WORK STRESS AND EMPLOYEE PERFOMANCE IN THE MINISTRY OF HEALTH JUBA SOUTH SUDAN

Ву

MORRIS Ebenezer Gargar

MBA/54286/151/DF



A Research Thesis presented to the College of Economics and Management In

Partial Fulfillment of the Requirements for the award of a Master of Business

Administration

Research of Kampala International University

Kampala, Uganda

November, 2017

ABSTRACT

It is evident from observations and through research that employees in every sector of economy are going through a great deal of job stress resulting in deteriorating employee performance, thus affecting the employees themselves, their families and the organizations. Health workers are also under a great deal of stress due to many antecedents of stress. One of the affected outcomes of stress is on job performance. The purpose of the study was to examine the relationship between work stress and employee performance. The study objectives were to: Examine the relationship of behavioral stress on employee performance; determine the relationship of emotional stress and employee performance and the relationship of physiological stress on employee performance, all in the Ministry of Health Juba. The study employed the descriptive cross sectional survey design. Correlation was used to establish the relationship between work stress and employee performance and testing of hypothesis. Triangulation method was used for both qualitative and quantitative approaches to produce understanding and assuring the validity of the research findings. Stratified sampling method was used to select a sample from each category of employees. Then simple random sampling was used to select respondents from each selected sample from the category whilst convenient sampling method was adopted for strata with small population. adopted self-administered questionnaire and interview quide. The findings revealed that work stress has a positive significant influence on employee performance in behavioral, emotional and physiological. The study concluded that work stress has a strong correlation with employee performance. Further the study noted that, many employee performance has been affected greatly as evidenced in their late coming to work, delay in writing reports, slow is coordinating activities among others. The study recommended that the Ministry of Health in Central Juba should adopt strategies for managing employee work stress through reducing workload, emphasizing on work delegation, creating conducive working environment, provision of leave and other. The study also recommended that Ministry of Health Central Juba south Sudan should train their employees in order to enhance performance.