

**INFLUENCE OF OCCUPATIONAL STRESS ON WORK PERFORMANCE OF NON
TEACHING EMPLOYEES IN SELECTED TERTIARY PRIVATE COLLEGES IN
MAKADARA SUB COUNTY, NAIROBI**

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ABSTRACT.

Stress is considered a major global health challenge affecting the well-being of those working in human service sectors. This challenge not only impacts negatively on the psychological well-being of employees but also on their productivity and overall work performance. This is evident through chronic absenteeism, negligence, low motivation and violence and at their stations of work. The objectives of this study was to determine the prevalence of occupational stress, sources of occupational stress and "influence" of occupational stress among non-teaching employees in colleges and the coping strategies they employ in dealing with and reducing stress. The purpose of the study was to establish and explore the influence that occupational stress has on work performance of non-teaching employees in colleges in Makadara Sub County. The research design used was descriptive survey. Questionnaires were used as data collecting instruments. Stratified sampling and simple random sampling procedures were used to identify the sample size. This study was anchored on the Transactional Theory of Stress (TTS) by Lazarus and Folkman which proposes that an ongoing transaction between a person and the environment is the source of stress. The results of this study are expected to make significant contributions in service provision by equipping the non-teaching employees with relevant skills and knowledge, necessary for coping with stress. This study would also be beneficial to the management, Human Resource managers and the employers of these institutions since it would help them to adequately help their employees hence improved work performance. The study population was the non teaching employees drawn from all the departments of the selected tertiary private institution and the sample size constituted of fifty respondents. Data analysis was done thematically using (spss) statistical package for social science based on the objectives of the study. The researcher found out that stress was prevalent and the most troubling areas were; workload, relationships with work mates and supervisors, job descriptions, communication and lack of appreciation for employees and these negatively influenced work performance. It was therefore recommended that institutions should develop policies and strategies on stress management for employees, in order to improve employee work performance