



## **Perceived Impact of Workload on Patients Care Among Nurses Working in Outpatient Department at Federal Teaching Hospital Lokoja, Kogi State**

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### **ABSTRACT**

Occupational stress can no longer be considered an occasional, personal problem to be remedied with palliative. it is becoming an increasing global phenomenon, affecting all categories of workers, all workplaces and all countries of which nurses of Federal Teaching Hospital Lokoja are not exceptional. This reach aimed at accessing the perceived impact of nurses workload on patients care among nurses working in Federal Teaching Hospital Lokoja, Kogi State. Data for the study was gathered from both primary and secondary sources. Samples of 160 nurses were selected using random sampling method, 150 questionnaires were returned and was analyzed with simple statistical measures. The study instrument was in four sections which contained socio-demographic variables, nurses knowledge, impact of nurses workload on patients among nurses. Results from the data indicate that long hour duties among nurses (115), shortage of manpower (100) and working with new and inexperienced nurses (95) is the main causes of workload in Federal Teaching Hospital Lokoja, Kogi State and the impact of workload among nurses in Federal Teaching Hospital, Lokoja is error of omission and malpractice(80) and the coping strategies is taking a shower and rest in a quiet environment (70), going for a break (40) engaging in hobbies such as singing(20) and watching television, movies and engage in social media(50). It was established from the research that workload affect output, quality of work which can lead to client dissatisfaction of nurses. Therefore, It was concluded that workload has negative relation with the performance of nurses. It has also revealed important issues affecting patients life and quality of care as perceived by the nurses as the primary caregivers. Reducing nurses work overload and recruiting nurses assistants to carry out non nursing tasks can promote patients outcomes and increase quality of nursing care.

### **Background of the study**

Globally, the heavy workload of nurses in hospital is a major problem for the health care system and this is called for public health concerned worldwide. Nurses are experiencing higher workloads than ever before due to increased demand for nurses, inadequate supply of nurses, reduced staffing and prolong stay in hospital for chronic ill patient. This influenced by many factors such as aging population, epidemiological changes, technological advances, and emerging epidemics, this increased nurses workload and many changes being applied recently in the healthcare system (Kuehn, 2020). Nurses face work overload worldwide and this is the single cause of poor quality care globally as it is supported by several studies which revealed that one of the major problems associated with health care system is extreme workload of hospital nurses and this has serious consequences to patient care.

This study aims to explore causes on nurse's work overload and its adverse outcomes on patients care. It is important to recognize that workload is a state, not an illness, which maybe experienced as a result of exposure to a wide range of work demands resulting in a wide range of outcomes which may concern health and changes in behavior. Workload is the term used to describe the physiological, psychological and behavioral response of an individual seeking to adapt and adjust to both internal and external pressures. (Benjamin, 2019). It is described as physiological stressors whereby the human body internally activates itself to adapt to either physical or psychological stressors in its immediate or external environment. Although, some stressful situations are specific to a particular type of hospital unit, nurses are subject to more general stress which arises from the physical, psychological and social aspects of the work environment and high level of stress results in staff burnout and adversely affect patients care. Adib, (2021) Nurses are strong and growing force within the healthcare industry.

Nurses play an increasingly important role in patients care and management. The nurses are the first contact the patient has as soon as he enters the ward and also the first to notice changes in patient's condition (Segal, 2020). Kuehn, (2015), states that nurses are front-line practitioners, highly harmonized in acceptance of the fact that patients need very from different institutions depending on their setting of care. This insight gives nurses a unique role in making care transition safer. Care transition occur when a patient is transferred to a different setting or level of care, when a patient moves to a rehabilitation or skilled nursing facility and can as well occur when a patient is discharged back home. While most people use the term workload to refer exclusively to distress, stress is an umbrella term that can refer to any type of stress, whether good or bad. Eustress is a term for positive stress that can have a beneficial impact on one's life (Minoza, et al., 2018).

It can refer to challenges in work and life that put pressure on individuals to grow and improve. It motivates an individual to work hard to achieve a goal, complete a task or reach beyond one's comfort zone. It gives a temporary boost that helps one to achieve individual plans or mind set. Distress is negative version of workload and it is what most people refer to as stress. Prolonged workload can have plenty of unwanted side effects (Minoza, et al., 2019). It can have negative impacts on one's health and wellbeing. While eustress allows tackling challenges in a positive way, distress highlights the ways in which people are powerless in the face of huge obstacles Workload in a medical or biological context is a physical, mental or emotional factor that causes bodily or mental tension (Hughes, et al., 2018).

Hayes, et al, (2021). It can be external from the environment, psychological or social situations or internal such as illness or from a medical procedure. Stress can initiate the "fight or flight" response, a complex reaction of neurologic and endocrinology system. The most common negative consequences of workload among nurses include: physical injuries, headaches, back pain, inability to concentrate, poor judgment, irritability, use of drugs and cigarette, absenteeism, increased number of accidents and inability to be organized. The effect of work related stress is considered to be devastating to both employees and their employers. For the organization therefore, the results are disorganization, disruption in normal operation and decrease in productivity. Base on the above information, it is necessary to investigate perceived impact of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja.

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### **Statement of the problem**

Globally, there is a growing concern about perceived impact of workload on patients care among nurses. Workload is a physical, mental or emotional factor that causes bodily or mental tension. Stress can be a complex reaction of neurologic and endocrinology system (William, 2019). The most common negative consequences of workload among nurses include: physical injuries, headaches, back pain, inability to concentrate, poor judgment, irritability, use of drugs and cigarette, absenteeism, increased number of accidents and inability to organize. In recent times, nurse's attitude toward patients, patient's relatives and their co-nurses is on the negative side as a result to heavy workload. The shortage of nurses in public hospitals has falls short of standards and quality nursing care which may be due to inadequate resource allocation, lack of appropriate policies and standards (Hughes, 2021).

Workload adversely affects patients care, higher nurse staffing is associated with better in patient and post-discharge outcomes (Needleman, et.al., 2019). Ineffective deployment or work overload can lead to adverse patient's outcomes and can increase patient morbidity and mortality rate. However, reducing nursing workloads have been found to be associated with positive patient quality of care and outcomes. A study by (Almenyan, et al., 2021) has found out that medical error rates, stress or fatigue due to workload among health professionals, inadequate number of nurses and inadequate time spent with patients are the most important issues affecting health sector. This study is intended to find out the perceived impact of nurses work overload on patients care at Federal Teaching Hospital Lokoja.

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### **Aim and Objectives of the study**

The aim of this study is to investigate the perceived impact of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja, Kogi State.

#### ***Why the Specific objectives include:***

1. To assess the knowledge of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja, Kogi State.
2. To determine the impact of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja, Kogi State.
3. To identify coping strategies of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja, Kogi State.

#### ***Research Questions***

1. What is the knowledge of workload on patients care among nurses working in outpatient Department at Federal Teaching Hospital Lokoja, Kogi State?
2. What is the impact of workload on patients care among nurses working in outpatient Department at Federal Teaching Hospital Lokoja, Kogi State?

3. What are the coping strategies of workload on patients care among nurses working in outpatient Department at Federal Teaching Hospital Lokoja, Kogi State?

### **Research Hypotheses**

Ho1: There is no significant relationship between level of education and knowledge of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja

Ho2: There is no significant relationship between demographic variable and impact of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja

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### **Significance of the study**

The findings from this study will address the main sources of workload among nurses working in OPD unit at Federal Teaching Hospital, Lokoja. It will also explore the perceived impacts of workload among nurses working in OPD unit at Federal Teaching Hospital, Lokoja.

The knowledge gained from this research work will help nurses to develop coping strategies on effective management of workload stress. The finding of this study will help the local, state and federal government to identify factors responsible for workload among nurses and it will help to employ more nurses in order to cope with the staff nurse shortage in the hospital.

It will also help the hospital management and nurses leaders for effective allocation of resources among nurses working in their respective wards within the hospital in Nigeria.

This study will help nursing education and nursing research by providing different strategies and comprehensive knowledge on effective management of workload stress.

Results from this study will help nurses and midwives to develop intervention researches to enhance nurses knowledge toward nurses workload on patient care

The findings of this study will also add to the body of knowledge of nursing profession in general and existing literature.

### **Scope of the Study**

This research work is limited to nurses working in outpatient department at Federal Teaching Hospital, Kogi State irrespective of their age, level of education, ethnicity, sex and experience.

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### **Operational Definition of Terms**

**Care:** This is an effort made to maintain or restore physical, mental, or emotional well being especially by trained and licensed professionals.

**Impact:** this is the changes brought by shortage of staff nurses which negatively have adverse effect on quality of care given to the patients (Reimold 2019)

**Nurses:** A nurse is a person who has successfully completed a basic nursing education program in an approved nursing institution and authorized in a country to provide competent professional nursing services for the promotion of health, prevention of illness, and rehabilitation of individual of all ages, families, groups, communities, sick or well in all settings.

**Outpatient department:** An outpatient department is the part of a hospital designed to provide treatment, services and counseling for the patient who visit the hospital for diagnosis, medical advices and treatment, but require no admission or stay overnight.

**Patients:** This is an individual who is receiving needed professional services that are directed by a licensed practitioner of the healing arts towards maintenance, improvement or protection of health. **Teaching Hospital:** This is a tertiary health care center that provides medical and surgical care to the patients where all health care practitioners especially nurses have their office and specific role to play in providing care for patients.

**Workload:** This is the term used to describe the physiological, psychological and behavioral response of an individual seeking to adapt and adjust to both internal and external pressures.

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### **Methodology**

This section explains the methodology that was used to conduct this study. This includes research design, setting, sample and sampling size, instrumentation, validation of instrument, method of data collection methods of data analysis.

### **Research Design**

The study adopted a descriptive non-experimental design to identify perceived impact of workload on patients care among nurses working in outpatient department at Federal Teaching Hospital Lokoja

### **Research Setting**

This study was conducted at Federal Teaching Hospital (FTH) Lokoja, Kogi state. The Federal Teaching Hospital popularly known as FTH was formal general hospital, Lokoja built by the formal provincial government at the headquarters of the inland waterways authority, adankolo and was later relocated to G.R.A which is about 1/2km from the site. The hospital is located at NO 1 salihu Ibrahim road Lokoja, Kogi State, the fence and other buildings are painted with milk colour. The hospital in 1994 with the addition of new wings of 4 wards, a laboratory/x-ray building, store/laundry complex and mortuary under the aegis the then Kwara State government from which present Kogi State was created in 1991, the hospital consist of 13 wards. The hospital is equipped with modern teaching facilities, the hospital department include, outpatient department, theater department, pharmacy, general outpatient department, physiotherapy department, prosthesis/orthopaedic department, laboratory, account section, medical record, radiology department.

### **Target Population**

The targeted populations consist of varying cadres of both male and female nurses working in outpatient departments with different qualifications and specialities in Federal Teaching Hospital Lokoja. Study population constituted about 268 nurses inclusive in Federal Teaching Hospital, Lokoja, but for the sake of this study, 160 nurses are selected as respondents.

### **Sampling**

Sample refers to a portion of the population selected for the study. Sample size was calculated using number of nurses working presently at Federal Teaching Hospital Lokoja, Kogi State. The estimated number of nurses working in Federal Teaching Hospital Lokoja, Kogi State is 268, the sample was determined using Taro Yamane's formula as follow:

$n = N / (1 + N(e)^2)$ . Where:  $n$  = sample size;  $N$  = population under study;  $e$  = margin or maximum error

$n = 268 / (1 + 268(0.05)^2)$ ,

$n = 268 / (1 + 268(0.0025))$ ,

$n = 268 / (1 + 0.67)$ ,  $n = 268 / 1.67$ ,

$n = 160.47$ ,

$n = 160$

### **Sampling Techniques**

Therefore, a purposeful prospective non availability sampling technique was used to select various category of nurses working in outpatient department at Federal Teaching Hospital Lokoja, Kogi State

### **Instrumentation**

The researcher developed perceived impact of nurses workload on patient care questionnaire which comprises of four sections having 30 items altogether. Section A contains six (6) items on demographic data; section B contains seven (7) items on knowledge of workload on patients care among nurses, section C contains seven (7) items on impact of workload on patients care among Nurses while section D contains five (5) items on coping strategies of workload on patients care among nurses. The questionnaire suited the objectives and research questions and boxes were provided in front of each question where respondent will tick his or her choice out of the option and all the question were closed ended questions.

### **Validity of instrument**

To ensure the validation of instrument used for data collection, the structured questionnaires were given to the supervisor, were corrections and modifications were made.

### **Reliability of instrument**

Reliability was defined as an extent to which a data collection tool can produce a repeatable and consistency results (Romero Morales et al. 2019). To establish the instrument reliability, test re-test method of reliability was used.

## Method of Data Collection

Questionnaires and structured interview was used. The questionnaires was in closed ended form in which the researcher took the questionnaires personally to the respondents to administer questionnaires and she collected them back immediately for compilation and analysis, the questions had response categories pertaining to the topic of study.

### Method of Data Analysis

Tabulation was the concept used for all data collected and used to analysis data generated from data collection, research questions was summarized using descriptive analysis of frequencies, percentage, table and bar graph. The entire analysis was base on the responses gotten from the respondents.

### Ethical Considerations

Ethical approval was obtained from the institution authority and informed consent will be signed by respondents, who met the inclusion criteria and it will be the only condition for enlisting participation. The confidentiality of information provided was ensured and respondent anonymity preserved through the use of only the identification's unique identity number.

## Results

Exact 160 questionnaires were distributed and 150 were returned, tables were used including frequency, ranges and percentage to analyze data as well as a bar chat.

### Section A:

**Table 1: Distribution of the study sample according to socio – demographic characteristics.**

Socio-demographic variable	Frequency	Percentage(%)
AGE		
20-29	10	8%
30-39	32	21%
40-50	67	44%
50 and above	41	27%
	Total=150	Total=100%
RELIGION		
Christianity	101	67.3%
Islam	49	32.6%
Others	-	-
	Total =150	Total=100%
GENDER		
Male	53	35.3%
Female	97	64.6%
	Total=150	Total=100%
MARITAL STATUS		
Single	49	32.7%
Married	101	67.3%
Separated	-	
Divorce	-	
	Total= 150	Total=100%
QUALIFICATION		
Double qualification	44	29.3%
BNSc	46	30.4%
MSc	33	22%
Others	27	18.3%
	Total=150	Total=100%
CLINICAL EXPERIENCE		
1-10yrs	14	9.7%
11-20yrs	53	35.3%
21-30yrs	41	27%
31and above	42	28%
	Total=150	Total=100%

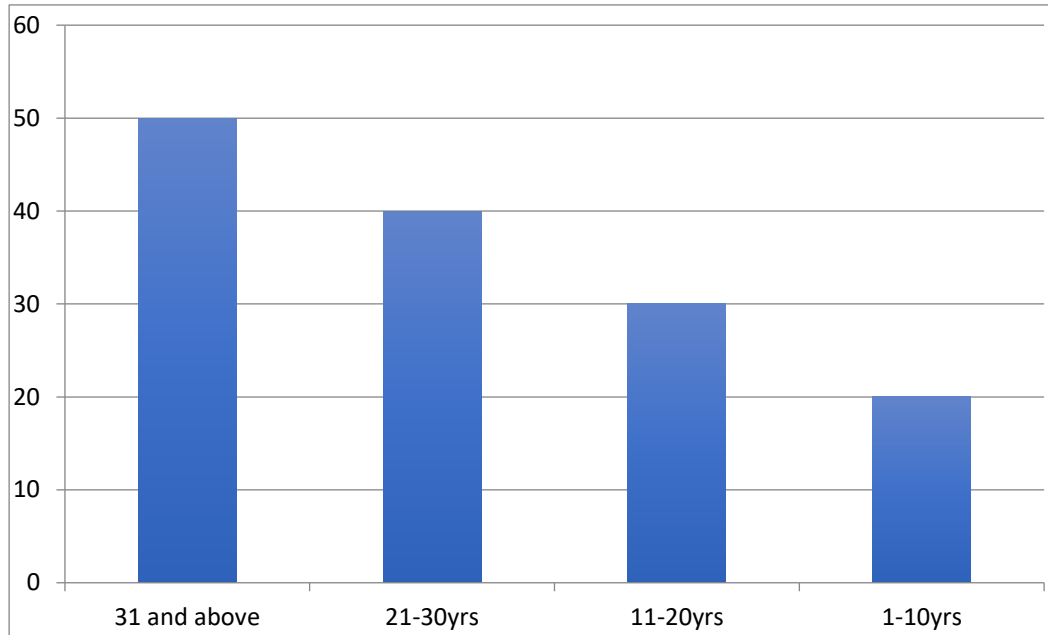
Source: Field survey 2023

From the table above, which 10(8%) are between 20-29 yrs, 32(21%) 30-39 yrs, 67(44%) 40-50 yrs, and 41(27%) 50 and above.

Based on their religion, 101(67.3%) were Christians, 49(32.6%) were Muslims, no one had any other, this shows that majority of them were Christians. Also, majority of them were females 97(64.6%) male 53(35.3%). Based on their marital status, 101(67.3%) were married, 49(32.7%) were single.

Figure 1

A bar chart showing clinical experience of the nurses against the frequency.



The bar graph above illustrates that more of the nurses have worked for more than 10yrs respectively

**SECTION B: Knowledge of workload on patients care among nurses**

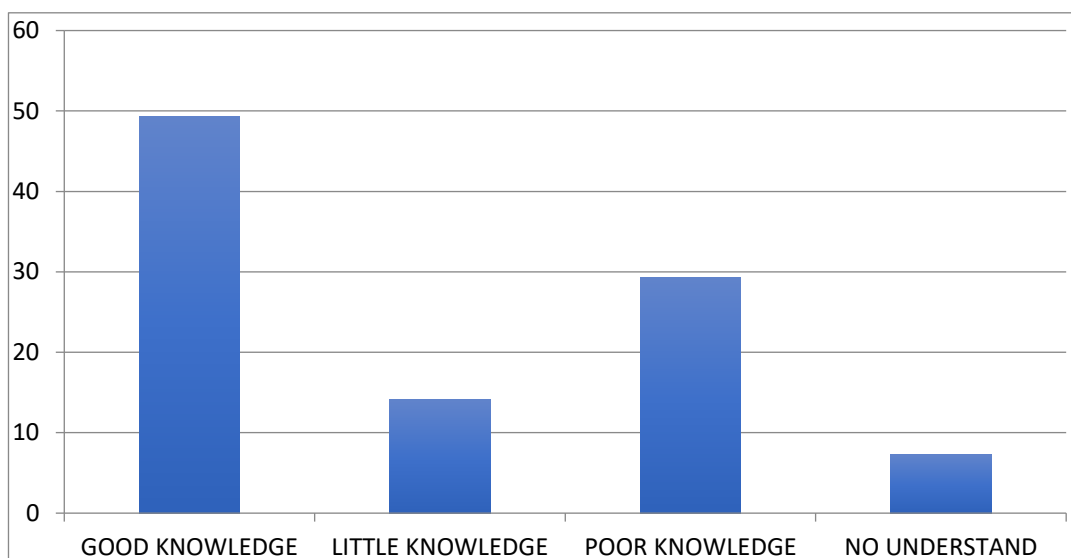
Distribution of the sample according to their knowledge workload contributing to patients care among nurses in Federal Teaching Hospital, Lokoja.

From table 2 above it also shows the respondents have knowledge of respondent on impact of workload on patients care.

Variables	Frequency	Percentage
Yes	74	49.3%
No	21	14.1%
A little	44	29.3%
Do not understand	11	7.3%
	Total=150	Total=100%

This table shows that 74(49.3%) have the knowledge of workload, 21(14.1%) have not heard of the workload, 44(29.3%) have only heard a little while 11(7.3%) have heard but do not understand.

A bar chart showing knowledge of workload on patients care among nurses



The bar graph above illustrate that more of the nurses have good knowledge of workload on patients care among nurses

<b>Knowledge of workload on patients care among nurses</b>	<b>SA</b>	<b>A</b>	<b>SD</b>	<b>D</b>
Most nurses have experience heavy workload during the course their practice	80	30	15	25
Workload is the term used to describe the physiological, psychological and behavioral response of a nurse seeking to adapt and adjust to both internal and external pressures when delivery their professional nursing care	40	70	20	20
Most nurses got the source of information about workload and its management during their professional training and clinical practice	60	50	30	10
Workload occurs as a result of physical, mental and emotional stressors from patient relative	90	40	5	15
Shortage of manpower is one of the major causes of workload among nurses in clinical settings	100	30	5	15
Long hour duties among nurses is a major cause of workload in clinical settings	115	25	4	6
Working with new and inexperience nurses can result to workload among the nurses working in the clinical setting	95	40	5	10

From the above table, it shows that the long hour duties among nurses, shortage of manpower, working with new and inexperience nurses and in in the ward were the knowledge of workload among nurses.

#### SECTION C: Impact of workload on patients care among nurses

Table 4 shows the impact of workload from respondents.

<b>Impact of workload on patients care among nurses</b>	<b>SA</b>	<b>A</b>	<b>SD</b>	<b>D</b>
Error of omission and malpractice which putting the patient under life threat is usually due to impact of workload among healthcare giver	80	50	5	10
Difficulty in sleeping after prolong duty are common impact of workload among nurses working in the clinical settings	50	60	20	20
Prolong wound healing and mal-union may be the impact of heavy workload among nurses	40	30	50	30
Aggression and conflict are the common response experienced by nurses due to the overwork	50	60	20	30
Low back pain, loss of appetite and general body weakness are common workload experienced by nurses	40	60	20	30
Workload among nurses usually result to medication error and missing drug when providing care to the patient	50	50	25	25
Most of the relapse after patient has been discharge may be due to the impact of workload among the nurses	30	80	10	30

The above table shows that error of omission and malpractice was the impact of workload in outpatient department atFederal Teaching Hospital Lokoja.

#### SECTION D: Coping Strategies of workload on patients care among nurses working in OPD

Table 5 shows coping strategies from respondents.

<b>Coping Strategies of workload on patients care among nurses</b>	<b>SA</b>	<b>A</b>	<b>SD</b>	<b>D</b>
Taking a shower and rest in a quite environment after heavy workload help nurses to cope with long hour duty	70	60	5	15
Eating better food and taking adequate rest are common coping strategy of workload among nurses	50	50	20	30
Watching television, movies and engage in social medias after strenuous duty in the ward is a coping strategies employed by most young nurses	50	60	20	20
Going for a break is a major coping strategy on patient care among nurses after strenuous duty	40	50	30	30
Engaging in hobbies such as singing, listening to music and reading can help nurses to cope with workload	20	30	50	50

The table above shows that taking a shower and rest in a quite environment, going for a break, eating better food and taking adequate rest, involving in slight exercise, watching television, movies and engage in social medias and engaging in hobbies such as singing, listening to music and reading were the coping strategies of workload among nurses working in outpatient department at Federal Teaching Hospital Lokoja.

## ANSWERING QUESTIONS

The following are the research questions.

- 1) What is the knowledge of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja, Kogi State.
- 2) What is the impact of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja, Kogi State.
- 3) What are the identify coping strategies of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja, Kogi State.

**Research question one:** what is the knowledge of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja?

Finding in the table three shows that long hour duties among nurses, shortage of manpower, working with new and inexperience nurses and in the ward were the knowledge of workload among nurses due to high numbers of respondents that strongly agree to it.

**Research question two:** What is the impact of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja?

From the findings, error of omission and malpractice was the impact of workload, it can also lead to job dissatisfaction among nurses, as nurses will not render their care as they ought to.

**Research question three:** What are the identify coping strategies of workload on patients care among nurses working in Outpatient Department at Federal Teaching Hospital Lokoja?

From the table 4, it shows that stress poses a negative effect on nurses in Federal Teaching Hospital Lokoja. E.g taking a shower and rest in a quite environment, going for a break, eating better food and taking adequate rest, involving in slight exercise, watching television, movies and engage in social medias and Engaging in hobbies such as singing, listening to music and reading, and this can bring about mood swings, depression, irritability. So workload can bring about poor job performance among nurses in Federal Teaching Hospital Lokoja.

## DISCUSSION OF FINDINGS

### Objective 1: Knowledge of workload on patients care among nurses

The knowledge of workload include: shortage of manpower, which accounted for a mean value of 3.48. This could be due to the fact that large number of nurses patient(workload) could cause a direct strain on nurses working in OPD unit. This agrees with handling a large number of patients alone (83.6%) by Adzakupah, Laar and Fiadjoe (2019) and that of Mimoza (2018) which indicated amount of workload as being part of the Knowledge of workload.

Working with new and inexperience nurses have been seen from this research as a knowledge of workload which accounted for 3.8 and 3.15 as the mean value respectively. This is in line with the findings of Johans, Sawar and Majeed (2018), which indicated that prolonged standing and no time for break are knowledge of workload and which accounted for a total of 94.4% with 78.2% as strongly agreed and 16.2 as agreed. This is owe to the fact that continuous work without break or time to rest and remaining in a particular position for a long time respectively could result in stress accumulation mounting of pressure on blood vessels nerves leading to strain (workload).

Also, most nurses experience workload during the course of their studies which has a mean value of 3.23 is knowledge of workload. This may be attributed to the fact that lack of motivation to carryout task causes an equivalent reduction in energy that drives an individual to work effectively and as such, every little effort used in carrying out task result in workload. This is as well in line with the findings of Tourangeau, et al., (2015). Which showed that lack



of motivation and recognition for ones effort is a reason of workload which accounted for 94.6% with 51.1% as strongly agreed and 43.5% as agreed. Meanwhile, shortage of manpower is seen as a source of stress. This accounted for 3.65% as the mean value and could be due to the fact that small number of workers gets stressed when left with large task or large amount of workload and this is in agreement with the research work by Johans et al. (2018) as well. Furthermore, shortage of resources for work is seen as knowledge of workload which accounted for 3.42% as mean value. It is in agreement with the findings by Johans et al. (2019), which noted that lack of resources and availability of equipment as sources of workload and it accounted for a total value of 92.8% with 46.1% as strongly agreed and 46.7% as agreed). This may be due to inadequate provision of resources by the hospital management and government.

#### **Objective II: Impact of workload on patients care among nurses**

The only significant impact of workload among nurses at OPD units is error of omission and malpractice which accounted for a mean of value of 3.65%. This is not in line with the findings by Justin et al. (2018), which showed that the most significant impact of workload on physical health was difficulty in sleeping (68.8%). This could be due to the fact that the body reacts to stressful events with a “fight and flight response, which involve the release of certain chemicals that can cause physical changes such as in the blood vessels. This in turn, can bring on tension and error of omission and malpractice.

#### **Objective III Coping Strategies of workload on patients care among nurses**

This study identified some coping strategies used by nurses at OPD unit they include: taking a shower and rest in a quite environment (mean value 3.29%). This agrees with that of Tesfaye (2018) on coping strategies among nurses in South-West Ethiopia which indicated that escape – avoidance is a coping strategy but least used. Taking a shower and rest in a quite environment 3.35% agrees with the study carried out by Adzakpah, Laar and Fiadjoe (2017) on occupational stress and management which indicated that taking a shower and rest in a quite environment (60%) sometimes helps in coping with stress. Engaging in hobbies such as singing, listening to music, reading and involving in other slight exercises is in line with the study carried out also by Adzakpah et al.(2019) which showed that exercises (64.1%) was a coping strategy used for coping with stress among nurses at St. Dominic Hospital, Akwatia, Ghana.

Tackling stress situations (mean value 3.25%) and finally, balancing emotions with stressful situation are the coping strategies identified to used by nurses in this study.

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### **IMPLICATION OF FINDINGS TO NURSING PRACTICE**

Based on the findings from the study, the implication to nursing is such that the identification of the major sources of workload its effect and the most effective coping strategies are important in workload management. This implies that nurses and hospital management could implement strategies to improve coping among nurses. This will in turn lead to better performance of nurses while caring for patients and thus, increase the rate of return of patients to their normal health and functioning.

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### **LIMITATION OF THE STUDY**

The study is limited to nurses working in outpatient department at Federal Teaching Hospital Lokoja, and the study limit itself to the impact of workload on patients care among nurses working in outpatient department at Federal Teaching Hospital Lokoja. Lastly, the researcher encountered some limitations among the respondents as some were reluctant to fill the questionnaire because they claim they have no time for it.

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### **SUMMARY OF THE STUDY**

This study was carried out to explore the source of perceived impact of workload on patients care among nurses working in outpatients department at Federal Teaching Hospital Lokoja as well as assessing the possible coping strategies.

From the result, it was widely accepted that nurses are exposed to so many sources of workload of which shortage of manpower and long hour duties was seen as the major source of workload among nurses working in outpatient department at Federal Teaching Hospital Lokoja. Meanwhile the most significant impact of workload among nurses was identified to be error of omission and malpractice while putting the patient under life threat.

Putting up good strategies by the nurses and management of the hospital would go a long way in improving nurses coping and in turn improve their job performance.

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### **CONCLUSION**

It is widely accepted that nurses are exposed to various workload source, shortage of manpower is the most outstanding source of workload among nurses working in Federal Teaching Hospital Lokoja, while error of omission and malpractice is the significant impact of workload among nurses and the most effective coping strategy used by the nurses was found to be going for a break and taking a shower and rest in a quite environment after heavy workload.

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## RECOMMENDATIONS

Based on the findings of this research, the author recommends that:

1. Hospital management and government should as a matter of urgency adapt workload evaluation and coping models specific for each of the nurses. This will help in assessing nurses stress at work and the most effective way of managing it in order to promote healthy working environment.
2. Nurses should develop personal strategies that are specific to their nature of workload though constant education and research.
3. For effective workload management, there should be collaboration between the nurse's managers and the nurse through effective communication and education.

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## SUGGESTION FOR FURTHER STUDIES

More research will be done on specific workload and their pathogenesis to be able to develop individual workload management of possible treatment of workload.

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## APPENDIX

### QUESTIONNAIRE

#### PERCEIVED IMPACT OF WORKLOAD ON PATIENTS CARE AMONG NURSES WORKING IN OUTPATIENT DEPARTMENT AT FEDERAL TEACHING HOSPITAL LOKOJA, KOGI STATE

The purpose of the questionnaire is for you to supply all necessary information required to complete my research work. This research work is purely academic purpose and your response will be treated confidential.

Thanks for your cooperation

INSTRUCTION: Please the following statements carefully and tick the box that best suit your opinion

## Section A: Demographic data

- 1) Age of the respondents: (a)20-29 [ ], (b)30-39 [ ], (c) 40-50 [ ], (d)50 and above [ ]
- 2) Religion: Christianity [ ], Islam [ ], Others [ ]
- 3) Gender: Male [ ] Female [ ]
- 4) Marital status: Single [ ], Married [ ], Separated [ ], Widow [ ]
- 5) Qualification: double qualification [ ] BNSc. [ ], MSc [ ] and above [ ]
- 6) Clinical experience 1-10 yrs [ ], 11-20 yrs [ ], 21-30 yrs [ ] and 31 yrs above [ ]

**SECTION B: knowledge of workload on patients care among nurses working in OPD**

**Instructions: Please tick the option you find appropriate, kindly note that: SA= Strongly agree, A= Agree, SD= Strongly disagree, D= Disagree**

Knowledge of workload on patients care among nurses	SA	A	SD	D
1. Most nurses have experience heavy workload during the course their practice				
2. Workload is the term used to describe the physiological, psychological and behavioral response of a nurse seeking to adapt and adjust to both internal and external pressures when delivery their professional nursing care				
3. Most nurses got the source of information about workload and its management during their professional training and clinical practice				
4. Workload occurs as a result of physical, mental and emotional stressors from patient relative				
5. Shortage of manpower is one of the major causes of workload among nurses in clinical settings				
6. Long hour duties among nurses is a major cause of workload in clinical settings				
7. Working with new and inexperience nurses can result to workload among the nurses working in the clinical setting				

**SECTION C: Impact of workload on patients care among nurses working in OPD**

Impact of workload on patients care among nurses	SA	A	D	SD
1. Error of omission and malpractice which putting the patient under life threat is usually due to impact of workload among healthcare giver				
2. Difficulty in sleeping after prolong duty are common impact of workload among nurses working in the clinical settings				
3. Prolong wound healing and mal-union may be the impact of heavy workload among nurses				
4. Aggression and conflict are the common response experienced by nurses due to the overwork				
5. Low back pain, loss of appetite and general body weakness are common workload experienced by nurses				
6. Workload among nurses usually result to medication error and missing drug when providing care to the patient				
7. Most of the relapse after patient has been discharge may be due to the impact of workload among the nurses				

**SECTION D: Coping Strategies of workload on patients care among nurses working in OPD**

<b>Coping strategies of workload on patients care among nurses</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>
<ul style="list-style-type: none"> <li>• Taking a shower and rest in a quite environment after heavy workload help nurses to cope with long hour duty</li> </ul>				
<ul style="list-style-type: none"> <li>• Eating better food and taking adequate rest are common coping strategy of workload among nurses</li> </ul>				
<ul style="list-style-type: none"> <li>• Watching television, movies and engage in social medias after strenuous duty in the ward is a coping strategies employed by most young nurses</li> </ul>				
<ul style="list-style-type: none"> <li>• Going for a break is a major coping strategy on patient care among nurses after strenuous duty</li> </ul>				
<ul style="list-style-type: none"> <li>• Engaging in hobbies such as singing, listening to music and reading can help nurses to cope with workload</li> </ul>				