job performance. Chi square test to measure the association between the level of job stress and job performance among staff nurses with their selected demographic variables. Chi square test to measure the association between the job performance of staff nurses with their selected demographic variables.

Results & Discussion
The overall stress ratting scores of the staff nurses revealed that majority of staff nurses 41(68.33%) had moderate stress, 14(23.33%) had mild stress and 05(08.33%) had sever stress. Whereas in job

performance questionnaire majority of staff nurses 34(56.66%) had moderate performance, 16(26.66%) had high performance and 10(16.88%) had low performance. The obtained Karl Pearson's r value 0.25 indicates the existence of positive correlation between knowledge and practice score. The calculated chi-square value for level of job stress and job performance with selected socio-demographic variables revealed that there was statistical association for variables that is working hour of the staff nurses and type of family respectively and no statistical association for one variable that is source of information.

Conclusion:

The present study assessed that level of job stress and its effects on job performance among staff nurses. The overall staff nurses are moderately stressed and moderately job performer, The result revealed that there is a positive correlation between the level of job stress and job performance. The study concluded that there is association between level of job stress and socio-demographical variable, that is working hour of the staff nurses. And also there is association between job performance and socio-demographical variable that is type of family.

Reference

1) Jayashree N, factors influencing stress and coping strategies among the degree college students of dharwad city Karnataka. [online] 2008. [cited on 2011 Nov 20] Available on URL: http:www.etd.uasd.edu9658.pdf.

2) Morgan CT. Introduction to psychology. 7th ed. New Delhi, India: Tata McGraw-Hill Publication Company; 2007. Pag no-321-24.

3) Kamla R. Effect of job stress on health, personal and work behavior of nurses in public hospitals, [online] 2008; [cited on 2011 nov 20]. Available on URL: http://www.krepublishers.com/02-journals/s-em/em-02-0-000-08-web /em02-2-000-08-abst-pdf/em-02-2-143-08-040-mojoyinola-j-k/em-02-2-143-08-040-mojoyinola-j-k-tk.pdf.

4) Gupt A. chandwani R. Job stress and performance. [online]. [cited on 2012 dec 5] Available on URL:http://tejasiimb.org /articles/24.php.

5) Ulrich CM, Taylor C, Soeken K, O'Donnell P, Farrar A, Danis M, Grady C. Everyday ethics: ethical issues andstressin nursing practice. [online] 2010 Aug 23; [cited on 2013 dec 23] Available on URL: http://www.ncbi.nlm.nih.gov/ pubmed.

6) Nabirye RC, Brown KC, PryorER, MaplesEH. Occupational stress, job satisfaction andjobperformanceamong hospitalnursesin Kampala, Uganda. [online] 2011 Aug 1; [cited on 2012 dec 23]Available on URL: .

7) Sonail sinha " M.H.A. Sanjeev B. Ral M.D. Suresh Sucharitha M.Sc. A study on the effect of stress on performance of nurse employees in a selected hospital. [online] 2009 [cited on 2010 dec 23] Available on URL: http://www.munar journal of medical science and research.com