

Effect of Workplace Stress on Job Performance and Satisfaction Among Private Hospital Healthcare Professionals in Nigeria

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A Study of the Holy Rosary Specialist Hospital and Maternity, Waterside, Onitsha.

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ABSTRACT

The primary aim of this research paper was to investigate the effect of workplace stress on job performance and job satisfaction among healthcare professionals working in private hospitals in Nigeria. The study specifically focused on Holy Rosary Specialist Hospital and Maternity, Waterside, Onitsha, Anambra State. The specific objectives of the study were threefold: first, to examine the primary sources of workplace stress among healthcare professionals at Holy Rosary Specialist Hospital and Maternity, Waterside, Onitsha; second, to assess the extent to which workplace stress affects job satisfaction among healthcare professionals in the same hospital; and third, to evaluate the impact of workplace stress on job performance of healthcare professionals at Holy Rosary Specialist Hospital and Maternity, Onitsha. To guide the research, three research questions and corresponding hypotheses were formulated. The study adopted a survey research design. The total population of the study was 130 healthcare professionals, and due to the manageable size of the population, the entire group was included in the study. A structured questionnaire was administered to all respondents to gather data on their perceptions regarding the impact of workplace stress in their hospital environment. Data collected were analyzed using Pearson correlation coefficient and regression analysis to determine the significance of the relationship between workplace stress and job satisfaction, as well as job performance. The findings revealed a positive but weak relationship between workplace stress, job satisfaction, and job performance. Based on these findings, the study recommended that hospital management should implement policies that promote employee well-being, including adequate remuneration, stress management training, employee recognition programs, and fostering a positive work environment with open communication.

Keywords: Workplace, Stress, Job Satisfaction, Performance, Healthcare professionals

INTRODUCTION

Work life is filled with a never ending array of challenges. It is all about a struggle to live. Living becomes therefore a striving to attain life ambitions. In the process of the struggles to live, people become confronted with streams and barges of life's demands (Anazodo, Onyeizugbe & Agbionu, 2012).

Job life is one of the important parts of our daily lives which cause a great deal of stress.

Workplace stress have been a growing concern in the healthcare sector, particularly in Nigeria. Contemporary studies have shown that healthcare professionals experience high levels of stress which can negatively affect their well-being, Job Satisfaction, and performance.

Healthcare profession is overwhelmingly demanding, with medical practitioners often exposed to high levels of stress due to the critical nature of patients care (Nwobodo, Ep, etal, 2023).

The major stressors in the Nigerian private hospitals may include; work overload and long hours, inadequate

resources, poor work environment, job demands and expectations, personal life and work life balance, organizational factors, career development and job security, among others.

Workplace stress refers to the physical, emotional and psychological strain experienced by individuals in response to work-related demands and pressures. According to Lazarus and Folkman (1984), workplace stress occurs when individuals perceive a threat or challenge, and lack the resources to manage it. Studies have shown that workplace stress can lead to burnout, decreased productivity, and poor health outcomes (Maslach & Jackson, 1981).

Job Satisfaction refers to an individual's positive or negative feelings towards their job. Job satisfaction is influenced by factors such as job content suspension, and work environment. Research has shown that job satisfaction is positively correlated with employee engagement productivity and organizational commitment (Hackman & Oldham, 1976).

Performance on the other hand is seen as an individual's ability to carry out job responsibilities effectively and efficiently. Campbell (1990), observed that performance is influenced by factors such as motivation, ability, and work environment. Studies have shown that workplace stress can negatively impact performance, leading to decreased productivity and poor quality of work (Barkker & Demerouti 2018).

Healthcare professionals, including doctors, nurses and other medical staff, play a critical role in delivering healthcare services to the people. According to World Health Organization (2010), healthcare professionals are essential for ensuring the quality and safety of healthcare service. Shanafelt et al, (2015), observed that healthcare professionals experience high levels of workplace stress, which can negatively affect their well-being and job satisfaction. Adu & Chenge (2024), posit that in recent systematic review on the prevalence of psychosocial stress and its risk factors among healthcare professionals in Nigeria, Psychosocial stress was prevalent in load (67.72%), lack of resources (62.4%) and poor communication (50.37%), while most frequent health outcome was headache, with neck and back pain affecting (73.26%) of individuals.

Alao, Obimakakinde, & Ogunbode (2022), opined that workplace stress can lead to burnout, decreased productivity, and poor patient care. The high stress environment in which medical practioners operate in private hospitals in Nigeria is of a growing concern. The challenges are compounded by factors such as heavy workloads, pressure from the hospital owners, inadequate resources, and insufficient remuneration.

The absence of effective stress management practices exacerbate these issues, yet little is known about the strategies currently employed by Nigerian medical practitioners for their effectiveness (De Hert, 2020).

In Nigeria, research has identified various sources of workplace stress in healthcare settings, including heavy work load, lack of resources, poor management and conflicts with colleagues (Okonkwo, Ifediora,& Nnaemezie, (2023). These lead to dissatisfaction, absenteeism and turnover.

Ebeh and Onwuamaegbu (2023) in their study found that job stress significantly impacts the psychological wellbeing of medical doctors and nurses, and other health practitioners in Nigeria. Nwobodo, Arturo's & Struckcinskiene (2023) emphasized the importance of effective stress management strategies in healthcare organizations. Adeolu, Yusuf, & Popoola (2016), and Nwosu (2021), observed that the high prevalence of stress and burn out among physicians, negatively impacts their well-being and service delivery. According to Report, the ratio of doctor to patient in Nigeria is 1:5000. This significantly deviates from World Health Organization (WHO) recommendations, heightening burnout risks (Nwosu & Ossai, 2021). Akin Otiko et al. (2024), highlighted the need for stress management strategies to improve job satisfaction and performance among healthcare professionals.

Despite the well-known consequences of stress, there is limited data on how workplace stress affect job satisfaction and performance of healthcare professionals in private hospitals in Nigeria.

This study therefore intends to fill this gap by investigating the effect of workplace stress on job satisfaction and job performance of healthcare professionals in Nigeria Private Hospitals, using the Holy Rosary Specialist

Hospital and Maternity Waterside Onitsha, Anambra State, as a study.

Statement of the Problem:

Healthcare professionals in Nigeria private hospitals operate in environment that are often challenging and characterized by high levels of stress, and pressure. The hospitals face significant challenges including inadequate resources, heavy patient workloads, and complex inter personal dynamics among healthcare professionals. These stressors can have severe consequences such as decreased job satisfaction, absenteeism, turnover, reduced productivity, poor work performance etc.

The specific impact of these stressors on key performance indicators such as the quality of patient care, team work, work efficiency, job satisfaction remain largely unexplored.

Despite the well-known consequence of stress, there is limited data on the effect of workplace stress on medical professionals in private hospitals in Nigeria and how they manage stress. Early dictation of stress on healthcare professionals is crucial to mitigate adverse effect on individuals, families and patients, job performance and job satisfaction of health professionals.

This study therefore aimed to investigate the effect of workplace stress on Job satisfaction and job performance of healthcare professionals in Nigeria private hospitals, a study of Holy Rosary Hospital and Maternity, Waterside, Onitsha, Anambra State.

Objectives of the Study are:

To identify the work place stressors in the Holy Rosary Specialist Hospital and Maternity, waterside, Onitsha.

To investigate the extent to which workplace stress affect job satisfaction among healthcare professionals at Holy Rosary specialist hospital and maternity waterside Onitsha, Anambra State, Nigeria.

To evaluate the effect of workplace stress on performance of healthcare professionals at Holy Rosary specialist hospital and maternity waterside, Onitsha, Anambra state.

Research Questions

What are the major workplace stressors that affect healthcare professionals in the Holy Rosary Specialist Hospital and Maternity, waterside onitsha?

To what extent does workplace stress affect job satisfaction of healthcare professionals at the Holy Rosary specialist hospital and maternity waterside, Onitsha?

How does workplace stress affect performance of healthcare professionals at the Holy Rosary specialist hospital and maternity waterside Onitsha?

Hypotheses

Ho: There is no significant relationship between workplace stress and job satisfaction among healthcare professionals at Holy Rosary Specialist Hospital and Maternity, Onitsha Anambra State, Nigeria.

Ho: workplace stress has no significant effect on job performance among healthcare professionals at Holy Rosary Hospital and Maternity, Onitsha.

Area of Study

Holy Rosary specialist Hospital is one of the private hospitals located in Onitsha, Anambra State, Nigeria. It is owned by the Basilica of the most Holy Trinity Catholic Church in Onitsha, Anambra state. In other words, it

is a mission hospital. It is located near the river Niger in onitsha. The hospital is divided into sections with specialist doctors manning some of the sections. The hospital is well equipped by both the church and the former Governor of Anambra state, Mr Peter Obi. It is one of the best private hospitals in Anambra State.

METHODOLOGY

Survey research design was adopted for the study. The reason for adopting survey research design is because the study intended to involve the respondents in the research process through the collection of data with the aid of structured questionnaire, which contained the variables to be investigated.

Population of the Study

The population of the study comprised all the medical professionals at the Holy Rosary Specialist Hospital and Maternity Onitsha, Anambra State, Nigeria, which has a total of 130 health professionals. The sample size used for the study was the whole population because the size is quite Manageable .

TABLE 1

Category of healthcare professionals	Total Number
Doctors	15
Pharmacists	3
Nurse/Midwives	95
Medical Laboratory Scientists / Technician	13
Radiographer / Sonographer	4
Total	130

Sampling Technique

Stratified sampling technique was used in the study. This is because it is a process in which heterogeneous populations divided into subgroups or strata for the purpose of obtaining a greater degree of representatives, thus decreasing the probable sample error.

Instrument for data Collection:

Data were collected using structured questionnaire. The questionnaire components include: Strongly Agree which is rated 5 points, Agree 4 points, Disagree 3 points, strongly disagree 2 points and undecided 1 point. The questionnaire was divided into two sections: Demographic and the variables in the research questions. Two research assistants were used in the distribution and collection of questionnaire. The data collected were analyzed to understand how workplace stress affect healthcare professionals in Private hospitals in Nigeria

Method of data Analysis:

The data collected from the respondents were analyzed using descriptive and inferential statistics, using the statistical package for social science (SPSS). The weight attached to the five point scale was employed to compute the mean scores for the items of the questionnaire. The decision rule for clusters A-C was based on the mid-point of the scale which is 2.50. Therefore the criteria means of scale is 2.50. Therefore the criteria means were indicators of disagree. For clusters D-1, the decision rule on the extent adherence was based on the real time of the number corresponding with the obtained mean score. In this case, a mean score of 3.50-4.00 will be accepted as very high extent, a mean score of 1.50-2.49 indicated little extent, while a mean score of

0.05-1.49 indicated very little extent, independent t-test was used to test the corresponding null hypotheses formulated for the study and each was tested at 0.05 level of significance.

Data Analysis.

Hypothesis one:

1. Ho, There is no significant relationship between workplace stress and job satisfaction among healthcare professionals at Holy Rosary Hospital and Maternity, Waterside, Onitsha, Anambra State, Nigeria.

TABLE 2: Workplace stress and job satisfaction

Workplace stress Pearson correlation

Sig. (2-tailed)

	Workplace stress and job satisfaction	Job satisfaction
Workplace stress Pearson correlation	1	0.246
Sig.(2-tailed)	383	0.002
N		383
Job satisfaction Pearson correlation	0.246	1
Sig.(2-tailed) N	0.002	
	383	383

Correlation significant at 0.05 level (2-tailed). Sources: Primary data.

The Pearson correlation between workplace stress and job satisfaction of healthcare professionals is 0.246. The p-value (sig.2-tailed) is 0.002, which is below the significance level of 0.05 Interpretation of Pearson coefficient:

A Pearson correlation coefficient (v) of 0.246 indicates a positive but weak correlation between workplace stress and job satisfaction among healthcare professionals in Holy Rosary Hospital and Maternity, Waterside, Onitsha, Anambra State, Nigeria.

Since the P-value (0.002) is less than 0.05, the correlation is statistically significant. This means that we can reject the null hypothesis (HoI) and conclude that the workplace stress has a significant impact on the health care professionals at Holy Rosary Hospital and Maternity, Waterside, Onitsha, Anambra State Nigeria.

Del	R	R square	Adjusted square	R	Std. Error of the Estimate
1	0.246	0.060	0.006		0.1667

a. Predictors: (Constant)

Model Summary

R (correlation coefficient) = 0.246: This represents the strength and direction of the relationship between

workplace stress and job satisfaction it is consistent with the Pearson correlation.

$R^2 = 0.060$. This shows that approximately 6% of the variance in workplace stress can be explained by the job satisfaction of professional health workers in Holy Rosary Hospital and Maternity, Waterside, Onitsha, Anambra State, Nigeria.

Adjusted $R^2 = 0.006$: The adjusted R^2 is slightly lower, which means after adjusting for the number of predictors, the explained variance is still low, suggesting that there are other factors influencing job satisfaction of health care professionals. $\text{std. Error of the estimate} = 0.1667$: This measures the accuracy of the model's predictions. A smaller value indicates a better fit. The results indicate that the workplace stress has statistically significant but weak effect on the job satisfaction of health care professionals. Although the correlation is weak, the significance suggests that workplace stress positively influence job satisfaction, though other factors likely play a larger role.

Hypothesis Two:

H_0 : Workplace stress has no significant effect on performance among healthcare professionals in Holy Rosary Specialist Hospital Waterside, Onitsha, Anambra State, Nigeria.

Table 3:

	Workplace Stress	Performance among Healthcare Professionals
Workplace stress	1	0.246
Pearson Correlation		0.002
Sig (2-tailed)		
N	383	383
Performance among healthcare professionals	0.246	1
Pearson Correlation	0.002	
Sig (2-tailed) N	383	383

Source: Primary Data

The Pearson correlation between workplace stress and performance among healthcare professionals is 0.246. The P-value (sig. 2-tailed) is 0.002, which is less than the 0.05 significance level.

Interpretation of Pearson Correlation:

A Pearson correlation coefficient of 0.246 suggests a weak positive relationship between workplace stress and performance among healthcare professionals at the Holy Rosary Specialist Hospital since the P-value (0.002) is less than 0.05, this relationship is statistically significant. Therefore the null hypothesis (H_0) is rejected, indicating that workplace stress significantly enhances performance among healthcare professionals.

Table 4: Model Summary

Del	R	R Square	Adjusted Square	R	Std. Error of the Estimate
1	0.246	0.060	0.006		0.1667

Source: Primary Data.

a. Predictors: (constant)

R (Correlation Coefficient) – 0.246: This confirms a positive, though weak, relationship between workplace stress and performance.

R² (R Square) = 0.060: This indicates that the workplace stress explains only 6% of the variation in performance.

Adjusted R Square = 0.006: After adjusting for the number of predictors, the value remains low, implying that the workplace stress plays a minor role in influencing performance and other factors are likely to be more influential.

Std. Error of the Estimate = 0.1667: This reflects the average error in predicting job performance.

Although the workplace stress has statistically significant effect on performance among healthcare professionals, the relationship is weak Pearson Correlation of 0.246 and explains only 6% of the variation in Job performance. Other factors likely contribute more to performance but mediation still plays a measurable role in enhancing it.

SUMMARY OF FINDINGS

Based on the test of hypotheses, the study revealed that;

1. Workplace stress (burnout, heavy workload, poor remuneration and benefits) positively affect job satisfaction among healthcare professionals in Holy Rosary Hospital and Maternity, waterside, Onitsha, but the relationship is weak. The pearson correlation co-efficient between the workplace stress and job satisfaction of healthcare professionals was 0.246, with a P-value of 0.002.
2. Workplace stress (conflict with colleagues, Poor work environment, workplace pressure), affect performance of healthcare professionals, however, their effect is significant but relatively weak. The correlation analysis showed a pearson co-efficient of -.246, with P-value of 0.002, indicating a significant relationship between workplace stress and performance of healthcare professionals.

CONCLUSION

Based on the findings of the study, stress has significant effect on job performance and job satisfaction of the Nigerian healthcare professionals. However, the level of significance is weak, indicating that there may be others factors that may influence healthcare professionals job satisfaction and job performance at the Holy Rosary Hospital and Maternity, waterside, Onitsha , Anambra State

RECOMMENDATIONS

The Holy Rosary Hospital and Maternity hospital, Waterside Onitsha, Anambra State management should develop policies that support employee well-being and adequate remuneration and benefit, and should implement stress management training and employee recognition programmes to improve performance of healthcare professionals in the hospital.

The hospital management should prioritize employee well-being and provide adequate resources, support and Positive Work environment for enhanced open communication among healthcare professionals.

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