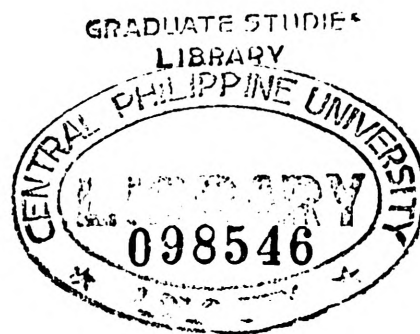


**LEVEL OF STRESS AND BEHAVIOR PATTERN OF PERSONNEL OF DOH-  
CHDWV, THEIR ASSOCIATION WITH JOB PERFORMANCE**

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**ARNOLD G. CELESTINO  
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# **LEVEL OF STRESS AND BEHAVIOR PATTERN OF PERSONNEL OF DOH-CHDWV, THEIR ASSOCIATION WITH JOB PERFORMANCE**

**by**

**ARNOLD G. CELESTINO**

## **ABSTRACT**

Stress has been an everyday factor in one's life since it was first discovered and have been known to man. In our everyday living, whether we are employed or not, stress plays a major role in our behaviors. Stress as we know, is a person's adaptive response to a situation or stimulus that is perceived as challenging or threatening a person's well being ( Mcshane and Glinow, 1998).

Most of us think that stress is just a simple problem, since most of us are not aware what it is and how it develops. Stress is a very complex and often misunderstood phenomena.

Stress plays a very important role in our everyday life, be at the workplace or at home. Instances of sudden stomach pain, nausea, high pulse rate, hyperacidity, etc. are just some simple manifestations of stress. There are a lot of stressors in our surroundings that we fail to notice it. In our workplace alone, stressors are present in almost every aspect that affects productivity and job performance of an individual. They also contribute to the risk of acquiring mental and physical health problems. People under stress are usually restless, easily agitated and frequently call in sick. They also tend to be frequently absent from work and their absence affects job performance and productivity.

Stress seems to be an inevitable result of today's mode of living. Relaxations, one's temporary respite from stress, often cannot be employed as a coping device simply because few people have mastered the art of relaxation.

However, there are instances that a certain stressor might affect a certain individual, but will have no significant effect on another individual. It only shows that stress can be managed depending on one's adaptive capacity.

The Department of Health – Center for Health Development for Western Visayas (DOH-CHDWV) has been vigorously campaigning for a healthy populace. The vision of the agency is what compels the personnel to do their task according to its mandate. Due to this daunting undertaking, the agency has conducted numerous stress management trainings under its mental health program. This is to ensure that the personnel are fit and healthy in order for them to perform their task properly and efficiently. Despite of this, however stress management has not been done on a regular basis. Moreover, there has been no assessment done on its effects or benefits to the personnel. Furthermore, there are no baseline data which clearly show or indicate what are the sources of stress in the workplace, and whether stress affects or not the personnel's job performance and whether stress is related to their behavior pattern. It is for these reason that the researcher attempted to conduct this special study to determine what are the level of stress of the DOH-CHDWV, how the personnel manage stress, what type of behavioral pattern they exhibit and whether these are associated to their job performance.

## Summary

In the conduct of this study, it is established that most respondents' exhibit type A behavior pattern, and most of these individuals were female dominant and are mostly married. It is also noted that most individuals of 41-50 age group exhibit type A behavior pattern compared to type B behavior pattern. The study shows that most respondents from Level II positions are exhibiting the type A behavior pattern and is dominant on the Local Health Assistance Division (LHAD).

On the other hand, majority of the respondents are experiencing low level of stress manifested by most male respondents. However, single individuals tend to experience medium level of stress in this study, contrary to other studies conducted that married individuals are experiencing more stressful events in life. Position level is not associated with the level of stress of the respondents and so with the division assigned or area of assignment of the respondents.

Job performance of respondents is above par considering that most of them have very satisfactory ratings. It is not in any way being influence by their gender, age, civil status, position level and division assigned or area of assignment.

It is also established that type of behavior pattern is not associated with the respondents' performance. This shows that whatever type of behavior pattern an individual exhibits, it does not contribute to the outcome of his/ her job performance. The same is true with the level of stress of the respondents. As shown on the tabulated result, those respondents with medium level of stress can still attain very satisfactory rating, the same with those experiencing low level of stress.

However, study shows that type of behavior pattern is significantly associated with respondents' level of stress. It shows that stress can be attributed to how an individual get along with his/ her daily routine or task.

### **Conclusion**

Based on the above gathered data, the following facts are established in this study;

1. Type of behavior pattern is not significantly associated with the respondents' gender, age, civil status, position level and division assigned or area of assignment.
2. Level of stress is significantly associated with respondents' gender and civil status. However, it does not in any way affected by their age, position level and division assigned.
3. Performance of respondents is not significantly associated with their gender, age, civil status and division assigned.
4. Performance of respondents is not significantly associated with their type of behavior pattern.
5. Performance of respondents is not significantly associated with their level of stress.
6. Respondents' level of stress and type of behavior pattern are significantly associated.

## Recommendations

Positive job factors can play an important part in keeping stress in check. Having supportive co-workers, managing time effectively, being active in social groups and not taking work home are some of the effective ways to minimize stress.

Management can also provide invaluable assistance to employees and to themselves too by setting effective stress management techniques. Some of the vital ways to do this are:

1. **Set realistic goals and priorities:** encourage employees to be part of the priority-setting process. When they feel they are part of the decision, they are more likely to take responsibility, rather than grumble about “ my nasty boss “ and “ this terrible place”.
2. **Encourage good time management techniques:** planning for important activities, scheduling them in advance, following up with others, and keeping good records help people get things accomplished on time and realize their value. Take time to make note of successes and projects accomplished.
3. **Take short breaks after a particularly stressful event:** encourage employees to take a 5-minute walk or a quiet meditation to re-balance their energies. Several short breaks throughout the day can keep employees working at peak performance.
4. **Rehearse and prepare:** being prepared reduces stress. Be prepared in advance of stressful situations for all possible outcomes.
5. **Don't procrastinate:** procrastination and delay breeds' stress! Eliminate items which won't/ can't get done and those that are important first.

6. **Know your limits:** be realistic about what you can accomplish.
7. **Change your attitudes:** think stressful situations as a challenge to your creative thinking. Know that eventually everything will either get done or it won't – worrying won't make it better.
8. **Learn to say “no”:** when your schedule is full, say “no” to activities you don't enjoy, to unrealistic demands, to responsibilities that aren't yours. Doing this with tact and diplomacy takes some practice and may require special training.
9. **Schedule your stress:** stagger known stressful activities and prepare for known stress in advance.
10. **Encourage employees to treat their body right:** eat a balanced diet, get enough sleep, and exercise regularly. Companies that encourage employees to take a “fruitful break” or 5 minute walk find the employees more effectively than if they are “hyped” by cigarette/ coffee breaks and little physical exercise in their jobs.
11. **Encourage positive self talks:** use positive self-reinforcements affirmations, like “ I can handle this one step at a time” and “ Somehow the whole team will work this out”.
12. **Give positive reinforcement:** make sure that all managers and supervisors tell people when they do good job, complement them or their neat offices or conscientious work habits.
13. **Set up employee recognition programs:** “Employee of the Month” or “ Creative Suggestions” systems encourage people to do good job. Everyone

needs a good pat on the back and a sense of being a valuable person. Constant criticism is counter-productive and causes hard feelings. A daily positive comment goes a long way, at no cost!

14. **Take responsibility:** encourage employees to take responsibility for their own job and for their contribution to the success of the company as a whole. This encourages a feeling of control over their life. Let them know how important their efforts are to the over all plan.
15. **Provide a sympathetic ear:** Often-stressful situations can be managed, if there is someone who is willing to listen to the employee's concerns and provide positive encouragement that they will get through the problem. For many people, 15 minutes of sympathetic listener can cancel out many days of otherwise unproductive worry.
16. **Most important, MAINTAIN A SENSE OF HUMOR.** As a wise philosopher said, "Don't take life so seriously, it's only a hobby". Try to remember what was stressful in your life six months ago or a year ago. Chances are, you can't. Know that this day will be just another day in history and whatever seems traumatic now will fade into oblivion as time passes.