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

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Purpose:

The purpose of this study was to explore the effects of job stress and emotional management on job performance among clinical nurses.

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, emotion intelligence, and job performance was applied for this study. The response rate was 83.4%. After deducting 35 missing or incorrect questionnaires, the actual sample size is 799. Independent t-test, one-way ANOVA, Pearson's correlation coefficient, and Stepwise regression analysis were used by SPSS version 22.0 to analyze subjects' responses.

Results:

The major findings of this study were as result:

- 1. 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.*
- 2. 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.*
- 3. There is significant negative correlation between job stress and emotional management and job performance, indicating the higher job stress, the worse emotional management and lower job performance.*
- 4. There is significant positive correlation between emotional management and job performance, indicating the higher emotional management, the higher job performance.*
- 5. 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. It is recommended to use qualitative interviews to understand the reasons to further develop improvement measures. Review of workflow and introducing human resources workshops to address stress and effective emotional control, time management skill, and effective reward strategy to encourage proactive work involvement. 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.

Title:

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

Keywords:

emotional management, job performance and job stress

References:

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Abstract Summary:

The purpose of this study is to explore the effects of job stress and emotional management on job performance among clinical nurses. The effective factors to predict job performance are: emotional management, job stress, working years, working unit, and nurse position , which accounted for 34.6% the variation of job performance.

Content Outline:

Introduction:

This study is to explore the effects of job stress and emotional management on job performance among clinical nurses.

Method:

- 1.Independent t-test
- 2.one-way ANOVA
- 3.Pearson's correlation coefficient
- 4.Stepwise regression.

Result:

- 1.There are significant differences among job stress, and emotional management as well as job performance.
- 2.There is significant negative correlation between job stress and emotional management and job performance.

3. There is significant positive correlation between emotional management and job performance.

4. The effective factors to predict job performance are: emotional management, job stress, working years, working unit, and nurse position, which accounted for 34.6% the variation of job performance.

Conclusion:

The findings of this study provide useful reference for school educators and hospital administrators in developing strategies to decrease job stress and emotional manage.

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