PREVALENCE AND CORRELATES OF WORK STRESS AMONG PRIMARY HEALTH CARE WORKERS IN EMOHUA: RIVERS STATE

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ABSTRACT

This study focused on the prevalence and correlates of work stress among primary health care workers in Emohua; Rivers State. A sample size of 200 primary health care workers was selected from primary health centers in Emohua. The instrument for data collection was a self-structured questionnaire developed by the researcher. Pearson Product Moment Correlation (PPMC) was use to ascertain the reliability of the instrument. The statistical package for social science (SPSS) was used to analyze the generated data. Some of the findings of the study were that there was high prevalence of work stress among Primary Health Care workers in Emohua (2.70,SD= 0.19), Home-work conflict and family demand, relationship between superior and junior, work overtime and patient satisfaction are factors that determined work stress. However, based on the findings of the study, Recommendations were made such as; the Primary Health Care facility management should arrange educational programs periodically anchored by experts or resource persons in work stress management aimed at identifying and managing all forms of occupational stress.

KEYWORDS: Prevalence, correlate, work stress, primary Health Care workers, Emohua, Rivers State

INTRODUCTION

Prevalence of stress is an imaginable discreet agent that pressurizes the conducive state of any living creature through psychological and muscular body discomfort. The rate of stress varies from individuals' daily routines and their work environments which is prevalent on workers. Stress originated from the latin word "stringere" which means to draw tight and was used to describe hardship and affliction (Scott, 2022). Stress at the work place have gained ample attention recently and have been recognized as a global disease due to its negative impact on the physical, emotional, and psychological wellbeing of people in various occupational groups (Godifay et al., 2018). Working environments with their variations in stress could be due to organizational structures, work/job demand, poor working environments etc. which in turn results to absenteeism, decrease job satisfaction and turnover (Abualrub & Zane, 2008). According to Mingote and Galvez (2007) in health organizations, work stress is a prevalent problem especially in emergency department where health care givers deal with large number of patients who have different conditions and they have to make a quick diagnosis and work efficiently which contributes to stress. Primary Health Care workers according to world Health Organization (WHO, 2003) are workers that addresses the majority of a person's health needs throughout their lifetime; which includes physical, mental and social well-being and it is people centered rather than disease centered. Primary health care workers are major drivers of population – oriented health education programmes, however, in Nigeria they facilitate improvements in service

utilization especially in 80% immunization coverage in the country for vaccine-preventable disease reported in 2013 was attributed to the role of Primary Health care workers (Ibama & Dennis, 2016). Adeolu et al., (2016) examined prevalence and correlate of job stress among junior doctors in the university College Hospital, Ibadan. The study utilized descriptive cross sectional survey design. The population of the study comprises of the junior doctors in university college Hospital Ibadan. A sample of 253 doctors were used-Data were collected using a structures questionnaire adapted from General Health Questionnaire (GHQ-12). Percentage, mean were used to answer the research questions whereas T-test and Chi-square were used to test the hypothesis using SPSS at 5% level of significance. The findings revealed that mean age of respondents was 29.9 ($\pm$4.1) years, 61.3% were males, 50% had spent less than 5 years in medical practice and 34.8% were mamed. Majority (79.4%) were resident doctors. Prevalence of stress, job dissatisfaction and poor mental health were 31.6%, 15.4% and 9.9% respectively. Age, gender, years of medical practice, religion, ethnicity and marital status were not significantly associated with job stress (P >O.O5). Doctors who were stressed were more likely to be dissatisfied with their jobs (OR=2.33;C1=1.08-4.04) and to have poor mental health (OR=3.82; C1=1.47-95) than those who were not stressed. Conclusively, the prevalence of stress in this study is high, and job dissatisfaction and poor mental health have been implicated as determinants of stress.

As such, there should be an improvement in doctors welfare, health care facilities and delivery. This study is related to this present study because it is built on the prevalence and correlated of work stress.

Elena et al. (2022) investigated stress, efforts and incentives at work amongst European countries. The study utilized sixth 2015 of the European working condition survey (ECWS). The population of the study comprises workers across thirty-five (35) European countries. Stratified random sampling was used and a sample of 21,279 employees was used. The study findings reveled that effort and utility were complimented with adequate incentives pay provision. This study is related

to this present study because it was carried out on the premise of prevalence and correlate of work stress.

Rose et al. (2021) examined Health care workers emotions perceived stressors and coping mechanisms during COVID-19 in sectional survey research design. The population of the study comprised of 1,976 stanford hospital health workers. A sample of 315 was used. A structured 5 point likert scale questionnaire derived and modified from SARs epidemic in 2003 and MERS – COV epidemic in 2004 served as the study instrument, convenience sampling was used to identify the target population from Nursing, Environmental services, transport, Dietary and Emergency department at Stamford Hospital . Percentage was used in reporting the demographic variables of the respondents, mean and standard deviation was used in answering the research questions whereas Analysis of variance (ANOVA) was used to analyze the hypotheses to access for significance at O.O5 significant level. The study findings revealed among others that shortage of staff was the cause of stress facing Stamford hospital, this study is related to this present study because it is built on the prevalence and correlate of work stress.

Minyichil et at. (2018) examined workload determines workplace stress among Health Professionals working in Felege –Hiwot Referral Hospital, Bahir Dar, Northwest Ethiopia. Descriptive cross – sectional research design was used for the study. Population of the study comprised of all health workers in Felega – Hiwot Referral Hospital. Stratified sampling technique was used and a sample of 208 health professional were selected. A structured 5 – point likert scale questionanaire served as the research instrument for the study. Data were entered and cleaned using Epi-info version and exported to statistical package for social science (SPSS) version 20. Descriptive statistics was used to present results. Binary logistic regression was used to assess association between dependent and independent variable. The degree of association was interpreted using odds ratio (OR) and 95% confidence interval (CI) at O.O5 P-value. The findings revealed that workload, inadequate staff were the major cause of stress. This study is related to this present study because it is built on the prevalence and correlate of work stress.

Odidi et al. (2021) investigated psychological and environmental factors causing stress among nurses at Kisumu County and Referral Hospital in Kenya. A survey research design was used for the study. The population comprises of nurses in Kisuma County and Referral Hospital was a sample of 46 nurses, this was achieved through simple random sampling technique (through selection of two (2) nurses per word from the key departments namely surgery medicine, pediatrics, psychiatry, pharmacy, obstetrics, gynecology, physiotherapy). A structured questionnaire served a research instrument for the study data collection. Percentage, frequency, graph and pie chart were used in answering the research questions with the aid of SPSS version 18. The result unveiled from the study showed that unconducive environment and in turn poor service delivery were the major cause of stress. This study is related to the present study because it is built on the prevalence and correlate of work stress.

Ainas (2019) examined job stress sources among doctors and nurses in Emergency department in Public Hospitals in Libya. The method used was a description study for conducting the study. The population of the study comprises doctors and nurses in public hospitals in Libya with a sample of 131 doctors and nurses selected. The instrument for data collection was a structured 5 point likert scale questionnaire. Frequency, percentage, mean and independent T – Test and one way analysis of variance (ANOVA) were used for result findings with the aid of SPSS version 20. The result revealed that the overall level of stress among doctors was quite high. The most common causes of job stress for Libyan health workers were the insufficient technical facilities available at hospitals

to meet the patient needs followed by violence from patients and their relatives during the work. And lack of opportunity for training and education at the hospitals. This study is related to the present study because it was carried out on the premise of prevalence and correlate of work stress. Therefore, this study tends to investigate the prevalence and correlate work stress among primary health care workers in Emohua local Government Area of Rivers state.

Statement of Problem
The prevalence of work stress ensues in different forms in any given sector which depends on the organizational structures and practices. According to Centre for Disease Control (CDC), work stress is a harmful physical and emotional response that occurs when the job requirement do not match the needs of the workers. Workers witness individual discomfort like dizziness and absenteeism from work, decreased job satisfaction and turnovers result from work stress . This study is aimed at investigating the prevalence and correlate of work stress among Primary health care workers in Emohua Local Government Area of Rivers State.

Purpose of The Study
The purpose of this study was to determine the prevalence and correlates of work stress among Primary Health Care workers in Emohua Local Government Area of Rivers State.

Research Questions
The following research questions were answered in this study;
❖ What is the prevalence of work stress among Primary Health Care workers in Emohua Local Government Area?

❖ What is the relationship between home work and work stress among Primary Health care workers in Emohua Local Government Area of Rivers State?

❖ What relationship between office rank and work stress among Primary Health Care workers in Emohua Local Government Area?

❖ What is the relationship between over time and work stress among Primary Health Care workers in Emohua Local Government Area?

❖ What is the relationship between patient satisfaction and work stress among Primary Health Care workers in Emohua Local Government Area?

METHODOLOGY
Area of the Study
The area of the study was Emohua Local Government Area. Emohua Local Government Area is made up of towns and districts like Rumuji, Egbeda, Ibaa, Obelle, Elele Alimini and others.

Population Of The Study
The target population of the study comprised of (200) Primary Health Care workers in over seventeen (17) primary health care centers in Emohua Local Government Area.

Sampling and Sampling Techniques

A primary size of 200 primary health care workers were selected for the study using stratified random sampling technique.

Research Instrument

The instrument for data collection in this study was the questionnaire divided into 2 section, section A; dealts with the socio-demographic variables of respondents while section B expounded information on respondents views on prevalence and correlate of work stress among primary health care workers. The instrument was validated by three experts in Human kinetics, Health and safety studies department. However the instrument was certified to be valid in face and content validity.

The reliability of the instrument was tested on twenty respondents that were not part of the study in an interval of two weeks, were subjected to the Pearson product moment correlation (PPMC). A reliability coefficient of 0.76 was obtained.

The instrument was administered by the researcher to the respondents explaining to them how to complete it Data was analyzed with the aid of statistical package for social science (SPSS), percentage was used for demographic data, mean and standard deviation was used to answer the research questions and Analysis of variance (ANOVA) was used to test the hypotheses at 5% significance level.

RESULT AND DISCUSSION

Research Question 1: What is the prevalence of work stress among Primary Health Care workers in Emohua Local Government Area?

TABLE 1: Mean and Standard Deviation on Prevalence of Work Stress among Primary Health Care Workers Emohua Local Government Area, Rivers State.

S/N	Prevalence of Work Stress among Health Workers	SA	A	D	SD	N=200 MEAN	SD	REMARK
1	The high expectations placed on health workers result in work stress	162	36		2	3.79	O.48	Agree
2	Insufficient resources to work with causes work stress for health workers	38	162			3.19	0.39	Agree
3	Workers dealing with the sick daily causes work stress for health workers	6	2	192		2.07	O.35	Disagree
4	Hospital referrals and paper work causes work stress for health workers	6	2	190	2	2.06	O.37	Disagree
5	The shortage in health workers to handle cases work stress for health workers	123	30	6	41	3.18	1.20	Agree
6	Complains from patients and relatives causes work stress for health workers	2	42	152	4	2.21	O.48	Disagree
7	Tight work schedule causes stress for primary health care workers	4	74	122		2.41	0.53	Disagree
	grand mean					2.70	0.19	Agree

This shows that the mean and S.D on prevalence of work stress among primary Health Care workers in Emohua Local Government Area; Rivers State was 2.70, SD =O.19 indicating high prevalence of work stress.

Research Question 2: What is the relationship between home-work conflict and work stress among Primary Health Care Workers in Emohua Local Government Area, Rivers state?

Table 4.2: Summary of regression analysis on the relationship between home-work conflict and work stress among Primary Health Care Workers in Emohua Local Government Area, Rivers State.

Part A; Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	6702	449	446	14124

a. Predictor: (Constant), Home Work Conflict

Part B: Coefficients"

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Erro	Beta	T	Sig.
1.	(Constant)	1.827	.070		26.283	.000
	Home Work	.379	.030	.670		
	Conflict	.379	.030	.670	12.700	.000

a. Dependent Variable: Work Stress

Part B of Table 4.2 Shows that the Summary of regression analysis on the relationship between home-work conflict and work stress among Primary Health Care Workers in Emohua Local Government Area, Rivers State might be described as strong and positive (Beta=.670). The R-square value of .449 in part A shows a 44,9% contribution of home-work conflict to work stress among Primary Health Care Workers in Emohua Local Government Area. The regression equation y= 1.827+.379x shows that an increase in home-work conflict might lead to a concomitant increase in work stress among Primary Health Care Workers in Emohua Local Government Area.

Research Question 3: What is the relationship between office rank and work stress among Primary Health Care Workers Local Government Area, Rivers State.

Table 4.3: Summary of regression analysis on the relationship between office rank and work stress among Primary Health Care Workers in Emohua Local Government Area, Rivers State.

Part A; Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.164[a]	.027	.022	.18767

a. Predictor: (Constant), Office rank

Part B: Coefficients"

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Erro	Beta	T	Sig.
1.	(Constant)	3.082	.163		18.907	.000
	Superior and Junior	.120	.051	-.164	-2.346	.020

a. Dependent Variable: Work Stress

Part B of Table 4.2 Shows that the Summary of regression analysis on the relationship between office rank and work stress among Primary Health Care Workers in Emohua Local Government Area, Rivers State might be described as weak and inverse (Beta=.164). The R-square value of .027 in part A shows a 2..7% contribution of relationship between superiors and junior to work stress among Primary Health Care Workers in Emohua Local Government Area. The regression equation y= 3.082-120x shows that an improvement in relationship between superiors and juniors mighty lead to a concomitant decrease in work stress among Primary Health Care Workers in Emohua Local Government Area.

Research Question 4: What is the relationship between overtime and work stress among Primary Health Care Workers in Emohua Local Government Area, Rivers state?

Table 4.4: Summary of regression analysis on the relationship between overtime and work stress among Primary Health Care Workers in Emohua Local Government Area, Rivers State.

A: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.157a	.025	.020	.18790

a. Predictor: (Constant), Work Overtime

Part B: Coefficients"

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Erro	Beta	T	Sig.
1.	(Constant)	2.477	.101		24.601	.000
	Work Overtime	.086	.039	.157	2.237	.026

a. Dependent Variable: Work Stress

Part B of Table 4.4 Shows that the Summary of regression analysis on the relationship between overtime and work stress among Primary Health Care Workers in Emohua Local Government Area, Rivers State might be described as weak and position (Beta=.157). The R-square value of .025 in part A shows a 2..5% contribution of effects of work overtime to work stress among Primary Health Care Workers in Emohua Local Government Area. The regression equation y= 2.477+.086x shows that an increase in the effects of work overtime might lead to a concomitant increase in work among Primary Health Care Workers in Emohua Local Government Area.

Research Question 5: What is the relationship between patients' satisfaction and work stress among Primary Health Care Workers in Emohua Local Government Area, Rivers State.

Table 4.3: Summary of regression analysis on the relationship between patients satisfaction and work stress among Primary Health Care Workers in Emohua Local Government Area, Rivers State.

A: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.360ª	.129	.125	.17752

a. Predictor: (Constant), Patient satisfaction

Part B: Coefficients"

Model		Unstandardized Coefficients		Standardized Coefficients			
		B	Std. Erro	Beta	T	Sig.	
1.	(Constant)	2.404	.056		42.854	.000	
	Patient Expectation	.107	.020	360	5.426	.000	.

Dependent Variable: Work Stress

Part B of Table 4.5 Shows that the Summary of regression analysis on the relationship between patients' satisfaction and work stress among Primary Health Care Workers in Emohua Local Government Area, Rivers State might be described as weak and positive (Beta=.360). The R-square value of .129 in part A shows a 12.% contribution of the demands of patients' expectation to work among Primary Health Care Workers in Ho₃: The effects of work overtime does significantly correlate with work among Primary Health Care Workers in Emohua Local Government Area.

Table 4.8: Summary of regression analysis on the relationship between work overtime and work stress among primary Health Care Workers in Emohua Local Government Area, Rivers State.

A: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.157a	.025	.020	.18790

a. Predictor: (Constant), Work Overtime

Part B: Coefficients"

Model		Unstandardized Coefficients		Standardized Coefficients			
		B	Std. Erro	Beta	T	Sig.	
1.	(Constant)	2.477	.101		24.601	.000	
	Overtime	.086	.039	.157	2.237	.026	.

a. Dependent Variable: Work Stress

Part C: ANOVA a

Model		Sum of Squares	DF	Mean Square	F	p-value
1.	Regression	.177	1	.177	.5.003	.026b
	Residual	6.991	198	.035		
	Total	7.167	199			

a. Dependent Variable: Work Stress
b. Predictors: (Constant), Work Overtime

Part B of Table 4.8 shows that the summary of regression analysis on the effects of work overtime as correlate of work stress among Primary Health Care Workers in Emohua Local

Table 4.7: Summary of regression analysis on the relationship between office rank and work stress among Primary Health Care Workers in Emuhua Local Government Area, Rivers State.

Part A: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.164a	.027	.022	.18767

a. Predictor: (Constant), Superiors and Junior

Part B: Coefficients"

Model		Unstandardized Coefficients		Standardized Coefficients			
		B	Std. Erro	Beta	T		Sig.
1.	(Constant)	3.082	.163		18.907		.000
	Superior and Junior	.-120	.051	-164	-2346		.026 .

a. Dependent Variable: Work Stress

Part C: ANOVA a

Model		Sum of Squares	DF	Mean Square	F	p-value
1.	Regression	.194	1	.194	.5.504	.020b
	Residual	6.973	198	.035		
	Total	7.167	199			

a. Dependent Variable: Work Stress
b. Predictors: (Constant),Office rank

H_{02}: The demands of patients' expectation does not significantly correlate with work stress among primary Health Care workers in Emohua Local Government Area, Rivers State.

Table 4.9: Summary of regression analysis on the demands of patients' expectations as correlate of work stress among Primary Health Care Workers in Emuhua Local Government Area, Rivers State.

Part A: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.360a	.129	.125	.17752

a. Predictor: (Constant), patients' expectations

Part B: Coefficients"

Model		Unstandardized Coefficients		Standardized Coefficients			
		B	Std. Erro	Beta	T	Sig.	
1.	(Constant)	2.404	.056		42.854	.000	
	Patient and Expectations	.-107	.020	-360	-5.426	.026	.

a. **Dependent Variable: Work Stress**

Part C: ANOVAa

Model		Sum of Squares	DF	Mean Square	F	p-value
1.	Regression	.928	1	.928	.29.445	.000b
	Residual	6.239	198	.032		
	Total	7.167	199			

a. Dependent Variable: Work Stress
b. Predictors: (Constant), Superior and Junior

Part B of table 4.6 shows that the summary of regression analysis on the home-work conflict as correlate of work stress among Primary Health Care Worker in Emohua Local Government Area, Rivers State might be described as strong and positive (Bata =670). The R-square value of .449 in part a show a 44.9% contribution of home–work conflict to work stress among Primary Health Care Workers in Emohua Local Government Area. The regression equation y=1.827+379x shows that an increase in home-work conflict might lead to a concomitant increase in work stress among Primary Health Care Workers in Emohua Local Government Area. The result of the F-statistic show that home-work conflict does significantly correlate with work stress among Primary Health Care

Workers in Emohua Local Government Area, Rivers State (F1, 198=161292,p<.05). The null hypothesis was rejected at.05 alpha level.

Workers in Emohua Local Government Area. The regression equation y=3.082-120x shows that an improvement in relationship between superiors and juniors might lead to a concomitant decrease in work stress among Primary Health Care Workers in Emohua Local Government Area. The result of the F-statistic shoe that relationship between superiors and juniors does significantly correlate with work stress among Primary Health Care Worker in Emohua Local Government Area, Rivers State(F1,198=5.504, p<.05). The null hypothesis was rejected at 0.5 alpha levels

Government Area, Rivers State might be described as weak and positive (Beta=.157). The R-square value of .025 in part a show a 2.5% contribution of the effect of work overtime to work stress among Primary Health Care Workers in Emohua Local Government Area. The regression equation y =2.477+.086x show that an increase in effect of work overtime might lead to a concomitant increase in work stress Primary Health Care Workers in Emohua Local Government Area. The result of the F-statistic show that the effect of work overtime does significantly correlate with work stress among Primary Health Care Worker in Emohua Local Government Area, Rivers State (F1, 198=5.003, p<.05). The null hypothesis was rejected at 0.5 alpha levels.

Discussion of Findings

The result shows that there was high prevalence of work stress among primary Health Care workers (2.70, SD=0.19). This result is in consonance with Adeolu et al, (2016) that the prevalence of work stress among health workers was significantly high with 31.6% of health workers stressed.

Home-work conflict does significantly correlate with work stress among primary Health Care workers as they likely face family demands. (F1,198=161.292,P<05). This result is in credence with Ainas (2019) which indicates that violence from patients and their relatives during the work contains psychological stress and burnout.

The relationship between superiors and juniors significantly correlates with work stress (F1,198=5.504,p<.05) This result is in corroboration with many (2022) and Odidi et al., (2021) which illustrates that there was high prevalence of work stress and are likely to be predicted by workers relationship.

The effect of the overtime work does significantly correlate with work stress among the Primacy Health Care workers (F1,198=5.003, P<.05). The result of the study is in line with Elena et al (2022) and Rose et al..,

(2021) whose study revealed that good proportion of health workers who worked for prolonged durations suffer from stress disorder and burnout.

The demand of patients, expectation does significantly correlate with work stress (F1,198=29.445,p<.05). This result is in consonance with Scott (2022) who affirmed that the prevalence of work stress was significantly high among workers who are dissatisfied with their patients. Abaulrub and Zane (2008) buttressed that health workers who are stressed are 3.1 times more likely to be dissatisfied with their j

RECOMMENDATIONS

Based on the result, the prevalence of work stress among health care workers was high and determined by certain factors, it is recommended that;

❖ Managers, administrators of health care services should ensure convenient job placement so as to avoid or reduce job conflict, job ambiguity and work overload as much as possible.

- ❖ The Primary health care facility management should organize educational programs aimed at identifying and managing occupational stress by engaging experts as resource persons to educate the health workers periodically for quality service delivery enhancement and promotion of good health.
- ❖ Policy makers should ensure that adequate staff are employed, also annual leavers, regular promotions and adequate remunerations should be paid to workers as at when due for motivation to enhance production.
- ❖ Government employers and health care managers at all levels of health care service delivery system should value the health of their workers by documenting the sources of stress affecting workers especially health workers at least once in six months to develop best working programs for stress reduction.

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