

**JOB STRESS AND DEVIANT WORKPLACE BEHAVIOUR OF
EMPLOYEES IN PUBLIC HOSPITAL IN BENIN CITY NIGERIA**

BY

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**A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT
OF THE REQUIREMENTS FOR THE AWARD OF BACHELOR OF
SCIENCE DEGREE (B.sc) IN BUSINESS ADMINISTRATION OF
UNIVERSITY OF BENIN, BENIN CITY**

SEPTEMBER, 2023

DECLARATION

I, Belema ORUYE hereby declare that this project is undertaken by me in the Department of Business Administration, Faculty of Management Sciences, University of Benin, Benin City, Edo State under the supervision of Mrs R.E. Isokpan. All references made to the work of other people have been duly referenced and acknowledged.

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CERTIFICATION

This is to certify that this project work was carried out by **Belema ORUYE (MGS1808079)** in Business Administration, Faculty of Management Science, University of Benin, Benin City in fulfilment of the requirements for the award of Bachelor of Science (B.Sc) in Business Administration.

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DEDICATION

This work is dedicated first to the Almighty God for His divine preservation, sustenance and divine protection throughout my academic pursuits. This work is also dedicated to my family, whose unwavering support and encouragement have been my constant motivation throughout this project.

ACKNOWLEDGEMENTS

First, I thank God for his constant love and protection over my life all through my stay in University of Benin.

My sincere gratitude to my parents Mr. and Mrs. Oruye for your support and prayers, to my siblings Miss Melody Oruye, Miss Mariam Oruye, Miss Blessing Oruye, Miss Emmanuella Oruye and Mister Emmanuel Oruye for their steady support during my journey in the University.

I would like to express my sincere gratitude to Mrs. R.E. Isokpan for your invaluable guidance, support, and expertise throughout the duration of this project. Your insights and constructive feedback played a crucial role in shaping the direction and quality of this work.

Futhermore, I extend my appreciation to my friends Prof. Ibrahim Shaibu, Dr. Darlington Ogbeide, Lucky Noah Akinjole, Samuel Chibuisi Ogbonnaya, Dr. A.P. Kadiri, Egbuanran Oagbale Comfort, Osawaru Innocent, Omokorede Onose for their assistance, resources, or data that greatly aided in this research.

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ABSTRACT

The main aim of this study is to examine deviant workplace behaviour of employees in public hospital in Benin City, Nigeria. In this study, 100 questionnaires were administered while 91 copies of the questionnaires were retrieved making a response rate of 91% and used as data for the analysis. The result shows that Job Stress have a positive and insignificant effect on the deviant workplace behaviour of the employees in public hospital in Benin City, Nigeria. The result shows that workover-load have a positive and significant effect on employee deviant workplace behaviour in public hospital in Benin City, Nigeria. Also, the result shows that role ambiguity and conflict have a positive and significant effect on the employee workplace behaviour in public hospital in Benin City, Nigeria. Lastly, the result shows that there exist a positive and significant effect on the deviant workplace behaviour of the employees in public hospital in Benin City, Nigeria. It was recommended that organizations should establish a clear and comprehensive policies and code of conduct, organizations should make regular training and awareness programs available to educate employees about these policies and foster a culture of respect and professionalism in the workplace. Also, those organizations should train the supervisors and managers in conflict resolution and effective leadership and continuously monitor the employees satisfaction through appraisal and reward and recognize good behaviour of employees to boost the moral of he employees.

CHAPTER ONE

INTRODUCTION

1.1 Background of the study

Nigeria has a lot of talented and hardworking people, many of whom are young people who are willing and able to work hard and be productive. Depending on the direction of the outcomes, the accumulation of work-related behavioral outcomes of individuals working in various productive sectors of an economy leads to its success or failure. The goal of this work is for employee outcomes to go in a very positive direction. This can only be actualized when they are in their right frame of minds.(Ugwuzor, 2023)

One of the contemporary work environment rehearses is to advance variety in their business profile by acquiring people of different degrees of variety not exclusively to have the option to get different shades of sentiments addressing the different gatherings and interests however as a social responsive position. Nonetheless, confusions, misconception, doubt and misinterpretations, due to ethno-strict ways of thinking, have throughout the long term made Nigeria to miss development and formative open doors. There is an obvious separate between the alleged public values, convictions and direction and genuine social presentation as shown by workers in work environments. Ethnic and strict fanaticism have annihilated shared corporate culture and interest of obligation to greatness which

ought to be the main impetus towards corporate achievement (Jeewandara & Kumari 2021)

This man-made, self - incurred and foolish ways of behaving appear to tossed the precepts of solidarity in variety to the breezes notwithstanding every one of the apt endeavors through such grand projects of Public direction and re-direction, for example, the Public Youth Administration Corps (NYSC) Plot, the Government Solidarity Universities and directed execution of the Bureaucratic Person Guideline which is planned to make each ethnic gathering qualified to be thought of as similarly in the plan of things in work environments in Nigeria.(Miebi ugwuzor, 2023)

As large weaknesses of social personality, bias and separation have made representatives to take on specific ways of behaving and appended specific cliché positions towards others outside their straight out groupings. A Nigerian Pidgin English perplexing saying that Monkey dey work baboon dey chop will generally control of the sensibilities of minimized out-gatherings. The aphorism infers that minimized gathering individuals feel they work hardest and benefit the least. Disfavoured people might see shamefulness and will generally act in specific delinquent habits to the impairment of the firm. Such wrongdoings could be communicated as types of degenerate ways of behaving (Jeewandara & Kumari 2021)

The way employees are conducted by the management or coordinator at the workplace would affect the organization and its members either positively or negatively. As a result, knowing how to manage employees effectively is essential to minimizing workplace stress. Ideally, employees should carry out their assigned tasks and responsibilities at work and refrain from engaging in actions that can physically or mentally harm the organization or other employees. Any action that has the potential to have negative effects is undesirable and is deviant. The pressure exerted on the individual by other request, discrepancy between the time limits, resources and availability and requirement, Lack of clarity about the job tasks, lack of understanding and knowing the job responsibilities, can result to employee job stress which in turn result to employee deviant behavior in an organization (Ugwuzor 2023)

Marwa (2022) identify the stress-related factors that may have a major impact on deviant behavior in the workplace. Some of the factors are workover-load, role conflict and role ambiguity. Despite the fact that stress factors are typically categorized as either job-related or non-job-related, previous research has focused on the job-related factors when investigating the connection between stress and disruptive behavior in the workplace.

There are different procedures can be utilized by representatives for upgrading the worth of association, as well as there are likewise exercises, practices and ways of

behaving that fight the hierarchical qualities furthermore, standards and become unsafe for the association(Abugabel,2023). The idea that can be used to communicate such ways of behaving is different counterproductive work ways of behaving (CWBs) that might be

research problem

Younis et al., (2022) led a review to distinguish the effect of harmful authority as an autonomous variable on counterproductive work ways of behaving as a reliant variable (working environment abnormality, the representative's goal to leave, and the turnover rates). Results demonstrated that harmful administration influences people and associations adversely as it increments working environment aberrance,the worker's aim to leave, and the turnover rates, and it diminishes the level of occupation fulfillment and authoritative responsibility.

Workplace stress can result from a variety of factors, but it is frequently exacerbated by employees' perceptions that they lack support from coworkers and supervisors and little influence over work procedures. There is frequently a misinterpretation of the terms "pressure" or "challenge" and "stress," which is a growing global issue that has an impact not only on the health and well-being of employees but also on the productivity related stress is the second most common compensated illness/injury in Australia, after musculoskeletal disorders as aligned by Centers for Disease Control and Prevention. (CDCP, 2019)

Business related pressure can be brought about by different occasions. For instance, if a person's job demands (such as hours or responsibilities) are greater than they can comfortably handle, they may experience feelings of pressure. Conflict with coworkers or supervisors, constant change, and threats to job security like possible redundancy are additional sources of work-related stress (Ugwuzor 2023).

In the year 2020 during the covid 19 pandemic in Nigeria, many patients died as a result of the negligence and deviant behavior of the health workers, some of which were not even affected by the disease outbreak but were labeled covid patients without proper check up routine. According to the National Health and Safety Commission, work-related stress accounts for the longest stretches of absenteeism (WHO 2019).

Ugwuzor (2023) the type of work that places a high value on excessive demands and pressures that are not proportional to a worker's knowledge and abilities, where there is little opportunity to exercise any control or choice, and where there is little support from others is the type of work that is the most stressful.

When work demands and pressures are matched to workers' knowledge and abilities, control over work and how it is done, support from supervisors and coworkers, and participation in decisions that affect their jobs are provided,

workers are less likely to experience stress at work. Based on the issues that have been alighted above this research work the following question raised.

1.3 Research Questions

1. What is the level of job stress among health care workers in Nigerian public hospitals?
2. To what extent is deviant workplace behaviour prevalent among health care workers in Nigerian public hospitals?
3. What is the relationship between job stress and deviant workplace behaviour in Nigerian public hospitals?

1.4 Objectives of the Study

The broad objective is to examine the relationship between job stress and deviant workplace behaviour in public hospital in **Benin City, Edo State, Nigeria**. The specific objectives are to:

1. ascertain the level of job stress among health care workers in Nigerian public hospitals;
2. examine the extent to which deviant workplace behaviour is prevalent among health care workers in Nigerian public hospital; and
3. Determine the relationship between job stress and deviant workplace behaviour in Nigerian public hospitals?

1.5 Research hypothesis

Base on the objective alighted above, the following null hypothesis are form:

In the Nigerian public hospital in Benin City, there is no link between work-related stress and inappropriate workplace behavior.

Work-overload of employee does not result to the deviant workplace behavior in Nigeria public hospital in Benin City

conflict and role ambiguity does not contribute to deviant workplace behavior in Nigeria public hospital in Benin City

there is no relationship between the role pressure from the family and work role domains and deviant workplace behavior in Nigeria public hospital in Benin City.

1.6 Scope of the Study

This research work examines the relationship between job stress and deviant workplace behaviour in public hospitals in Benin City, Edo State, Nigeria. the study covers health care workers in the South-South geographical zone in Nigeria, Specifically, health care workers in Stella Obasanjo Hospital and University of Benin Teaching Hospital, Benin City, Edo State will constitute the population of interest of the study. It will be carried out in 2023. The study is a cross-sectional research.

1.7 Significance of the study

Job stress and employee deviant behaviour has been review most literature such as W. Oyedapo, B. Akinlabi and J. Sufian 2012; Yeboah 2013; Philip Kotler). This literature also review that in recent time the rate of employee behaviour in there work place has increase word health organization also review that this deviant behaviour of employee is base on some job stress and family issues. Among the existing literature non has focus on the impact of work stress on the employee behaviour in Edo State, particularly University of Benin Teaching Hospital (UBTH), this work will be carryout to fill the gap and to caver the effect on the employee behaviour in this University of Benin Teaching Hospital.

CHAPTER TWO

LITERATURE REVIEW

2.1 INTRODUCTION

The paper includes extensive discussions of relevant literature, conceptual and theoretical reviews, and a related empirical analysis. The paper explores relevant literature, offers conceptual and theoretical assessments, and includes a related empirical examination of the connection between job stress and employee deviance behavior in Nigeria.

2.2. Meaning of Stress

Stress is a term that alludes to the body's normal reaction to any request or strain put upon it, whether physical, mental, or close to home. A condition of pressure and strain can be set off by different variables, like work, connections, monetary challenges, or significant life altering events. Stress can appear in changed ways and influence people both genuinely and mentally.

According to a physiological viewpoint, stress initiates the body's "instinctive" reaction, which includes the arrival of stress chemicals like cortisol and adrenaline. This reaction readies the body to either go up against the apparent danger or escape from it. Temporarily, stress can really be valuable as it assists people with remaining alarm, centered, and propelled to defeat difficulties.

Notwithstanding, delayed or constant pressure can adversely affect in general prosperity. It can prompt a scope of actual side effects, including cerebral pains, muscle strain, weariness, stomach related issues, and debilitated resistant framework. Intellectually and inwardly, stress can cause nervousness, crabbiness, trouble concentrating, state of mind swings, and even sadness.

Overseeing pressure is significant for keeping up with one's wellbeing and personal satisfaction. Procedures for stress the executives might incorporate activity, unwinding methods (like profound breathing or reflection), using time effectively, defining limits, looking for social help, and participating in side interests or exercises that give pleasure and unwinding. Furthermore, looking for proficient assistance from a specialist or guide can be useful in getting the hang of methods for dealing with especially difficult times and fostering a better reaction to stretch.

2.2.1 General Adaptation Syndrome (GAS)

General Adaptation Syndrome (GAS) is an idea proposed by Hans Selye, a spearheading pressure specialist, to portray the body's reaction to stressors. It recommends that the body goes through a progression of physiological changes when confronted with pressure, no matter what the particular idea of the stressor. As per Selye, the Overall Transformation Disorder comprises of three phases:

1. Caution Stage: This is the underlying stage when the body perceives and responds to the stressor. The body's "survival" reaction is initiated, setting off the arrival of stress chemicals like adrenaline and cortisol. Physiological changes happen to set up the body for guaranteed activity, for example, expanded pulse, raised circulatory strain, and increased readiness.

2. Obstruction Stage: On the off chance that the stressor perseveres, the body enters the opposition stage. During this stage, the body attempts to adjust and adapt to the continuous pressure. The physiological reactions found in the caution stage start to balance out, however the body stays fully on guard. It keeps on delivering pressure chemicals, and different substantial frameworks work to keep up with equilibrium and oppose the impacts of pressure.

3. Fatigue Stage: Assuming that the stressor go on for a lengthy period without alleviation or on the other hand assuming that the body's assets are drained, the depletion stage sets in. In this stage, the body's capacity to adapt to pressure becomes restricted. The drawn out arrival of stress chemicals can prompt physical and mental depletion, expanded weakness to sickness, and a decrease in generally working.

It's vital to take note of that the Overall Variation Disorder is a hypothetical structure that portrays the body's overall reaction to stress, and individual encounters might change. Also, the idea has confronted analysis for distorting the

intricacies of stress and its consequences for the body. In any case, it has contributed fundamentally to the comprehension of stress and its effect on wellbeing.

2.3. Types of Stress

Stress can be arranged into different sorts in view of various variables. Here are a few normal kinds of stress:

1. Intense/Acute Stress: This sort of stress is present moment and is regularly brought about by quick tensions or requests. It is frequently connected with a particular occasion or circumstance, for example, an impending test, a new employee screening, or an unexpected struggle. When the stressor is taken out or settled, intense pressure will in general disseminate.

2. Ongoing Stress: Constant stress is long haul and endures over a drawn out period. It is generally brought about by progressing or repeating stressors, for example, business related pressures, monetary challenges, or relationship issues. Constant pressure can aggregately affect the body and brain, prompting a scope of medical problems while possibly not successfully made due.

3. Rambling Intense Stress: A few people experience incessant episodes of intense stress, prompting an example known as verbose intense pressure. These people frequently end up in a condition of consistent concern, strain, and tension because of the great number of stressors in their lives. Verbose intense pressure

can bring about a critical adverse consequence on prosperity whenever left neglected.

4. Horrendous Stress: Horrible stress happens because of a horrendous mishap or experience, like a catastrophic event, physical or rape, seeing viciousness, or being engaged with a serious mishap. Horrible pressure can prompt post-awful pressure problem (PTSD) and may require proficient mediation to deal with its belongings.

5. Business related Stress: Business related pressure alludes to stressors that are explicitly connected with the working environment. It can come from elements like over the top responsibility, work instability, long working hours, absence of control or backing, clashes with partners, or requesting cutoff times. Word related pressure can altogether affect a person's physical and mental prosperity. The inability or reluctance to maintain positive interpersonal relationships and interactions is a major source of stress in workplaces opine by Judi Marshall and Cary Cooper (2020)

6. Relationship Stress: Relationship stress is brought about by clashes, troubles, or difficulties inside private connections, for example, with an accomplice, relatives, or companions. It can result from correspondence issues, conflicts, trust issues, or significant life altering events inside the relationship. Relationship stress can sincerely affect people.

7. Natural Stress: Ecological stress is set off by outside factors in one's environmental elements. It tends to be brought about by openness to commotion, contamination, stuffing, cataclysmic events, or living in a hazardous or unsteady climate. Ecological pressure can influence people both genuinely and inwardly.

It's essential to take note of that these kinds of pressure are not fundamentally unrelated, and people might encounter numerous types of pressure all the while or at various times. The administration and survival techniques for each sort of pressure might differ, and looking for help from experts, like advisors or advocates, can be gainful in actually managing pressure.

2.3.1. Eustress

Eustress is a term instituted by Hans Selye, a similar specialist who fostered the idea of General Variation Disorder. Eustress alludes to a positive or helpful type of pressure that is capable when people are confronted with testing or energizing circumstances that they see as reasonable and invigorating. The prefix "eu-" in eustress comes from the Greek word signifying "great" or "well."

Not at all like trouble, which is commonly connected with gloomy sentiments and unsafe consequences for prosperity, eustress is described by certain feelings, inspiration, and a feeling of satisfaction. Eustress can emerge from different sources, including:

1. Energizing Occasions: Participating in exercises that are exciting and charming, like taking part in sports, going on undertakings, or chasing after side interests that give a feeling of fervor.

2. Professional success: Testing work ventures, advancements, or new position open doors that expect people to extend their capacities and abilities, encouraging individual and expert development.

3. Individual Objectives: Laying out and accomplishing individual objectives, like mastering another expertise, getting done with a difficult responsibility, or chasing after advanced education.

4. Positive Life altering Events: Significant life altering situations, for example, getting hitched, beginning a family, or moving to another spot, which might bring fervor, expectation, and positive pressure.

Eustress varies from trouble in that it is seen as sensible and can improve one's presentation and in general prosperity. It is frequently connected with sensations of elation, expanded inspiration, and a feeling of achievement. Eustress can likewise assist people with building flexibility and foster survival techniques that add to self-awareness and achievement.

Nonetheless, it is fundamental for note that while eustress is for the most part certain, exorbitant or delayed openness to even sure stressors can ultimately

prompt pain. Consequently, keeping a harmony among eustress and taking care of oneself is urgent to guarantee by and large prosperity.

2.3.2. Distress

Distress alludes to a pessimistic or hurtful type of pressure that is described by sensations of uneasiness, strain, and a failure to adapt to the requests or tensions set upon a person. It is something contrary to eustress, which is a positive type of stress.

Distress can result from a great many stressors, including:

1. Significant Life altering Events: Critical life altering situations like the passing of a friend or family member, separate, employment misfortune, or monetary challenges can be troubling and lead to personal disturbance.

2. Constant Stressors: Progressing or long haul stressors like a requesting position, unfortunate connections, or ongoing medical problems can bit by bit wear out a singular's strength and add to trouble.

3. Horrendous Mishaps: Distress can be a reaction to encountering or seeing a horrible mishap, like catastrophic events, mishaps, savagery, or misuse. Post-horrible pressure problem (PTSD) is an outrageous type of pain that can foster after a horrendous encounter.

4. Individual Tension: Purposeful strain to live up to high assumptions, hairsplitting, or unreasonable self-analysis can prompt persistent trouble.

5. Natural Variables: Living in hazardous or shaky conditions, openness to commotion, contamination, or congestion can add to distress.

Distress can adversely affect a person's physical, mental, and profound prosperity. It might appear in different ways, including:

- Actual side effects: Cerebral pains, stomach related issues, exhaustion, rest aggravations, changes in hunger, or debilitated resistant capability.

- Close to home and conduct changes: Uneasiness, sadness, crabbiness, mind-set swings, trouble concentrating, withdrawal from social exercises, or changes in eating or dozing designs.

- Mental impacts: Dashing considerations, failure to concentration or decide, memory issues, or steady stressing.

Overseeing trouble is critical for keeping up with in general prosperity. Methodologies for adapting to pain might incorporate looking for help from companions, family, or experts, participating in pressure diminishing exercises like activity, unwinding procedures, and taking care of oneself works on, defining reasonable objectives, and rehearsing viable using time effectively. Now and again, treatment or guiding might be gainful to resolve basic issues adding to trouble and foster sound survival techniques.

2.3.3. Acute Stress

Acute Stress alludes to a present moment and quick reaction to a particular occasion or circumstance that people see as trying, requesting, or undermining. It is a characteristic and transitory type of pressure that is commonly time-restricted and has an unmistakable trigger.

Acute Stress can be brought about by different elements, including:

1. Time Strain: Fulfilling tight time constraints or manage time requirements can incite intense pressure, particularly when there is a feeling of dread toward not following through with jobs on time.

2. Execution Requests: Circumstances that expect people to perform at their best, for example, public talking, tests, prospective employee meetings, or significant introductions, can create intense pressure.

3. Basic Occasions: Startling or basic occasions like mishaps, crises, or conflicts can prompt an unexpected beginning of intense pressure.

4. Prevalent burden: Connections in friendly or relational settings that include clashes, contentions, or social assumptions can set off intense pressure.

Acute Stress actuates the body's "instinctive" reaction, which plans people to respond rapidly to the apparent danger or interest. Physiological changes happen because of intense pressure, remembering an increment for pulse, raised circulatory strain, fast breathing, uplifted readiness, and improved center. These

reactions are intended to furnish people with the fundamental energy and awareness of tackle what is happening within reach.

While acute stress is a typical piece of life and could be helpful in specific circumstances, delayed or rehashed openness to intense stressors without sufficient recuperation can prompt unfortunate results on physical and mental prosperity. It is fundamental to perceive and oversee intense pressure successfully to keep it from growing into persistent pressure or misery.

Survival methods for acute stress incorporate rehearsing unwinding procedures (like profound breathing, reflection, or care), taking part in actual activity, looking for social help, keeping a solid way of life, and focusing on taking care of oneself. Using time effectively and viable critical thinking abilities can likewise help in decreasing intense pressure by giving a feeling of control and association.

2.3.4. Chronic Stress

Chronic Stress is a progressing, long haul type of pressure that continues over a lengthy period. It is portrayed by a nonstop condition of increased excitement and pressure, frequently coming about because of persistent stressors or a failure to adapt to stressors successfully.

Chronic Stress can be brought about by various elements, including:

1. Business related Issues: High responsibilities, work weakness, absence of command over work errands, troublesome associations with partners or bosses, or long working hours can add to ongoing pressure.

2. Monetary Issues: Consistent monetary concerns, obligation, or monetary insecurity can prompt persistent pressure.

3. Relationship Hardships: Constant struggles, harmful connections, or challenges in private connections can create continuous pressure.

4. Medical problems: Ongoing ailments, constant agony, or the consideration of a friend or family member with medical issues can add to long haul pressure.

5. Awful Encounters: Past horrendous mishaps, like maltreatment, savagery, or mishaps, can make dependable impacts and add to constant pressure.

Chronic Stress can have critical physical, profound, and mental impacts on people. A few normal side effects and outcomes of persistent pressure include:

- Actual Side effects: Continuous migraines, muscle pressure, stomach related issues, rest unsettling influences, debilitated safe framework, and expanded weakness to diseases.

- Profound and Conduct Changes: Tension, gloom, crabbiness, temperament swings, feeling overpowered, social withdrawal, changes in hunger or rest designs, and expanded dependence on unfortunate survival strategies (e.g., substance misuse).

- Mental Impacts: Trouble concentrating, memory issues, hustling contemplations, diminished efficiency, and unfortunate direction.

Long haul openness to constant pressure can prompt serious medical conditions, including cardiovascular issues, debilitated insusceptible framework, stomach related messes, emotional well-being problems (e.g., nervousness issues, sadness), and an expanded gamble of creating persistent circumstances like hypertension, diabetes, or weight.

Overseeing constant pressure is vital to limit its effect on generally prosperity. Methodologies for adapting to constant pressure might incorporate looking for proficient assistance from specialists or guides, embracing pressure the board procedures (e.g., unwinding works out, reflection, profound breathing), taking part in standard active work, keeping a solid way of life (e.g., adjusted diet, satisfactory rest), defining limits and focusing on taking care of oneself, and developing an encouraging group of people of loved ones.

It is critical to perceive the indications of persistent pressure and find proactive ways to oversee it really to forestall its unfortunate results on physical and emotional wellness. According to Shah (2014), the majority of employees are overworked as a result of the pressure to succeed at work, a fear of the unknown, and the need for recognition at the expense of their wellness.

2.4. Meaning of Job Stress

Job Stress alludes to the pressure and strain experienced by people corresponding to their work or business. It envelops the physical, mental, and close to home strain that can emerge from different parts of the gig and the workplace.

Job Stress can be brought about by various elements, including:

1. Responsibility: Inordinate work requests, like weighty responsibilities, long working hours, tight cutoff times, or unreasonable assumptions, can add to work pressure.

2. Work Weakness: Worries about work solidness, apprehension about cutbacks or cutting back, or vulnerability about future business possibilities can prompt huge pressure.

3. Absence of Control: Feeling an absence of command over work undertakings, navigation, or work cycles can increment work pressure. Working in a setting where you don't have much authority or control. Some employees feel as though management is watching and scrutinizing every move they make (Willow, 2006).

4. Job Struggle or Vagueness: Clashing or indistinct work assumptions, obligations, or jobs can make pressure and disarray. Work overload is conflict that arises when a person has too many jobs that need their attention and the amount of demand exceeds their capacity (Willow, 2006).

5. Unfortunate Workplace: Unsupportive or harmful workplaces, absence of authoritative help, deficient assets, and dangerous associations with partners or bosses can add to work pressure.

6. Profession Improvement and Headway: Strain to meet vocation objectives, absence of chances for development or progression, or disappointment with one's profession way can create pressure.

The effect of occupation stress can appear in different ways, including:

- Actual Side effects: Cerebral pains, weakness, muscle pressure, rest unsettling influences, stomach related issues, and compromised invulnerable capability.

- Mental and Close to home Impacts: Tension, melancholy, peevishness, state of mind swings, trouble concentrating, diminished work fulfillment, and decreased inspiration.

- Conduct Changes: Expanded non-appearance, diminished efficiency, relational struggles, unfortunate survival techniques (e.g., exorbitant liquor or medication use), or withdrawal from business related exercises.

Job Stress can have negative ramifications for both the individual and the association. It can prompt diminished work execution, diminished work fulfillment, expanded turnover rates, and higher paces of burnout. Furthermore, constant work pressure has been related with a higher gamble of physical and

psychological well-being issues, including cardiovascular issues, nervousness problems, and gloom.

Overseeing position pressure is fundamental to advance prosperity and keep a sound balance between serious and fun activities. Methodologies for adapting to work pressure might incorporate powerful using time effectively, defining reasonable objectives and boundaries, looking for help from bosses or partners, rehearsing pressure the board procedures (e.g., care, unwinding works out), keeping a solid way of life, and taking into account looking for proficient help or directing if necessary.

Businesses can likewise assume a critical part in lessening position pressure by executing strong strategies, advancing balance between serious and fun activities, encouraging a positive work culture, giving open doors to expertise improvement and headway, and offering assets for stress the board and representative prosperity programs. Today's workers face a great deal of unneeded stress, most of which can be handled thanks to advances in research and understanding of stress and job adjustment (Judi and Cary 2020).

2.5 Symptoms of Job Stress

1. Close to home and Mental Side effects:

- Tension or sensations of unnecessary concern
- Sorrow or sensations of bitterness and sadness

- Touchiness, mind-set swings, or expanded close to home awareness
- Anxiety or trouble unwinding
- Feeling overpowered or unfit to adapt to errands
- Diminished inspiration or commitment with work
- Trouble focusing or deciding
- Diminished confidence or sensations of uselessness
- Expanded criticism or pessimism toward work

2. Conduct Side effects:

- Expanded non-appearance or lateness
- Hesitation or trouble starting errands
- Diminished efficiency or unfortunate work execution
- Expanded clashes or troubles with associates or bosses
- Withdrawal or social separation at work
- Utilization of unfortunate survival techniques, for example, unreasonable

liquor or medication use

- Loss of interest in business related exercises or leisure activities
- Changes in dietary patterns, like gorging or undereating
- Trouble keeping a balance between fun and serious activities

It's vital to take note of that these side effects can likewise be connected with different elements, and it's fundamental to consider the unique situation and

length of these side effects while evaluating position pressure. In the event that you are encountering these side effects and suspect work pressure to be the reason, it could be useful to look for help from a medical services proficient, specialist, or advocate who can give direction and assist with creating compelling survival techniques.

2.6 Consequences of Job Stress

According to Osman (2012), employees who are stretched beyond their capacity for work are more likely to experience job burnout, poor customer service, high levels of family conflict, emotional weariness, and workplace accidents. Job Stress can have different outcomes, both for the people encountering the pressure and for their employers. Here are a few normal outcomes of occupation stress:

1. Actual Medical problems: Delayed openness to work pressure can add to the turn of events or compounding of actual medical issues. These may incorporate cardiovascular issues (e.g., hypertension, coronary illness), outer muscle problems (e.g., back torment, strain cerebral pains), gastrointestinal issues, debilitated safe framework, and expanded weakness to diseases.

2. Psychological wellness Problems: Occupation stress can essentially influence emotional well-being and add to the turn of events or deteriorating of psychological wellness issues. Conditions, for example, tension problems (e.g.,

summed up uneasiness jumble, alarm jumble), gloom, burnout, and post-horrendous pressure issue (PTSD) might be related with persistent work pressure.

3. Diminished Occupation Execution: Industrious work pressure can weaken mental working, decline fixation and concentration, and lead to decreased efficiency and execution. This can bring about missed cutoff times, unfortunate direction, expanded blunders, and a general decrease in work quality.

4. Diminished Occupation Fulfillment: Occupation stress can dissolve work fulfillment and reduce the general satisfaction people get from their work. They might encounter a diminished feeling of achievement, absence of satisfaction, and sensations of being caught in an unfulfilling or testing workplace.

5. Expanded Truancy and Turnover: Representatives encountering ongoing position pressure might be bound to take incessant debilitated leaves or be missing from work. Furthermore, work pressure can add to higher turnover rates as people look for elective business potential open doors that deal better work conditions and diminished feelings of anxiety.

6. Relational Troubles: Occupation stress can strain associations with partners, bosses, and even relatives. Expanded peevishness, clashes, and diminished correspondence can prompt stressed relational connections and diminished work fulfillment.

7. Decrease in Physical and Mental Prosperity: Persistent work pressure can have a total cost for in general prosperity. People might encounter expanded weakness, diminished energy levels, upset rest designs, and a by and large decreased capacity to take part in taking care of oneself and keep a sound balance between serious and fun activities.

8. Authoritative Results: Occupation stress can influence the whole association by adding to diminished worker resolve, expanded turnover rates, higher medical care costs, diminished efficiency, and decreased generally speaking hierarchical execution.

People and associations should perceive and address work pressure to relieve its pessimistic outcomes. Executing steady workplaces, giving assets to push the executives and representative prosperity, advancing balance between fun and serious activities, and extending to proper preparation and backing can assist with decreasing employment opportunity stress and its related impacts. Furthermore, people can profit from looking for proficient assistance, creating viable survival methods, and rehearsing taking care of oneself to oversee and lighten job stress.

According to Mary D. (2020), employees who are overworked frequently experience bad health and have limited resistance to the illness that is running

around the office. Too much work can leave you with little time for hobbies like making healthy meals, exercising, or relaxing. The effects of self-care are harmful to the body. Scientific research has proven that a high workload and declining health are related. Workplace labor overload has a significant negative impact on mood and emotional health, which also has a negative impact on job performance. According to Wu et al. (2018), WIF is characterized as a conflict between the duties of work and family that results from work interfering with those roles.

The people think they are using all the tools at their disposal to complete the task at work. Family life is neglected as a result of these jobs and demands (Yustina and Valerina, 2018). According to Wu et al. (2018), FIW refers to a role conflict between family and work in which the family considers interfering in specific duties at work. Compared to WIF, people believe that their families make great expectations on them, which eventually interfere with their job responsibilities. As an illustration, people frequently arrive late for work because they have to take care of their kids (Yustina and Valerina, 2018).

2.7 Meaning of Workplace Deviance

Jeewandara and Kumari (2021), deviance is breaking the social law, and he quoted that, deviance includes more than law breaking on the fact that it represents some wrong performance such as annoyance, irritating disapproval and anger.

(Jeebandara and Kumari, 2021) Sociologists argued that a somebody can be a deviant and not breaking law or doing something which affect others in wrong way, such as individuals with physical disabilities or mental disorders. They emphasize that good area of deviance, such as being a genius scientist; creative artist, singer. And negative aspect of deviance, such as being a thief, series-killer, terrorist, leader are should also be considered.

Upon all the argument by sociologists agreed that considering both positive & negative types of deviance there should be a certain characteristic or sign of deviance to distinguish it from non-deviance. The secrete in this opinion is, if it is not existing in the first place, then it is the nature of deviance couldn't be determined as negative; positive or devalued.

However, some sociologists argue that not all behaviors or circumstances should be classified as abnormal in order to be considered abnormal. Due to the possibility of misleading, biased, or inaccurate evidence or information being used to accuse someone of being a deviant. However, if deviant acts are carried out in private, persons may avoid being accused of them. As a result, engaging in actual deviant behavior is not a prerequisite for classifying certain activities as deviant (Jeebandara and Kumari, 2021).

Some sociologists have moved past the idea of labeling and placed an emphasis on the necessity of power to control the aberrant behaviors. Powerful

people have the informal ability to identify others' behavior as abnormal, to sway public opinion to do so, or to do both. Therefore, those in positions of authority are able to prevent such situations from occurring as a result of inaccurately, mistakenly, or incorrectly labeling individuals as deviants. In terms of the deviation among sociologists, positivism and social constructionism are the two main viewpoints that may be distinguished.

Humanities like art, languages, philosophy, etc. are associated with constructionist perspective while sciences like physics, chemistry, and biology are associated with positivism perspective. Both positivism and constructionism have an impact on sociologists as a result of these two ideas being "poured into" sociology (Jeebandara and Kumari, 2021).

Workplace Deviance alludes to deliberate and intentional way of behaving showed by representatives that disregards hierarchical standards, strategies, or moral principles. It includes activities that veer off from acknowledged guidelines of lead inside the work environment and can go from minor infractions to additional serious and destructive ways of behaving.

Working environment abnormality can take various structures, including:

1. Authoritative Abnormality: This alludes to ways of behaving that straightforwardly hurt the association or its assets. Models incorporate burglary,

harm, purposeful harm to property, abuse of organization assets, or deceitful exercises.

2. Relational Aberrance: Relational abnormality includes ways of behaving coordinated towards people inside the working environment. It incorporates activities like tormenting, badgering, spreading reports or tattle, boisterous attack, or actual animosity towards associates.

3. Creation Aberrance: Creation abnormality alludes to ways of behaving that adversely influence work result or proficiency. This can incorporate deliberately dialing back work, with nothing to do, or participating in counterproductive work ways of behaving that ruin generally efficiency or quality.

4. Political Aberrance:

Political abnormality includes activities pointed toward subverting or disrupting others' positions or connections inside the association. Models incorporate participating in workplace issues, control, shaping factions, or manipulating associates.

Working environment aberrance can have a few unfortunate results for both the singular representatives and the association overall, including:

- Diminished efficiency and effectiveness: Freak ways of behaving can upset work processes, decline coordinated effort and collaboration, and lessen generally speaking efficiency inside the association.

- Diminished work fulfillment and resolve: Work environment aberrance can establish a threatening or poisonous workplace, prompting diminished work fulfillment, expanded pressure, and lower representative confidence.

- Expanded turnover and non-attendance: Constant working environment abnormality can add to expanded representative turnover rates as people try to get away from the pessimistic workplace. It can likewise bring about higher paces of non-appearance as workers might try to keep away from conflicts or awkward circumstances.

- Harm to hierarchical standing: Serious cases of work environment aberrance, like extortion or wrongdoing, can harm the association's standing and disintegrate trust among partners, including representatives, clients, and financial backers.

- Lawful and monetary ramifications: Certain types of work environment aberrance, like extortion or badgering, can prompt legitimate ramifications for both the people in question and the association. Furthermore, working environment aberrance can bring about monetary misfortunes because of robbery, property harm, or diminished efficiency.

Tending to working environment abnormality requires a mix of preventive measures and proper reaction procedures. These may incorporate laying out clear strategies and rules, encouraging a positive and conscious work culture, giving

morals preparing, advancing compelling correspondence and compromise, carrying out frameworks for detailing and tending to degenerate ways of behaving, and upholding ramifications for infringement of hierarchical standards or arrangements.

2.8 Determinants of Workplace Deviance

The determinants of working environment abnormality can be impacted by different elements that add to representatives participating in degenerate ways of behaving inside the work environment. While individual inspirations and individual qualities assume a part, more extensive hierarchical and ecological variables can likewise add to the event of working environment aberrance. Here are a few key determinants:

1. Individual Elements:

- Character Qualities: Certain character qualities, like low honesty, low suitability, high neuroticism, or a propensity towards impulsivity, might be related with a higher probability of taking part in degenerate ways of behaving.

- Work Disappointment: Representatives who are disappointed with their work or feel unfulfilled might be more inclined to take part in work environment aberrance as a method for communicating their discontent.

- Seen Treachery: When representatives see out of line treatment, inconsistent prizes, or infringement of hierarchical equity, they might be more

disposed to take part in degenerate ways of behaving as a type of counter or looking for equity.

- Absence of Poise: People with restricted discretion or unfortunate drive control might be more powerless to taking part in freak ways of behaving when confronted with unpleasant or testing circumstances.

2. Authoritative Elements:

- Hierarchical Culture: A poisonous or broken hierarchical culture that endures or even advances freak ways of behaving can add to a climate where work environment aberrance turns out to be more predominant.

- Absence of Hierarchical Help: When workers see an absence of help from the association, including deficient assets, unfortunate correspondence, or unreasonable strategies, they might be more disposed to participate in degenerate ways of behaving as a reaction.

- Authority Style: Despotic or oppressive administration styles can establish a climate that cultivates work environment abnormality by reproducing hatred, dread, and low spirit among representatives.

- Absence of Procedural Equity: On the off chance that representatives see an absence of reasonableness or straightforwardness in hierarchical systems, dynamic cycles, or execution assessments, it might improve the probability of participating in degenerate ways of behaving.

- Job Equivocalness or Struggle: When workers are hazy about their jobs or experience clashing assumptions, it can add to disappointment and expanded affinity for taking part in degenerate ways of behaving.

3. Natural Variables:

- Regularizing Tensions: Assuming people notice or see that their colleagues or bosses take part in freak ways of behaving without confronting outcomes, it can impact their own way of behaving and improve the probability of participating in working environment aberrance.

2.9 Consequences of Workplace Deviance

Working environment abnormality can have a scope of results, both for the people in question and for the general working of the association. Here are a few normal outcomes of work environment abnormality:

1. Hierarchical Environment and Culture:

- Negative Workplace: Work environment aberrance can establish a negative and poisonous workplace described by dread, doubt, and low confidence. This can altogether influence representative fulfillment, commitment, and in general prosperity.

- Diminished Efficiency: Degenerate ways of behaving can upset work processes, prevent cooperation and collaboration, and lead to diminished efficiency and effectiveness inside the association.

- Expanded Turnover and Non-attendance: Diligent work environment aberrance can add to expanded representative turnover rates as people look to get away from the pessimistic workplace. It can likewise bring about higher paces of non-appearance as workers might attempt to keep away from conflicts or awkward circumstances.

- Harm to Notoriety: Serious cases of work environment aberrance, like misrepresentation, unfortunate behavior, or badgering, can harm the association's standing and dissolve trust among partners, including representatives, clients, and financial backers.

2. Individual Prosperity:

- Stress and Psychological well-being Issues: Representatives who experience or witness working environment aberrance might experience the ill effects of expanded pressure, tension, and melancholy. This can influence their generally psychological well-being and prosperity.

- Diminished Occupation Fulfillment: Work environment aberrance can add to diminished work fulfillment as representatives experience a negative workplace and feel underestimated or hazardous.

- Expanded Burnout: Constant openness to working environment aberrance can prompt expanded degrees of burnout, portrayed by depletion, pessimism, and a decreased feeling of achievement.

- Actual Medical conditions: The pressure and pessimistic feelings related with work environment abnormality can have actual wellbeing outcomes, like cerebral pains, stomach related issues, and debilitated resistant framework working.

3. Authoritative Working:

- Diminished Trust and Cooperation: Work environment abnormality disintegrates trust among representatives and can thwart powerful correspondence, coordinated effort, and collaboration. This can hinder authoritative viability and advancement.

- Loss of Information and Mastery: High turnover coming about because of working environment aberrance can prompt a deficiency of significant information and skill, adversely influencing the association's capacity to really perform.

- Lawful and Monetary Ramifications: Working environment abnormality, particularly as extortion, robbery, or other criminal operations, can prompt legitimate ramifications for both the people in question and the association. It can likewise bring about monetary misfortunes because of burglary, harm to property, claims, and diminished efficiency.

- Worker Relations and Notoriety: Work environment aberrance can strain connections among representatives and adversely influence representative spirit.

This can influence group elements and lead to diminished collaboration and representative fulfillment.

Tending to working environment abnormality requires a blend of preventive measures, for example, encouraging a positive work culture, setting clear assumptions and results, and advancing moral way of behaving. Associations ought to likewise execute components for revealing and tending to degenerate ways of behaving quickly and decently, offering help to casualties, and guaranteeing suitable disciplinary activities when vital.

2.10 Empirical Studies Linking Job Stress and Workplace Deviance in Public Hospitals

Various experimental examinations have investigated the connection between work pressure and working environment abnormality in open emergency clinics. Here are a few vital discoveries from research directed around here:

1. Work Pressure and Relational Aberrance:

- A review distributed in the Diary of Applied Brain research found that more elevated levels of occupation stress among medical services experts in open clinics were related with expanded relational aberrance, including ways of behaving like harassing, hostility, and incivility towards partners.
- One more review distributed in the Global Diary of Stress The board found a positive connection between work pressure and work environment incivility

among medical caretakers in open emergency clinics. Medical caretakers encountering more significant levels of occupation stress were bound to participate in uncivil ways of behaving towards collaborators.

2. Work Pressure and Authoritative Aberrance:

- Research distributed in the Diary of Nursing The executives analyzed the connection between work pressure and hierarchical aberrance among medical care representatives in open clinics. The investigation discovered that more significant levels of occupation stress were decidedly connected with expanded authoritative aberrance, like burglary, misrepresentation, and harm.

3. Work Pressure and Counterproductive Work Ways of behaving:

- A review distributed in the Diary of Wellbeing Association and The executives researched the relationship between work pressure and counterproductive work ways of behaving (CWBs) among medical care experts in open emergency clinics. The discoveries uncovered that more elevated levels of occupation stress were altogether connected with expanded commitment in CWBs, including with nothing to do, working gradually, and taking part in non-business related exercises during work hours.

4. Work Pressure, Profound Fatigue, and Aberrance:

- Research distributed in the Diary of Cutting edge Nursing analyzed the interceding job of close to home depletion in the connection between work

pressure and degenerate ways of behaving among attendants in open clinics. The investigation discovered that occupation stress was emphatically connected with close to home depletion, which, thusly, intervened the connection between work pressure and freak ways of behaving.

These examinations give exact proof recommending a connection between work pressure and work environment aberrance in open clinics. More elevated levels of occupation stress have been related with expanded relational aberrance, authoritative abnormality, counterproductive work ways of behaving, and close to home fatigue, all of which add to working environment aberrance. It is critical to take note of that the particular discoveries might fluctuate across concentrates because of contrasts in example attributes, research strategies, and context oriented factors. Nonetheless, the general collection of exploration features the meaning of addressing position pressure in open clinics to moderate working environment aberrance and advance a solid workplace.

Dina Emil and Marwa Anis (2022) investigate how job stress affects abnormal workplace conduct in Egyptian businesses. In this work, structural equation modeling was used to examine structural relationships between measured variables and estimate the relevance and extent of causal linkages between the variables. Multiple regression analysis was performed to investigate the

relationship between variables. According to the study's findings, job happiness has a greater influence on workplace deviation than job stress does.

Michelle, Silva, and Ranasinghe (2017) explore the components of job stress influence of work overload, role conflicts, and role ambiguity to study the impact of job stress on deviant workplace behavior. The research was quantitative, and it used a cross-sectional survey approach. Through the use of a standardized questionnaire, data was gathered. The sample was chosen using the convenience sampling method, and it included 200 operational level employees of the Comfort Apparel Company in Sri Lanka. The results demonstrated that workplace deviant conduct is highly impacted by job stress.

The impacts of role conflict and job ambiguity on employees' creativity are studied by Mushtaq and Salah (2023). Three public sector universities' employees in Peshawar, KPK, Pakistan were given standard questionnaires as part of a 100-person sample. The research demonstrates a detrimental association between job conflict and role ambiguity and employee innovation.

Investigated by Jovi, Dian, and Hanif in 2022, the link between work-family conflict and workplace stress. A partial least square was utilized to evaluate the proposed hypotheses after 321 salespeople in Indonesia completed an online survey. The findings indicated a link between work-family conflict and workplace stress.

Jeewandara and Kumari's (2021) theoretically supported research examines other elements that may affect abnormal workplace behavior. As a result, the theoretical foundation of this research will be used to identify the elements influencing abnormal workplace behavior. According to the purpose of the paper, a few theories (the constructionist perspective of deviance, the positivist perspective of deviance, and an integrated view of deviance) were critically analyzed in order to identify the independent variables (organizational justice, organizational ethical climate, and demographic variables) that are influencing deviant workplace behavior. The dependent and independent variables were conceptualized and operationalized based on the theoretical background, and a theoretical model was created. As a result, the theoretical framework is made up of theories and concepts related to abnormal workplace behavior.

2.11 Conceptual Framework of the Study

The reasonable system of a review gives a hypothetical establishment and construction for understanding the connection between the factors being explored. With regards to a review looking at the connection between work pressure and working environment aberrance in open medical clinics, a reasonable system might incorporate the accompanying parts:

1. Job Stress: This variable addresses the apparent pressure experienced by medical care experts working in open clinics. It incorporates different stressors

connected with the gig, for example, responsibility requests, time pressure, job struggle, absence of control, and relational contentions.

2. Workplace Deviance: This variable catches the freak ways of behaving displayed by medical care experts in the work environment. It incorporates both relational aberrance (e.g., tormenting, animosity, incivility) and hierarchical abnormality (e.g., robbery, extortion, harm).

3. Interceding Factors: The reasonable structure might integrate at least one intervening factors that assist with making sense of the connection between work pressure and working environment abnormality. For instance, close to home weariness, work disappointment, or saw shamefulness could act as go betweens, connecting position pressure to the event of freak ways of behaving.

4. Hierarchical Elements: The structure might incorporate authoritative variables that impact both work pressure and working environment aberrance. These elements can envelop authoritative culture, administration style, emotionally supportive networks, correspondence channels, and reasonableness in hierarchical techniques. They can shape the workplace and add to the experience of pressure and the event of degenerate ways of behaving.

5. Individual Variables: Individual qualities and individual credits of medical services experts might be incorporated as a component of the reasonable structure. These elements can impact how people see and answer work pressure, as well as

their affinity for taking part in work environment aberrance. Models might incorporate character attributes, strategies for dealing with stress, and occupation fulfillment.

6. Result Factors: The reasonable structure may likewise think about the results of working environment abnormality as result factors. These can incorporate adverse results at both the singular level (e.g., diminished work fulfillment, burnout, turnover) and the hierarchical level (e.g., diminished efficiency, harmed standing, inflated costs).

CHAPTER THREE

METHODOLOGY

3.1 Introduction

This chapter gives an overview of the procedure modalities and steps adopted in the study to ensure that the findings accurate, reliable and valid. A concise description of the research design, targeted population, source of data and collection of source data, validity and dependability of research tools, sample and sampling techniques and method used to analyze the data is also presented in this chapter.

3.2 Research Design

The research design that would be used will be mainly done through the exploratory research design. The method chosen for exploring the deviant workplace behavior in public hospitals is based on web survey research. The research kicks off with the identification of different variables responsible for the deviant workplace behavior of workers in public hospitals. and the factors that influences workplace deviants.

3.3 Population and Sampling

The population of the research work is centered around the employees of the university of Benin teaching hospital [UBTH], Benin city Edo state. The targeted population will be the health practitioners in UBTH. This would make getting the concise result easier. The sampling technique that would be used is the random sampling technique. This would be done in order to give each element in the population equal opportunity of being included in the sample. A total of hundred (100) workers are expected to fill the questionnaire form handed to the physically and through an online form. This would constitute as the sample size.

3.4 Operationalization and Measurement of Variable

The research made used of a closed-ended questionnaire which consists of the introductory section and three other sections. The first section provides information on the demographic attributes of the respondents (questions 1-6), the second section covers the information on job stress and deviant workplace behavior (questions 5-8), section three represents the independent and moderate variables respectively and are measured using a five point like scale of:

Agree	=A
Strongly agree	=SA
Undecided	=U

Disagree =D

Strongly disagree =SD

3.5 The Research Instrument

Validity is the degree of accuracy of the measurements, During the construction of the questionnaire, various validity tests will be adopted to ensure the instrument measure right and perform accurately s it was designed to. The validity of the test will be done through the use of content validity which is the questionnaire, it will be approved by the supervisor who is the expert in the field of management. Her opinion, suggestions and recommendation would be utilized in producing the final instrument.

Reliability of the research is the extent to which a measuring instrument produces the same results each time it is used. The Cronbach alpha reliability test instrument would be used to test the research instrument. Cronbach alpha is utilized to quantify the internal consistency, it indicates whether responses are consistent between items but it cannot measure validity. A generally accepted rule is that 0.6-0.7 indicates an accepted level of reliability, and 0.8 or greater is an excellent level. Nevertheless, values greater than 0.95 are not necessarily good since they might be a level of redundancies (Hulin, Niemeier and Cu deck).

3.6 Source of Data

Primary source: The primary source of data would be gotten from the health practitioners in UBTH with the use of questionnaires. The questionnaires will be used to get a proper response from the respondents.

3.7 Method of Data Analysis

When measuring the deviant behavior and workers in public hospitals, deviant workplace behavior was measured against job stress, role ambiguity, work over load of employees, and family pressure which are the independent variables. The demographic attributes of the workers would also be considered and measured against workplace deviants. Descriptive statistics will be used in this study using frequency, percentage and mean. The relationship between the independent and dependent variables in the hypothesis will be at 5% level of significance (i.e 95% confidence interval) and would be measured using regression and correlation. Microsoft excel would be used to code the data and statistical package for social sciences (SPSS) would be used to analyze the data.

3.8 Model Specification

The model specification suitable by the researcher is a multiple regression linear regression model as follows;

Deviant workplace behavior = f (role ambiguity, workover-load, and family pressure) (3.1)

$$DWB = \beta_0 + \beta_1 RA + \beta_2 WL + \beta_3 FP + e$$

Where,

DWB = deviant workplace behavior

JS = Job stress

WL = workover-load

RA = role ambiguity

FP = family pressure

e = error term

Apriori expectations:

JS>0, RA>0, WL>0, FP>0

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION OF RESULTS

4.1 Introduction

This chapter provides the analysis of the data obtained from the study. The beginning part deals with the demographic data of the respondent. The next part deals with the understanding on stress and deviant workplace behavior and the last part deals with the analysis of the relationships between the independent variables and the dependent variables. The respondents who are workers of the University of Benin Teaching Hospital were asked to answer the questions about their perception on the proposed causes of deviant workplace behavior.

The summary of the demographic characteristics is presented below.

4.2. Socio-Demographic Characteristics of Respondents

Table 4.1: Demographic Characteristics of Respondents

S/N	Variable	Categories	Frequency	Percentage (%)
1	Sex	Male	58	63.7
		Female	33	36.3
	Total		91	100.0
2	Age	20-25 years	28	30.8
		26-30 years	34	37.4
		31-35 years	17	18.7
		36-40 years	7	7.7
		Above 40	5	5.5
	Total		91	100.0
3	Years of work experience in the organization	1-3 years	46	50.5
		4-6 years	42	46.2
		7-11 years	3	3.3
	Total		91	100.0
4	Educational Qualification	OND/Diploma	8	8.8
		HND/BSC	51	56
		Masters	29	31.9
		Others	3	3.3
	Total		91	100.0

Source: Researcher's fieldwork (2023).

The summed demographic characteristics of respondents as presented in table 4.1 above shows that the majority of the respondents 63.7% are male, while 36.3% are female. Age distribution indicated that 37.4% are within the range of 26-

30years,30.8yrs are within the range of 20-25years,18.7% are within the range of 31-35yrs,7.7% are within the age of 36-40years and the least represented are those above 40years with 5.5%.

Based on the years of work experience in the organization,50.5% of the respondents have worked with the organization within the period of 1-3years, 46.2% have worked with the organization within the period of 4-6years, and 3.3% have worked within the period of 7-11years. Based on the Educational qualifications, 56.0% of the respondents are HND/BSC holders, 31.9% are master degree holder,8.8% are OND/DIPLOMA holders, and 3.3% are holding another certificate.

Table 4.2: Field of Specialization of the Employees

Data	Frequency	Percentage	Valid percentage	Cumulative percentage
Gynecology	5	5.5	5.5	5.5
Pharmacy	18	19.8	19.8	25.3
Lab science	16	17.6	17.6	42.9
Dentistry	7	7.7	7.7	50.6
Nursing	14	15.4	15.4	66
Finance	1	1	1	67
Optometry	17	18.7	18.7	85.7
Med bio	8	8.8	8.8	94.5
Obstretrics	5	5.5	5.5	100.0
Total	91	100.0	100.0	

Source: Researcher's Fieldwork (2023).

The summed field of specialization of the employees shows that 19.8% of the employees are in the field of pharmacy, 18.7% of the employees are in optometry, 17.6% are in laboratory science, 15.4% of the employees are in the nursing department, 8.8% are in med biochemistry department, 7.7% are in the dentistry department, 5.5% are in gynecology, 5.5% are in the obstetrics department and 1.1% of the employees are in the finance department.

Table 4.3: Current position of the Employees

Data	Frequency	Percentage	Valid percentage	Cumulative percentage
Pharmacist	16	17.6	17.6	17.6
Head pharmacist	2	2.2	2.2	19.8
Team leader	1	1.1	1.1	20.9
Consultant	1	1.1	1.1	22
Nurse	10	11	11	33
Intern	4	4.4	4.4	37.4
Matron	2	2.2	2.2	39.6
Med lab	8	8.8	8.8	48.4
Dentist	6	6.6	6.6	55
Gynaecologist	5	5.5	5.5	60.5
Supervisor	1	1	1	61.5
Obstretrian	5	5.5	5.5	67
Optometrist	16	17.6	17.6	84.6
Lab attendant	14	15.4	15.4	100.0
Total	91	100.0	100.0	

Source: Researcher's Fieldwork, (2023).

The summed current positions of the employees show that 17.6% of the employees are pharmacist, 17.6% are optometrist, 15.4% are lab attendants, 11% are nurses, 8.8% of the employees are medical biochemists, 6.6% are dentists,

5.5% are gynecologist,5.5% are obstetrics, 4.4 are interns at the hospital, 2.2% are matrons, 2.2% are supretendents,1.1% is a consultant, 1.1% is a team leader, and 1% of the employees is a supervisor.

Section B: Deviant workplace behavior

4.3. Data Presentation/ Analysis

Table 4.4: showing deviant workplace behavior

S/N	STATEMENTS	SD	D	U	A	SA	Mean	Decision
7	Employees in public hospital engage in acts of dishonesty such as theft or embezzlement	22 (24.2%)	15 (16.5%)	24 (26.4%)	12 (13.2%)	18 (19.8%)	2.8791	Agree
8	Deviant workplace behaviours like harassment or bullying are prevalent among staff members in public hospital	23 (25.3%)	11 (12.1%)	28 (30.8%)	12 (13.2%)	17 (18.7%)	2.8791	Agree
9	Employees in public hospital engage in unethical conduct such as violating hospital policies	19 (20.9%)	20 (22.0%)	35 (38.5%)	10 (11.0%)	7 (7.7%)	2.6264	Agree
10	Deviant behaviours such as absenteeism or unauthorised absence from work are a problem among the employee of public hospital	15 (16.5%)	13 (14.3%)	11 (12.1%)	24 (26.4%)	28 (30.8%)	3.4066	Agree
	Grand total						2.9447 8	Agree

Source: Researcher's fieldwork, (2023).

Table 4.4 indicated that the mean response of items 7, 8, 9, and 10 are 2.8791, 2.8791, 2.6264, and 3.4066 respectively. Since the values are greater than the cut off of 2.5, it infers that the respondents agree with these items. A grand mean of 2.9478 was obtained, this implies that the respondents agree that there are deviant behaviors present in the workplace.

Table 4.5: Showing job stress and deviant workplace behavior

S/N	Statements	SD	D	U	A	SA	Mean	Decision
11	Stress as a result of being stuck in one's career result in deviant behaviour	0	3	9	51	28		Agree
		(.0)	(3.3)	(9.9)	(56.0)	(30.8)	4.14	
12	Job stress brought on by situation at work can negatively affect a person's performance and overall mental and physical health	0	0	0	41	50	4.55	Agree
		(.0)	(.0)	(.0)	(45.1)	(54.9)		
13	Stress at work brought on by conflicts between a worker's needs and requirements for their employment and the demands of the workplace can lead to deviant behaviour	0	13	12	51	15	3.75	Agree
		(.0)	(14.3)	(13.2)	(56.0)	(16.5)		
14	Stress create different reactions in persons and lead to deviant behaviour	0	0	11	40	40	4.32	Agree
		(.0)	(.0)	(12.1)	(44.0)	(44.0)		
Grand Total							4.19	Agree

Cut off mean = (based on 5point scale)

Decision rule: mean >2.5 infers agree, while mean < 2.5 implies disagree

Table 4.5 showed that the mean response for items 11,12,13 and 14 are 4.14, 4.55, 3.75 and 4.32 respectively. Since the means are greater than 2.5 cut off, it infers that the respondents agreed with these items. A grand mean of 4.19 was obtained, which is greater than 2.5, this implies that respondents agreed that job stress has a significant relationship with deviant workplace behavior.

Table 4.6: showing that workover- load of employee result to the deviant workplace behavior

S/N	Items	SD	D	U	A	SA	Mean	Decision
15	Employee workover-load can lead to stress and thereafter result to deviant behaviour	0	23	12	27	29	3.68	Agree
		(.0)	(25.3)	(13.2)	(29.7)	(31.9)		
16	When task is too challenging to complete can lead to deviant behaviour	0	24	12	34	21	3,57	Agree
		(.0)	(26.4)	(13.2)	(37.4)	(23.1)		
17	High degree of workover-load affect how well work and personal responsibilities are balanced	0	29	11	32	19	3.45	Agree
		(.0)	(31.9)	(12.1)	(35.2)	(20.9)		
18	Pressure to succeed at work, fear of the unknown, and the need for recognition at the expense of their wellness result to stress and thereafter lead to deviant behaviour	0	24	8	36	23	3.64	Agree
		(.0)	(26.4)	(8.8)	(39.6)	(25.3)		
							3.585	Agree

Source: Researcher's fieldwork, (2023).

Table 4.6 indicated that the mean responses for items 15, 16,17 and 18 are 3.68, 3.57, 3.45 and 3.64 respectively. Since the value of the means are greater than the 2.5 benchmark, it implies that the respondents agreed with these items. A grand mean of 3.585 was obtained for all items, which is greater than 2.5. This implies that the respondents agree that workover-load of employees result to the deviant workplace behavior.

Table 4.7: showing conflict and role ambiguity in relation to deviant workplace behavior

S/N	Items	SD	D	U	A	SA	Mean	Decision
19	When the individual is exposed to conflicting demands and expectation or required to do things, he/she does not want to do would result to stress and thereafter lead to deviant behaviour	0	0	16	23	52	4.40	Agree
		(.0)	(.0)	(17.6)	(25.3)	(57.1)		
20	Lack of clarity about goal, expectation of peer and about the nature, scope and responsibilities of the job lead to stress and thereafter result to deviant behaviour	0	2	17	53	19	3,98	Agree
		(.0)	(2.2)	(18.7)	(58.2)	(20.9)		
21	Too much job at a time can lead to deviant behaviour in the workplace	0	13	16	32	30	3.87	Agree
		(.0)	(14.3)	(17.6)	(35.2)	(33.0)		
22	Most managers do not	0	1	24	47	19	4.29	Agree

	train their workers and they believe that any work can be done by their workers, this leads to over overstress and thereafter result in deviant behaviour	(.0)	(1.1)	(26.4)	(51.6)	(20.9)		
							4.135	Agree

Source: Researcher's fieldwork, (2023).

Table 4.7 indicated that the mean response of items 19, 20, 21, and 22 are 4.40, 3.98, 3.87, and 4.29 respectively. Since these values are greater than the 2.5 benchmark, it infers that the respondents agree with the items. A grand mean of 4.135 was obtained, which implies that the respondents agreed that conflict and role ambiguity contribute to deviant workplace behavior.

Table 4.8: showing the relationship between role pressure from family and work role domains and deviant workplace behavior

S/N	Items	SD	D	U	A	SA	Mean	Decision
23	Working under pressure can result to unexpected mistake	0 (.0%)	1 (1.1)	1 (1.1)	70 (76.9)	19 (20.9)	4.18	Agree
24	Most times works do not understand their work and role in their office and this makes the work look stressful to the workers and in turn lead to deviant behaviour	0 (.0)	17 (18.7)	0 (.0)	48 (52.7)	26 (28.6)	3,91	Agree
25	Role and family pressure lead to over stress and in return result to deviant behaviour in workplace	0 (.0)	17 (18.7)	17 (18.7)	32 (35.2)	25 (27.5)	3,71	Agree
26	When	0	0	0	65	26	4.29	Agree

responsibilities are not understood precisely, there is a parallel process of stress that develops and this leads to deviant behaviour	(.0)	(.0)	(.0)	(71.4)	(28.6)		
Grand Total						4.0225	Agree

Source: Researcher's fieldwork, (2023).

Table 4.8 indicated that the mean response of items 23, 24, 25, and 26 are 4.18, 3.91, 3.71, and 4.29 respectively. Since the values are greater than the cut off of 2.5, it infers that the respondents agree with these items. A grand mean of 4.0225 was obtained, this implies that the respondents agree that role pressure from family and work role domains have a direct relationship with deviant workplace behavior.

4.4. Test of Hypotheses

Table 4.9: Regression Analysis Result

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.403 ^a	.162	.123	.69802	.777
a. Predictors: (Constant), FP, WL, JB, RA					
b. Dependent Variable: DWB					

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	8.115	4	2.029	4.164	.004 ^b
	Residual	41.902	86	.487		
	Total	50.017	90			

a. Dependent Variable: DWB

b. Predictors: (Constant), FP, WL, JB, RA

Source: Researcher's fieldwork, (2023).

The table presents the model summary of regression which was carried out on the data set of this study. The analysis gotten has a significance of .004 which is within the significance level of 0.05. This means that deviant workplace behavior has a significant relationship with all the variables. The value of R-square which is 0.162 indicated that all the independent variables (explain 16.2% of the systematic variation in the dependent variable (deviant workplace behaviour). The

Dublin Watson value of 0.777 suggest that there is a strong positive autocorrelation in the model.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.560	1.896		-.295	.769
	Job Stress	-.044	.222	-.024	-.199	.843
	Workover-load	-.244	.081	-.355	-3.008	.003
	Role Ambiguity	.383	.161	.338	2.383	.019
	Family Pressure	.761	.242	.514	3.141	.002
a. Dependent Variable: DWB						

Source: Researcher's fieldwork, (2023).

The table above shows the analysis on the data of the variables. The four dimensions of stress were measured against deviant workplace behavior. The result of the analysis shows that job stress, workover-load, role ambiguity and family pressure have a positive and significant relationship with deviant workplace behavior, there we reject all null hypothesis which says that there is no significant relationship between work related stress and deviant workplace behavior.

Hypothesis One

There is no significant relationship between work related stress and inappropriate workplace behaviour.

The p- value of 0.843 shows that there is a positive and insignificant relationship between work related stress and deviant workplace behaviour of the employees. We therefore fail to reject the null hypothesis which states that there is no significant relationship between work related stress and inappropriate workplace behaviour.

Hypothesis Two

Workover-load of employee does not result to deviant workplace behaviour in Nigerian public hospital in Benin City.

The p-value of 0.03 shows that workover-load have a positive and significant effect on employee workplace behaviour in public hospital in Benin City. We therefore reject the null hypothesis which states that workover-load of employee does not result to deviant workplace behaviour in Nigerian public hospital in Benin City.

Hypothesis Three

Conflict and role ambiguity does not contribute to deviant workplace behaviour in Nigerian public hospital in Benin City

The p-value of 0.019 shows that conflict and role ambiguity have a positive and significant effect on employee workplace behaviour in public hospital Benin City. We therefore reject the null hypothesis which states that conflict and role ambiguity does not contribute to deviant workplace behaviour in Nigerian public hospital in Benin City.

Hypothesis Four

There is no relationship between the role pressure from the family and work role domains and deviant workplace behaviour in Nigeria public hospital in Benin city.

The p-value of 0.002 shows that there exist a positive and significant relationship between family pressure and work role domains and the deviant workplace behaviour of the employees. We therefore reject the null hypothesis which states that there is no relationship between the role pressure from the family and work role domains and deviant workplace behaviour in Nigeria public hospital in Benin city.

4.5. Discussion of Findings

This study assessed work related stress and deviant workplace behavior among employees in public hospital in Benin city.

Findings from the study showed that all respondents are certain that there are some deviant behaviors present in the workplace, majority of the respondents were between 20-25years and 26-30years, their working years in the organization was between 1-3years and 4-6years majorly, Also, majority of the respondents were HND/BSC holders.

Result on the research question one which examined if employees In public hospital engage in acts of dishonesty revealed that the workers agreed that most employees engage in acts of dishonesty in the workplace. It was also reported that workplace harassment and bullying are prevalent among staff members in public hospital. The study also revealed that the employees agreed that to some extent there are violations of hospital policies. Also, they agreed that absenteeism is an actual problem among employees in public hospital. Overall, the study showed that there is a level of deviant behaviors present in the employees in public hospitals. Kivimäki, M., Elovainio, M., & Vahtera, J. (2000) study indicated that Workplace harassment and bullying are prevalent amongst staff members in public hospitals.

Findings from research question two which examined job stress in relation to deviant workplace behaviors revealed that employees see stress as a result of being stuck in their careers and it can lead to their deviant behaviors. Also, majority agreed that stress brought on by situations at work can negatively affect their overall performance. This study also showed that the employees agreed that stress brought by conflicts between a worker's needs and requirements for their employment can lead to deviant behavior. They also agreed that stress creates different reactions in persons which can lead to deviant behavior. In all, this result suggests that job stress has an impact on the employees can further lead to their deviant behaviors at the workplace. Marwa (2022) in his study indicated that job stress negatively affect the overall performance of the employee in the workplace.

Findings from research question three which assessed the relationship between workover-load and deviant workplace behaviors. It was revealed that the employees affirmed that workover-load can lead to stress and thereafter deviant workplace behaviors. It was also revealed that the employees agreed that challenging task can lead to workers deviant behaviors. The study revealed that the employees agreed that high degree of workover-load are work and personal responsibilities are balance. Also, the study showed that the employees affirmed that pressure to succeed, fear of the unknown and need for recognition at the expense of their wellness can result in stress thereby leading to deviant behavior.

Overall, the study revealed that employees are of the opinion that workover-load can result in workplace deviances. Marwa (2022) study also indicated that workover-load impacts on the employees workplace behaviour.

Findings from research question four which examined how conflict and role ambiguity contribute to deviant workplace behavior showed that the employees agreed that when individuals are exposed to conflicting demands and conflicting expectations it results in stress and thereafter leads to deviant behavior. It also revealed that the employees agreed that lack of clarity about the goals and expectations of the job can lead to deviant behavior. The study revealed that employees agreed that too much job at a time can lead to deviant behavior at the workplace. Also, the study showed that the employees agreed that most managers do not train their workers and believe any work can be done by the workers and this can lead to the deviant workplace behavior of the employees. Overall, the study revealed that conflict and role ambiguity contribute to the deviant behaviors in the workplace. Marwa (2022) study revealed that conflict and role ambiguity has an impact on the employees overall workplace behaviour.

Findings from research question five which examined the relationship between family pressure and work domains and deviant workplace behaviors showed that employees agreed that working under pressure can lead to unexpected mistake which result in deviant workplace behaviors. The study revealed that employees

agreed that most time workers do not understand their work and role in the office which makes it look hard and can lead to deviant behavior in the workplace. It was also revealed that employees agreed that work role and family domestic work can lead to fatigue and result in deviant workplace behaviors. Also, it was revealed that employees agreed that when responsibilities are not understood precisely, a parallel stress develops and this can result in deviant behavior. Overall, family and job role pressure can contribute to the deviant workplace behavior of the employees. Ugwuzor (2023) study indicated that the pressure exerted on the individual has an effect on the employee workplace behaviour.

CHAPTER FIVE

SUMMARY OF THE FINDINGS, RECOMMENDATIONS AND CONCLUSION.

5.1. Introduction

This study centers on the experimental appraisal of the relationship of four dimensions of workplace pressures. There was an attempt to find out if there was any relationship between the workplace pressures and deviant behavior. The summary and discussion of the study's findings, recommendation and conclusion are shown below.

5.2. Summary of Findings

The findings of the study were that employee's perception of;

1. job stress has a positive relationship with deviant workplace behaviors
2. workover-load has a significant relationship with deviant workplace behaviors
3. Role ambiguity has a positive relationship with deviant workplace behaviors
4. Family pressure has a significant relationship with deviant workplace behaviors

5.3 Recommendations

This study sets out to examine the relationships between four dimensions of workplace pressures. The result has shown that all four dimensions of deviant

behavior were positively related to the deviant workplace behavior. The employees must therefore follow strictly the policies and code of conduct of the workplace.

1. The organizations should establish a clear and comprehensive policies and code of conduct. These policies should list out all the acceptable behaviors, and the consequences for deviant actions, and procedures for filing reports on deviant behaviors and addressing such behaviors.

2. The organization should make regular training and awareness programs available to educate employees about these policies and foster a culture of respect and professionalism in the workplace.

3. When a report is made investigation should be carried out thoroughly, impartially and promptly and the enforcement of disciplinary actions for defaulters must be consistent.
4. The organization should also make provision some conflict mechanism for employees like mediation, and promote continuous communication either horizontally or vertically in the organization.

5. Organizations should train the supervisors and managers in conflict resolution and effective leadership.

6. The organization should also continuously monitor the employees satisfaction through employees appraisal or survey and reward and recognize the good behavior of employees to boost the morale of the employees.

5.4. Recommendation for Further Studies

Though this study has far reaching implications for workplace pressure and Nigeria public hospitals as a whole, its findings are however not conclusive. The result undisputedly provides insight into employees perception towards deviant workplace behaviors.

The study assessed the four dimensions of workplace pressure and it is expected that this lead off work would reduce the interest of other researchers in this area. However, further investigations carried out in this field may wish to consider a number of issues that have arisen from this study.

The study is restricted to four dimensions of pressures, job stress, workover-load, role ambiguity, and family pressure. There are other dimensions of perceived risk in literature. Further investigation could probe some of these dimensions and their relationship with deviant workplace behavior of employees.

Finally, the investigation examined workplace pressures and deviant workplace behavior using Nigeria public hospitals. A replica of the study could be carried out in developed countries using their public hospital to find out if there are

differences that could occur as a result of change in environment and also the differences can be investigated to know the reasons and to examine the factors responsible for the differences captured.

5.5. Conclusion

This study was crafted to examine the relationships between workplace pressure and deviant workplace behavior among employees of public hospital in Benin City, Nigeria. The researcher wishes to conclude that employees are faced with workplace pressures which leads to their deviant workplace behaviors. Also, the model was tested using four dimensions of workplace pressures which all four were found to be positively related to deviant workplace behavior.

The study recommended that organizations should adhere to the suggested models above to ensure that they properly attend to the needs of the employees by ensuring that they are satisfied and motivated.

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Questionnaire

Department of Business Administration,
Faculty of Management Sciences
University of Benin
Benin City

Dear Respondent,

REQUEST FOR THE COMPLETION OF THE QUESTIONNAIRE

I am a final year student of the above named institution currently undertaking research on **“Job Stress and Deviant Workplace Behavior in Nigeria Public Hospital in Benin City.”** the study is a prerequisite for the partial fulfilment for the award of Bachelor of Science Degree (B.Sc) in Business Administration. I therefore crave your indulgence to assist to fill the questionnaire. Any information given will be treated with utmost confidentiality.

Thanks for your anticipated cooperation.

Yours faithfully,

Section A: Personal Data

Sex: Male () Female ()

Age: 20-25 years () 26-30 years () 31-35 years () 36- 40 years ()
Above 40 years()

Year of work experience in the organization: 1-3 years() 4- 6 years() 7-
11 years () Above 11 years()

Educational Qualification: WAEC (), OND/Diploma(), HND/BSC()
MASTER() OTHERS SPECIFY: _____

Field of your Specialization _____

Your current position _____

SECTION B: Stress and Deviant Workplace Behavior in Nigeria Public Hospital in Benin City.

Note: A=agree, SA=strongly agree, U=undecided, D= disagree, SD=strongly disagree.

Questionnaire

	Deviant Workplace Behaviour	A	SA	U	D	SD
7	Employees in public hospital engage in acts of dishonesty such as theft or embezzlement					
8	Deviant workplace behaviour like harrassment or bullying are prevalent amongst staff members in public hospital					
9	Employees in public hospital engage in unethical conduct such as violating hospital policies					
10	Deviant behaviours such as absenteeism or unauthorized absence from work is a problem among the employees of					

	public hospital					
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	Job stress and deviant workplace behavior	A	SA	U	D	SD
11	Stress as a result of being stuck in one's career can result to deviant behavior					
12	Job stress brought on by situations at work can negatively affect a person's performance and/or overall mental and physical health					
13	Stress at work brought on by conflicts between a worker's needs and requirements for their employment and the demands of the workplace can lead to deviant behavior					
14	stress create different reactions in persons and lead to deviant behavior					
	Workover-load of employee result to the deviant workplace behavior					
15	Employee workover-load can lead to over stress and thereafter result to deviant behaviour					
16	when tasks are too challenging to complete can lead to workers deviant behavior					
17	High degrees of work overload affect how well work and personal responsibilities are balanced					
18	pressure to succeed at work, fear of the unknown, and the need for recognition at the expense of their wellness result to stress and thereafter lead to deviant behavior					
	Conflict and role ambiguity contribute to deviant workplace behavior					
19	when the individual is exposed to conflicting demands and conflicting expectations or required to do things which he does not want to do result to stress and thereafter lead to deviant behaviour					
20	lack of clarity about goals, expectations of peers and about the nature, scope and responsibilities of the job lead to stress and thereafter result to deviant behaviour					
21	Too much job at a time can lead to deviant					

	behaviour in the work place					
22	Most managers do not train their workers and they believe that any work can be done by their workers, this lead to over stress and thereafter result to deviant behaviour					
	Role pressure from the family and work role domains and deviant workplace behavior					
23	Working under pressure can result to unexpected mistake					
24	Most time workers do not understand their work and role in their office and this make the work look stress to the worker and in turn lead to deviant behaviour					
25	Role and family pressure leads to over stress and in return result to deviant behaviour in the work place					
26	When responsibilities are not understood precisely, there is a parallel process of stress that develops and this lead to deviant behavior					

S/N	Variable	Categories	Frequency	Percentage (%)
1	Sex	Male	58	63.7
		Female	33	36.3
	Total		91	100.0
2	Age	20-25 years	28	30.8
		26-30 years	34	37.4
		31-35 years	17	18.7
		36-40 years	7	7.7
		Above 40	5	5.5
	Total		91	100.0
3	Years of work experience in the organization	1-3 years	46	50.5
		4-6 years	42	46.2
		7-11 years	3	3.3
	Total		91	100.0
4	Educational Qualification	OND/Diploma	8	8.8
		HND/BSC	51	56
		Masters	29	31.9
		Others	3	3.3
	Total		91	100.0

Data	Frequency	Percentage	Valid percentage	Cumulative percentage
Gynecology	5	5.5	5.5	5.5
Pharmacy	18	19.8	19.8	25.3
Lab science	16	17.6	17.6	42.9
Dentistry	7	7.7	7.7	50.6
Nursing	14	15.4	15.4	66
Finance	1	1	1	67
Optometry	17	18.7	18.7	85.7
Med bio	8	8.8	8.8	94.5
Obstetrics	5	5.5	5.5	100.0
Total	91	100.0	100.0	

Data	Frequency	Percentage	Valid percentage	Cumulative percentage
Pharmacist	16	17.6	17.6	17.6
Head pharmacist	2	2.2	2.2	19.8
Team leader	1	1.1	1.1	20.9
Consultant	1	1.1	1.1	22
Nurse	10	11	11	33
Intern	4	4.4	4.4	37.4
Matron	2	2.2	2.2	39.6
Med lab	8	8.8	8.8	48.4
Dentist	6	6.6	6.6	55
Gynaecologist	5	5.5	5.5	60.5
Supervisor	1	1	1	61.5
Obstretrian	5	5.5	5.5	67
Optometrist	16	17.6	17.6	84.6
Lab attendant	14	15.4	15.4	100.0
Total	91	100.0	100.0	

S/N	STATEMENTS	SD	D	U	A	SA	Mean	D
7	Employees in public hospital engage in acts of dishonesty such as theft or embezzlement	22 (24.2%)	15 (16.5%)	24 (26.4%)	12 (13.2%)	18 (19.8%)	2.8791	
8	Deviant workplace behaviours like harassment or bullying are prevalent among staff members in public hospital	23 (25.3%)	11 (12.1%)	28 (30.8%)	12 (13.2%)	17 (18.7%)	2.8791	
9	Employees in public hospital engage in unethical conduct such as violating hospital policies	19 (20.9%)	20 (22.0%)	35 (38.5%)	10 (11.0%)	7 (7.7%)	2.6264	

10	Deviant behaviours such as absenteeism or unauthorised absence from work are a problem among the employee of public hospital	15 (16.5%)	13 (14.3%)	11 (12.1%)	24 (26.4%)	28 (30.8%)	3.4066	
	Grand total						2.9447	8

S/N	Statements	SD	D	U	A	SA	Mean	Decision
11	Stress as a result of being stuck in one's career result in deviant behaviour	0 (.0)	3 (3.3)	9 (9.9)	51 (56.0)	28 (30.8)	4.14	Agree
12	Job stress brought on by situation at work can negatively affect a person's performance and overall mental and physical health	0 (.0)	0 (.0)	0 (.0)	41 (45.1)	50 (54.9)	4.55	Agree
13	Stress at work brought on by conflicts between a worker's needs and requirements for their employment and the demands of the workplace can lead to deviant behaviour	0 (.0)	13 (14.3)	12 (13.2)	51 (56.0)	15 (16.5)	3.75	Agree
14	Stress create different reactions in persons and lead to deviant behaviour	0 (.0)	0 (.0)	11 (12.1)	40 (44.0)	40 (44.0)	4.32	Agree
	Grand Total						4.19	Agree

S/N	Items	SD	D	U	A	SA	Mean
15	Employee workover-load	0	23	12	27	29	3.68

	can lead to stress and thereafter result to deviant behaviour	(.0)	(25.3)	(13.2)	(29.7)	(31.9)		
16	When task is too challenging to complete can lead to deviant behaviour	0	24	12	34	21	3,57	
		(.0)	(26.4)	(13.2)	(37.4)	(23.1)		
17	High degree of workoverload affect how well work and personal responsibilities are balanced	0	29	11	32	19	3.45	
		(.0)	(31.9)	(12.1)	(35.2)	(20.9)		
18	Pressure to succeed at work, fear of the unknown, and the need for recognition at the expense of their wellness result to stress and thereafter lead to deviant behaviour	0	24	8	36	23	3.64	
		(.0)	(26.4)	(8.8)	(39.6)	(25.3)		
							3.585	

S/N	Items	SD	D	U	A	SA	Mean	Decis
19	When the individual is exposed to conflicting demands and expectation or required to do things, he/she does not want to do would result to stress and thereafter lead to deviant behaviour	0	0	16	23	52	4.40	Agree
		(.0)	(.0)	(17.6)	(25.3)	(57.1)		
20	Lack of clarity about goal, expectation of peer and about the nature, scope and responsibilities of the job lead to stress and thereafter result to deviant behaviour	0	2	17	53	19	3,98	Agree
		(.0)	(2.2)	(18.7)	(58.2)	(20.9)		
21	Too much job at a time	0	13	16	32	30	3.87	Agree

	can lead to deviant behaviour in the workplace	(.0)	(14.3)	(17.6)	(35.2)	(33.0)		
22	Most managers do not train their workers and they believe that any work can be done by their workers, this leads to over overstress and thereafter result in deviant behaviour	0	1	24	47	19	4.29	Agree
		(.0)	(1.1)	(26.4)	(51.6)	(20.9)		
							4.135	Agree

S/N	Items	SD	D	U	A	SA	Mean	Decision
23	Working under pressure can result to unexpected mistake	0	1	1	70	19	4.18	Agree
		(.0%)	(1.1)	(1.1)	(76.9)	(20.9)		
24	Most times works do not understand their work and role in their office and this makes the work look stressful to the workers and in turn lead to deviant behaviour	0	17	0	48	26	3,91	Agree
		(.0)	(18.7)	(.0)	(52.7)	(28.6)		
25	Role and family	0	17	17	32	25	3,71	Agree

	pressure lead to over stress and in return result to deviant behaviour in workplace	(.0)	(18.7)	(18.7)	(35.2)	(27.5)		
26	When responsibilities are not understood precisely, there is a parallel process of stress that develops and this leads to deviant behaviour	0 (.0)	0 (.0)	0 (.0)	65 (71.4)	26 (28.6)	4.29	Agree
	Grand Total						4.0225	Agree

Model Summary^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.403 ^a	.162	.123	.69802	.777
a. Predictors: (Constant), FP, WL, JB, RA					
b. Dependent Variable: DWB					

ANOVA^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	8.115	4	2.029	4.164	.004 ^b

	Residual	41.902	86	.487		
	Total	50.017	90			

Coefficients^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.560	1.896		-.295	.769
	Job Stress	-.044	.222	-.024	-.199	.843
	Workover -load	-.244	.081	-.355	-3.008	.003
	Role Ambiguity	.383	.161	.338	2.383	.019
	Family Pressure	.761	.242	.514	3.141	.002

a. Dependent Variable: DWB