

Impact of Job Stress on Employee Performance among Paramedical Staff during Covid-19

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ABSTRACT

Objective: The study aimed to explore the job stress on the performance of paramedical staff working in dental hospital during Covid-19 pandemic

Methodology: The study conducted on 75 participants from Paramedical staff at tertiary care teaching hospital using convenient sampling technique. Currently employed paramedical staff was the participant of interest. All basic demographic information of each variable (age, gender, qualification, experience, and residency) was also recorded. Analysis was carried out by applying ANOVA test.

Results: The results of One-way ANOVA revealed that there was a negative significant difference in the job performance of paramedical staff due to the stress they are facing in their institution ($F= 15.74, P>.001$).

Conclusion: Paramedical staff is facing stress due to insecurity of job which is effecting their job performance.

Keywords: Covid-19, Corona virus, paramedical staff, dental college

INTRODUCTION

Corona virus was first identified in China in December 2019 which is an acute respiratory syndrome, had a rapid spread around the globe and declared as a global pandemic in early 2020. It spreads around 40 million people globally in which patient handling was a challenge (Trumello et al., 2020).¹ Being underdeveloped country, Pakistan also faced serious issues due to the lack of health facilities as well as lack of awareness and compliance with health protocols.² This condition resulted in more than 1500 positive cases per day and the mortality rate was 2.1%.² Quick spread of Corona virus made health professionals work so hard to control the situation while decreasing the spread rate as well as increasing the patients' recovery (Hira, 2020).³ Deaths of medical professional, especially doctors and paramedical staff were also increased due to the lack of resources, such as PPE shortage, lack of screening facilities, excessive work load, increased working hours, psychological distress as well as financial burden. Poor mental condition as well as tired bodies make them more prone to Corona virus infection resulting in increase in death rate among medical professionals.⁴ (Handayani, 2020)

Paramedical staff of dental hospitals were also facing such issues as only emergency procedures were done during pandemic situation in Pakistan which led to financial problems as well as downsizing. A constant stress at work place among paramedical staff during pandemic is a biggest cause of mental stress and insecurity of job which effected the paramedical staff both physically and mentally (Almaududi, 2019).⁵ So, the study aimed to explore the job stress on the performance of paramedical staff working in dental hospital during Covid-19 pandemic.

METHODOLOGY

The study conducted on 75 participants from Paramedical staff at tertiary care teaching hospital using convenient sampling technique. A questionnaire with 5 point Likert Scale (ranging from 1-5) was developed using past literature. Twenty Eight items of questionnaire developed among which 14 items were on job stress & 14 items were on employee performance to collect views of respondents. Currently employed paramedical staff was the participant of interest. All basic demographic information of each variable (age, gender, qualification, experience, and residency) was also recorded. The Cronbach Alpha reliability of data was .87 which was above the threshold value. Analysis was carried out by applying One Way ANOVA test.

RESULTS

Gender was taken as a demographic variable among which the majority of the participants were males 58 (92.10%) as compared to 5 females (7.90%) as shown in table1.

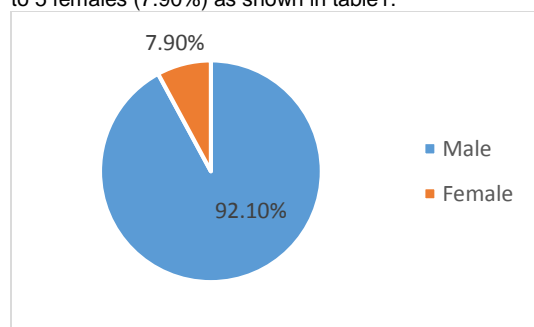


Figure 1: Gender-wise Data Distribution

The majority of the participants were in range of 25-34 years of age 35 (55.6%), followed by 35-44 years of age 13 (20.60%), then 45-54 years of age 10 (15.90%), and lastly, 18-24 years of age 5 (7.90%). Participants with Matriculation education were 22 (34.90%), with Intermediate level education were 18 (28.60%), with Graduation level education was 13 (20.60%), with Master level education was 03 (4.80%) and with Diploma was 07 (11.10%).

The results of One-way ANOVA revealed that there was a negative significant difference in the job performance of paramedical staff due to the stress they are facing in their institution ($F= 15.74, P>.001$). At a low level of stress, the mean job performance was 57.68 ± 3.51 , at a moderate level of stress, the mean job performance was 49.05 ± 4.73 , and a severe level of stress, the mean job performance was 41.66 ± 17.18 . This showed that as the stress level increases, the employee performance decreases among the paramedical staff working in UC&MD.

Moreover, the results of post hoc test, Tukey, revealed that the significant mean difference of employee performance among paramedical staff with low and moderate stress was 8.63 and $P=.03$, mean difference of employee performance among paramedical staff with moderate and severe stress was 8.07 and $P>.001$ whereas the mean difference of employee performance among paramedical staff with severe and low stress was -16.02 and $P>.001$.

Table 1: Stress level affecting Employee Performance

Stress level	Employee Performance		F	Sig.	95% Confidence Interval for Mean	
	Mean	Std. Deviation			Lower Bound	Upper Bound
Low Stress	57.68	3.51	15.74	0.00	55.991	59.377
Moderate Stress	49.05	4.73			47.431	50.683
Severe Stress	41.66	17.18			28.458	54.874

DISCUSSION

The present study showed that stress increases the negative impacts on employee performance which is in line with the findings of a study that showed that intense and complex work atmosphere creates burnout among employees due to the stress of the job.⁶ The positive environment influences the intellectual abilities of the employee. Study results showed that stress affects the performance of employees irrespective of the standard of organization. This study explains the abilities, usefulness, and motivation distress performance of employees due to an unconditional environment. The working environment affects the impact of employees such as violence; political confrontation and manager conflict also generate stress among employees. The panic, stressful and unpleasant atmosphere create hurdles for employee performance.⁷ Economic stress is increasing with time in the world. The poor economic condition affects employee performance. Similarly, the paramedical staff also face terrible conditions in different forms such as low salary, no bonus system annually/biannually, poor increment system. All these things affect their daily life. The results in my study show that the poor economy is a cause of stress and it creates a negative effect on employees' performance. Furthermore, economical stresses create stress in the form of poor performance, an increase in absenteeism, and burden of economical expenditures.⁷

Occupational stress is another factor that affects the performance of the employee. The employee performs different tasks at times beyond their expected abilities. The paramedical staff was performing different tasks such as assisting the patients with doctors, enrollment of new patients, maintenance of patient's registration record, maintenance of departmental inventory, coordination with store officer for the maintenance of demands as per their departmental requirements and establishment of good terms with administration and senior colleagues. For the completion of all these tasks, they should have good qualifications and intellectual abilities. Often, they feel stress due to their poor capabilities and performing tasks under the pressure of their senior without personal capabilities. Occupational stress happens due to divergence in the place of work-stress and individual's or employees' skill to perform the responsibility.⁸

The communication channel of paramedical staff with seniors and among fellows was observed to be diplomatic. The qualification level of paramedical staff was not up to the required level. Therefore, it creates a stressful environment by being unable to satisfy senior and colleagues as per their requirements. They often feel stressed due to insulting behavior of doctors. Thus stress becomes a major cause of erroneousness and insufficiency of communication that leads to a sense of estrangement. Another thing that has been observed in different organizations, as fruitless efforts which create mental exertion of the employee.⁹ Communicational stress creates a negative impact on employee performance and creative thinking.

Influential stress affects the professional and personal life of employee. The employee adapts ego and sometimes this creates a negative impact on the employee. Some paramedical staff members feel egoistic and compare themselves with doctors and seniors. This results as a stressful factor for them and creates hurdles for their future job service. Stress is a critical element to observe in employee performance and institutional structure and also affects employee performance at the organizational level.¹⁰

The excessive amount of work is one of the reason for stress and this thing also influences the performance of employees in the organization. The paramedical staff has over workload. They have to perform different tasks at times such as the creation of good relations with patients, obey the doctors and arrangement of kits for the check of the patients, etc. All these things make their job much stressful and affected their performance due to the excessive amount of work and stress. Sometimes stress influences employee performance in the form of groups and political activities due to the completion of the task and other psychological stress.¹¹ The policy maker should check the excessive workload and its psychological effects on employees on job performance.¹²

Job security considers the positive impact of employee performance in these days. But this thing is reducing with time in multiple organizations not only in Pakistan but also in other countries of the world. The paramedical staff feels insecure about their job and cannot show their abilities due to stress. They also feel stress for the departmental rotation; therefore, they work under depression and anxiety. My study results show that insecurity in the job creates negative impacts on employee performance. In this study, job insecurity is the major criterion for the employee to make them anxious stress.¹² It is impracticable to construct well-organized team efforts without creating stability and good relationship among employees (Sanyal, 2018).¹³

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