



Influence of Occupational Stress on Psycho-Physiologic Disorder and Job Satisfaction in Organizations Situated in Northeast Nigeria

Augustine Ebial
Chibuike Chinonso Mgbbeanuli

Abstract

Stress is the non-specific response of the body to any demand made upon it. Stress reveals major physiological changes which can affect human performance. Occupational Stress has been seen to have some major influence in daily living of people. For about a decade North East Nigeria has been plagued by insurgency, terrorism and destruction of institutions and Organization either by bomb or physical attack on workers in the general area. This paper showed that certain occupation is more stressed than the other. There is a relationship between Stress, Health and Job Satisfaction. 500 participants were randomly selected using blocked random sampling. The participants were aged between 25 and 55 years and has been working in their organizations for at least 3 years. The Work Stress Questionnaire (WSQ), The General Health Questionnaire (GHQ) and the Job Satisfaction Questionnaire (JSQ) were administered to the Participants using blocked random sampling design. It was discovered that there is a significant difference in how different organizational workers perceive stress and how it in turn affects their Psychophysiologic disorders. When analyzed with regression analysis, the health workers were seen to be the least satisfied with a .001 significance level at $p=.05$ confidence level. It is recommended that the government should sort way to completely tackle insurgency in the area so as to make it conducive for the workers in the zone.

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Affiliation

Department of
Sociology/Psychology
Nigeria Army
University Biu
ebiaiaustin2013@gmail.com

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Introduction

Occupational Stress has become one of the major influences on the health, daily living and well-being of Industrial and Organizational workers. Some medical conditions emanate from the psychology of an individual in forms of Psychophysiologic disorders - medical conditions that are influenced by psychological factors such as stress or behavioral habits (American Psychiatric Association, 1987). In Northeast Nigeria- Borno, Adamawa, Yobe, Taraba, Gombe and Bauchi. However, this study will concentrate more on Borno, Adamawa and Yobe (BAY) States, this is because this area is the worst when it comes to insurgency activities of the Boko Haram Insurgents.

This study sorts to address how workers are affected by their work environments and find a lasting solution to work related stress that affects productivity at work in northeast Nigeria. The paper is aimed at seeing how workers health can be improved by building a healthy work mindset, thereby reducing stress related sickness in the study area.

Stress defined is a feeling of emotional or physical tension. It can come from any event or thought that makes you feel frustrated, angry, or nervous. In the context of this paper, it is any Job related or personal activities that poses challenge in times of its management and could make the individual frustrated, angry or nervous.

While Psychophysiologic disorders are medical conditions that are influenced by psychological factors such as stress or behavioral habits (American Psychiatric Association, 1987). Earlier these disorders were referred to as psychosomatic disorders. For this study, we shall look at it as illness that could be resultant of stress and work environment stressors.

Jobs satisfaction describes how much extent an individual is pleased, comfortable or satisfied with his or her job. It is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences. So, it is simply how workers feel fulfilled with their jobs.

Work-related stress is a vital factor to job satisfaction. When functioning as a motivator, work-related stress results in creativity and satisfaction and consequently removes boredom and mundanity. Stress leads to aggression and low job satisfaction when it functions as a negative factor (Munich, 2008). It is therefore, true that when workers are stressed it will either affect them negatively or positively, depending on how they perceive the stress. The stress level varies and these variation affects the level of Job Satisfaction they all get. It has been noticed that stress in this area often as a result of the insurgency in Borno, Adamawa and Yobe may be the major cause of reduction in the productive level of the general area (Ewang 2020; Globalsentinelnews1, 2021).

Houboubi, et al. (2017) was of the opinion that the general health of workers can be affected by how they perceive the stressors and stress. They were of the opinion that when positively perceived, it serves as a motivator and encourager but on the other hand when negatively perceived it serve as a health threatening factor. Business have kept on going down by day and productivity in the general area keeps reducing. In fact, investors have been seen leaving the general area by day on the ground of stress and fear of attacks (Pérouse & Montclos, 2014). This shows that the people are largely perceiving stress from the negative aspect. On the Jan 12 2022 Tukur Buratai Institute of War and Peace (TBI) was attacked and Nigerian Army University Biu lost two of its staff working in the institute (NAUB, 2022). These no doubt will amount to the resignation of intellectual minds in the institution. The health of the people working in the general area can be seen in the level of how the people living in the area have increases. Dr. Ephraim Abbott; a private hospital owner in the Biu, Borno have reported a hundred and ten percent (110%) increase of patient's influx between 2009 and 2021. This though could be attributed to the increase in population, but it could also be as a result in increase the stress level of stress.

Though states like Bauchi, Gombe and Taraba may be safe from the attacks from the Boko-Haram sect, Fulani-Herders class, and other forms of banditry is prevalent in these other northeastern states.

The Paper is significant because the health of Nigeria workers is very important for them to put in their best in their workplaces. Many Organisational management are spending more when workers are not satisfied in their work place due to the fact that, they may need to spend more to recruit other workers to help in certain activities. There is also need for Organisations to know the differences between stress levels in occupations so that they will know why occupation need to be more compensated.

The theory of Man (1973) identified three basic forces: Pressure; Conflict and Frustration as causes of emotional Stress. The present paper is leaning onto this model for the Causes of Occupational Stress. Pressure comes with environmental demands especially with regard to time (Delpont, 2020) High load and Perfectionism (Marzabadi & Tarkhoram, 2007).

Frustration is often a result of our inability to meet the Objectives or Achieving them under a Stressful situation Conflict arises between the demands being made by our Organisation or workplace and our individual ability as a worker to meet the challenges of work we face daily. It is this Discrepancy that reacts Stressful feelings and subsequent to Stress by the worker affected. This feeling usually must go through three processes. The Psychological, Physiological and Behavioral. It is the psychological (feeling, motivation, job dissatisfaction that informs the physiological (internal body reactions) which in turn informs the behavioral responses or action.

Usman and Musa (2018) discovered that insurgency has caused a lot of damages and loss of lives which has affected small businesses and caused a lot of economic loss to both small business operators as well as reduction in sales volumes. Reduction in business activities, no doubt will lead to poverty and and in turn poor health. Ali, Bubaram & Adamu. (2018) study revealed that the activities of the insurgent groups have affected lives, economic and the political activities of the country particularly the people in the northeast Nigeria. The activities have rendered much Nigerian youths and adults jobless, particularly in the Northeastern region where the insurgency is dominant, the insurgency has left the region in a shadow of its past.

A research result showed that, before insurgency in Northeast Nigerian 81% of the cattle traders in the region earned above N80,000.00 as income per month, while about 57% earned less than N80,000 during insurgency per month in study area. The result revealed that cattle supply is drastically reduced by almost 96% during insurgency. More so, the net profit per head of cattle during the insurgency was about ₦29,500, dropped from ₦51,200 before the insurgency (Mohammed, Ahmed & Adedeji, 2020).

In-depth analysis of the terror acts, such as abduction of Students, burning and destructions of School Structures, killings of Staff and Students and the Resultant Psychological Pressure affected the Performance of teachers in Yobe state (Muhammad & Mohammed, 2019). Opoko, Eyiaro, Salau, & Ogunkoya (2018) noted that the next generation of leaders in the North-East region have been robbed of their access to even the basic education, much worse for the female child. Between 2009 and 2016, the activity of Boko-Haram members has led to the death of over 600 teachers, destruction of 900 schools and also forced shutdown of about 1500 schools as the activity of the insurgency constantly threatened the safety of both lives of students and teachers. Parents are forced to choose between the life of their wards and education.

The education system has experienced serious setback, for example a school in Miringa, Biu Local Government Area of Borno state had to relocate from her Big and well-equipped School Compound to a three-block Classroom in Biu main town because of the threat from Boko-Haram insurgent group to attack the school in 2018. Till date the said School is still in Biu and could hardly admit much Students due to limited facilities.

Douglas, et al. (2008) in a bit to evaluate the effectiveness of a web-based multimedia health promotion program for the workplace designed to help reduce Stress and to prevent depression, anxiety and substance abuse. They Discovered that the programme helped reduced their stress, increased their knowledge of depression and anxiety developed more positive attitudes toward treatment, and adopted a healthier approach to alcohol consumption. It was concluded that a brief and easily adoptable web-based stress management program can simultaneously reduce workers Stress and address Stigmatized behavior health problems by embedding this prevention material into a more positive management frame work.

Marzabadi & Taikaorani (2007) listed the different kind of Stress and individuals and the different stress categories. The stress categories were related to roles at work the physical environment, responsibility, family, and work. Role conflict is often the highest stressor, followed by role ambiguity. Role overload and inefficiency also serve as stressor at work place. On a different level, family and work environment, when not conducive can be more stressful than thought.

To this end this paper investigates the influence of stress on the health and job satisfaction level of the people in northeast Nigeria.

Statement of Problem

Most studies on Occupational Stress and Work have focused attention on white-collar jobs (Ewang, 2020). While these various approaches may be useful and significant, however, studies on stress in Nigerian have failed to look at differences of stress level among Industrial-organization workers in different occupations, particularly in the northeast Nigeria.

In Nigeria, certain workplaces have no respect for mental health and even when they try to assist, the cost to employees in the industry is high which affects low-income earners. However, workers in the region have been complaining of different stress, which informed this study.

Purpose of the study

The purpose of this paper is to explore the causes of occupational stress and the effect on organizational performance and to access the differences in some particular types of jobs. To find out if certain occupations are more Stressful than others. To ascertain if there is any difference between organizations in term of workers psycho-physiologic disorder. To access the effect of occupational stress on the general health of workers. To find out if there is any relationship between occupational stress and satisfaction.

Research Questions:

1. Will there be any difference in terms amount of Strain and Stresses between one type of Occupation and the other?
2. Would there be a significant difference between Organizations in terms of Psycho-physiologic Disorder?
3. Can there be any relationship between Occupational Stress and Job Satisfaction in Northeast Nigeria Organizations.

Hypotheses

1. There will be a significant difference in the level of stress experienced by workers of some Occupations in northeast Nigeria when compared to others.
2. There will be a significant difference in the levels of organizations psycho-physiologic disorder among the different organizations in northeast Nigeria.
3. There will be a relationship between occupational Stress and job satisfaction among northeast Nigerian Workers.

Methods

Participants:

Participant are five hundred randomly selected Organisational workers aged between 25 and 55 years. All participants are resident in Northeast geo-political region of Nigeria and have been working in some academic Institutions, Manufacturing Industries, Financial Institutions and Military or Paramilitary Organisations. All participants have been working in their various Organisations 3 years before the research. The workers range within the ranks of junior workers, supervisors and senior ranks or management as the case maybe. The workers used were: Bank Workers:75, Police officers:200, Health personnel:75, Academic persons:75 and Civil servants:75. It is important to note that the police as used here include all the military men that police the general area. They include, civilian JTF, Road safety, NDLEA and other security agencies in the area. The block randomization was to make sure that all the works are represented to a reasonable amount. 350 (70%) males were chosen while 150 (30%) female participants were chosen, this is because men were seen to be the greater workforce of the general area.

Instruments

The Work Stress Questionnaire (WSQ) was used. The questionnaire was developed by Holmgren et al. (Holmgren, Hensing & Dahlin-Ivanoff, 2009), as a self-administered questionnaire with the purpose of early identification of individuals at risk of being sick-listed due to work-related stress. It consists of only 21 questions, which makes it suitable to use in a clinical setting where time often is sparse. A test and retest reliability were performed using 41 participants and the general coefficient of change was observed to 0.64 using the Pearson Product Moment Statistics of $P=0.001$ (Frantz & Holmgren, 2019).

The General Health Questionnaire (GHQ): The General Health Questionnaire was first developed by Goldberg (1972). The reliability instrument has been found to be 18.6% (i.e., 0.816) for the Western population (Goldberg, 1972) and 91.5% (i.e. 0.915) for African population (Morakinyo. 1979).

Job Satisfaction Questionnaire (JSQ): The Job Satisfaction Questionnaire (JSQ) was developed by the author. The Questions have been tested by McIntyre (1966), "Math Game" to test satisfaction of industrial workers. The Questions include; How satisfied were you with your job to how productive do you feel, and what do you like about your job? And what did you dislike? The Questions in the JSQ were also rated in a Likert scale from very dissatisfied which is rated (1) to very satisfied which is rated (7). On the productive side, the Likert measure was also used to rate productivity from very unproductive to very productive.

Procedure

The questionnaires were administered to the participants who were particularly in the BAY states. The questionnaires were sent via emails and WhatsApp to various participants. For some soldiers which are in the bush, questionnaires were sent via their commanders and subcommanders that we could reach. A total of 450 questionnaires were returned; Bank Workers:65, Police officers:190, Health personnel:65, Academic persons:65 and Civil servants:65 The data was analysed using regression analysis

Results

Table 1

Statistics

	Police	Bank Workers	Civil Servants	Academic Persons	Health Personnel
N Valid	140	65	65	65	65
N Missing	0	75	75	75	75
Mean	21.20	22.46	20.34	19.08	19.51
Std. Deviation	1.756	8.398	5.124	5.938	5.078

This table show the mean and standard deviation of the five groups that were studied: where Police ($X=21.20$) with a std. deviation of 1.756, Bank workers ($X=22.46$) with a std. std. deviation of 8.398, Civil Servants ($X=20.34$) and std. deviation of 5.124, Academic Persons ($X=19.08$) and std. deviation of 5.938 and lastly Health personnel ($X=19.51$) and std. deviation of 5.078. it could now be safely said that the civil servants, academic persons and Health workers are not highly stresses compared to and Bank workers who are least stressed, while the Police are highly stressed. The variation in response to stress might be based on how different groups respond to stress.

For Hypothesis 1 it was seen that there is significant difference the levels Organisations stress experienced by different organizations with the police being the most stressed, while Bank workers are the least stressed and other organisations are in between.

Table 2

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	.000	.000		.	.
Police	1.000	.000	1.000	.	.
Bank Workers	.000	.000	.000	.	.
Civil Servants	.000	.000	.000	.	.
Academic Persons	.000	.000	.000	.	.
Health Personnel	.000	.000	.000	.	.

a. Dependent Variable: PsychoPhysiologic_Disorder

On the hypothesis that the Psychophysiologic disorders was dependent on their jobs, using regression analysis, it seen that only the Police was significant with a standard coefficient of 1.000 while other jobs were .000.

Table 3

Coefficients^a					
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	7.167	4.226		1.696	.095
Police	.561	.170	.360	3.290	.002
Bank Workers	-.025	.037	-.078	-.682	.498
Civil Servants	-.046	.059	-.087	-.788	.434
Academic Persons	-.039	.051	-.085	-.773	.443
Health Personnel	.228	.062	.425	3.670	.001

Hypothesis 3 tested showed that the level of job satisfaction differs, with the Health Workers being the least satisfied sig=.001, followed by the Police sig= .002, Civil Servant sig=.434, Academic Persons sig=.443 and Bank Workers sig=.498. This shows that the Bank Workers in the area are the most satisfied. While the Health Workers are the least satisfied.

Discussion

It is now evident that certain workers in the Northeast Nigeria are more stressful than the others. It was seen that the police is the most stressed group of workers while the bankers are the least stress. That means the nature of work and workload affects the level of stress. Furthermore, the Psychophysiologic level of the different workers are affected by the stress level they tend to experience and how they perceive it. Those who perceive it more negatively are more stressed and overworked. Additionally, the levels of Job Satisfaction experienced by different workers is largely dependent on the stress experience. The health workers in the are the ones who experience the least Job Satisfaction maybe due to the increase number of patients and maybe no commiserating level of remuneration. This is followed by the police, which is evident in the fact that they are exposed to stressors on field every day.

Recommendations

Government and Private Organization management should endeavor to make the physical environment in organizations better for workers' productivity. Relaxation centres should be built at strategic places so that workers can have their leisure time and easy off stress. The salaries of workers should be adequate.

Organizational management should make the role of each worker clear to him so that there will be no role

conflict. Management should try to reduce work load and increase work load when there is need. The government should also find the means of improving the Northeast Nigeria since it has been ridden by insurgency severely.

Limitation of the Study and Recommendation for further study

The major limitation of the study was finance and getting participants to send in their response on time. However, the challenge or response particularly with the Police was reduced with the aid of Commanders and Subcommanders, though it still affected the study. It will be interesting if another study investigates if workers in the theaters of war experience stress the same level as those not in the theater of war.

Conclusion

The present paper has come to the conclusion that there is a relationship between Occupational Stress and Health and Occupational stress and Job Satisfaction. It is pertinent to note that Occupational Stress and ill health plays a significant role in making workers in the organization to be dissatisfied or satisfied, thereby affecting productivity (positively or negatively) at long run.

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