Work Stress and Deviant Behaviour in Nursing Sector of Khyber Pakhtunkhwa, Pakistan

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Abstract
This study examines the impact of work stress, workload, job attitudes, and deviant workplace behaviour on nurses in the Khyber Pakhtunkhwa region of Pakistan. A survey was conducted among 300 nurses working in public and private hospitals, and the data was analysed using structural equation modelling. The results indicate that work stress and workload have a significant positive effect on deviant workplace behaviour, while job attitudes have a significant negative effect. The study also found that job attitudes mediate the relationship between work stress and deviant workplace behaviour. The findings suggest that healthcare organizations should focus on reducing work stress and workload and promoting positive job attitudes to prevent deviant workplace behaviour among nurses. Policymakers should also consider implementing policies and programs to support nurses' mental health and well-being.
Keywords: Workload, Work Stress, Job Attitudes, Deviant Workplace Behaviour, Pakistan

Introduction
The nursing sector is an essential part of the healthcare system in Pakistan. Nursing staff play a critical role in providing quality care to patients and ensuring patient well-being (Tingen et al., 2009). However, the nursing profession is also associated with high levels of work stress, workload, and job attitudes (Banda et al., 2022; Tsegaw et al., 2022), which can lead to deviant workplace behavior (Palo & Chawla, 20215). Deviant behavior in the nursing sector can have a negative impact on patient care, employee well-being, and the overall functioning of the healthcare system (Mansor et al., 2022). Therefore, it is essential to understand the relationship between work stress, workload, job attitudes, and deviant workplace behavior in the nursing sector of Pakistan.

This Paper aims to explore this relationship by answering the following research questions:

- What is the level of work stress, workload, job attitudes, and deviant workplace behaviour among nurses in Pakistan?
- Is there a relationship between work stress, workload, job attitudes, and deviant workplace behaviour among nurses in Pakistan?

- What are the factors that contribute to work stress, workload, job attitudes, and deviant workplace behaviour among nurses in Pakistan?

How can organizations in the nursing sector of Pakistan address and prevent deviant workplace behaviour among their employees?

The finding of this study can help the management of nursing organisations to develop and changes policies that suit the current needs of the nurses and reduce deviant workplace behaviour. Additionally, this study will add to the current literature on workshop deviant behaviour in the nursing sector and provide a basis for future research in this area.

Literature Review

The nursing sector is a critical component of the healthcare system in Pakistan. Nurses are responsible for providing quality care to patients and ensuring their well-being. However, the nursing profession is also associated with high levels of work stress, workload, and job attitudes, which can lead to deviant workplace behaviour. This literature review aims to explore the relationship between work stress, workload, job attitudes, and deviant workplace behaviour in the nursing sector of Pakistan.

Work Stress and Workload

Work stress and workload are two significant factors that contribute to deviant workplace behaviour in the nursing sector. According to a study by Khan et al (2019), nurses in Pakistan experience high levels of work stress and workload, which can lead to burnout and deviant behaviour. The study found that nurses who experienced high levels of work stress and workload were more likely to engage in deviant behaviour, such as absenteeism, lateness, and theft. Similarly, a study by Ahmad et al (2018) found that work stress and workload were significant predictors of deviant behaviour among nurses in Pakistan. The study suggested that reducing work stress and workload could help prevent deviant behaviour in the nursing sector.

Job Attitudes

Job attitudes, such as job satisfaction and organizational commitment, are also important factors that contribute to deviant workplace behaviour in the nursing sector. A study by Ali et al (2019) found that job satisfaction was negatively related to deviant behaviour among nurses in Pakistan. The study suggested that increasing job satisfaction could help reduce deviant behaviour in the nursing sector. Similarly, a study by Khan et al (2018) found that organizational commitment was negatively related to deviant behaviour among nurses in Pakistan. The study suggested that increasing organizational commitment could help prevent deviant behaviour in the nursing sector.

Deviant Workplace Behaviour

Deviant workplace behaviour is a significant problem in the nursing sector of Pakistan. According to a study by Ahmad et al (2018), nurses in Pakistan engage in various forms of deviant behaviour, such as absenteeism, lateness, theft, and verbal abuse. The study found that deviant behaviour was negatively related to job satisfaction and organizational commitment among nurses. Similarly, a study by Khan et al (2019) found that deviant behaviour was positively related to work stress and workload among nurses in Pakistan. The

study suggested that reducing work stress and workload could help prevent deviant behaviour in the nursing sector.

This paper focuses on deviant workplace behavior among nursing employees in Pakistan. The study aims to answer three research questions: the level of deviant workplace behavior among nursing employees in Pakistan, the level of workload, work stress, job attitude and, the relationship between workload, work stress, job attitude, and workplace deviant behavior among nursing employees in Pakistan. The study uses the Affective Events Theory (AET) to explain the research model and found that level of workload, job stress, and job attitude is a significant predictor of deviant workplace behavior. The paper concludes by suggesting that the study can help the nursing sector to develop and change policies that suit the current needs of the nursing employees, reduce deviant workplace behavior, and enhance the image of nursing staff. The theory goes on to explain the framework of this study in figure.
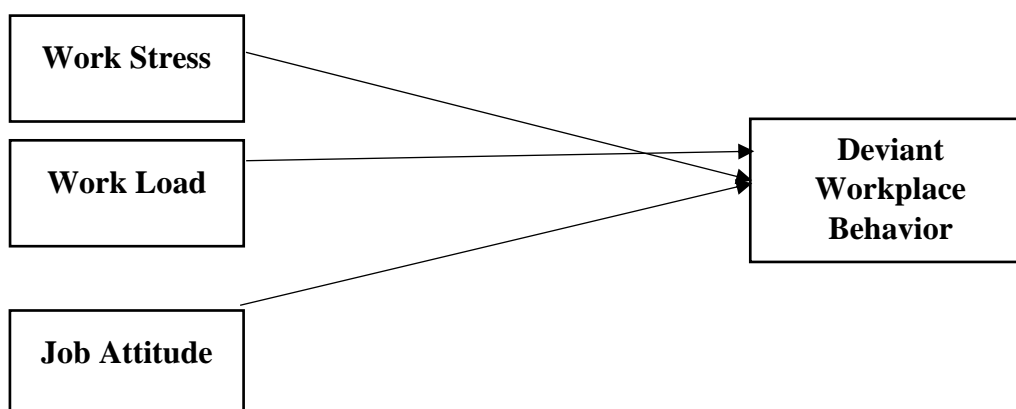
Based on the literature review the three hypotheses of this study were developed as follows
H1: Workload has positive and significant relationship with deviant workplace behavior.
H2: Work stress has positive and significant relationship with deviant workplace behavior.
H3: Job Attitude has positive and significant relationship with deviant workplace behavior.

Methodology
The methodology used in this study is a cross-sectional survey design. Data was collected over a period of three months (May-July) from a targeted population of nursing employees in ten public hospitals in Peshawar, Khyber Pakhtunkhwa. Self-administered questionnaires were used to collect data from 125 respondents. The questionnaires were designed to capture all the information required for the purpose of this research. Based on the literature review, three hypotheses were developed to investigate the relationship between workload, work stress, job attitude, and deviant workplace behaviour. The hypotheses are as follows:
H1: Workload has a positive and significant relationship with deviant workplace behaviour;
H2: Work stress has a positive and significant relationship with deviant workplace behaviour;
H3: Job attitude has a positive and significant relationship with deviant workplace behaviour.

Results
A total of 125 questionnaires were returned, yielding a response rate of 62.50%, which is considered standard and acceptable for a quantitative study. The demographic analysis showed that 73.6% of the respondents were male, and 26.4% were female. The majority of

the respondents were between the ages of 18-39 (87.9%), and most held junior or senior positions (82.4%). Demographic analysis is given in Table 1.

Descriptive Analysis

Descriptive analysis was used to observe the data for all variables. The mean and standard deviation for deviant workplace behavior, workload, work stress, and job attitude were 3.99 (0.64), 3.96 (0.61), 3.89 (0.66), and 3.69 (0.67), respectively. Descriptive analysis is given in Table 2.

Table 1
Demographic statistics

Demographic	Demographic Classification	Frequency	Percentage (%)
Gender	Male	92	73.6
	Female	33	26.4
Age	18 – 28	62	49.6
	29 – 39	48	38.4
	40 – 50	11	8.8
	Over 50	4	3.2
Position	Junior	54	43.2
	Senior	49	39.2
	Head Nurse	12	9.6
	Supervisor	10	8.0
Length of service in Nursing Sector	Less than 1 year service	46	36.8
	1-3 year service	53	42.4
	4-6 year service	15	12.0
	Greater than 6 year service	11	8.8
Length of service in Current Hospital	Less than 1 year service	29	23.2
	1-3 year service	44	35.2
	4-6 year service	32	25.6 1
	Greater than 6 year service	20	6.0

Table 2
Descriptive statistic

	N	Mean	Std Deviation
Deviant Workplace Behaviour	125	3.99	0.64
Workload	125	3.96	0.61
Work stress	125	3.89	0.66
Job Attitude	125	3.69	0.67

The reliability of all the variables were in the range of 0.6 to 0.9 which was acceptable as the minimum benchmark of the Cronbach's Alpha value is 0.50. Correlation analysis the results show that there is a positive and significant relationship between workload and deviant workplace behaviour (r = 0.564, p <0.01). The findings of work stress shows that a significant positive relationship between job stress and deviant workplace behaviour (r = .445, p <0.01). There is a positive and significant relationship between job attitude and deviant workplace behaviour with a correlation coefficient (r = 0.605, p <0.01). The detail is shown in table 3 below.

Table 3
Correlation matrix of study variables

	1	2	3	4
Deviant Workplace Behaviour	1			
Workload	.564**	1		
Work stress	.445**	.536**	1	
Job Attitude	.605**	.327**	.461**	1

** Significant Correlation at the 0.05 level (2-tailed).

Multiple Regression Analysis
Regression analysis was conducted to test the three hypotheses. The results showed that workload, work stress, and job attitude had a significant positive relationship with deviant workplace behaviour. Specifically, if a unit of workload increased, the level of deviant workplace behaviour increased by 0.211. Similarly, if a unit of work stress increased, the level of deviant workplace behaviour increased by 0.265. Finally, if a unit of job attitude increased, the level of deviant workplace behaviour increased by 0.338. Among these variables, role conflict was found to be the largest contributor to deviant workplace behaviour. The model summary showed that the proposed model had a significant fit (R2 = 0.505, adjusted R2 = 0.535, F = 42.130, p < 0.01).

Table 4
Model Summary

Model	R2	Adjusted R2	F	Sig.
1	1 .505	.535	42.130	.000**

*Significant at 5%; ** significant at 1% level

Table 5
Coefficients of Regression Analysis

Independent Variables	Independent Unstandardized Coefficients B	Standardized Coefficients Beta	T	Sig.
Constant	1.217		.820	.410
Workload	0.211	0.209	2.456	.017*
Work stress	0.265	0.305	5.105	.000**
Job Attitude	0.338	0.420	6.190	.000**

*Significant at 5%; ** significant at 1% level

Practical Implications

Based on the findings of this study, it is recommended that hospital management take steps to reduce job attitude by assigning tasks that match employees' skills. Additionally, top management should work to reduce employees' stress levels by providing a more encouraging working environment. Motivational sessions can also be conducted from time to time to help employees cope with stress. It is important to note that the findings of this study are only applicable to the accessible population of selected employees in the selected public hospitals, and therefore, cannot be generalized to other organizations in Pakistan, such as the private sector. To reduce deviant behaviour in the workplace, other factors that are more extensive and comprehensive should be considered.

Conclusion

In conclusion, this study aimed to investigate the relationship between workload, work stress, job attitude, and deviant workplace behaviour among nursing employees in public hospitals in Khyber Pakhtunkhwa, Pakistan. The findings of this study suggest that workload, work stress, and job attitude have a significant positive relationship with deviant workplace behaviour. Specifically, role conflict was found to be the largest contributor to deviant workplace behaviour. Based on these findings, it is recommended that bank management take steps to reduce job attitude by assigning tasks that match employees' skills, work to reduce employees' stress levels by providing a more encouraging working environment and conduct religious talks from time to time to help employees cope with stress. However, it is important to note that the findings of this study are only applicable to the accessible population of selected employees in the selected public hospitals, and therefore, cannot be generalized to other organizations in Pakistan, such as the private sector. Future research should consider other factors that may contribute to deviant workplace behaviour and investigate the effectiveness of interventions aimed at reducing such behaviour. Overall, this study contributes to the literature on deviant workplace behaviour and provides insights into the factors that may contribute to such behaviour among bank employees in public hospitals in Khyber Pakhtunkhwa, Pakistan.

Theoretical Contribution

The theoretical contribution of this paper lies in its exploration of the relationship between workload, work stress, job attitudes, and deviant workplace behaviour in the nursing sector of Khyber Pakhtunkhwa, Pakistan. By employing the underpinning theory of Affective Events Theory (AET), this study provides insights into how these factors are interconnected and how job attitudes play a significant role in influencing deviant workplace behaviour. This research adds to the existing literature on workplace deviance in the nursing sector and serves as a basis for further research in this area.

Practical Contribution

The practical contribution of this paper is twofold. Firstly, it highlights the importance of addressing job attitudes among nursing staff in order to reduce deviant workplace behaviour. The findings suggest that improving job attitudes can have a significant impact on reducing deviant behavior in the nursing sector. This implies that nursing managers and administrators

should focus on creating a positive and supportive work environment that promotes job satisfaction and engagement. Secondly, the paper emphasizes the need for organizations in the nursing sector to address work stress and workload issues. The findings indicate that these factors are significantly related to deviant workplace behaviour. Therefore, it is crucial for healthcare institutions to implement strategies that effectively manage work stress and workload, such as providing adequate resources, support, and training to nursing staff. By doing so, organizations can mitigate the negative effects of work stress and workload on job attitudes and ultimately reduce deviant behaviour in the workplace. Overall, the practical implications of this paper provide valuable insights for nursing sector management to improve job attitudes, reduce work stress, and effectively address deviant workplace behavior among nursing staff.

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