# SOURCES AND MANAGEMENT STRATEGIES OF STRESS AMONG FEMALE WORKERS IN ZARIA METROPOLIS IN KADUNA STATE

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**AHMADU BELLO UNIVERSITY, ZARIA**

**JUNE, 2011**

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**A THESIS SUBMITTED TO THE SCHOOL OF POSTGRADUATE STUDIES, AHMADU BELLO UNIVERSITY, ZARIA IN PARTIAL FULFILLMENT FOR THE AWARD OF M.ED HOME ECONOMICS EDUCATION**

**DEPARTMENT OF VOCATIONAL AND TECHNICAL EDUCATION**
**FACULTY OF EDUCATION**
**AHMADU BELLO UNIVERSITY, ZARIA**
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**JUNE, 2011**

## DECLARATION

I declare that this research work title Sources and Management Strategies of Stress among Female Workers in Zaria Metropolis in Kaduna State was conducted by me in the Department of Vocational and Technical Education under the supervision of Dr (Mrs) E.E Adamu and Dr (Mrs) S.L Ajayi. The sources from which the literature information was extracted have been duly acknowledged in the text and list of references provided. There is no part of this thesis that has been presented for another degree at any University.

---------- ----------

Chechet, Martha Date
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## CERTIFICATION

This thesis "Sources and Management Strategies of Stress among Female Workers in Zaria Metropolis in Kaduna State " written by Chechet Martha meets the regulations governing the award of the degree of M.Ed (Home Economics Education) of Ahmadu Bello University, Zaria and it is approved for its contribution to knowledge and literary presentation.

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## DEDICATION

This research work is dedicated to my lovely husband Mr. Chechet, J.I. and children, Gloria, Jesse and Phinehas.

## ACKNOWLEDGEMENTS

In any academic work, various people too numerous to mention must have contributed in one way or the other towards its realization. However, I am indebted to my school, Ahmadu Bello University, Zaria for the admission and enabling environment to carry out this work. The same gesture goes to my distinguished supervisors, Dr (Mrs.) E.E. Adamu and Dr. (Mrs.) S.L. Ajayi, who employed their scholastic prowess to guide me through the period of this research work. Much gratitude is owed to them for their advice, encouragement and patience that have facilitated the completion of this work, to them I say a very big thank you.

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Others worth mentioning are Mamman J.S., Buki, M., whose contribution in analyzing the data helped this work. Special thanks go to the entire members of Bitiong's family, my brothers, sisters, in-laws, uncles, friends and well wishers for their encouragement and moral support.

To my beloved husband Mr. Chechet, J.I. a big thank you for your patience, encouragement, moral and financial support all of which led to the successful completion of this work. The good wishes of my lovely children, Gloria, Jesse, Phinehas.

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# ABSTRACT

The study was carried out to assess Sources and Management Strategies of Stress among Female Workers in Zaria Metropolis in Kaduna State. In order to achieve this, four specific objectives and four research questions were raised. Four hypotheses were formulated. Survey design was adopted for the study. The population of the study was 3,947 out of which 197 female workers were sampled proportionately for the study. Female Workers Stress Questionnaire was used to collect data from the respondents. The personal data of the respondents were analyzed using frequency and percentages. The data collected to answer the research questions were analyzed using frequency, percentages and mean. To further probe into the research questions chi-square and t-test were used to test the hypotheses. The findings include among others that 173 female workers agreed that management of stress among female workers in Zaria metropolis is dependent on the sources of stress, the mean score of 2.73 agreed that stress significantly affect the home management of female workers. In addition, the tests of null hypotheses include, that there was significant relationship between sources of stress and management of stress among female workers, there was significant relationship between risk of stress and management of stress. In view of the findings, it was concluded that stress has negative effects on female workers. Based on the findings and conclusion, the following were recommended among others; there is the need for government and non-governmental organizations to organize public enlightenment through seminars, conferences, workshops and adequate communication system on dangers of stress.

## TABLE OF CONTENTS


Cover Page-- -- -- -- -- -- -- -- -- -- -- i

Title Page-- -- -- -- -- -- -- -- -- -- -- ii

Declaration-- -- -- -- -- -- -- -- -- -- -- iii

Certification-- -- -- -- -- -- -- -- -- -- iv

Dedication-- -- -- -- -- -- -- -- -- -- -- v

Acknowledgement-- -- -- -- -- -- -- -- -- -- vi

Abstract-- -- -- -- -- -- -- -- -- -- -- viii

Table of Content-- -- -- -- -- -- -- -- -- -- ix

List of Tables-- -- -- -- -- -- -- -- -- -- xiii

Definition of Terms-- -- -- -- -- -- -- -- -- xiv

**CHAPTER ONE: INTRODUCTION**

1.1 Background of the Study-- -- -- -- -- -- -- -- 1

1.2 Statement of the Problem-- -- -- -- -- -- -- -- 5

1.3 Objectives of the Study-- -- -- -- -- -- -- -- 7

1.4 Research Questions---- -- -- -- -- -- -- -- 7

1.5 Hypotheses---- -- -- -- -- -- -- -- 8

1.6 Significance of the Study-- -- -- -- -- -- -- -- 9

1.7 Basic Assumptions of the Study-- -- -- -- -- -- -- 10

1.7 Delimitation-- -- -- -- -- -- -- -- -- 10

**CHAPTER TWO: REVIEW OF RELATED LITERATURE**


2.1 Conceptual Framework-- -- -- -- -- -- -- 11

2.2 Sources of Stress among Female Workers -- -- -- -- -- 16

2.2.1 Societal Stress-- -- -- -- -- -- -- -- -- 21

2.2.2 Environmental Stress -- -- -- -- -- -- -- -- 22

2.2.3 Stress in Work Place -- -- -- -- -- -- -- -- 23

2.2.4 Stress in the Home---- -- -- -- -- -- -- -- 25

2.3 Manifestation of Stress-- -- -- -- -- -- -- -- 31

2.4 Stress and Managing the Home-- -- -- -- -- -- -- 33

2.5 Stress and job Tasks Performance-- -- -- -- -- -- 34

2.6 Management Strategies of Stress-- -- -- -- -- -- -- 37

2.6.1 Direct Coping -- -- -- -- -- -- -- -- 38

2.6.2 Indirect Coping -- -- -- -- -- -- -- -- 38

2.7 Empirical Studies -- -- -- -- -- -- -- -- -- 55

2.14 Summary of Review Literature-- -- -- -- -- -- -- 60


**CHAPTER THREE: RESEARCH DESIGN AND METHODOLOGY**


3.1 Research Design-- -- -- -- -- -- -- -- -- 61

3.2 Population for the Study -- -- -- -- -- -- -- -- 62

3.3 Sample Size and Sampling Technique -- -- -- -- -- -- 63

3.4 Instrument for Data Collection -- -- -- -- -- -- -- 64

3.4.1 Validity of the Instrument-- -- -- -- -- -- -- 65

3.4.2 Pilot Study -- -- -- -- -- -- -- -- -- 65

3.4.3 Reliability of the Instrument-- -- -- -- -- -- 65

3.5 Procedure for Data Collection-- -- -- -- -- -- -- 66

3.6 Procedure for Data Analysis-- -- -- -- -- -- -- 66

**CHAPTER FOUR: PRESENTATION AND ANALYSIS OF DATA**

4.1 Demographic Characteristics of Respondents-- -- -- -- -- 69

4.2 Analysis of Research Questions-- -- -- -- -- -- -- 72

4.3 Test of Hypotheses-- -- -- -- -- -- -- -- 79

4.4 Summary of Findings -- -- -- -- -- -- -- 82

4.5 Discussion -- -- -- -- -- -- -- -- -- -- 83

**CHAPTER FIVE: SUMMARY, CONCLUSION AND RECOMMENDATION**

5.1. Summary -- -- -- -- -- -- -- -- -- 86

5.2. Conclusion -- -- -- -- -- -- -- -- -- 87

5.3. Recommendation-- -- -- -- -- -- -- -- -- 88

5.4. Limitation of the Study-- -- -- -- -- -- -- -- 88

5.5. Suggestions for Further Study -- -- -- -- -- -- -- 89

REFERENCES-- -- -- -- -- -- -- -- -- -- 90

APPENDICES

I: Request to Fill Questionnaire -- -- -- -- -- -- 95

II: Personal Data -- -- -- -- -- -- -- 96

## LIST OF TABLES


| | | |
|---|---|---|
| Table 3.1 | Population of the Study-- -- -- -- -- -- -- | 62 |
| Table 3.2 | Sample Size of the Study-- -- -- -- -- -- -- | 63 |
| Table 3.3 | Breakdown of the Items-- -- -- -- -- -- -- | 64 |
| Table 4.1.1 | Distribution of Respondents by Age -- -- -- -- | 69 |
| Table 4.1.2 | Distribution of Respondents by Occupation -- -- -- | 70 |
| Table 4.1.3 | Distribution of Respondents by Years of Experience -- -- | 71 |
| Table 4.1.4 | Distribution of Teachers by Number of Children -- -- | 72 |
| Table 4.2.1 | Opinion of the Respondents on Sources of Stress among Female Workers in Zaria Metropolis -- -- -- -- -- | 73 |
| Table 4.2.2 | Opinion of Female Workers on Effect of Stress on Management of Home by Female Workers-- -- -- -- -- -- -- | 75 |
| Table 4.2.3 | Opinion of Female Workers on the Effect of Stress on Job/Tasks Performance -- -- -- -- -- -- -- -- | 76 |
| Table 4.2.4: | Opinion of Female Workers on Possible Management Strategies of Stress Used by Female Workers -- -- -- -- | 77 |
| Table 4.3.1 | Chi-square Test on Sources of Stress and Stress Management -- | 79 |
| Table 4.3.2 | Paired Sample t-Test Result on Effects of Stress on Female Workers' Home Management -- -- -- -- -- | 80 |
| Table 4.3.3 | Paired Sample t-Test Result on Effects of Stress on Female Workers' Job/Tasks Performance-- -- -- -- -- | 81 |
| Table 4.3.4 | Chi-square Result on Management Strategies of Stress and Risk of Stress -- -- -- -- -- -- -- -- -- | 82 |

## LIST OF APPENDICES

Appendix I Letter of Request to fill Questionnaire -- -- -- -- 95

Appendix II Questionnaire -- -- -- -- -- -- -- 96

## OPERATIONAL DEFINITION OF TERMS

**Coping Strategies:** Any effort healthy or unhealthy to prevent, eliminate or weaken stressors or tolerate their effects. They direct and indirect coping. Direct coping is acting in order to alter the environment that is causing the stress. Indirect coping acting on oneself in order to minimize the significance of the stress

**Stress Management Technique:** Methods and attitudes designed to reduce the frequency of stressful situations. These include: Network of Social Relationship (talking to a friend), rest and relaxation.

# CHAPTER ONE

# INTRODUCTION

## 1.1 Background of the Study

One of the more easily understood conceptions of stress is the one which defines it as a state of discomfort, tension or emotional pain which arises when an individual is faced with a situation which presents a demand that is important for the individuals to meet but for which his capacities and resources are inadequate (Gimba, 2006). Maisamari (2002) defined stress as an action or situation that places special psychological demands upon a person or anything that can unbalance his/her individual equilibrium. Maisamari (2002) further stated that stress can be conceived as a problematic situation for which the individual has no solution at all. It arises when ones' coping skills are inadequate for meeting particular problems in life.

Stress arises from different places and the places where stress is generated from are called sources of stress. In Nigeria today, people are virtually operating in a tense environment. People under stress are ignorant of its sources and the consequences. David (2008) stated four major sources where one can encounter stress in daily living. They are; societal, environmental, work place and the home. Maisamari (2002) referred to stress management as the ways that allow for escape, avoidance, reduction or the

resolution of a stress problem. Melim and Birch, (1998) reported that women are saddled with more responsibility for homemaking and child raising which suggests greater stress on women. Melin and Birch further reiterated that women with children and full time jobs show more instances of ill health than those without children.

There exists no more difficult act than the art of living. Perhaps, the one inconsistable statement that can be made about stress is that it belongs to everyone. A keyed-up feeling is part of the fabric of life in Nigeria today (Adegoke, 2001). It is not an overstatement to claim that no matter how one looks at human existence today, it is full of series of problems to be solved. It is at least in a stage of "constant and unavoidable equilibrium". It is not that life has not its joys as it has sorrows, it has them. Yet people continue throughout life attempting to find better ways to live and better values to uphold, as well as, better ways of minimizing the disappointments and sorrows of life and maximizing the joy of living (Gimba, 2006).

David (2008) noted that Nigeria today is approaching, if not already in crisis period, its fifty years or more as an independent nation. It is really becoming increasingly difficult to remain a normal human being. Life is becoming unbearable for the average Nigerian. It has been a constant struggle for the average Nigerian to obtain even the essentials of life (food, water,

clothing and shelter). Far from that, life is lived in an atmosphere of seemingly unending confusion. Hence, as the astronomical rise in prices of things is biting hard on one hand, so is the threat to life and property posed by increasing army of armed robbers. Unemployment is also growing at very alarming rate.

Even more disorganizing to the psyche of the average Nigerian is the instability, dishonest and inordinate affection for wealth demonstrated by our leaders at the expense of the masses. Largo, (1980) in Maisamari, (2002), had summarized it all that Nigeria is growing more and more complex, insecure and a large proportion of Nigerians are being removed from the protection of their simple and less complex traditional environment to the complex heterogeneous and less protective modern ones. For these reasons, problems such as unemployment, economic and political instability, inflation, high cost of living, overcrowding, crime, divorce, broken homes, prostitution, drug addiction and lack of educational opportunities abound.

Having established that stress is an inevitable aspect of living from which there is no escape, it becomes necessary that people have some sort of control mechanism to minimize its effects. Since frustrations, conflicts and pressure continue to bombard women, identifying and tackling stressors to avoid being persistent in its grip becomes mandatory. Famuyiwa and Martin,

(1998) defined stress management technique as methods and attitude designed to reduce the pain of stress response or frequency of stressful situations. Mineka (1996) refer to management strategies as the ways that allow for escape, avoidance, reduction or the resolution of a problem.

Ekennia (1998) saw stress management strategies as the utilization of a range of skills for managing disturbing stressful events. That is the different strategies individuals employ for overcoming situations. In a distressed economy where there is inflation, low productivity, unemployment, retrenchment, high cost of living, poverty, corruption, greed, quest for materialism, misplaced value system, and so forth, one cannot live without stress. It is therefore necessary for one to try and cope with it.

In the same light, Odebunmi, (2004) explained that managing stress is actually exercising that control over oneself rather than giving it up to others or to ones environment. Stress response reduction is based predominantly on learning to detect internal cues of tension and achieving voluntary control over them while attitudes and other cognitive sets are the mechanisms which enable an individual to maximally avoid stress.

Neidhardt, Malcon and Robert, (1985) stated that there are four basic strategies one can use to manage stress.

a. Build up general health through proper nutrition, rest, exercise and other positive health practices.

b. Change the situation; that is, the source of stress.

c. Change your mind: that is your perceptions of or thought about – stresses.

d. Change your body: that is learning to substitute relaxation repossess for stress response.

Women today are not only found in the work places, but they have gone a step ahead to occupying leadership positions, which considering the time span, can be said to be a huge achievement. Women can be found at the helms of affairs in education, management, planning, administration, business, research, politics, and others. Female workers are now left to face the double responsibilities of their homes and work place at the same time (David, 2007).

## 1.2 Statement of the Problem

The researcher noticed that stress is one of the areas of learning that is often being taught without practical application and that 80% of the diseases women are suffering from today are facilitated by stress (Melgosa, 2001). So much attention in workshops and seminars, yet the victims' situations are not better off. The researcher sees the need to put more emphasis on stress in

order to recognize it, being aware of its damaging impact and control it on time in our lives.

According to Gimba, (2006) a research was conducted recently in Kaduna Nigeria on the causes and symptoms of diseases and sicknesses that killed women. In every ten (10) sample groups, eight died of stress symptoms. Stress is a household name in the daily activities of every woman. Most times women are aware that they are working under stress, they proclaim it but for the pressure of the work load and the time frame, they do nothing about it and they continue to work until they breakdown. This situation is even worse for women who are employed and in leadership positions. In the process of matching their responsibilities they sometimes become impatient, exhausted, depressed, bored and even lack control. As a result, stress creeps in and if not managed adequately, it could lead to reduction in levels of productivity and other attendant consequences.

The problem of this study is that the employed female workers carry out a dual responsibility which leads to work overload and stressful condition. Interactions with many female workers and information gathered from personal observation revealed that these female workers most of them have their career, husband, children, relations, aged parents and household work to cater for, hence this has made them to complain.

## 1.3 Objectives of the Study

The general objective of the study is to determine the sources, effects and management strategies of stress among female workers in Zaria metropolis in Kaduna State.

The specific objectives are to:

1 find out the sources of stress among female workers in Zaria Metropolis in Kaduna State.

2 determine the effect of stress on the management of home by female workers in Zaria Metropolis in Kaduna state.

3 determine the effect of stress on the job/ tasks performance of female workers in Zaria Metropolis in Kaduna State.

4 determine the management strategies of stress used by female workers in Zaria Metropolis in Kaduna State.

## 1.4 Research Questions

The following research questions are formulated to guide the study:

1 What are the sources of stress among female workers in Zaria Metropolis in Kaduna state?

2 What are the effects of stress on the management of home by married female workers in Zaria Metropolis in Kaduna state?

3 What are the effects of stress on the job/ tasks performance of female workers in Zaria Metropolis in Kaduna State?

4 What are the possible management strategies of stress used by female workers in Zaria Metropolis in Kaduna State?

## 1.5 Hypotheses

The following null hypotheses are posited for the study:

$H0_1$ There is no significant relationship between the sources of stress and stress management among female workers in Zaria Metropolis in Kaduna state.

$H0_2$ There is no significant difference on the effect of stress on female workers and their home management in Zaria Metropolis in Kaduna state.

$H0_3$ There is no significant difference on the effect of stress on female workers and their job/tasks performance in Zaria Metropolis in Kaduna state.

$H0_4$ There is no significant relationship between the management strategies of stress and stress risk among female workers in Zaria Metropolis in Kaduna state.

## 1.6 Significance of the Study

The outcome of this study will enlighten women to understand the meaning of stress and identify its possible causes. The study will also help the family members and the community to be aware of the danger posed by stress to the individual. The study will help women and the society to teach practicable stress management strategies that will help individuals involved in stressful jobs or situations.

Further more, the study will guide counselors, teachers, friends, and psychologists to advice stress individuals appropriately and make recommendations and encourage appropriate stress management behaviors for women who are prone to severe stress.

The study will help female workers to relate their working status to the causes of stress and derive various coping behaviors effective in managing stress. The outcome will help Home Economics teachers and curriculum planners in institutions of higher learning to develop and evaluate curriculum on causes of stress and its coping strategies for healthy living.

Finally, the result will serve as a point of reference for future research and also bridge the gap created by the previous findings.

## 1.7 Basic Assumptions of the Study

This study is based on the following assumptions that:

- stress makes women get angry easily.
- women who are stressed up get tired easily.
- married women are easily stressed up than single or unmarried women.
- working class women get stressed up easily than housewives.
- most women overwork themselves without knowing they have over stressed themselves.
- most women do not know any management strategy to reduce their stress.

## 1.8 Delimitation.

The study is delimited to the sources, effects and management strategies of stress among female workers. It is delimited to female workers in Zaria Metropolis, this is because they will be able to provide relevant information for the study.

# CHAPTER TWO

# REVIEW OF RELATED LITERATURE

This chapter reviewed the related literature in relevant journals, textbooks, magazines and papers presented under the following sub-headings:

2.1 Conceptual Framework

2.2 Sources of Stress among Female Workers

2.3 Manifestation of Stress

2.4 Stress and Managing the Home

2.5 Stress and Job Task Performance

2.6 Management Strategies of stress

2.7 Empirical Studies

2.8 Summary of Reviewed Literature

## 2.1 Conceptual Framework

Stress as a concept can be defined in various ways. Denga (1996) stated that stress is part of the normal way of life, and it is concerned with day-to-day life events and how individuals react to them. Denga further explained that any change in an individual's life, whether pleasant or unpleasant, usually require some kind of human readjustment. And when the readjustment disturbs or disrupts the normal psychological or physiological well being of a

person, he or she experiences stress. Eboh, Money and Nwajei (1999) saw or considered stress as action in situation that places special physical and psychological demand upon a person: anything that can cause imbalance in his individual equilibrium. Aguulana (1998) viewed stress as that which man experiences when he is under pressure and feels unable to cope.

Aguulana also explained that stress is a term used mainly in physics to mean pressure, strain or force on a system. When used in relation to the cells of the body it refers to the building of pressure, the strain of muscles tensing: that is, the arousal of psycho-physiological (mind-body) systems. This arousal if prolonged can fatigue or damage the system to the point of malfunction. Aguulana also stated that Hans Selye of Monstreal leading expert on stress, defined it as the "rate of wear and tear within the body". Mechanic, (1990) on the other hand described stress as a discrepancy between the demands placed upon the organism's capacity to deal with it. In this way, stress could be seen as a state of discomfort, tension or emotional pain which arises when an individual is faced with situation which presents a demand that is important for the individual to meet but for which his capacities and resources are inadequate. There is a potential for stress when the capabilities and resources of an individual cannot adequately meet the demands imposed by the environment.

Lazarus (1966) and Selye (1974) in Maisamari, (2002) defined stress as a generalized, non specific response of the body to any demand made on it. On the other hand, Lazarus described stress as physical and psychological reactions of the body to demanding stimulus events. In this way a person experiencing stress may feel vaguely weak, tense, restless, slow and generally tired without pointing out what is exactly wrong with him or her. This condition came after working too hard without having enough rest, thinking too much over hard problems to solve, feeling that one's ego or social status is threatened; eating too much (a comatose state), overindulgence in social activities (dancing, singing etc), exposure to a deafening sound for a longtime and any alteration of psychological and physiological homeostasis resulting from internal or external pressures.

Melgosa (2001) defined stress as the body's reaction to a demand, a state of severe physiological and psychological tension, preparation for a fight and the beginning of a number of diseases. On the other hand Melgosa is of the opinion that stress is not necessarily bad since, at time it helps a person reach desired goals. He further explained that stress is not anxiety or fear and it is not the direct cause of disease although it frequently contributes to its development. He said that medical science says that stress can be both positive and negative. Only the negative is usually highlighted. He explained further

that stress is being subjected to external forces or pressures which would be either positive or negative depending on the effect of the external force. It is always used to indicate an emotional state of being, which is so intense, that it hinders our ability to function.

Smock and Ruff (1990) saw stress, as an effect required in maintaining or performing essential functions to a standard. Denga (1991) explained that when some people surrender easily to stress others present a stout resistance (or fight it) and at times win. Denga observed that some people regard stress as occupational strain, job stress, work tension, burnout or job demands. Williams (1998) taking into consideration that there are physical, physiological as well as psychological stresses. In this way, he defined stress as a: psychological and physical reaction to prolonged internal or environmental conditions in which an individual's adaptive capabilities are over extended. Neidhard, Malcon and Robert, (1985) defined stress as follows: a chronically high level of mental arousal and bodily tension that exceeds a person's capacity to cope, resulting in distress disease, or an increased capacity to cope. Selye (1974) used the analogy of body temperature which becomes a matter of medical concern when it becomes chronic, or excessive rising above normal. Too much stress from either under or over stimulation can lead to distress.

Joan and Eddye, (1994) defined stress as the physical or emotional strain or tension that is caused by pressures, fears, worries and changes in your life. Melgosa (2001) said that stress means to subject to physical strain, it is the state or condition of strain and especially of intense strain. David (2008) also stated that stress can be defined as pressure, tension, worry or anxiety resulting from problems in one's life. He further explained that this pressure can damage or make one loose shape. He observed that most people are not aware that what they are passing through is as a result of stress. David reiterated that stress is the state of the mind.

Ajala and Bolarinwa, (2002) defined stress as an integrated part of our daily existence. They gave an example of a business man who is under pressure from his creditors to pay back his loan; the taxi driver is under pressure to avoid traffic jam; the farmer is worried that the rains have not come and fears crop failure. All these people suffer from stress in their various occupations, even though the problems they face are totally different.

Achalu, (1993) observed that in recent years a good number of studies have shown that stress is as old as creation, except that the stress of today has gathered greater demons. As technological innovations, environmental problems, family life and economic conditions become more enigmatic, one becomes scared as to what this millennium has in stock for the developing

countries. Aguulana (1998) explained that stress is a debilitating illness that should be properly managed in order for the individual to increase his chances of enjoying life or in fact, to exist. He stated that stress is believed to be a factor in several illnesses in Nigeria. It leads to burn out syndrome, high blood pressure, cardiac arrest and a host of other psychosomatic disorders.

Iwuji (1990) has however described stress as the invisible and silent killer. She explained this by saying that the danger of unresolved stress is that in a situation where it leads to an illness, such illness would only be a symptom of the real "disease" which is stress, she therefore said that the treatment of an illness resulting from stress may mean treatment of symptoms and that unless the source is removed the symptom may persist or reoccur. It is quite evident from these definitions that different situations generate different stressful states and that stress poses threat to human existence.

## 2.2 Sources of Stress among Female Workers

Women are often expected to occupy a number of roles at the same time: wife, mother, homemaker, employee, or caregiver to an elderly parent. Meeting the demands of so many roles simultaneously leads to stressful situations in which choices must be prioritized. Women are often forced to choose whether to pursue or further a career versus whether to devote more time to home and family.

Many women prefer to work outside the home because it gives them a greater sense of life satisfaction. For other women, such as those who run single-parent households, employment is not an option—it is a necessity. Compared with men, women are frequently given jobs with less autonomy or creativity, which decreases their level of job satisfaction. Women may also have more difficultly being accepted in the workplace because of hierarchical structures preferring men. Documentation repeatedly shows that women's salaries are lower than those of men in comparable positions; women tend to be paid less even when performing the same job as a man.

When women do choose or are required to work outside the home, they continue to perform the bulk of household duties as well. Sarah Rosenfield reported that compared to men, women perform 66% more of the domestic work, sleep one-half hour less per night, and perform an extra month of work each year. Needless to say, increased workloads and decreased attention to rest and relaxation are stressful and pose obstacles to women's mental health.

Divorce results in more severe consequences for women who choose or are able to stay home in deference to child-rearing. Such women depend on marriage for financial security. Such domestic skills as childcare and housecleaning are not highly valued by society, and thus are poorly

compensated in terms of money. Women who have never been employed and then experience divorce often have few options for securing adequate income.

Although women's ability to form meaningful relationships is a buffer against stress, it can also be a source of stress. Caring about another person can be stressful when that person is not doing well physically or emotionally. Many families take for granted that the female members will care for elderly parents who are no longer self-sufficient. As a result, many women in their forties or fifties are caught between the needs of their college-age offspring and the needs of dependent parents or parents-in-law. Interpersonal conflicts resulting from these heavy burdens may cause stress or lower self-esteem. Women may also view unsuccessful relationships as representing failure on their part to fulfill traditional feminine qualities such as nurturance, warmth, and empathy.

Additional sources of stress common to women include victimization, assertiveness, and physical unattractiveness. Victimization is a constant concern due to the power differential between men and women. Assertiveness may be stressful for women who have had little experience in competitive situations. Physical unattractiveness may cause some women who adhere to unrealistic standards of feminine beauty to experience shame, or place them at risk for developing eating disorders. Women considered unattractive may also

suffer discrimination in the workplace or in admission to higher education. In addition, the double standard of aging in contemporary society means that all women will eventually have to cope with the stigma of unattractiveness simply through growing older.

**Change:** Starting Over?...Stress Inducing When was the last time you did anything that was out of your norm? A long time right? Well that's because anytime we change anything, whether it is for the good or for the bad, we are overwhelmed with stress. Change is identified as a noticeable alteration in one's living circumstances which require re-adjustment. The thought of re-adjustment is stress-inducing enough for many individuals, the act of re-adjustment is quite anxiety driven. Mentioned previously that even good changes induce stress...why? Because it involved a change. The top 5 Life Events which had the slowest readjustment rates include: [in order] Death of Spouse, Divorce, Marital Separation, Death of a close family member, and Personal injury or illness. It is noted that marriage is 6th, meaning that although it is a positive change it undergoes a very long adjustment period.

**Pressure**: To Perform/Conform? When you are facing pressure you are facing expectations and demands to behave in certain ways. Pressure can be broken down into "pressure to perform" and "pressure to conform". Pressure to perform is when you have to execute tasks fast, efficiently, and

successfully. Enough to make a person go crazy right? This is often seen in professions such as salespeople, professors, and comedians. Pressure to conform is when you conform to other people's expectations. This is often seen in the business world and in teenagers. What's the significant of pressure? It produces even more stress than life changes...specifically double the stress, which in turns causes psychological symptoms.

**Frustration**: Frustration happens when your pursuit of a goal is inhibited. Most frustrations are the sources of stress, including frustrations of failures and losses. Losses, especially, bring about the most stress because people are deprived of what they are accustomed to have. To speak honestly, a major problem is that people set goals that are too high for them to achieve, which in turn results in continuous frustration. Everyone goes through frustrations and it is a normal part of life, but it is important to note that the more frustrations you face, the more likely it is that you will hit severe stress symptoms. Suggestions: set realistic goals for yourself, don't be too hard on your self, and always look at the glass as half full! Life goes on... it is already another day on the other side of the world! Life doesn't stop for you, so you definitely shouldn't stop for it. Keep going & keep your head high, (Ieraci, 2011).

In Nigeria today, we are virtually operating in a tense environment. We are under stress and are ignorant of its sources and the consequences. David (2008) stated four major sources where we encounter stress in our daily living. They are:

1. Societal stress
2. Environmental stress
3. Stress in the work place
4. Stress in the home

### 2.2.1 Societal Stress

David (2008) explained that the state of affairs in Nigeria is a major source of stress. Nigeria cannot be compared with the United States of America or the United Kingdom in providing stable and relaxed environment. People are living a life of fear, no one can predict the next line of action. Social amenities are at zero level (PHCN, NITEL, Natural Resources like fuel, kerosene, diesel and so forth). Armed Robbers are operating at a very alarming rate, political instability and "thuggery" (aggressive or violent) frightens people daily, failed banks and the ugly news of financial collapse destroys families within the twinkling of an eye. Markets are always on fire; everyday we sleep with our ears open to hear which market or part of the market is gutted by fire or where it may be happening. Also religious and

communal crisis particularly in the northern part of the country are a constant source of stress. There is also the new phenomenon of kidnappings in some parts of the country.

### 2.2.2 Environmental Stress

Our environment is charged with high stress potential such as bad roads. In most parts of the country, majority of the roads are full of potholes as a result the journey that normally will take about 45 minutes to one hour will take you more hours, which will in turn bring exhaustion and tension. With heavy traffic, people do a lot of long distance trekking. Transportation is a problem; thieves and pick pockets are there inflicting pains on people. Long vehicles and naughty vehicle drivers with their ruthless and reckless speeding, radical driving, hooting of high sounding horn at a close range. This makes one to feel that one is already dead, is a problem, the heart is no longer anywhere close to the body except the mercy of God returns it.

Portable water is not available to refresh people, electricity is 90% off and 10% on: the consequences are that families run into several loses; to supplement this PHCN problem every flat in a three storey building has resorted to using generator and the noise is so terrible that once it is night people will start developing fever or headache. There is also the issue of motor cyclists popularly called “Okada”, “Achaba”, or “Going” with their

reckless driving and blasting sounds from their motorcycles and the way they maneuver dangerously in traffics is also a source of stress (Maisamari, 2002).

### 2.2.3 Stress in the Work Place

The stresses of the work place are many and varied. No matter how ideal the work may be, just the mere fact of having to go to work is stressful. One spends a lot of time in the work place where we earn our living; putting maximum effort with minimal reward can be stressful. Workers in some work places work for months without pay; sometimes they get one month salary after five months. The challenges of the work place is so much, sometimes you attend long meetings, take incessant phone calls, orders, surprise visitations, getting shocking news, receiving threat letters from lawyers, business auditors and suppliers, irrelevant queries and warning letters. The work place is where the immediate cause of stress or break down starts. Women are often faced with discriminatory practices that reduce their income which affects them. This can be noted from the recent Pay As You Earn (PAYE) tax deduction where married women bear the heaviest burden in Kaduna State and some other states in Nigeria. Women are also faced with sexual advances of their bosses or co-workers who could influence their promotion or dismissal, refusal to such advances sometimes has gross consequences.

Bola Olasobikon (Anonymous) identified 10 factors causing stress in the work place as:

- High volume of work
- Office politics and intrigues
- Inadequate pay/late payment
- Lack of job satisfaction
- Long hours of work
- Lack of holiday/annual leave
- Fear of sudden retrenchment
- Inadequate preparation for retirement
- Lack of promotion/in-service training
- Bad management

One must consider these factors and see which one is causing stress in our lives. Johnson and Johnson (1997) stated that the causes of stress may have its sources in the work one engages in as an individual or is employed to do. Thus, ones occupation can stimulate both external and internal stress conditions. Rowsy and Ley (1986) cited poor working conditions as a source of stress in their study. They added that poor attitude towards work as sources of stress. Apart from environmental stress, attitudinal conditions arising from

gender discriminative employment conditions, occupational role behavior in terms of context, activities and functions are sources of occupational stress.

### 2.2.4 Stress in the Home

The more nurturing and supportive the home is the more prepared you will be to deal with stress. A lot of homes are unhappy and they are passing through some inexplicable things. The situation is not actually what human beings can solve except they receive divine intervention. Couples are not agreeing any longer because of individual differences, financial status, infidelity, external family influence and so on.

David (2008) stated that most men nowadays are no longer earning money, where they do, what they earn is nothing to write home about. Due to the societal trends and white-collar job conditions, some men prefer to stay on their own as self-employed while the women go for white-collar jobs. However, the white-collar jobs bring steady income while the self-employed make it once in a long while.

During the period of waiting for the major breakthrough for the man of the house, the bulk of financial responsibilities now rests on the woman's little but steady income. The woman is troubled with financial management that is managing so much with so little. A woman has the natural responsibility of managing the home and the condition at home follows her to the work place.

The woman is saddled with burden of the heart and the mind is most often troubled and this can bring exhaustion and lead to breakdown physically, mentally and emotionally. Conflicts, disagreement, disputes, quarrels, anger, strife, bitterness between husband and wife or with the in-laws can induce terrible stress. The children's bad conduct is not left out (Fumiyewa, 1996). Ordinary, managing the home to ensure that everyone is taken care of and everything is in order can be a source of stress.

Fixing food from the three meals in a day, clearing the furniture and the house, washing dishes and handling the children especially when they are too small is enough stress for one person. It may not be an over statement to say that every kind of stress begins from the home and that the day is not properly met in the office, in the bus or in the market may be as a result of the carryover from home. Some people when you greet them "Good morning" their reply will be "what is good about the morning?" The reaction reflects that their morning is not actually good and they do not expect another person to have a better morning.

Sex and stress: sex is one aspect of marriage that is often sweet and sour with the woman. The presence of pregnancy is usually a source of stress irrespective of how long the pregnancy was expected before it came. Sex is one obligation the woman has no right to say no even if she wanted to say no.

Long abstinence can make the man look for a more willing and warmer bed. Sex at times can be a stress when it is no longer sweet it has become sour. Denga and Ekpo (1994) commenting on the sources of stress remarked that it is such an ubiquitous nuisance that looking for its sources is probably in vain. They contended, however, that striving and hardworking individual is a promising candidate for stress.

Consequently, Denga (1996) delineated stress sources to be heuristically grouped into: physiological (medical), psychological (mind) social (social demands) environmental (noise, amiably), economic (lack of money, job and others) and political (political undergrowth, son-of-the soil syndrome and so forth). Onyemerekeya (1996) contended that modern day challenges resulting from our work, the nature of work, our life style, the tasks and challenges we have to accomplish and our relationship with others all contributed to the sources of stress.

Concerning the causes of stress most studies have pointed to the fact that the incidence of stress is due to over work (Laver, 1999). In the United States, workplace stress has doubled since 1985. Approximately one third of all Americans considered job related stress as their greatest sources of stress. According to worldwide poll 82 percent of respondents reported that work related pressure cause them to feel stress on a regular basis and almost one

third of respondents experience stress everyday (Krohe, 1999). Graham (1998) stated poor management is the major cause of stress. Graham argued further that stress is not the inability to cope with excessive workloads and the unreasonable demands of incompetent and bullying managers; stress is a consequence of the employer's failure to provide a safe system of work as required by UK Health and safety at work Act 1974.

Blaming the sufferer of stress is an admission of failure to fulfill this obligation of duty and care. Afolabi and Imhonde (2002) identified organizational causes of stress as organizational and extra-organizational stressor, group and individual stressors. While Akinboye (2002) identified the following as causes of stress in workplace: new management technique, office policies, long work hours redundancies, bullying and harassment, the National Women's Health Information Center NWHI (2003) identified traumatic accident and death or emergency situation as causes of stress. It can also be a wide effect of a serious illness or disease. The centre also associated stress with daily life hassles, the workplace and family responsibilities.

Cooper and Davidson (2000) contended that the stress response is best understood through an ecological approach which examines the whole spectrum of psychological, sociological and physiological events that make stimulus demands on an individual. According to this ecological model,

psychological stressor emanate from both work and home domains. The work domain includes physical demands, task demands, work role demands, interpersonal demands and organizational structure/culture. The home demands include family structural relationships, dependent care demands, neighborhood and community, and financial concerns. The individual's response to those stressors is moderated by the individuals genetics "psychological programme" (that is, propensity to react) as well as personality factors.

Sex and various other variables related to social support, control and coping (Cooper and Davidson, 2000). Bryan (1997) suggested that a shared immunological defect may link many disorders, whereas other studies suggest that the in appropriateness of the stress response in dealing with modern threats which are largely psychological rather than physical is to blame (U.K. Health and Safety Executive, 1998). Studies have revealed also that stress is the most common health problem attributed to long work hours and the incidence of stress due to over work is growing. The United Nations realized the magnitude of this problem as it has labeled job related stress as the 20$^{th}$ century disease" (Krohe. 1999). Krohe further expressed the fear that "one of the major concerns of long works is the incidence of stress, which has many negative direct-consequences, as well as causing other illnesses".

For World Health Organization (WHO), stress is a "worldwide epidemic" because stress has recently been observed to be associated with 90% of visits to physicians (Akinboye, 2002). A bullying climate where threat, coercion and fear substitute for non-existent management skills has also been implicated (U.K. Health and Safely Executive, 1998). Akinboye (2002) perceived stress as a person's perception by arguing that the way a person interprets and appraises the stressful event determines the effects of the stress.

One cause of stress that has affected large sectors of the general population around the world since 2001 is terrorism. The events of September 11, 2001, the Sniper shootings in Virginia and Maryland, the Bali nightclub bombing in 2002, and the suicide bombings in the Middle East in 2003 have all been shown to cause short-term symptoms of stress in people who read about them or watch television news reports as well as those who witnessed the actual events. Stress related to terrorist attacks also appears to affect people in countries far from the location of the attack as well as those in the immediate vicinity. It is too soon to tell how stress related to episodes of terrorism will affect human health over long periods of time, but researchers are already beginning to investigate these questions.

Synderman, (2000) stated that presently, research is beginning to isolate the causes of women's stress, the components of which are overload (working inside and outside the home), marital and financial worries and lack of exercise.

## 2.3 Manifestation of Stress

Stress manifestation refers to signs, feelings and behaviour an individual exhibits, which can be overt or covert in respect of a stressful situation. At times these manifestations may appear invisible but are present. Denga (1996) asserted that, at the onset of stress the individual reveals a wide range of feelings ranging from anger, restlessness and agitation, unwholesome and at times unexplained feelings that interferes with normal functioning. Baron (1989) claimed that stress manifestations or symptoms reflect an underlying problem. He added that while symptoms are difficult to ascertain or notice some may not be noticed at all. Denga and Ekpo (1994) sharing the same view point, expressed that manifestations of stress are those observable and non – observable indications, which signal stress.

Sutherland and Cooper (1991) on the other hand contended that, stress can be seen only as its consequences and as such its identification can only be ascertained in terms of acknowledged stress outcome. Sutherland and Cooper added that when stress sets in, the individual is subject to some sort of

sensation which most often is difficult to describe. Uzoka (1995) noted that at the onset of stress, the nervous system gets irritated which in turn upsets the bodily functions in a most uncomfortable manner. Uzoka added that most of these changes are sympathic changes, which tend to dominate in intense emotions. Other changes he cited are those involving the gastrointestinal and urinary tracts. All these lead to reactions as constipation, dryness in the mouth, faster heartbeat, resulting in a raised blood pressure, increased sweating, panting and labour breathing.

Edstrom (1993) opined that stress manifestations include the physical, cognitive emotional and behavioural dimensions. Physically some of these symptoms include thirst, fatigue, headache, elevated blood pressure, rapid heartbeat, and muscle tremors, grinding of teeth, profuse sweating and difficult breathing. The cognitive signs of stress include confusion, nightmares, uncertainty, hyper vigilance, suspiciousness, shifting blame, poor problem solving, poor attention/decision making, poor concentration, disorienting of time, place or person as well as increased or decreased awareness of surroundings. Emotionally, stress symptoms are fear, guilt, grief, panic, anxiety, agitation, irritability, depression, intense anger, apprehension, outbursts, feeling overwhelmed, and loss of emotional control among others.

The behavioural aspect involves withdrawal, antisocial acts, restlessness, loss of or increased appetite, erratic behaviour, increased abuse of substances as alcohol, nicotine, caffeine etc. When one or more of the aforementioned symptoms manifest then it is an indication that all is not well. He stated that early recognition of stress symptoms is a health step towards thwarting or tackling the source of stress to prevent an otherwise undesirable outcome.

## 2.4 Stress and Managing the Home

Stress has a lot of effect on women especially in managing the home. Stress makes female workers to leave the upbringing of their children in the hands of house helps, because a woman who is coming back from work tired would not give the child attention he/she needs (Tavis, 1998). Stress affects the family relationship of female workers in a way that the stressed woman can not be able to plan for the family. A stressed woman cannot be able to cooperate with the family because she is juggling more than one work at once. Stress helps to get female workers ready or set to respond appropriately to stimuli. In situations of danger, stress helps to mobilize the female worker to make appropriate responses to protect herself (Maisamari, 2002).

Many stressful events are known to have harmful health consequences, which are numerous and varied. Individuals under stress become aggressive,

destructive, awkward, anxious, depressed which can lead to all sorts of ailments. These effects of stress have important implications on the managing of the home.

## 2.5 Stress and Job Tasks Performance

There is no doubt that stress will constitute serious problems that detract the women from maximum productivity output and effective social life. Therefore, it is relevant to examine some of the opinions expressed on the effects that stress and anxiety can have on people particularly on female workers in tertiary institutions, parastatals, local government hospitals and ministries in Kaduna State. The effect of stress can be viewed under four dimensions: emotional, physiological, behavioral and cognitively. Zimbardo (1980) remarked that emotional factors have been clearly demonstrated in the development of some ulcer cases, high blood pressure, migraine low back ache, dermatitis, obesity, asthma as well as other ailments.

Physiologically, Cannon, (1990) observed that the effect of physiological disruption falls into two major categories. The first consists of symptoms of the muscles, which causes tension, resulting in soreness, shakiness and tightness of the muscles. The second arouses the internal organs, and results in the dryness of the mouth, palm, cold hands racing heart and upset stomach, hot and cold spells. Behaviourally, Hellrielgel, (1998)

enumerated decreased performance, absenteeism, higher accident rates, higher alcoholic and other drug abuses, impulsive behaviour and difficulties in communication. Cognitively, stress interferes with thinking, concentration and memory. Allport (1980) maintained that under stress, the ability to organize thoughts in a logical and coherent manner is impaired.

Similarly Ezeilo, (1995) upheld that under stress, the cognitive process becomes rigid so that the individual has different perspectives or seeing the various alternatives available. Thinking then tends to be dominated by worries and self evaluation, jumpiness, forgetfulness and a confused state of mind. Edstrom (1993) on the other hand, is of the view that directly or indirectly stress is known to be a major contributor to the leading causes of death. These include heart disease, cancer, asthma, diabetes, stomach ulcer, impotence, infertility and a host of others.

Prolonged stress has been found to cause exhaustion, resulting in the feeling of extreme fatigue and little ability to fight illness. Extreme prolonged stress results in a crisis. Crisis here refers to times when a stressful situation approaches or exceeds the adaptive capacities of individuals. Most often a crisis centers around a traumatic event where the individual is deeply depressed, such a crisis situation it is believed, can lead to potentially fatal conditions which include cardiac arrest and shock.

Lastly Ikeotuony and Bashmir, (1989) gave a list of the symptoms which could also be called effects of stress. They are as reproduced below: (1) Tension (2) Headache (3) Shifting aches and pains about your body (4) Feels hot and uneasy all over the body (5) Fear (6) Nervousness (7) Being upset (8) Loss of voice (9) in extreme cases bitterness in the month (10) Worry (11) Trembling (12) Change in heartbeat (13) Fast breathing (14) Shortness of breath (15) Dizziness (16) Restlessness (17) Musclestics or twitches (18) Fatigue or general body tiredness (19) Boredom or mental tiredness (20) Increase in blood pressure (21) Dilation of pupils (22) Sleeplessness or restlessness in sleep (23) Night mares (24) being confused (25) Disturbing thoughts (26) cold sweat, particularly in the palms (27) perspiration (28) Dryness in the throat and month (29) Aggressive behaviour (30) intolerance (31) poor performance on problem solving tasks.

From the review so far, it is evident that the effect of constant physical stress can produce a range of distressing symptoms such as headache, muscles cramps or upset stomach. Constant physical stress can also impair concentration and reduce reaction time with accidents becoming much more probable. Therefore unresolved stress can be dangerous to human health and ironical to human comfort.

## 2.6 Management Strategies of Stress

Many educationalist and psychologists who expressed views on stress have also suggested management strategies. Otherwise called coping as the ways that allow for escape, avoidance, reduction or the resolution of a problem. Neidhardt, Malcon and Robert (1985) stated that there are four basic strategies one can use to manage stress.

a. Build up general health through proper nutrition, rest, exercise and other positive health practices.

b. Change the situation; that is, the source of stress.

c. Change your mind: that is your perceptions of or thought about – stress.

d. Change your body: that is learning to substitute relaxation repossess for stress response.

Iwuji (1990) felt that the first thing to do in coping with stress factors is to be conscious of the fact that there are a lot of stress factors in our environment and to view them positively. Iwuji explained that the amount of damage to our body by a particular stress depends to a great extent on our attitude towards it and how we perceive it. Iwuji cited the example of one who is retired unexpectedly and asked whether he sees it as a disgrace, a probative incident or as a relief. She affirmed that if he gets worked up about the incident he would be doing some damage to his body organs and that the

best attitude would be to look for something good about it. For example, she felt he should see it as a good push to enable him put into practice all the plans he had been dreaming about but had no courage to resign from the service to pursue. In addition to the afore said, Iwuji has identified two ways of coping with stress, they are:

a. Direct coping and

b. Indirect coping

### 2.6.1 Direct Coping

According to Iwuji (1990) direct coping is acting in order to alter the environment that is causing the stress. In the example of the retired person, she explained that the retired person tries to find another job or engages himself in a gainful employment.

### 2.6.2 Indirect Coping

Iwuji (1990) explained as acting on oneself in order to minimize the significance of the stress. For instance, the retired person may take to excessive drinking, smoking, eating or use of drugs. Any of these according to her offers a temporary relief but does not solve the problem. Indirect coping with stress according to psychologist involves the use of "defence

mechanism" most of which Iwuji felt amounts to running away from reality or self deceit. They are also referred to as unconstructive type of coping.

Edstrom (1993) concluded that there is no standard solution to stress but that conquering or coping with stress requires an examination of the interconnection of the body and mind as well as the environment which requires change in attitude as well as habits. Tavis (1998) concurred that coping is not a single strategy that applies to all circumstances as people cope differently and the techniques used change over time depending on the nature of the stressors and the particular situation. Consequently, Maisamari (1996) posits that the most vital requirements for stress management are awareness, acceptance, responsibility and coping skills. Once this is done, one can learn to heed particular early warning signs. Suffice to say that this entails being stress literate.

However, let us examine some simple practical indirect ways of coping with stress. Psychologically, stress can be reduced or changed, temporarily, if not permanently, through these means: network of social relationships, gossiping, alcohol and drugs, deep breathing, crying, avoidance of sources of stress, reading, sports and games, religion, performing new tasks, and travelling. Let's take a detail discussion of the coping techniques individually:

**1. Network** of **Social Relationship**

Network of Social Relationship serves as a forum through which our worries and problems are discussed and solved. Through friends we discuss our problems and at times solutions to them are suggested. To confide in a friend you trust helps a great deal in reducing our worries or stresses. And so the wider your network of friends the more sources you have for coping with stress. Group meetings also serve as diversions or distractions from personal problems.

**2. Gossiping**

Gossiping (not of slanderous nature) is a coping technique. And the writer is afraid to say that women are fond of it. Through such activity the woman speaks out her mind on issues that are frustrating and those that are pleasant. Usually, it is done with friends and co-wives. It may give temporary or long lasting relief from stress, even though it may have some interpersonal consequences.

**3. Sedative Drugs**

Sedative drugs include ethyl alcohol (in the form of beer and "hot" drinks), the barbiturates, and the benzodiazepines. Each of these types of drugs reduces physiological arousal and induces sleep more or less rapidly, depending on the particular drug and dosage. Although sedatives can help in

the short-term control of stress reactions, their use as a long-term coping method is not advisable as it can lead to addiction. Another danger is that as the days pass, you will need higher doses at more frequent intervals in order to get relief. Thus, the danger of over dose and psychological dependence is present. In the first place, long term use of sedatives often leads to substance-use disorder (that is, a variety of ill-health symptoms caused by abuse of drug and alcohol).

That is a variety of syndromes caused by the abuse of chemical substances, such as alcohol, drugs, tobacco and coffee. This can produce an entirely new set of problems for the user. In the second place, ingesting drugs does not teach a person any skills for mastering life stress. As a matter of fact, overusing sedative drugs can encourage a passive acceptance of external stressors and a passive approach to controlling one's stress action. In the alternative, reading, games and sports, performing new but interesting tasks and travelling are very useful emotional relievers. They take the mind away from its frustrations.

**4. Religion**

Religion is an important means of coping with stress. Some individuals place their hopes and faiths in God/Allah to solve their problems, and turn the cheek when faced with unpleasant situations. This is repression of the conflict

but does not remove the conflicting situation, except through God's grace/ miracle. On the other hand, religious activity serves as means of coping with stress. For instance, in virtually all Christian churches in the urban areas, the lower class persons form choir and fellowship groups. The singing and house visitations, which are the main functions of such organisations, are psychological avenues for coping with stress. The various elements of religious practices like fasting, prayers and offering sacrifices are also found to be viable coping techniques of stress management. Thus, we can, with due apology to Karl Max that Religion is the Opium of War (Iwuji, 1990)

**5. Physical Exercise**

Physical exercise is a highly effective technique for reducing stress. This has been attested to by people who build regular exercise into their daily lives, as well as by controlled studies of its physiological and psychological benefits. Unlike the use of sedative drugs, exercise is an active approach to coping with physiological reactions to stress. It is therefore advisable that one should plan some form of strenuous exercise in one's schedule of activities at least twice or more a week. Brisk walking, tennis, basketball, jogging, swimming, volleyball, squash are examples of exercises one can make his or her choice. One should however avoid pushing oneself too hard or get too competitive, that can also be stressful, thereby defeating the purpose of

exercise. To help keep tension from building up between regular exercise periods, a minute or two taken to stretch out-arms, body and legs every three-our interval of the daily activities can be very useful (Iwuji, 1990)

**6. Deep Breathing**

Ikeotuonye and Bashmir (1989) were of the view that in minor cases of stress and anxiety, deep breathing can be of tremendous help. It increases the intake of oxygen which is an aid to the body in reducing tension. That, even in very stressful situations, deep breathing provides a lot of sustaining power for one. The tendency for people to hold their breath in stressful situations is a factor in building tension.

**7. Balanced Diet**

An important factor in stress management is feeding on balanced diet. A properly balanced diet is one which contains all the essential nutrients required for the health and optimum upkeep of the human body. Starchy and sugary foods are needed for the expression of energy and heat. Such foods are; *garri*, *tuwo*, yam, all flour products, cereal, potatoes, bananas, sugar, honey, and so forth. Fatty food and oils are needed also for body heating purpose; these consist of butter, margarine, vegetable oil of all kinds and others. Protein foods are needed for bodybuilding and are also used to repair body tissues. Protein foods include meat, cowpeas, soya beans and other leguminous grains,

fish, egg milk, etc. The minerals and vitamins needed in the body are supplied through fruits and vegetables. Starch, fat and protein foods all tend to raise the toxic content of the body tissues.

Excess of toxic wastes in the body usually causes stress or disease. To establish a proper balance it has been estimated that about 75 percent of the dietary should consist of fruit and vegetables, and 25 percent of the necessary starches, fats and proteins. However, over eating can always cause stress, but on the other hand, stress not due to wrong dietary can make the person hungry; because under stress generally, one's nutritional needs increases as the body uses food faster. Vitamin C for example is metabolized rapidly. A well-balanced diet as suggested above can help one to recover from the effects of such stress. Other suggestions are to increase fluid intake; eat fruits to make up for vitamin C and potassium; cereals for vitamin B and avoid sugars, caffeine and nicotine (or smoking) (Iwuji, 1990).

**8. Getting Enough Sleep**

Sleeping is a period of rest during which the sleeper loses awareness of his surroundings. When a person falls asleep, all activity decreases and the muscles relax. Most adults require 71/2 hours sleep per night on the average. Regularly depriving oneself from sleep can prevent the body and mind from storing themselves. Resting or lying quietly can help, but there is no substitute

for sleep. People who are deprived of sleep loose energy and become quick-tempered. Concentration becomes difficult, as the person gets distracted from the task at hand, consequently, making mistakes even at routine times.

**9. Relaxation**

Relaxation has been found to be one of the most effective ways of controlling stress. The point: is that after a long stress-filled day it is important to relax, try taking a nap or bath. Meditating quietly alone for several minutes or reading newspapers or magazine may help one to relax. Pick hobbies or games, which one can enjoy. To get the maximum benefit, one's hobbies should be different from one's work, and they should be fun. Relaxation is acquired through practice. After it is acquired, it can then be used as a method of controlling stress-induced arousal. The following exercises may help you appreciate the pleasant feelings produced by progressive relaxation (Aguulana, 1998).

Deep breathing may help one to relax. Take a deep breath. Hold it for about three seconds, and then let it out all at once (with a sigh if so desired). An alternative is to inhale deeply through the nose, filling the lung from bottom to top while counting to three. Hold the breath for three more counts. Exhale slowly through the mouth for three counts, and then relax to the count of three. Repeat this pattern of threes for several minutes. Another method is

while seated place your right hand on your right knee and close your eyes. Make fist with your right hand. Focus your attention on the cramped sensations in your right hand and forearm for about five seconds. Then relax by letting your fingers extend slowly. Feel the contrast as the tension flows out and pleasant feelings of relaxation flow in. After repeating these two or three times, you may beg to notice a warm, heavy, or tingling sensation as the hand and forearm became deeply relaxed (Aguulana, 1998).

An ideal relaxation condition is one in which you can daydream. Close your eyes and take a trip to a world of fantasy. Fancy yourself in an ideal sport relaxation (this sport can be real or imagine). Someone can imagine being in a Five Star Hotel for example which is air conditioned (cooled), rugged and furnished with a coloured television with beauty programmes. You can imagine being there alone with your spouse or friend and having a good time. In addition to all the measures discussed above coping with stress also means balancing your personal-social and work related activities. It is necessary to:

a. develop a variety of interests, activities, relationships.
b. balance work with recreation or relaxation.
c. avoid keeping anxiety and anger to yourself, talk to someone who cares about your problems.
d. set reasonable personal expectations and goals

e. learn to accept what cannot be changed.

f. learn to say "no" to requests you cannot reasonably handle.

g. reduce environmental stress, such as excessive noise from people, market, machine, or animals and overcrowded conditions.

h. organize your time and have time for everything and everything for its time. That is, there must be time management to avoid time pressure, which can degenerate into frustration and stress.

**10. Crying**

Ikeotuonye and Bashmir (1989) stated that it is a common knowledge that people, particularly women, cry in very stressful situations such as death of loved one, divorce, personal injury, loosing one's job, extremely good news and winning a competition. Crying according to them is expected to help the individual to release tension and so get some relief. Hence, some people, particularly children, can cry themselves to sleep. By the time they wake up, their sustaining power is restored.

The author's recommendation is: cry if you must, but do not over do it. They pointed out that in a number of counselling sessions, some women who found it extremely difficult to talk about their experiences were able to do so after a good cry. A humorous suggestion is that one of the reasons why women on the average live longer than men is that they cry and talk about

their stressful experiences while men usually bottle up their tensions. In this way as tension builds up, sooner than later it reaches an unbearable stage and then explodes. And the end result as you may guess... is "death."

**11. Avoidance of the Source of Stress**

Ikeotuonye, (1993) was of the view, "it is advisable for the individual to avoid the source of stress if at all possible." Ikeotuonye told a story of his experience or discovery that there was a man who formed the habit of watching wrestling on the TV. Each time he did, he became nervous, restless and unhappy. Ikeotuonye had to go to bed loaded with stress and anxiety. He had restless sleep and would wake up in the morning tired, and fed up with a day that was about to start. This continued for sometime, then he decided to seek for counseling (Ikeotuonye, 1989).

The counseling interviews revealed that the counselee was meek and gentle. He hated wickedness in all forms. Thus, he saw wrestling as a wicked sport. Instead of deriving pleasure from watching it, he got a heavy load of stress and anxiety. The counselling which took place ended in a simple and directive possible solution. The counselee was to avoid watching the programmes. He tried out that solution and his problem ended. "There was also the case of a woman who usually joined a number of other women in the neighbourhood for a chat as the last thing at night before going to bed. The

topics usually discussed related to death and dying, witches, childlessness, divorce and other negative phenomena. The unfortunate young lady would go to bed anxious, nervous, and full of fear. It was usually very difficult for her to get a good sleep. It was explained to her in counselling that an individual's mood before going to bed could affect his or her mode of sleep. The individual could even experience terrifying dreams relating to his or her experience before going to bed.

The counselling outcome was for the woman to avoid the late evening discussions of the kind she narrated. She did and her problems were over. Olubunya (2005) stated that curbing or coping with stress will go a long way in ensuring that we live better, healthy lives and at the same time, help us to achieve our potentials in the work place. This means that we are in a better position to manage ourselves and also manage our responsibilities at work. To be physically competent to carry out your responsibilities as a leader, you have to be emotionally fit and stable. There are several strategies you can adopt to cope with stress and some of them include the following:

**12. Identify the problem:**

The best way to explore the scope and cause of stress in our lives is to be very attentive to our bodies and our environment. We always make the mistake of being too busy that we ignore the little signs/warnings our bodies

give us. Before we realize this, it becomes a big issue. Ask yourself the root cause(s) of your problem(s) and give honest answers to yourself. Try to recognize your pace and limitations. And above all, listen very carefully to your body and avoid those things that trigger stress responses in you.

**13. Time Management:**

You should effectively manage your time. Creating a balance between work and family or personal life is very important. It is also very important for logistics and planning. Trying to take care of everything at once can seem overwhelming and as a result, you may end up not accomplishing anything. Instead, make a list of what tasks you have to do and how you want to go about achieving them. Do one thing at a time, checking each, as they are completed. Have a priority list and always start with the important ones first. This you will find will go a long way in increasing your productivity. A very effective way of doing this is to have a plan in the form of a calendar, roster or activity memo, and always work with your plan. It helps to do the right thing at the right time. So, plan your time to avoid working under pressure when deadlines approach (Olubunya, 2005).

Always work with your staff and all those working with you. Have more interactions in forms of meetings with your staff so as to share ideas and sort out complicated details. It also gives you the opportunity to know who

needs assistance and who needs to be commended. This also promotes team spirit and will also ensure that you do not get stressed- up at the wrong time, when reports are due or projects/activities are long over due.

You do not always have to be right. Hard as that may sound, you do not always have to be right. Things do not always have to be done your way. Keep an objective mind to what others have to contribute. Try cooperation, instead of confrontation. You will realize that it is actually better than always fighting and trying to assert your position as a leader. You may feel you are giving up your rights, instead, I will say you are portraying excellent leadership characteristics, by giving others the room to make decisions and contributions.

**14. Take care of yourself:**

You are very special. You are your most valuable asset. Get enough rest and eat well. Make a place for rest in your busy schedule. If you are irritable and tensed up as a result of lack of sleep, or if you are not eating correctly, you will have less ability to cope and deal with stressful situations.

**15. Make time for fun:**

As earlier discussed, schedule time for work and recreation. Play can just be as important to your well- being as work. You need a break from your daily routine to just unwind, relax and have fun. Exercise is also very

important. You will find out that you are better equipped to face challenges ahead.

**16. Know your limits:**

You should be able to realise that you can not achieve everything. If a problem is beyond your control and cannot be changed at the moment, do not fight the situation. Learn to accept what is for now, until such a time when you can change it. It prevents you from unnecessary worries and anxieties.

**Share your stress:** It helps to talk to someone about your worries and concerns, perhaps, to a friend, colleague, family member or a counsellor. If you feel the problem is very grave, you might consider seeking professional help from a psychologist, psychiatrist or a social worker. Knowing when to ask for help will go a long way to avoid serious problems in future.

These are by no means the solutions but they are definitely great ways you can curb and cope with stress. Remember, the most valuable asset you have is yourself. You should therefore do all you can to take care of yourself. Unless you are fit; physically, emotionally and psychologically, you cannot be productive as leaders. Adopting healthy lifestyles mean you can concentrate better and be more energetic in what you do. By understanding how stress affects you as an individual, you will be able to come up with your own ideas on how to ease the tension and difficulties associated with stress.

In summary, the effect of stress can be viewed under four dimensions: emotional, physiological, behavioural and cognitively. Zimbardo (1980) remarked that emotional factors have been clearly demonstrated in the development of some ulcer cases, high blood pressure, migraine, low back ache, dermatitis, obesity, asthma as well as other ailments. Physiologically, Cannon, et al (1990) observed that the effect of physiological disruption falls into two major categories, the first consists of symptoms of the muscles, which causes tension, resulting in soreness, shakiness and tightness of the muscles. The second arouses the internal organs and results in the dryness of the mouth, palm, cold hand, racing heart and upset stomach, hot and cold spells. Hellrielgel (1998) enumerated decreased performance, absenteeism higher accident rates, higher alcoholic and other drug abuses, impulsive, behavior and difficulties in communication. Cognitively, Maslow stress interferes with thinking, concentration and memory. Allport (1980) maintained that unclear stress, the ability to organized thoughts in a logical and coherent manner is impaired. Similarly, Ezeilo (1995) upheld that under stress, the cognitive process becomes rigid so that the individual has different perspectives or seeing the various alternatives available. Thinking then tends to be dominated by worries and self – evaluation, jumpiness, forgetfulness and confused state of mind.

Edstrom (1993) in the other hand, was of the view that directly or indirectly stress is known to be a major contributor to the leading causes of death. These include heart disease, cancer, asthma, diabetes, stomach ulcer, importance, infertility and a host of others. Edstrom explained that prolonged stress has been found to cause exhaustion, resulting in the feeling of extreme fatigue and little ability to fight illness. Extreme prolong stress results in a crisis. Crisis here refers to times when a stressful situation approaches or exceeds that adaptive capacity of individuals. Most often, crisis centers around a traumatic event where the individual is deeply depressed. Such a crisis situation it is believed, can lead to potentially fatal conditions which include cardiac arrest and shock.

Many stressful events are known to have harmful health consequences which are numerous, and varied. Individuals under stress become aggressive, destructive awkward, anxious, depressed which can lead to all sorts of ailments. These effects of stress have important implications for personal as well as organizational life, the advice he gave was that, the more we become aware about the effects of stress on the body, the more apt we should act, leading to the royal road of curtailing stress. He said that our resilience and ability to cope with situations when they arise will be therefore greatly enhanced. Edstrom stated that life without stress is not healthy. It is not even

possible, what is dangerous to health, is in fact wasteful, excess/unresolved stress, that stresses over-loading weight down the individual, wears him or her out, tears him/her down, and may kill, in fact "kills".

## 2.7 Empirical Studies

The following empirical studies related to this research work were reviewed.

Nwajei (2009) conducted a research on Urban Stress and Contemporary Life. The researcher determined the sources and effect of stress among women. The researcher used survey research design with a population of 1820 including teachers and students. Sample size was 121 selected randomly. Questionnaire was the only instrument for data collection. The data collected were presented in tables and percentages, this were closely followed by interpretations of the data analyzed. After the presentation and analysis of data, the following findings were obtained:

- that environment, home, workplace were sources of stress
- that depression, migrainous headache were some of the effect of stress

The present work is related to the past research, because both research works discuss sources, effect and management of stress. Thus, the work has been found to be fundamental to the current work especially in the

arrangement of literature review referencing. However, there was no location in the researcher's work.

Otiono (2009) conducted a study on Stress and Stress Management in Contemporary Life: A must for the Nigerian Student. Three objectives were raised for the study, which included determining the causes of stress among Nigerian students, to determine the management strategies of stress among Nigerian students. This researcher used survey research design and a sample population of 124 students. The researcher found that academic pressure, noise pollution, etc were causes of stress and that stress caused a lot of sicknesses like peptic ulcer, migraine headache, etc. The researcher suggested that students should set aside time to rest, avoid too much routine, ask for the need of others, and so forth.

The study is relevant to the current work, they both discussed the effect and management of stress extensively and because the researcher's findings, conclusions and recommendations helped the current research in the choice of objectives. The findings of the work helped the researcher to raise the specific objectives of the current research, although the researcher did not test any hypothesis, if not better findings would have resulted.

In addition, Ogbe and Eboh (2009) conducted a research on Rating Stressors as a Major Problem of Urban Dwellers: A Study of Warri Metropolis

and Environs. The objectives of the work included; identifying the major stressors in Warri and environs and placing them in hierarchical structure as identified by the city and environs dwellers. Research questions were formulated in line with the objectives. The researcher adopted survey research design and a sample population of 232 students were used. Four rating scale structured questionnaire was the instrument used for data collection. The data collected were subjected to analysis using percentages and frequencies and the findings of the work included:

- that Warri dwellers believed that high cost of living was the highest stressor in Warri and environs.
- that husband and wife being absent from home, frequent cases of fire accident were not seen as a major stressor because their occurrence is rare.

The researcher recommended that as the major stressors in Warri are linked with the problems of industrialization, migration and urbanization, resulting in large population, health educators should emphasize the need to own a small family size as a means of controlling population while rural-urban migration should be discouraged.

The current research is related to this work in that they are both on stress, its causes, effect and management. They both used the same rating

scale to rate the responses of the respondents. The researcher also got some literatures from this work. However, the researcher failed to formulate null hypotheses to further probe into the research questions.

Gimba (2006) carried out a study on the Office Logistics and Planning: Strategies to Curbing/Coping with Stress for Women Leadership. The researcher raised three objectives of study which included; investigating the effect of stress among women; to ascertain the causes of stress among women. Research questions were also stated and the researcher used survey research design in the methodology, the population for the study was sixty (60) women only.

The instrument used for data gathering was questionnaire. The researcher found among others that, stress can lead to divorce. Gimba recommended among others that women should exercise regularly, check their eating habit, manage their time well, and so forth.

The work is helpful to this current research work as it drew the attention of the researcher to some of the sources and effect of stress. It is also of help to this current research in that one of the researcher's recommendations; time management is extensively discussed in the current research. However, the population was too few.

In another study conducted by Olagunju (2004) on Psychological Management of Stress among Nigerian Women in Ogun State. The researcher raised three objectives which included; to find out the relationship between religious background and management of stress among Nigerian women, to examine the relationship between the occupation of Nigerian women and the levels of stress. The researcher used survey research design and a sample population of 100 working women in Ogun state. Questionnaire was used to collect data from the respondents which were analysed simple percentages and chi-square. The findings reported by Olagunju (2004) included, that religion had strong influence on women, this probably confirmed the fact that some women, especially Muslims, because of their Muslim injunction are not allowed to take any job and therefore, they have less problem. The researcher concluded that stress is present among working women. The researcher's recommendations included; there is the need for public enlightenment through seminars, conferences, workshops and adequate communication system of the importance of women in the society.

The work strongly motivated the current research work in that it explained management of stress extensively. However, the sample of the study can be increased in order to have a wider coverage for adequate policy making and implementation.

## 2.8 Summary of Related Literature

The concept of stress was defined by different authors in this work which include the definition by Maisamari (1996) who defined stress as an action or situation that places special psychological demands upon a person or anything that can unbalance his/her individual equilibrium. Sources of stress were clearly enumerated and discussed. Effects of stress were discussed which include, decrease in performance, high blood pressure and so forth. The work also discussed the manifestations coping/management strategies of stress which include; building up general health through proper nutrition, rest, exercise and other positive health practices. Empirical studies related to this work were reviewed, these included the work of Olagunju (2004), Gimba (2006), Otiono (2009), Nwajei (2009) and Ogbe and Eboh (2009).

# CHAPTER THREE

# RESEARCH DESIGN AND METHODOLOGY

This chapter focuses on the methodology to be used for the study under the following sub headings:

3.1 Research Design

3.2 Population for the study

3.3 Sample size and sampling procedure

3.4 Instrument for data collection

3.4.1 Validity of the Instrument

3.4.2 Pilot study

3.4.3 Reliability of the instrument

3.5 Procedure for Data collection

3.6 Procedure for data analysis

## 3.1 Research Design

Research design is a plan or structure through which the researcher is guided towards conducting the research work. Survey research design was adopted for this study. This design according to Olayiwola (2007) is an effective way of gathering data from different sources within short time at a relatively cheaper cost. Descriptive surveys or studies also serve as direct

sources of valuable knowledge concerning human behaviour. Descriptive studies are helpful in planning various educational programmes and school census. Ary, Jacobs and Razavieh (2002) also opined that survey design permits the gathering of information from a large sample of people relatively quickly and inexpensively

## 3.2 Population for the Study

The population for this study was comprised of all the female workers in Zaria metropolis. There are a total of 3,947 female workers in the metropolis divided into two thousand six hundred and eighty eight. The detail of this is shown in appendix II and the summary is as given in (2688) for Governmental organizations and one thousand two hundred and fifty nine female workers in non- Governmental organizations. The summary of population is presented in Table 3.1.

**Table 3.1 Population for the Study**

| S./No | Organization | Number of employed Women |
|---|---|---|
| 1. | Governmental organizations | 2,688 |
| 2. | Non- Governmental organizations | 1,259 |
| | **Total** | **3,947** |

**Source**: Various Organizations, (2010).

## 3.3 Sample and Sampling Procedure

From the population of the study a sample of one hundred and seven (107) employed women were selected, this represents 5% of the total population which is in line with the suggestion of Okeke (1999) who stated that if the population of a study runs into thousands a sample of 5% or less should be considered.

In addition, stratified random sampling technique was used to divide the Local Government Area into districts and simple random sampling technique was used to select 5% of employed women from each district. The selection was done proportionately. The breakdown of the sample size is as shown in Table 3.2.

**Table 3.2 Sample Size for the Study**

| S./No | Organization | Number of employed Women |
|---|---|---|
| 1. | Governmental organizations | 134 |
| 2. | Non- Governmental organizations | 63 |
| | **Total** | **197** |

Sample = $\frac{\text{Total number of LGA Population X assumed sample}}{\text{Total Population}}$

Sample % = Number of each population / Total population X 100

## 3.4 Instrument for Data Collection

A questionnaire tagged Female Workers Questionnaire (FWQ) was designed by the researchers for data collection. The questionnaire is divided into five sections A, B, C, D and E. Section 'A' comprised of personal information of the respondents such as age, qualification and years of experience. Section 'B' consists of items drawn on sources of stress among working women. Section 'C' consists of items drawn on the effect of stress on managing the home. Section D consists of items drawn on the effect of stress on job/tasks performance. Section E consists of items drawn on the management strategies of stress. The breakdown is as given in Table 3.3.

**Table 3.3 Breakdown of the Items**

| Research question | Items | Focus of the items |
|---|---|---|
| 1 | 1 – 12 | Sources of stress among female workers |
| 2 | 13 – 17 | Effects of stress on managing the home |
| 3 | 18 – 22 | Effect of stress on job tasks performance. |
| 4 | 23 – 29 | Management strategies of stress among women. |

The items are structured or closed ended. They are placed on Strongly Agreed (SA), Agreed (A) Disagreed (D) and Strongly Disagreed (SD).

### 3.4.1 Validity of the Instrument

The validity of the instrument was determined by two senior lecturers from the Department of Vocational and Technical Education A.B.U. Zaria and the researcher's supervisors. These experts critically examined the instrument with respect to its fitness for the purpose of this research work. Their comments and corrections improved the structure of the items.

### 3.4.2 Pilot Study

After necessary correction of the instrument, a pilot study was conducted in Jos Metropolis in Plateau state, using thirty (30) employed women. This Metropolis is not part of the population of the study, but the choice of it was influenced by its location (closeness) and having the same characteristics with the study area. The data collected were analyzed using descriptive and inferential statistics. All the ambiguous items were detected and corrected.

### 3.4.3 Reliability of the Instrument

The reliability of the instrument was determined by the statistical analysis of the data collected from the pilot study. The split-half method was used to determine the reliability of the instrument; the instrument was divided into two halves of odd and even numbers. The spearman rank order correlation coefficient was used to calculate the reliability estimate of one half (odd numbers) and Spearman Brown Prophecy Formula was used to calculate a reliability estimate of 0.81 for the whole instrument. This reliability coefficient was positive and high, hence this instrument is reliable and stable. Nworgu (2006) stated that reliability of 0.80 and above is very high and the instrument for which it is calculated is reliable and stable.

## 3.5 Procedure for Data Collection

The researcher engaged a research assistant who was trained on how the instrument is to be administered. The researcher and research assistant both administered the questionnaire in Zaria Metropolis. The respondents were given two days to fill the questionnaire after which the researcher and the research assistant went back and collected the questionnaires. The whole exercise took two weeks to be completed.

## 3.6 Procedure for Data Analysis

The data collected for this study was analyzed using frequencies and percentage for personal data of the respondents. Percentages and Means were used to analyze the data that answered the research questions. Inferential statistics will be used to test the null hypotheses. Chi-square statistic was used to test the null hypotheses one and four since they are test of relationship and t-test was used to test hypotheses 2 and 3. Chi- square formula is given as:

$$X^2 = \frac{(0 - E)^2}{E}$$

The observed frequencies were the score of responses from the respondents and expected frequencies were calculated using the formula

$$\text{Expected frequencies} = \frac{\text{Row total x Column Total}}{\text{Grand Total}}$$

While null hypotheses two and three were tested with t-test statistic. All the null hypotheses were tested at 0.05 level of significance. In the analysis Strongly Agreed and Agreed were taken as "Agreed" while Disagreed and Strongly Disagreed were taken as "Disagreed".

**Decision Rule:** A mean score of 2.50 and above was considered as agreed while a mean score of 2.49 and below was considered as disagreed. For the hypotheses, if the calculated t-test and Chi-square is less than the critical value of t-test and Chi-square, the null hypothesis is retained. On the other hand, if

the calculated t-test and Chi-square is greater than the critical value of t-test and Chi-square, the null hypothesis is rejected.

# CHAPTER FOUR

## PRESENTATION AND ANALYSIS OF DATA

The research work was on sources and management strategies of stress among female workers in Zaria Metropolis in Kaduna State. The chapter gives the report of the research findings based on data collected from female workers. The data collected from the female workers were analyzed. The first part of the chapter consists of the demographic variables of female workers which are presented in tables of frequencies and percentages. The second part of the chapter is made up of the analysis of the main variables relating to the sources and management strategies of stress among female workers in Zaria metropolis in Kaduna state. This section was analysed in line with objectives and research questions. The analyses were summarized into agreed and disagreed. Decision on each of the items were based on the female workers opinion in weighted mean score calculated based on the four point interval used in the study. It is calculated thus 4+3+2+1 = 10 = 2.5

Items with mean score of 2.50 and above were considered as agreed while items with mean value of 2.49 and below were considered as disagreed. The last part of the chapter is made up of the test of hypotheses and discussion of the findings from the data analysed.

## 4.1 Demographic characteristics of respondents

One hundred and ninety seven (197) respondents from Zaria metropolis were involved in the study. Their demographic variables were selected in line with the topic under study. The analysis of demographic characteristics are presented in tables 4.1.1 to 4.1.6 as follows

**Table 4.1.1 Distribution of Respondents by Age**

| Age | Frequency | Percentage (%) | Ranking |
|---|---|---|---|
| 21-30 years | 52 | 26.40 | 2nd |
| 31-40 years | 87 | 44.16 | 1st |
| 41-50 years | 42 | 21.32 | 3rd |
| 51-60 years | 11 | 5.58 | 4th |
| 61 and above years | 5 | 2.54 | 5th |
| **Total** | **197** | **100** | |

Table 4.1.1 indicated the distribution of respondents by age. It showed that 87(44.16%) fell in the age group of 31-40 years. The data also revealed that 52 of the respondents representing 26.40% fell in the age group of 21-30 years, followed by 42(21.32%) in the age group of 41-50 years. Next in the hierarchy were 11 (5.58%) who fell in the age group of 51-60 years. Only 5 respondents representing 2.54% fell in the age group of 61 and above. This Implied that majority of the respondents were in the middle age.

**Table 4.1.2 Distribution of Respondents by Occupation**

| Type of Organization | Occupation | Frequency | Percentage (%) |
|---|---|---|---|
| Government Workers | Civil Servants | 45 | 22.84 |
| | Medical Personnel | 15 | 7.61 |
| | Teachers | 52 | 26.40 |
| | Lecturers | 26 | 13.20 |
| | Tutors | 4 | 2.03 |
| | Law Enforcement Agents | 6 | 3.05 |
| Private Workers | Business | 24 | 12.18 |
| | Medical Personnel | 4 | 2.03 |
| | Teachers | 21 | 10.66 |
| | **Total** | **197** | **100** |

Table 4.1.2 showed the distribution of respondents by occupation. The workers are analyzed together (government and private workers). Teachers formed the majority of the respondents of this study with frequency of 73 representing 37.06%, next were the civil servants with 45(22.84%). Lecturers followed with 26(13.20%) and business women were 24 representing 12.18%. medical personnel that responded to the study were 19(9.64%) while law enforcement agents were 6(3.05%). Lastly there were 4(1.52%) tutors who responded to the study. This implied that teaching is a stressful job since majority of the respondents that responded to this study are teachers.

**Table 4.1.3 Distribution of Respondents by Years of Experience**

| No of years of working experience | Frequency | Percentage (%) |
|---|---|---|
| 1-5 | 23 | 11.68 |
| 6-10 | 19 | 9.64 |
| 11-15 | 49 | 24.87 |
| 16-20 | 46 | 23.35 |
| 21-25 | 49 | 24.87 |
| 26 and above | 11 | 5.58 |
| **Total** | **197** | **100** |

Table 4.1.3 revealed the analysis of the distribution of respondents by number of years of experience. The table showed that respondents who fell in the group of 11-15 years and 21-25 years of experience were both 49 representing 24.87%. This was closely followed by 46 respondents representing 23.33% who had between 16-20 years of experience. Next were 23(11.68%) respondents who fell between 1-5 years of experience. 19 respondents representing 9.64% fell in the category of 6-10 years while only 11(5.58%) fell in the category of 26 and above years of experience. This implied that majority of the respondents of the study were experienced workers.

**Table 4.1.4 Distribution of Respondents by Number of Children**

| Number of children | Frequency | Percentage (%) |
|---|---|---|
| No child | 33 | 16.75 |
| 1-5 | 118 | 59.90 |
| 6-10 | 42 | 21.32 |
| 11 and above | 4 | 2.03 |
| Total | 197 | 100 |

Table 4.1.4 showed the distribution of the respondents by number of children. It showed that 118(59.90%) respondents had between 1-5 children. Followed by 42 respondents representing 21.32% who had between 6 and 10 children. 33 respondents representing 16.75% had no child while only 4(2.03%) of the respondents have 11 children and more. This implies that majority of the respondents of this study are experienced mothers who could be faced with many responsibilities.

## 4.2 Analyses of Data to Answer Research Questions

Research Question One: What are the sources of stress among female workers in Zaria metropolis in Kaduna state?

**Table 4.2.1 Opinion of the Respondents on Sources of Stress Among Female Workers in Zaria Metropolis**

| | Item statement | Agreed | | Disagreed | | Mean score | Remark |
|---|---|---|---|---|---|---|---|
| | | F | % | F | % | | |
| 1 | Dead of spouse | 144 | 73.10 | 53 | 26.90 | 2.93 | Agreed |
| 2 | Divorce | 180 | 91.37 | 17 | 8.63 | 3.11 | Agreed |
| 3 | Marital separation | 123 | 62.44 | 74 | 37.56 | 2.75 | Agreed |
| 4 | Meeting with many demands at the same time (wife, mother, homemaker, employee) | 125 | 63.45 | 72 | 36.55 | 2.73 | Agreed |
| 5 | Victimization | 121 | 61.42 | 76 | 38.58 | 2.60 | agreed |
| 6 | Assertiveness | 92 | 46.70 | 105 | 53.30 | 2.42 | Disagreed |
| 7 | Physical unattractiveness | 127 | 64.47 | 70 | 35.53 | 2.87 | Agreed |
| 8 | conflicts | 143 | 72.59 | 54 | 27.41 | 3.08 | agreed |
| 9 | Frustration | 98 | 49.75 | 99 | 50.25 | 2.58 | Agreed |
| 10 | Pressure | 157 | 79.70 | 40 | 20.30 | 3.16 | Agreed |
| 11 | Low salaries | 117 | 59.39 | 80 | 40.61 | 2.63 | Agreed |
| 12 | Personal injuries/illness | 110 | 55.84 | 87 | 44.16 | 2.60 | Agreed |
| | **Aggregate mean score** | | | | | **2.79** | **Agreed** |

From table 4.2.1, item one gave a mean score of 2.93 which indicated that majority 144(73.10%) of the respondents agreed that dead of spouse brings about stress among female workers in Zaria metropolis. Item 2 in the table had a mean score of 3.11 which revealed that divorce is a source of stress among female workers in Zaria metropolis. 123 female workers representing 62.44% agreed that marital separation is a source of stress among female workers. This was supported by a mean score of 2.75, only 74(37.56%)

disagreed. Item 4 was agreed to by 125 (63.45%) of female workers as against 72(36.55%) disagreed; this item had a mean score of 2.73. item 5 of the table showed that 121(61.42%) agreed that meeting with many demands at the same time is a source of stress among female workers. Item 6 in the table gave a mean score of 2.42 which revealed that female workers disagreed that assertiveness is a source of stress among married female workers. Item 7 in the table which sought to determine whether physical unattractiveness is a source of stress among female workers. Responding to this item, 127 female workers representing 64.47% agreed with a mean score of 2.87. Female workers agreed to item 8 of the table with a mean score of 2.87. Female workers agreed to item 8 of the table with a mean score of 3.08. Item 9 had a mean score of 2.58 which showed female workers agreed that frustration is a source of stress. 157 (79.70%) of the respondents agreed to item 10 with a mean score of 3.16. Respondents also agreed to item 11 and 12 of the table. The mean score of items 11 and 12 are 2.63 and 2.60 respectively.

On the overall table 4.2.1 showed an aggregate mean score of 2.79 which indicated that all the factors in the table are sources of stress.

Research Question Two: To what extent does stress affect the management of home by female workers in Zaria metropolis in Kaduna state.

**Table 4.2.2 Opinion of female workers on effect of stress on management of home by female Workers**

| s/no | Item statement | Agreed | | Disagreed | | Mean score | Remark |
|---|---|---|---|---|---|---|---|
| | | F | % | F | % | | |
| 1 | Poor planning. | 144 | 57.87 | 83 | 42.13 | 2.51 | Agreed |
| 2 | Lack of concentration on household works. | 134 | 68.02 | 63 | 31.98 | 2.91 | Agreed |
| 3 | Poor interpersonal relationship with spouse. | 80 | 40.61 | 117 | 59.39 | 2.26 | Disagreed |
| 4 | Lowers sexual drive. | 133 | 67.51 | 64 | 32.49 | 2.74 | Agreed |
| 5 | Fatigue and ill health. | 167 | 84.77 | 30 | 15.23 | 3.19 | Agreed |
| 6 | Goals and projects are not achieved. | 123 | 62.44 | 74 | 37.56 | 2.62 | Agreed |
| 7 | Poor interpersonal relationship with children | 115 | 58.38 | 82 | 41.62 | 2.86 | Agreed |
| | **Aggregate mean score** | | | | | **2.73** | **Agreed** |

From table 4.2.2, there was a good agreement by the respondents that stress had negative effect on the home management of female workers as indicated by the aggregate mean score of 2.73 in the table. For example, 144 representing 57.87% of the female workers involved in this study as shown in item 1 of the table were of the opinion that stress leads to wrong planning of household activities of female workers. Respondents also agreed that stress makes female workers loose concentration on household activities as indicated in item 2 of the table. In item 3 of the table 117 (59.39%) respondents disagreed with a mean score of 2.26 that stress helps to mobilize the female workers to make appropriate responses to family issues. The respondents agreed to the rest of the items in (4 - 7) table 4.2.2.

Research Question Three: To what extent does stress affect the job/tasks performance of female workers in Zaria metropolis in Kaduna state?

**Table 4.2.3 Opinion of Female Workers on the Effect of Stress on Job/Tasks Performance**

| S/no | Item statement | Agreed | | Disagreed | | Mean score | Remark |
|---|---|---|---|---|---|---|---|
| | | F | % | F | % | | |
| 1 | Poor attitude/zeal to work | 112 | 56.85 | 85 | 43.15 | 2.58 | Agreed |
| 2 | Poor job performance indices. | 110 | 55.84 | 87 | 44.16 | 2.60 | Agreed |
| 3 | Longer time in tasks accomplishment. | 118 | 59.90 | 79 | 40.10 | 2.53 | Agreed |
| 4 | Effects on intellectual capacity. | 141 | 71.57 | 56 | 28.43 | 2.82 | Agreed |
| 5 | Prolong absenteeism | 130 | 65.99 | 67 | 34.01 | 2.82 | Agreed |
| | **Aggregate mean score** | | | | | **2.67** | **Agreed** |

From table 4.2.3, respondents agreed that stress makes female workers to feel lazy in carrying out their tasks. The mean score of the respondents on the item 1 was 2.58. 112(56.85%) of the respondents agreed while 85(43.15%) of them disagreed. In item 2 of the table 110(55.84%) of the respondents agreed that stressed female workers perform their job/tasks half hazardly. In terms of time taken for job completion, the respondents agreed that stressed

female workers take longer time to perform simple office tasks. This was seen in the mean score of 2.53 and percentage (59.90%) agreement. In item 3 and 4 of the table, the respondents were of the opinion that stress can lead to loss of memory and illness thereby affecting the job. The mean score of the items was 2.82 for both items. The number of respondents who agreed with the suggested notion of the items were 141(71.57%) and 130(65.99%) respectively. The aggregate mean score of 2.67 agreed that stress has negative effect on job/tasks performance of female workers in Zaria metropolis.

Research Question Four: What are the possible management strategies of stress used by female workers in Zaria metropolis in Kaduna state?

**Table 4.2.4 Opinion of Female Workers on Possible Management Strategies of Stress Used by Female Workers**

| | | Agreed | | Disagreed | | Mean | Remark |
|---|---|---|---|---|---|---|---|
| | **Item Statement** | **F** | **%** | **F** | **%** | **Score** | |
| 1 | Use of labour saving devices or equipment (blenders and vacuum cleaners). | 117 | 59.39 | 80 | 40.61 | 2.61 | Agreed |
| 2 | Balance diet | 98 | 49.75 | 99 | 50.25 | 2.48 | Disagreed |
| 3 | Regular exercise | 55 | 27.92 | 142 | 72.08 | 2.13 | Disagreed |
| 4 | Deep breathing | 110 | 56.84 | 87 | 44.16 | 2.61 | Agreed |
| 5 | Listening to soft music. | 120 | 60.71 | 77 | 39.09 | 2.68 | Agreed |
| 6 | Use of drugs. | 121 | 61.42 | 76 | 38.58 | 2.75 | Agreed |
| 7 | Gossiping | 112 | 56.85 | 85 | 43.15 | 2.59 | Agreed |
| 8 | Rest | 123 | 62.44 | 74 | 37.56 | 2.84 | Agreed |

| | | |
|---|---|---|
| **Aggregate mean score** | **2.59** | **Agreed** |

From the mean score of 2.61 for item 1 in the table, the respondents agreed that labour saving devices in homes and offices help reduce stress of female workers. This could be observed by the number of respondents that agreed 117(59.39%). Item 2 in the table showed a mean score of 2.48 which indicated that the respondents did not agreed that women adopt improvement in nutrition as a strategy to reduce stress, 98 (49.75%) agreed while 99 (50.25%) disagreed with this opinion. The respondents also disagreed that they do exercise before bed time as a strategy to reduce stress. The mean for this item was 2.13.

In item 4 of the table, 110 representing 55.84% of the respondents with a mean score 2.61 agreed that crying helps them to release tension therefore reduce stress. Only 87 (44.16%) disagreed with this item. The respondents agreed with a mean score of 2.68 that they listen to soft music to reduce their stress while 39.09% of them disagreed. Female workers take relaxer drugs and multivitamins to reduce stress. Responses to these items 6 and 7 showed that 121 (61.42%) and 112 (56.85%) agreed with mean score of 2.75 and 2.59 respectively. The respondents agreed with a mean score of 2.84 that they take rest during the days as a strategy to reduce stress. The aggregate mean score of

2.59 indicated that the respondents agreed that they used most of these strategies to reduce or manage stress.

## 4.3 Test of Hypotheses

Hypothesis I: There is no significant relationship between the sources of stress and stress management among female workers in Zaria metropolis in Kaduna state.

The result is presented in Table 4.3.1

**Table 4.3.1 Chi-Square Test on Sources of Stress and Stress Management**

| Variable | N | Mean | SD | | D.F | P | Decision |
|---|---|---|---|---|---|---|---|
| Sources of stress | 197 | 2.79 | 0.76 | 341 | 33 | 0.001 | S |
| Stress Management | 197 | 2.58 | 0.68 | | | | |

$X^2$-critical = 43.77 at 0.05

The result of the chi- square test in the table revealed that there is significant relation between sources of stress and stress management among female workers in Zaria metropolis. The observed chi-square index was 341. This value of calculated chi-square is greater than the critical value of 43.77 at 0.05 level of significance. This means that the null hypothesis that there is no significant relationship between sources of stress and stress management among female workers in Zaria metropolis was therefore rejected. This means

that stress management among female workers is significantly dependent on the sources of stress.

Hypothesis II: There is no significant difference on the effect of stress on female workers and their home management in Zaria metropolis in Kaduna State.

The result is presented in Table 4.3.2.

**Table 4.3.2 Paired Sample t-test Result on Effects of Stress on Female Workers' Home Management**

| Variable | N | Mean | SD | Std error | t-cal | D.F | P |
|---|---|---|---|---|---|---|---|
| Effects of stress | 197 | 2.73 | 0.78 | 0.35 | 3.26 | 196 | 0.006 |
| Home Management | 197 | 1.92 | 0.59 | | | | |

t-critical = 1.96 at 0.05

The result of the table revealed significant difference between effect of stress and female workers' home management in Zaria metropolis. The calculated t-test was 3.26 which is greater than the critical value of 1.96 at 0.05 level of significance. This implied that the null hypothesis that there is no significant difference on the effect of stress on female workers and their job performance in Zaria metropolis was therefore rejected. This implied that if there is no stress, homes will be better managed.

Hypothesis III: There is no significant difference on the effects of stress on female workers and their job/tasks performance in Zaria metropolis in Kaduna State.

The result is presented in table 4.3.3.

**Table 4.3.3 Paired Sample t-test Result on Effect of Stress on Female Workers job/tasks Performance**

| Variable | N | Mean | SD | Std error | t-cal | D.F | P | Decision |
|---|---|---|---|---|---|---|---|---|
| Effects of stress | 197 | 2.67 | 0.71 | 0.29 | 2.61 | 196 | 0.008 | S |
| Job/Tasks performance | 197 | 1.84 | 0.62 | 0.21 | | | | |

t-critical = 1.96 at 0.05

The result of table 4.3.3 revealed significant difference between effect of stress on female workers and their job/tasks performance in Zaria metropolis. The calculated t-test was 2.61 which is greater than the critical value of 1.96. This was supported by observed significant level (0.008) less than the fixed level (0.05) ($P < 0.05$). This indicated that the null hypothesis that there is no significant difference between the effect of stress on female workers and their job/tasks performance in Zaria metropolis was therefore rejected.

Hypothesis IV: There is no significant relationship between the management strategies of stress and risk of stress among female workers in Zaria metropolis in Kaduna State.

The result of the chi-square is presented in Table 4.3.4.

**Table 4.3.4 Chi-square Result on Management Strategies of Stress and Risks of Stress**

| Variable | N | Mean | SD | $X^2_{cal}$ | D.F | P | Decision |
|---|---|---|---|---|---|---|---|
| Risks of stress | 197 | 2.59 | 0.79 | 161.76 | 21 | 0.003 | S |
| Management Strategies of stress | 197 | 2.01 | 0.58 | | | | |

$X^2$-critical = 32.67 at 0.05

The result of the test in table 4.3.4 revealed significant relationship between management strategies of stress and risk of stress on female workers in Zaria metropolis. The calculated value of 161.76 is greater than the critical value of 32.67. This means that the null hypothesis that there is no significant relationship between management strategies of stress and risk of stress on female workers in Zaria metropolis was therefore rejected. This implied that the management strategies can reduce the risk of stress.

## 4.4 Summary of Findings

The major findings of this study are summarized below:

1. Management of stress among female workers in Zaria metropolis is dependent on the sources of stress.
2. Religious crises create fear among female workers and are source of stress among female workers.

3. Lack of social amenities creates stress among female workers
4. Stress has negative effect on the management of home by female workers.
5. Stress makes female workers to loose concentration on household workers.
6. Stress significantly affects the job/tasks performance of female workers in Zaria metropolis.
7. Stress makes female workers to perform their office duties half hazardly.
8. The risk of stress is significantly related to the management strategies of stress adopted.

## 4.5 Discussion of Findings

The sources and management strategies of stress among female workers in Zaria metropolis was investigated in this study. The result obtained in respect of research question one which revealed that the respondents agreed to almost all the items. It showed that stress can originate from different ways. Respondents agreed with a mean score of 2.93 that religious crisis create fear and causes stress among female workers in Zaria metropolis. This could be explained in terms of the crisis that has been experienced in the study area. This finding is in line with Olagunju (2004) who stated that anything that

creates fear can cause stress. The study arranged twelve factors that are sources of stress among female workers which the respondents agreed with. These include; cases of robbery, heavy traffic, conflict at home, noise and others. These sources are in line with Maisamari (2002) who listed sources of stress to include, conflict, inadequate social amenities, noise and others.

Another finding of this study is that stress significantly affects management of home by female workers. From the data on table 4.2.2, it could be said that stress leads to wrong planning of household activities of female workers as shown by 114 (57.87%) of respondents who indicated agreed. This finding was buttressed by Malcom (2005) who observed that nothing is done well under undue stress. It also revealed that what makes female workers feel rundown, loose concentration, lack of attention to the children. Respondents agreed to this item with aggregates mean score of 2.73. This could be explained in terms of the dual role that female workers perform which make them not to perform their domestic duties well. This finding is in line with Maisamari (2000) who observed that women perform multiple roles which make them vulnerable to stress.

The finding of this study also revealed that stress significantly affects the job/tasks performance of female workers in Zaria metropolis. Respondents agreed that female workers who are lazy cause delay in job/tasks performance,

absent themselves from office. This is in line with Edstrom (1993) who stated that stress can lead to low output. That stress can also lead to death thereby reducing number of workers.

Another finding of this study revealed that the risk associated with stress is significantly dependent on the management strategies adopted. The data analyzed in respect of this showed that respondents agreed with six items and disagreed with only two. It showed that labour saving devices reduce stress with a mean of 2.61, deep breathing; listening to soft music reduces stress. The items had aggregate mean score of 2.59. This finding was supported by Otiono (2009) who stated that stress is relative since no experience is stressful and of itself, that management strategies reduce risk of stress.

# CHAPTER FIVE

# SUMMARY, CONCLUSION AND RECOMMENDATIONS

## 5.1 Summary

The study was carried out to determine the sources and management strategies of stress among female workers in Zaria metropolis in Kaduna State. In order to achieve the objective of the study, four specific objectives were raised which included, to find out the sources of stress among female workers in Zaria metropolis in Kaduna State. In line with these objectives, research questions were formulated which included; what are the sources of stress among female workers in Zaria metropolis in Kaduna State? Based on the research questions null hypothesis were posited thus; there is no significant relationship between sources of stress and stress management among female workers in Zaria metropolis in Kaduna State. Review of related literature was presented under relevant headings. Survey research designed was used for the study. A total of one hundred and ninety seven (197) female workers sampled were used for the study. The data collected were presented in tables and analyzed using simple percentages frequencies. The null hypotheses were tested using chi-square and t-test at 0.05 level of significance.

The findings included among others that:

- Management of stress is significantly dependent on the sources of stress,
- Stress significantly affects the management of home by female workers in Zaria metropolis,
- Stress significantly affects job/tasks performance of female workers in Zaria metropolis.

## 5.2 Conclusion

Based on the findings of the study, it is concluded that female workers suffer from stress, which originates from different sources. This stress affects their job/tasks performance and the management of their homes. Since this is the case, female workers' home will have problem. This might be responsible for many broken homes. Stress also affects female workers' offices duties thereby reducing their productivity. This affects the organizations where female workers work and the whole society and therefore stress is considered to be one of the problems hindering the growth of the nation.

## 5.3 Recommendations

Based on the findings and conclusion of the study, the following recommendations are made by the researcher:

1. There is the need for the Federal Government to amend national policy on the minimum working conditions of service in favour of women (review of closing time, increase in maternity leave and others) because of the multiple role women play in the society.
2. Female workers should, as a matter of policy, take time to rest during the day to avoid over working.
3. There is the need for government and non-governmental organizations to organize public enlightenment through seminars conferences, workshops and adequate communication system on the management strategies of stress.
4. Annual leave should no longer be monetized so that female workers would have go to leave.

## 5.4 Limitations of the Study

The limitation of the study was the lack of cooperation from the respondents in filling and returning of the questionnaires. Another limitation was the difficulty faced in obtaining permission in offices where the study was conducted.

## 5.5 Suggestion for Further Study

It is suggested that further study can be carried out on the same area in other states to see whether similar results can be obtained and also in the following areas:

i. Management of stress among workers in Kaduna state.

ii. Study of this nature could be carried out on male workers, youths and school children.

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## APPENDIX I

Home Economics Section
Department of Vocational and
Technical Education
Faculty of Education
Ahmadu Bello University,
Zaria.
Kaduna State.
09th April, 2011

Dear Respondent,

## REQUEST TO FILL QUESTIONNAIRE

I am a postgraduate student of Home Economics section presently carrying out a research work on the "Sources and Management Strategies of Stress among Female Workers in Zaria Metropolis in Kaduna State". Therefore, attached questionnaire is to solicit your assistance and cooperation in providing the required information by ticking the items. It is purely an academic exercise for the award of Masters Degree in Home Economics Education. The information provided shall be treated strictly for that purpose.

Thanks for your cooperation.

Yours faithfully,

Chechet, Martha
(M.Ed/Educ/50777/05-06)

## APPENDIX II

## SECTION A

## PERSONAL DATA

**Instruction:**Please tick the appropriate box as it applies to you

**Age (in Years)**

a. 21 – 30 ( )

b. 31 – 40 ( )

c. 41 – 50 ( )

d. 51 – 60 ( )

e 61 and above ( )

**Educational Qualification**

a. Primary / Non formal Education ( )

b. Secondary Certificate ( )

c. OND ( )

d. NCE ( )

e. HND ( )

f. First Degree ( )

g. Master Degree ( )

h. Ph.d ( )

i. Professor ( )

**Marital Status:**

a. Married ( )

b. Single ( )

c. Divorced ( )

d. Separated ( )

e. Widow ( )

**Occupation**

a. Civil servant ( )

b. Medical personnel ( )

c. Business ( )

d. Teacher ( )

e. Lecturer ( )

f. Tutors ( )

g. Law Enforcement Agent

**No of Year of Experience**

a. 1 – 5 ( )

b. 6 – 10 ( )

c. 11 -15 ( )

d. 16 – 20 ( )

e. 21 – 25 ( )

f. 26 and above ( )

**No of Children**

a. No child ( )

b. 1 – 5 ( )

c. 6 – 10 ( )

d. 11 and above ( )

**SECTION B**

**Instruction**: Please tick the appropriate response column as it applies to you. Key SA stands for strongly agreed, A – Agreed, D = Disagreed and SD = Strongly Disagreed.

| ***Sources of stress among women*** | | | | | |
|---|---|---|---|---|---|
| **S/No** | **Items** | **SA** | **A** | **D** | **SD** |
| 1. | Dead of spouse | | | | |
| 2. | Divorce | | | | |
| 3. | Marital separation | | | | |
| 4. | Meeting with many demands at the same time (wife, mother, homemaker, employee) | | | | |
| 5. | Victimization | | | | |
| 6. | Assertiveness | | | | |
| 7. | Physical unattractiveness | | | | |
| 8. | conflicts | | | | |
| 9. | Frustration | | | | |
| 10. | Pressure | | | | |
| 11. | Low salaries | | | | |
| 12. | Personal injuries/illness | | | | |
| ***Effects of Stress on Managing the Home*** | | | | | |
| 13. | Poor planning. | | | | |
| 14. | Lack of concentration on household works. | | | | |
| 15. | Poor interpersonal relationship with spouse. | | | | |
| 16. | Lowers sexual drive. | | | | |
| 17. | Fatigue and ill health. | | | | |
| 18. | Goals and projects are not achieved. | | | | |
| 19. | Poor interpersonal relationship with children | | | | |
| ***Effect of Stress on Tasks Performance of Female Workers.*** | | | | | |
| 20. | Poor attitude/zeal to work | | | | |
| 21 | Poor job performance indices. | | | | |

| | | | | | |
|---|---|---|---|---|---|
| 22. | Longer time in tasks accomplishment. | | | | |
| 23. | Effects on intellectual capacity. | | | | |
| 24. | Prolong absenteeism | | | | |
| | ***Management Strategies in Reducing Stress*** | | | | |
| 25. | Use of labour saving devices or equipment (blenders and vacuum cleaners). | | | | |
| 26. | Balance diet | | | | |
| 27. | Regular exercise | | | | |
| 28. | Deep breathing | | | | |
| 29. | Listening to soft music. | | | | |
| 30. | Use of drugs. | | | | |
| 31. | Gossiping | | | | |
| 32. | Rest | | | | |