The Effects of Job Stress and Emotional Management on Job Performance among Clinical Nurses

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Background
Nurses are usually expected to keep calm and with positive attitude to patients and their family. However, complex demands place extraordinary stress on nurses.

Objective
The purpose of this study was to explore the effects of job stress and emotional management on job performance among clinical nurses. The study conceptual framework as show in Figure 1.

Methods
A cross-sectional survey was conducted during February 28 and March 17, 2017 and convenience sampling was used to 1004 recruited clinical nurses who work in a teaching general hospital in southern Taiwan. A structured questionnaire, including job stress, emotional intelligence, and job performance was applied for this study. Independent t-test, one-way ANOVA, Pearson’s correlation coefficient, and Stepwise regression analysis were used by SPSS version 22.0 to analyze subjects’ response.

Results
There are 799 valid responses received with retrieved rate 83.4%. The characteristics of the clinical nurses are summarized in Table 1.

As shown in table 2, there are significant differences between gender, age, marriage, number of children, nurse position, working years, work section, education level, in-service education, and job stress. There are significant differences between age, marriage, number of children, nurse position, working years, work section, education level, in-service education, and emotional management as well as job performance.

As shown in table 3, There is significant positive correlation between emotional management and job performance, indicating the higher the emotional management, the higher job performance.

Stepwise multiple regression analyses indicated the effective factors to predict job performance are: emotional management, job stress, working years, work section, and nurse position, which accounted for 34.6% the variation of job performance.

Conclusion
The study found that 20-30 years old clinical nursing staff or those with more than ten years working experience felt the most stressful at work. The findings of this study may provide useful reference for school educators and hospital administrators in developing strategies to decrease job stress and improve emotional management.