

Abstract

This research was done to study the impact of occupational stress on work performance of nursing officers at Base Hospitals in Kalmunai RDHS region. Occupational stress is the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Work performance is the overall expected value from employees' behaviours carried out over the course of a set period of time

This was a descriptive cross sectional study conducted through structured self-administered questionnaire with five point Likert scale. Randomly selected 196 nursing officers from randomly selected Base Hospitals in Kalmunai RDHS region were studied. The occupational stress was studied and analysed based on six variables: demand, control, support, relationship, role and change. Performance was considered under task performance and contextual performance. Data were analysed with Statistical Package for the Social Sciences 21.0.

Study findings revealed that all of the variables of occupational stress revealed significant correlation with the performance. Demand had negative correlation ($r = -0.483$) with performance and control ($r = 0.510$), support ($r = 0.469$), relationship ($r = 0.457$), role ($r = 0.712$) and change ($r = 0.553$) showed positive correlation with performance.

Correlation between occupational stress and performance among the nursing officers was high ($r = 0.785$). The R square value is 0.617, which means 61.7% of the variation in performance can be explained by demand, control, support, relationship, role and change. Among them demand, role and change had significant influence on performance at 0.05 level of significance. Even though control, support and relationship had significant correlation with performance, the variables didn't influence significantly on performance.

These findings could be used by hospital administrators and second line managers to mitigate or avoid the occupational stress among nursing officers. This

will consequently help to increase the performance of nursing officers. There are more than hundred categories of staff in state health sector of Sri Lanka. They are having different educational and professional backgrounds. The influencing factors for occupational stress and their impact on performance can be explained in further studies among the other categories and the findings can be used to improve the performance in health sector to provide quality service with limited resources.

Keywords: demand, control, support, relationship, role, change, occupational stress, work performance.