

Occupational Stress and Its Effects on Organizational Performance in Higher Education Institution of Yobe State

(Case Study of Mai Idris Aloomo Polytechnic, Geidam)

Alhaji Umar Alhaji Mallum¹, Mohammed Zannah² Abdullahi Ahmed Tahir³,
Abubakar Usman .A⁴, Saidu Ali⁵,

umarmallum@gmail.com

¹⁻³Department of Business Administration and Management

⁴Department of social development

⁵Fane-Fane Library

Mai Idris Aloomo polytechnic Geidam yobe state

Abstract

The study investigated and evaluated occupational stress and its effects on organizational performance on how work-related stress could affect the productivity of staff of Mai Idris Aloomo Polytechnic in the it identified convinced factors which contribute occupational stress among staff of the Polytechnic. The systematic sampling technique was used to select 141 participants the study. The result of this study exposed that workload was the major grounds of occupational stress among staff of this polytechnic. It was supplementary observed that respondents, in order to relieve stress often walk around and visit other colleagues in their offices to discuss matters unrelated to work in so doing affecting productivity at the polytechnic. Health-wise, some members of the staff of the polytechnic had developed chronic back pain as result of long sitting hours at work. Management commitment to employee-related issues such as paying attention to workload conflict, supervisors' recognition of outstanding output of the staff and the overture of proper stress management training program were perceived as significant steps which if embraced, were identified as major contributory factors that could contribute to improve productivity of staff and heighten output of the staff.

Keyword: work-related, workload, occupational, stress, performance

Introduction

Workplace stress has become an observable fact experienced by many employees in the region of the globe. The reasons for this can be accredited to the increasing wave of globalization, the forceful and competitive business environment, amongst other factors. In view of the fact that the consistent performance of any organization depends on the on the whole wellbeing of its employees, the area under discussion of workplace stress requires urgent investigation.

Stress is a universal element experienced by employees around the globe. Stress has become a major problem for employers particularly in developing nations where the employer doesn't realize the impact of stress on employee performance which ultimately results in critical managerial dilemmas (Shakil, 2010). Occupational stress has been of great apprehension to the management, employees, and other stakeholders of organizations. Occupational stress researchers agree that stress is a serious problem in many organizations (Cooper, C. L. and Cartwright, 1994), (Varca, 1999), and (Ornelas, S. and Kleiner, 2003) Occupational stress is defined as the perception of a discrepancy between environmental demands (stressors) and individual capacities to fulfill these demands (Topper, 2007), (Vermunt, R. and Steensma, 2005), (Ornelas, S. and Kleiner, 2003) and (Varca, 1999). (Topper, 2007) defines stress as a person's psychological and physiological response to the perception of demand and challenge. (Christo, B. and Pienaar, 2006) for example, argued that the causes of occupational stress include perceived loss of job, and security, sitting for long periods of time or heavy lifting, lack of safety, complexity of repetitiveness and lack of autonomy in the job. In addition, occupational stress is caused by lack of resources and equipment; work schedules (such as working late shifts or overtime) and organizational climate

are considered as contributors to employees stress. According (Malta, 2004), occupational stress is defined as any discomfort which is felt and perceived at a personal level and triggered by instances, events or situations that are too intense and frequent in nature so as to exceed a person's coping capabilities and resources to handle them adequately.

In addition, occupational stress is caused by lack of resources and equipment, work schedules such as working late or overtime and organizational climate are considered as contributors to employees stress. Occupational stress often shows high dissatisfaction among the employees, job mobility, burnout, poor work performance and less effective interpersonal relations at work (Manshor, A. T., Rodrigue, F. and Chong, 2003). (Johnson, 2001) similarly argued that interventions like identifying or determining the signs of stress, identifying the possible causes for the signs and developing possible proposed solutions for each signs are required. Therefore, this research will try to find out the effects of stress on occupational stress on job performance and interventions that can be applied by management and employees to manage stress effectively at Mai Idriss Aloomaa polytechnic, Geidam. To acquire a deeper understanding of the variables (occupational stress) we will first consider the broader topic of stress in general and then zero in on the variables within the context of Mai Idriss Aloomaa Polytechnic, Geidam Yobe State. Sources of stress according to (G, 2001) stress can be experienced from four basic sources.

The Environment- the environment can bombard you with intense and competing demands to adjust. Examples of environmental stressors include weather, noise, crowding, pollution, traffic, unsafe environment, substandard housing and crime.

Social Stressors- we can experience multiple stressors arising from the demands of the

Occupational Stress and Its Effects on Organizational Performance in Higher Education Institution of Yobe State

different social role we occupy, such as parent, spouse, caregiver and employee. Some examples of social stressors include deadlines, financial problems, job interviews, presentations, disagreements, demands for your time and attention, loss of a love once, divorce and co-parenting.

Physiological- situation and circumstances affecting our body can be experienced as physiological stressors. Examples of physiological stressors include rapid growth of adolescence, menopause, illness, aging, giving birth, accidents, lack of exercise, poor nutrition and sleep disturbances. Thoughts your brain interprets and perceives situations as stressful, difficult, painful or pleasant. Some situations in life are stress provoking, but it is our thought that determines whether they are a problem for us.

Types of stressors

Situations that are considered stress provoking are known as stressors. Stress is not always a bad thing. Stress is empty the body response to change that create taxing demands. Many professionals suggest there is a difference between what we perceive as positive stress and distress which refers to negative stress. In daily life, we often use the term stress to describe negative situations. This lead person to believe that all stress is bad for you, which is not true. (Ornelas, S. and Kleiner, 2003). **Positive stress** has the following characteristics: motivates focuses energy is in short term, is perceived as within our coping abilities, feels exciting and improves performance. In contrast, **negative stress** has the following characteristics: causes anxiety or concern , can be short or long term and is perceived as outside of our coping abilities, feeling unpleasant, decreases performance, can lead to mental and physical problem. It is somewhat hard to categorize stressors into objective list of those that cause positive stress

and those that cause negative stress, because different people will have perceptions and reactions to particular situations. However, by generalizing, we can compile a list of stressors that are typically experienced as negative or positive to most people and most time. Examples of negative personal stressors can include: conflict in interpersonal relationships, bankruptcy/money problem, sleep problem, children's problem at school, legal problems, inadequate or substandard housing, excessive job demands, job insecurity, conflicts with teammate and supervisors, lack of training necessary to do the job, making presentation in fronts of colleagues or clients, unproductive and time consuming meeting, commuting and travelling schedules (Ornelas, S. and Kleiner, 2003). Examples of positive personal stressors might include: receiving a promotion at work, starting a new job, marriage or commitment ceremony, having a home, having a child, transfers, taking or planning a vacation, holiday season, retiring, taking educational classes or learning a new hobby (Ornelas, S. and Kleiner, 2003).

Statement Of Problems

The current messy environments in which some workers accomplish their work require that organizations check up their practices. Working in tertiary level is an inherently stressful profession with long working hours, heavy workload, difficult students and conflicting demands. The physical and psychological demands of workers at the tertiary level of education make them more vulnerable to high levels of stress. The effect of the stress are evidenced as increased errors in memoranda, high medical bills, lateness to work, low productivity and increased sick leaves. Despite the extremely negative effects of occupational stress on the human body and work performance,

many organizations, with Mai Idris Aloom Polytechnic Geidam not being an exception has not put any concrete measures to address these stress related conditions that negatively affect productivity. Furthermore, there has been a conscious establishment of a linkage between occupational stress and its negative effect on productivity. It is in the light of these problems that this research seeks to bring to the fore the implication of occupational stress on the overall performance of institutions. In view of the above stated problem the researchers come up with the following objectives these are:

1. To examine the effects of stress on workers in the performance of their jobs.
2. To evaluate management competencies for controlling and reducing stress at work
3. To assess the support for those people who are suffering from stress.
4. To assess how work related stress can affect the health of workers.

Based on the objectives stated, the research sought to ask the questions these are:

1. What factors contribute to low productivity among the staff of Mai Idris Aloom polytechnic, Geidam?
2. Are there any strategies which could be adopted to prevent or reduce stress among staff of Mai Idris Aloom polytechnic, Geidam?
3. What can be done to help staff of Mai Idris Aloom polytechnic, Geidam with stress related problems?
4. Does job stress have any effect on the health of Mai Idris Aloom polytechnic, Geidam staff?

Methodology

Occupational Stress and Its Effects on Organizational Performance in Higher Education Institution of Yobe State

Research Setting

Mai Idris Aloom polytechnic was established by the enactment of the Yobe state polytechnic Geidam into law on 30th October 2002 by the Yobe state government after the law had been duly passed by the Yobe state house of assembly. The polytechnic was established with the mandate to offer courses of instruction (full time and part time) leading to award of diploma, certificates and other field in scientific, technological, managerial and such other subject at the level of manpower. Academic activities commenced in the polytechnic in 2004/2005 academic session with induction of 392 pioneer students admitted to department in three schools on 15th February 2005. With the following department these are: computer science, science laboratory technology, statistics, electrical and electronic engineering, civil engineering, mechanical engineering, architectural technology, business administration and management, accountancy, marketing, public administration, social development as full time course while in part time courses (consultancy unit) which they offer courses like diploma in environmental health technology, public health education and lastly center for entrepreneurship were trade certificates are offer in computer operation, inter logging, poultry, tailoring, cosmetology, printing technology and fishing.

With these above mention courses the aims of the polytechnic are providing opportunities for development, research and publications of research findings. The mission of the polytechnic is to provide career focused education and training at the tertiary level with emphasis on hands-on experience and entrepreneurship development to produce middle-level management personnel.

Recent report as of 2016 polytechnic activities were shown as one of the fastest growing

institution in Yobe state in terms of infrastructural facilities to meet the global challenge and the school currently operating under the leadership Engr. Hussaini Abacha Geidam with the total number of academic staff and non- academic staff amounted to 217 and the number of student running in school were about 2065.

Population

The study population was composed of a total 141 employees of Mai Idris Aloomaa polytechnic Geidam. The study population refers to the total collection of elements which one would like to study or make inferences (Cohen, L. Manion, L. & Morrison, 2013). The population aspect however refers to the individual participant or object on which the dimension is taken; it is the unit of study (Cooper, D., & Schinder, 2006). The population of this study comprised of all the employees of Mai Idris Aloomaa polytechnic Geidam because they were the groundwork of the

study and provided the relevant answers to the research questions. The management and staff Mai Idris Aloomaa polytechnic constitute the target population for this research. All the department of the polytechnic comprising of academic and non-academic staff took part in the exercise.

Sample and Sample Determination

Sampling is concerned with the choice of a subgroup of individuals from the target population in order to enable the estimation of the characteristics of the entire population (Singh, A. S., & Masuku, 2014). It is vital to use an adequate number of subjects so as to ensure a higher probability that results of the study will be more generalizable and interpretable (Mugenda, 2008). A sample size of 141 respondents was used for the study. The sample size was determined using Taro Yamane’s simplified formula corrected to proportion to determine the size for the study(Taro, 1985). It is defined as:

$$n = \frac{N}{1+N(e)^2} \dots\dots\dots\text{Eqn (1)}$$

Where N= Total population

n = sample size

e = precision

$$n = \frac{217}{1+217(0.05)^2} \dots\dots\dots\text{Eqn (2)}$$

Sample size drawn from both academic and non-academic = 141

Respondents	Population	Sample
Academic staff	104	67.58%
Non-academic	113	73.42%
Total	217	100%

Sampling Technique

Occupational Stress and Its Effects on Organizational Performance in Higher Education Institution of Yobe State

The systematic sampling method was used to select participants for the study. The systematic sampling technique is a way of selecting respondents which determines how to select members of a population that will be studied. By this method every n^{th} member is selected from the total population for inclusion in the sample population. The respondents were selected from a starting member of a group example non-academic and then the means was repeated in other group to select the other respondents. This technique is more efficient because it improves accuracy of estimates.

Procedure of Data Collection

The register of staff members was collected from Human Resource Department. The 1st four names were selected and then the difference of four was used as an interval to select the rest of the respondents. Copies of the questionnaire were personally handed to respondents at their offices. After some minutes the researcher went back and collected the answered questionnaire because the respondents may forget to fill in the questionnaire or misplace them entirely. The questions were thoroughly explained to the respondents after copies of the questionnaire were handed to them.

Research Instruments

Open and closed-ended questionnaires were designed for the respondents. The questionnaires were divided into various sections to capture the critical areas spelt out in the objectives for the study. The questionnaires were administered personally and the contents explained to some staff who requested to be guided. A total of one hundred and forty one (141) questionnaires were sent out and were distributed to both administrative and academic staff of the polytechnic out of one hundred and forty one

(141) only one hundred and forty (140) were successfully collected.

Research Design

(Cooper, D., & Schinder, 2006) suggested that the research design is the structure of investigation aimed at identifying variables and their relationships to one another. It refers to the blue print, plan and guidelines utilized in data analysis with respect to the study. It is a necessary step required in a research process if research problems and hypothesis are to be adequately addressed. Descriptive research design and causal research design as well as the survey method were used. Descriptive research design was used to describe some phenomena because it aids a researcher in gathering, summarizing, presenting and interpreting information for the purpose of clarification while the causal research design was used to describe the effect of one variable on another that is establish cause and effect relationship (Mugenda, O. N., & Mugenda, 2003).

Data Analysis

Simple frequency distribution and percentage were used to analyze the data collected. Tables and other inferences were made from the data gathered. Representations like bar charts; pie chart was used to ensure easy and quick interpretation of data. Responses were also expressed in percentages. The items in the questionnaire were group based on the responses given by the respondents and coded. This method was used because it is the best instrument to identify, compare, describe and reach conclusion.

Data Analysis and Discussion of Results

Demographic Analysis

Table 1: Gender of Respondents

RESPONDENT	FREQUENCY	PERCENTAGE
Male	100	71.43%
Female	40	28.57%
Total	140	100%

Source survey 2017

Table 1 shows that 100 (71.43%) of the respondents were males with the remaining 40 (28.57%) being females. The result is not surprising as there are more males workers in the polytechnic than females.

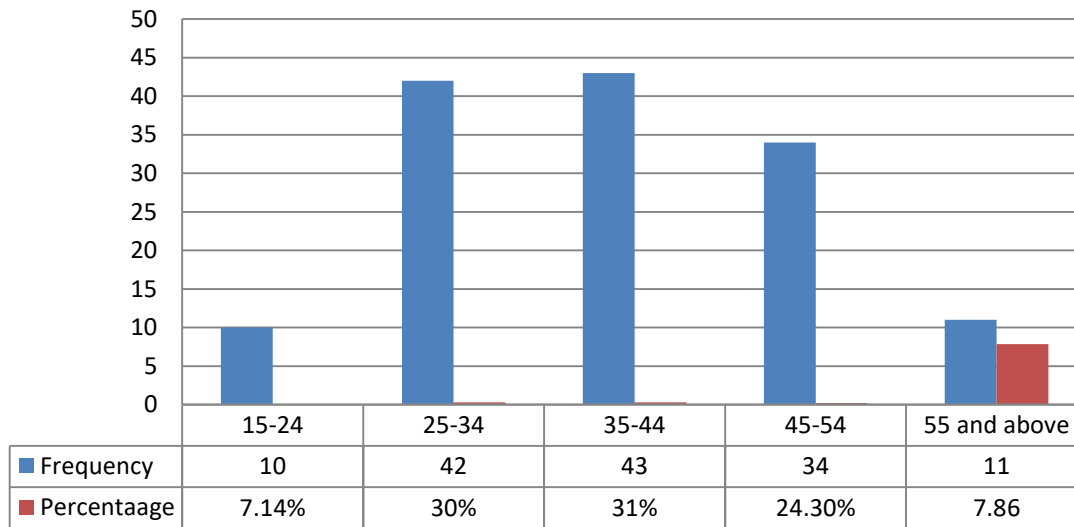


Figure 1: Age of Respondents

Source: Filed survey, 2017

Figure 1 which shows the age distribution of the respondents indicates that 10 (7.14%) and 42 (30.0%) of the respondents respectively fell in the 15-24 and 25-34 age brackets. 43 (31.1%) and 34 (24.307%) respectively fell in the 35-44 and 45-54 age bracket. The remaining 11 (7.86%) fell in

the 55 years and above age bracket. From the above it can be inferred that majority of the respondents are below the age of forty-five (45) years, thus Mai Idris Aloomo Polytechnic Geidam has a youthful work force.

Table 2: Educational Qualification

Response	Frequency	Percentage
O'level/SSCE/WASSCE	4	2.9%
A' level	6	4.3%
Diploma holders	20	14.3%
HND holders	28	20%
1 st degree	50	50%
Master's degree	30	30%
Doctrine degree	2	1.4%
Total	140	100%

Source: Field survey, 2017

Table 2 reports that 50 (50%) and 30 (30%) of the respondents had a first degree and a master's degree as their highest level of education. 28 (20%) and 20 (14.3%) of them respectively had a HND holders and diploma holders. 4(2.95) and

6(4.3%) of the respondents had an O'level SSCE/WASSCE and A 'level respectively. It can be said that the cleaners and the clerks are those having at most a WASSCE or O'level, A 'level and diploma holders.

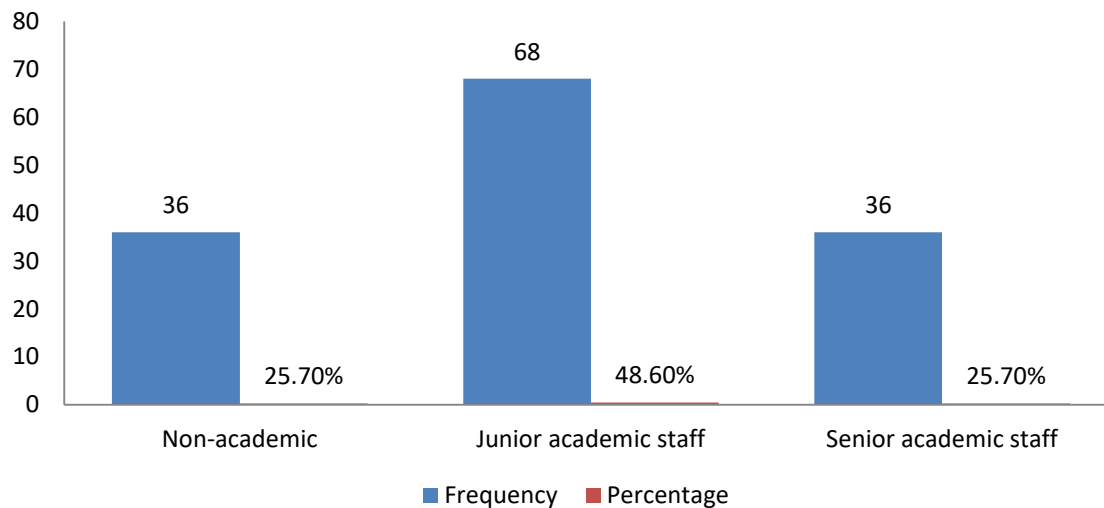


Figure 2: Status of respondents

Source: Field survey, 2017

Figure 2 shows that 68 (48.60%) and 36 (25.7%) of the respondents respectively were junior academic staff and senior academic staff. The remaining 36 (25.7%) were non-academic staffs.

Table 3: Marital Status of Respondents

Respondents	Frequency	Percentage
Married	100	71.4%
Single	40	28.6%
Total	140	100%

Source: Field survey, 2017

Table 3 shows that 100 (71.4%) were married men and woman while the remaining 40 (28.6%) were single.

The researcher in his bid find out whether respondents have heard about occupational stress asked, have you heard about occupational stress? Their response is presented below.

Occupational Stress and Job Performance

Table 4: Have you heard about occupational stress?

Respondents	Frequency	Percentage
Yes	135	96.4%
No	5	3.6%
Total	140	100%

Source: Field survey, 2017

It can be seen from Table 4 that as many as 135 (96.4%) of the respondents responded in the

affirmative with the remaining 5 (3.6%) responding in the negative

Table 5: To you, what constitute Occupational Stress?

Respondents	Frequency	Percentage
Workload	79	56.6%
Role overload	28	20%
Role ambiguity	29	20.7%
Other	4	2.9%
Total	140	100%

Source: Field survey, 2017

Table 5 indicates that 79 (56.4%) of the respondents mentioned workload as what constitute occupational stress. 29 (20.7%) and 28 (20%) of them respectively mentioned role ambiguity and role overload as what in their view

constitute occupational stress. The remaining 4 (2.9%) mentioned bad superior and subordinate practices. From the above, it can be concluded that the major constituent of occupational stress is workload.

Table 6: *What do you think are the signal of occupational stress?*

Respondents	Frequency	Percentage
Feeling anxious, irritable or depressed	48	34.3%
Apathy, loss of interest in work	45	32.1%
Problems sleeping and fatigue	25	17.9%
Trouble concentrating	20	14.3%
Other	2	1.4%
Total	140	100%

Source: Field survey, 2017

Table 6 shows that out of a total of 140 responses, 45 (32.1%) and 48 (34.3%) respectively went in favor of apathy, loss of interest in work and

feeling anxious, irritable or favor of trouble concentration and problems sleeping, fatigue and 2(1.4%) others as signals of occupational stress.

Table 7: *Have you ever experience any of the signs of occupational stress?*

Respondents	Frequency	Percentage
Yes	120	85.7%
No	16	11.4%
Don't know	4	2.8%
Total	140	100%

Source: Field survey, 2017

Table 7 shows that as many as 120 (85.7%) responded in the affirmative when they were asked whether they had ever experienced any sign of occupational stress. 16 (11.4%) of them

responded in the negative with the remaining 4 (2.8%) claiming they do not know. Respondents were then asked whether occupational stress can have any effect on ones performance at work.

Frequency

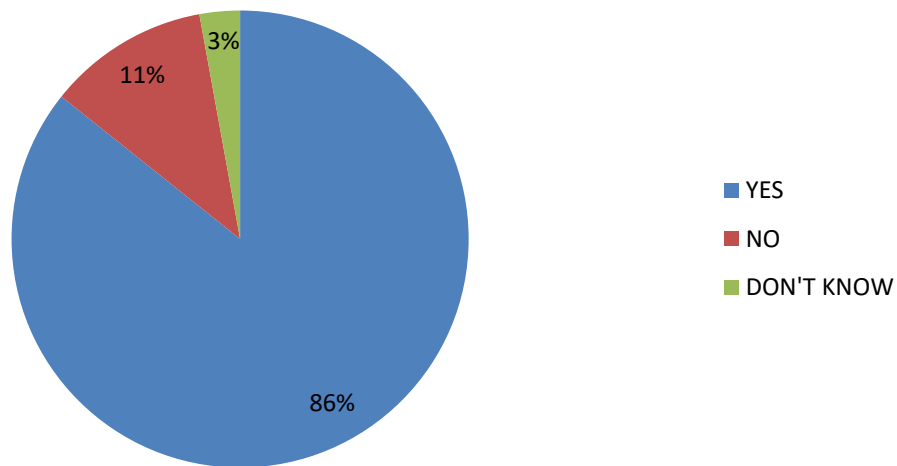


Figure 3: Does occupational stress have any effect on your performance?

Source: Field survey, 2017

Figure 3s reports once again that as many as 120 (85.70%) of the respondent were positive in their response that occupational stress can have an effect on one’s performance. 16 (11.40%)

responded in the negative with the remaining 4 (2.8%) claiming they have no idea. Table 8: shows the effects that respondents said stress has on them.

Table 8: What effects did it have on you?

Respondents	Frequency	Percentage
Absenteeism	45	32.1%
Reduced productivity	49	35%
Low morale	26	18.6%
Poor work relation	20	14.3%
Total	140	100%

Source: Field survey, 2017

Table 8 shows that 49 (35%) and 45 (32.1%) of the respondents respectively mentioned reduced productivity and absenteeism as the effect that they have experienced as a result of stress. 26

(18.6%) and 20 (14.3%) of them respectively also mentioned low morale and poor work relations are some effects that stress had on them.

Control Scale

Table 9: *How much influence do you have over the availability of supplies and equipment you need to do your work?*

Respondents	Frequency	Percentage
Very much	72	51.4%
Somewhat	20	14.3%
A little	30	21.4%
Not at all	18	12.9%
Total	140	100%

Source: Field survey, 2017

Table 9 shows that 72(51.4%) and 20(14.3%) of the respondents respectively claimed that they very much and somewhat have an influence on the availability of supplies and equipment's that they need to work with. 30 (21.4%) of the respondents said they have little influence on the availability of supplies and equipment's that they need to work with. The remaining 18 (12.9%)

claimed they have no influence at all on the availability of supplies and equipment's that they need to work with. An influence from the above is that majority of the respondents have the necessary influence over the supplies of equipment's that they need to carry out their jobs judiciously. By extension it can be said that most workers of Mai Idris Aloomaa polytechnic have the influence over the supplies of equipment that they need to carry out day to day duties.

Table 10: *How much influence do you have over in which perform tasks at work?*

Respondents	Frequency	Percentage
Very much	33	23.6%
Somewhat	33	23.6%
A little	46	32.8%
Not at all	28	20%
Total	140	100%

Source: Field survey, 2017

Table 10 which shows the distribution of the level of influence that the respondents have over the order in which they perform their task indicates that 33 (23.6%) persons each respectively

claimed they have a very much and somewhat influence. 46 (32.8%) said they have a little influence with the remaining 28 (20%) claiming they have no influence at all.

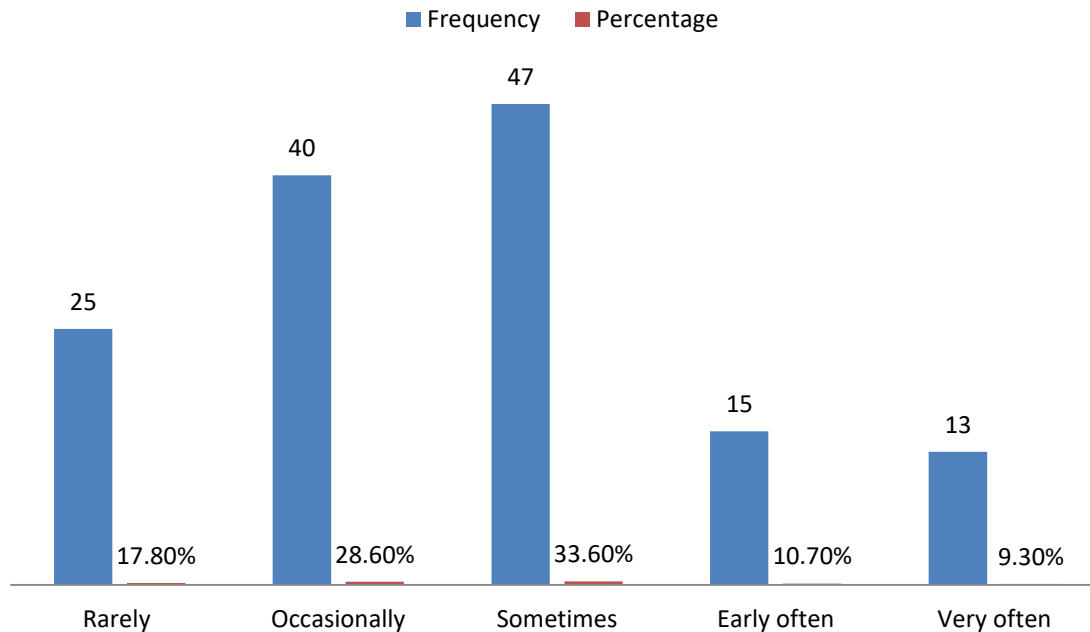


Figure 4: How often does your job leave you with little time to get things done?

Source: Field survey, 2017

Figure 4 shows that 25 (17.80%) and 40(28.60%) of the respondents respectively said the kind of job that they do rarely and occasionally leave them with little time to get things done. Again 47 (33.60%) and 15 (10.70%) of them respectively claimed the nature of their job sometimes and fairly often leave them with little time to get

things done. The remaining 13 (9.30%) claimed their job very often leave them with little time to get things done. From the above it can be said that quite a large proportion of the workers of the school do not get enough time to get things done. It therefore, means that they are always busy doing one thing or the other.

Table 11: Do you think occupational stress can be minimized?

Respondents	Frequency	Percentage
Yes	135	96.4%
No	5	3.6%
Total	140	100%

Source: Field survey, 2017

Table 11 shows that as many as 135 (96.4%) of the were of the view that occupational stress can be minimized. The remaining 5 (3.6%) person believed that occupational stress cannot be

minimized. An influence from the above is that occupational stress can be minimized. The response of respondents on how occupational stress be minimized is presented below.

Table 12: *How can occupational stress are minimized?*

Respondents	Frequency	Percentage
Work redesign	34	24.3%
Stress management training	61	43.6%
Management development	22	15.7%
Organizational	13	9.3%
Early detection	10	7.1%
Total	140	100%

Source: Field survey, 2017

Table 12 reports that 34 (24.35) and 61 (43.6%) of the respondents said occupational stress in their view respectively can be minimized through work redesign and stress management training 22 (15.7%) and 13 (9.3%) of the respondents mentioned management development and

organizational development. The remaining 10 (7.1 %) claimed the best way to use minimized occupational stress is through early detection. An inference from the above is that the best way to minimize occupational stress is through stress management.

Table 13: *How much does your immediate supervisor go out of his/her ways to do things make work life easier for you?*

Respondents	Frequency	Percentage
Very much	50	35.7%
Somewhat	41	29.3%
A little	40	28.6%
Not at all	9	6.4%
Total	140	100%

Source: Field survey, 2017

Table 13 shows that 50 (35.7%) and 41 (29.3%) of the respondents respectively said their immediate supervisors very much and somewhat make life easier for them at their workplace. 40 (28.6%) claimed their bosses only allow them a little room to make life easier for them with the

remaining 9 (6.4%) saying their supervisors do not make life easier for them at all. From the above it can be concluded that to a larger extent the supervisors of workers in Mai Idris Alooma polytechnic in their actions make life easier for their subordinates in their line of work.

Table 14: *How much do other people at work go out of their way to do things to make work life easier?*

Respondents	Frequency	Percentage
Very much	20	14.3%
Somewhat	62	44.3%
A little	53	37.8%
Not at all	5	3.6%
Total	140	100%

Source: Field survey, 2017

Table 14 above reports that 20 (14.3%) and 62 (44.35) of the respondents respectively claimed other colleagues in the polytechnic very much and somewhat make life easier for them in the performance of their job. 53 (37.8%) of them said they received a little support from their other colleagues in making their work easier with the

remaining 5 (3.6%) saying their colleagues staff members do not make their for them. An inference from the above is that once again to larger extent workers receive support from colleague staff in the course of carrying out their job to make life easier for them.

Occupational Stress and Health

Table 15: *Do you think your work can affect your health?*

Respondents	Frequency	Percentage
Yes	130	92.9%
No	10	7.1%
Total	140	100%

Source: Field survey, 2017

Table 15 responses shows that as many as 130 (92.9%) of the respondents say their work can

affect their health. The remaining 10 (7.1%) were negative in this response to whether their work

can affect their health. An inference from the above is that majority of the workers are undertaking stressful work schedule which

affects their health. Respondents were then asked how the stress affects their health. Their responses were presented below.

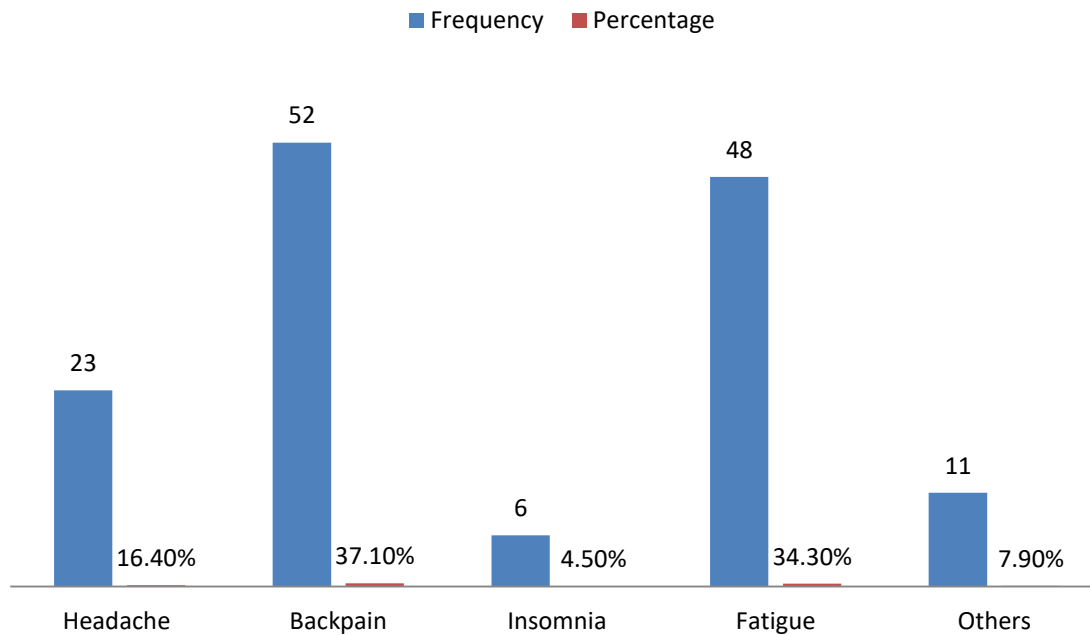


Figure 5: *How Does Your Work Affect Your Health?*

Source: Field survey, 2017

Figure 5 shows that 23 (16.40%) and 52 (37.10%) of the respondents respectively claimed they suffer headache and back pain. 6 (4.50%) and 48 (34.30%) of them respectively claimed that the resultant effect of the stress that they go through caused them to suffer insomnia and fatigue. The

remaining 11 (7.90%) mentioned migraine amongst others as the effect of stress on them. A conclusion from the above is that the two (2) main resultant effects on stress on the individuals are back pain and fatigue.

Table 16: *Do you know that occupational stress can cause cardiovascular disease as hypertension?*

Respondents	Frequency	Percentage
Yes	121	86.4%
No	19	13.6%
Total	140	100%

Source: Field survey, 2017

Table 16 shows that 121 (86.4%) of the respondents claimed they were aware of that occupational stress can cause hypertension which is a cardiovascular disease. The remaining 19 (13.6%) said they did not know that stress can cause a cardiovascular disease such as

hypertension. Respondents were further asked whether respondents were aware of the fact that exposure to stressors for long time can cause chronic health problems such as immune system dysfunction. Their response is presented below.

Table 17: *Did you know that exposure to stressors for long time can cause chronic health problems such as immune system dysfunction?*

Respondents	Frequency	Percentage
Yes	99	70.7%
No	41	29.3%
Total	140	100%

Source: Field survey, 2017

Table 17 shows that 99 (70.7%) of the respondents responded in the affirmative while the remaining 41 (29.3%) were negative about it. An inference from the above is that to a larger extent, respondents or the workers of the polytechnic Geidam are aware that exposure to stressors for a long time can cause chronic health problems such as immune system dysfunction.

tertiary education by adopting a well-designed, organized and managed work helps to maintain and promote individual well-being. Since the job related stress from lack of support from supervisors in taught time and workload conflict was high among workers. The school administrative should pay attention to solve these issues; Lack of resources such as inadequate staff and lack of equipment must be advocated by the heads of the department or sections for the benefit of the staff. Performance is hindered by stress because the individual faces signals of stress which affects their productivity. Therefore, increasing formal organizational communication with employees reduces stress by lessening the role ambiguity.

Summary of The Findings

The principal purpose of the study was to investigate occupational stress and its effect on organizational performance in higher education institute of Yobe state. The study demonstrates support for the objectives of the study and further indicates a contrary relationship between occupational stress and job performance.

Open communication has an advantage of resolving conflicts between supervisors and subordinates. Lack of effective communication could cause unresolved conflicts that increase stress level. Support from supervisors and colleagues are a major factor in reducing stress. Supervisors need to recognize the good work and outstanding contributions to employees in challenging times to keep them motivated.

Recommendations

Based on the findings above the following recommendations have been made:

Mai Idris Aloomaa polytechnic has a working population which is youthful and therefore could be very competitive in the provision of quality

Promoting a culture of support will set the example and it will make them realize that co-worker support is very important.

Conclusions

Based on the analysis of the data the following conclusions were drawn:

The profile of the majority of respondents were males (71.43%) with the remaining (28.57%) being females. The age groups falls within the age range from 35-44 and majority of the respondents fell below the age forty-five (45) years. Workload was identified as the major component of occupational stress to respondents as it chalked (56.6%). It was also realized that troubles concentrating on job was a signal to respondents that were under stress. It was noted that (85.7%) had experienced some of the signs of stress and (85.7%) report that occupational stress has affected their performance. Finally, it was observed that (35%) of respondents were of the view that occupational stress can be minimized. They suggested that management training (43.6%) should be instituted to help minimize the effect of work related stress as it will enhance productivity. Participants were satisfied with the support they receive from their immediate supervisors with a response rate of

(35.7%) as result of supervisors making life easier for them at work places. On the contrary, it was revealed by a (46.4%) that members of staff in tough times receive minimum support from their supervisors. This is very critical in reducing job stress In time of troubles as such these are times when workers would need some form of support from their superiors to help manage some of their stressors. An overwhelming (92.9%) of respondents were aware that job stress can affect their health negatively as most of the respondents observed that they could contract a cardiovascular disease as a result of job stress. It was noted that workers who experience job stress manifested in the form of back pain and fatigue which scored (37.1%) and (34.3%) respectively. Drawing from the consequences of the results, it could be concluded members of staff of Mai Idris Aloomo polytechnic mainly experience back pain and fatigue which could grow in other health implications leading to low output of those affected. In summary, the result of the study indicates that there is a negative relationship between job stress and job performance. Those workers who had high level of job stress had low job performance. All the factors contributing to job stress affected all the categories of staff of Mai Idris Aloomo polytechnic, Geidam.

Reference

- Christo, B. and Pienaar, J. (2006). South Africa Correctional Official Occupational Stress: The Role of Psychological Strengths. *Journal of Criminal Justice*, 34(1), 73–84.
- Cohen, L. Manion, L. & Morrison, K. (2013). *Research methods in education*. London UK: Routledge.
- Cooper, C. L. and Cartwright, S. (1994). Healthy Mind; Healthy Organization. A Proactive Approach to Occupational Stress,. *Journal of Human Relations*, 47(1), 455–471.

- Cooper, D., & Schinder, P. (2006). *Business research methods*. ((8th editi). New York: McGrawHill.
- G, M. (2001). *Levels of transaction: A cognitive science framework for operator stress* (P. H. & P. Demond, ed.). Mahwah: NJ Erlbaum.
- Johnson, S. J. (2001). *Occupational Stress Among Social Workers and Administration Workers within a Social Department*. University of Manchester.
- Malta. (2004). *Stress at Work. A Concept in*

- Stress*. Human Factors Limited. Business Psychology and Strategy Development.
- Manshor, A. T., Rodrigue, F. and Chong, S. C. (2003). Occupational Stress Among Managers: Malaysian Survey. *Journal of Managerial Psychology*, 18(6), 622–628.
- Mugenda, O. N., & Mugenda, A. G. (2003). *Research methods: Qualitative and quantitative approaches*. Nairobi: ACTS press.
- Mugenda, A. G. (2008). *Social science research: Theory and principles*. Nairobi: Kijabe Printers.
- Ornelas, S. and Kleiner, B. H. (2003). New Development in Managing Job Related Stress. *Journal of Equal Opportunities International*, 2(5), 64–70.
- Shakil, S. &. (2010). *Should Stress Management be Company Policy; Women in Management Review*. 4(2).
- Singh, A. S., & Masuku, M. B. (. (2014). Sampling techniques & determination of sample size in applied statistics research. *International Journal of Economics, Commerce and Management*, 2(11), 1–22.
- Taro, Y. (1985). *Statistics: An introductory Analysis* (3rd ed.). New York: Happer and Found Publishers.
- Topper, E. F. (2007). Stress in the Library. *Journal of New Library*, 108(11/12), 561–564.
- Varca, P. E. (1999). Work Stress and Customer Service Delivery. *Journal of Services Marketing*, 13(3), 229–241.
- Vermunt, R. and Steensma, H. (2005). *how can Justice be used to Manage Stress in Organizations*, in Greenberg, J. and Colquitt, J. A. (Eds.), (N. Erlbaum, Mahwah, Ed.). Handbook of Organizational Justice,.