Occupational Stress, Employee Commitment and Job Performance among Nurses and Midwives in Lubaga Hospital

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15/U/5387/EVE

A Research Dissertation Submitted to the School of Psychology in Partial Fulfillment of the Requirements for the Award of the Bachelors in Industrial and Organizational Psychology Degree of Makerere University Kampala

September 2018
Declaration

I, Kabuuka Colline, hereby declare that this is my original work. It has never been submitted to any Institution or University for any award. Due references have been made in cases where other scholars work has been quoted.

Signed……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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Approval

I certify that the research report by Kabuuka Colline, under the topic, “Occupational Stress, Employee Commitment and Job Performance,” has been under my supervision and is now ready to be submitted for examination with my approval as a university supervisor.

Mr. Muwonge Vincent
(Supervisor)
Dedication

I dedicate this report to my parents Mr. Richard Mugerwa Kisegerwa and Nantumbwe Noeline you mean a lot to me and May God continue blessing you abundantly.
Acknowledgement

First and foremost I would like to thank the almighty God who has enabled me to write and finish this research dissertation and I am obliged to thank my sister Nakatte Mary Shivan, the Hon. Minister Amelia Kyambadde for their continued financial support in all aspects. Last but not least I would like to thank my supervisor Mr. Muwonge Vincent for his support and guidance towards this completion of this research.

May God bless you abundantly!
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Abstract

The study aimed at investigating the relationship between Occupational Stress, Employee Commitment and Job performance among nurses and midwives in Lubaga Hospital. The study adopted a correlational research design with a population of 277 employees from different departments. Simple random sampling technique was used to draw a sample of 131 respondents from the population. Data was collected from respondents using self-administered questionnaires and through entering filled questionnaires into computer software program called Statistical Package for Social Science (SPSS) version 23, data was analyzed. Descriptive statistics showed that 67.9% of the respondents were female and 32.1% were male, majority were between 20-30 years (76.3%). Results from Pearson product-moment correlation coefficient (r) further indicated that there was no significant relationship between occupational stress and employee commitment; there was a significant negative relationship between occupational stress and job performance. There was a significant positive relationship between employee commitment and job performance. Thus, based on the finding that employee commitment is significantly and positively related to job performance, both nurses, midwives and their administrators must be willing to work together to develop a climate of mutual trust that fosters a genuine commitment to organizational goals, to provide quality patient care.
Chapter One

Introduction

Background

Occupational stress is recognized globally as a major problem experienced by not only nurses and midwives but also all other employees in various employment sectors. It is a major challenge to workers health among organizations (Peterson & Wilson, 2011). Nursing and midwifery are known to be one of the most stressing and stressful careers around the globe. According to the World Health Organization, stress is said to be a worldwide epidemic because of its negative consequences on an individual psychological and physical wellbeing and it has been noted to be associated with 90% of visits to medical officers. (Onasoga, Ogbebor & Ojo, 2016).

Occupational stress can be defined as a situation wherein job related factors interact with an employee, changing his /her psychological and physiological and condition in a way that an individual is forced to deteriorate from normal functioning. (Butler & Michelle, 2016). Employee commitment refers to the bond employees’ experience with their organizations. Employees who are committed to their organization generally feel a connection with their organizations, feel that they fit in and, feel they understand the goals of the organization. Employees tend to be more determined in their work and show the relatively high productivity and are more proactive in offering their support. (Hoek, 2016). According to Gillberg (2009), Job performance is defined as the outcome and accomplishments valued by the organizations. Each employee is exposed to arrange of stress both at work and in normal lives which ultimately affects their performance.
Increased levels of occupational stress among nurses and midwives are caused by work overload, inadequate resources, poor working conditions, increased patient in-flow and poor hospital management which leads to dissatisfaction. This results into low and reduced levels of commitments as they feel they are undervalued at work which makes them uncomfortable. There’s low level of commitment to perform their duties of saving lives due to stress which results into poor job performance and negligence thus leading to increased cases of deaths especially on the maternity side of saving lives of mothers. (Shama, 2014; Butler, 2016).

Employment commitment among nurses and midwives in Lubaga Hospital just like the public hospitals for example Mulago is at its lowest. This is due to the increased employee turnover and a drop in the nurses and midwives interested in joining the field at the nursing schools. Individuals are not recognized for the extra-zeal and support they put in their work and a change in working hours that demotivates them. (As cited by Katende, 2017).

According to the Uganda Catholic Medical Bureau (2017), nurses in the outpatient and emergency departments experience higher levels of stress due to a higher number of patient in flow which is not only does it expose their lives to dangers of chronic illness but also lowers their commitment levels due to the challenging working situation that requires a lot of movements which may lead to poor on job performance and service delivery.

Different Studies have found out that occupational stress lowers the employee’s level of commitment to work. Unless organizations and employers develop clear strategies on how to cope with occupational stress, there will be continued low levels of commitment and poor job performance among employees.
**Problem Statement**

There is continued decline in quality job performance, service delivery and patient care among nurses and midwives. The nurse/midwife and patient ratio is high which results into on the job, negligence and low levels of commitment to serve the patients.

**Purpose of the Study**

The purpose of the study aimed at investigating the relationship between Occupational Stress, Employee Commitment and Job performance among nurses and mid-wives in Lubaga Hospital.

**Objectives of the Study**

The study was guided by the following objectives;

1. To find out the relationship between Occupational Stress and Employee Commitment.
2. To find out the relationship between Employee Commitment and Job performance.
3. To find out the relationship between Occupational Stress, Employee Commitment and Job Performance.

**Scope of the Study**

**Geographical Scope**

Geographically, the study was carried out at Lubaga Hospital, Rubaga division in Kampala district among nurses and midwives. This is because there is an easily accessed location and the nurses and midwives attend to hundreds of people’s lives when performing their duties. The hospital has existed for many years and research findings in this organization could be beneficial for research about occupational stress, employment commitment and job performance.
Contextual Scope

Contextually, the study aimed at finding out the relationship between Occupational Stress, Employee Commitment and Job Performance among nurses and midwives in Lubaga hospital. Occupational stress relates to pressure that results from uncertain and unbearable difficult work situations that include workload, poor working conditions (Ndagire, 2015). Employee commitment is where by an employee has a strong belief in an organization’s goals, values and is willing to work at any cost on behalf of the organization. This is expressed in affective commitment where an employee works for the organization whole heartedly (Bakabulindi, 2017). Job Performance is measured in terms of quality of work output, efficiency and effectiveness. An employee is said to be effective if he can work up to the organizations expectations especially in service delivery (Odoch, 2016).

Significance

The study may be used by the Ministry of health to investigate about the effects of occupational stress on employee commitment and job performance among nurses and midwives in public and private not for hospitals. The study may be beneficial to other researchers doing related research about stress at work. It may also provide background information to scholars and organizations who may want to do their research in the same organization.

The study will be used by international bodies like the World Health Organization to find out possible solutions on how occupational stress can be reduced among nurses and midwives since it’s the major epidemic that affects them both physically and psychologically worldwide.
Conceptual framework

**Figure 1:** Shows the relationship between Occupational Stress, Employee Commitment and Job Performance.

Occupational Stress influences employee commitment. When employees are overstressed by their jobs due to work overload, this will lower their commitment towards their work.

Employee Commitment influences job performance because employees with affective commitment will feel an obligation to execute their work at any cost for the organization.

Occupational Stress and Job Performance are significantly related because work overload, poor working conditions and routine shift work affects the good quality work output from the employees.
Chapter Two

Literature Review

Introduction

This chapter presents literature review about the relationship between occupational stress, employee commitment and job performance among nurses and midwives in Lubaga hospital. It further includes the research hypotheses that were tested.

Occupational Stress and Employee Commitment

According to Rozeski (2014), occupational stress may be as a result of non-specific responses at the workplace that are perceived as job threats. When employees are over stressed at work, their levels of commitment towards the organizations values to work will be lowered. This is because what an employee desires and expects at work is contradicting to the situation at hand in the work place. (Robbins, 2011). Stress at work can lead to demotivation and once an employee’s motivation which is the driving force to work is lowered, there commitment to the organizations work expectations also declines (Saunter, 2013).

Different issues account for the increased occupational stress that has lowered employee commitment and these include, work overload, role ambiguity, and poor working conditions among others. Role ambiguity is where employees are not certain and don’t have clear clarity from the employers causes stress especially to the new employees as they feel their knowledge and capacity to execute their duties is undervalued (Manthei, 2016). This is a result of not properly guided them on what they are supposed to do and what is expected of them.

Gorani (2017), asserts that in a situation where employees are given tasks beyond what they can accomplish also leads to stress. When an employee is tasked to perform many duties in a given period of time like nurses taking care of a minimum of ten patients with an hour
increases their levels of stress due the extra attention and continued movements during service delivery. When this is supplemented with poor working conditions, especially during night shift hours, this will make them feel like carrying the organizational cross which will in turn lead to a decline in their commitment to work. Increased occupational stress leads to decline in the levels of employee commitment among the workers which may lead to loss of the job due to termination by employers as a result of a decline in their performance (Gutierrez, 2010).

According to Ogebo (2016), occupational stress has been seen as a major factor leading to a continued decline in the employee commitment towards their work and the organization at large. Unless employers find an immediate and applicable solution to the increasing job stress among workers, their levels of commitment will continue to deteriorate of which the negative impact will be seen in poor job performance and service delivery (Warren, 2017).

Different researchers have focused attention and explanation about the relationship between occupational stress and employee commitment on basis of duties and roles assigned to an individual. However, the scope that is used to operationalize occupational stress by most researchers seems to be limited to duties and roles assigned to an individual yet a more holistic approach (to include, the work environment and personality of employees), needs to be adopted if exhaustive and meaningful findings regarding relationship between occupational stress and employee commitment are to be reached at.

Employee Commitment and Job Performance

According to Henkel (2016), an employee’s commitment is experienced in terms of acceptance, involvement and dedication to perform and also achieve the organizations goals at work. Employees who are engaged in their work and show continued commitment to work for the organization exhibit good job performance (Richards & Matanin, 2015).
The nature of work in organization and the job design impacts the level of employee commitment and job performance of an employee (Anderson, 2011). With employee commitment, an employee is willing to abide by the organizational values and goals at work towards achieving them through good job performance. An employee’s commitment to an organization is expressed in terms of normative, affective and continuance commitment to work with the organization.

Gautern (2016) asserts that, continuance commitment of an employee is based on the costs of an employee leaving the organization. An employee decides to stay committed to the organization continually due to the fear of costs like reduction in payment, change of facilities in form of housing, allowances and other fringe benefits which are a result of leaving the organization.

Gary (2016) notes that, affective commitment is where by an employee experiences emotional feelings to continue working for the organization. Employees who experience affective commitment towards work and the organization do well in terms of job performance. Employees decide to stay members of the organization because they believe in the values and goals of the organization (Wagner, 2017).

With normative commitment, an employee feels an obligation to continue working within the organization. This can be attributed to internalized pressure, work culture or socially accepted norms. This also happens in a situation where the employee feels like the organization has become a family that cannot just be abandoned and thus decides to stay committed to working for it. (Carlson & Bowman, 2012). With this type of commitment, an employees will exhibit a good performance at the work place.
According to Hafiz (2017), employee commitment binds on employee to the organization and this can be expressed in terms of loyalty, involvement and belief in the organization’s goals. Employees with continuance commitment will not perform to the best of the organizations expectations and thus their job performance will not yield satisfaction to the employers. They work not because they like the job or the organization, but focus and attention is put on the benefits which they will not receive in case they abandon or leave the organization and these are the behind factors for their commitment and performance in the organization (Tolentino, 2012).

Employees with low levels of qualification will not just have continuance but also will also develop affective commitment (As cited by Appelbaum 2014 & Liaou, 2015). This is expressed in a situation where after an employee weighs the cost of living the organization, gets an effective relationship with the organization because of not having a second alternative. With such commitment, employees will work to the best of their ability as they will have a strong binding factor thus their performance at work will be good (Brimeyer & Perrucci, 2010).

According to Charter and Wilson (2010), normative commitment can be a result of affective commitment. It comes from a sense of moral duty, socialization with in the work place and value system of an individual within the work place. It builds upon the duties, values and to the degree to which an employee stays and confides with the organization. Even, when there’s delayed payment, salary cut offs and substandard working environment, their performance at the job will not deteriorate because they feel they are attached to the organization.

However, not all employees remaining committed to the organization relatively increase the level of performance at work although most studies show that employee commitment is related to job performance. For example, an employee may remain committed towards their job because of the costs they perceive that is, the fringe benefits and allowances they receive from
the organization; this does not imply that such commitment could translate into improved performance at work. Instead, such an employ may tend to focus much on the benefits, implying that he/she may have continuance commitment yet performance at work may not necessarily be increasing.

**Occupational Stress and Job Performance**

Occupational Stress among employees is a situation in which an individual is confronted with an opportunity that has constraining tasks and the demands related to work are perceived to be uncertain and not important. (Schuler, 2012). According to Konopaski and Matterson (2010), occupational stress is an individual’s reaction to characteristics of the work environment that seem to be emotionally, psychologically and physically threatening where the outcomes of these work characteristics and experience are seen in poor job performance of an employee at work.

Poor job performance points to a misfit between an individuals’ capabilities and his or her work environment whereby there are excessive demands at work and the individual is not fully prepared to handle a particular situation as per the job demand (Matterson, 2010). According to Jamal & Robbins (2014), when there’s an increase in the imbalance between the work demands and the individuals capabilities, there is likely to be occupational stress.

Job performance is where by an employee is able to accomplish successfully the tasks assigned to him or her with the proper utilization of the available resources (Wang, 2013). There are numerous factors that affect job performance that include work overload, poor working environment, role ambiguity, work life conflict among others and these contribute to stress of an individual at the work place.

Job stressors affect the general physical health of employees, their job satisfaction and performance as well as their commitment negatively (El Shikieri & Musa 2011). Wu (2011), in a
similar study, found that job stress and job performance were negatively correlated. Dunmade, Adegoke & Agboola (2014), in a study of occupational stress among university workers, found that, occupational stress has negative consequences on the individual worker’s performance. In a similar research among state university department Suandi, Ismail, & Othman (2014), found that, the relationship between job stress and job performance is at a quite negative but moderate level.

According to Dowell (2011) & Kazmi (2007), stress reduces people’s ability to perform. However, they also explained why anxious people perform best when they are put under little additional stress, while calm people may need additional pressure to produce a good performance. Similarly, Suandi et al (2014) on the relationship between occupational stress and job performance found the respondents to be experiencing high occupational stress level. Female employees reported slightly higher levels of occupational stress compared to their male counterparts whereby 57 reported high level of occupational stress out of the 100 female employees. Thus concluded that job stress was significantly related to job performance.

In conclusion, many empirical studies have to a great extent addressed the relationship between occupational stress and job performance, employee commitment and job performance and lastly, occupational stress and employee commitment. Whereas, the latter may be the case, many of such studies have been done outside Uganda and more so not in a hospital setting. Thus, this study specifically will examine the relationship between occupational stress, employee commitment and job performance among nurses and midwives in Lubaga hospital.
Research Hypotheses

The study was guided by the following hypothesis

1. Occupational stress significantly influences employee commitment of Nurses and Midwives of Lubaga Hospital.

2. Occupational stress significantly influences job performance of Nurses and Midwives of Lubaga hospital.

3. Employee commitment and job performance are significantly related of Nurses and Midwives of Lubaga Hospital.
Chapter Three

Methodology

Introduction

This chapter presents the research design, population, sample, instruments, measures, procedures, quality control, data management, data analysis and anticipated problems.

Research Design

The researcher used a correlational study design because this research design enabled the researcher to get detailed information so as to tell the direction and the strength of the relationship between occupational stress, employee commitment and job performance among nurses and midwives of Lubaga Hospital.

Population

The study population comprised of 277 nurses and midwives from different departments of Lubaga Hospital as this was an appropriate population for the researcher.

Sample

The study sample was 131 respondents. A simple random sampling technique was used to select both male and female respondents for participation in the study. This was a single population and the researcher wanted to give everyone a chance to participate at random.
**Instruments**

The study employed a self-administered questionnaire to collect data from the respondents. The questionnaire sought responses on bio data, occupational stress, employee commitment and job performance. The respondent had to choose among five alternatives indicating the degree to which he or she agrees.

**Measures**

The study adopted previously validated and reliable scales to measure the variables. Scales items were scored using a 5-point Likert scale format. Section A measured bio data, Section B measured occupational stress, Section C measured employee commitment and Section D measured job performance.

Occupational stress was measured on a five (5) point scale with 15 items developed by Driscoll & Beehr (1994) ranging from: strongly disagree (5), disagree (4), neutral (3), agree (2), strongly agree (1). For example, item one, “I do not enjoy my work.”

Employee commitment was measured using a questionnaire developed by Meyer and Allen (1993) measuring the three components of organizational commitment that is continuance, normative and affective commitment. It has 20-items which were scored on 5-likert scale, 1=strongly agree to 5=strongly disagree. For example, item 20, “I owe a great deal to my organization.”

Job performance was measured using a scale developed by Campbell (2001) with 14 items on a 5 point-Likert scale that ranged from 1=strongly agree to 5=strongly disagree. For example, item 2, “I complete my work on time.”
Procedure

An introductory letter was obtained from the School of Psychology, Makerere University. The letter helped the researcher to seek permission from the hospital administrator in charge of Lubaga hospital. The researcher then selected respondents randomly who were willing to answer the questionnaires. The questionnaires were then collected and cross checked to ensure that all questions had been properly and fully answered by the respondents. A pre-test was carried out to ensure the authenticity of the questionnaires before they were given out to the respondents.

Quality Control

This concerned the reliability and validity of the data collection instruments. For validity, experts in the field were consulted including the research supervisor about the authenticity of the instruments, ambiguity of questions and their relevancy. Reliability of the instrument was established by computing the Chron Bach-Alpha correlation reliability coefficient through running an internal reliability analysis during data analysis to determine reliability coefficients for each of the three scales. Item 14 on the job performance scale was deleted to improve its internal reliability.

Table 1: Showing Reliability Analysis.

<table>
<thead>
<tr>
<th>Variables</th>
<th>Item</th>
<th>Reliability coefficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Stress</td>
<td>15</td>
<td>0.88</td>
</tr>
<tr>
<td>Employee Commitment</td>
<td>18</td>
<td>0.72</td>
</tr>
<tr>
<td>Job Performance</td>
<td>13</td>
<td>0.71</td>
</tr>
</tbody>
</table>
**Data Management**

The data obtained during research was managed through using codes to enable easy interpretation. For example, sex: Male = 1 and Female = 2. Marital status: Married = 1, single = 2; divorced= 3, widowed =4. Level of education: Certificate = 1, Degree = 2, Masters = 3, Others =4. Lastly, for the remaining items under section B, C and D a likert format was adopted and responses were coded ranging from 1= strongly agree to 5= strongly disagree. The data from the questionnaires was compiled, sorted, edited, classified then the data was entered in the computer and analyzed using the Statistical Package for Social Scientists (SPSS) version 23.0.

**Data Analysis**

Pearson product-moment correlation Coefficient (r) was used to test all the hypotheses and establish the relationship between occupational stress, employee commitment and job performance among nurses and midwifes in Lubaga hospital.
Chapter Four

Results

Introduction

This chapter presents results in line with the objectives and hypotheses of the study, data is presented in form of frequencies and percentages followed by correlations between occupational stress, employee commitment and job performance.

Descriptive Statistics

Respondents were asked to indicate their age, sex, marital status, level of education and tenure. The results were obtained and computed into frequencies and percentages as shown in the tables below;

Table 2: Showing frequencies and percentages of respondents’ bio data.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Response</th>
<th>Frequency (N=131)</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>20-30 years</td>
<td>100</td>
<td>76.3</td>
</tr>
<tr>
<td></td>
<td>31-40 years</td>
<td>21</td>
<td>16.0</td>
</tr>
<tr>
<td></td>
<td>41 years and above</td>
<td>10</td>
<td>7.6</td>
</tr>
<tr>
<td>Sex of respondents</td>
<td>Male</td>
<td>42</td>
<td>32.1</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>89</td>
<td>67.9</td>
</tr>
<tr>
<td>Marital status</td>
<td>Married</td>
<td>42</td>
<td>32.1</td>
</tr>
<tr>
<td></td>
<td>Single</td>
<td>86</td>
<td>65.6</td>
</tr>
<tr>
<td></td>
<td>Divorced</td>
<td>1</td>
<td>0.8</td>
</tr>
<tr>
<td></td>
<td>Widowed</td>
<td>2</td>
<td>1.5</td>
</tr>
<tr>
<td>Level of education</td>
<td>Certificate</td>
<td>42</td>
<td>32.1</td>
</tr>
<tr>
<td></td>
<td>Bachelor’s degree</td>
<td>41</td>
<td>31.3</td>
</tr>
<tr>
<td></td>
<td>Masters</td>
<td>8</td>
<td>6.1</td>
</tr>
<tr>
<td></td>
<td>Others</td>
<td>40</td>
<td>30.5</td>
</tr>
</tbody>
</table>
Results in table 2 above show that the majority of respondents were between ages 20-30 years (76.3%) and respondents aged 41 years and above (7.6%) had the lowest percentage thus were the minority. Majority of the respondents were female (67.9%) followed by male (32.1%). Results in table 2 further show that majority of the respondents were single (65.5%), followed by the married (32.1%), and the minority were the divorced (0.8%). Accordingly, majority of the respondents were certificate holders (32.1%), and minority of the respondents had Master`s as their highest level of education (6.1%).

**Inferential Statistics**

This section shows the Pearson correlation analysis between variables; that is between occupational stress and employee commitment, occupational stress and job performance and lastly between employee commitment and job performance.

**Relationship between Occupational Stress and Employee Commitment**

**Table 3 : Showing correlation between Occupational Stress and Employee Commitment**

<table>
<thead>
<tr>
<th>Occupational Stress</th>
<th>Pearson Correlation</th>
<th>Sig. (2-tailed)</th>
<th>N</th>
<th>Employee Commitment</th>
<th>Pearson Correlation</th>
<th>Sig. (2-tailed)</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Stress</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>-.140</td>
<td>.111</td>
<td>131</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>.111</td>
<td>.111</td>
<td>131</td>
</tr>
<tr>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td>Employee Commitment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Commitment</td>
<td>-.140</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>.111</td>
<td></td>
<td></td>
<td></td>
<td>.111</td>
<td></td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>131</td>
<td></td>
<td></td>
<td></td>
<td>131</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The first hypothesis stated that, occupational stress significantly influences employee commitment. Results in Table 3 show that the p value is 0.111 and r=-0.140. Since the p value is greater in magnitude than the level of significance (0.01), the alternative hypothesis stated before is rejected and it is concluded that, occupational stress is not significantly related to employee commitment.
commitment. This implies that, when employees stress at work increases or decreases, their level of commitment is not affected.

**Relationship between Occupational Stress and Job Performance**

**Table 4: Showing correlation between Occupational Stress and Job Performance**

<table>
<thead>
<tr>
<th></th>
<th>Occupational Stress</th>
<th>Job Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Stress</td>
<td>Pearson Correlation</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>131</td>
</tr>
<tr>
<td>Job Performance</td>
<td>Pearson Correlation</td>
<td>-.188*</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td>.031</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>131</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.05 level (2-tailed)**

The second hypothesis stated that, occupational stress significantly influences job performance. Results in Table 4 show that the p value is 0.031 and r= -0.188. Since the p-value is lower in magnitude than the level of significance (0.05), the alternative hypothesis above is retained and it is concluded that occupational stress is significantly and negatively related to job performance. This implies that when stress experienced by employees at work increases, their performance at work will decrease. On the other hand, when stress experienced by employees at work reduces, their performance at work will increase relatively.
Relationship between Employee Commitment and Job Performance

Table 5: Correlation between Employee Commitment and Job Performance.

<table>
<thead>
<tr>
<th>Employee Commitment</th>
<th>Job Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson Correlation</td>
<td>.366**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>.000</td>
</tr>
<tr>
<td>N</td>
<td>131</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Performance</th>
<th>Pearson Correlation</th>
<th>Job Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson Correlation</td>
<td>.366**</td>
<td>1</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>.000</td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>131</td>
<td>131</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed)

The third hypothesis stated that, employee commitment and job performance are significantly related. Results in Table 5 above show that the p value is 0.000 and r=0.366. Since the p value is lower in magnitude than the level of significance (0.01), the alternative hypothesis stated earlier is retained and it is concluded that, employee commitment is significantly and positively related to job performance. This implies that, increase in employee commitment will lead to a relative increase in their performance at work. On the other hand, when employee commitment decreases, job performance decreases as well.
Chapter Five

Discussion, Conclusion, Recommendations

Introduction

This chapter presents the discussion of the results of the study, conclusions drawn in the study and recommendations suggested according to the findings of the study.

Discussion

Occupational Stress and Employee Commitment

The first hypothesis of the study stated that occupational stress significantly influences employee commitment of Nurses and Midwives of Lubaga Hospital. Results revealed that there is no significant relationship between occupational stress and employee commitment. Therefore, the hypothesis stated earlier is rejected. This implies that, increase in occupational stress does not lead to increase in employee commitment.

The findings are in disagreement with Gorani (2017), who asserts that in a situation where employees are given tasks beyond what they can accomplish also leads to stress. When an employee is tasked to perform many duties in a given period of time like nurses taking care of a minimum of ten patients with an hour increases their levels of stress due the extra attention and continued movements during service delivery. When this is supplemented with poor working conditions, especially during night shift hours, this will make them feel like carrying the organizational cross which will in turn lead to a decline in their commitment to work. Increased occupational stress leads to decline in the levels of employee commitment among the workers which may lead to loss of the job due to termination by employers as a result of a decline in their performance (Gutierrez, 2010).
The findings are inconsistent with Ogebo (2016), who asserts that occupational stress has been seen as a major factor leading to a continued decline in the employee commitment towards their work and the organization at large. Unless employers find an immediate and applicable solution to the increasing job stress among workers, their levels of commitment will continue to deteriorate of which the negative impact will be seen in poor job performance and service delivery (Warren, 2017).

The findings are in disagreement with an earlier study by Viljoen and Rothmann, (2009) who found out that occupational stress is associated with low employee commitment. In this case, occupational stress and organisational commitment are inversely related. Siu (2004) reported that employees who perceive high levels of occupational stress are less committed to their organisations. Conversely, employees perceiving low occupational stress are highly committed to the organisation (Coetzee & Rothmann, 2005).

The findings are in disagreement with Khatibi, Asadi, and Hamidi, (2009), who while investigating the relationship between occupational stress and employee commitment in National Olympic and Paralympic Academy results indicated a negative significant relationship between occupational stress and employee commitment, affective commitment and normative commitment, but there was no significant relationship between job stress and continuance commitment found.

**Occupational Stress and Job Performance**

The second hypothesis of the study stated that occupational stress significantly influences job performance of Nurses and Midwives of Lubaga hospital. Results revealed that there is a significant negative relationship between occupational stress and job performance. Therefore, the hypothesis stated earlier is rejected. This implies that when stress experienced by employees
increases mostly as a result of workplace factors (such as work over load, poor work environment among others), performance at work decreases in turn.

The findings are in agreement with El Shikieri & Musa (2011) who found out that job stressors affect the general physical health of employees and their performance negatively. In a similar study, by Dunmade, et al., (2014) found that, occupational stress has negative consequences on the individual worker’s performance. In a similar research among state university department Suandi, et al., (2014) found that, the relationship between job stress and job performance is at a quite negative but moderate level.

The findings are consistent with earlier studies for example, Dowell, 2011; Kazmi, 2007, which noted that stress reduces people’s ability to perform. However, they also explained why anxious people perform best when they are put under little additional stress, while calm people may need additional pressure to produce a good performance. Similarly, Suandi et al (2014) on the relationship between occupational stress and job performance found the respondents to be experiencing high occupational stress leads to a decline in job performance level. Female employees reported slightly higher levels of occupational stress compared to their male counterparts whereby 57 reported high level of occupational stress out of the 100 female employees. Thus concluded that job stress was significantly related to job performance.

The findings are in agreement with Yozgat, et al., (2013) whose study revealed that occupational stress and job performance among employees in public sector are significantly related and also went ahead to show that the relationship was opposite, that is an increase in job stress results into a reduction in job performance of the employees. The findings are in disagreement with Nabirye (2010), who examined the relationship between occupational stress, job satisfaction and job performance among hospital nurses in Kampala Uganda, results
indicated that Nurses in the public hospital experienced higher levels of occupational stress and also had lower levels of job performance. Further, results showed that there were significant negative relationships between occupational stress and job performance.

**Employee Commitment and Job performance**

The third hypothesis of the study stated that employee commitment and job performance are significantly related. Findings revealed that there is a significant positive relationship between employee commitment and job performance. Therefore, the hypothesis stated earlier is retained. This implies that, increase in employee commitment will lead to increase in job performance. That is, increase in affective, continuance and normative commitment of employee commitment will lead to increased efficiency and productivity of employees.

The findings are consistent with Gary (2016) notes that, employees who experience affective commitment towards work and the organization do well in terms of job performance. Additionally, employees decide to stay members of the organization because they believe in the values and goals of the organization (Wagner, 2017). Negin et al. (2013), found out that employee commitment influences the job performance of Malik Bank employees. The results also indicated that the dimensions of employee commitment such as continuance, normative, and affective have a relationship with job performance of employees.

The findings are in disagreement with Hafiz (2017), who asserts that employee commitment binds on employee to the organization and this can be expressed in terms of loyalty, involvement and belief in the organization’s goals. Employees with continuance commitment will not perform to the best of the organizations expectations and thus their job performance will not yield satisfaction to the employers. They work not because they like the job or the organization ,but focus and attention is put on the benefits which they will not receive in case
they abandon or leave the organization and these are the behind factors for their commitment and performance in the organization (Tolentino, 2012).

**Conclusion**

The study aimed at investigating the relationship between Occupational Stress, Employee Commitment and Job performance among nurses and midwives in Lubaga Hospital. According to the research findings, there was no significant relationship between occupational stress and employee commitment. Occupational stress and job performance were significantly and negatively related. Nonetheless, there was a significant positive relationship between employee commitment and job performance.

**Recommendations**

Based on the findings of this research, the following recommendations were made:

The level of stress experienced by nurses and midwives is something that cannot be removed or changed immediately. Therefore, it becomes important for management to observe trends of behaviour of nurses and midwives, as some who experience stress will identify themselves, but management could identify others by observing deteriorating work performance. Programmes such as stress management could be included in the continuous education programme of the organization.

The human resource department should be invited to provide information on guidelines for salary structure, application of promotion procedures, performance appraisal and rules regarding transfers. This would assist staff to better understand and management to better negotiate on behalf of staff. This could also enhance commitment as well as performance of employees.
Heathcare organizations should identify factors that contribute to sources of work stress and identify the various conditions that bring staff into the work using appropriate coping strategies and providing clear and specific job description, flexible work schedules, fair treatment and regular meeting between supervisors and their staff nurses and other medical personnel to discuss and solve their problem as this may help enhance job performance.

Based on the finding that employee commitment is significantly and positively related to job performance, both nurses, midwives and their administrators must be willing to work together to develop a climate of mutual trust that fosters a genuine commitment to organizational goals so as to provide quality patient care.
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Appendices

Appendix 1: Research Questionnaire

Introduction

Dear respondent, this questionnaire seeks to measure occupational stress, employee commitment and job performance. The questionnaire is purely for research purposes and your responses will be treated with strict confidentiality. I kindly request you to spare some time and respond as honestly as possible. Do not write your name. (Thank you)

Section A

Personal data

1) Age group in years
   a) 20-30 years □   b) 31-40 years □   c) 41 and above years □

2) Sex of respondents
   a) Male □   b) Female □

3) Marital Status
   a) Married □   b) Single □   c) Divorced □   d) Widowed □

4) Level of Education
   a) Certificate □   b) Degree □   c) Masters □   d) Others…………………..
Section B: Occupational Stress

Please respond honestly by indicating to what degree you agree with each of the following statements by ticking one of the five alternatives below.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

1. I do not enjoy my work
2. There is too much pressure on work
3. I have lost motivation for my work
4. My work is unpleasant
5. My boss does not appreciate my work
6. I have trouble organizing my work
7. I do not get enough time to rest
8. I find it difficult to find meaning in my job
9. I feel am an interruption in my work
10. I feel exhausted at work
11. I find myself withdrawn from colleagues
12. I am short tempered than I have been
13. My job has a lot of demands
14. I find it difficult to work with some colleagues
15. I spend a lot of time avoiding work
Section C: Employee commitment

For the table below, please indicate whether you strongly agree, agree, neutral if the question does not apply to you, disagree or strongly disagree.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item/Dimension</th>
<th>Your Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Affective commitment</strong></td>
<td></td>
</tr>
<tr>
<td>1. I would be very happy to spend the rest of my career in this organisation.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>2. I really feel as if this organisation’s problems are my own.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>3. I do not feel like part of the family at my organisation.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>4. I do not feel emotionally attached to this organisation.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>5. This organisation has a great deal of personal meaning for me.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>6. I do not feel a strong sense of belonging to my organisation.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td><strong>Continuance commitment</strong></td>
<td></td>
</tr>
<tr>
<td>7. It would be very hard for me to leave my organisation right now, even if I wanted to.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>8. Too much of my life would be disrupted if I decided I wanted to leave my organisation right now.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>9. Right now, staying with my organisation is a matter of necessity as much as desire.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>10. I feel that I have too few options to consider leaving this organisation.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>11. One of the few negative consequences of leaving this organisation would be the scarcity of available alternatives.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>12. One of the major reasons I continue to work for this organisation is that leaving would require considerable personal sacrifice; another organisation may not match the overall benefits I have here.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td><strong>Normative commitment</strong></td>
<td></td>
</tr>
<tr>
<td>13. I do not feel any obligation to remain with my current employer.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>14. Even if it were to my advantage, I do not feel it would be right to leave my organisation now.</td>
<td>1 2 3 4 5</td>
</tr>
</tbody>
</table>
I would feel guilty if I left my organisation now.  
This organisation deserves my loyalty.  
I would not leave my organisation right now because I have a sense of obligation to the people in it.  
I owe a great deal to my organisation.

Section D: Job performance

For the table below, please indicate whether you strongly agree, agree, neutral if the question does not apply to you, disagree or strongly disagree.

<table>
<thead>
<tr>
<th>Strongly Agree (SA)</th>
<th>Agree (A)</th>
<th>Neutral (N)</th>
<th>Disagree (D)</th>
<th>Strongly Disagree (SD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Items</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I always report on duty on time</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2. I complete my work on time</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3. I conscientiously follow company policy and regulations</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4. I make sure the things are neat, clean and orderly</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5. I resist influence from others, including the boss</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>6. I exhibit poor work quality</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7. I complain a lot about trivial matters</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>8. I always find fault with what the organization is doing</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>9. I complaining about work assignments</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>10. I volunteer to do things not required by my job but necessary for the Organization</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>11. I make innovative suggestions to improve the Organization</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>12. I am concerned with standards of work performance</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>13. I can be expected to attend work regularly</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Thank you...
Appendix II: Introductory Letter

MAKERERE UNIVERSITY

COLLEGE OF HUMANITIES AND SOCIAL SCIENCES (CHUSS)
SCHOOL OF PSYCHOLOGY
Department of Educational, Social and Organisational Psychology

21st May, 2018

LUBACK HOSPITAL
P.O BOX 14130 KAMPALA
UGANDA

Dear Sir/Madam,

Re: Introducing MR. KABUUKA COLLINE
REG. NO. 15/0/5387/ENV.

The above named is a student in our department offering Bachelor of Industrial and Organisational Psychology degree of Makerere University. He is required to carry out a compulsory research and his research topic is Occupational Stress, Employee Commitment and Job Performance among Nurses and Midwives of Luthaga Hospital.

He is seeking to obtain information from your Community that could help him in his research.

Any help you offer to him regarding this study will be highly appreciated as it will help him successfully undertake his research and fulfill the partial requirements for the Award of a Bachelor’s Degree.

Yours sincerely,

[Signature]

Mr. Mwomwe Vincent
SUPERVISOR.

In future correspondence please quote the reference number above.
Appendix III: Acceptance letter

LUBAGA HOSPITAL
P.O. Box 14130, Kampala, Uganda
Tel: +256-414-270203/4, 0204-234800
E-mail: info@lubagahospital.org

12 July 2018

REF: LHREC/2018/16

Colline Kibuuka
Makerere University
College of Humanities and Social Sciences (CHUSS)
School of Psychology
P.O.Box 7052
Kampala

Dear Colline,

Re: LHREC Protocol 2018/16 Occupational Stress, Employee Commitment and Job Performance among Nurses and Midwives of Lubaga Hospital.

This is to inform you that the Lubaga Hospital Research Ethics Committee (LHREC) has approved the above research study. The approval period is from 09/07/2018 to 08/07/2019. Your study number is LHREC/2018/16.

Please be sure to reference either this number in any correspondence with the LHREC.

continued approval is conditional upon your compliance with the following requirements:

1) A copy of the Informed Consent Document, approved as of 09/07/2018 is enclosed. No other consent form should be used. It must be signed by each subject prior to initiation of any protocol procedures. In addition, each subject must be given a copy of the signed consent form.

2) All protocol amendments and changes to approved research must be submitted to the LHREC and not be implemented until approved by the LHREC except where necessary to eliminate apparent immediate hazards to the study subjects.

3) Significant changes to the study site and significant deviations from the research protocol and all unanticipated problems that may involve risks or affect the safety or welfare of subjects or others, or that may affect the integrity of the research must be promptly reported to the LHREC.

Please complete and submit reports to the LHREC as follows:

a) Renewal of the study - completes and returns the Continuing Review Report - Renewal Request (Form 404A) at least 8 weeks prior to the expiration of the approval period.

b) Completion, termination, or if not renewing the project - send the report upon completion of the study.

Please call me if you have any questions about the terms of this approval.

Yours sincerely,

Dr. Kibuuka
Chairman
LHREC Chaired

Medical Care, Nursing Care, Primary Health Care, AIDS Counselling and Home Care.
Appendix IV: Consent Form

INFORMED CONSENT FORM

I am a student of Makerere University undertaking a study to assess the causes of Occupational Stress, Employment Commitment and Job Performance among Nurses and Midwives of Lubaga hospital.

You are therefore kindly requested with great honor to participate in this study because the information will be treated with maximum confidentiality.

**Purpose of the study:** To assess the causes of Occupational Stress, Employee Commitment and Job Performance among Nurses and Midwives of Lubaga hospital.

**Study procedure:** On agreeing to participate in the study, you will be asked to provide information on questionnaires. The duration of the study will be one month from today.

**Benefits and incentives:** There are no individual benefits and incentives for the study participants. The wider community, researchers, organizational psychologists and health sector stand to benefit from this study if the results are adopted.

**Risks:** You may only experience some anxiety and discomfort while being interviewed.

**Rights to refusal or withdrawal:** Your participation is strictly voluntary and you are free to take part or not. You choose to answer all or some of the questions. In case you need more information about the research feel free to contact, Dr Peter Kibuuka the medical director, Uganda Martyrs Hospital Lubaga. The study has been approved by Lubaga hospital research review committee.

**Confidentiality:** As a participant's confidentiality is assured.

**Questions:** The study will commence once the researcher has explained the topic to participants and they have understood. Study participants will also have a chance to have their questions answered.

**Consent signature**

Your signature acknowledges that you have read the information stated or been explained to the consents above and ready to participate in the study.

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Thumbprint/signature of participant Date