

Effects of Occupational Stress Among Health Care Workers Towards Effective Healthcare Delivery in General Hospital Katsina, Katsina State, Nigeria

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ABSTRACT

The study is to examine overall occupational stress, its causes, outcomes and possible solutions and in particular, find out the level of occupational stress in workers of General Hospital Katsina. Occupational stress is health hazard to the individual worker both physically and psychologically. It equally has deleterious effects on organizations and even nations in terms of productivity and financial losses. Occupational stress is common in all occupations but if it is unchecked in the healthcare system, that could even be more disastrous for any nation. The issue is that, there are indications of above average occupational stress in some Nigeria healthcare workers; but exactly how much of occupational stress is being experienced? Which stressors are the most common and what stress reduction strategies are commonly adopted by victims? A non-probability sampling technique was used. Questionnaire were administered to a sample of 40 workers from the findings, majority of the workers' studies said decrease staff number is the major cause of stress. In conclusion, recommendations were forwarded that there is need to increase the number of staff in order to reduce the work load.

Keywords: Hospital, Occupational Stress, Health Care Workers, Healthcare Delivery

1.0 INTRODUCTION

Modern life is full of harassment, deadlines, frustrations and demands. For many people, stress is so common place that it has become a way of life. Stress is a very common neurological issue that is strongly related to confusion, impaired thinking abilities, increased anxiety level and increased mental pressure (Urbnetto, et al, 2011). According to Carlson et al. (2006) stress is a pattern of Psychological, behavioral, emotional and cognitive response to real or imagined stimuli that are perceived as perverting a goal endangering or a threatening situation.

A certain amount of stress can motivate, empower and enthuses staff, thereby enhancing the caring process. Illness stress may be experienced as a state and not an exposure to a wide range of invoke demands and which can contribute to an equally wide range of outcomes that may affect the employees' health, behavior and lifestyle (Constantin dis, 2010). The collection of circumstances that lead to stress include a high demanding job with poor support, rapidly changing circumstances, shortage of resources and staff dealing with death and dying (Chang et al, 2005). Healthcare workers are more prone to stress and professional burn-out because they are responsible for human lives and their action or nevertheless could lead to loss of life, since stress is a compacted phenomenon, one can never be too confident and decisive regarding stress sources, regardless of workplace related emotional disorder and could have a negative impact on healthcare providers, nature of the professions, workplace anxiety, interaction and lack of support.

Some of the research articles named shown that undiagnosed stress level can increase the risk of cardiovascular disease, respiratory diseases, disability, poor functioning of organs and death (Ho, Change

Slith and Liang, 2009). In order to witness a tremendous achievement in terms of health care provision, the issue of stress among healthcare workers needs to be addressed. This study therefore seeks to find out the effects of occupational stress among healthcare workers towards effective healthcare delivery in General Hospital Katsina.

Statement of the Problem

National Institution for occupational safety and health (2008) stressed that the inefficiency of healthcare providers in their services is attributed to stress. Working as a healthcare provider is attributed to underfunding, outdated and ineffective healthcare facilities poor staffing and inadequate working equipment's, all these factors are associated to stress in Nigeria. Majority of the healthcare workers are working under a very harsh and uncondusive environment which leads to poor services to General Hospital Katsina which is attributed to almost all the causes of stress such as poor working environment, lack of healthcare facilities, lack of support, dilapidated system, chronic under finding e.t.c and also quite a number of patients are dying as a result of infective services. These factors necessitate the conduction of this study to find out the effects of occupational stress among healthcare workers towards effective healthcare delivery in General Hospital, Katsina.

Research Questions

1. What is the overall nature of occupational stress?
2. What is the level of occupational stress among healthcare workers in general hospital, Katsina?
3. What are the causes of stress among health care workers in General Hospital Katsina?
4. What are the strategies employed in reducing stress among healthcare workers in General Hospital Katsina?
5. What are the strategies adopted by management to mitigate stress?

LITERATURE REVIEW

The number of definitions with regard to stress elaborates different people's perception of the term, this shows that individuals may have different causes of stress to them. Stress may be caused by exposure to a variety of work demands which can contribute to an equally wide range of outcomes, which may affect the employees' health which can be an illness, injury, or changes in their behavior and in festhyle (Monstaka and Constantinidies, 2010). Being exposed to stress for too long, may lower person's efficiency and could trigger negative consequences on one's health or family and social life, Nevertheless not every manifestation of stress is always workplace stress. Working conditions all over the world have changed rapidly due to ongoing industrialization, globalization and the revolution in information technology. Traditionally, it is perceived that physical hazards are associated with work condition such as exposure to toxins, noise, dangerous heights, or poorly designed machinery are among the factors of this change. However, emerging from rapid modernization, Psychosocial elements in the work environment are influencing work in ways that negatively affect well-being (Zoeckler, 2017).

Stress is a popular concept consisting of complete exhaustion. Stress can be defined as poor response people have in respect to their environment. Occupational stress is recognized all over the world as a major challenge to worker's health (Charge et al; 2011). Stressed and the nature of the stressors and their relationship with overall stress process is what differentiate occupational stress with other types of stress. At health care institutions health workers are approached with different work tasks such as poor working conditions and stressful situations which are mare weekly to occupational stress (Tummers et al, 2002).

Stress lead to burnout of healthcare workers, Burnout is another effect of stress with clear implications for healthcare providers, organizations and patients (George hospital, 2013) Burnout is a general feeling of exhausting that develops when an individual experience too much pressure and has too fear sources of satisfaction. The most likely effects of Burnout include stress, fatigue, frustration and helplessness under the burden of over welding demands (Amalu and Uche, 2002). There are differences in undergoing causes / sources and triggers for everyone. However, some workplace factors are more likely to lead to stress work ward lack of managerial support and threats lack of incentives and job security, violence and bullying has been reported to be the major sources of work related stress (Paul, 2013).

Specifically, interpersonal conflicts such as those with patients, supervisors and colleagues account for a large part of the stress among medical workers (Hirokan, Taniguchi, Tsuchiya & Kwakami, 2012). Piko (2003) investigated the relative effects of social demographics social work-economic factors and some variables of psycho-social work environment on the psychosomatic health of female Hungarian nurses. The participants were registered Nurses drawn from public hospitals. The study reveals that the frequency of stressful situation and emotionally provoking problems and significant factors to psychometric health complaints. Various studies reviewed, point to the fact that job stress has adverse effects on physical health, mental health, personal and work behavior of nurses.

2.0 MATERIALS AND METHODS

Survey design was adopted for this study in which questionnaires were used to collect data from the respondents, a total number of sixty (60) staff, out of 100 Healthcare workers of General Hospital Katsina were sampled out and administered with a questionnaire the data was presented and analyzed using, frequency and percentages. The primary data were analyzed using percentage method Responses were tabulated for clear understanding Out of a total of sixty questionnaires administered only fifty were filled and returned, giving a retrieval rate of 83.3%.

3.0 RESULTS

Data Presentation and Analysis

The primary data were analyzed using percentage method Responses were tabulated for clear understanding A total of sixty questionnaires were administered but only fifty were filled and returned.

Table 1 Respondents profession in the Study

| Variables | Frequency | Percentage |
|------------------|------------------|-------------------|
| Nurses | 30 | 60% |
| Doctors | 15 | 30% |
| Pharmacists | 5 | 10% |
| Total | 50 | 100% |

Table 1 shows that 30 (60%) of the respondents are nurses, 15 (30%) of the respondents are medical Doctors while 5 (10%) of the respondents are pharmacists.

Table 2. Respondents view on stressfulness of the job.

| Variable | Frequency | Percentage |
|-------------------|------------------|-------------------|
| Very stressed | 35 | 70% |
| Slightly stressed | 15 | 30% |
| Not stressed | 0 | 0% |
| Total | 50 | 100% |

Table 2 shows that 35 (70%) of the respondents considered their job very stressful is 15 (30%) viewed it as slightly stressful while none of the respondents indicated that the work is not stressful. This shows that as healthcare worker in General Hospital, Katsina the job is very stressful and it would extremely affect the productivity of the works

Table 3. Source of stress at work

| Variables | Frequency | Percentage |
|-------------------------|-----------|------------|
| Working Hours | 15 | 30% |
| Working conditions | 20 | 40% |
| Organization policies | 0 | 0% |
| Emergency Situations | 5 | 10% |
| Staff attitude | 0 | 0% |
| Obsolete / Insufficient | 5 | 10% |
| Others | 5 | 10% |
| Total | 50 | 100% |

Table 3 shows that 20 (40%) of the respondents are stressed to the condition of the work, is 15 (30%) of the respondents agreed that working hours caused stress at work 5(10%) of the respondents are stressed due to emergency situations, another 5 (10%) of the respondents believed that other factors caused stress none of the respondents believed that organizational policies, staff attitude caused stress.

Table 4. Effects of occupational stress

| Variable | Frequency | Percentage |
|-----------------------|-----------|------------|
| Headache | 5 | 10% |
| Poor Concentration | 15 | 30% |
| Loss of work interest | 20 | 40% |
| Less productive | 10 | 20% |
| Others | 0 | 0% |
| Total | 50 | 100 |

Table 4 shows that majority of the respondents 40% agreed that occupational stress leads to loss of work interest, 30% of the respondents agreed that poor concentration is the major effect of occupational stress, 20% believes that the effect of occupational stress is that the workers will be less productive, 10% of the respondents agreed that the effect is headache while none of the respondents suggest for other effect of occupational stress.

Table 5. Strategies for making occupational stress

| Variable | Frequency | Percentage |
|---|-----------|------------|
| Salary Increase | 10 | 20% |
| Reduction of work overload | 15 | 30% |
| Increase of labour force | 10 | 20% |
| Workshop and seminars | 5 | 10% |
| Conducive and well equipped working environment | 10 | 20% |
| Total | 50 | 100% |

Table 5 shows that majority of the respondents 15 (30%) agreed that reduction of work overload will reduce occupational stress, 10 (20%) believed that salary increase will reduce stress, Another 10 (20%) agreed that increase of labour force will reduce occupational stress 10 (20%) also believed that conducive and well equipped working environment will reduce working stress.

4.0 DISCUSSION OF THE FINDINGS

The study revealed that majority of healthcare workers find their job very stressful and the majority of them agreed that their stress. Due to occupational stress among healthcare workers the study revealed that majority of the respondents believed that reduction of work overload can be adopted as a strategy to manage occupational stress.

5.0 CONCLUSION

It can be observed from the findings that occupational stress is a huge problem in General hospital Katsina among healthcare. The stress among those workers leads to loss of interest in the work leading to poor service delivery to patients and ineffective healthcare system. It is interesting to note that reduction of work overload will reduce occupational stress among healthcare work.

RECOMMENDATIONS

Based on the findings from the respondent's occupational stress have greater impacts among healthcare workers and their productivity. The following recommendations have been made

1. Healthcare workers should try to manage occupational stress by developing some measures such as adequate sleeping on free time, eating good food, participating in sports etc.
2. The stakeholders in healthcare institution should try to understand the causes of stress among their employees for proper action.
3. The management of the hospital should ensure that workloads reflected capabilities and resources available.
4. The Government should ensure that the hospitals are well equipped, latest technologies for healthcare services should be provided.
5. Provision of employment opportunities to qualified healthcare workers regularly so as to reduce work overload on healthcare workers.

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