



Stress Management and Performance of Office Employees: A Survey Money Deposit Banks in Port Harcourt Metropolis

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ABSTRACT

Stress Management as a Restructuring Technique for Business Development and Performance of Office Workers: A Survey of Ecobank branches in Port Harcourt Metropolis. It studied a population size 100 staffing each of the five branches of Ecobank, Rumuola Road, GT Bank, Location Junction, UBA, Rumuokwuta, Fidelity Rumuokwuta, First Bank Plc Rumuola branches. A sample size of 20 representing 5% of the total population of 100 was studied adopting the purposive sampling technique. Three research questions and three null hypotheses were raised. The hypotheses were tested using Chi-square statistical tool. The research findings showed, Ho₁, that there is a significant relationship between work rigidity and performance of office workers in business organization in Rivers State. Ho₂ there is a there is significant relationship between work load and performance of business office workers in business organizations in Port Harcourt Metropolis. Ho₃, there is no significant between health issues resulting from stress and performance of business office workers in business organizations in Port Harcourt Metropolis. Findings were reached and recommendations were made based on the findings; Office workers should from time to time identify when stress has set in and improvise very personal methods to handle it. Management should manage the work load of office workers in the business office and allow them holiday break for relaxation and recreation from time to time. Management should provide free medical facilities to allow business office workers do free medical checkups from time to time. Business office workers who break down under duty should be given free medical attention.

Keywords: Stress, work-load, health, restructuring, business organization, development.

INTRODUCTION

Restructuring for national development, cuts across all segment of the national economy including the private sector. Restructuring refers to conversion of the status quo to an improved version. In restructuring for national development the human person in the staff that work for the organizations, that contribute to national development must be paramount in management consideration. The stress in the job, work load, health issue and flexibility of the job have been viewed by several scholars as key in determining the level of the contribution of the staff when management restructures utmost bottom-line (profit) of any organization. The workplace of the 21st century is a fast-paced, dynamic, highly stimulating environment which brings a large number of benefits and opportunities to those who work within it. The ever-changing demands of the working world can increase levels of stress, especially for those who are consistently working under pressure such as bank workers. Whilst pressure has its positive side in raising performance, if such pressure becomes excessive it can lead to stress which has negative consequences. The job stress is an increasing problem in present day organizations; it does not affect the employees work life only, but has far reaching impact on employees' family life as well. Stress refers to the pressure or tension people feel in life. *Schular R. S. (1980)* defines 'Stress as a dynamic condition in which an individual is confronted with an opportunity, constraint or demand



related to what he or she desires and for which the outcome is perceived to be both uncertain and important'. The Modern world, which is said to be a world of achievements, is also a world of stress. We find stress everywhere, whether it be within the family, business organization or any other social or economic activity. Right from the time of birth till the last breath draws, an individual is invariably exposed to various stressful situations. Stress is experienced by every person of any age and gender and workers are not excluded. The interest in the issue has been rising especially in the present century which is been called as the '*Age of Anxiety and Stress*'. High Levels of stress experienced by workers could result in high blood pressure, accident proneness, irritability and difficulty in making decisions. The differences among the various employees based on different demography's including sector, gender, qualification, industry and experience has been analyzed. The correlations among various factors causing stress including demand, control, management support, peer support, relation, role and change factors are explored, Ojo (2012).

Literature Review

Stress is derived from the Latin word, "stingere", meaning to "draw tight". Like any other psychological concept, stress has varied meanings. Melgesa (2001) explained that stress comes from the Middle English word "stress", which was short form for "distress". Stress can be explained by action words like pressure, strain, mental strain, nervous strain, tension, tightness, over-extend, pull, worry, anxiety, etc. Stress can be described as a physical factor such as injury or mental state like anxiety that disturbs the body's normal state of functioning. Stress may contribute to the development of some illnesses, including diseases and cancer Uzoeshi (2017). Stress according to Medical Dictionary, can be explained as an organism's total response to environment demands or pressures. Stress our body's way of responding to any kind of demand. It can be caused but both good and bad experiences. Hans (2012) declared that endorsed that the statement that: "stress is the non-specific response of the organism to any demand made of it. The International Symposium on Society, Stress and Disease, sponsored by the World Health Organization (2005) endorsed the statement that: Stress is the non-specific response of the organism to any demand made of it. Hoagland (2007) described stress as something that has to do with the destabilization of the equilibrium of the body mechanism by external factors (stressors) and the restoration of this equilibrium (Homoeostasis) is affected by stress response. Sarson & Sarson (2010) referred to stress as people's reactions to situations that pose demands, constraints, or opportunities. Uzoeshi (2006) viewed workers stress as the response which occurs when they are unable to maintain their equilibrium in the face of challenges of threatening situations.

Sources of Stress among Office Workers in Business Organizations

The following have been identified by Uzoeshi (2006) as some of the sources of stress for workers. Poor remuneration: the worker's salary is not able to take care of his basic needs. The situation is becoming worst as a result of high level of inflation in Nigeria today late payment of salaries: most private organizations owe worker's salaries for many months, while others pay in the second month. This has made it difficult for the workers to meet up with immediate needs: late payment of salaries triggers financial stress, which in turn can



result in health challenges. Lack of promotion: in Nigeria, it is a common practice that worker are not promoted when due. Some workers are stagnated for years before being promoted. This situation can cause extreme stress. Promotion stimulates a sense of hard work in a worker and makes him believe that his input is recognized. However, when this does not happen, it causes pressure in the worker and can affect his productivity. Urgent need to meet up deadline: this arises when a workers is made to accomplish huge assignment within a short period of time. Poor worker's relationship: poor interpersonal relationships between subordinate and fellow subordinate, subordinate and supervisors or superior officer can result in chromic stress. When this situation arises, the worker starts experiencing psychological disequilibrium. Concerns about job security: the worker is not sure of his job. That is, the fear of the threat of being laid off or dismissed before the end of contract tenure disturbs the worker. Lack of career development: there is little or no opportunity for the worker to grow. Lack of incentives for the worker to advance in his career with regard to attending conferences, workshops, furthering of studies, causes.

Poor physical working environment: this may include lack of basic facilities such as good office or residential accommodation, electricity, pipe-borne water, excessive heat, lack of recreational facilities, convenience, etc. Work overloading the worker with many responsibilities is one of the sources of stress. Work under load: the worker has too little to do. This might involve a worker having his skill being under used. Isolation in decision making: workers do not get involve in decisions affecting their well-being. Harsh and irrational decisions could make the worker lack sense of belonging or perceive him/herself as an "outsider". Poor communication: decisions are not properly communicated to the worker. The workers does not know what is required of him as a result of poor communication. Role conflict: here, the worker plays a role that he feel is not part of his job specification. That is, a worker performs roles that are conflicting with his main role. Role ambiguity: this is a situation where the role to be played by a worker is not well defined thereby making the worker to be confused on what is expected of him or her. Extra-organizational sources: these are sources of stress that arise outside the workplace. They include death of a loved one, accident, divorce, illness, sexual difficulties, marital conflict, barrenness, incompatibility between husband and wife, infertility, childlessness, to mention just a few.

Sources of Stress for Office Workers

They are certain indications showing that the worker is experiencing high level of stress. Some of these symptoms are according to Uzoeshi (2017) include; Absenteeism: the worker is consistently absent in his workplace. Low productivity: the worker performs below expectation or does not meet up with set target. Wanton destruction of property in work place. Aggression: The worker is easily provoked or irritated. Depression: The worker is in low mod, and is always dad or gloomy. Tiredness: The worker always feels weak, and frequently feels fatigue. Poor sexual performance: He is not able to have optimum sex. It may also include apathy in having sex or lack of interest in sex. Lack of concentration in the job. This can lead to poor job execution. Health challenges such as headache, frequent urination, difficulty in breathing, emaciation, high blood pressure, stroke, difficulty in sleeping, heart attack, chest pain, weight loss, weak immune body system, ulcer, etc. are



observed. Psychological symptoms that may comprise anxiety, frustration, and emotional instability, and temper tantrum, loss of self-esteem, withdrawal, poor interpersonal relationships, and aggression are observed. It has to be noted that some of these symptoms are symptoms related to other diseases. The worker cannot therefore conclude that he is experiencing overdose stress when having any of them. It is always good to consult a physician for diagnosis and medication.

Stress vis-a-vis Workers' Productivity

These basic questions are essential while discussing the above sub-topic; is the Nigeria worker productive? Are Nigerian workers given the necessary incentives to be effective and productive? A careful analysis of the first question will provide a negative answer. Previous researches by the Nigerian watch (2013) and Ofoegbu and Nwadiani (2006) found that the majority of Nigeria workers experience high level of stress. Different researches have also shown that overdose stress affects productivity. Authors such as Buck (1970), House and Rizzo (2017), Scales and Alen (2008), Hitt and Greer (2009) explained occupational stress as always dysfunctional for both the organization and its members because stress can lead to decreased job satisfaction as well as low levels of performance and effectiveness. Uzoeshi and Stanford (2009) found a significant negative relationship between nurses' level of stress and their job performance. This means that the more stressful nurses are, the less they perform their duties. The basic truth is that most Nigerian workers are unproductive as a result of chronic stress caused by unhealthy work environment, stress affects the immune system of workers, thereby exposing them to various diseases such as headache, fever, ulcer, fatigue, insomnia (chronic sleeplessness), high blood pressure, stroke and cancer.

Stress can equally propel psychological disorders like anxiety, tension, apathy, withdrawal, aggression, depression, etc. these psychological and ill-health conditions subject workers to low productivity, the Nigerian worker is poorly motivated to work with regard to poor salaries, poor health facilities, poor accommodation, poor promotion system, lack of career development and good work policies that reduce chronic stress. Extreme stress can be dangerous and can result in health challenges and psychological malfunctioning. In fact, acute stress can lead to death in some cases if not properly managed. It can equally affect workers' productivity. The following are some of the effects of stress on workers. Psychological effects: these may include depression, withdrawal, anxiety, aggression, frustration, apathy, emotional instability and loss of self-esteem (uzoeshi, 2012). Health challenges: some ailments like ulcer, high blood pressure, headache, fever, stroke, sexual dysfunction, fatigue, low, body immunity, and heart attack, loss of appetite, cancer, flu and insomnia are experienced. Decrease in job performance: The worker performs below optimum level. He may not be able to achieve set target.

Exhaustion: the worker is easily tired and worn-out

Loss of concentration: the worker is not focused. His attention is diffused and not centred on what he is doing. Poor eating pattern: this involves loss of appetite. The worker's eating pattern suddenly begins to depreciate.



Death: the extreme form of unchecked acute stress is death. Most often stress might manifest in form of high blood pressure, which if not checked might develop to stroke and subsequently death. Absenteeism: stress can cause work places as a result of healthy challenges or apathy. This attitude if not checked on time could result in low productivity. One of the effects of stress on workers is ineffective living that might be characterized by health challenges and untimely death. Less stress guarantees good health and life effectiveness. It also reduces the chance of sudden or untimely death. Recently, there are many stories about workers suddenly collapsing and dying as a result of too much pressure or certain unfavourable work conditions. According to Sarason and Sarason (2010), the risk of death men who were high in life stress double the risk for men who were low in life stress. Asagwara (2009) observed that in Nigeria, cases of high blood pressure, heart attack, stroke, ulcer, migraine headache, and other psychosomatic diseases are on the increase as a result of chronic stress. Wikensing, Napoli, kilbride&Tebbs (2008) explained that prolonged unresolved stress is associated with psychosomatic illness. These are illnesses that are aroused by emotional conditions such as heart attack, stroke, ulcer, headache and asthma. Ekwe (2009) cited Guardian (2006) as reporting that an estimated five million Nigerians are suffering from hypertension as a result of stress. Ilediwa- Okoro (2001) observed that stress can result in excessive high blood pressure and hypertension, rapid heartbeat and diseases, heightened anxiety, depression and anger, lack of concentration, sleep disorders, eating disorders, and inability to rest. Research published by the British Medical Journal, showed that the risk of heart attacks and strokes decreased by 20 characterized by distress including anxiety and depression.

The Nigerian worker is a victim of the above ill health conditions. Effective living involves living a less stressful life that is characterized by high standard of living. Good health care programme and facilities, good transportation system, availability of nutritious food shelter, pipe borne water, clothing, job security, good interpersonal relationships, effective security system that guarantees safety of life and property, but to mention a few. The question at this point is: Do Nigerian workers enjoy the above basic physiological and safety needs as can be provided by their salaries? The Nigerian worker lives below life standard compared with workers in most parts of the world. Uzoeshi (2012) observed that an average Nigerian earns very little but spends much to satisfy his basic needs, thereby being subjected to stress in order to fulfil other needs. Equally, Amadi and Nenbee (2010) reported that human development index worldwide ranks Nigeria among the least developed countries of the world with high infant and maternal mortality rates, low literacy level and low calorie intake. The business officer worker is therefore subjected to stressful work conditions that make life ineffective and therefore could shorten his life span. Research also shows that chronic stress like the kind experienced in high stress occupations actually erodes and damages critical parts of our DNA overtime. This damage and erosion can increase our odds of living a shorter life span. The study showed that those under chronic stress exhibited shortened. Telomeres are the protective edges that bind the ends of DNA strands together. The damage of these telomeres leads to errors in how the DNA instructs cells to behave, so their length is directly tied to longevity. The evidence showed that stress can actually shorten our life span for four to eight years depending on how we handle the



situation and our genetic predispositions and general health. According to world Health Organization(2015) on Hale: Health- adjusted life expectancy (2016), Nigeria came 177th in ranking among the 240 countries of the world on life expectancy with 54.5% for both sexes, while Japan was ranked number (1) one, with 83.7% for both sexes life expectancy. It is surprising to note that countries like Iran, Turlisia, Morocco, Egypt, Irag, Gabon, Namibia, Ethiopia, etc. Were ranked higher on life expectancy.

Stress Management and Therapy

Stress coping strategies or stress management means any necessary step taken by an individual when confronted with situations that exceed his level of equilibrium (Uzoeshi, 2012). That is, stress management strategies imply steps taken by individuals to overcome stressful situations. Coleman and Hammen (1974), Lazarus (1976), a Selye (2008), Ivancevich& Matteson (2016) explained that coping strategies' are all the steps an individual takes when faced by a stressor or any threatening situation. Stress management can also refer to the wide spectrum of techniques and psychotherapies aimed at controlling person's level of improving everyday functioning (<http://www.enwikipedia.org/wiki>stress>). The objective of management strategies is to help a worker regain balance when experiencing overdose stress. The state of balance often known as homeostasis is important in order for the worker to be effective and productive. In this inaugural lecture, stress management strategies are divided into two: inoculative and therapeutic. This type of management strategy is employed by a worker to prevent the occurrence of chronic stress. It is a precautionary measure aimed at warding off extreme stress and to prevent chronic stress from arising. The following inoculation stress management strategies can be employed by workers: *Exercises*: Exercises activate and make the body healthy. Regular exercises help the body to be functional in order to fight certain diseases. It also helps the body to maintain an optimum level of immunity necessary to ward off chronic stress. A relatively moderate level of physical activity rather than heavy exercise is enough to make a worker healthy. At least 30minutes moderate physical activity is suggested for effective living. Fast walk, jogging, swimming, cycling, dancing, using staircase rather than a lift, trekking for 30 minutes, but to mention a few, are enough physical activities that can help to prevent high level stress.

Happiness: This is a management strategy that is very effective in minimizing extreme stress. As a worker, always strive to be happy. Try as much as possible to laugh whenever it is possible. Happiness creates internal joy that helps to destroy chronic stress. Let the moments of happiness outweigh the moments of sadness every day in your life. Create situations that will make you happy and avoid situations that will make you unhappy.

Relaxation: As a worker, always find time to relax after the day's hard labor. Relaxation helps to calm tensed muscles provoked by overdose stress. Everyday work without relaxation can easily provoke chronic stress, make the body to breakdown and can cause sudden collapse and death. Relaxation helps to restore the body's homeostasis. Workers are advised to take at least 20 minutes nap in their offices everyday especially when they have deadlines to meet or have work overload; they should also engage in other forms of relaxation such a meditation, listening to music, watching favorite movies. Reading novels



or the Bible, sleeping for at least 8 hours in the night, doing light exercises light Yoga (a form of exercises for mental and physical well-being), etc. *Good interpersonal relationships*: this management strategy is necessary for every workers happiness and effectiveness. Poor interpersonal relationships could lead to low level of productivity as the worker involved in does not have res of mind. Such a worker is always restless, unsettled and unfocused. Poor interpersonal relationships could make a worker lose concentration. A good interpersonal on the other hand is an antidote to chronic stress because it helps workers to worker maintain good interpersonal relationship with his superior and subordinate, that worker is happy and such happiness helps to reduce or eliminate acute stress. *Identify the sources of stress and avoid them*: every worker should try as much as possible to identify what could trigger overdose stress in him. The first important management stress strategy is to identify the stressors that activate chronic stress and avoid them. Self-evaluation is necessary towards identifying sources of stress. Workers should conduct self-evaluation, which might likely help to reveal what cause acute stress to them and then try to avoid them. Is ti poor interpersonal relationship, financial stress; work overload, poor time management, poor planning, family issue, or greed? Identify the source of your stress and avoid it. *Time Management/ Good Planning*: poor time management is a stressor that activates chronic stress. As a worker, always plan your time well. Doing so many things at little time is stress provoking. Be time conscious. Spread your activities in such a way that you will always have enough res. Avoid engaging in overcrowded activities at little time. Also plan your everyday activities effectively. Good planning helps to minimize unnecessary chronic stress. Write out a list of activities to be engaged in everyday and map out enough time for each activity. *Sharing problems with trusted friends*: this management strategy helps to unburden bottled up emotions. When problems are shared with trusted friends, it helps to relief the tensed emotion(s). There is a popular saying that "a problem shared is a problem half solved". Refusing to unbottle tensed emotions easily provokes high level stress and can motivate high blood pressure

Being optimistic always: the tendency to believe that the future will be good is stress relieving. Avoid being pessimistic. No matter the situation, believing that the future will be better will help every worker to be less stressful. Pessimism is stress inducing. No work condition is permanent; policies come and go. If a particular policy is not favorable to workers today, a better policy that will make workers happy and improve their condition might be formulated tomorrow. *Be actively involved in religious activities*: As a way to prevent overdose stress, worker should be involved in religious activities. They should read the Bible or Koran always, attend church activities and belong to church associations. Praying to God always helps to destroy chronic stress. God is happiness and any worker who prays always will hardly experience high level stress. God solves all problems and makes every impossible situation possible. Workers should go to church and be active participants in the church process. Those who are not Christian should always do well and avoid evil as a way of preventing extreme stress. *Attend social activities*: Workers should strive to attend social activities such as wedding and naming ceremonies, picnics, parties comedian shows, etc. these activities elevate the mind and produce happiness that counters chronic stress. Again, attending such activities will help workers meet their friends and



loved ones, who can help to ignite happiness. Isolation is stress provoking, can cause negative thinking that might propel health challenges. Attending social activities therefore can help to reduce extreme stress and produce optimum stress. *Diet*: the type of food we eat can help in motivating chronic stress. Food that is high in carbon hydrate and caffeine are dangerous to our health and can aggravate high level stress. Uzoeshi (2012: 121) "advised that every individual should eat less fat, sugar, salt and spices. Eat more fruits; vegetables, vitamins and cereals". Drink plenty of water because the body is made up of 60 to 70 percent water. Melgosa (2001: 114) explained that "we need water to lubricate our organs, to renew body fluids, to eliminate toxic substance and to maintain proper concentration levels in the body". It is a good health practice for every worker to take seven to eight glasses of water daily outside the ones taken during meals. *Regulated Alcohol intake*: one of the strategies to avoid acute stress is to take moderate alcohol whenever we feel stressed. Red wine is good for the heart and can help to ward off heart attack, especially when taken in moderation. A glass of red wine occasionally when or a bottle of beer taken when tensed is good in alleviation stress. It is good to caution that excessive alcoholism is dangerous to health and can cause health problems such as loss of concentration, absenteeism.

Research Analysis:

The Research statistical tool to use for the testing of the posed hypotheses is Chi-square. It will be used to measure the raised dependent variables of Stress Management and performance of office workers in Business Organizations in Port Harcourt, Metropolis. The result of the result analysis is based on significance level of 0.05. Statement of the Problem: Stress constitutes one of the reasons why health of staff break down often. So many tips have been given, seminars and workshops on how and why workers should take care of their health, rest sufficiently and scale their tasks. Despite all of this, stress has continued among workers in business offices. Workers still break down on the account of stress and workload. This study intends to investigate why stress has not been properly managed by workers in business office organizations.

Purpose of the Study

The purpose of this study will be categorized into the following three objectives: The purpose of this study will be: To determine whether work rigidity has any effect on the performance of the workers being studied. To determine if work load constitute stress to the workers in business organizations. To find out if stress has any health issue resulting from stress on business office workers.

Research Questions

Does work rigidity affect the performance of office workers in business organizations in Port Harcourt Metropolis? Does work load constitute stress to the workers in business organizations? Does stress have any health implication on the business office workers in Port Harcourt Metropolis?



Research Hypotheses

Ho1. There is no significant relationship between work rigidity and performance of office workers business organizations in Port Harcourt Metropolis. Ho2. There is no significant relationship between work load and performance of office workers in business organizations in Port Harcourt Metropolis. Ho3. There is no significant relationship between health issues resulting from lack of rest and performance of office workers in business Organization in Port Harcourt Metropolis.

Population and Sample Size

A population size 100 staff in each of the five branches of Ecobank, Rumuola Road, GT Bank, Location Junction, UBA, Rumuokwuta, Fidelity Rumuokwuta, First Bank PlcRumuola branches. A sample size of 20 representing 5% of the total population was studied adopting the purposive sampling technique.

Data Analysis, Research Procedure and Discussion of Findings.

The following variables were generated and responses obtained using Likert 4-Scale Analysis SA (Strongly Agree, 4 point), A (Agree, 3 point), D (Disagree, 2 point), SD (Strongly Disagree, 1 point).

Table 1: Demographic Variables of Respondents

Variables	Frequency	Percentage
Staff Category		
BRANCH/SERVICE MANAGERS	9	45.0
OPERATIONS STAFF	7	35.0
MARKETING	4	20.0
Total	20	100.0
Gender		
Male	9	45.0
Female	11	55.0
Total	20	100.0
Educational Qualification		
SSC	4	20.0
ND/NCE	5	25.0
DEGREE/HND	8	40.0
PHD/Masters	3	15.0
Total	20	100.0



Age		
25-35	2	10.0
36-44	10	50.0
45-55	8	40.0
Total	20	100.0
Marital status		
SINGLE	4	20.0
MARRIED	13	65.0
SEPARATED	2	15.0
Total	20	100.00

SPSS Generated Data (Feb., 2019)

From the table demographic data above a total of 9 management staff or branch or service managers, representing 45%, 7 operations staff representing 35% and 4 marketing staff representing 20%; 2 representing 10% were in the age bracket of 25-35, 10 representing 50% were in the age bracket of 36 to 44, and 8 representing 40% were in the age bracket of 45-55; 4 of those had SSC representing 20%, 5 had representing 25% had ND/NCE; 8 representing 40% had graduate qualifications while 3 representing 15% had PhD/Masters Degrees; 4 out the persons investigated representing 20% were single, 13 representing 65% were married and 2 representing 15% were separated.

Testing of Research Hypotheses, Data Presentation and Result

Testing of Research Hypothesis 1, 2 & 3:

Test Statistics

	O1	O2	O3	O4	O5
Chi-Square	91.000 ^a	111.600 ^b	53.600 ^b	93.200 ^b	95.200 ^b
Df	2	3	2	2	2
Asymp. Sig.	.000	.001	.002	.000	.000

SPSS Generated Feb. 2019

The Chi-Square result above shows that the cumulative p.value of 0.03 > 0.05 indicating that there is a significant relationship between work rigidity and performance of office workers in business organizations in Port Harcourt Metropolis. The respondents were of the opinion that the work rigidity in which staff are not allowed leave or other forms of work flexibility is significantly related to performance of the office workers. The null hypothesis is therefore rejected. This is further buttressed by Ihediwa-Okoro (2001) which observed that stress can result in excessive monotony and repetition of tasks without necessary variations.



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Table II: Chi-Square Analysis of RH1 – There is no significant relationship between work rigidity and office workers performance in business organizations in Port Harcourt Metropolis.

Table II: Chi-Square Analysis of RH2: There is no significant relationship between work load and the performance of office workers in business organizations in business organizations Port Harcourt Metropolis

Test Statistics

	M6	M7	M8	M9	M10
Chi-Square	.000 ^a	.100 ^b	1.400 ^b	1.200 ^a	1.200 ^b
Df	3	1	2	3	2
Asymp. Sig.	0.000	0.000	0.001	0.001	0.001

The Chi-Square result above shows that the cumulative p.value of $0.04 < 0.05$ shows there is a there is significant relationship between work load on staff and performance of office workers in business office metropolis in business organizations in Port Harcourt Metropolis. The null hypothesis is therefore rejected. The result showed that respondents agreed that work load on staff will affect the performance of business office staff in business organizations in Rivers State. This collaborates the position of Uzoeshi (2006) viewed workers stress as the response which occurs when they are unable to maintain their equilibrium in the face of challenges of threatening situations emanating from excessive work load.

CONCLUSION

Variables generated from stress show that if it is not properly managed can lead to severally unpleasant drop in work performance of office workers in business organizations in Port Harcourt Metropolis. Organizations are expected to adopt modern measure to curb stress on their workers in order to improve worker effectiveness and greater performance.

Findings

The result from the testing of the hypotheses showed the following: That there is a significant relationship between work rigidity and performance of office workers in business organizations in Port Harcourt Metropolis. The respondents affirmed that work rigidity results to stress which imparts on the performance of the office workers in business organizations in Port Harcourt Metropolis. That there is a significant relationship between work load and performance of office workers in business organizations in Port Harcourt Metropolis. The respondents were of the opinion that work load results to stress of the

Table III: Chi-Square Analysis of RH₃: There is no significant relationship between health issues resulting from lack of rest and performance office of workers in business organizations in Port Harcourt Metropolis.

Test Statistics

	R ₁₁	R ₁₂	R ₁₃	R ₁₄	R ₁₅
Chi-Square	6.400 ^a	.067 ^b	.600 ^b	4.800 ^a	14.800 ^a
Df	2	1	1	2	2
Asymp. Sig.	.041	.796	.439	.091	.001

SPSS Generated Feb. 2019

The Chi-Square result above shows that the cumulative p.value of .274 > .05 indicating that there is no significant between health issues and performance of office workers in business organizations in Port Harcourt Metropolis. The test result as obtained from respondents show that business office staff may be sick resulting from other factors other than stress. The null hypothesis is therefore accepted. Though Uzoeshi and Stanford (2009) The basic truth is that most Nigerian workers are unproductive as a result of chronic stress caused by unhealthy work environment, stress affects the immune system of workers, thereby exposing them to various diseases such as headache, fever, ulcer, fatigue, insomnia (chronic sleeplessness), high blood pressure, stroke and cancer. Stress can equally propel psychological disorders like anxiety, tension, apathy, withdrawal, aggression, depression , etc. these psychological and ill-health conditions subject workers to low productivity, the Nigerian worker is poorly motivated to work with regard to poor salaries, poor health facilities, poor accommodation, poor promotion system, lack of career development and good work policies that reduce chronic stress. This means that stress when isolated can be a causative factor for health issues of office workers.

business office workers. That there is no significant relationship health issues resulting from stress and performance of office workers. The respondents opined that there could be other sources of health issues apart from stress even though stress can also cause health problem.

RECOMMENDATIONS

Based on the above finding the following are recommended:

Office workers should from time to time identify when stress has set in and improvise very personal methods to handle it. Management should manage the work load of office workers in the business office and allow them holiday break for relaxation and recreation from time to time. Management should provide free medical facilities to allow business office workers do free medical checkups from time to time. Business office workers who break down under duty should be given free medical attention.



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