

**ANALYSIS OF CAUSES AND EFFECTS OF  
OCCUPATIONAL STRESS ON HEALTH CARE  
WORKERS PERFORMANCE:**

**A Survey of Tigania East & West Sub-District and  
District Hospitals.**

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## ABSTRACT

This study attempted to assess the causes and effect of occupational stress on health care workers performance by taking a case study of Tigania East & Tigania West sub-district and district hospitals. The purpose of the study was to explore the causes and effect of occupational stress on health care workers performance with the aim of identifying strategies for minimizing occupational stress among health care workers. This research adopted descriptive research design and obtained information concerning the current status of stress among health care workers so as to describe "what exists" with respect to work related stress. The first part of the study examined the causes of stress while the second part looked at the effects of such stress on health care workers performance. Both primary and secondary data were used in the research. The sample frame consisted of 96 workers drawn from Mbeu, Mikinduri, Muthara and Miathene sub district and district hospitals. The sample size consisted of 48 workers drawn from the four hospitals. This constituted half of the total number of workers in the four hospitals under study. The 48 study respondents were identified using stratified random sampling method. Questionnaires were issued to the identified respondents who were then required to drop them at a centralized collection point. Out of the 48 questionnaires issued, 4 were not returned whereas 4 were incomplete. Thus, data analysis was based on 40 questionnaires that were fully filled and returned. Data was analyzed using Statistical Package for Social Sciences (**SPSS**) version 12.0. Descriptive and inferential statistics were used in data analysis. The data analysis sought to answer research questions of the study According to the regression analysis done, job security, tight work deadlines, low chances for career growth, low salary and lack of working tools were identified as key stressors that result to occupational stress among health care workers in the studied hospitals. In regard to effects of occupational stress on health care workers performance, the study revealed that apart from adversely affecting workers performance, occupational stress also resulted to workers interpersonal conflict (violence at work), strikes, and violence at home. The study therefore recommended that the hospital management should come up with intervention measures that are specifically geared towards addressing the 5 major stressors highlighted by the study. These intervention measures will aim at ensuring that workers have enough and appropriate working tools and supplies, less workload and more realistic work deadlines, enhanced chances for career growth and advancement, greater sense of job security and more attractive salaries and benefits.