

**WORK STRESS, WELL-BEING AND JOB PERFORMANCE OF NURSES
IN SELECTED PRIVATE HOSPITALS IN CAVITE**

THESIS

TRACYLENE S. LOMEDA

**College of Economics, Management
and Development Studies**

CAVITE STATE UNIVERSITY

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TRACYLENE S. LOMEDA
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ABSTRACT

LOMEDA, TRACYLENE S. Work Stress, Well-being and Job Performance of Nurses in Selected Private Hospitals in Cavite. Undergraduate Thesis. Bachelor of Science in Business Management. Cavite State University. April 2013. Adviser: Dr. Florindo C. Ilagan.

This study tackled work stress, well-being and job performance of nurses to provide valuable insights on how these variables work in order to enhance the nurses' physical, mental and emotional health as well as their effectiveness at work. Generally, the study aimed to provide generalized information regarding how work stress, well-being and job performance of nurses in selected private hospitals relate. Specifically, this study was conducted to determine the socio-demographic profile, level of work stress, state of well-being and level of job performance of nurses and to determine if there is a significant relationship between work stress, well-being and job performance of nurses in selected private hospitals in Cavite.

The descriptive-correlational survey method was used in the study. The participants of the study were the level 2 private hospital nurses. Total enumeration was used. The study utilized a questionnaire to gather data and a likert-type scale was used to measure the level of work stress, well-being and job performance. Mean, frequency count, standard deviation, and percentage were used to analyze the data while Spearman Rank Correlation Coefficient was employed to determine if there was a significant relationship between work stress, well-being and job performance of nurses.

The findings revealed that most of the respondents are female, single and at most 25 years of age. They are registered nurses and working full-time. Moreover, participants are employed in the respective hospitals for at most three years and with eight-hour work shift. The level of work stress of nurses are found low and caused limited work stress. Workload and role conflict were found to cause limited work stress while role ambiguity caused less stress among nurses. Nurses' state of well-being in physical, mental/psychological and emotional was found moderately healthy. Nurses perceived their job performance as very good and always meet the requirements of the job. The study also revealed that there is a significant relationship between work stress and well-being, work stress and job performance as well as between well-being and job performance.

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Tracylene Lomeda

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INTRODUCTION

It is generally accepted in many industries that customer satisfaction is dependent on customer's perceptions of the performance quality of service employees. Frontline employees in service organizations, whether they actually render the service or simply interact with customers face-to-face or voice-to-voice are the main actors of the delivery of service quality (Bettencourt & Brown, 2003).

The number of studies examining actual job performance and work stress are few. Many studies investigate the relationship between stress and psychological or attitudinal changes but seldom on work stress and job performance. Stress is a mental and physical condition that directly and negatively affects an individual's productivity, effectiveness, personal health, and quality of work (Savery & Luks, 2001).

Experience of stress in the workplace has undesirable consequences both for the health and safety of individuals and for the well-being of their organizations (Ajzen, 2001). There is a considerable number of literatures regarding the existence of stress